FAQ

The Tracker has been banned for using of script / bot?

Yes it has, and yes it's running through a script / bot as was said to Innogames before the release of the tool, and it's running the same way as any other fan project used before or even now The said account reads the world data the same way as your eye would. It opens pages and reads ranking, and stores what it sees in our database.

Are you collecting personal data / information with the Tracker account?

No, we don't. The only accessible data for the account is what it sees in-game, just like any other player. So it cannot have access to other accounts personal info.

Have you tried contacting the Innogames staff?

We tried, but sadly the given appointment was cancelled and Innogames declined to reschedule.

Have you tried reaching out to the communities about what's happening?
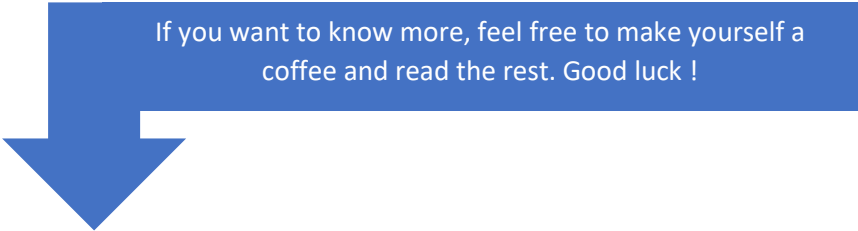
We would like to publish something on the communities forums but we cannot. Our personal accounts have been banned everywhere, and all our posts have been deleted on every forum.

What is next?

We wanna make things clear first, then we will move out depending how things are going after our statement.

Does it mean the tracker could go down?

Yes, but we still have ways to keep it online. We just don't like doing unnecessary things and spend our lives creating accounts.

If you want to know more, feel free to make yourself a coffee and read the rest. Good luck !

Entire story, good luck reading!

Hello, everyone.

As you might know, our account to sync the data has been banned. This means we cannot collect data from worlds anymore. Which means the tools won't have anything to show you.

We would like to answer their very funny statement you can find below:

Greeting warriors,

It is a rare occasion when we actively separate ourselves from a community project, in this case a third-party tracker. However, It was brought to our attention that "tw2-tracker" in cooperation with a known forbidden script/bot has been data mining and collecting information about our players and their behavior for a few months.

The data collected was only possible and from users using the associated script/bot with this tracker, players that did not use their tools have not been a victim of this in any way. At this point we do not know, for what reasons and purposes the data was collected.

Although the use of bots and scripts is completely against our rules and our vision of fair-play. This should never be a reason to breach privacy and trust of our players.

Over the past weeks we have been working and testing new ways to detect bots, scripts, and automations. We have also introduced a new ban system, that will consume troops and resources of players using bots.

We are, also, currently working on a 3rd party API and we already have a community partner developing a tracker that will not break this trust. And we will be removing from our sites and disallowing the use of the tracker in question in our efforts to upkeep users' rights to privacy.

Thank you for your understanding.
the Tribal Wars 2 team

The API myth = there was never an API for us to work with

This brings us back when I tried to find an API, **the thing that great companies provide to the playerbase to support fan project.** I did a ticket to the FR CM at the time, Teclis.

He thought, at first, that there was indeed an API. After some time, we added each other on Discord, and we talked about the project. **Spoiler: They don't have an API, and don't want to do one.** This answer comes from Teclis having to ask his supervisor almost daily for an answer.

God bless, an answer was given after weeks. How lucky am I?

Communication is so one-sided that before that, Teclis thought the API was actually a real thing deployed 6 months after the game's start.

Tec 18/12/2020
euh
mais l'api avait été livré 6 mois après le début du jeu
dixit les mêmes supérieurs
bref

Projects running without API?

I started to wonder if there is no API how the fuck would any fan project be made in the first place?

I contacted Heimdall through the TW2Tools Facebook page (https://www.facebook.com/tw2tools/)

Heimdall was the developer and creator of the old tool: https://www.tw2-tools.com/

Shortly said, I didn't get to contact him, but an old FR moderator that was actually close to him told me **he ran his site the same way as mine: An account created for the sole purpose of reading the data on a world.** He used his own account.

Want a proof ? Well, this player doesn't play anymore, but he has his account running everywhere:

https://www.tw2-tracker.com/stats/fr/57/players/51

https://www.tw2-tracker.com/stats/en/56/players/2869

Same goes for the map tool https://tribalwars2map.com/. I didn't contact them but with the story of Heimdall I just checked if they had an account running.

Spoiler: Yes !

https://www.tw2-tracker.com/stats/en/56/players/1128577

https://www.tw2-tracker.com/stats/fr/60/players/556435

Weird to have so many things that ran and are still running even though it wasn't allowed, right?

So I thought there was some kind of behind the scenes where Innogames would allow these kinds of " special accounts" to run.

The project started, and I contacted the newly arrived FR Community Manager, Funnette to let her know about the special account and the project.

A document was created and given to her to show at a meeting to the LCM. A document where it said:

- How the account work
- What data is being captured
- Sync cycle
- Etc…

I wanted to make sure I was very clear and honest in our communications.

You may download the said document here : https://www.mediafire.com/file/z2imi2goxeemvmf/TW2-TRACKER.pdf/file

Ultimately, not much was said but the project link was allowed to be displayed on the community forums:

But I wasn't convinced since there was that sentence "when the LCM saw everyone's enthusiasm, it no longer dared to say no" which means he wanted to say no still?

Tracker officially online = InnoGames not even interested

The Tracker was online, even though InnoGames position was very unclear and I still wasn't contacted.

I believe the Tracker was a huge thing at the time, because we finally had something after Tw2-tools.

For the Tracker, we decided to have an open vision, we wanted to have InnoGames by our side, so **we created an admin panel, where anyone with an account could go to make sure everything is going fine and the site**.

Once this was operational, the FR CM said I could send it to the LCM.

But quickly, things didnt go well. I sent the email, with the FR CM in copy. The moment the LCM answered, she was out and could not access my email exchange with the LCM.

The meeting never happened because it was scheduled for 19:30 CET or slightly later. It ended up in me waiting until 23:35, for nothing.

Again, I have nothing to hide, here is the entire email conversation I had with him:
https://www.mediafire.com/file/vd2724zaobjgxly/LCM_talk.pdf/file

Re: Tw2-Tracker project

RV Ricardo Vitoriano <ricardo.vitoriano@innogames.com>
À zakhiel@tw2-tracker.com

Répondre   Répondre à tous   Transférer   ...

mar. 16/03/2021 23:35

Good night!

I can understand your frustration, however it was not possible due to unforeseen issues.

Best regards,

Ricardo Vitoriano
Team Lead Community Manager

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Read it from the bottom to the top. The link will last 14 days.

One more thing: The meeting never was rescheduled. He never bothered.

So you can see the date: the 16th of March 2021. Keep this date well in-mind.

Fight against botting & illegal actions

Tracker was on, even though InnoGames or at least the LCM didn't give a single fuck about it. Even though it was free. This is some businessman brain right here.

I'm Relaxeaza's partner. Relaxeaza who created the free bot system. Honestly I thought I would get fucked way before for partnering with him, but things went smoothly at first.

Relaxeaza is a good person. He is, in fact, trying to improve Tribal Wars 2 in his own way.

To me, I wanted to have a glimpse of all the botting. It was said everywhere botting started to be a huge thing. I wanted to see for myself.

I asked Relaxeaza to create a report system, to see the usage of the bot. He did it.

As the commit suggests, the usage report was online and implemented to the bot **the 29 April 2021**.

https://gitlab.com/relaxeaza/twoverflow/-/commit/433fbd3200ce3d1d23bf5be48ca8afbf91471506

If you are familiar with the language, you might understand what is reported :

- The attack planner was tracked: player, world, units, origin, target, etc...
- The player using the bot (no special tracking here, just to see who installed the bot)

NO PERSONAL INFORMATIONS WERE USED OR STORED.

```javascript
function reportCommand (command) {
    const data = {
        player_id: character.getId(),
        world_id: character.getWorldId(),
        arrive_time: Math.round(command.arriveTime),
        type: command.type,
        date_type: command.dateType,
        date: command.date,
        units: command.units,
        catapult_target: command.catapultTarget || null,
        origin: {
            id: command.origin.id,
            x: command.origin.x,
            y: command.origin.y,
            tribe_id: command.origin.tribe_id
        },
        target: {
            id: command.target.id,
            x: command.target.x,
            y: command.target.y,
            tribe_id: command.target.tribe_id
        }
    };
```

```javascript
fetch(URL_USAGE, {
    method: 'POST',
    headers: {'Content-Type': 'application/x-www-form-urlencoded'},
    mode: 'cors',
    body: encodeData({
        player_id: character.getId(),
        world_id: character.getWorldId()
    })
})
```

As a "fair player," the usage got me.

You have, and will never have, any idea how many players are using the script. This is just insane.

Sometimes, from the attack planner, I could even see a player planning on attack on X village, and the owner would plan to support from other villages with this same planner.

From that point I over-reacted on a player participation on a competition because he was actually winning crowns even though he was cheating.

Quickly being pressured, the guy tried to contact Relaxeaza about the fact that there would be someone accessing the bot usage:

Subject **About tw2overflow (BOT)**   3:32 PM
To Me ☆

Hi, i dont know how to tell but.

im a french player of tw2 using your script, and someone called zakhiel he dont stop threaten to denouce a list of player using your script to the inno gamed support to ban all the french user.

I dont know what do you think about it, but i think that's not good for you, because you gonna lose a lot of french user cause of him.

And he always say "yes i have make this script with relaxeaza blablabla, i know what unit do you use for attack i have all the information"

And he make fun of it.
He think he is god now.

If you can answer me ^^
(sorry for my english haha)

So long story short:

There is no personal data involved. It's just a report of generated actions from the bot.

The same way InnoGames collect their users actions (for example, when you upgrade a building, you file that moment in a history InnoGames has access to).

Funnette 21/04/2021
ok fait une pose avec le support pour le moment lol
il faut que je m'occupe deja de tous les cas que tu as denoncé

Yes, I contacted support with all the heavy proof, no **they didn't ban anyone**.

I did countless tickets and that was organized with the CM FR that even herself came to tell me to chill because I did too many tickets.

Yes I even made demonstrations to a FR moderator, just to have him telling everyone I'm using personal information (when its absolutely wrong).

This got me banned everywhere. No explanation given, just a simple « Global ban » :

Oops! We ran into some problems.

You have been banned for the following reason: Global ban.

But they are incompetent so I'll tell them right here: No, as stated above, I don't have access to personal information, I only got reports from what has been generated by the bot.

So no, I don't have the player emails, no I don't have player passwords, no I don't know where anyone lives or know their name.

I'm just being banned because LCM wants to save face and keep the playerbase at all costs. Even if it means having to let cheaters free.

The easy way would have been to contact me because the LCM still has my email.

You cannot expect a game to improve when you allow cancer to grow. **When you have an LCM who is actively preventing the ban of known cheaters with solid and direct evidence, you know the game is in the wrong hands.**

On the US server, a moderator used his privileges and actually deleted 2 top tribes, generated troops for himself (and likely others), and was able to see troop movements that weren't his own for over two months while he was playing the world.
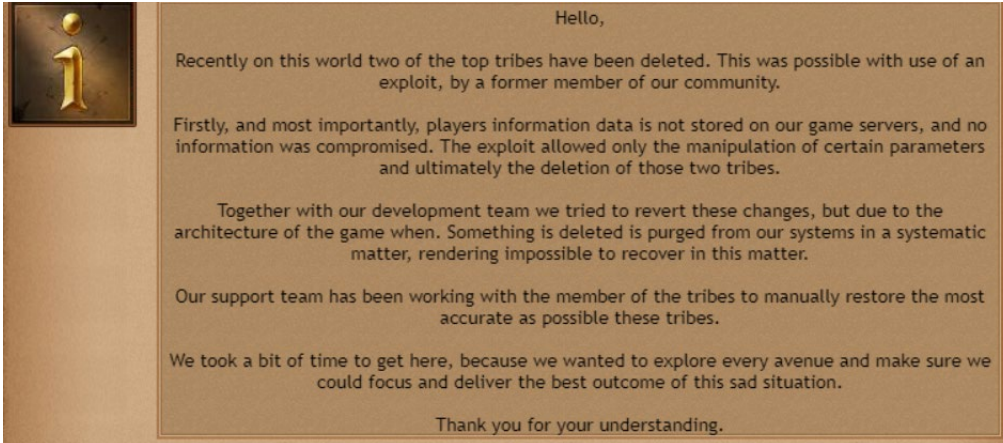
And on the official statement they say "a former member of our community" for a moderator abusing his privileges and not an exploit, are you kidding me?

You forget the **generated troops**, the **refunds** that have been asked?

The quality of service clearly went down. Now we can't even be sure the player taking the competitions crowns are not cheating. What a game.

So much more could be done if an actual real communication channel was in place. Players are grown-ups. They can understand a company needs to make money. They can understand many things. But they cannot understand being ghosted forever.

So **NO the tracker account is not collecting private information, it is only reading the map as any human eye would**. This is just an excuse for trying to shut our mouth because we know a lot, and they still wanna milk the playerbase to the bone, with a Gwendoline you now see more than your own relatives.

Please LCM, start being competent instead of trying to shield yourself with moderators and CMs that are content with the status quo.

You should be fired. You are unfit to sit where you are.

- Zakhiel

If you have any question, please join our Discord by clicking here, and ask away in the "home" section. ALL questions are welcome and will be answered with proof.