

[Nitrado] Re: RE: [Nitrado] Re: .ADM logs only generating one file.

From Nitrado.net Support <support@help.nitrado.net>
Date Sat 8/5/2023 2:06 PM
To Soullags <asoulofone@hotmail.com>

Your request (391925) has been updated. To add additional comments, reply to this email.



Soullags

Aug 5, 2023, 06:06 GMT+2

It does affect the function of my service, I cannot use LOGS because LOGS are broken. LOGS are required to MANAGE a GAMESERVER therefore you complete fucking RETARD. I am not getting what I FUCKING PAY FOR CUNT.



Nils Teichert (Nitrado)

Aug 3, 2023, 14:24 GMT+2

Hello,

thank you for your Support request.

Its not an error that affect the performance or function of your service.

Its like a to look for a needle in a haystack and we need time to look into exactly why this happened, but at the moment there are other things that take our top priority.

This fact will not change even with a threat to Consumer Commission.

If you have any further questions or requests, please feel free to contact us at any time.

Regards
Nils Teichert

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

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marbis GmbH
Professional Hosting Solutions
Griesbachstr. 10
76185 Karlsruhe, Germany

Managing Directors: Raphael Stange, Felix Oechsler, Michael Waleczek
Company registration number: HRB 713868 (Mannheim)



Soullags

Aug 3, 2023, 12:41 GMT+2

So you're willingly acknowledging the service I am paying for has a fault that you are not going to bother fixing because "We can't see it causing issues right now"

You are aware that I don't want a refund, right? I will get one if you continue to refuse to fix the service I pay for to function correctly. By providing your services in Australia you are to abide by Australian Consumer Commission's rulings and laws right? If I am paying for a service that is not correctly functioning and you willingly acknowledge it, lie to the customer (me), close the ticket, act like nothing happened then make me harass you into getting a response, the Australian Consumer Commission will get me every single dollar I have ever spent on Nitrado back, plus compensation for all the bullshit I've had to go through.

But that's not what I want, I want you to fix the goddamn issue so I can use my goddamn server the way it is intended and actually get the logs that are CRUCIAL in server management.



Nils Teichert (Nitrado)

Aug 3, 2023, 11:41 GMT+2

Hello Soullags,

Thank you for your support request.

Your request was passed on internally and will be processed in the future.

At the moment, however, the priority for this is not very high, as we are primarily concerned with the security and stability of our customers and systems. Currently, many changes are being made that require more attention.

The service is functioning correctly and can be used correctly. We refrain from refunding the stated time periods, as the request does not affect the function of the service.

If there are any further questions or requests, we are always available.

Otherwise, have a nice day.

Regards
Nils Teichert

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Soullags

Aug 2, 2023, 09:17 GMT+2

Dear Diary,

It's now been 52 days of internal ticket. 601 days of being supplied an inferior and faulty service.

I feel I should start looking into contacting the Australian Consumer Commission because I'm not getting the service I'm paying for, plus Nitrado was aware someone was attempting to access my account, so they locked my account for something dumb like 20 minutes, then unlocked it and allowed someone to hack into my account, fuck with my servers, then steal files that contained confidential and personal information while I was asleep and unable to do anything to stop them.

I fear this may be the end Diary, after years of consistently paying Nitrado for underperforming services, I may have to cancel my services and move on to PC where they don't control the monopoly on servers.

They're a company that makes \$31.3million per year (or \$239,162.00 per employee) and I'm ashamed to have spent as much money as I have supporting their company when they can't even appropriately address an issue they acknowledge. 601 days + 52 days of having my time and money wasted.

Is it worth it anymore Diary? Is all this stress worth the hassle of having to spam Nitrado with ridiculous emails to get something done.

Diary, I've decided. I'll give them exactly 7 days, to the very second. If they haven't fixed it, replaced it with a better service (higher memory allocation, higher cpu allocation) or compensated me for the 601 days of a service that was faulty and inferior, I'll contact the appropriate governing bodies and they will get me compensation & refunded for the 601 days I've paid for an inferior service.



Soullags

Jul 30, 2023, 06:20 GMT+2

Get fucked man, 598 days of an issue, 49 days of internal ticket, do your fucking jobs and fix the shit or give me a replacement server with better fucking cpu/ram to make up for the nearly 600 days of me paying for half a fucking service.



Eduard Debelka (Nitrado)

Jul 28, 2023, 09:53 GMT+2

Hello Soullags,
your request has been internally escalated.

At the time, we have no fixed date when the issue will be resolved, as we are still investigating it.

We are sorry for any inconvenience this may cause, and thank you for your patience and understanding.

Have a nice day and do not hesitate to contact us again if you have any further questions or requests.

Regards

Eduard Debelka

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Soullags

Jul 27, 2023, 12:57 GMT+2

Dear Diary, It's day 46 of support not doing their job - 595 days since the issue started, I fear the worst, I've fallen victim of the classically feared "Seen no reply" from Nitrado staff. All members of the console community cringe at the thought of emailing support. Alas, I had no choice, and now I'm withering away wasting my hard earned money on a server that has faults, as expected, their support is aware of the issue, but refuses to do anything or acknowledge that they're aware of the issue. I'll continue to reach out daily until they finally respond, this could be a long journey.



Soullags

Jul 26, 2023, 09:55 GMT+2

BUMP

45 days since the "fix" was going to be implemented.

594 days since the issue first occurred. Where's the support at?

594 days I've paid for a service that wasn't as described. 594 days I've paid for a service, paying the same price as everyone else yet I don't get the services everyone else does. I get LIED to by staff who have no idea what they're doing. Where the hell is the fix?



Soullags

Jul 19, 2023, 12:32 GMT+2

AAAAAAAAND WE'RE BACK TO THE START OF THIS TICKET (Fucking finally)

Ya'll closed it, marked on the webinterface I closed it, it's been 38 days, a bunch of re-explaining over and over and over and over but you've FINALLY REACHED IT

So now that you've once again, moved it to internal, WHAT THE FUCK IS GOING ON.

587 fucking days, then 38 days in an internal ticket, so where the fuck is the fix?

[Nitrado] Re: .ADM logs only generating one file.



Nitrado.net Support <support@help.nitrado.net>
11/06/2023 7:58 PM

To: Soullags

Your request (367775) has been updated. To add additional comments, reply to this email.



Nils Teichert (Nitrado)

Jun 11, 2023, 11:58 GMT+2

Hello,

we added your ticket now to the internal ticket so that we contact you after the fix is applied.

If you have any further questions or requests, please feel free to contact us at any time.

Regards

Nils Teichert

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

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Soullags

Jun 6, 2023, 15:43 GMT+2

Thank you, I appreciate the help



Dennis Laepple (Nitrado)

Jul 19, 2023, 12:17 GMT+2

Hello,

Ok in the case that only 1 ADM log is displayed when several exist I was probably mistaken.

I myself do not play DayZ therefore I have no server and in many games it is so that only 1 log is displayed.

However, these logs from 2021 do not exist on the host system, I sent you a current screenshot.

Where this misinformation in the API query comes from I don't know, we don't have access to it. We have already forwarded this internally that this will be checked.

Regards

Dennis Laepple

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www.nitrado.net

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SoulLags

Jul 19, 2023, 11:14 GMT+2

“In the webinterface always shows only the latest ADM file, this is normal and configured by us”
Wanna lie to me again?

**DayZ (Xbox One)**

User ID: 3860267

IP:  85.190.156.123:12600 

Game port: 12600

Query port: 12603

Players: 0/32

Current map: **dayzOffline.chemar**

Version: **v1.21.156300**

**INFORMATION**

 Dashboard

 Event Log

 Log Files

**SETTINGS**

 General

 Configuration profiles

**TOOLS**

 File Browser

 Restore Backup

 Automated tasks

**Log Files**

 dayzxb/config/DayZServer_X1_x64.ADM

DayZServer_X1_x64_2023-07-19_00-13-14.RPT

DayZServer_X1_x64_2023-07-18_19-58-38.RPT

DayZServer_X1_x64.ADM

DayZServer_X1_x64_2023_07_19_001314586.ADM

DayZServer_X1_x64_2023_07_18_195838448.ADM

DayZServer_X1_x64_2023_07_18_154301134.ADM

restart.log

46 00:59:56 | Player "EasyZ1848" (id=718DB102FCA32563062C215EAC587147204B25AC pos=<12160.3, 3514.7, 6.0>) placed Lan

47 01:00:12 | Player "Shadypanda135" is connected (id=8C2BA20CC01ED3F44B9DA9376B2FBC4FBD0717FC)

48 01:00:19 | Player "EasyZ1848" (id=718DB102FCA32563062C215EAC587147204B25AC pos=<12156.6, 3517.9, 6.0>) placed Lan

49 01:00:24 | Player "BoundingCash6"(id=36B65794C43B71B6405EE00FD6CB85323D9D2EEE) has been disconnected

50 01:00:35 | Player "Shadypanda135"(id=8C2BA20CC01ED3F44B9DA9376B2FBC4FBD0717FC) has been disconnected

51 01:01:18 | Player "EasyZ1848" (id=718DB102FCA32563062C215EAC587147204B25AC pos=<12153.4, 3514.3, 6.0>) placed Lan

52 01:03:43 | ##### PlayerList log: 2 players

53 01:03:43 | Player "ATUAface424" (id=5E699874E084F89B702CF2DCC07CB2AF5606F6FF pos=<12190.3, 3361.8, 9.9>)

54 01:03:43 | Player "EasyZ1848" (id=718DB102FCA32563062C215EAC587147204B25AC pos=<12154.8, 3515.2, 6.0>)

55 01:03:43 | #####

56 01:07:28 | Player "ATUAface424"(id=5E699874E084F89B702CF2DCC07CB2AF5606F6FF) has been disconnected

57 01:08:28 | Player "EasyZ1848"(id=718DB102FCA32563062C215EAC587147204B25AC) has been disconnected

58 01:19:54 | Player "FemWave" is connected (id=79FCFC6B94831AFF48D5EB8E4604BD327614B829)

59 01:19:54 | Player "FemWave"(id=79FCFC6B94831AFF48D5EB8E4604BD327614B829) has been disconnected

60 01:22:17 | Player "Joshb337" is connected (id=5F73181C3F9F870F3D1070CF2F84B5FA7B8E1B54)

61 01:22:18 | Player "Joshb337"(id=5F73181C3F9F870F3D1070CF2F84B5FA7B8E1B54) has been disconnected

62 01:34:03 | Player "Pawscreeam" is connected (id=F808A37588B2A7605996E008A14637F73A64EE23)

63 01:38:43 | ##### PlayerList log: 1 players

64 01:38:43 | Player "Pawscreeam" (id=F808A37588B2A7605996E008A14637F73A64EE23 pos=<12264.6, 3295.4, 1.4>)

65 01:38:43 | #####

66 01:39:16 | Player "Pawscreeam"(id=F808A37588B2A7605996E008A14637F73A64EE23) has been disconnected

67

 Reload

 Download

Is lying common practice for Nitrado?

Hello,

In the webinterface always shows only the latest ADM file, this is normal and configured by us.

The problem is if all logs are displayed which exist, at some point the web browser would crash because there is too much data to load.

I have now checked the log files of the server, only current logs exist:

```
[prod][root@usla598:/games/ni3860267_3/noftp/dayzxb/config]# ll
total 365264
-rw-rw-r-- 1 ni3860267_3 ni3860267_3      769 Jul 18 14:22 crash_2023-07-18_07-22-32.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    4921 Jul 18 19:54 crash_2023-07-18_09-03-37.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3      770 Jul 18 20:19 crash_2023-07-18_13-19-06.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3      770 Jul 19 00:35 crash_2023-07-18_17-35-31.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3      770 Jul 19 04:51 crash_2023-07-18_21-50-52.log
drwxrwxr-x 2 ni3860267_3 ni3860267_3         6 Mar 12 01:02 DataCache
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    549845 Jul 18 15:57 DayZServer_X1_x64_2023-07-18_07-22-30.RPT
-rw-rw-r-- 1 ni3860267_3 ni3860267_3   754914 Jul 18 20:17 DayZServer_X1_x64_2023-07-18_09-03-35.RPT
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    589213 Jul 19 00:34 DayZServer_X1_x64_2023-07-18_13-19-04.RPT
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    567411 Jul 19 04:49 DayZServer_X1_x64_2023-07-18_17-35-29.RPT
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    538237 Jul 19 07:34 DayZServer_X1_x64_2023-07-18_21-50-50.RPT
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    370938 Jul 19 07:36 DayZServer_X1_x64.ADM
-rw-rw-r-- 1 ni3860267_3 ni3860267_3      8771 Jul 18 15:57 script_2023-07-18_07-22-32.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    18329 Jul 18 20:17 script_2023-07-18_09-03-37.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    10258 Jul 19 00:34 script_2023-07-18_13-19-06.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3     6959 Jul 19 04:49 script_2023-07-18_17-35-31.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3     5785 Jul 19 07:34 script_2023-07-18_21-50-52.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3    66678 Jul 19 07:34 scriptExt.log
-rw-rw-r-- 1 ni3860267_3 ni3860267_3  370488954 Jul 19 07:27 server.log
drwxrwxr-x 4 ni3860267_3 ni3860267_3         36 Mar 12 01:02 Users
[prod][root@usla598:/games/ni3860267_3/noftp/dayzxb/config]#
```

If you have any further questions or requests, please feel free to contact us at any time.

Regards

Dennis Laepple

support@help.nitrado.net

www.nitrado.net

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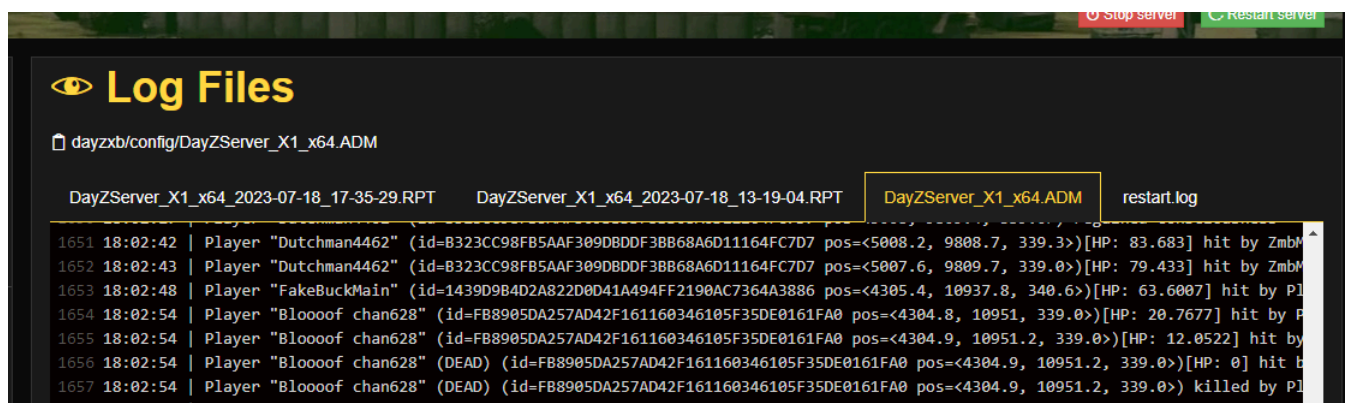
Soullags

Jul 19, 2023, 03:11 GMT+2

Did you check to see if it worked or just assume it worked and emailed me?

As you can see 3 files there from 2021 STILL. It is currently July 2023.

Web interface still nothing.



GET

https://api.nitrado.net/services/6244928/gameservers

Send

Query

Headers

Auth¹

Body

Tests

Pre Run

Query Parameters

☐

parameter

value

Status: 200 OK

Size: 5.89 KB

Time: 1.30 s

Response

Headers²⁴

Cookies

Results

Docs

58

59

60

61

62

63

64

65

66

67

68

69

70

71

72

73

74

"log_files": [

"dayzxb/config/DayZServer_X1_x64_2023-07-18

"dayzxb/config/DayZServer_X1_x64_2023-07-18

"dayzxb/config/DayZServer_X1_x64.ADM",

"dayzxb/config/DayZServer_X1_x64_2021_12_09

"dayzxb/config/DayZServer_X1_x64_2021_12_09

"dayzxb/config/DayZServer_X1_x64_2021_12_08

],

"config_files": [],

"curseforge_customer_settings": null

},

"modpacks": {},

"slots": 32,

"location": "SG",

"credentials": {

"ftp": {

"hostname": "usla598.gamedata.io",



Eduard Debelka (Nitrado)

Jul 18, 2023, 18:09 GMT+2

Hello SouLLags,
I am sorry for the issues that you have encountered.

I have now attempted to fix the issue, but to be able to do this, I had to delete the old logs and reassign a new host system to the server.

Please let us know if the server now does correctly generate and displays the logs, or further investigation is needed.

I hope this information is useful and wish you a nice day.
Please do not hesitate to contact us again, if you have any further questions or requests.

Regards
Eduard Debelka

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

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SouLLags

Jul 5, 2023, 02:57 GMT+2

Are you serious? How much of your jobs do I have to do? The link was right there; <https://nitrado.zendesk.com/tickets/367775>
Logfiles only show one .ADM file on interface
There is two log files glitched somehow on my account that can only been seen when you do an API call.
They cannot be deleted.
It has been 573 days now and I only get one log file. Yet the game is generating them on your end. But not on the interface.
The ticket was moved to an internal ticket.
It has been 25 days since then.
Nothing has been done.
I am being supplied a sub-par service.
I am not receiving any support.
Your support tickets display inaccurate information.
I did not close the ticket.
It says I did.
My server is still fucked and you all are neglecting your customer.



Dennis Laepple (Nitrado)

Jul 4, 2023, 11:35 GMT+2

Hello,

thank you for your Support request.

Unfortunately I can't understand from the email what exactly the problem is, please describe the problem as detailed as possible so we can understand it better.

If you have any further questions or requests, please feel free to contact us at any time.

Regards

Dennis Laepple

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Soullags

Jul 3, 2023, 06:50 GMT+2

This is a follow-up to your previous request [#367775](#) ".ADM logs only generating o..."

571 days these logs have been stuck on my server, preventing it from performing properly. It can't generate the logs because it has logs that won't delete. 571 days. 22 days ago you said you'd contact me after the fix is applied. How in 22 days have you not been able to work it out? I've developed a discord bot in that time. DO SOMETHING!!!!!!!!!!!!!!