

Emulator - Emulator Issues #12042

Dolphin fully freezes windows 10, requiring restart, when playing specific Donkey Kong Country Returns with D3D12 Backend

04/09/2020 12:02 AM - Kirian

Status: Invalid	% Done: 0%
Priority: Normal	
Assignee:	
Category:	
Target version:	
Operating system: N/A	Relates to performance: No
Issue type: Bug	Easy: No
Milestone:	Relates to maintainability: No
Regression: No	Regression start:
Relates to usability: No	Fixed in:

Description

Game Name?

Donkey Kong Country Returns

Game ID? (right click the game in the game list, Properties, Info tab)

SF8E01 (0001000053463845)

MD5 Hash? (right click the game in the game list, Properties, Verify tab, Verify Integrity button)

6ff36b6b6b8a42064e73847993c43e4b

What's the problem? Describe what went wrong.

(tested at native resolution, 3x resolution, synchronous (non-ubershaders) and synchronous ubershaders, tested with and without the HD graphics pack)

On Windows 10, when playing the game on Direct3D 12 the game will freeze on stage 1-5 (Canopy cannons), mostly after the first checkpoint, though there was one time when it froze before it. After the game freezes, attempting to stop the emulation will not work. After some time with the game frozen, windows system will completely stop (testes by being on discord audio channel while at my tests. I could hear other people talking for some seconds after the game freezes, but all audio will stop after some time). If attempting to "Ctrl + Alt + Dell" with the game frozen, but before windows completely stops, the screen will go black and nothing will happen until windows completely freezes. In any case, after windows freezes the machines is required to be reseted.

What steps will reproduce the problem?

- 1) Set graphics backend as Direct3D 12
- 2) Start Donkey Kong Country Returns
- 3) select the level 1-5 (Canopy cannons)
- 4) Slowly advance the stage
- 5) Some time after the start, mostly after the first checkpoint, the game will freeze.

Is the issue present in the latest development version? For future reference, please also write down the version number of the latest development version.

Yes, tested on 11832.

Is the issue present in the latest stable version?

Not tested on Dolphin 5.0 Stable

If the issue isn't present in the latest stable version, which is the first broken version? (You can find the first broken version by

bisecting. Windows users can use the tool

<https://forums.dolphin-emu.org/Thread-green-notice-development-thread-unofficial-dolphin-bisection-tool-for-finding-broken-builds> and anyone who is building Dolphin on their own can use git bisect.)

[(Not tested)]

If your issue is a graphical issue, please attach screenshots and record a three frame gif of the issue if possible. Screenshots showing what it is supposed to look like from either console or older builds of Dolphin will help too. For more information on how to use the fifoplayer, please check here: <https://wiki.dolphin-emu.org/index.php?title=FifoPlayer>

[No Graphical Glitch]

What are your PC specifications? (CPU, GPU, Operating System, more)

System: Windows 10 1903 (compilation 18362.720)

CPU: Core Intel i7 3770k (running at default clocks)

GPU: GTX 970 (Drivers: 445.75)

Memory: 2x4GB (8GB) DDR3

Motherboard: Asus P8z77-V LX

Is there anything else that can help developers narrow down the issue? (e.g. logs, screenshots, configuration files, savefiles, savestates)

Save file for the game, along with screenshots of the used configuration:

https://www.mediafire.com/file/bs2kn2o4borcxcw/DKCR_Save_File_and_settings_screenshots.zip/file

Video showing the issue:

<https://youtu.be/bok8Ue9Aylk>

2-3 months ago, when I was beating the game, I remember being on this stage for almost half an hour trying to find a puzzle piece and there were no issues, but I don't remember if I was using D3D12 at the time. Still, there is a chance that this problem is from recent versions. I also tested this stage on D3D11, OpenGL and Vulkan and, although I didn't tested extensively, I managed to beat the stage in those backends.

History

#1 - 04/28/2020 03:01 PM - Miksel12

I played the level a few times with D3D12 without any problems. Using W10 1909, R5 3600, GTX1060 442.36.

#2 - 04/28/2020 07:23 PM - Kirian

Miksel12 wrote:

I played the level a few times with D3D12 without any problems. Using W10 1909, R5 3600, GTX1060 442.36.

I'm still having the problem. Dolphin 11967, Win10 1909, Gtx 970 "445.87". I'm only posting here because I have never encountered this kind of problem in any game before.

#3 - 04/28/2020 07:24 PM - JMC4789

It sounds like a driver crash if Windows 10 is crashing, which means it's likely out of our control.

#4 - 10/19/2020 11:47 PM - Billiard26

- Status changed from New to Invalid

If your entire OS is freezing that is out of the control of Dolphin.