

Free The Sims 3 “Error During Startup” error fix Guide

By ® Games4theworld Downloads

What is the "There was an error during startup. Please see the Log for more details." error?

This error is a notorious The Sims 3 Game Launcher error, which prevents you from playing the game at all. If you run the game directly (without going through the Game Launcher first) you might get another error saying something like “*Unable to start game – Service initialization failed (0x0175dcbb)*” or similar.

A very long time before Electronic Arts even bothered looking into this issue, we found out the real cause: it’s a Registry issue. A while after that, somewhere begin April 2012, we decided to create a YouTube fix video so we could help even more people with this annoying error.

Though on 13 August 2015 Electronic Arts decided that our help video, which took a huge load off of their already horrible “support” department, was an infringement to their copyright. The video was taken down. The reason why it was taken down remains a mystery, since nothing illegal was done in the video. Even people with original copies of the game had this exact same issue, and used the video to fix their game again.

How to fix the The Sims 3 "There was an error during startup. Please see the Log for more details." error?

When you remove a The Sims 3 game, sometimes it does not get removed correctly and some files and Registry keys are “left over”. These leftover Registry keys can cause this error, because according to the Registry the game is still installed, but in fact the game files have already been removed from your system.

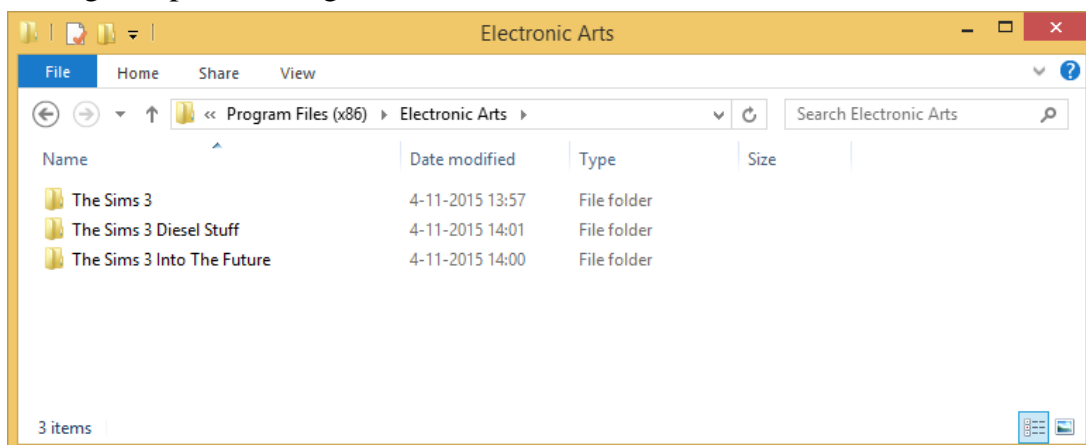
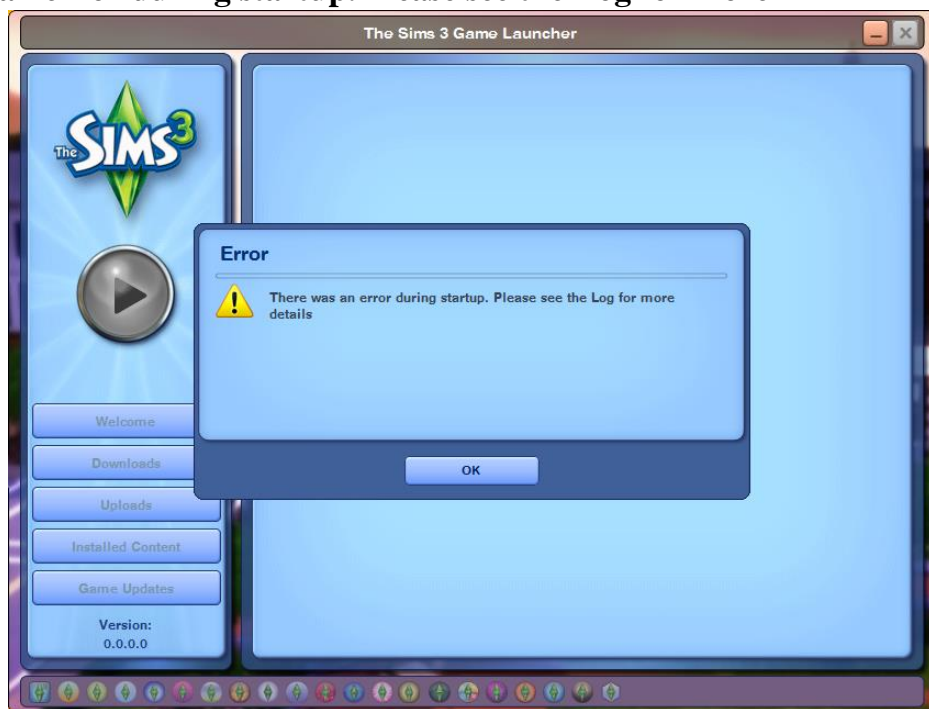
First of all you have to make a list of which The Sims 3 games are actually installed on your PC.

There are different ways to check this.

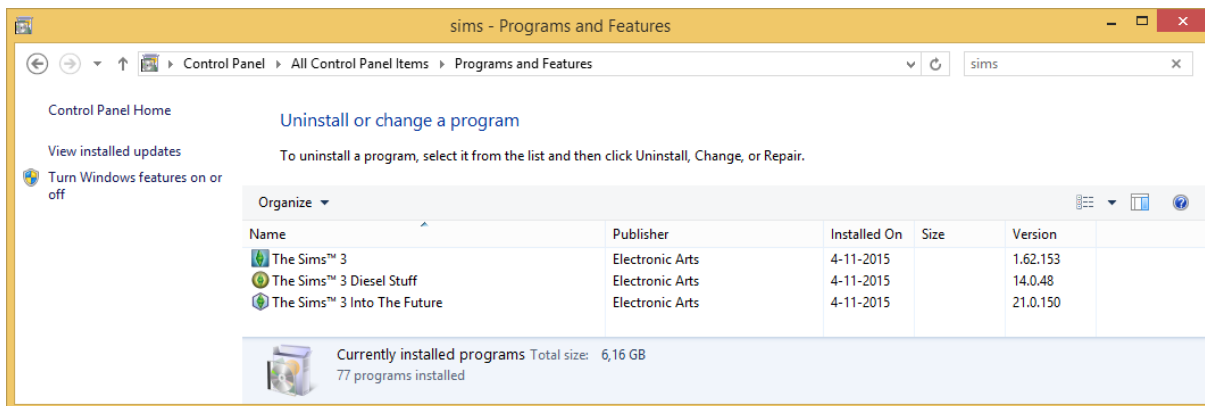
For example you can navigate to the folder where you installed the games to and check from there. By default the games will be installed to:

C:\Program Files (x86)\Electronic Arts

But it’s also worth checking: **C:\Program Files (x86)\Origin Games** , as this is where original Origin copies of the games are installed to.



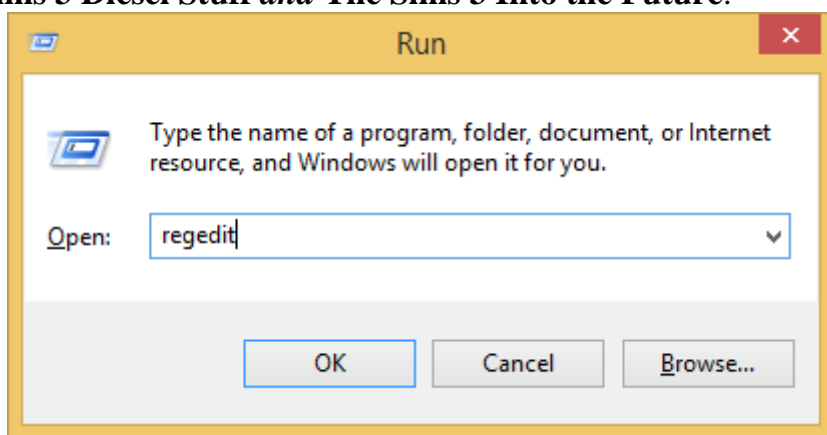
Alternatively you can look in the **Uninstall or change a program** list, found via the Control Panel or via **Computer**.



As you can conclude from both above screenshots, we currently have the following three The Sims 3 games installed: **The Sims 3 base game, The Sims 3 Diesel Stuff and The Sims 3 Into the Future.**

Now we have to go into the Registry and compare the leftover files in the Registry with what we actually have installed.

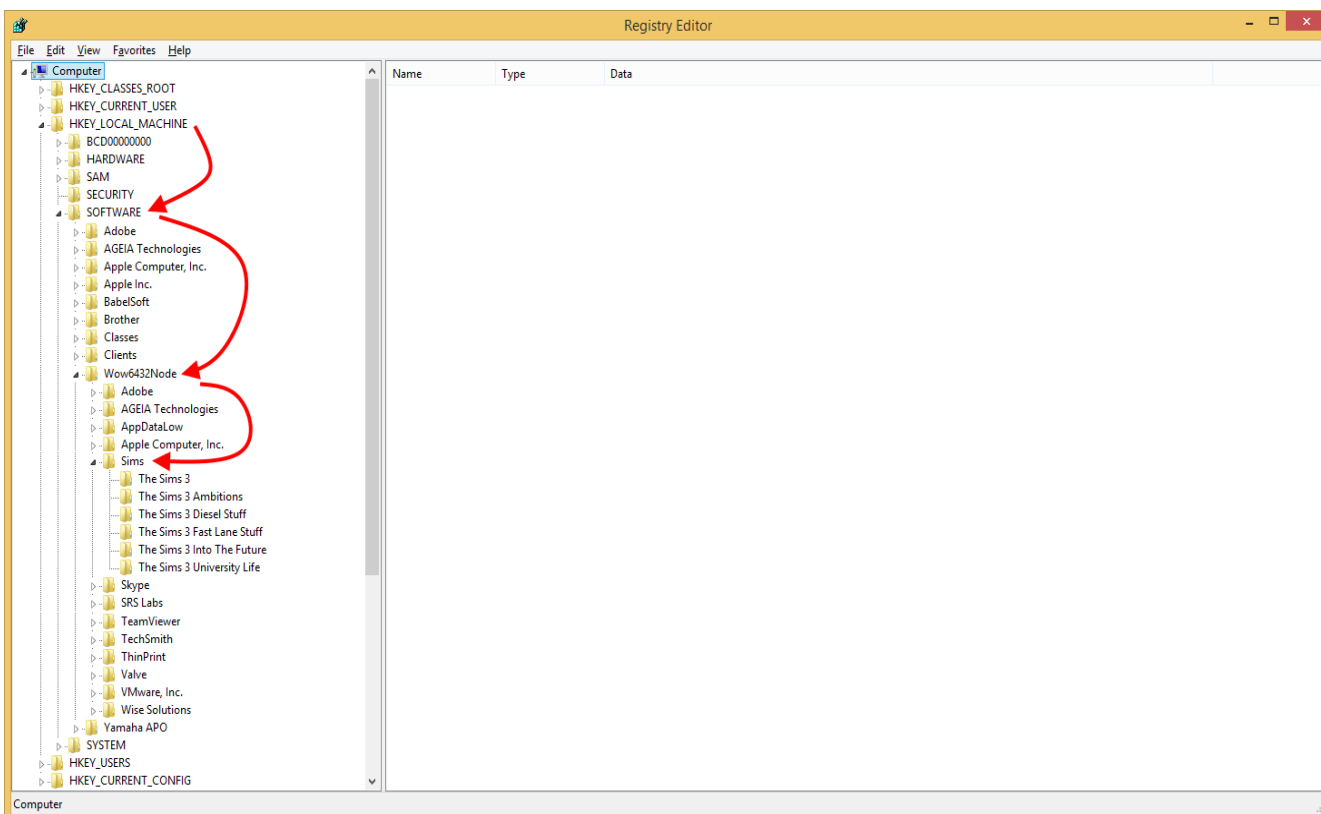
In order to open the Registry Editor, press **[CTRL] + [R]** on your keyboard to open **Run**. Type **regedit** and press **[ENTER]**.



Navigating through the Registry is just like navigating through Windows Explorer, you have to use the menu on the left side. Be careful with making changes in the Registry though and stick to the instructions in this guide. Making unwanted modifications in the Registry can cause serious issues.

Now that we're in the Registry Editor, navigate to the following location:

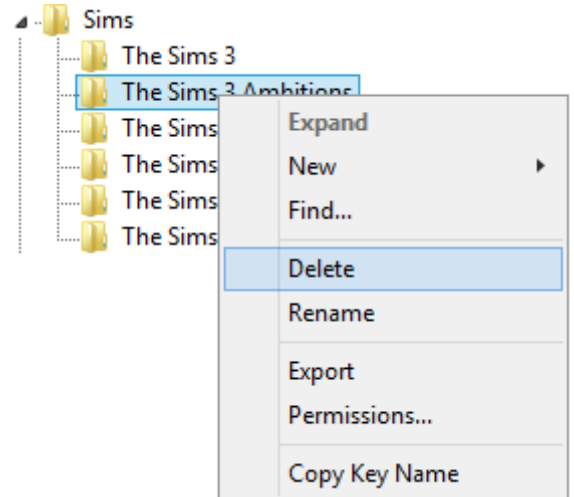
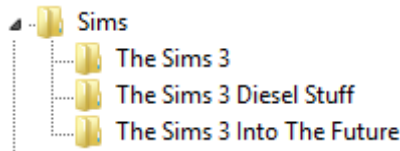
HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Sims , as shown below.



NOTE: if you can't find a folder called **Wow6432Node** in the **SOFTWARE** folder, then just look for the **Sims** folder in the **SOFTWARE** folder. (So skip the "Wow6432Node" folder and navigate to this folder instead: **HKEY_LOCAL_MACHINE\SOFTWARE\Sims**)

As you can see from the screenshot, there are Registry keys for the following The Sims 3 games: **The Sims 3 base game, Ambitions, Diesel Stuff, Fast Lane Stuff, Into the Future and University Life.** That's more than we have actually installed! We don't even have Ambitions, Fast Lane Stuff and University Life installed! In fact, these are the leftover Registry keys we told you about earlier. Therefore we have to remove these leftovers in order to fix the game. Of course it depends on your situation which keys count as "leftovers". In our situation we only have to get rid of the leftover keys for Ambitions, Fast Lane Stuff and University Life.

In order to remove them, just right-click on the leftover key and choose **Delete**. Do this for all the leftover keys. Afterwards you should *only* have the Registry keys for the games that you have actually installed at the moment. In our situation our Registry has to look as follows after deleting the leftovers:



That's it! If you've done the above instructions correctly, the annoying "There was an error during startup. Please see the Log for more details." error should be gone now. The Game Launcher should work fine again too.

If the error is still present, please continue reading for other possible fixes.



The above didn't fix my issue! What now?

The error itself indicates a Registry issue, so if leftover Registry keys are not the issue, then it probably means that the currently present keys contain corrupt values. This can be caused by a lot of things, including moving the installed game folders to another location, or renaming any of the folders. This can cause issues, for example if you move your game folder from your C:\ drive to your D:\ drive, without "letting the computer know". The Registry (still) tells the PC that the game is installed on your C:\ drive, but in fact the game is now installed on your D:\ drive. Therefore your PC can't find the game and The Sims 3 gives a "There was an error during startup. Please see the Log for more details." error. So in order to fix this issue, we need to find and fix the corrupt Registry values. This can take some time, but you should be patient and check everything correctly!

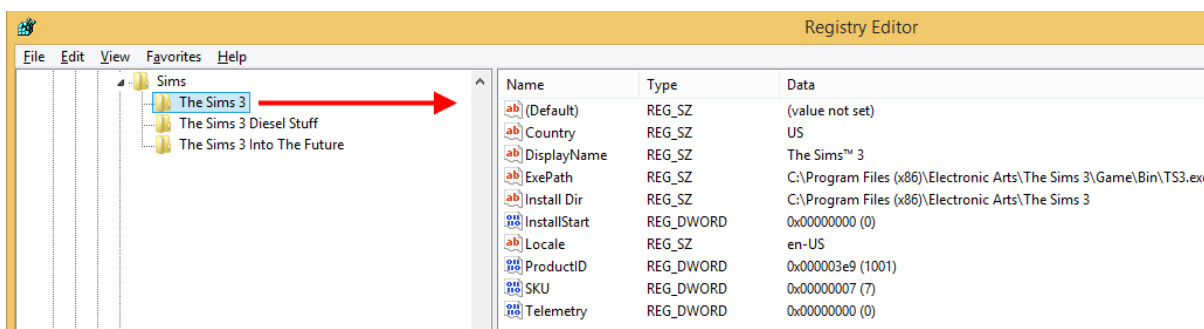
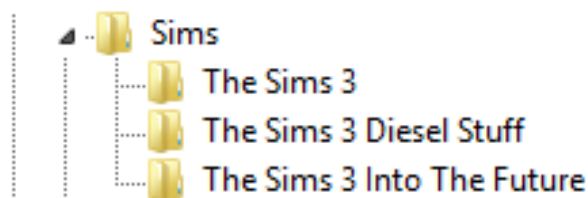
So, let's explain our current (example) setup first. We have three The Sims 3 games installed:

- **The Sims 3 base game** installed in C:\
- **Into The Future** expansion pack installed in C:\Program Files (x86)\Electronic Arts\
- **Diesel Stuff** expansion pack also installed in C:\Program Files (x86)\Electronic Arts\

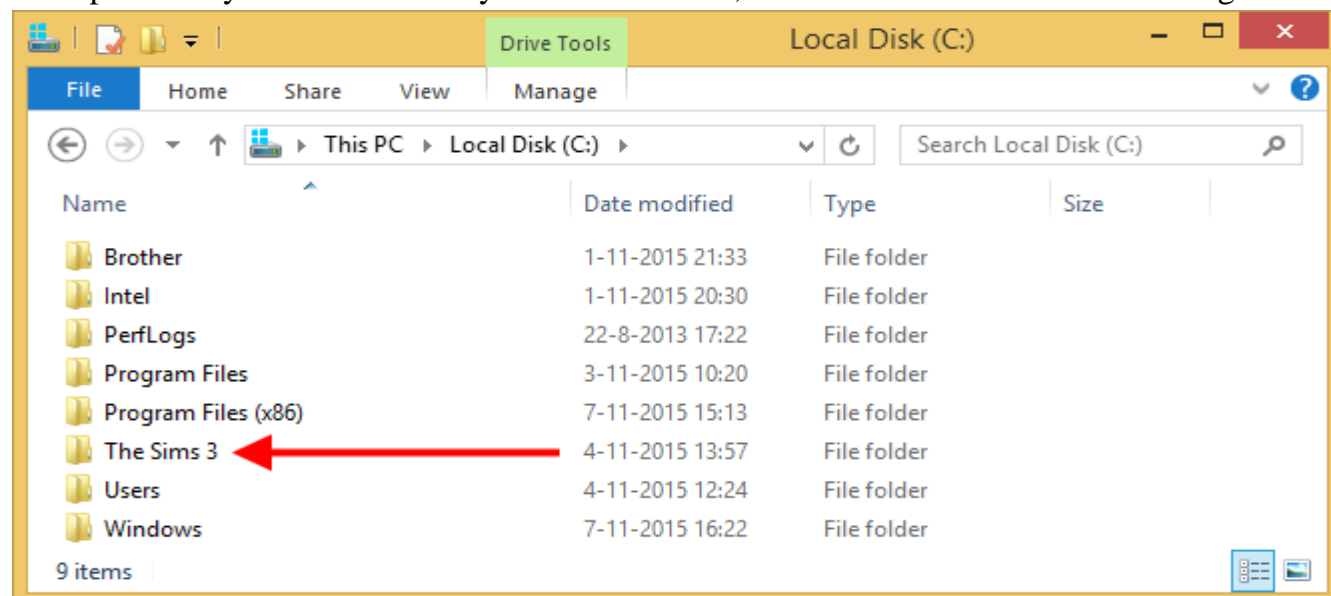
Now navigate to the The Sims 3 keys via the **Registry Editor**.

The way to do this was described earlier. Since we have no leftover keys, everything will look as it should.

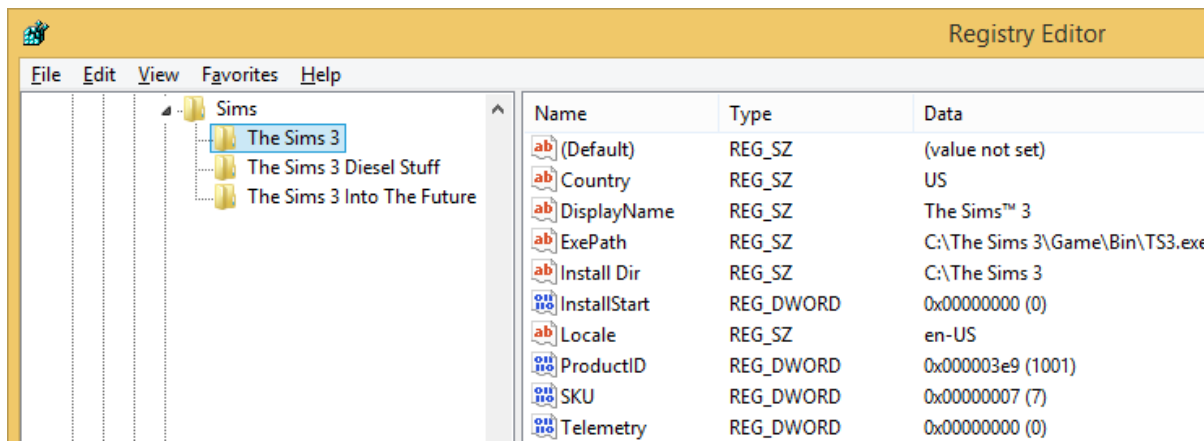
We have to check these three keys for corrupt values. Let's start by clicking on the folder called **The Sims 3** first. It will look similar to our example setup, shown below.



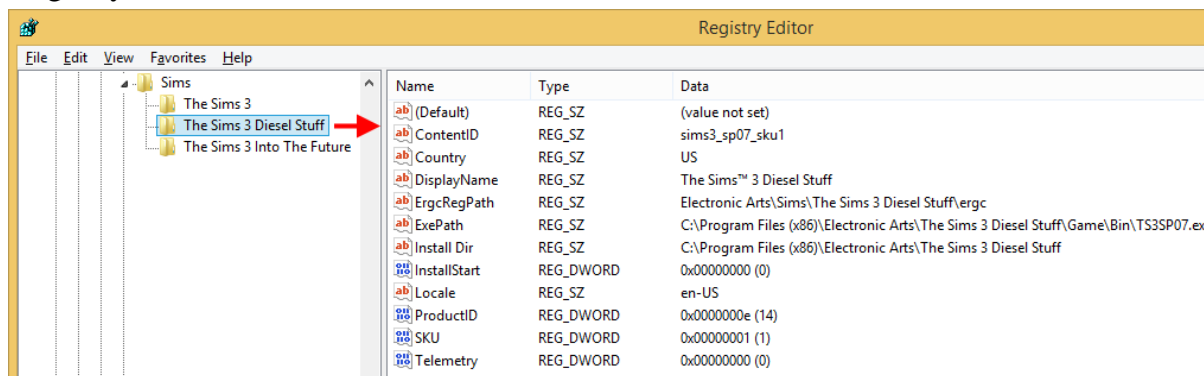
Check the values **ExePath** and **Install Dir**. Something is wrong here: we told you earlier that we installed the The Sims 3 base game to C:\ and **not** to its default location (C:\Program Files (x86)\Electronic Arts\The Sims 3\). Therefore this counts as a corruption which we have to fix. Double-click on both the **ExePath** and **Install Dir** values and fix them. Of course the new value depends on your situation. As you can see below, we installed our The Sims 3 base game to C:\.



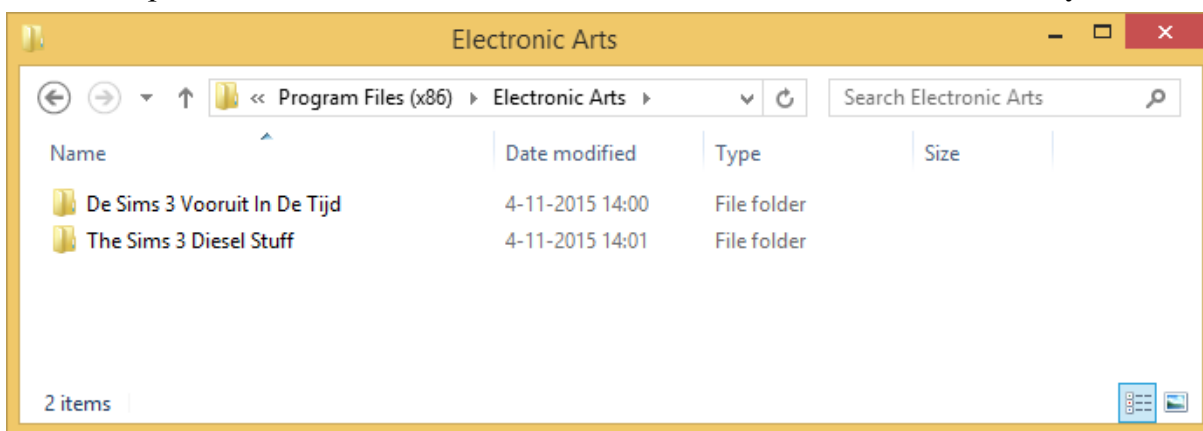
After fixing the installation location of the base game, the Registry values will look as follows:



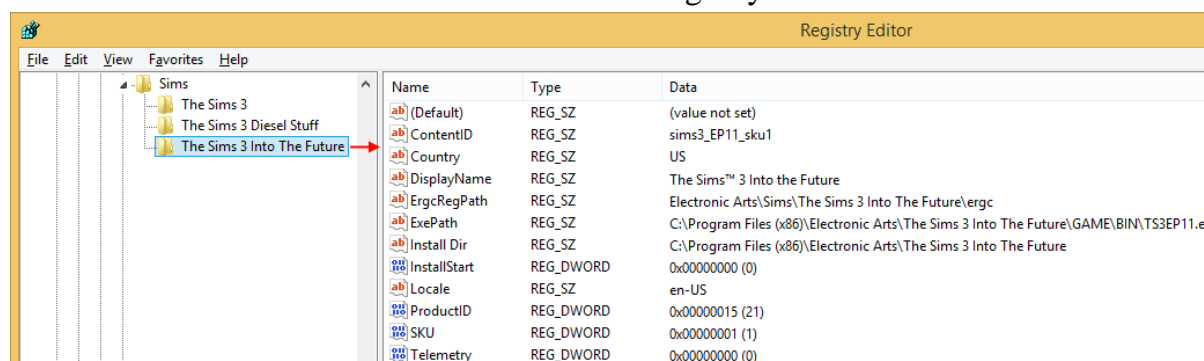
Our PC will now recognize where the game is really installed! But we're not there yet. It's important that you check *all* the keys, so let's continue with the folder called **The Sims 3 Diesel Stuff**. The Registry values look as follows:



Let's compare the **ExePath** and **Install Dir** values to where we have actually installed the game to.

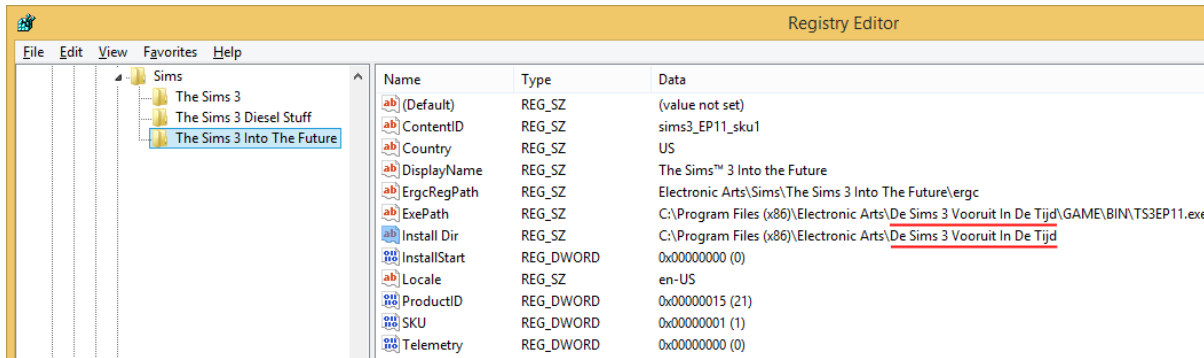


Everything looks fine; the game is installed where the PC is looking for it. Let's continue with the values for **The Sims 3 Into The Future**. The Registry values look as follows:



The Registry values seem to be fine, but if you pay attention to the screenshot of the installation location shown earlier, you'll notice something odd.

We installed **Into The Future** in Dutch, so its installation folder in **C:\Program Files (x86)\Electronic Arts** is called “**De Sims 3 Vooruit In De Tijd**”, which translates to “**The Sims 3 Into The Future**”. There's a conflict here, because the folder name is in Dutch, but the Registry values points to a location with the English game name. Therefore your PC won't recognize the game! In order to fix this issue, we either have to change the installed game folder name to “**The Sims 3 Into The Future**”, or we have to update the Registry values to point to the folder with the Dutch name. Let's fix the Registry. Below you'll see the fixed values for **Into The Future**. It's now pointing to the correct location!



Make sure to triple-check all the values, because one tiny difference – even a space too much – can and will cause the error to pop-up again.

We're done; the error should have magically disappeared now! (If you triple-checked *everything* with extreme care)

Now you can enjoy the game again!

This Guide extensively explains how to fix the The Sims 3 "There was an error during startup. Please see the Log for more details." error. Still stuck? Do not hesitate to contact us! Scroll down for our contact information. We highly recommend posting on our Forum for quick help.

Games4theworld > Yóúr Game Master

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