

Tech Support



The Following are the basic solutions to common problems found by troopers within 501st.

These below tips should be used before reading the rest of this document

- Have you used the HTML in the pinned messages of the tech-support channel?
- Is the “StarWars: Opposition Mod (Main)” the first one in the load order?
- Have you got a total of 53 mods loaded, before any whitelisted mods?
- Are you ignoring dependencies after using the HTML when selecting a server?

This document is a quick how-to guide for fixing the most common errors that you may come across. Additionally, any errors that other users have come across will be added to make a more comprehensive tech support guide.

The best way to use this document is via the index, or you can use ctrl + F which will allow you to search for keywords of your error message. If you can't find your error or the guide does not remedy the issue, please refer to Section 5 which will go into how to post in tech support.

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Section 1: The Mods

One of the first things that you will need when you are being recruited into the unit is to download the required mods, these are comprised into two main parts:

1. [Star Wars Opposition](#)
2. [501st Legion Mod Pack](#)

501st Legion Mod pack

Now you can move onto the mod pack, which is much simpler than downloading the previous method .

Description
Discussions 0
Comments 31

501st Legion

★★★★★
291 ratings

2

Like
Dislike
Award
Favorite
Share
Add to Collection

DESCRIPTION

2/7/2020

Aux Mod added back to collection.

ITEMS (45)

+ Subscribe to all
X Unsubscribe from all

Achilles
Created by Kex
★★★★★

DEPRECATION NOTICE

CBA_A3
Created by CBATeam
★★★★★

CBA: Community Based Addons for Arma 3

CUP Terrains - Core
Created by CUP Team
★★★★★

CUP Terrains - Core

A COLLECTION OF 45 ITEMS CREATED BY

Ryan'sPrivates shay_gman
CBATeam Tonto- dslyeckx Ryan
M1lkM8n CUP Team Nkey duda
Kex Article 2 Studios DerZade
silola Kola TF_Ghost_1_4_1
_SCAR lunatic SMC-1(Kraut)
Green_Beret (God-Father) Scar
Mondkalb Salbei Hossus Cruisie
Ampersand Temppa Pabst Mirror
WA Lancer Mr.Mark Aussiemutt
IndominusRexi Mad King Poly
212th Attack Battalion Clock
Nosrac24 3rdarmystudios
501st Aux Mod Team

COLLECTION ASSEMBLED BY

BC Jay [501st]
Offline

21,571 Unique Visitors
888 Current Favorites
922 Total Unique Favorites

If you haven't got a mod installed it will show the symbol  and if you have it installed it will show.  To simply begin downloading the mods you can click on the “Subscribe to all” button, which is located above the mods, which will begin downloading the mods one by one through steam.

Until all mods are downloaded you will not be able to connect to any of the servers.

Once all the mods are downloaded the simplest way that you can load them all in one hit is via a [HTML](#). To do this you do the following:

- Mods section of launcher
- Top right presets
- Import preset
- Go to downloads and select the HTML

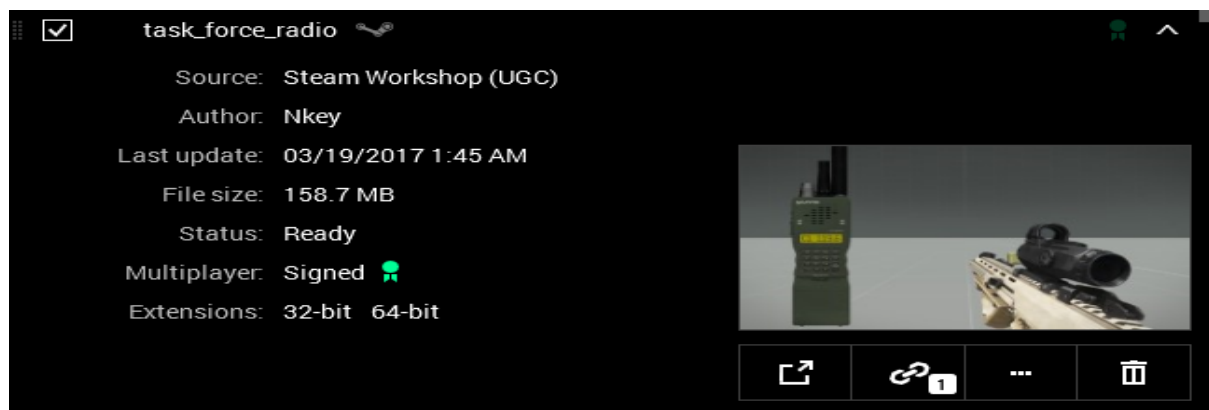
Once all the mods are loaded you just need to move the “StarWars: Opposition Mod (Main)” mod to the top of the list, as most mods use assets from it, so it needs to be loaded first.

Now you should be able to load into the server.

TFAR Plugin

TaskForceRadio also known as TFAR is what allows us, whilst in-game, the ability to use proximity chat, as well as radios to communicate with each other through precisely defined channels to allow many conversations to go on at once.

Navigate to task_force_radio in the mod listing. Click the dropdown arrow on the far right. It should look something like this now.

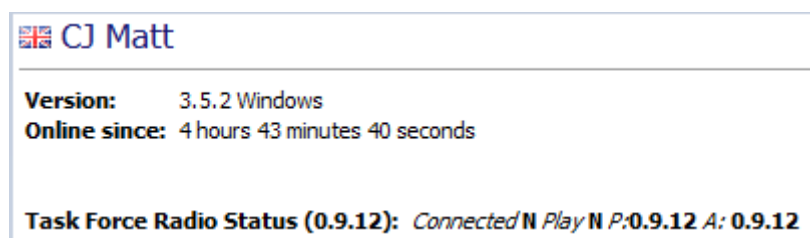


Press the "...". Press "Open folder in Windows Explorer." Confirm the popup ('I understand.').

Now for both, you should see a @task_force_radio folder which you can open.

Double click the 'task_force_radio.ts3_plugin' file. Install the plugin. Please note, your Teamspeak should be closed entirely for this segment of the installation. If the installation fails, it will open a prompt asking to run as an Administrator -- allow it to.

Reboot Teamspeak 3 and connect to the 501st Server. Verify that the Task Force Radio plugin is now enabled by clicking on your name in Teamspeak and looking for the following status text below your nameplate, which lists the status of the plugin.



If this is present, then it is installed correctly and operating normally. If it is not present, verify the addon is currently running on Teamspeak 3 by clicking on Tools, Options, then Addons, and then in the Teamspeak window making sure it is enabled and running.

It's also worth mentioning that you should switch your in-game voice chat key (VON) to something other than caps-lock, as that is the default key for TFAR radios; I personally unbind it all together when using TFAR. Your 'normal' push to talk key on TS3 will be your new direct-VON key, in ArMA III.

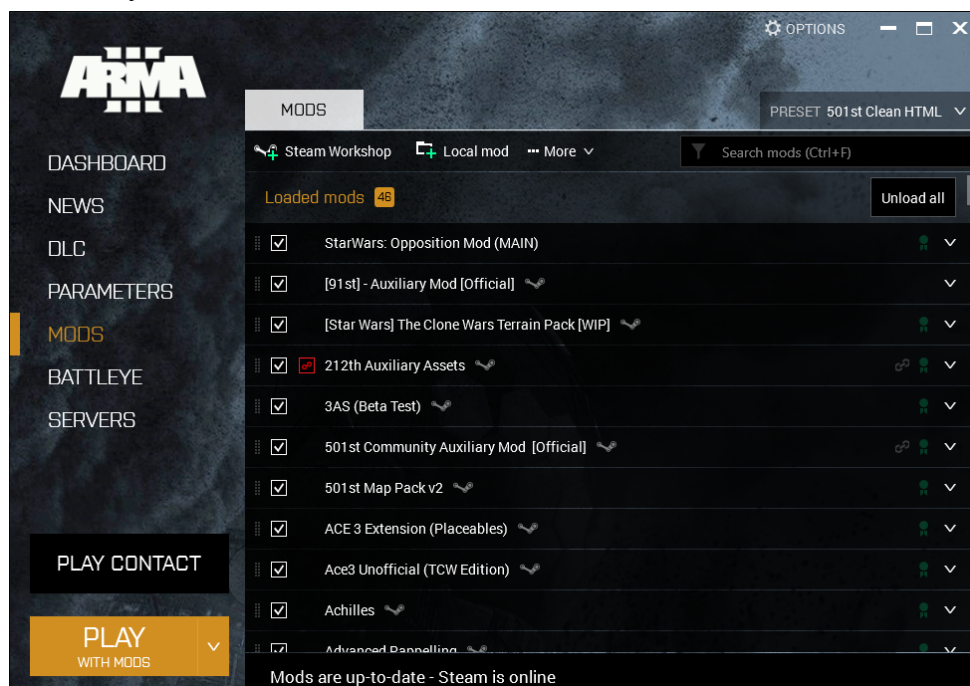
The same applies for the TFAR Beta mod, simply navigate to the Task Force Arrowhead Radio (BETA!!!) mod instead of the task_force_radio mod.

Section 2: Connecting to the servers

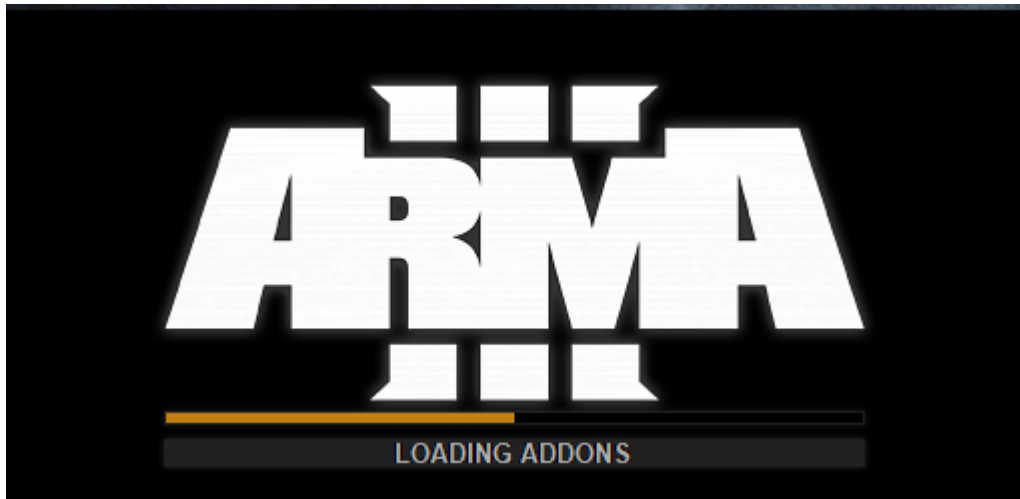
There are two methods that you can use to connect to the servers. The one that I would recommend is using “**Play with mods and then using in-game server browser**” as generally, this can lead to less issues as it doesn't ask you to load dependencies and if you have used the HTML it will contain all the mods you require.

Play with mods and then using the in-game server browser

Click on the “Play with MODS”.



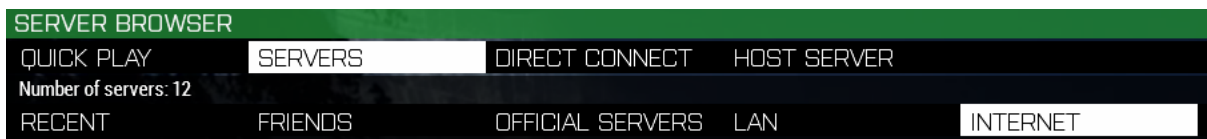
After a few seconds the loading box will appear like below in the middle of your screen. **Try to leave your computer to load as it can cause the game to crash whilst loading if you perform any other tasks on your computer. It can take a few minutes to load the mods**



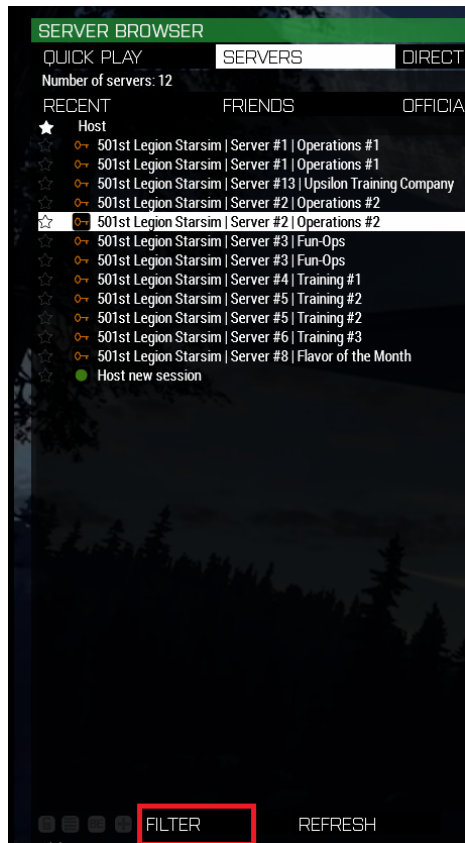
Once the game loads up you will see a Star Wars themed main menu, navigate to the “Multiplayer” menu then “Server Browser”.



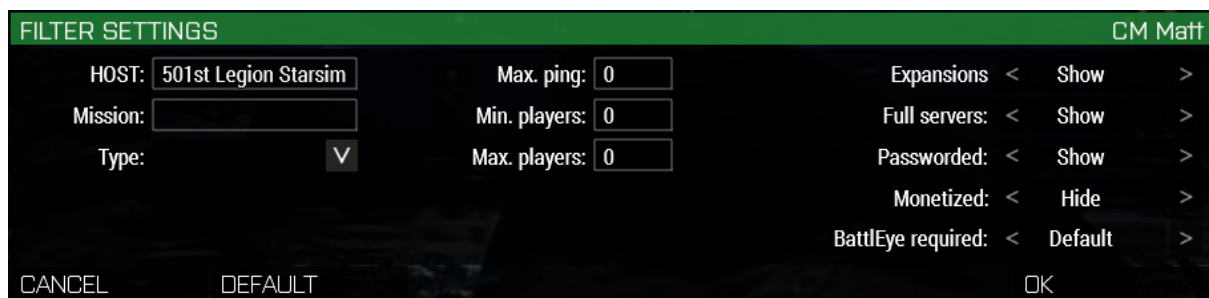
Next, you will see the options for connecting to servers you want to select “Servers” at the top then “Internet”.



Next, you will need to set a filter so that you will only see the 501st Legion Starsim servers, the filter button is located in the bottom left-hand screen above the highlighted server information.



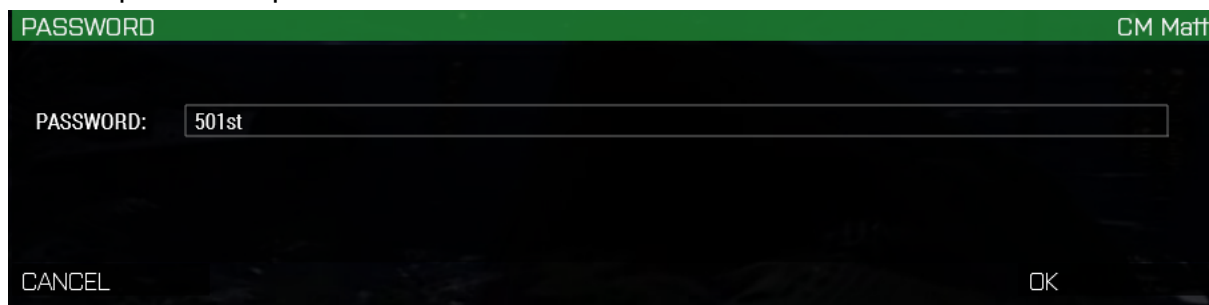
The filter that you want to set is “501st Legion Starsim”



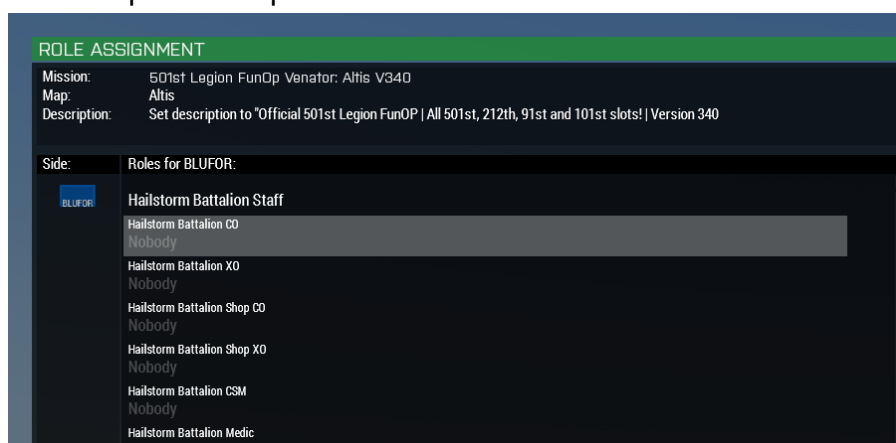
Once you press okay you can click “OK” and it will filter to the relevant servers, when this has been set once it will remain that filter until it is changed.



Now double click on a server - for the first time best connect to **501st Legion Starsim | Server #3 | Fun-Ops** and enter the password **501st**

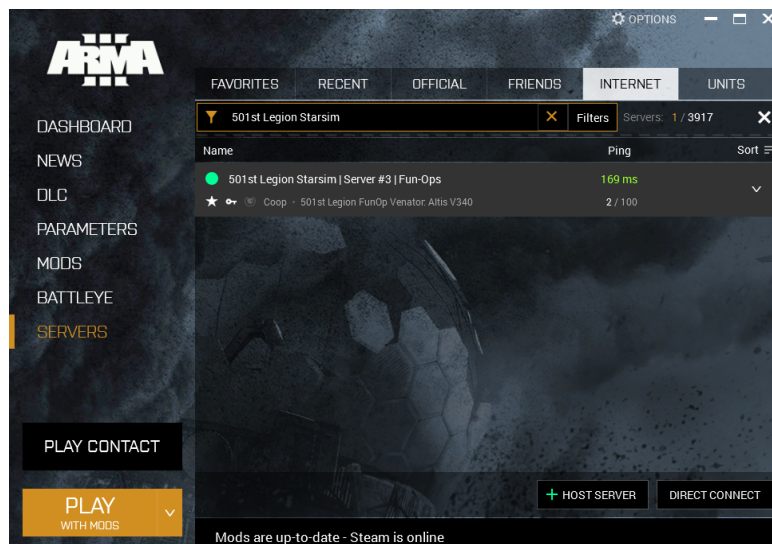


If passwords are correct, the server has a map loaded and mods are correct it will load up and allow you to select a slot, select a slot that is relevant to you if you are slotted, if not there are “Recruit | Reserve | Guest” slots towards the bottom of the list.



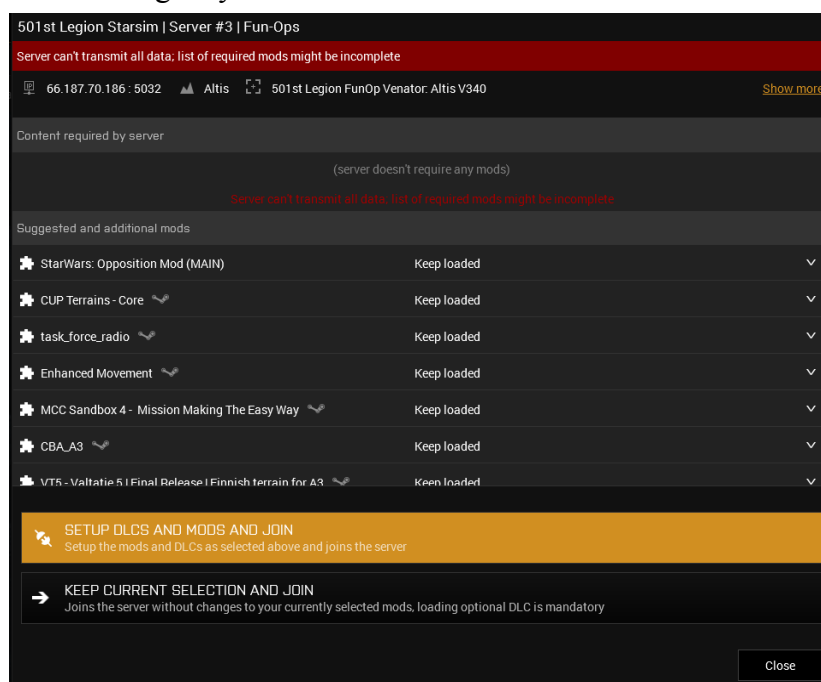
Connecting to server from ARMA 3 launcher

Whilst in the browser navigate to the “SERVER” section and select “INTERNET” from here add to the filter “**501st Legion Starsim**”, it will begin to filter from all the online servers the ones with the above filter.

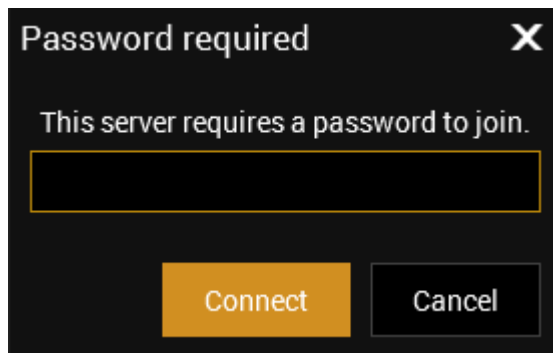


Once you see the server you require (if first time best to select **501st Legion Starsim | Server #3 | Fun-Ops**) select it and the below screen will appear.

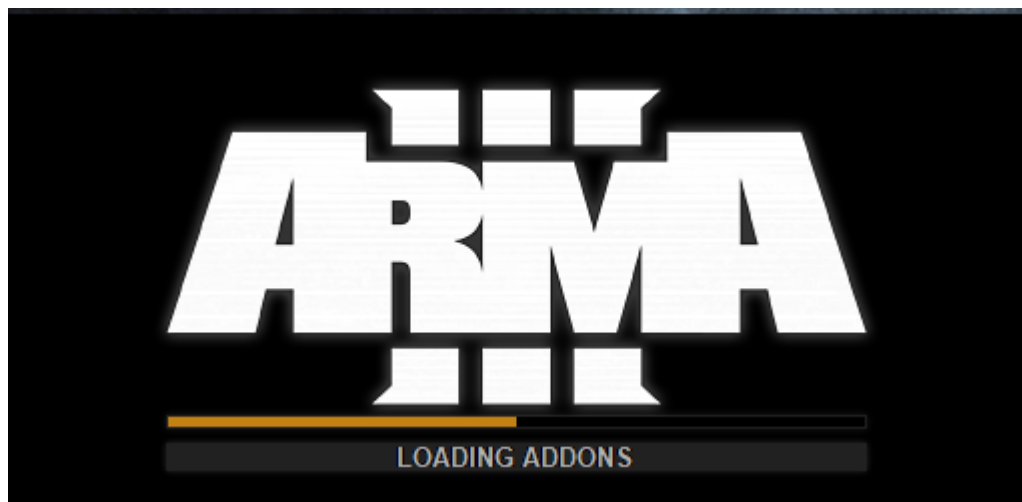
This is where people often make a simple mistake and select the incorrect option. Make sure to select “**KEEP CURRENT SELECTION AND JOIN**” as this will load the HTML mods which is all you require. Selecting the other option will load dependencies for mods which will in turn give you errors.



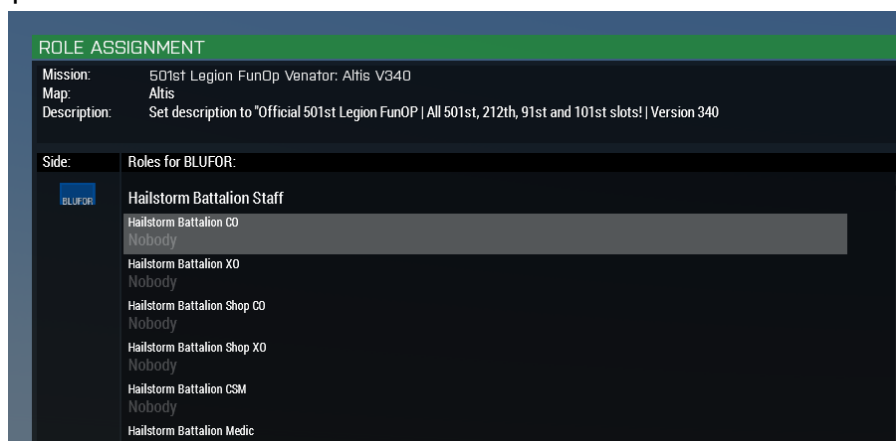
After you have selected the correct option a password box will appear. The password is **501st**



After a few seconds, a loading box will appear like below in the middle of your screen. **Try to leave your computer to load as it can cause the game to crash whilst loading if you perform any other tasks on your computer. It can take a few minutes to load the mods.**



If the server has a map loaded and mods are correct it will load up and allow you to select a slot, select a slot that is relevant to you if you are slotted if not there are “Recruit | Reserve | Guest” slots towards the bottom of the list



Section 3: Common Errors

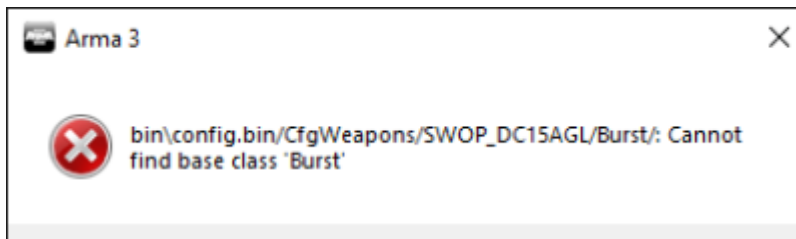
This section is split into 3 types of the most common errors that the tech support team regularly sees. As previously mentioned if the way the below does not fix your issue post in tech support channel with as much information as possible and screenshots. The first part consists of errors that occur at loading up the game from the launcher. The second part is about errors that occur at the game successfully launching but only getting to the point before you can see the server slots. The third set is when you have selected a slot and have begun loading in and you receive an error message which kicks you out.

Errors during mod loading

Errors that occur during the mod loading stage are usually caused by the fact that either a mod is missing or corrupted and very rarely an extra mod being loaded. Once repaired, added, or removed it will usually fix this issue.

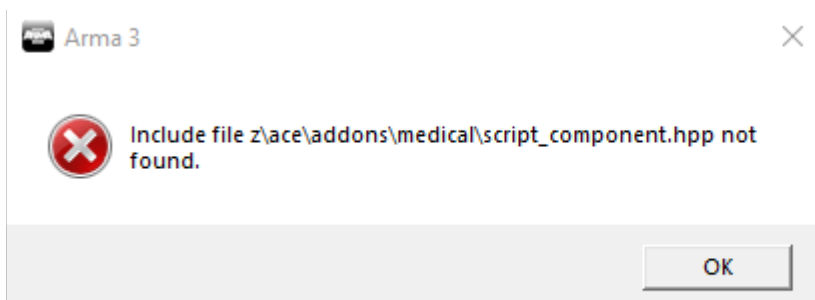
bin\config.bin/CfgWeapons/SWOP_DC15AGL/Burst/: Cannot find base class 'Burst'

This is one of the most common errors that we get and normally occurs when **StarWars: Opposition Mod (Main)** is not loaded or is corrupted. To fix this load the mod or re-download from the found at the start of the document.



Include file z\ace\addons\medical\script_component.hpp not found

This error can be fixed by removal of **ace** as this mod is not required for the 501st legion and **Ace3 Unofficial (TCW Edition)** should be used instead, this normally occurs if dependencies are not ignored when loading the mod or when loading into the server by launcher browser



Addon 'BTX42_Flamethrower' requires addon 'cba_main'

This error normally occurs when **CBA_A3** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.

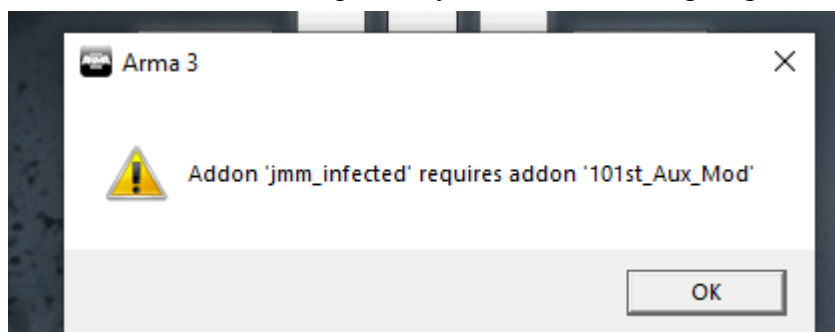


Addon 'BTX42_Flamethrower' requires addon 'cba_main'

OK

Addon 'jmm_infected' requires addon '101st_Aux_Mod'

This error normally occurs when **Doom Company Addons** is not loaded or is corrupted. To fix this load the mod or repair it by and then selecting “repair”.



Addon '3AS_Weapons' requires addon '3AS_Main'

This error normally occurs when **3AS (Beta Test)** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.



Addon '3AS_Weapons' requires addon '3AS_Main'



OK

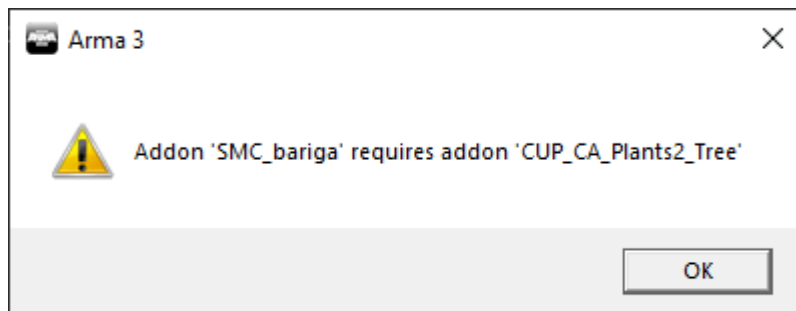
Addon '101st_Aux_mod' requires addon 'DH17_Blaster'

This is one of the most common errors that we get and normally occurs when **StarWars: Opposition Mod (Main)** is not loaded or is corrupted. To fix this load the mod or re-download from the one found at the start of the document.



Addon 'SMC_Bariga' requires addon 'CUP_CA_Plants2_Tree'

This error normally occurs when **CUP Terrains - Core**, **CUP Terrains - Maps**, **CUP Terrains - CWA** are not loaded or are corrupted or **Bariga** is in the load order before them. To fix this load the mods or repair them by right-clicking and repair or make sure **Bariga** is lower down in load order.



Error before seeing slot list

These errors generally occur when you have loaded the game up to the point of getting to the server just before selecting a slot. This will usually be missing or corrupted mods. Rule of thumb for this section is whatever comes after where it says "has been deleted", that will be what is missing.

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted.task_force radio items

This error normally occurs when **task_force_radio** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting "repair".

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted.RD 501_patch_nvg, RD501_patch_helmets etc

This error normally occurs when **501st Community Auxiliary Mod [Official]** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting "repair".

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted OPTRE_UNSC Structure_Military,OPTRE_UNSC_Structure_Walls etc

This error normally occurs when **Operation: TREBUCHET** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted. Eden_Extended_Objects etc

This error normally occurs when **Eden Extended Objects** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted.JLTS_characters_cloneArmor etc

This error normally occurs when **Just Like The Simulations - The Great War** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and select repair.

You cannot play/edit this mission: it is dependent on downloadable content that has been deleted.101st_Aux_Mod etc

This error normally occurs when **Doom Company Addons** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.

Warning: preNLOD format in object

3as\prop_kamino_large_platform\mod\large_platform_small.p3d

This error normally occurs when **[Star Wars] The Clone Wars Terrain Pack [WIP]** is not loaded or is corrupted. To fix this load the mod or repair it by right-clicking and then selecting “repair”.

Errors after selecting a slot

These errors generally occur when you have loaded the game, selected a slot and got to the point where you are in first-person in-game then the message will appear.

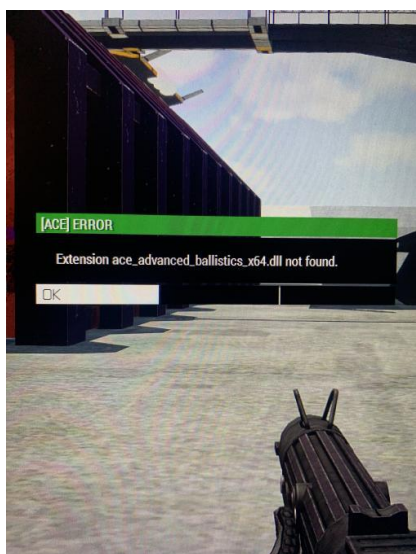
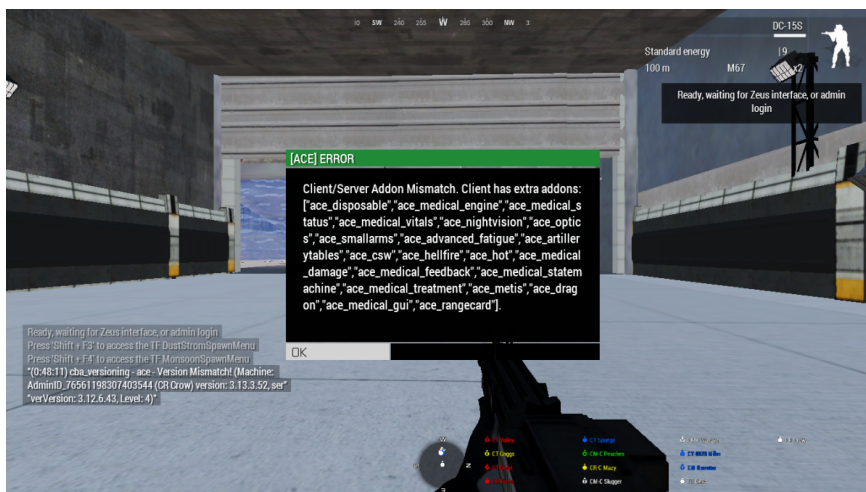
[ACE] ERROR

All errors relating to ACE [ERROR] like the examples below are all down to one thing: you have the wrong ace loaded. The only ace title that you should have loaded is **Ace3 Unofficial (TCW Edition)**. And **ACE 3 Extension (Placeables)** You should not have the following loaded:

- 40k Auxiliary Ace Mod
- ace
- ACE Compat - RHS Armed Forces of the Russian Federation
- ACE Compat - RHS United States Armed Forces
- ACE Compat - RHS: GREF

- ACE3 Optionals - No Uniform Restrictions
- ACEX
- Grimdark ACE Compat

These are to name a few that may appear in Flavour of the Month but are not to be used with the main 501st servers.



Section 4: Other Errors/issues

This section is for the errors that do not fall under the previous sections 3 parts. These are usually one-off errors that we have come across or ones that may be caused by other factors such as antivirus or multiple hard drives or FOTM (Flavour of the Month) related or do not cause your game to crash but are an inconvenience.

Two overlays for squad members

This occurs when you have both **ShackTac User Interface** and **DUI - Squad Rader**. Both are allowed to be used but only one is required and it is personal preference on which to use.



Steam “Disk Write error”

This occurs usually when your antivirus software is blocking the downloading for a certain file (primarily PDF documents) to fix this issue you will need to disable your antivirus for a brief time till the download is done or even potentially a brief few moments whilst it downloads the file it is having issues with.

TFAR and TeamSpeak issues

These are common TFAR or Teamspeak issues that people can run into

Insufficient client permissions (failed on i_channel_join_power)

 <22:16:02> insufficient client permissions (failed on i_channel_join_power)

This error usually occurs when you are trying to move channels when you still have [Helpful Move Lock Client]. To fix this have [Helpful Move Lock Client] then you can move to the channel you were after.

Not being pulled into TaskForceRadio channel or hear team speak like normal when in the channel

This will usually occur if TFAR is not enabled in TS, not loaded in ARMA or is corrupt in TS. Screenshot below shows it enabled, note that it says Enabled and clicking the button will then will Disable it. What it says in the box on the right is the current state that it is in. Uninstalling and reinstalling is ways a safe bet to and if you need guidance on this it is

located at the top of the document.



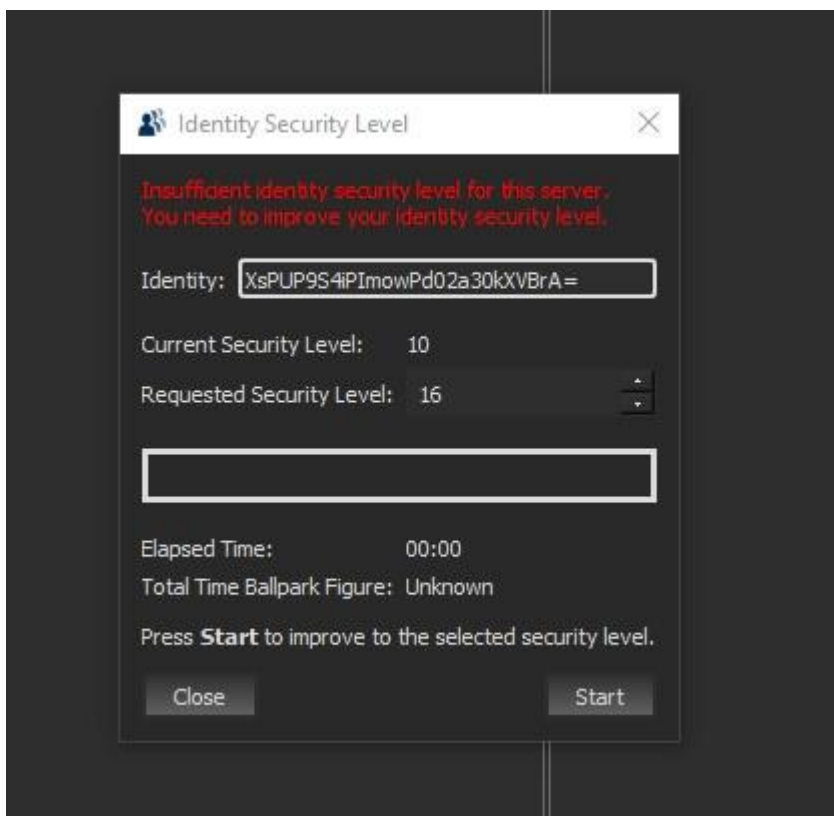
Action currently not possible due to spam protection. Please wait a few seconds and try again.

As the error message says, give the TeamSpeak server a few seconds to minutes to allow the server to not have too many new connections occurring at once. This exists so that the server is up and running.



Identity Security Level

This appears when you are connecting to a server that is a higher security level than what you currently have it set to. To fix this click start and it will begin upgrading your security level to the appropriate level and then you can join the server link previous



Section 5: Submitting a new error

This section is so that you can give the tech support staff the most information, so that we can fix the issues you have much quicker, so that you can go on to play within the 501st Legion Starsim. In turn, the more information you provide us such as screenshots (not images taken on a phone) and if what we said fixed will help document so that if anyone else has the same error they can fix it straight away. **Before continuing please refer to the very first page for the most common fixes, as 90% of them should be covered by this.**

First, you will want to get a screenshot of the error message. There are multiple ways to take a screenshot.

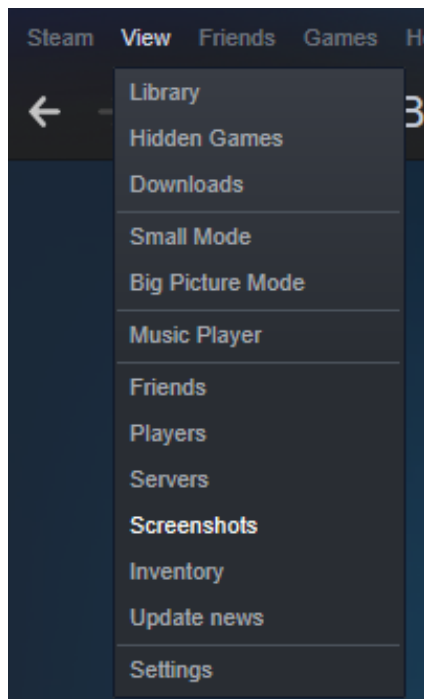
Using Print Screen

Using the print screen button will capture everything that is currently on your monitors. This will include other monitors so you may need to crop the image before you submit it. Then just paste it into the Tech Support discord channel and begin typing your message.

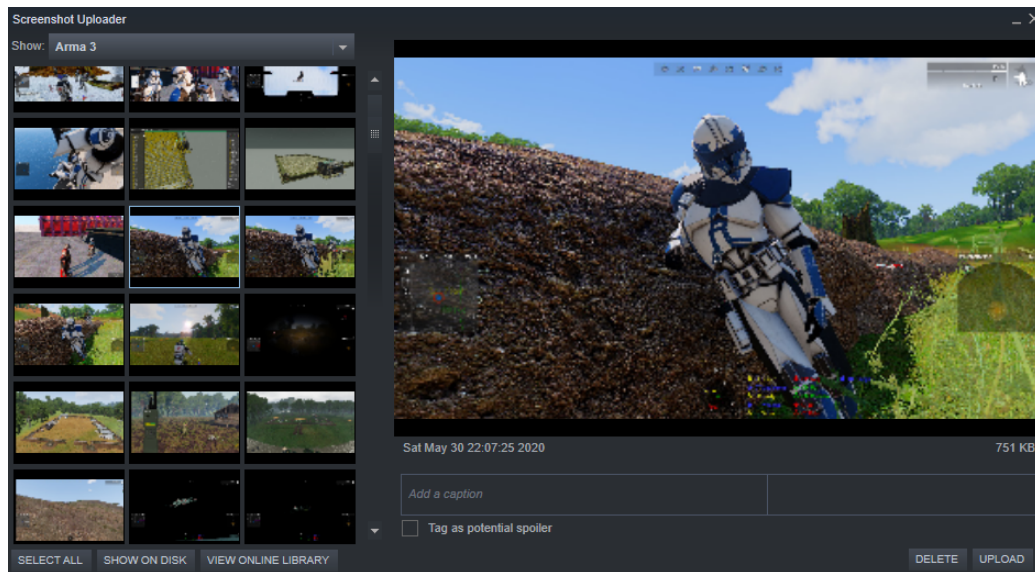
Steam Screenshots

If you have launched ARMA through steam you can press F12 by default to take a screenshot to locate these screenshots do the following.

Open steam, got to the top left “View” and “Screenshots”



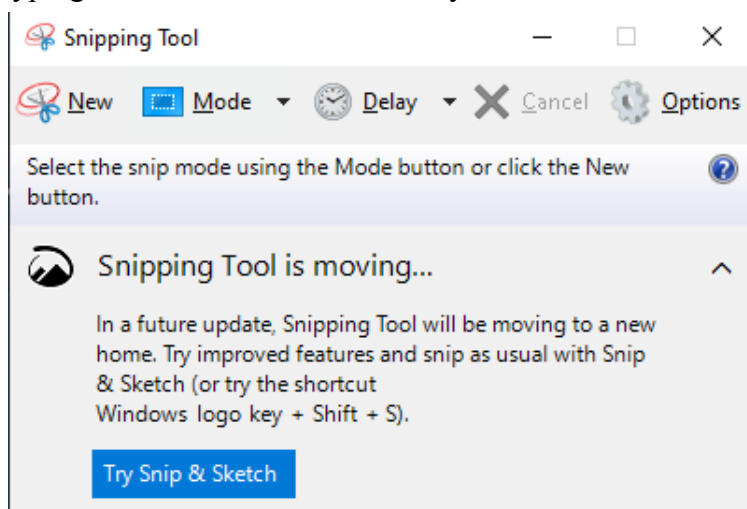
A new window will appear with all your screenshots by game, all you need to do is select Arma 3. Next click on “Show on disk” in the bottom left of the new window.



This will bring up a windows explorer screen which will have all your screenshots for ARMA, its best to sort them by newest to oldest and the screenshot first in your list should be the one you need. To check, double click on it and it will open up. Once you are happy it is the right screenshot begin by dragging and dropping into Tech Support Discord Channel or just upload it and begin typing information about the error you have.

Snipping tool

Snipping tool is a free program that is installed by default on most Windows PCs. What it allows you to do is select a specific area that you wish to screenshot. If you are running ARMA in full screen it is best to put a delay on so that you can tab back into the game ready to take the screenshot of the message. If in Windows you do not require as the snipping tool can be open at the same time. Once its capture it will give you a preview and you can click copy if happy and paste it into Tech Support Discord Channel or just upload it and begin typing information about the error you have.



Once you have now got your screenshot you can begin submitting your issue that you have run into. Information that we find very useful is at what point the issue occurred at, have you done the bulletin points at the start of this document.

Once you have your image in Discord like below begin typing as much information as possible and upload. A member of tech support staff will get you as soon as they see the issue and hopefully be able to help you out relatively quick

