System Troubleshooting

Boot Issues:

- You may need to change your BIOS to allow legacy and unsecured boot
- Unplug any attached storage or controllers

In order to get more information on your boot sequence, you can edit the ''/boot/boot/syslinux.cfg'' file and replace:

```
APPEND label=BATOCERA console=tty3 quiet loglevel=0
vt.global_cursor_default=0
```

With:

```
APPEND label=BATOCERA console=tty3 loglevel=9 vt.global_cursor_default=0
```

Troubleshooting

How to get access to a Linux console for troubleshooting?

- If you can't use SSH because the network is not available, you can plug a USB keyboard on your Batocera box and:
- on an x86_64 or x86 PC you can get a console with full graphical capabilities by pressing the `[F1]` key from the main system menu (to get into the file manager) and then `[F4]` for an `xterm`.
- for other architectures, you can get to a text console by pressing simultaneously `[Ctrl][Alt][F3]`.

Video issues

Several video issues on PC x86 and x86_64 can be investigated with xrandr as described on this page.

Audio issues

No sound on EmulationStation and/or when launching emulators? Then your audio output might not be initialized correctly. The best way to diagnose audio issues is:

1. Lauch Kodi from the main menu, and check that you have sound on when playing a media file (audio or video). You might need to tweak the audio sources from Kodi settings to make it work.
2. Identify what audio output is used by Kodi. Go back to the audio settings in EmulationStation and find the audio output that looks as close as possible to the one used in Kodi. The names are not exactly the same, but you can identify what is the HDMI output number of sound card ID this way.
3. You can also diagnose some sound issues with the `alsamixer` sound mixer that is available when pressing `[Ctrl][Alt][F4]` (text-mode sound mixer). Make sure that all the outputs are

enabled, and they have their volume up.

Emulators not lauching

When you try to launch a game, the emulator stops and gets you back to EmulationStation. In most cases, you will find some useful information in `/userdata/system/logs/es_launch_stderr.log`.

Joystick Troubleshooting

Please refer to this page for joystick issues

Create a Batocera support file

In case you want to share a snapshot of your system log files to help developers diagnose your systemm you can use the menu **SYSTEM SETTINGS → DEVELOPER → CREATE A SUPPORT FILE** It will generate a tarball in `/userdata/saves/` named `batocera-support-YYYYMMDDHHMMSS.tar.gz` (with year/date/time of creation in the filename).

Emulator Troubleshooting

Emulators will not show up in the EmulationStation system meny unless you have a rom in their respective folders. All available cores are always installed by Batocera, you never need to "add" cores.

3DS

- Does not support Encrypted Games - they must be Decrypted

PS2

- Bios may be needed if having graphical issues and boot issues
- Most games let you invert your controls if you feel the left stick is swapped
- Compatibility between games and PCSX2 emulator can be checked on this webpage.
- To access all configuration options for PCSX2, you need to run its app in **APPLICATIONS** menu of the File Explorer that you can access by pressing F1 on your PC keyboard, from the systems menu.

Gamecube and Wii (Dolphin emulator).

- To access all configuration options for Dolphin, you need to run its app in **APPLICATIONS** menu of the File Explorer that you can access by pressing F1 on your PC keyboard, from the systems menu.
- There is a dedicated page with tips and tricks to configure Wii.

From:
https://wiki.batocera.org/ - **Batocera.linux - Wiki**

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https://wiki.batocera.org/troubleshooting?rev=1585086578

Last update: **2020/03/24 22:49**