

# Troubleshooting

Crashes, start failures, mod rejections, errors etc.

- [Minecraft Connection Failures](#)
- [Mods and Plugins](#)

# Minecraft Connection Failures

## Cannot Connect to Server

Example: "Internal Exception: java.io.IOException: An existing connection was forcibly closed by the remote host"

This error means you cannot connect; The server is offline, the traffic is being blocked, the server is rejecting the connection etc - You can't connect.

- Check the server is started to completion; The console will report "Done! X seconds" when it has fully started and is waiting for players.
- Check the server is responding: You can type commands such as "help" or "forge tps" in the console to see if the server responds to command input at all.
- Check your able to contact the server: If you are using the hostname, try using the numerical IP from the Server > Overview > Access menu ([Legacy Panel](#): Virtual Server > sFTP/SSH Access). See: [Connection Failures](#)

## Mod Rejections

Example: "[Netty Epoll Server IO #4/INFO] [FML]: Rejecting connection CLIENT: Compact Drawers: Requires version 1.12.2-1.0.4.111 but mod is not found on client."

Most Minecraft modpacks (excluding client-side-only mods) require that you are running the same version+build as you do on the server. This means if you are running for example "FTB Infinity Evolved 1.7.10, build 3.0.1" on the server and you attempt to connect with "FTB Infinity Evolved 1.7.10, build 3.0.2" the server may reject the connection. Mod rejection errors print to both server and client logs.

The server's installed version is usually visible above the "Overview/Console" menu (Old panel).

The new control panel (at the time of writing this) does not yet display installed versions, but you can still 'guesstimate' which build is installed. Mod rejection errors will display both versions in conflict, first: the server version, secondly: the client version. As most build numbers tend to go up the numerical scale and not down, if the server shows a higher build number for a mod, it is likely the client is out of date - If the client shows a higher build number for a mod, it is likely the server

is out of date.

You can change your installed server build via the "Versions" sub-menu for your Minecraft instance, alter mod builds directly via the "Mods" menu ([Legacy Panel](#): "Mods Manager"), or alter the files directly via [sFTP/SSH](#).

Note: It is recommended to change official mod packs via the "Versions" sub-menu first for your Minecraft instance. Any changes to the mods, without updating the configs, can result in odd server/gameplay behaviour; Versions will ensure your mod pack comes installed with all the 'trimmings' (configs, scripts etc) as intended.

# Mods and Plugins

General Minecraft Software Rules:

**Vanilla** Minecraft can load Minecraft (Not mods and not plugins).

**Bukkit**-based Minecraft can load plugins (Not mods).

**Forge**-based Minecraft can load mods (Not plugins).

**Hybrid** software can load mods and plugins, however, depending on which software you opt for is unsupported, depreciated and unstable.

Note: 1.10.x+ mod servers can use [SpongeForge](#) to load plugins.

## Unable to open file stream

The plugins and mods directory is created when the server is first run with the appropriate folder. If you get the error "Unable to open file stream" (or similar) when attempting to install mods/plugins via the mods/plugins menu, this means the panel cannot find the folder to install to; Make sure your server has the appropriate directories setup by starting the software via the console first.

Note: You can use the Files menu, or [sFTP/SSH](#) to create a mods/plugins folder manually, however, if you do not have the correct software (mentioned at the top of this page) installed, you will not be able to load those mods or plugins.