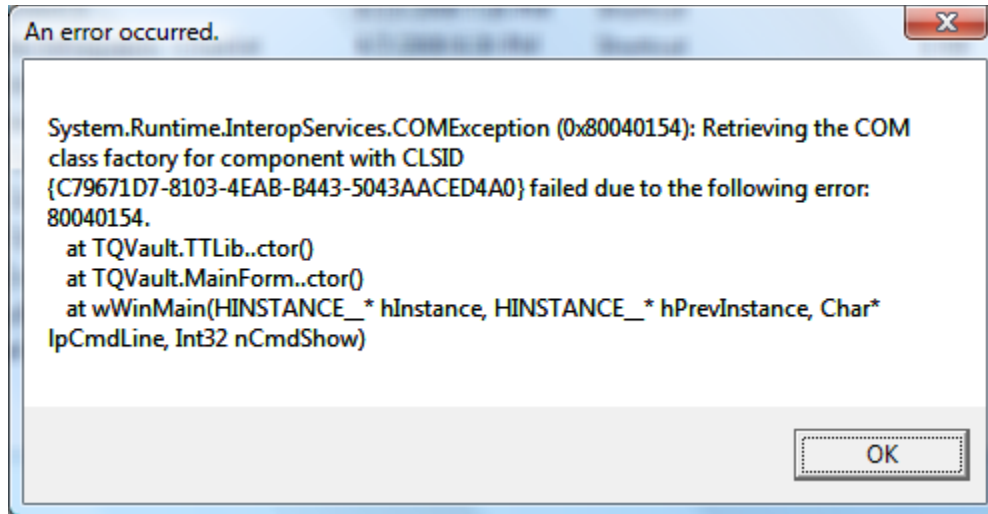


TQVault common issues

Issue: COM Exception

You receive an error `System.Runtime.InteropServices.COMException` when TQVault is starting up similar to the screen shot below:



Solution:

This error occurs when `VXPLib.dll` has not been registered which is usually caused by the user trying to install the no install package. Try running the full install version of TQVault to clear this error. You can also try manually registering `VXPLib.dll` in your system directory.

Issue: Error Loading resources

TQVault attempts to start and then displays the following message:



Hitting YES to use the default config file does not help.

Solution:

This message shows itself when TQVault cannot locate all of the necessary files which are the database.arz file and the text database files. This can also occur if there is an exception during the resource load process. There are many causes for this:

1. The Arial font is missing from the system. For some reason there are systems without the normal Arial font installed.
2. The language setting is incorrect or the language database file cannot be located. Auto detecting should work in most cases though it does not always work. Manually edit the config file for the proper language and turn auto detect game language off. If that does not work, try setting the language to English.
3. The vault data path is not correct. Try manually correct the vault data path in the config file to the correct location.
4. The game paths are not correct. Turn auto detecting of game paths OFF and manually insert the game paths into the config file.

Starting with version 2.2.2.0, if there is an exception it will be displayed as part of the "Error Loading Resources" dialog which should help pinpoint the issues. It also helps to turn on database debugging to help isolate issues. See TQVault debugging below for information on turning on debugging.

Issue: Immortal Throne items display with orange question mark (?)

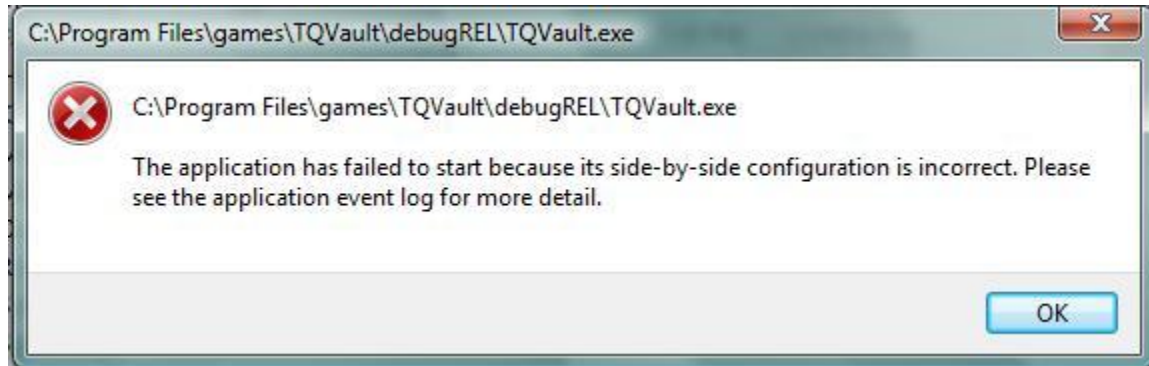
TQVault appears to be functioning normally and there are no error messages, but all of your Immortal Throne items are shown with an orange question mark instead of the in game graphics.

Solution:

This issue crept in somewhere in 2.20 and is related to the changes that I made for better MOD support. The internal isImmortalThrone flag was not getting set if you had a D2D installation causing most of the internal Immortal Throne related logic to be skipped. This issue is fixed in version 2.2.1.4.

Issue: Side-by-side configuration error

TQVault does not start and displays a side-by-side configuration error similar to the screen shot below. The application event log shows that TQVault cannot locate a file.



Solution:

This issue message is displayed when TQVault cannot locate all of .NET framework files that it requires. Starting with version 2.2.1.5, TQVault is compiled using a newer version of the C++ templates which addresses some security issues (MS09-035). Download and install the x86 version of the update located at the following link:

<http://www.microsoft.com/downloads/details.aspx?familyid=766a6af7-ec73-40ff-b072-9112bab119c2&displaylang=en>

The full install version of TQVault 2.2.2.1 and higher should also include the necessary files.

Issue: TQVault debugging

If an issue is not known, it is helpful to turn on debugging to help isolate the issue.

Solution:

Manually edit the config file to turn on debugging.

Use the DebugEnabled key to globally turn debugging on and off. The level keys will have no effect with this turned off.

ARCFileDebugLevel - Used for debugging the decoding of the arc files.

DatabaseDebugLevel - Used for debugging of decoding and loading the databases. **Resource loading issues should be shown here.**

ItemDebugLevel - Used debugging item stat decoding.

ItemAttributesDebugLevel - Used for decoding the format specs of the items.

The levels range from 0 to 3.

0 - No logging except for some error messages.

1 - Basic logging showing entering and exiting of functions.

- 2 - Includes internals of functions but not loops. This is the most common setting.
- 3 - Includes the internals of loops. **This can slow down the program especially when used with the ARCFile.**

When debugging is enabled, TQVault will create a tqdebug.txt file in your TQVault installation folder.

Issue: TQVault versions

What version of TQVault do I have?

Solution:

The version of TQVault is displayed on the title bar and starting in version 2.2.2.1, it is also in the tqdebug file. Versions prior to 2.2.1.2 used the following convention:

Major.Minor.Build.Revision

Minor was a 2 digit number and after 2.13, an odd number here was used for beta releases, though the word beta was also displayed in the title bar.

Build and Revision were automatically generated and were based on the build date and time.

Starting at 2.2.1.2, a new convention is used to facilitate the auto update feature. The new convention is:

Major.Minor.SubMinor.Revision

An odd SubMinor version indicates a beta release though the word beta is also displayed in the title bar.

The 2.21 beta actually had both conventions where 2.21 BETA2 = 2.2.1.2. Starting with 2.2.2.0 only the new convention will be used.

Issue: TQVault keyboard shortcuts

What keyboard shortcuts does TQVault support? What mouse functions are supported?

Solution:

The latest version of TQVault support the following keyboard shortcuts:

c - "copy" makes a copy of the highlighted item and picks it up.

d - "drop" moves the highlighted item to the Trash.

BkSpc - "delete" the highlighted item.

CTRL + A - Selects (highlights) all items in the active panel.

CTRL + D - Deselects any selected items.

CTRL + F - Moves focus to the search text box.

F5 - Performs a refresh of the currently active sack panel.

Left click - picks up the item below the mouse or puts down the item which is currently being held.

If over a vault bag it will activate the bag under the mouse. This will also clear any selected items.

CTRL + left click - Toggles selection of the currently moused over item.

Right click - If an item is being held it will restore the item to its original location.

If over an item, it will bring up the item context menu which allows things like copying the item, removing any attached relics or charms, or moving the item to a different bag.

If over a bag, it will bring show the bag context menu which allows things like rearranging or copy vault bags.

If multiple items are selected, the multi-select context menu will be displayed. Only Clear selection, delete and move will appear.

Scroll Wheel - Scrolls (and loads) the selected vault in the Vault drop down list.

Issue: Search Issues

Search is giving unexpected results or your characters name is not selectable.

Solution:

Search will only search the files which are memory resident, so if the LoadAllFiles option is not turned on, only those files which you have manually loaded will be searched. If you can stand the additional loading overhead, it is recommended to leave the LoadAllFiles option enabled so that all files will be searched.

There was also a bug identified if your character's name had an underline character (_) which is fixed in version 2.2.2.0.

Issue: Lost Items, corrupted characters or stash files.

I have lost some items or the game can no longer access my character or stash.

Solution:

If you are using vanilla Titan Quest, you will need to run either TQVaultMon or Defiler.NET to access your characters after using TQVault.

Though I try very hard to avoid corruption issues, they do happen. You should always be able to recover your character, stash or vault files from before the corruption by using a previous backup of the file from the TQVaultData\Backups folder. In addition, if you have a corruption please post the corrupted file and

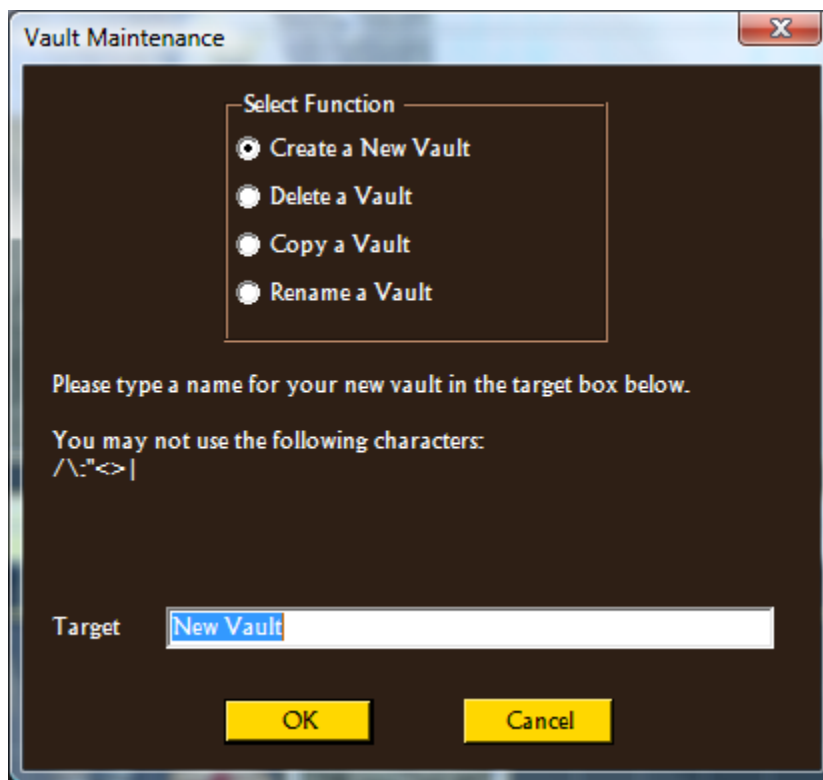
the recovered backup of the file along with a detailed description of what you were doing before the corruption occurred so that I can try to fix the issue.

Issue: There is no way to rename, delete or copy vaults.

How do I copy, rename or delete my vault files?

Solution:

In version 2.2.1.4 a new dialog called Vault Maintenance was added which replaced the New Vault dialog. You can access the new dialog by scrolling up in the Vault drop down list and selecting Maintain Vault Files... The maintenance dialog has the ability to create new vaults and rename, copy or delete existing vaults.



Issue: Item stats do not match the in game stats

The item stats shown in TQVault do not match the stats shown in game. Two items with the same prefix and suffix show the exact same stats in TQVault though they are different in the game.

Solution:

The game uses the information from the item record, prefix record, suffix record along with some variation based on the item seed to get the final in game stats. TQVault will only show the values from the database records and does not take the seed into account to produce any variation since it is unknown at this point exactly how the game derives the final stats. In addition, some item attributes like jitter are not implemented in TQVault, so right now the stats are only a "ballpark" estimate of the final stats.