

Hello there!

I'm sorry to hear that you're having trouble with Trine 2, but please try if the below workarounds would help. Note that you don't need to do any steps you already tried, but please still read through them carefully.

Also as a second note, please make sure that the game is not running in Windows' background progresses when attempting to launch it again.

1. Check the Game's Files

You can do this by verifying the game cache or by reinstalling the game, which should make sure the problem isn't with the game's local files. Here is how to do the earlier through Steam:

right-click on Trine 2 in your Steam Library → click on Properties → choose the local files tab → click the button to verify integrity of game cache

2. Update Your Operating System

Please check that your operating system, graphics card drivers and PhysX are up to date. You can find the latest version of PhysX through this link:

http://www.nvidia.com/object/physx_system_software.html

Please also note that it's best to restart your computer if you update any of these.

3. Try Other Options

Please check if trying other options from the game launcher would help. I recommend at least trying different graphics settings and to launch the game in the Windowed Mode. Please let me know if this makes any difference!

4. Disable Minidump

You could also try to disable the minidump feature for the game, as it has caused trouble with other Steam games. Here is how to do this:

- Right-click Trine 2 in your Steam Library
- Select Properties
- Click "Set Launch Options"
- Write the following inside the text box: *-disableMinidump*

Remember to include the minus sign there as well. Also if this workaround doesn't work, I recommend undoing it.

5. Check Open Programs

Unfortunately it's not uncommon that antivirus or other security programs sometimes interfere with any game's files, so please check this isn't the case with Trine 2. You could just in case add Steam and the game to your security program's exceptions.

Please also see you don't have any other programs open that could interfere with the game, for example overlay programs such as Raptor or Xfire.

If nothing above helps, please also try to launch both the launcher and the game as administrator. If the issue still persists, please send us another .dmp file including the error message it was generated with.

It sounds strange that just Trine 2 isn't working for you, but it's one of our oldest games so this could be some sort of compatibility issue - yes, even if compatibility mode didn't work. Hopefully we'll find you a workaround though.

Sorry for the trouble, but let me know if you have any questions or just how it goes. Cheers!

Best,
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Frozenbyte team

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