



WHAT TO DO IF YOUR MASTERNODE IS BROKEN?

If you find that your Matrix Masternode is not functioning properly, please refer to the steps below. If your Masternode is still experiencing issues after completing the steps below, please contact Matrix Telegram (<https://t.me/matrixainetwork>) admin for assistance.

1



Confirm that your Masternode meets the recommended system configuration

Operating system: Windows, MAC, Linux
CPU 8 core (Intel(R) Xeon(R) CPU X5670 @ 2.93GHz)
Memory: 12G
Hard disk: 300G

2



Confirm that your network speeds exceed 20M up and 50M down

You can test your network speed at <https://www.speedtest.net>

3



Confirm that your system clock is accurate

Your system clock must match the actual time in your given timezone.

4



Ensure that your Masternode's block height matches the Matrix Mainnet's block height

Issue the IPC command: `man.blockNumber` while viewing your Masternode. Confirm that the returned block height number matches the block height listed on the Matrix blockchain browser (tom.matrix.io).

If you do not know how to view your Matrix Masternode, please refer to the Matrix AI Network Node Deployment Guide at <https://www.matrix.io/downloads>.

5



50505

Open Port 50505 (UDP and TCP)

You can confirm if your port 50505 is open at

<https://www.yougetsignal.com/tools/open-ports>

If you do not know how to open your port 50505, please refer to the Matrix AI Network Port Opening Guide at <https://www.matrix.io/downloads>.

6



Shut your firewall

An active firewall can interfere with your Matrix Masternode. Please shut off your firewall.