

# MP User Information Gathering

## Information needed to help Beamdog diagnose multiplayer problems

In order to help track down the issue or issues preventing multiplayer, we will need some detailed information on your computer network setup. We will need the following:

### **1. Your computer's basic information.**

We need some basic information such as:

Windows 10 Home, Intel i7 CPU, 8 Gig of RAM, NVIDIA 1080 video card.

### **2. Game information.**

We need to know the name of the game, the version, and from which store you acquired the game.

Baldur's Gate: Enhanced Edition, version 2.6.0.4 from Steam

The game version can usually be found on the main menu from within the game.

### **3a. Windows Firewall settings.**

- OR -

### **3b. 3rd party firewall software and settings.**

TBD - Dan. Halp.

### **4. Your computer's local IP address.**

This address is a group of 4 numbers between 0 and 255, separated by periods, such as 192.168.1.25 You can find this out in any of the following ways:

#### a) Windows 10 - Settings

Go into Settings in Windows 10. Type in "network" in the search box. You should see an entry for "View your network properties". Somewhere in the results there should be an entry labeled "IPv4 Address" with a value usually starting with 192. or 10.

#### b) Windows - Command Prompt

How to get to Command Prompt?

Type in the following command at the Windows Command Prompt:

```
ipconfig
```

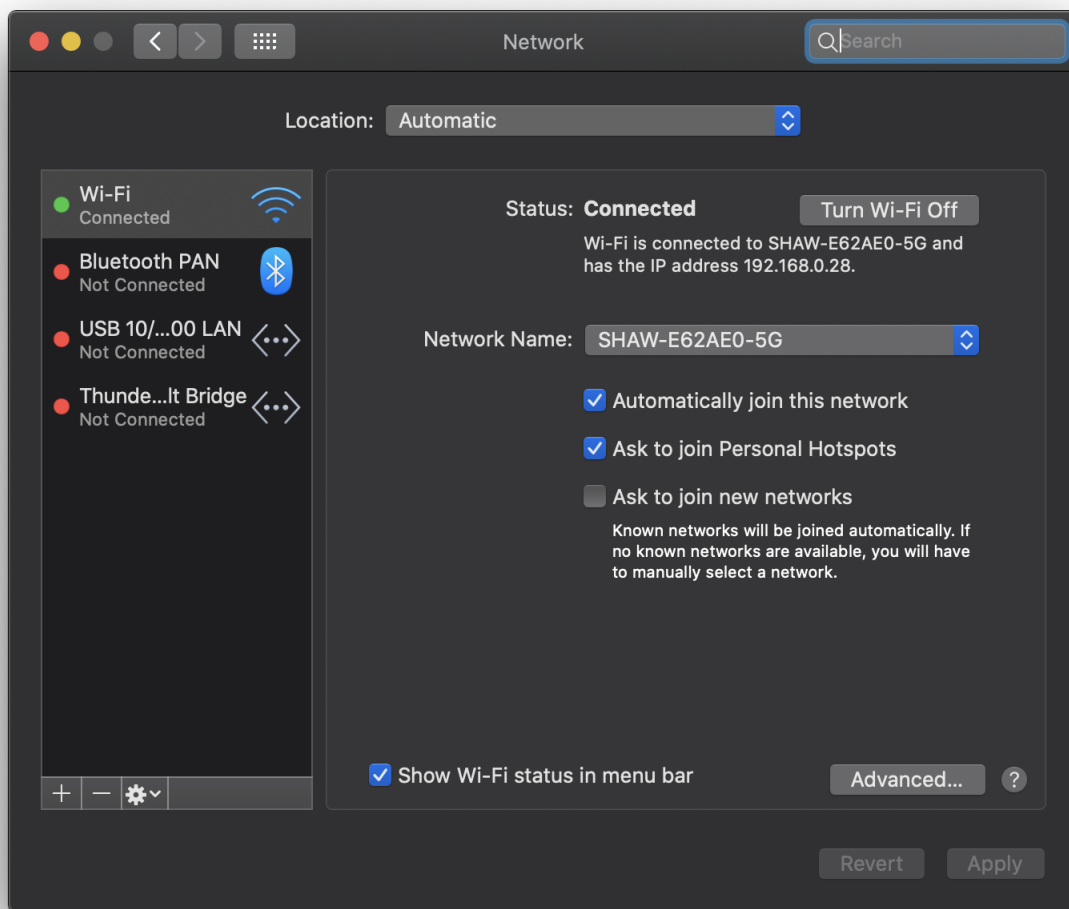
There may be several entries listed, but you should see one that starts with 192. or 10. that is your local IP address.

## Windows IP Configuration

### Ethernet adapter Local Area Connection:

```
Connection-specific DNS Suffix  . : xxx.xxxxx.net
Link-local IPv6 Address . . . . . : fe80::69c2:6eda:9baa:b7a8%22
IPv4 Address. . . . . : 192.168.1.10
Subnet Mask . . . . . : 255.255.255.0
Default Gateway . . . . . : 192.168.1.1
```

### c) macOS - System Preferences -> Network



### x) macOS or Linux - terminal ifconfig

## 5. Your network adapter's make and model, or description.

You can find this in the same area as your local IP from the previous step.

#### a) Windows 10 - Settings

Go into Settings in Windows 10. Type in “network” in the search box. You should see an entry for “View your network properties”. Near the top of the results should be an entry labeled “Description:” that should have the make and model of the network adapter.

#### b) Windows - Command Prompt

Type in the following command at the Windows Command Prompt:

```
ipconfig /all
```

Windows IP Configuration

```
Host Name . . . . . : xxxx
Primary Dns Suffix . . . . . :
Node Type . . . . . : Hybrid
IP Routing Enabled. . . . . : No
WINS Proxy Enabled. . . . . : No
DNS Suffix Search List. . . . . : xxx.xxxxx.net
```

Ethernet adapter Local Area Connection:

```
Connection-specific DNS Suffix . : xxx.xxxxx.net
Description . . . . . : Intel(R) Ethernet Connection (2) I218-V
Physical Address. . . . . : 14-DD-A9-2A-3C-7A
DHCP Enabled. . . . . : Yes
Autoconfiguration Enabled . . . . : Yes
Link-local IPv6 Address . . . . . : fe80::69c2:6eda:9baa:b7a8%22 (Preferred)
IPv4 Address. . . . . : 192.168.1.10 (Preferred)
Subnet Mask . . . . . : 255.255.255.0
```

.  
.
.

x) macOS - System Preferences -> Network

x) macOS or Linux - terminal

#### **6. Your computer's public IP address.**

You can find this out by going to the website <https://whatismyip.com>. It will display your public IP address.

#### **7. The name of your ISP.**

Please tell us the name of your ISP, such as Verizon, Shaw, Telus, etc.

#### **8. Your connection type to the internet.**

There are many ways to connect your computer to the internet from within your home. Many are connected via WiFi and others have a direct wired connection. We need to know if you are connecting via a cable or WiFi, and if you are connecting to a hardware firewall, WiFi router, or ISP supplied device.

### **9. Your current internet connection speed.**

You can test your internet connection speed by going to a speed test site such as <https://www.speedtest.net/> After the test is run there should be results stating your ping and upload and download speeds, such as:

PING ms - 9  
DOWNLOAD Mbps - 313.66  
UPLOAD Mbps - 16.11

### **10. Ping users2.beamdog.com**

Running the ping command can sometimes identify issues between your computer and the IE matchmaking server. Entry the following command and the command prompt.

```
ping users2.beamdog.com
```

```
Pinging ec2-01.beamdog.com [52.39.37.2] with 32 bytes of data:  
Reply from 52.39.37.2: bytes=32 time=38ms TTL=231  
Reply from 52.39.37.2: bytes=32 time=37ms TTL=231  
Reply from 52.39.37.2: bytes=32 time=34ms TTL=231  
Reply from 52.39.37.2: bytes=32 time=34ms TTL=231
```

```
Ping statistics for 52.39.37.2:  
    Packets: Sent = 4, Received = 4, Lost = 0 (0% loss),  
Approximate round trip times in milli-seconds:  
    Minimum = 34ms, Maximum = 38ms, Average = 35ms
```

A good result has a consistent reply from the server with a low time entry, with no packet loss. Please send us these results.

### **11. Last IE multiplayer failure jingle.log**

There is a log file created each time you play multiplayer in IE. This log file can be found in the BG folder in your Documents folder. Usually something like:

```
c:\Users\[USER]\Documents\Baldur's Gate - Enhanced Edition\jingle.log
```

Please send us this file.

## **Undecided Information**

x. Results of a port test.  
<https://canyouseeme.org/>