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 REDACTED

REDACTED

3 hours ago

Hello. I bought 2 x Name Change services as I wanted to switch the names of two of my characters on the same realm (Stormscale-EU). I deleted one character, Kraxiloth (Void Elf Priest) and renamed Somberly (Undead Priest) to "Kraxiloth" in his place. When I was trying to restore the character so that he could take the name "Somberly", I was not allowed to do so.

Could you help me out? I have an unused name change token available for this exact purpose.

Thanks in advance.

This ticket has been marked as Answered.

2 hours ago

Oetaajoara
2 hours ago

Hi there REDACTED!

I'm Game Master Oetaajoara, and I'm here for your issues with unable to restore their deleted character "Kraxiloth" because the name is currently held by another character, "Somberly," which they renamed.

Thank you for reaching out about the name reservation issue. I understand how important it is to find the perfect name for your character!

The error you're encountering occurs when the name you wish to use is reserved by Blizzard. This can happen for a couple of reasons:

>>The name may be deemed inappropriate and is therefore reserved.

It could also be reserved for another player who has recently deleted a character with that name or purchased a service for a character using that name.

>>Unfortunately, Blizzard Customer Support is unable to assist with releasing character names.

I appreciate your understanding, and if you have any other questions or need further assistance, feel free to ask!

Best regards,

/ Game Master Ouetajoara

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\ Blizzard Customer Support

REDACTED

2 hours ago

Hi Oetuaajoara,

Thank you for the response. I believe there's a misunderstanding, so I'd like to clarify the situation briefly.

I am not requesting the release of a character name to the public or another player. Both names involved belong to characters on my own account on the same realm.

What happened was:

- I deleted a character originally named Kraxiloth.
- I then renamed my other character Somberly to Kraxiloth (this succeeded).
- When attempting to restore the deleted character, the system would not allow the restore because the original name is taken and the desired restore name (Somberly) appears to be under recent-rename protection.

I'm simply asking whether the deleted character can be restored with a placeholder name or forced rename, as this seems to be blocked by automated name-protection rules rather than an actual policy restriction.

I also have an unused character rename token available on the account, and I'm happy

to use that as part of the solution if needed.

If this is something that requires escalation or a different support tool, I would appreciate it being reviewed again.

Thanks for your time and help.

This ticket was marked as Need More Info. Please provide the requested information.

2 hours ago

Aestynurgue

2 hours ago

Hello REDACTED! This is Game Master Aestynurgue,

Thank you so much for providing that detailed breakdown. I completely understand why you contacted us, it's clear that you've done everything right on your end, and finding yourself caught in a loop of automated name protections while just trying to organize your own characters can be quite a puzzle! I see exactly what happened with the names Kraxiloth, and I want to help you get this sorted so your characters are right where they belong for the holidays.

I have taken a deep look into our system regarding your Retail characters, and the good news is that the option to modify the name should indeed be available to you. Since you have that rename token ready, the system is designed to recognize your ownership and should allow you to finalize the restoration by choosing a new name for the restored character. It's like clearing a frosty path so your hero can finally make it back home to the character list!

If for any reason the system still doesn't permit the change or if you encounter a specific error message during the process, please don't hesitate to send us a screenshot of exactly what is happening.

Wishing you a season filled with warmth, epic adventures, and legendary moments!

Warmest regards,
Game Master Aestynurgue

REDACTED

1 hour ago

Hi Aestynurgue,

I attempted the restore as suggested and attached a screenshot of the result.

The system still blocks the restoration with the message “There is already an active character with that name on this realm” and does not offer any option to choose a new name or consume the available rename token during the process.

This seems to confirm that the automated restore flow isn’t recognizing ownership or allowing a forced rename in this case.

Please let me know how you’d like to proceed, or if this is something that needs to be handled manually on your end.

Thanks again for taking a look.

This ticket has been marked as Answered.

39 minutes ago

Rialaenurap

39 minutes ago

Hello again, REDACTED

This is Game Master Rialaenurap, and I'll be at your service today (✿◠‿◠)

I sincerely apologize for the confusion! I made sure to double-check from end and allow me to clarify that if the active character that has the name belongs to you and not another player, you need to delete it first, so you can restore the other.

We Game Masters do our best to help our players and assist them in every way we can, but as much as I'd really love to assist in this case, we can't manually bypass system limitations.

And of course, if you have any other questions or concerns, please do not hesitate to contact us back, we'll make sure to sort it out for you where we can.

Kindest regards.
Game Master Rialaenurap

REDACTED

35 minutes ago

Hi Rialaenurap,

I'd like to clarify something, because I believe there's a logical gap in the proposed solution.

You suggested deleting the active character holding the name so the other can be restored. That exact step has already been performed earlier in this process, and it resulted in the current situation where the deleted character cannot be restored due to automated name protections.

Could you please explain how deleting the character again would not put the account back into the same blocked state we are in right now?

I'm trying to understand what would be different this time from a system perspective.

Thanks for your time.

This ticket has been marked as Answered.

6 minutes ago

Lorightyth
6 minutes ago

Greetings REDACTED, Thank you very much for summoning me, I'm the Game Master Lorightyth. I came from the distant lands of Azeroth and I am in your presence to review your case.

I appreciate the way you explained the situation with your characters. It was clear that you just wanted to do a swap in the names of the characters. Sharing this helped me understand the importance of the request, especially since you just want to be able to play comfortably.

For this reason, I have reviewed your case in depth and looked for any possibility to proceed with the swap, mainly to ensure this problem does not affect your gameplay experience any further. I could see that in order to carry out this process successfully, it is necessary to use 3 Character Name Changes in the following order:

1. Rename Character A to a new name.
2. Rename Character B to Character A's old name.
3. Rename Character A to Character B's old name.

Before I go, I couldn't help but notice that you are one of our veteran players. I just want to express our heartfelt appreciation for your unwavering support and dedication as an OG WoW player. I appreciate your understanding and patience regarding this annoying issue. If you need any further assistance, feel free to let us know!

Kindly Regards
GM Lorightyth

Mark as Resolved

I Still Have a Problem