
[Nitrado] Re: API giving error

From Nitrado.net Support <support@help.nitrado.net>
Date Sun 31-Dec-23 3:14 AM
To SoulLags <asoulofone@hotmail.com>

Your request (519280) has been updated. To add additional comments, reply to this email.



Ailssa Leyzaola (Nitrado)

Dec 30, 2023, 17:14 GMT+1

Hello again,

We've investigated this issue thoughtfully, and appreciate you sharing your point of view and evidence in regard to this.

Sadly, it was decided the timeout and ban were an acceptable way to proceed, according to the Rulebook within our Community Discord.

We're very sorry this had to happen, unfortunately, there's nothing else we can do in regard to the ban issue.

Yet, if you're still experiencing this problem within your server, please share a screenshot/picture with us of this error and we'll investigate further.

Let me know if there's anything else we can help you with, we will gladly assist you,

Have a good day,

Regards
Ailssa Leyzaola

support@help.nitrado.net
www.nitrado.net

Did you know that you can find a lot of helpful articles in our guides page <https://server.nitrado.net/en-US/guides>
Check out our awesome community Channels:
<https://discord.gg/nitrado>

marbis GmbH
Griesbachstr. 10
76185 Karlsruhe, Germany

Registered Office | Sitz der Gesellschaft: Karlsruhe
Register Court | Registergericht: AG Mannheim, HRB 713868
Managing Directors | Geschäftsführer: Raphael Stange, Felix Oechsler, Michael Waleczek



SoulLags

Dec 30, 2023, 09:52 GMT+1

So I got banned from the discord you're telling me to go to for support and you can't assist in someone abusing their position when I hadn't done anything to warrant it?



Leslie Olguín (Nitrado)

Dec 29, 2023, 20:22 GMT+1

Hello,

User bans are usually due to inappropriate behavior, support abuse, aggressions to other users, etc. As much as we would love to assist with this issue, there is no much we can assist, since the Discord moderator operate separately from support.

We appreciate your kind understanding.

Regards
Leslie Olguín

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Soullags

Dec 28, 2023, 07:22 GMT+1

the timeout was for 7 days and then I was banned.



Patrick Schulte (Nitrado)

Dec 27, 2023, 17:46 GMT+1

Hello,

unfortunately I can't do anything about this for now. Fortunately for you the timeout is only for the next 24 hours and not permanent.

Regards
Patrick Schulte

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Soullags

Dec 26, 2023, 04:16 GMT+1

I got banned from the discord for joking with a moderator who I had on my friend list so at the time I assumed we were friends, but now that I was banned (for nothing) I can't use that resource.

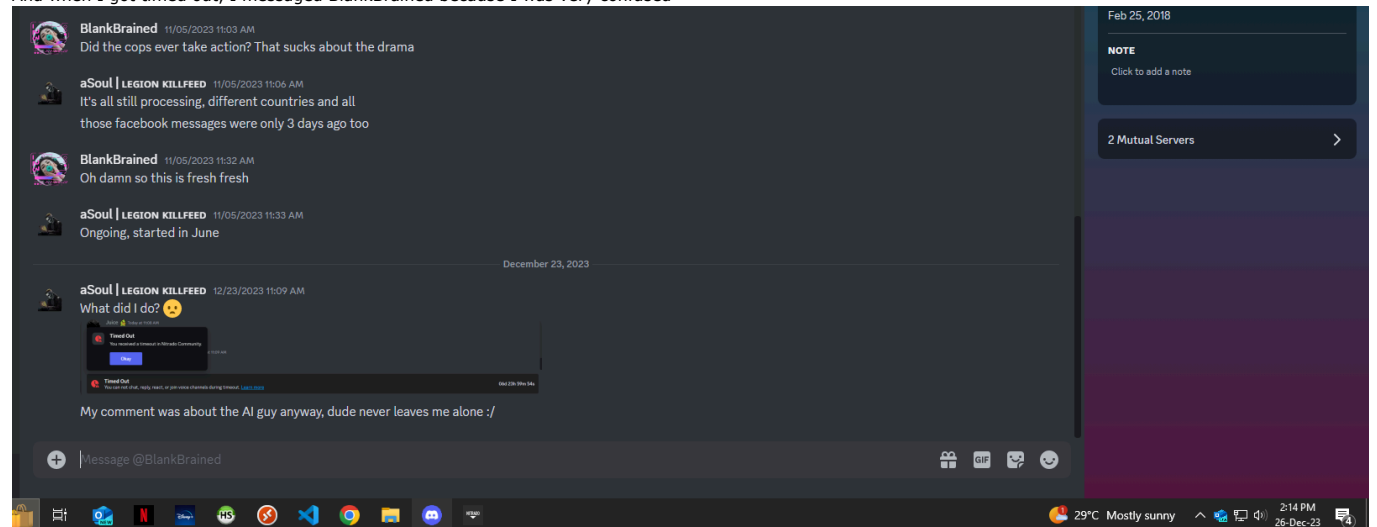
This was only a few minutes before I was banned



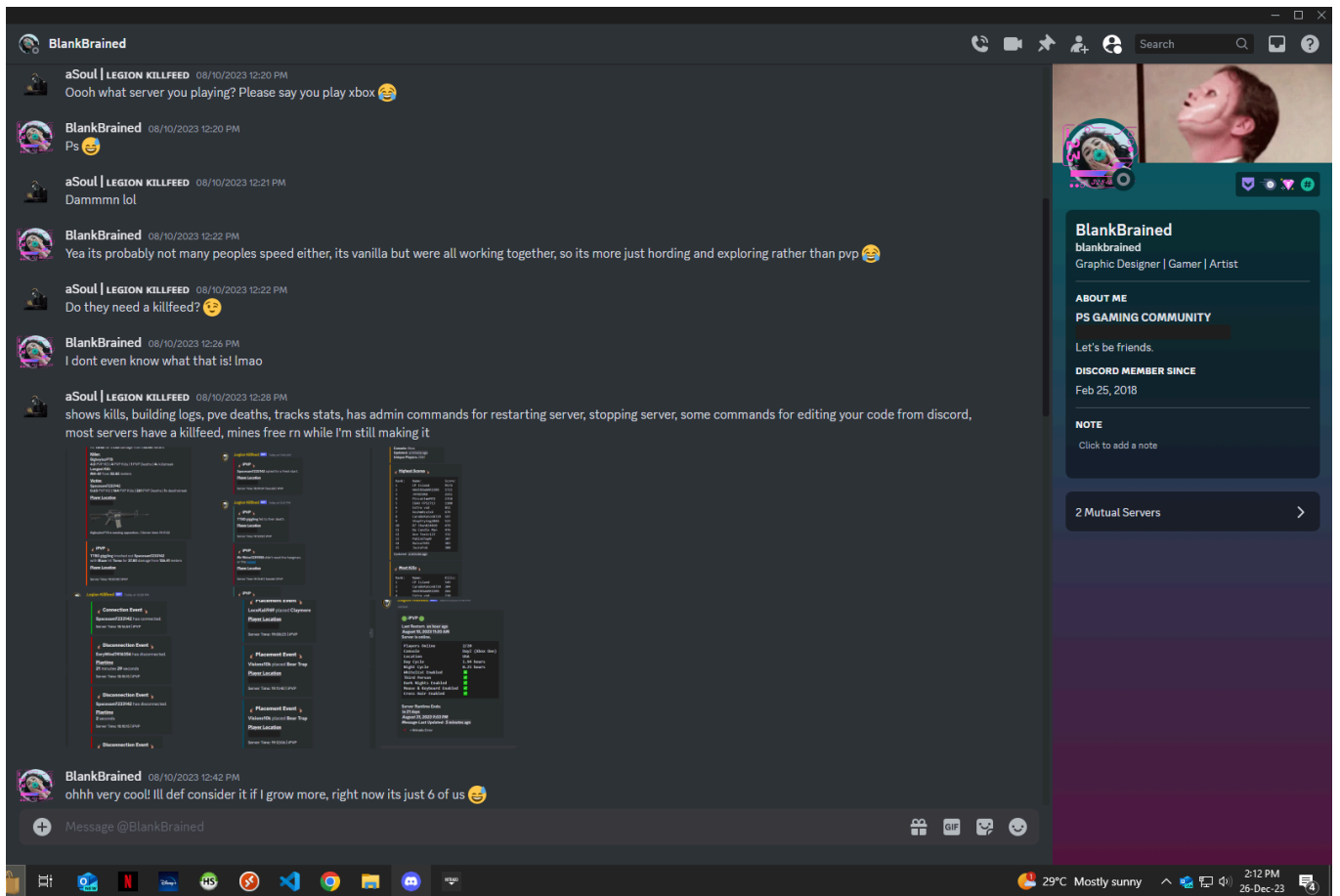
Then I got a timeout



And when I got timed out, I messaged BlankBrained because I was very confused



Here's part of our past conversations that lead me to believe we were friends



Ailssa Leyzaola (Nitrado)

Dec 24, 2023, 18:37 GMT+1

Hello,

Thank you for your support request.

Unfortunately, assistance with custom configurations, mods, and plug-ins is beyond our scope of support. This is because there are numerous particular situations that may arise. Although we would like to, there are too many to be able to provide a solution for all of them, for all games, as they can create incompatibilities and errors that we can't see.

We invite you to look into the official channels of this game and join our community discord, where you can ask through our destined channels: <https://discord.gg/nitrado>

Let me know if there's anything else we can help you with, we will gladly assist you,

Have a good day,

Regards

Ailssa Leyzaola

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SouLLags

Dec 23, 2023, 08:37 GMT+1

Hi, I've made a discord killfeed bot, there's currently 112 servers using it and I'm frequently getting:
"Cannot connect to host api.nitrado.net:443 ssl:default [The specified network name is no longer available]"
Is there something still going on backend? Because we haven't made changes to the code recently

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