

## Beamdog Client Public Bugs - Bug #38485

### Beamdog Client should be installed correctly

08/22/2018 11:05 AM - Julius Borisov

<b>Status:</b>	New	<b>Start date:</b>	08/22/2018
<b>Classification:</b>	Public Item	<b>Due date:</b>	
<b>Assignee:</b>		<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>			
<b>Description</b>			
1. Download the Beamdog Client. 2. Try to install it.			
<b>Observed:</b> Instantly crashes with the following note "Update has stopped working".			
<b>Expected:</b> The Client is installed correctly.			
<b>Notes:</b>  A user is encountering the following problem:  "My uncle purchased and gifted me with NWN Remastered so that we can play together.. He sent me the redeem code for the game which he bought through Beamdog.com, and I redeemed it via beamdog.com site(not the launcher) afterwards on the top of my screen said that NWN Remastered has been added to my game list, but when I enter my game list via site i can't see any of them it only says "My games" In the middle of it.. So I thought to myself I may need to install the Launcher, which I did yesterday.. Now we get to the main problem.. When try to launch the installer for your client(version 2.1.8 or any other, tried them all) it instantly crashes saying : " Update has stopped working" then you need to press close program, when i press that another error appears called Beamdog Client Setup 2.1.8-ia32.exe has stopped working, under it says : "There was an error while installing this application. Check the setup log for more information and contact the author" then I press the setup log, a notepad file named SquirrelSetup which says this :  :"2184> 2018-07-09 22:18:52> Program: Starting Squirrel Updater: --install . 2184> 2018-07-09 22:18:53> Program: Starting install, writing to C:\Users\Dimitrije\AppData\Local\SquirrelTemp 2184> 2018-07-09 22:18:54> Program: About to install to: C:\Users\Dimitrije\AppData\Local\Discord 2184> 2018-07-09 22:18:54> SingleGlobalInstance: Grabbing lockfile with timeout of 00:00:10 2184> 2018-07-09 22:18:54> CheckForUpdateImpl: Reading RELEASES file from C:\Users\Dimitrije\AppData\Local\SquirrelTemp 2184> 2018-07-09 22:18:54> CheckForUpdateImpl: Remote version 0.0.301 differs from local 2184> 2018-07-09 22:18:54> CheckForUpdateImpl: First run or local directory is corrupt, starting from scratch 2184> 2018-07-09 22:18:54> ApplyReleasesImpl: Writing files to app directory: C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-console-l1-1-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-console-l1-1-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-datetime-l1-1-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-datetime-l1-1-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-debug-l1-1-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-debug-l1-1-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-errorhandling-l1-1-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-errorhandling-l1-1-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-file-l1-1-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-file-l1-1-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-file-l1-2-0.dll to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-core-file-l1-2-0.dll 2184> 2018-07-09 22:19:01> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-core-file-l2-1-0.dll to			



2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-environment-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-environment-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-filesystem-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-filesystem-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-multibyte-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-multibyte-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-private-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-private-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-process-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-process-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-runtime-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-runtime-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-stdio-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-stdio-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-string-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-string-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-time-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-time-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-utility-l1-1-0.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-utility-l1-1-0.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\app.ico  
to C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\app.ico  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\blink\_image\_resources\_200\_percent.pak to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\blink\_image\_resources\_200\_percent.pak  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\content\_resources\_200\_percent.pak to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\content\_resources\_200\_percent.pak  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\content\_shell.pak to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\content\_shell.pak  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\d3dcompiler\_47.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\d3dcompiler\_47.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\Discord.exe to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Discord.exe  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\ffmpeg.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\ffmpeg.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\icudtl.dat to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\icudtl.dat  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\libEGL.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\libEGL.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\libGLESv2.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\libGLESv2.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\msvcp140.dll to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\msvcp140.dll  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\natives\_blob.bin to  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\natives\_blob.bin  
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file  
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\node.dll to

```

C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\node.dll
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\pdf_viewer_resources.pak to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\pdf_viewer_resources.pak
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\snapshot_blob.bin to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\snapshot_blob.bin
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\Squirrel.exe to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Squirrel.exe
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\ucrtbase.dll to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\ucrtbase.dll
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\ui_resources_200_percent.pak to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\ui_resources_200_percent.pak
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\vruntime140.dll to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\vruntime140.dll
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\views_resources_200_percent.pak to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\views_resources_200_percent.pak
2184> 2018-07-09 22:19:02> ApplyReleasesImpl: Moving file
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\lib\net45\api-ms-win-crt-math-l1-1-0.dll to
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\api-ms-win-crt-math-l1-1-0.dll
2184> 2018-07-09 22:19:06> ApplyReleasesImpl: Started updateSelf pid 4988
2184> 2018-07-09 22:19:10> ApplyReleasesImpl: Squirrel Enabled Apps:
[C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Discord.exe]
2184> 2018-07-09 22:19:11> Utility: Process Started: C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Discord.exe
--squirrel-install 0.0.301, pid 1468
2184> 2018-07-09 22:19:16> Utility: Received exitcode 0 from process
C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Discord.exe
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: ran C:\Users\Dimitrije\AppData\Local\Discord\app-0.0.301\Discord.exe, pid 5288
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: Starting fixPinnedExecutables
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: fixPinnedExecutables: newCurrentFolder: app-0.0.301
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: File 'C:\Users\Dimitrije\AppData\Roaming\Microsoft\Windows\Start
Menu\Programs\Accessories\Accessibility\Narrator.lnk' could not be converted into a valid ShellLink:
System.IO.FileNotFoundException: The system cannot find the file specified. (Exception from HRESULT: 0x80070002)
at Squirrel.Shell.ShellLink.IShellLinkW.Resolve(IntPtr hWnd, UInt32 fFlags)
at Squirrel.Shell.ShellLink.Open(String linkFile, IntPtr hWnd, EShellLinkResolveFlags resolveFlags, UInt16 timeOut)
at Squirrel.UpdateManager.ApplyReleasesImpl.b__11_0(FileInfo file)
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: File 'C:\Users\Dimitrije\AppData\Roaming\Microsoft\Windows\Start
Menu\Programs\Games\Gothic™ 2.lnk' could not be converted into a valid ShellLink:
System.Runtime.InteropServices.COMException (0x80004005): Error HRESULT E_FAIL has been returned from a call to a COM
component.
at Squirrel.Shell.ShellLink.IShellLinkW.Resolve(IntPtr hWnd, UInt32 fFlags)
at Squirrel.Shell.ShellLink.Open(String linkFile, IntPtr hWnd, EShellLinkResolveFlags resolveFlags, UInt16 timeOut)
at Squirrel.UpdateManager.ApplyReleasesImpl.b__11_0(FileInfo file)
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: File 'C:\Users\Dimitrije\AppData\Roaming\Microsoft\Windows\Start
Menu\Programs\Games\Oblivion The Elder Scrolls IV™.lnk' could not be converted into a valid ShellLink:
System.Runtime.InteropServices.COMException (0x80004005): Error HRESULT E_FAIL has been returned from a call to a COM
component.
at Squirrel.Shell.ShellLink.IShellLinkW.Resolve(IntPtr hWnd, UInt32 fFlags)
at Squirrel.Shell.ShellLink.Open(String linkFile, IntPtr hWnd, EShellLinkResolveFlags resolveFlags, UInt16 timeOut)
at Squirrel.UpdateManager.ApplyReleasesImpl.b__11_0(FileInfo file)
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: File 'C:\Users\Dimitrije\AppData\Roaming\Microsoft\Windows\Start
Menu\Programs\Games\The Elder Scrolls 3 Morrowind™.lnk' could not be converted into a valid ShellLink:
System.Runtime.InteropServices.COMException (0x80004005): Error HRESULT E_FAIL has been returned from a call to a COM
component.
at Squirrel.Shell.ShellLink.IShellLinkW.Resolve(IntPtr hWnd, UInt32 fFlags)
at Squirrel.Shell.ShellLink.Open(String linkFile, IntPtr hWnd, EShellLinkResolveFlags resolveFlags, UInt16 timeOut)
at Squirrel.UpdateManager.ApplyReleasesImpl.b__11_0(FileInfo file)
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: Updating shortcut C:\Users\Dimitrije\AppData\Roaming\Microsoft\Windows\Start
Menu\Programs\Discord Inc\Discord.lnk
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: Updating shortcut C:\Users\Dimitrije\Desktop\Discord.lnk
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: Fixing up tray icons
2184> 2018-07-09 22:19:16> ApplyReleasesImpl: cleanDeadVersions: for version 0.0.301

```

2184> 2018-07-09 22:19:16> ApplyReleasesImpl: cleanDeadVersions: exclude current version folder app-0.0.301

My PC Specifications are : AMD A6-9220 2.5-2.7ghz dual core, 4gb DDR4 Ram, Radeon R5 M435 2gb DDR5 and Radeon R4 for browsing (it's an APU Laptop) and all that on windows 7 64bit.  
I tried to disable the firewall and antivirus but it still did not work."

## History

---

### #1 - 08/22/2018 11:11 AM - Scott Brooks

Strange. This log appears to be from Discord, and not the Beamdog Client.

We both use the same underlying technology to do our installers(squirrel), so unfortunately it appears to have shown the user the discord error log instead of the beamdog client one. This log won't help us out.

### #2 - 08/22/2018 11:12 AM - Julius Borisov

Is there any way to get the correct error log? Where should they look?

### #3 - 08/22/2018 07:19 PM - Richard Hilton

Some general thoughts.

It sounds as though the installation failed before any logging was started. Has a Windows update been made on the machine. Does dragging the installer into a CMD prompt show any additional information. Has .Net been [disabled](#)

### #4 - 08/23/2018 05:27 AM - Julius Borisov

Ok, I've sent this suggestion to the user.