Troubleshooting, Tools & Suggestions

- Troubleshooting Common Issues
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Troubleshooting Common Issues

General Troubleshooting

From time to time there may be issues with your bot, as we push updates and the server providers change things, there may be times where you need to force a re-connection. Below are a few examples of how we can do this, it is also worth noting that these are in the order that we recommend you trying them;

Update Connection

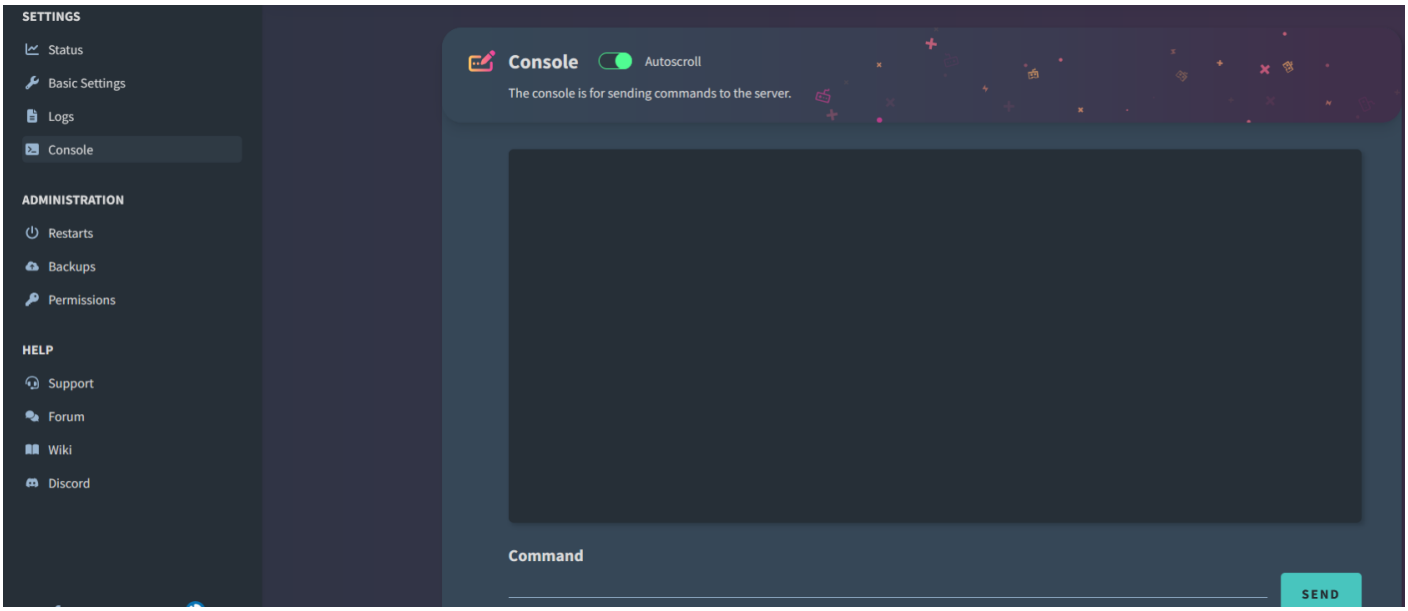
We can generally do a "soft" reconnect by performing the update command, this is **/gs update-gp** , when performing this command please only select your server, nothing else and simply send the command. Allow 5 minutes and then check your feeds.

Disable & Re-Enable

A more direct and deliberate way of forcing a re-connection is by using the command **/gs enable** and then select "**NO**" to disconnect the server from the bot, allow 5 minutes for it to be completely disconnected, followed by the command **/gs enable** and then selecting "**YES**" to force a reconnect, again, please allow another 5 minutes for the bot to connect.

Check for G-Portal Issues

There have been times where the "Console" within the G-Portal webpage is blank, and remains blank following any direct interaction. To check this, please enter a command of any kind into the text box located below the console and hit send. If nothing responds, then we encourage you to please open a customer support ticket with G-Portal, let them know that your Console has stopped producing feeds and one of their amazing support team will assist! Please see below for how the console may look when in this state;



Restart your Gameserver

Sometimes it can be a connection issue that can only be resolved by restarting your gameserver, head over to your server providers webpage, select your gameserver and then click the "Restart" button. Allowing the server to completely restart, this generally can take anywhere upto 15mins, however it is worth noting that at peak times this can be longer. Once the server is back online, we also recommend using the **/gs update-gp** command again just to ensure all is well.

Re-Add Bot Permissions

A final way to try and force the connection is by re-adding the bot username within the server providers permissions. It is the same way in which you set the bot up. Head over to the server providers webpage, select your server and you should see a tab named "Permissions" by selecting this you will see you will already have the username of the bot, please remove this, save the edit and then re-add it. In case you need it the bot username is:

de91e108-fd4e-423a-acc3-7ab55926b90c

Open a Ticket with VereTech

If you have carried out all of the above and still have no joy then please join us on **Discord** and open a ticket using the **Support Bot** page where one of our staff will gladly assist you.

It would be beneficial, if you are able to, carry out the command **/gs list** and include a screenshot of this in your opening message in the ticket - This will allow us to locate your gameserver much quicker!

Other Troubleshooting

Disconnected Premium

If you find that your premium has prematurely disconnected then this may be for one of the following reasons;

- Your subscription has expired
- G-Portal have assigned you new hardware
- You have purchased a new gameserver to replace your old one and did not follow the transfer procedure
- You have moved Discords

To get this rectified you will need to get in touch with us via a support ticket in the **Discord** please again have a screenshot of **/gs list** ready along with the email address you used at time of purchase when subscribing to premium.

Killfeed wont Display after Editing

Because we allow custom killfeed text, there will be times when mistakes are made and more often than not we find that its with the placeholders, such errors can cause the killfeed to not recognize the placeholder and stop it from working completely, please ensure that all of your placeholders are correct.
The other reason we find is that you are using words that are filtered out by a profanity filter, these can be but not limited to:

Swearing
Racial Comments
Sexual Comments
Terrorism Comments
Hate Comments

All of the above when editing feeds can be check first using the global.say command within your server providers command console, followed by your custom text. Generally, if it doesn't show in screen, its been filtered or there is an error and you will need to revisit your wording.

Binds are NOT working

there are multiple reasons that we find emote wheel binds not working, it is very important that you strictly follow the format in which these are laid out in, ensuring the correct placeholders are in your commands and that you haven't "stacked" multiple binds as these will cause an error. Most notable issues are resolved by checking the following;

- Ensure you have used the correct symbols, " is a quotation mark and not a speech mark
- Ensure you have entered valid commands as mentioned in this documentation
- Ensure that you have used valid placeholders
- Ensure that the above troubleshooting has been completed

If after following this guide it still does not work then please do get in touch for support from our team!

GamerTags/PSN Names not showing in Killfeed

There have been some strange things we have seen in our amazing journey with Rust Console Edition Community Servers and some of the words in the profanity filters still amaze us to this day! we have seen an array of strange combinations of words/numbers that make no sense to filter, however, this does sometimes align with what some players have as their GamerTags/PSN names - To check this we recommend using the global.say command followed by the players name, if this doesn't show then it is likely that the name has one of these mysterious letter/number combos which is being filtered out.

Online Player Counter won't Update

Sometimes we find ourselves with our online player counters not updating, please as always, ensure that your console isn't blank and that your gameserver is connected to the bot - If the issue still persists then we need to look into the gameserver name on G-Portal, please see the example below;

```
```\t <color=#FF00FF> Classified 3x </color> <color=#00FF00>/ autokit / x-mas / quad / kits / fast / 45min heli / 15min brad / Tp / 5crate cargo</color>```
```

Notice that the name at the beginning includes a back slash "\", this is a character which the bot cannot decrypt due to the nature of coding, whilst forward slash "/" will be fine, it is likely that the back slash is causing an error in the online player counter, please remove it, hit save and restart your gameserver, once you have done this - The online player counter will resume as normal.
```

Reporting Bugs and making Suggestions

Entity

/entity Command – What's That UUID All About?

Ever seen those **long strings of letters and numbers** in commands, fort data, clan IDs, or logs and thought:

> *"What even is this thing?"*

Well, mystery solved — those are called **UUIDs** (Universally Unique Identifiers).
They're how our system keeps track of **players, clans, forts, and more** behind the scenes.

What Does `/entity` Do?

The `/entity` command is your **admin-side magnifying glass** .
Just run `/entity` followed by a UUID, and we'll tell you **exactly what it belongs to**.

How to Use It

Simply type **/Entity** and paste in your UUID....

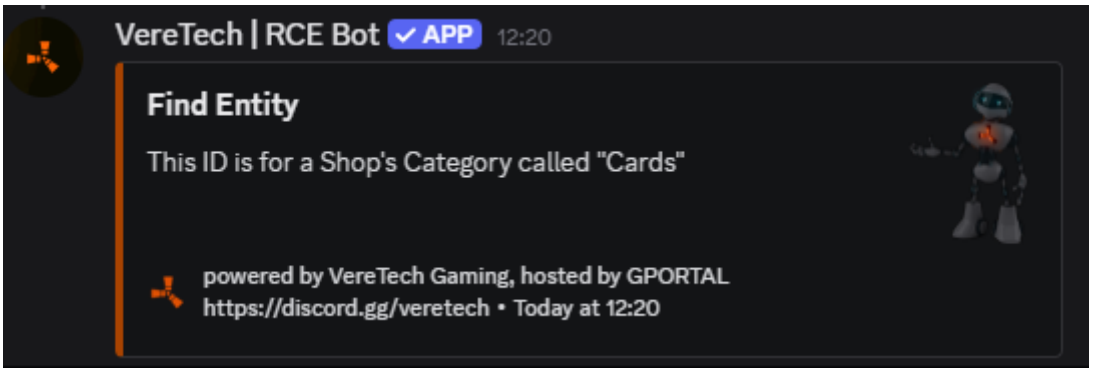


Example:

`/entity d34db33f-1234-5678-9abc-00ffaabbccdd`

You'll instantly get a breakdown showing whether that UUID is tied to:

- **Fort**
- **Clan**
- **Player**
- Or any other trackable entity in the system



⚡ Why Use It?

- □ Troubleshooting protection issues
- □ Investigating logs or tracking admin actions
- □ Clarifying ownership of forts or clans

□□ Pro Tip:

UUIDs may look scary, but they’re **your best friend for accurate tracking and control** behind the curtain.

Next time you’re deep in server management and stumble across one of these digital fingerprints —
/entity it, and take the guesswork out of the game.

Placeholders

What is a Placeholder?
A place holder is a name, wrapped in curly braces {name}, which you place in commands, feeds and all sorts of places. When things run, like feeds and commands, we replace the placeholders with data that is available.

Some placeholders are only available in certain contexts, like a PvE feed has different placeholders available to Emote Binds.

You can apply some basic mathematics in placeholders, such as:
`entity.spawn rhib {PlayerPositionX - 10},{PlayerPositionY},{PlayerPositionZ}`
This will spawn a rhib 10 meters west of the players current position.
- Subtraction
+ Addition
/ Divide
* Multiplication

The mathematics is available on all placeholders that are a whole or decimal number.

Placeholders List, available everywhere:

Placeholders	Description	Example
{ServerInfoHostname}	Server name, as it appears in GPORTAL	VereTech Gaming | Test US 2x
{ServerInfoMaxPlayers}	Max players allowed on your gameserver	100
{ServerInfoPlayers}	Current number of players on your gameserver	66
{ServerInfoQueued}	Current number of players queued to join your gameserver	2
{ServerInfoJoining}	Current number of players loading into your gameserver	10
{ServerInfoEntityCount}	Number of entities on your gameserver	120,000
{ServerInfoGameTime}	Current time in-game	6:00pm
{ServerInfoUptime}	How long your gameserverhas been up without a restart/wipe	18 Hours, 40 minutes
{ServerInfoMap}	The type of map your gameserver is currently running	Procedural Map

{ServerInfoFramerate}	The last captured FPS of your gameserver	60
{ServerInfoMemory}	Current RAM usage?	2
{ServerInfoCollections}	Number of Memory garbage collections since restarted	1600
{ServerInfoNetworkIn}	N/A	0
{ServerInfoNetworkOut}	N/A	0
{ServerInfoRestarting}	N/A	False
{ServerInfoSaveCreatedTime}	When the server last map wiped	6 days, 5 hours

PvP Placeholders List

The below is a list of placeholders that are available to be used in PvP Feed Types.

Placeholders	**Description**	**Example**
{KillerPlayerName}	GamerTag or Discord Name of the killer.	private_wire
{KillerClanTag}	Will Display the killers Clan Tag	[VT1]
{KillerClanColour}	Will insert the killers clan tag colour into feed text.	65435
{KillerClanTagWithColour}	Will display the killers clan tag in its clan colour.	[VT1]
{KillerPvEKills}	How many times the killer has killed a scientist.	24
{KillerPvEDeaths}	How many times the victim has died to a scientist.	5
{KillerPvEKD}	Killer's scientist K/D.	4.8
{KillerPvPKills}	How many times the killer has killed a player.	24
{KillerPvPDeaths}	How many times the killer has died to a player.	5
{KillerPvPKD}	Killer's K/D.	4.8

{KillerGameConsole}	The killer's console type.	Playstation
{KillerWallet}	How much is in the killer's wallet.	100
{KillerBank}	How much is in the killer's bank.	566
{KillerWalletBank}	How much is in the killers wallet and bank combined.	666
{VictimPlayerName}	GamerTag or Discord Name of the victim.	private_wire
{VictimClanTag}	Will display the victims clan tag.	[KHA]
{VictimClanColour}	Will insert the victims clan tag colour into feed text.	22657
{VictimClanTagWithColour}	Will display the victims clan tag with colour	[KHA]
{VictimPvEKills}	How many times the victim has killed a scientist.	5
{VictimPvEDeaths}	How many times the victim has died to a scientist.	24
{VictimPvEKD}	Victim's scientist K/D.	4.8
{VictimPvPKills}	How many times the victim has killed a player.	24
{VictimPvPDeaths}	How many times the victim has died to a player.	5
{VictimPvPKD}	Victim's K/D.	4.8
{VictimGameConsole}	The victim's console type.	Xbox
{VictimWallet}	How much is in the victim's wallet.	544
{VictimBank}	How much is in the victim's bank.	88
{VictimWalletBank}	Will show how much is in the victims wallet and bank combined.	725
{Currency}	The Unit of Measurement for the currency.	Scrap

PvE Placeholders List

The below is a list of placeholders that are available to be used in PvE Feed Types.

Placeholders	Description	Example
{PlayerName}	Displays Players Name	private_wire
{ClanTag}	Displays clan tag	[VT1]
{ClanColour}	Inserts the clan colour into text	65435
{ClanTagWithColour}	Displays the clan tag in colour	[VT1]
{GameConsole}	PlayStation or Xbox	Playstation
{PvEKills}	How many times they have killed a scientist.	24
{PvEDeaths}	How many times they have died to a scientist	5
{PvEKD}	Scientist K/D	4.8
{PvPKills}	How many times they have killed a player.	24
{PvPDeaths}	How many times they have died to a player	5
{PvPKD}	Player K/D	4.8
{Reward}	The reward amount	200
{Stolen}	The amount stolen	24
{Wallet}	How much is in the players Wallet	0
{Bank}	How much is in the players Bank	1005

{WalletBank}	Will display a total count of the players wallet and bank.	12254
{Currency}	The Unit of Measurement for the currency	Scrap

Placeholders available in Emote Binds

Placeholders	**Description**	**Example**
{PlayerName}	The players name	private_wire
{GameConsole}	The Game Console the players is on	Xbox
{PlayerPositionX}	The players current position X vector (left to right)	-100
{PlayerPositionY}	The players current position Y vector (top to bottom)	66
{PlayerPositionZ}	The players current position Z vector (ground to sky)	200
{"Name of Zone"X}	The Specified monuments centre position X vector	1023
{"Name of Zone"Y}	The Specified monuments centre position Y vector	54
{"Name of Zone"Z}	The Specified monuments centre position Z vector	345
{"Name of Zone"RandomX}	A random X vector for the specified monument.	125
{"Name of Zone"RandomY}	A random Y vector for the specified monument.	432
{"Name of Zone"RandomZ}	A random Z vector for the specified monument.	-120
{"Name of Zone"RandomOuterX}	A Random X vector within 15m of the specified monuments outer edge	123

{"Name of Zone"RandomOuterY}	A Random Y vector within 15m of the specified monuments outer edge	453
{"Name of Zone"RandomOuterZ}	A Random Z vector within 15m of the specified monuments outer edge	325
{"Name of Zone"RandomInnerX}	A Random X vector within 15m of the specified monuments centre	425
{"Name of Zone"RandomInnerY}	A Random Y vector within 15m of the specified monuments centre	234
{"Name of Zone"RandomInnerZ}	A Random Z vector within 15m of the specified monuments centre	324

Placeholders available in Emote Binds cooldown message

Placeholders	**Description**	**Example**
{PlayerName}	The players name	private_wire
{GameConsole}	The Game Console the players is on	Xbox
{Cooldown}	The time left to wait before player can use bind again	1 minute, 6 seconds

Placeholders available in Fortify's Enter & Leave messages, for Teams:

Placeholders	**Description**	**Example**
{FortName}	A sequential number, uniquely identifying the fort in a team	1
{FortPosition}	The position of a fort	(11,4,77)
{FortColour}	The html colour of the fort	#000000
{FortId}	A Guid of the fort, it uniquely identifies the fort in the database.	488219dc-049f-458f-a032-05eccede223f
{FortSize}	The current size of the fort	10
{PlayerName}	The team leader's player name	private_wire
{GameConsole}	The team leaders game console	Xbox

{TeamMembers}	A comma separated list of all members in the team	private_wire, xPercivil, KDunnHD
{Currency}	The discord economy currency	Scrap

Placeholders available in Fortify's Enter & Leave messages, for Clans:

Placeholders	Description	Example
{FortName}	The name of the fort entered when the clan created the fort	Hom
{FortPosition}	The position of a fort	(11,4,77)
{FortColour}	The html colour of the fort	#000000
{FortId}	A Guid of the fort, it uniquely identifies the fort in the database.	488219dc-049f-458f-a032-05eccede223f
{FortSize}	The current size of the fort	10
{PlayerName}	The clan's founder's player name	private_wire
{GameConsole}	The clan's founder's game console	Xbox
{TeamMembers}	A comma separated list of all members in the team	private_wire, xPercivil, KDunnHD
{Currency}	The discord economy currency	Scrap
{ClanTag}	The clans tag	VT1
{ClanColour}	The clans designated colour in html	#000000
{ClanTagWithColour}	The clans tag, formatted with their designated colour	<color=#000000>[VT1]</color>

Placeholders available in Economy Command Group Products

Placeholders	Description	Example
{PlayerPositionX}	The players current position X vector (left to right)	-1100
{PlayerPositionY}	The players current position Y vector (top to bottom)	60
{PlayerPositionZ}	The players current position Z vector (ground to sky)	6

{PlayerName}	The players name	private_wire
{GameConsole}	The Game Console the players is on	Xbox
{Currency}	The discord economy currency	Scrap
{Wallet}	How much is in the players wallet	0
{Bank}	How much is in the players bank	500
{"Name of Zone"X}	The Specified monuments centre position X vector	1023
{"Name of Zone"Y}	The Specified monuments centre position Y vector	54
{"Name of Zone"Z}	The Specified monuments centre position Z vector	345
{"Name of Zone"RandomX}	A random X vector for the specified monument.	125
{"Name of Zone"RandomY}	A random Y vector for the specified monument.	432
{"Name of Zone"RandomZ}	A random Z vector for the specified monument.	-120
{"Name of Zone"RandomOuterX}	A Random X vector within 15m of the specified monuments outer edge	123
{"Name of Zone"RandomOuterY}	A Random Y vector within 15m of the specified monuments outer edge	453
{"Name of Zone"RandomOuterZ}	A Random Z vector within 15m of the specified monuments outer edge	325
{"Name of Zone"RandomInnerX}	A Random X vector within 15m of the specified monuments centre	425
{"Name of Zone"RandomInnerY}	A Random Y vector within 15m of the specified monuments centre	234
{"Name of Zone"RandomInnerZ}	A Random Z vector within 15m of the specified monuments centre	324