

# Kerbal Space Program - Bug #2844

## Patcher fails to authenticate

07/29/2014 12:21 PM - Master\_Tao

<b>Status:</b>	Closed	<b>Start date:</b>	07/29/2014
<b>Severity:</b>	Normal	<b>% Done:</b>	100%
<b>Assignee:</b>	Developers		
<b>Category:</b>	Application		
<b>Target version:</b>			
<b>Version:</b>	0.24	<b>Language:</b>	English (US)
<b>Platform:</b>	OSX	<b>Mod Related:</b>	No
<b>Expansion:</b>			

### Description

Patcher (v. 2.0.0.198, OS X) fails to authenticate correct login information following the 0.24 update with the message "Unable to authenticate with the server: Received malformed data from the server: bad channelkey." On the other hand, inputting an incorrect password correctly fails to authenticate with the message "The email and password you have entered don't match our records. Please try again."

Patcher.log reports the following:

```
07/29/2014 01:08:38 PM [DEBUG   ]: Downloading data from https://kerbalspaceprogram.com/kspstore/dp/patcher/index.php to memory...
07/29/2014 01:08:38 PM [DEBUG   ]: HTTP 500: Internal Server Error (https://kerbalspaceprogram.com/kspstore/dp/patcher/index.php)
07/29/2014 01:08:38 PM [DEBUG   ]: Content-Length: ??? bytes
07/29/2014 01:08:38 PM [DEBUG   ]: Received: bad channelkey
07/29/2014 01:08:38 PM [DEBUG   ]: getAuthToken=bad channelkey
07/29/2014 01:08:38 PM [ERROR  ]: Unable to authenticate with the server: Received malformed data from the server: bad channelkey
07/29/2014 01:08:38 PM [ERROR  ]: signal done[str] has 1 argument(s) but 0 provided
```

This issue prevents starting KSP via the Launcher and updating via Patcher. Workarounds are to launch KSP directly and manually update by downloading from the KSP store; however, this makes updating for hotfixes difficult, especially with limited bandwidth.

Appears to be a separate issue from Bug [#2319](#). Discussed by forum users [here](#).

### History

#### #1 - 07/29/2014 12:23 PM - Master\_Tao

Other forum threads [here](#) and [here](#).

#### #2 - 11/24/2014 05:15 PM - droideka30

- Status changed from New to Confirmed

- % Done changed from 0 to 10

I can confirm this; I have the same issue described above.

Mentioned at: <http://forum.kerbalspaceprogram.com/threads/92234-0-25-The-Mac-OS-X-Thread> under "Launcher and Patcher Issues"

#### #3 - 11/30/2014 08:39 AM - Carthesian

Same here!

OSX 10.10.1

#### #4 - 12/05/2014 12:48 PM - gattermann

Confirmed. OS X 10.9.5, KSP 0.25.0 (build 00642).

#### #5 - 02/18/2015 11:44 AM - Samssonart

- Status changed from Confirmed to Being Worked On
- Assignee set to Developers
- % Done changed from 10 to 30

It seems to be a problem on updated versions of Python and pyQT, it's being adressed.

**#6 - 07/17/2016 09:26 AM - TriggerAu**

- Status changed from Being Worked On to Needs Clarification
- % Done changed from 30 to 0

**#7 - 08/09/2016 10:56 AM - 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