

## Moscore QM - Bug #180

### Moscore crashes during splash screen/now does not display after update

04/15/2014 08:52 PM - Jamie Pate

<b>Status:</b>	Closed	<b>Start date:</b>	04/20/2014
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Walter Pate	<b>% Done:</b>	100%
<b>Category:</b>	Start Up	<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	1.3.25	<b>Spent time:</b>	25.50 hours
<b>Description</b>			
For some reason the splash screen is crashing the computer. Unable to reproduce on another computer			
Workaround: add command line switch to disable splash screen. Create a shortcut that runs c:\Program Files(x68)\mosco\moscore_qm\moscore_qm.exe -n			
<b>Subtasks:</b>			
Feature # 183: Replace/upgrade libvlc			<b>Closed</b>

#### History

##### #1 - 04/15/2014 08:55 PM - Jamie Pate

- Estimated time deleted (4.00)

Unable to reproduce, workaround exists.

##### #2 - 04/15/2014 09:01 PM - Walter Pate

- Assignee changed from Jamie Pate to Walter Pate

customer called several times on issue and tried recommendations still could not resolve issue  
un installed and reinstalled several times cleaned out registry still failed  
Did temporary fix by bypassing Large splash screen now working

##### #3 - 04/30/2014 04:05 PM - Walter Pate

- Status changed from Resolved to Feedback

Fixed in ver 1.3.25, waiting for customer feedback

##### #4 - 05/29/2014 10:50 PM - Walter Pate

- Subject changed from Moscore crashes during splash screen to Moscore crashes during splash screen/now does not display after update

After the 1.3.26 update the splash screen does not display on three computers that I upgraded, the program starts after a Black background displays

##### #5 - 05/29/2014 10:57 PM - Jamie Pate

Blank splash screen is a new bug.

##### #6 - 06/04/2016 04:58 AM - Walter Pate

- Status changed from Feedback to Closed

no feedback