

RSVP client troubleshooting

1. **RSVP client validates itself. This is where RSVP client figures out if it's corrupt or has been tampered with.**
 - ◆ <file> Failed Mode. This means the file listed is no longer read only.
 - a) Close RSVP client. Open up `c:\program_files\rsvp client`. Right click on the file named and go into properties. Select the read only checkbox. Click ok. Open RSVP client.
 - b) Uninstall RSVP client then reinstall RSVP client.
 - ◆ <file> Failed validation. This means the file listed is corrupt or has been tampered with.
 - a) Reinstall RSVP client.
2. **RSVP client connects to the authentication server and reads privileges. Here is where RSVP client gets a list of items to put in the menus at the top.**
 - ◆ Couldn't initialize connection to server: Reason. This means that connector.exe couldn't be opened.
 - a) Uninstall then reinstall RSVP client.
 - b) Check filesystem permissions.
 - ◆ Server X could not be contacted. This means that server X couldn't be reached.
 - a) Check your firewall and internet settings. Click your Start button, click run and type “cmd” without the quotes. That will open a black command line box. Type “ping www.google.com” in the black box, again without the quotes. Replies are good. Timeouts mean that your internet may be having issues.
 - b) The server may actually be down. Contact us at www.rsvpfirst.com and we'll check.
 - ◆ Server X login failed. This means your username or password isn't correct.
 - a) Verify that the username and password is correct in your preferences.
 - ◆ Server X closed connection. This means that server X has a problem. RSVP client should automatically use another server.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Couldn't read program privileges on server X. This means that server X has a problem with your account.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Couldn't add new clan to recent list. This means that login was successful but recent.dat couldn't be opened to add the new clan used.
 - a) Close all other instances of `rsvp_client`.
 - b) Check filesystem permissions.
 - c) Delete recent.dat from the `rsvp_client` installation folder.
 - ◆ Nothing available for clan “username”. This means that the clan name used has an account, but does not have any games available.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.

- 3. RSVP client connects to the authentication server to read available validation files for their game.**
- ◆ Couldn't initialize connection to server: Reason. This means that connector.exe couldn't be opened.
 - a) Uninstall then reinstall RSVP client.
 - b) Check filesystem permissions.
 - ◆ Server X could not be contacted. This means that server X couldn't be reached.
 - a) Check your firewall and internet settings. Click your Start button, click run and type "cmd" without the quotes. That will open a black command line box. Type "ping www.google.com" in the black box, again without the quotes. Replies are good. Timeouts mean that your internet may be having issues.
 - b) The server may actually be down. Contact us at www.rsvpfirst.com and we'll check.
 - ◆ Server X login failed. This means your username or password isn't correct.
 - a) Verify that the username and password is correct in your preferences.
 - ◆ Server X closed connection. This means that server X has a problem. RSVP client should automatically use another server.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Couldn't read selections from server X. This means that server X has a problem with your account.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ No vals available for this game. This means that setting up the clan to use that game was incomplete.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Cannot open val file, possible corruption. This means that val file used could not be opened.
 - a) Delete the val file from your rsvp_client/vals folder and re-check your files.
 - b) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Validation file contents are corrupt. After opening the validation file the it was empty or corrupt.
 - a) Delete the val file from your rsvp_client/vals folder and re-check your files.
 - b) Contact us at www.rsvpfirst.com and we'll take care of it.
 - ◆ Val file error. This means that the validation file used had some errors in it.
 - a) Contact us at www.rsvpfirst.com and we'll take care of it.

4. RSVP client validates all game files

- ◆ Cannot open dir for counting "<dir>": Reason. There's a problem with the game directory in the preferences. The exact reason is given.
 - a) Check the preferences to make sure the game's directory is properly defined.
- ◆ <file>: Extra file. This means that a file has been found which wasn't allowed by the val file.
 - a) Make sure the correct val file was used.
 - b) If the folder is obviously an extra folder or comes up after re-checking all files, then delete it and re-check all files.
 - c) If the folder looks questionable or like it may be a default game folder then check all files again.
- ◆ <file>: Extra folder. This means that a folder has been found which wasn't allowed by the val file.
 - a) Make sure the correct val file was used.
 - b) If the folder is obviously an extra folder or comes up after re-checking all files, then delete it and re-check all files.
 - c) If the folder looks questionable or like it may be a default game folder then check all files again.
- ◆ <file>: Failed validation. This means that a file is corrupt or has been tampered with.
 - a) Make sure the correct val file was used.
 - b) Delete the file if it was a custom map, crosshair, mod, etc. and check all files again
 - c) Re-download the file if it is an allowed mod and and check all files again.
 - d) Uninstall then reinstall your game.
- ◆ <file>: Bad file descriptor. This means a file was expected but a folder was found or visa versa.
 - a) Make sure the correct val file was used.
 - b) Uninstall then reinstall your game.
- ◆ Cannot open dir for comparing <dir name>: the reason why goes here.
 - a) RSVP client couldn't open the directory for checking, and it gives the reason why. You'll have to use a little critical thinking on this one. If you still have questions, contact us at www.rsvpfirst.com.
- ◆ Game's directory changed while validating. Check all files again. This means that something changed in the games directory while it was being validated.
 - a) Exit your game if it's already open. Close all windows explorer / my computer windows. Close any other programs that you don't need to play your game. Check all files again.
- ◆ Cannot delete file or dir "<file or dir>": Reason. This means that the user chose to delete extra files and there was an error. The exact reason is given.
 - a) Close any programs that are open which may be using the file.
 - b) Check file system permissions.

5. RSVP client connects to RSVP server and starts your game

- ◆ Invalid server challenge. This means the RSVP server didn't issue a valid challenge.
 - a) Have your admin contact us at www.rsvpfirst.com
- ◆ Could not communicate with RSVP server. This means that the RSVP server couldn't be found.
 - a) Make sure the correct val file was used.
 - b) Check your firewall and internet settings. We need outgoing port 13013 to be allowed.
 - c) Check with your admin to make sure that the RSVP server is running.
- ◆ Unable to open dir for notifies "<dir>" : the reason why goes here.
 - a) RSVP client couldn't open the directory for monitoring, and it gives the reason why. You'll have to use a little critical thinking on this one. If you still have questions, contact us at www.rsvpfirst.com.
- ◆ Game starting. This indicates that things went well and auto_start_mode is turned on.
- ◆ You may now start your game. This indicates that things went well and auto_start_mode is off.
- ◆ <file> : Failed validation. This means that a file is corrupt or has been tampered with.
 - a) Make sure the correct val file was used.
 - b) Delete the file if it was a custom map, crosshair, mod, etc. and check all files again
 - c) Re-download the file if it is an allowed mod and and check all files again.
 - d) Uninstall then reinstall your game.
- ◆ <file> : Not defined. This means that a game file was found which is not defined in the val file used.
 - a) Make sure the correct val file was used.
 - b) Delete the file if it was a custom map, crosshair, mod, etc. and check all files again
 - c) Re-download the file if it is an allowed mod and and check all files again.
 - d) Uninstall then reinstall your game.
- ◆ Your rsvp client is too old. Update it at www.rsvpfirst.com. This means that the server only accepts a newer version of rsvp_client.
 - a) Restart rsvp_client and allow it to automatically update.
 - b) Please visit www.rsvpfirst.com and download the newest version.
- ◆ Invalid server results. This means that there was no challenge received from rsvp_server.
 - a) Try it again.
 - b) Check with your clan's admin to make sure the server is running.
- ◆ A change in the game's directory has been detected. This means that something was modified in the game's directory while the game was being played.
 - a) Close all other programs and check all files again.
- ◆ Couldn't start your game. This means that RSVP was unable to start your game automatically.
 - a) Please submit an error report.

6. RSVP updates, downloads, error report submissions, misc.

- ◆ Cannot open <file> for update: Reason. This means that the auto-updater was unable to start saving the download as <file>.
 - a) Close all other programs which may be using that filename.
 - b) Delete <file> from your rsvp_client installation folder.
- ◆ Error: error code <file> reason. This means there was an error downloading the latest version of rsvp_client. The reason will be very helpful in troubleshooting this.
- ◆ <file> failed validation. This means that the downloaded file is corrupt.
 - a) Try the update again.
 - b) Delete <file> from your rsvp_client installation folder.
- ◆ Cannot send error report: Reason. This means that there were problems submitting an error report.
 - a) Check your firewall. rsvp_client.exe needs outbound port 25.
 - b) It may be an ISP issue since many block port 25. Manually send the error report files to error_reports1@rsvpfirst.com