



José Francisco <josefrdasilvajunior@gmail.com>

[BI-RT #288602] FAQ |17 mensagens

Ice via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

7 de setembro de 2023 às 06:25

Hello,

please specify the game and your platform.

--

Best regards,

Ice
Bohemia Interactive

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

7 de setembro de 2023 às 08:27

DayZ and PC

[Texto das mensagens anteriores oculto]

Dominic via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

8 de setembro de 2023 às 07:43

Hello,

Could you please send the Dxdiag report of your computer for checking
(no sensitive personal information will be collected):

1. Press WinKey + R.
2. Type 'dxdiag' (without the quotes).
3. Press Enter.
4. In the dxdiag window, click on the 'Save All Information' button.
5. Send me the resulting file as an email attachment.

The MSInfo report of your computer for checking (no sensitive personal
information will be collected):

1. Press WinKey + R.
2. Type 'msinfo32' (without the quotes).
3. Press Enter.
4. In the MSINFO window, click on 'File' in the upper menu.
5. Click on the 'Save' button.
6. Send me the resulting file as an email attachment.

And your RPT files:

Press WinKey + R and paste this directly into the window that appears:
%userprofile%\AppData\Local\DayZ

then press Enter. You should be taken directly to the folder where DayZ RPT is
stored.

Please send all files in one message and do not zip/rar them.

Thank you.

Best regards,

Dominic
Bohemia Interactive

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

17 de outubro de 2023 às 14:29

Sorry for the long time, i waited to see if an update would solve this problem but no, nothing solved, just did a complete reinstall of everything, so i will be sending the files you asked:

[Texto das mensagens anteriores oculto]

5 anexos



DxDiag.txt

133K



DayZ_x64_2023-10-17_14-25-34.RPT

1K



crash_2023-10-17_14-25-39.log

4K



script_2023-10-17_14-25-39.log

4K



cache.ch

91K

Dominic via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

18 de outubro de 2023 às 10:00

Hello,

please unsubscribe from all mods on Steam Workshop and try clean reinstallation of Arma 3:

1. Uninstall the game.
2. Download and install CCleaner (<https://www.piriform.com/ccleaner>) and scan/fix your registry.
3. Make a backup of Arma 3 folder in Documents.
4. Delete both Arma 3 folders in Documents and Steam:

\Users*YOUR USERNAME*\Documents\Arma 3

\Program Files (x86)\Steam\SteamApps\common\Arma 3

5. Reboot your PC.
6. Run Steam as Admin, download the game.
7. Try to run Arma 3 (without mods).

This should fix your issue.

[Texto das mensagens anteriores oculto]

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

18 de outubro de 2023 às 10:25

Are you a bot? I not having issues with Arma3, i have issues with DAYZ! And on DayZ i already did all of this and still cant play it!

[Texto das mensagens anteriores oculto]

Dominic via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

19 de outubro de 2023 às 08:37

Hello,

please try to uninstall OneDrive and verify the integrity of the game.

[Texto das mensagens anteriores oculto]

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

25 de outubro de 2023 às 20:45

Friendo, i unnistalled the onedrive program, and it worked for a day or two, and then the error appeared again and i can't play (PS: I didn't download any mods, played on official)

[Texto das mensagens anteriores oculto]

Jiří via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

27 de outubro de 2023 às 06:56

Hello,

please install Dayz Experimental and run it once.

After that go to your documents and make a backup of Dayz folder.

Then open Dayz Exp folder and copy everything and paste it to Dayz folder.
(rename "Dayz Exp.cfg" to "Dayz.cfg" and "stats.Dayz Exp.json" to "stats.Dayz.json")

Rewrite everything when asked.

Try running Dayz.

Best Regards,

Jiri
Bohemia Interactive

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

1 de dezembro de 2023 às 19:04

Sorry for the long time to respond, i did exactly what you asked, downloaded experimental, played it once, in a server. Then went to the documents page and did the procedure except stats.Dayz Exp.json was not there and Dayz Exp.cfg was a normal text file and not a cfg file, but I followed the steps anyway, aaaand, still have the same issues. Here my issues numbered in order and some screenshots to back it up!

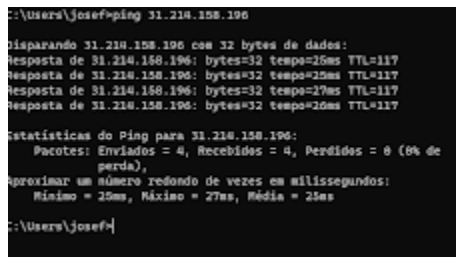
1. I Want to play DayZ, i open up the client where I see all the servers online, the i click to open one and download and do the mods correctly!
2. The game opens, loads, but the error message appears 0x00010001, then i close the game, and the game launcher.
3. I try opening the game launcher again, but this time, all the servers are greyed out now and I can't click to play on any of them, i get mad.
4. I close steam, restart the PC and sometimes internet router until i can see the servers i want to play in again. And then I repeat number 1.
5. Here's where Luck goes into place. By this step I sometimes don't get the dayz 0x00010001 error, and I get to play the game happily. Sometimes, the error continues.
6. When the error continues, i do all the restarting from number 4 plus, i unsubscribe all the mods, verify game files integrity. And so on and on.
7. Here i get extremely mad and don't want to play anymore. There is no anti-virus interfering with the game, no firewall blocking it, everything seems right. And i'm not the only one getting the same issue, my from another State here in Brazil is also having it.
8. Is very annoying to have to do all this to get to play the game I bought! I know I can't refund it, but this is not the issue! I think about involving the law on this one if you guys don't manage to update me on why this error is happening or what is wrong with the game.

Thank you for whoever is reading this, hope you can help me! I love this game, but my patience goes so far.

SS below

[Texto das mensagens anteriores oculto]

8 anexos



```
C:\Users\josef>ping 31.214.158.196

Disparando 31.214.158.196 com 32 bytes de dados:
Resposta de 31.214.158.196: bytes=32 tempo=26ms TTL=117
Resposta de 31.214.158.196: bytes=32 tempo=26ms TTL=117
Resposta de 31.214.158.196: bytes=32 tempo=27ms TTL=117
Resposta de 31.214.158.196: bytes=32 tempo=26ms TTL=117

Estatísticas do Ping para 31.214.158.196:
    Pacotes: Enviados = 4, Recebidos = 4, Perdidos = 0 (0% de
    perda),
    Aproximar um número redondo de vezes em milissegundos:
    Mínimo = 25ms, Máximo = 27ms, Média = 25ms

C:\Users\josef>
```

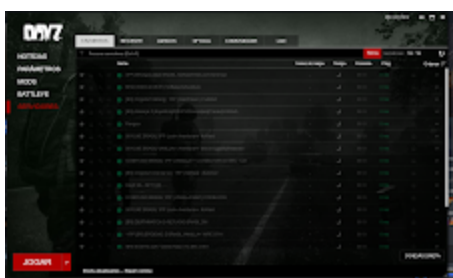
Captura de tela 2023-11-06 090009.png
30K



Captura de tela 2023-11-06 085839.png
411K



Captura de tela 2023-11-06 085832.png
987K



Captura de tela 2023-11-06 085707.png
1205K



Captura de tela 2023-11-06 085929.png
3562K



Captura de tela 2023-11-06 091159.png
675K



Captura de tela 2023-11-06 091121.png
3692K



Captura de tela 2023-12-01 173530.png
1322K

Jiří via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

4 de dezembro de 2023 às 09:14

Hello,

please navigate to the following folder:

C:\Program Files (x86)\Steam\steamapps\common\Steamworks
Shared_CommonRedist\vcredist

and install (right-click and select "Run as administrator") both "vcredist_x64"
and "vcredist_x86" from all folders. Then please open the following folder:

C:\Program Files (x86)\Steam\steamapps\common\Steamworks
Shared_CommonRedist\DirectX\Jun2010

and install (right-click and select "Run as administrator") "DXSETUP.exe".

The last thing you have to do is to open the following folder:

C:\Program Files (x86)\Steam\steamapps\common\Steamworks
Shared_CommonRedist\DotNet\4.5.2

and install (right-click and select "Run as administrator")
"NDP452-KB2901907-x86-x64-AIOS-ENU.exe".

Thank you.

[Texto das mensagens anteriores oculto]

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

4 de dezembro de 2023 às 09:40

Hello, just did this by the letter, everything installed as you asked. Opened the game launcher, saw the games servers and chose one, the game client opened and there it was 0x00010001 error again. Restarted the PC before and after doing these steps. And now i can't see any server anymore like i described in my last email. This just became a circle of pain for me, i'm running out of things to try to fix this. Also my friend who lives in another state is doing the same steps and is not working for him either.

[Texto das mensagens anteriores oculto]

Jiří via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

4 de dezembro de 2023 às 12:24

Hello,

please download and install the following free program:

<https://www.malwarebytes.org/>

and do a full scan of your PC and remove any threats.

[Texto das mensagens anteriores oculto]

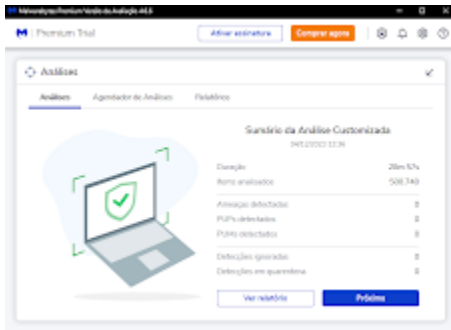
José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

4 de dezembro de 2023 às 13:46

Here you go mate, anything else for me to do? Complete scan, no threats, game still has issues.

[Texto das mensagens anteriores oculto]

3 anexos



Captura de tela 2023-12-04 134204.png
57K



Captura de tela 2023-12-04 134308.png
921K



Captura de tela 2023-12-04 134401.png
2119K

Jiří via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

8 de dezembro de 2023 às 08:46

Hello,

please send u a new MsInfo and RPT files.
[Texto das mensagens anteriores oculto]

José Francisco <josefrdasilvajunior@gmail.com>
Para: support@bistudio.com

8 de dezembro de 2023 às 08:56

Hi there mate, here you go, i will be also sending the whole appdata DayZ folder for you guys to check it out. I really hope you guys found a way to help me.

PS: I zipped the files cause there were too many and gmail made them google drive links. Email me back if this is an issue.

[DayZ Folder on Appdata.zip](#)

[Msinfo32.nfo](#)

[RPT FILES.zip](#)

[Texto das mensagens anteriores oculto]

Dominic via RT <support@bistudio.com>
Responder a: support@bistudio.com
Para: josefrdasilvajunior@gmail.com

11 de dezembro de 2023 às 10:08

Hello,

please submit your issue here:

<https://feedback.bistudio.com/>

Developers will have to review it.

Thank you.

[Texto das mensagens anteriores oculto]