

## HELIUM RAIN - Bug #1083

### Linux: performances issues, crashes

09/27/2017 02:40 PM - L D

<b>Status:</b>	Closed	<b>Start date:</b>	09/27/2017
<b>Priority:</b>	Normal	<b>Due date:</b>	
<b>Assignee:</b>	Frédéric Bertolus	<b>% Done:</b>	0%
<b>Category:</b>		<b>Estimated time:</b>	0.00 hour
<b>Target version:</b>	Ongoing issues		
<b>Description</b>			
Hi!			
<p>I have some severe performances troubles sometimes, which usually leads to a game crash. After a moment playing, the game can start to lag heavily. I've noticed that using the "J" key to pass days is often involved in the crashes. These issues appears when i launch the game via Steam, but also when i launch it with the command line. I've tried also the beta, which seemed to be a bit worse about rendering performances.</p> <p>Besides this, the game is very dark (i know it's intentional, which is great!) and i need to push the gamma at max. No lights from my ship, since i understood there should be one. And the engine sound is almost always clipping (probably due to the mem being saturated).</p> <p>I've joined the crashes directories and the savegame, even if i don't think the later is related to the issues.</p> <p>Here is the output i have in the command line when it crashes (stable version, but the beta one is almost the same):</p> <pre>Pooling OS allocations (pool size: 1408 MB, maximum allocations: 9502). Using binned2. 4.16.3-0+++UE4+Release-4.16 513 0 Disabling core dumps. [S_API FAIL] SteamAPI_Init() failed; SteamAPI_IsSteamRunning() failed. [S_API FAIL] SteamAPI_Init() failed; unable to locate a running instance of Steam, or a local steamclient.so. LowLevelFatalError [File:/home/fred/s2/workspace/4.11/UnrealEngine/Engine/Source/Runtime/Core/Private/GenericPlatform/GenericPlatformMemory.cpp] [Line: 416] munmap(addr=0x7f2b4cf69000, len=135168, size as passed 65536) failed with errno = 12 (Cannot allocate memory) Signal 11 caught. Malloc Size=131076 LargeMemoryPoolOffset=131092 CommonLinuxCrashHandler: Signal=11 Malloc Size=65535 LargeMemoryPoolOffset=196655 Engine crash handling finished; re-raising signal 11 for the default handler. Good bye. Segmentation fault (core dumped)</pre> <p>And finally, my specs:</p> <p>Laptop Linux Ubuntu 16.04 (64bits); proc i3-6100H CPU @ 2.70GHz × 4; RAM 4Go Intel HD Graphics 530 (Skylake GT2); Version OpenGL : 3.0</p> <p>I hope all this will help you! Et si vous avez besoin, je suis français, donc on peut affiner les choses dans notre langue maternelle! Good luck!</p>			

### History

#### #1 - 10/05/2017 06:14 PM - L D

Any news, guys?

#### #2 - 10/05/2017 06:29 PM - Gwennaël Arbona

- Target version set to Ongoing issues

We don't know for sure but it might be due to not enough memory, which is annoying because 4GB is supposedly enough.

#### #3 - 10/06/2017 09:40 AM - L D

Thanks for the answer! That's what i suspected, considering the symptoms... I'll check if i can confirm that on my side.

**#4 - 10/14/2017 04:02 PM - L D**

Hi guys,

Any news about that? I've confirmed that the game ate almost all the RAM when running, but i guess you already had that clue. So have you found something?

Thanks! Can't wait to hear from you, because i've stopped playing the game for now, too unstable...

**#5 - 10/14/2017 04:59 PM - Gwennaël Arbona**

Could you try setting the texture quality to the lowest ? Aside from that, I'm not sure what we can do for now.

**#6 - 10/14/2017 09:21 PM - L D**

I just tried quickly (launch the game, load a save, fly a bit around) with all the graphic settings off or lowest. No real luck, apparently, it still lag a bit. I'll have to test it in the long term, though, and i'll keep you in touch with this.

But i must say that previously, my graphic settings were already at the lowest, appart from the texture one which was medium. I had the AA thingy on too (the second button, not the 2x), and the antialiasing, i think. I had the cracking sound again, by the way; i'm no expert, but i think that linux sound server can be a bit tricky sometimes, maybe it's a lead.

Anyway, thanks for the answer, i hope the next builds will help with this somehow...

**#7 - 10/15/2017 02:54 PM - Gwennaël Arbona**

- Assignee set to *Frédéric Bertolus*

**#8 - 11/13/2017 07:26 PM - Gwennaël Arbona**

- Status changed from *New* to *Closed*

**Files**

---

Crashes.zip	27.6 KB	09/27/2017	L D
SaveSlot1.json	4.16 MB	09/27/2017	L D