

Below is a collection of tips and tricks to help remedy common issues faced when downloading/installing the CRYENGINE Launcher.

For issues not covered in the sections below, please reach out to the CRYENGINE team through its [Answers](#), [Forums](#) or [Support](#) channels with a complete description of the problems faced.

Before troubleshooting, please ensure that all installation instructions have been followed correctly. Some of the troubleshooting solutions below involve making changes to the operating system, hence should only be carried out by experienced users that are aware of the risks involved.

- Cannot Download/Re-install CRYENGINE or Launcher
- Launcher Fails to Install /Uninstall or Open
- Launcher Fails to Update 1
- Launcher Fails to Update 2
- Launcher Stops Working
- Engine Doesn't Install
- DLL Conflicts (Installed Engines Not Visible)
- New Engine Doesn't Appear in Launcher
- Sandbox Editor Doesn't Launch
- Unable to Validate a Project
- Slow Download Speeds

Cannot Download/Re-install CRYENGINE or Launcher

Attempt a CRYENGINE Launcher Cleanup using the following instructions.

Please backup all project files before proceeding.

Please delete the following Registry Keys:

1. `CURRENT_USER\SOFTWARE\GfaceGmbH\GamesInstallPath\<everything engine related>`
2. `LOCAL_MACHINE\SOFTWARE\WOW6432Node\GfaceGmbH\gameinstallpath\<everything engine related>`

Also delete the following folders from the HDD.

Users might need to expose 'hidden folders' if those listed below cannot be found.

3. `C:\Users\[your Username]\AppData\Local\CRYENGINE_Launcher`
4. `C:\ProgramData\GFACE <installLocation_cryengine.txt> <installLocation_cryengineassets.txt>`

Please re-install the CRYENGINE Launcher and the desired CRYENGINE versions once the above steps have been performed.

Launcher Fails to Install/Uninstall or Open

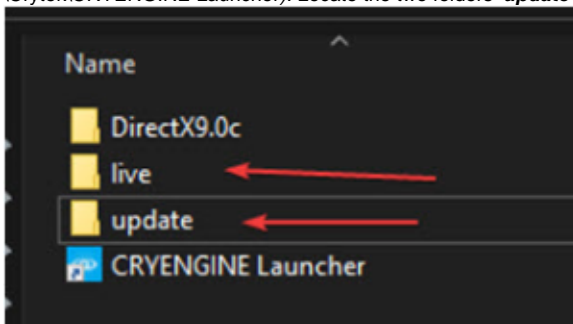
It's a known issue that if the Launcher is installed on an external removable drive for e.g. a pen-drive or a network drive then install/uninstall or failure to open can occur. Equally the same may also cause CRYENGINE installation fails. Hence, we recommend that both the CE Launcher and CRYENGINE are installed on an internal drive.

Launcher Fails to Update 1

Sometimes when updating the Launcher (from the Launcher itself), it downloads, closes and reopens, however the update has failed and the 'old' version of the Launcher remains open.

This issue could be caused by something that is blocking the CE Launcher folder from correctly swapping out with the new updated folder.

1. Fully close the Launcher
2. Go to your Launcher installation folder - the default location is `C:\Program Files (x86)\Crytek\CRYENGINE Launcher`. Locate the two folders "**update**", "**live**"



3. Rename **live** to **live.old**
4. Rename **update** to **live**
5. Open the Launcher in the normal way

This should resolve the issue, the update now being effective in which case you can delete the **live.old** folder.

Launcher Fails to Update 2

If the Launcher fails to update when the Sandbox is open, please close it before attempting to update it again.

To avoid losing progress, please ensure that projects are saved before closing the Sandbox Editor.

Launcher Stops Working

Sometimes after a period of Launcher inactivity the tabs (My Assets, My Engines etc.) can stop working. The Launcher uses the Windows Temp folder, hence if that particular folder is for e.g. cleaned-up, then failures are very likely to occur. Some typical examples of Temp folder interventions could include;

- Windows cleaning the Temp folder
- A Windows disk clean-up
- Temporary files being manually cleaned-up

The recommended solution to overcome this issue is close the Launcher from the System Tray and then reopen the Launcher in the normal way.

Engine Doesn't Install

Anti-virus software can often prevent CRYENGINE installing correctly. To rule out problems caused by them, please white-list all installed Anti-virus software.

If CRYENGINE fails to install despite AV software being white-listed,

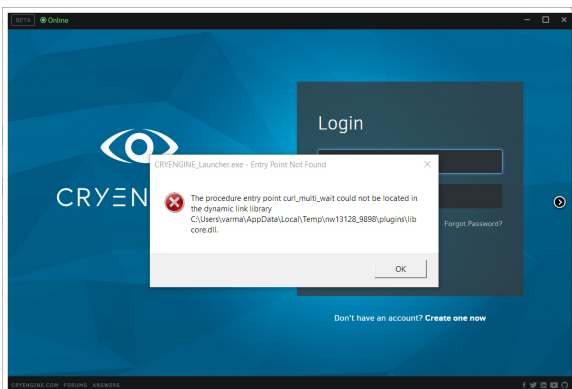
- Try changing the Engine's installation directory,
- Select another hard drive, if available, or,
- Ensure that sufficient disk space (3GB per Engine version) is available.

DLL Conflicts (Installed Engines Not Visible)

DLL conflicts can sometimes prevent installed Engine versions from being visible.

This is often because some DLLs (*ssleay32.dll* and *libeay32.dll*, for instance) that are packaged with the Engine might already be in use by another application/package, and are therefore installed somewhere in a Windows folder.

libcore.dll and *libcurl.dll* are two other DLLs known to cause conflicts.



DLL conflict

To overcome this, the offending DLLs need to either be removed or moved to the root folder of the application/package that is using them.

These DLLs are often used by several applications/packages and can hence be difficult to find. Users are advised to back-up any DLLs that they intend on removing from C:Windows.

If this still doesn't resolve the issue, then storing *libeay32.dll* and *ssleay32.dll* in the installation directory of the Launcher (rather than in the temporary folder the Launcher creates when running), can resolve the issue.

New Engine Doesn't Appear in Launcher

If a new version of CRYENGINE is available, but not visible in the Launcher, please log-out of the launcher and attempt to log-in again.

This should clear the cache and expose the new Engine version to the Launcher.

Sandbox Editor Doesn't Launch

If the Sandbox Editor fails to launch due to the following:

- A notification requesting users to "Validate the Project", or,
- A message informing users of an "Error while saving to C:\ProgramData\Crytek\CRYENGINE\cryengine.json",

updating to the latest available Launcher version should resolve the issue. If not, please try the following:

1. Navigate to the CRYENGINE installation directory (normally *C:\Program Files (x86)\Crytek\CRYENGINE Launcher\Crytek*, unless changed by the user).
2. Hold the **Shift Key** and click the RMB within this folder; this opens a context menu containing either the **Open command line windows here** or **Open PowerShell Window here** option (depends on the OS in use).
3. Select either option.
 - a. If **Open command line windows here** is selected, type *cryselect install* in the window that appears.
 - b. If **Open PowerShell Window here** is selected, type *.\cryselect.exe install*.
4. This should restore the **Register Engine** option. In the *C:\Program Files (x86)\Crytek\CRYENGINE Launcher\Crytek* directory, open the folder of the desired Engine version.
5. Locate the *cryengine.cryengine* file within this folder, right-click it, and select the **Register Engine** option from the context menu.

Unable to Validate a Project

When using Engine versions 5.3 and/or 5.4, an issue might occur preventing projects from being validated.

To resolve the issue, please try the following:

1. Log-out out of the Launcher before logging in again to reset its cache.
2. Remove the problem project(s) from the Launcher by hovering over it, clicking the cog icon and selecting the **Remove Project** option. In the confirmation dialog that appears, select **Remove From List**.

Removing a project from List simply deletes its listing in the Launcher; its files will still be preserved on disk.

3. Once removed, import the project back into the list via the **IMPORT** option from the Launcher window.

If the problem is not resolved by the above, then running the project manually via the command line is an option. To do that.

1. Go to the CRYENGINE installation directory (normally *C:\Program Files (x86)\Crytek\CRYENGINE Launcher\Crytek\CRYENGINE_5.x*).
2. Hold down the **Shift Key** and click the RMB within this folder; this opens a context menu containing either the **Open command line windows here** or **Open PowerShell Window here** option (depends on the OS in use).
3. Select the appropriate option and type *bin/win_x64/Sandbox.exe -project "your/full/project/path/Game.cryproject"*

The quotation marks must be included.

- a. If the **Open command line windows here** option was selected in Step 3 type, *bin/win_x64/Sandbox.exe -project "%USERPROFILE%\Documents\CRYENGINE Projects\My Project\Game.cryproject"*
- b. If the **Open PowerShell Window here** option was selected type, *bin/win_x64/Sandbox.exe -project "\$env:userprofile \Documents\CRYENGINE Projects\My Project\Game.cryproject"*

In some cases, if a preview version of the Engine has been registered, unnecessary entries can be present in the *%ALLUSERSPROFILE%\Crytek\CRYENGINE\cryengine.json* file.

These entries start with a GUID that might look like "{2a005b59-5500-4106-a5f9-682827150126}". The **info.version** attribute could also be missing.

The solution to this is to:

- Manually remove the unnecessary entries and,

- Ensure that the missing version information is included.
Not every users content will look the same as that used in the example

The following are examples showing typical code blocks with unnecessary entries included and removed. Please note however, that the content of these blocks might differ for different users.

Code Block With Unnecessary Entries

```
{
  "engine-5.3":{
    "info":{
      "id":"engine-5.3",
      "name":"CRYENGINE 5.3",
      "version":"5.3.4"
    }
    "uri":"D:\\Program Files(x86)\\Crytek\\CRYENGINE
Launcher\\Crytek\\CRYENGINE_5.3\\cryengine.cryengine"
  },
  "engine-5.4":{
    "info":{
      "id":"engine-5.4",
      "name":"CRYENGINE 5.4",
      "version":"5.4.0"
    }
    "uri":"D:\\Program Files(x86)\\Crytek\\CRYENGINE
Launcher\\Crytek\\CRYENGINE_5.4\\cryengine.cryengine"
  },
  "{2a005b59-5500-4106-a5f9-682827150126}":{
    "info":{
      "id":"{2a005b59-5500-4106-a5f9-682827150126}"
    },
    "uri":"E:\\g\\CRYENGINE-5.4.0_preview2\\CRYENGINE-5.4.0
_preview2.cryengine"
  }
}
```

Code Block With Unnecessary Entries Removed

```
{
  "engine-5.3":{
    "info":{
      "id":"engine-5.3",
      "name":"CRYENGINE 5.3",
      "version":"5.3.4"
    }
    "uri":"D:\\Program Files(x86)\\Crytek\\CRYENGINE
Launcher\\Crytek\\CRYENGINE_5.3\\cryengine.cryengine"
  },
  "engine-5.4":{
    "info":{
      "id":"engine-5.4",
      "name":"CRYENGINE 5.4",
      "version":"5.4.0"
    }
    "uri":"D:\\Program Files(x86)\\Crytek\\CRYENGINE
Launcher\\Crytek\\CRYENGINE_5.4\\cryengine.cryengine"
  }
}
```

Slow Download Speeds

To improve download speeds:

1. Expose the Launcher and the Engine executable to the firewall.
2. White-list the Launcher and Engine on installed Anti-Virus software.

3. Flush and reset the DNS cache according to the following instructions.

a. **Windows 10**

- i. Hold down the **Windows** key and press the **X** to open the Power User Menu.
- ii. Click the **Command Prompt (Admin) / Windows PowerShell (Admin)** option from the Menu.
- iii. Within Command Prompt/Windows PowerShell, type the following:
 1. *Ipconfig/flushdns* then press **Enter**.
 2. *Ipconfig/registerdns* then press **Enter**.
 3. *Ipconfig/release* then press **Enter**.
 4. *Ipconfig/renew* then press **Enter**.
 5. *netsh winsock reset* then press **Enter**.
- iv. Reboot the system.

b. **Windows 8**

- i. Navigate to the desktop.
- ii. Hold down the **Windows** key and press the **R** key to open the **Run** window.
- iii. Type **cmd** within the **Run** window and press **Enter** to open the **Command Prompt**.
- iv. Within Command Prompt, type the following:
 1. *Ipconfig/flushdns* then press **Enter**.
 2. *Ipconfig/registerdns* then press **Enter**.
 3. *Ipconfig/release* then press **Enter**.
 4. *Ipconfig/renew* then press **Enter**.
 5. *netsh winsock reset* then press **Enter**.
- v. Reboot the system.

c. **Windows 7**

- i. Hold down the **Windows Key** and press the **R Key** to open the **Run** window.
- ii. Type **cmd** within the **Run** window and press **Enter** to open the **Command Prompt**.
- iii. Within Command Prompt, type the following:
 1. *Ipconfig/flushdns* then press **Enter**.
 2. *Ipconfig/registerdns* then press **Enter**.
 3. *Ipconfig/release* then press **Enter**.
 4. *Ipconfig/renew* then press **Enter**.
 5. *netsh winsock reset* then press **Enter**.
- iv. Reboot the system.

Google Public DNS



For more information on re-configuring network settings to use Google's Public DNS, please refer to Google's article [here](#).

Cisco OpenDNS



For more information on Cisco's OpenDNS, please use Cisco's article [here](#).