

Forum:[Hack Forums](#)

Thread: [freezing pc on fortnite loading screens.](#)

Aristan - March 12, 2018, 11:51 am

Hey guys, i have a ryzen 1700 and a radeon 580, 16gb ram etc.

I stream fortnite at twitch.tv/aristant (if you want to see the issue)

When playing fortnite i will freeze on the loading screen, if im in voice comms with someone they will chop up and the sound from other things will also.

How can i fix this?

still needing help with this please!

Aristan - March 13, 2018, 8:50 pm

still needing help with this please!

Aristan - March 15, 2018, 2:37 pm

I understand that, but why would it freeze my whole computer? My mouse, everything. none of my parts over heat, or run at 100%.

plus it never did this on my old pc, this is a new build, and it does it.

ChaoticDev - March 15, 2018, 3:10 pm

hmmmm not sure why that would happen, Google maybe

Aristan - March 15, 2018, 8:01 pm

(Mar 15, 2018 03:10 PM)ChaoticDev Wrote: [\[CITE\]](#) hmmmm not sure why that would happen, Google maybe

thanks for the help my man!

Ive tried google 1000x :)

Cunt - March 16, 2018, 1:39 am

Try updating your drivers. Maybe some are outdated. And try reinstalling the game.

CYB3RM4N - March 16, 2018, 1:44 am

Try the following:Ensure your graphics card drivers are up to date.

Re-install Fortnite.

Whitelist Fortnite in your anti-virus' settings.

Ensure no unnecessary programs/services are running in the background.

Ensure your Windows is up to date.

Scan for any potential viruses/malware that might affect your PC's performance.

Aristan - March 16, 2018, 2:23 pm

(Mar 16, 2018 01:44 AM)CYB3RM4N Wrote: [\[CITE\]](#) Try the following: Ensure your graphics card drivers are up to date.

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Whitelist Fortnite in your anti-virus' settings.

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Ensure your Windows is up to date.

Scan for any potential viruses/malware that might affect your PC's performance.

drivers are up to date, antivirus wouldnt be a issue but its listed. windows is up to do, and no viruses, brand new pc and windows.

Hello.v4.0 - March 16, 2018, 3:00 pm

Check the health of your hard drive using something like CrystalDiskInfo. HDD speed/health can be a huge bottleneck and it would make sense for the game to freeze while loading if the hard drive is the issue. Not likely considering it's a new computer, but stranger things have happened.

grady - March 16, 2018, 3:01 pm

see if you can go to event viewer -> errors or w/e
or see if there's fortnite crash logs

Aristan - March 16, 2018, 9:05 pm

(Mar 16, 2018 03:00 PM)Hello.v4.0 Wrote: [\[CITE\]](#) Check the health of your hard drive using something like CrystalDiskInfo. HDD speed/health can be a huge bottleneck and it would make sense for the game to freeze while loading if the hard drive is the issue. Not likely considering it's a new computer, but stranger things have happened.

im noticing its with some other things on my pc when loading, not sure what, but i opened epic games launcher and it did it also. heres a screen shot of crystal disk info. idk how to use it.

<https://gyazo.com/781aa828c12767913bc7261d10671d7e>

Hello.v4.0 - March 16, 2018, 11:42 pm

(Mar 16, 2018 09:05 PM)Aristan Wrote: [\[CITE\]](#) im noticing its with some other things on my pc when loading, not sure what, but i opened epic games launcher and it did it also. heres a screen shot of crystal disk info. idk how to use it. <https://gyazo.com/781aa828c12767913bc7261d10671d7e>

2 years power on time holy shit, but that info doesn't look bad. If you have another HDD laying around could try hooking it up, moving Fortnite over, and seeing if that fixes the problem. I wouldn't recommend actually buying a new one over some random ass shot in the dark, though. Other than that, not sure what the issue could be. Could probably get better and faster help here

<https://www.reddit.com/r/FortNiteBR/>

Aristan - March 18, 2018, 4:22 pm

still need help. they wont let me post that on there fucking reddit...

XQuantumForceX - March 18, 2018, 5:35 pm

Thermal paste leaked into CPU? I had a very bad freezing problem which got worse and worse, i tried everything just like you did, but then i checked my cpu for dust and i saw that the thermal paste leaked into the pins. I cleaned it and it worked for a while but i recommend you would replace the

cpu after that or see if you have warranty.

Aristan - March 18, 2018, 5:46 pm

(Mar 18, 2018 05:35 PM)XQuantumForceX Wrote: [\[CITE\]](#) Thermal paste leaked into CPU? I had a very bad freezing problem which got worse and worse, i tried everything just like you did, but then i checked my cpu for dust and i saw that the thermal paste leaked into the pins. I cleaned it and it worked for a while but i recommend you would replace the cpu after that or see if you have warranty.

no way, installed everything as it was and the thermal paste was pre applied.

Gt403cyl - March 20, 2018, 3:09 pm

Are you overclocking?

If yes have you stress tested?

If no what are your CPU temps when this happens?

How solid is your internet connection?

Does this only happen when you are streaming?

If yes, what settings are you using to stream?

Aristan - March 20, 2018, 3:23 pm

(Mar 20, 2018 03:09 PM)Gt403cyl Wrote: [\[CITE\]](#) Are you overclocking?

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Does this only happen when you are streaming?

If yes, what settings are you using to stream?

I dont have to be streaming, its always.

it did not do this on my old pc.

cpu temps when it happens are any time... it just did it at 41* C when playing my first game, and every single one after that.

my internet is 70 down 8 up.. idk why my internet would freeze my entire pc, including sound, mouse, sound from everything else. and this did not happen on my old build, with the same exact internet.

Sigma - March 20, 2018, 3:35 pm

I'm Sigma, I'm one of the leaders of the Security Malware Removal Team and will be assisting you throughout this thread. Before we start just take a second to read through these few requests - these are to ensure we can help you quickly and safely: Only use this thread for help. Please don't create multiple threads, accounts, PM me or post on other forums - if you do just let me know.

Only follow my guidance.

Don't run tools I haven't asked you to run. If you do just let me know so I can take that into consideration when viewing logs.

DO NOT install any other software while we are attempting to clean your machine. It can get quite confusing especially if you are downloading questionable tools.

Please be prompt in responding. I'll do my best to do so. If >48hrs has passed, please either PM

me or ask "Are you there, I still need help" in this thread.

Please stick with me until I give you the 'All Clean'. I'll help you cleanup quickly and offer some tips to make you more secure and get your system running faster.

Your malware related tools will be removed. I don't support the tools often distributed on these forums. Scanners will generally remove these - I take no responsibility for any malicious software that is lost.

I (nor does the forum) support pirated software.

If you don't understand something, don't be afraid to ask - I'm here to help. ?

You'll notice the logs are pretty big and you won't be able to post a reply containing it all. Please use ONLY either: <https://hastebin.com> - here you can upload the .txt file directly. <- I prefer this.

<http://pasted.co/> - here you can set a password if you wish to protect your data. Just PM me the password.

And paste the link to the logs in your reply. Post each log separately (each with a separate link). If you're a new member and can't paste links you can fool the forums system by removing the beginning of the link.

e.g.If you can't post this: <https://hastebin.com/raw/epaduvuyic>

Post: I used hastebin, here is the ending /raw/epaduvuyic

If I request you to post an image please use a service like <https://imgur.com>

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Malwarebytes - Clean ModeDownload and install the free version of [Malwarebytes](#)

Note: If you have Malwarebytes already installed, you don't need to install it again. Simply start from the next bullet point

Once Malwarebytes is installed, launch it and let it update his database. You might have to click on the little arrow by Scan Status in the middle right pane for it to do so

Once the database update is complete, click on the Scan tab, then select the Threat Scan button and click on Start Scan

Let the scan run, the time required to complete the scan depends of your system and computer specs

Once the scan is complete, make sure that the first checkbox at the top is checked (which will automatically check every detected item), then click on the Quarantine Selected buttonIf it asks you to restart your computer to complete the removal, do so

Click on Export Summary after the deletion (in the bottom-left corner) and select Copy to Clipboard. Paste the content in your next reply

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Download the right version of [RogueKiller](#)

for your Windows version (32 or 64-bit)

Once done, move the executable file to your Desktop, right-click on it and select Run as Administrator (for Windows Vista, 7, 8, 8.1 and 10 users)

Click on the Start Scan button in the right panel, which will bring you to another tab, and click on it again (this time it'll be in the bottom right corner)

Wait for the scan to complete

On completion, the results will be displayed. Click on the Open Report button in the bottom left corner, followed by the Open TXT button (also in the bottom left corner)

This will open the report in Notepad. Copy/paste its content in your next reply

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Please read the guide [AsSaSs@iN](#) constructed here before continuing:

<https://hackforums.net/showthread.php?tid=5772641>

Post the logs in THIS THREAD

Let's get to it!

Gt403cyl - March 20, 2018, 3:37 pm

(Mar 20, 2018 03:23 PM)Aristan Wrote: [\[CITE\]](#) I dont have to be streaming, its always.

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Does this happen in other games, watching videos, any other times or only while playing Fortnite?

Aristan - March 20, 2018, 3:52 pm

(Mar 20, 2018 03:37 PM)Gt403cyl Wrote: [\[CITE\]](#) Does this happen in other games, watching videos, any other times or only while playing Fortnite?

its happened on other occasions yes. I forget the conditions, but one time i know for sure it was when i was launching my epic games launcher.

Gt403cyl - March 20, 2018, 4:06 pm

Seems odd....

Follow the instructions above, just to be on the safe side.

From a hardware standpoint if it's a fresh build (all new) then it would take time to troubleshoot....

It sounds like a bad/dying drive in a way but it looks clean...

Is everything running at stock speeds?

Aristan - March 20, 2018, 4:16 pm

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Is everything running at stock speeds?

i have tried on my ssd and my HDD, both drives still do it ;s
that one guy told me to run something for my hard drive and he said it was good. (look page 2 i think)

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(Mar 20, 2018 04:16 PM)Aristan Wrote: [\[CITE\]](#) i have tried on my ssd and my HDD, both drives still do it ;s

that one guy told me to run something for my hard drive and he said it was good. (look page 2 i think)

Yeah thats what I was referring to when I said it looks good....

Work with Sigma and follow their instructions.

I believe it's a software issue, not likely hardware.

I'm mainly geared to hardware troubleshooting, so not sure where to go other than start with basic checks.

If you are running the CPU, GPU and ram at default speeds then there shouldn't be an issue.

Aristan - March 23, 2018, 4:34 pm

anyone ? ;(
still having this.

Aristan - March 25, 2018, 3:46 pm

This seems to be happening when loading certain things im watching my cpu usage in process explorer and im seeing nothing abnormal... this is really annoying ;s

Aristan - March 26, 2018, 6:51 pm

Still having this issue, could still use help ;(