

TROUBLESHOOTING QG-12

PARTIALLY VERIFIED

STAR CITIZEN 4.10.x

EN

REV 2026-09

<LIVE> = your install folder ...\\StarCitizen\\LIVE (RSI default: Program Files\\Roberts Space Industries\\StarCitizen\\LIVE). Back up first, then change things.

ORDER (BALDUURSGATE RECOMMENDATION)

- 1 BUILD → 2 GAME.LOG → 3 VERIFY → 4 LAUNCHER → 5 BACKUP → 6 RESET
- check version read the end verify files clear cache back up USER reset USER – last

From safe to drastic. The order is our recommendation; the individual steps come from RSI support or from the installed files.

CHECK THE BUILD VERSION

- **File:** <LIVE>\\build_manifest.id
- **Contains:** “Branch” and “Version”, e.g. sc-alpha-4.10.0-hotfix 1.0.191.55227.
- **Why:** always include it in bug reports.

GAME.LOG

- **Current:** <LIVE>\\Game.log
- **Older:** <LIVE>\\logbackups\\
- **Per RSI:** after a crash scroll to the bottom or search for “crash” with Ctrl+F.
- **Before sharing:** look through the content yourself.

CRASH DATA

- **Folder:** %LOCALAPPDATA%\\Star Citizen\\crashes\\
- **Seen (4.10):** build.info, cvar.dump, error.dmp, game.log, gpu_error.log

LAUNCHER (PER RSI SUPPORT)

- **Verify:** Settings → VERIFY (“Analyze game files”) – e.g. for Data.p4k and Easy Anti-Cheat errors.
- **Launcher cache:** arrow next to the RSI logo → Settings → CLEAR LAUNCHER CACHE.
- **Data.p4k:** corrupt? Rename to data.p4k.backup, then verify – a very large download.

BINDINGS & USER

- **Active bindings:**
<LIVE>\\USER\\client\\0\\Profiles\\default\\actionmaps.xml
- **Exported layouts:**
<LIVE>\\USER\\client\\0\\controls\\mappings\\
(layout_<Name>_exported.xml)
- **Back up:** copy the whole USER folder somewhere else.

SHADER CACHE

- **Location (seen, 4.10):** %LOCALAPPDATA%\\Star Citizen\\
<Build>\\shaders · vulkanshadercache
- **Layout:** one folder per build.

CAUTION – DRASTIC

- Deleting the USER folder: RSI lists it as a step for login problems. It resets settings and bindings – back up first and only after the more targeted steps.
- Never delete anything in the game folder that you have not backed up.

NOT YET VERIFIED (4.10)

- **Deleting the shader cache** – whether and when it helps: no retrievable official guide
- **Export / import of bindings** – in-game menu path not yet confirmed