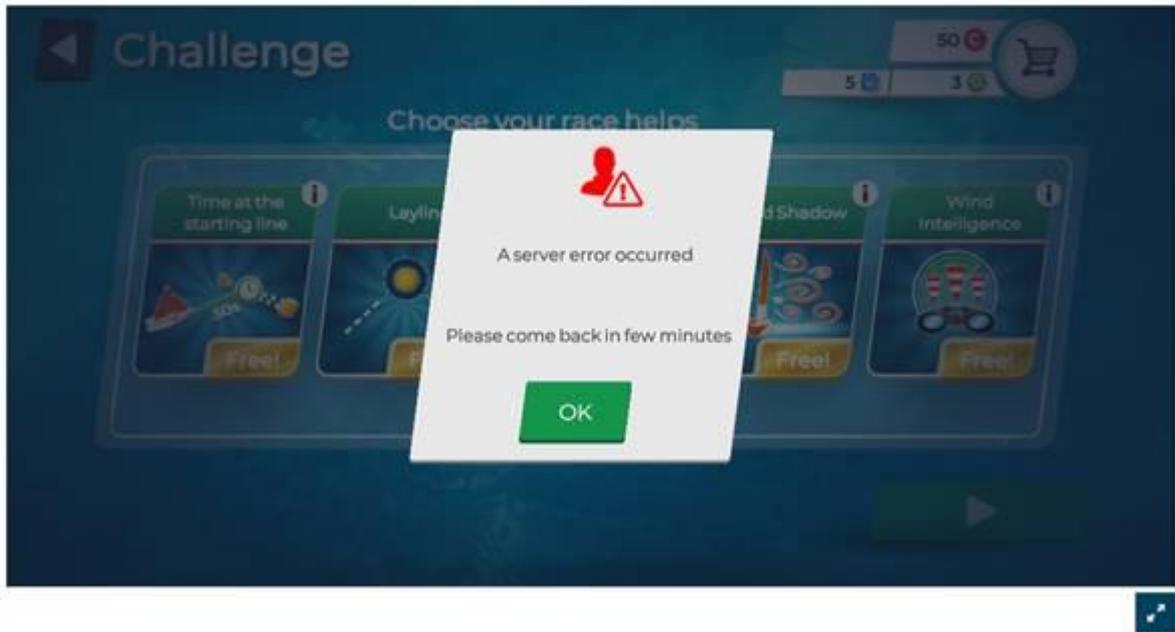


1) Game 'Server error' pop-up screen:



We understand that there are issues when trying to enter or watch races (both public and private) within the game. From time to time you may see the "Screen of Doom" (see above).

If this screen appears for you... We are sorry. There is not a lot we can do.

This is the Game's server having issues.

But what does this mean? And what can be done about it? This is my understanding to date...

Different devices may allow you to connect or not.

For example, this is what we have found:

In the office: I can't connect on my Desktop PC, I can't connect on my personal iPad, I can't connect on the work iPad, but I can connect on my work laptop...

At home: I can't connect on my home Desktop PC, I can't on my home Laptop, but I can on my home iPad (the same iPad that does not work in the office...??)

It appears to be a lottery and if there is a clever cookie out there with an idea on how to fix this please let us know!

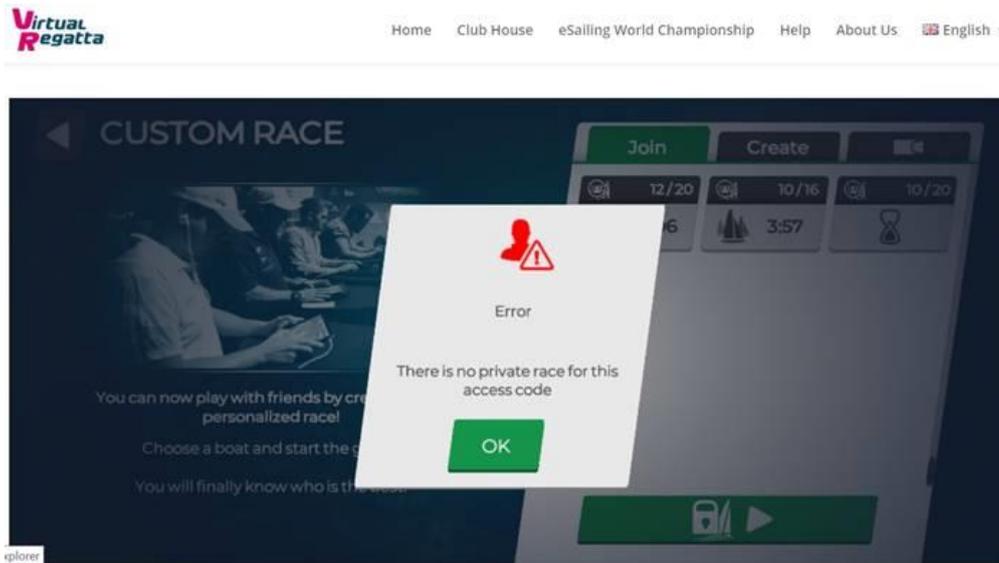
iPad and tablets seem to have the best results for connection. Sometimes hot spotting from a mobile phone works when the NBN Wi-Fi does not.

Our advice would be, if you are having issues at home, try shutting down the game (within the background of the device), switch off the device, switch your modem off (wait 1min) then turn it back on, cross your fingers and try again...

We have had contact with the Royal Yachting Association (who are in consultation with the game developers directly) and they have acknowledged the connection issues. Even the RYA Demonstration Event held yesterday and streamed on YouTube had connection issues for some players!

The game's server is sustaining a massive upswing in demand and is struggling. They are trying to fix the issue.

2) Race connection issues



If you saw the screen above, this we can fix!!

The reason you had seen this screen is to do with timing. The game does not allow an administrator to create games in advance.

So, for you to be able to join our RPYC Series we must manually create the game prior to your joining and be waiting within the game for players to join. If you saw this screen it meant that we had not created the game, at that moment in time, and you should try again (repetitively) until we have created the game.

It's a bugger but it's just how the game works unfortunately. (Again, the RYA and developers are aware that this functionality is not great, and a better solution is being developed.)

Hopefully this will keep the racing on time, allow us to complete the previous race and then create a game in the minutes prior to the next one starting.

We ask that you try to enter the game approximately 2 minutes prior to the notified start time. This will assist to stop the 'snowballing effect' on timings.

Hopefully we can resolve most of the issues that have caused some people to miss out.

If you have other issues or encountered other difficulties, please contact Dean at bs0@rpyc.com.au and we'll see what we can do to help.