Kerbal Space Program - Bug #1108

KSP Freezes my computer

07/24/2013 10:39 PM - zerke2001

Status:	Closed	**Start date:**	07/24/2013
Severity:	Very Low	**% Done:**	100%
Assignee:			
Category:	Parts		
Target version:			
Version:	0.21	**Language:**	English (US)
Platform:	Windows	**Mod Related:**	No
Expansion:			

Description

The game is installed via Steam. Launching the game via Steam or directly double-clicking on the KSP.exe from within the steamapps directory results in a black screen then my cursor busy icon appears to spin and then freezes. At this point my whole computer is frozen. I cannot Alt-Ctrl-Del or toggle the Num/Caps lock keys and therefore my computer has halted and I am forced to reboot my computer.

Initially I thought this was because of old files that may have gotten corrupt during the upgrade, but I deleted the entire directory out of steamapps and had Steam re-install it. Same thing happens. Even after fresh game install, no log file was generated. I checked my system event viewer in the Applications and System events and found no trace of failure.

The good news is that I have found a temporary resolution. If I run the game by right-clicking the KSP.exe and choosing to run as Administrator, it will actually work. I don't know why this happens because it used to run previous versions fine. I can run other games perfectly fine as well.

I have uploaded the DxDiag info of my computer specs.

History

#1 - 07/25/2013 01:34 AM - Belwrath

Sounds to me like you just need to run Steam as an admin. Try running it as admin, and see if you can launch KSP through Steam then.
There's a reoccurring issue with Steam and sub-directories, or something like that. Happens a lot with Arma II and hopefully running Steam as admin can be a blanket quick fix! :D

P.S. If it does work, go to where Steam is saved and find the Application file, right click, open properties, and somewhere in there you can set it to always run as admin.

#2 - 07/25/2013 08:11 AM - Ted

- Category deleted (Bug Tracker)

- Severity changed from High to Very Low

This sounds more like a support issue, than an actual bug. If you could provide your output_log, it would help us determine exactly that.

#3 - 07/25/2013 08:24 PM - zerke2001

- File KSP.log added

Hello again. So I have just updated the game to version 0.21.1.276 and still have this issue. I am able to run the game when choosing to run Steam as admin. I was lucky this time that the game didn't freeze right away and am able to provide you with a log. Hopefully this will help. I will keep you posted if anything changes. Thanks.

#4 - 08/16/2013 08:25 AM - Ted

- Category set to Parts

- Status changed from New to Need More Info

Could you try a clean re-install of 0.21.1?

#5 - 08/20/2013 01:36 AM - zerke2001

I right-clicked in Steam, deleted local content and then re-installed it. Pressed play, my screen goes black, cursor spins indicating that the computer is loading the game and then nothing. Totally frozen computer. The screen is frozen in that state and my keyboard no longer responds.
I have no idea why this happens. Every other game I have runs perfectly fine. This game ran without fail until the .21 update.

#6 - 08/23/2013 01:43 AM - zerke2001

- File 2013-08-22_212812.zip added

I decided to copy the Kerbal Space Program folder from my steamapps\common directory to my desktop. I ran the game and this time instead of freezing my computer, the game crashed. I uploaded the crash files as 2013-08-22_212812.zip I hope this helps.

#7 - 09/05/2014 10:14 AM - Squelch

- Status changed from Need More Info to Closed

- % Done changed from 0 to 100

Closing this issue due to lack of feedback and its age.

There have been several updates made to KSP and Steam since this issue was raised, and a look at the logs would indicate any number of variables. Without a method of reproduction by others, this cannot be treated as a valid KSP issue.

Files

DxDiag.txt	36.5 KB	07/24/2013	zerke2001
KSP.log	90.7 KB	07/25/2013	zerke2001
2013-08-22_212812.zip	34.1 KB	08/23/2013	zerke2001