

The RedEagle Team

# Login Account Pro Secure

Problems and Solutions



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## Problems and solutions

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Before any modification launch the installation process to install the asset.

Follow each steps and see if everything is correct.

If a scene says SUCCESS, the configuration you made is correct, you can go to the next installation step.

If not, something is wrong with your configuration, study the console results.

### **Database problems**

When you see errors like this:

**CHECK MAIL EXISTS FUNCTION DATABASE ERROR!**

It means the SQL request can't be executed. You can see all these error, and where they come from in the file "Functions.php" (in the Game/Includes folder) – just find the line (Ctrl + F)

The error can come from two problems:

- The request you are trying to send is not correct, the syntax is wrong, following the error you will get the message "The request you are trying to execute :" and the SQL request. See if something is wrong with the request by executing it in PhpMyAdmin. If no error is prompted, the syntax is correct, the problem comes from the database connection.

- The connection to the database is wrong, make ABSOLUTELY sure that your database user is correct, and its password, and all the rights needed are granted for this user.

Are you sure the database is reachable using "localhost" isn't it an IP needed?

These error come from the database connection, if you still can't find why your database is not reachable ask your server provider, maybe you have something special to do (it depends on every server providers).

### **The BigInteger problem**

Error

Server problem: **Fatal error:** Maximum execution time of 30 seconds exceeded in **/var/www/XXX/XXX/Game/Includes/Crypt/BigInteger.php** on line **1316**

Solution(s)

- Update your PHP to 5.6 or higher should correct this issue
- Install GMP extension on your server
- Install crypt on your server

### **The "ReadAllBytes" problem**

Error

error CS0117: 'System.IO.File' does not contain a definition for 'ReadAllBytes'

Solution

Get rid of everything related to the second example, it's here to show people who need to send save files on their server.

In webplayers there is no file to upload, not even a player's disk, so there is no need for any "upload" function, that's why they don't exist, and that's why you get this error.

### **Emails are not sent**

Error

No email received

Solution

If you want your server to send email, of course, you need a SMTP server, this asset make good use of emails functionalities, however it can't install it for you. Contact your server provider if you have problem with it.

*Tip: Make sure that you are not trying to send an email with the same mail address for sender and receiver.*