

Kerbal Space Program - Bug #1836

Crash Report

11/29/2013 05:13 AM - darthvalda

Status:	Closed	Start date:	11/29/2013
Severity:	Low	% Done:	100%
Assignee:			
Category:	Gameplay		
Target version:			
Version:	0.22	Language:	English (US)
Platform:	Win32	Mod Related:	No
Expansion:			

Description

KSP crashes regularly upon entering the loading screen, e.g. switching from flight to space center, switching from VAB to launch pad, etc.

Sometimes with a frozen screen and faulty graphics (please see the JPG attached), sometimes with just a black screen, sometimes with a fall-back to windows desktop and the report "display driver stopped responding and has successfully recovered" and sometimes with the crash dump files having been stored in the KSP folder (attached as ZIP archive).

Unfortunately the error is not directly reproducible, but occurs on a spontaneous basis.

The system runs on Windows 7 Home Premium 64bit SP1, graphic and all other drivers are up-to-date and no such problems have been observed in usage with other software so far (detailed hardware specifications are attached as HTML).

History

#1 - 01/06/2014 03:27 AM - TruePikachu

- Status changed from New to Not a Bug

- % Done changed from 0 to 100

Lines 7643..9580 of the later output log are a repetition of:

```
Skipped rendering frame because GfxDevice is in invalid state (device lost)
```

```
(Filename: Line: 1385)
```

```
HandleD3DDeviceLost
```

```
HandleD3DDeviceLost: still lost
```

Additionally, since Windows itself had reported that the display driver stopped responding, I have a very good reason to believe this is either a hardware problem (possibly overheating, try running your Z-CPU report just after one such crash that Windows reports), or a driver problem (are your drivers from the system's OEM, Windows Update, or the manufacturer of the card?).

#2 - 01/09/2014 08:40 AM - Ted

- Category changed from 30 to Gameplay

- Status changed from Not a Bug to New

- Severity changed from Normal to Low

- % Done changed from 100 to 0

That output is in fact due to KSP being alt-tabbed. Whilst you're advised not to do this during initial asset loading, it will not have a significant effect elsewhere - as long as your system can handle it.

As for the crash itself, as far as I can tell, it's seemingly random. There is an NRE a few lines above, but it shouldn't cause a crash at least. Will leave this open for you to provide more information when you can.

#3 - 01/09/2014 08:43 AM - Ted

- Status changed from New to Need More Info

#4 - 01/09/2014 09:06 AM - darthvalda

@TruePikachu: The drivers are the latest ones from NVIDIA itself, not OEM, Windows Update or manufacturer of the card. There's is definitely no hardware problem. I tried several times to remove all graphic drivers and system entries (files, folders, registry, etc.) and do an overall clean new install, instead of just updating the drivers. The GPU and CPU temperatures are all within normal limits and way more graphically sophisticated games run normal, safe and stable.

@Ted: What do you mean with "alt-tabbed"? If you mean that KSP maybe was running in the background during initial asset loading: Could be possible. I do this sometimes to bridge loading times and to do other things in the OS and usually my system handles this without any problems. To be honest, I haven't tried 0.23 since it came out, due to a lack of time. So I can't confirm if the problems are still valid or were related to 0.22. I keep you informed...

#5 - 01/10/2014 01:15 AM - TruePikachu

Ummm... nVidia *is* the manufacturer of the card.

Just did a search on Google. It looks like the problem is indeed with your video card or driver. Try reverting to v314.22, or getting a new card if that doesn't fix it.

<https://forums.geforce.com/default/topic/619329/gtx-460-video-drivers-post-314-crashes/>
<https://forums.geforce.com/default/topic/491490/gtx-460-nvidia-driver-has-stopped-responding-and-has-recovered/>
<https://forums.geforce.com/default/topic/659933/gtx-460-freezing-crashing/>

EDIT: The mention of alt-tabbed was rather @ me, I'm rather new to KSP crash logs.

#6 - 01/10/2014 02:03 AM - darthvalda

Well, as far as I know Gainward is the manufacturer of my card and nVidia is the one of the graphical chipset. But I don't wanna sound nitpicky or ungrateful...

I will try reverting to your mentioned driver version and see if it works better that way. Although I'm still quite sure it's not a hardware problem itself, due to the fact (as stated several times before) ALL other software ran/runs like a charm until those very moments when KSP crashed randomly. But nevertheless I'm considering to buy a new graphic card the upcoming weeks anyway.

#7 - 07/27/2015 06:05 PM - Squelch

- Platform Win32 added

- Platform deleted (Windows)

#8 - 07/17/2016 09:36 AM - TriggerAu

- Status changed from Need More Info to Needs Clarification

#9 - 08/08/2016 12:40 PM - TriggerAu

- Status changed from Needs Clarification to Closed

- % Done changed from 0 to 100

Closing this report out for now. If you find it is still occuring in the latest version of KSP please open a new report (and this one can be linked to it.) For best results, the wiki contains really useful info for when creating a report <http://bugs.kerbalspaceprogram.com/projects/ksp/wiki>.

You can also ask questions about the bug cleanup in the forum here:

<http://forum.kerbalspaceprogram.com/index.php?/topic/143980-time-to-clean-up-the-bug-tracker/> and tag @TriggerAu to get my attention

Files

screenshot.jpg	1.19 MB	11/29/2013	darthvalda
crash_reports.zip	105 KB	11/29/2013	darthvalda
hardware_specs.html	124 KB	11/29/2013	darthvalda