

Decentraland 2.0 Troubleshooting

If you experience technical problems with the new client you can try this

- 1) reload the current scene
- 2) run away and come back to the current scene
- 3) close the client and restart it
- 4) restart Operating system / check for OS updates and/or GPU driver updates
- 5) clear the local Decentraland cache (Windows)
- 6) reinstall the new Client

1. Reload the current scene

Just type /reload in the chat and hit enter. The scene (SDK7 only!) should reload and after waiting a few seconds maybe your problem disappears (like a missing stream or a not updated scene).

2. Run Away

Simply walk away in Decentraland from the current scene until you can't see it on the minimap anymore. Then go back to the coordinates of the parcel. This sometimes solves stream problems.

3. Restart Client

A lot of problems solve if you just close the client and restart it without restarting the operating system.

4. Restart Operating System

Sometimes you must reboot as there maybe an OS or GPU driver update has been installed in the background and can disturb installed applications. Just restart your computer and login again.

5. Clear local Cache

Clearing the local Decentraland file cache can force/reset reloading all current files again direct from the servers instead of using the cached ones, which may be outdated or faulty. Client should be closed, then simply rename, move or delete these folders and restart the client (rename/remove is better because then you still have the log files to analyze problems by the devs)

- c:\Users\[YOUR USERNAME]\AppData\LocalLow\Decentraland
- c:\Users\[YOUR USERNAME]\AppData\LocalLow\Unity\Decentraland_Explorer
- c:\Users\[YOUR USERNAME]\AppData\Roaming\@dcl

6. Reinstall Client

If nothing else helps try to uninstall the Decentraland Client, clear the local Cache after that too (see #5) and reinstall the client from the Website. If this does not help too you can ask for further help in Discord private Alpha channel or file a bug report there.