

Troubleshooting & FAQ

? WHEN THE WORLD MISBEHAVES

Fast checks for connection, commands, teleporting, storage, shops, cross-play, and useful bug reports.

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I Cannot Connect

🚪 THE GATES ARE SHUT

Start with the exact error message. “It does not work” conceals the one clue the gates were careless enough to leave behind.

Connection details

Java: `play.plaguemc.xyz` on port `25565`

Bedrock: `play.plaguemc.xyz` on port `19132`

Quick checks

1. Confirm you selected the correct edition and port.
2. Remove spaces before or after the address.
3. Restart Minecraft and its launcher.
4. Disable VPN or proxy routing for one test.
5. Check Discord for maintenance or outage notices.
6. Try again without rapidly reconnecting; closed gates are rarely frightened into submission.

“Failed to verify username” usually points to session or account authentication; restart the launcher and sign in again. A timeout more often indicates routing, firewall, server availability, or the wrong port.

When requesting help, include edition, version, exact error, and approximate time. Never include passwords, tokens, or recovery codes.

A Command Does Not Work

Read the response

- **Unknown command:** check spelling and the leading `/`.
- **No permission:** the command may require another rank or role.
- **Cooldown:** wait for the timer rather than repeating the command.
- **Player not found:** confirm the exact current username.
- **Nothing visible:** close inventories and try the base help command.

Use the base command

Try `/help`, then the relevant plugin entry such as `/lwc`, `/ar`, `/tf`, `/tc`, `/vote`, or `/heads`.

Aliases can help: `/rtp` and `/wild`, `/autorank` and `/ar`, `/tempfly` and `/tf` reach the same feature families.

Rank and world restrictions

Commands can depend on rank, permission, world, region, cooldown, or current state. Ask staff to check the permission only after confirming the syntax and expected rank.

Useful report: include the exact command and complete response. Screenshots preserve details before the server buries them with fresh complaints.

Home or Teleport Problems

Home missing or limit reached

Members have one home. If `/sethome` reports a limit, remove the old home with `/delhome` or use the existing one. Higher-rank limits apply only while the relevant permissions are active.

Teleport cancelled

Movement, incoming damage, region rules, cooldowns, an expired request, or an unsafe destination can interrupt a teleport. Stand still in a safe location and retry once.

Unsafe destination

Do not repeatedly teleport into danger. It will remain there, patient and professionally maintained. Ask the destination owner to make the area safe, use `/spawn`, or request staff help if a bug traps you.

`/back` unavailable

`/back` is permission-dependent. Keep coordinates, set homes, and prepare recovery supplies instead of treating it as guaranteed insurance.

Teleport trap? Preserve chat and coordinates, do not retaliate, and report it. Staff need evidence; revenge only gives the incident another victim.

Missing Items, Chests or Shops

First checks

1. Confirm the world, coordinates, and container.
2. Check nearby hoppers, drop streams, furnaces, and linked storage.
3. Use `/cinfo` on the container.
4. Ask players with legitimate shared access.
5. Record the time and what is missing before changing the area.

Protection problems

New supported containers normally auto-lock. If automation cannot insert or extract, inspect `/chopper` settings. If another player owns the protection, do not attempt to bypass it.

Shop problems

Check the sign direction, shop type, stock, your account balance, the shop owner's available balance, and free inventory space. All player shops use the same balance shown by `/balance`; emerald items are not required as currency.

Reporting loss

Staff can use server records to investigate many interactions, but restoration is not automatic. Provide an honest item list, coordinates, time window, and relevant screenshots.

Do not rebuild the scene first. Let the damage speak before the world quietly absorbs the evidence.

Bedrock Cross-Play FAQ

How do I join?

Use `play.plaguemc.xyz` with Bedrock port `19132`. The Java default port is not the Bedrock port.

Why does something look different?

Bedrock connects through Geyser and Floodgate to a Java server. Menus, item interactions, combat timing, off-hand behavior, text formatting, and some visual details can differ from native Java behavior.

Commands

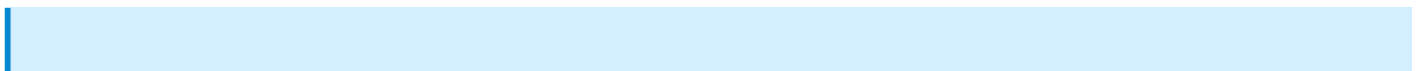
Commands use the same leading slash and names. Autocomplete may differ, so type the documented command fully if a suggestion is missing.

Inventory and shop interaction

Virtual shulker boxes, signs, shift-click interactions, and plugin GUIs may feel different on touch or controller. Close other interfaces and retry deliberately rather than rapid-tapping.

Reporting a Bedrock-only issue

Include your device, Bedrock version, input method, the exact action, and whether a Java player can reproduce it.



Cross-play translates protocols, not physics. Most gameplay is shared, but it cannot make every Java interface identical or protect you from the same creeper in two editions.

Reporting Bugs & Getting Help

GOOD REPORTS GET GOOD ANSWERS

Give staff enough detail to reproduce the problem without making them excavate the facts one message at a time. The server already buries enough things.

Include

- Exact Minecraft username
- Java or Bedrock, version, and device where relevant
- Exact command, item, block, or feature
- Expected behavior and actual behavior
- Time, world, coordinates, and nearby players
- Screenshot, short video, or exact error text

For exploits

Stop testing once you understand the issue. Do not profit, share it publicly, or teach others. Send the reproduction steps privately to staff.

For player reports

Preserve evidence, do not retaliate, and keep accusations out of public chat. Report through the designated Discord channel or contact available staff.

Where to ask

- In game: quick questions and non-private help.
- Discord: connection issues, screenshots, reports, appeals, and offline support.

- Knowledge base: stable guidance and command reference.

Discord: discord.gg/mT9TRHM