

## COMMUNICATION HISTORY

### An Error has Occurred, Please Wait a Few Minutes to Login Again

**Response Andrea via Email****03/01/2017 02:09**

Hey Trifun,

Thank you for taking the time to contact The Elder Scrolls Online support team. My name is Andre. It would be my pleasure to help guide you today, my friend.

I am sorry to hear about this issue you have been experiencing, and I apologize for the delay in getting back to you.

After checking your report, it seems that there is some issues when trying to have a stable connection with our servers, and so I would like to suggest some connectivity troubleshooting to fix this issue. They will be divided in two parts, the first part is related to your firewall and antivirus, and the second parts is related to the router and your home network. Make sure to do this steps all together.

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**First of all make an exception/whitelist inside the anti-virus and Firewall softwares to allow either the Elder Scrolls Online folder or the specific files of ESO.exe and the Bethesda.net\_Launcher.exe.**

**NOTE:** If you are playing on Steam, you will need to add Steam as an exception for both Firewall and Antivirus.

**Also, for Windows Firewall here are the steps:**

1. Open the Start Menu and type in the search box in the upper right Firewall.
2. Select the Windows Firewall option.
3. On the left pane select Allow a program or feature through the Windows Firewall.
4. Add both the ESO.exe and Bethesda.net\_Launcher.exe.
5. These files can be found in the C:\Program Files (x86)\Zenimax Online directory
6. And in C:\Program Files (x86)\Zenimax Online\Launcher.
7. Then click OK.

**To add the exception for *The Elder Scrolls Online* from being scanned or blocked by Avast!, please follow the steps below:**

Open the Avast! User Interface and go to **Settings**, and then **Antivirus**.

Find the **Exclusions** tab and browse for the C:\Program Files (x86)\Zenimax Online\Launcher folder or the **Bethesda.net\_Launcher.exe** and **ESO.exe** if paths in the **File Paths** tab.

After adding each path to the **Exclusions File Path** area, click **Add** to add the file or folder.

Added file paths or folders will now be excluded from any Avast! scanning and all shield protection.

Click **OK**.

For more information about adding exceptions to Avast! antivirus software, please visit their support page [here](#).

**NOTE:** You will see two files by the name of Bethesda.net\_launcher. While one is only an icon rather than a full game file, it is easy to confuse the two w/ setting up exclusions. To be safe, it is best to add both to the exclusion list.

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Please note: For network troubleshooting purposes, you should contact your ISP for the most accurate trouble-shooting. Nevertheless, I would advise you try a few simple steps:

**If you are playing the game through Steam, we recommend that you open the following ports:**

- TCP / UDP Ports 27000 through 27015
- TCP / UDP Ports 27015 through 27030
- TCP / UDP Ports 27014 through 27050
- TCP / UDP Ports 27031 through 27036
- TCP / UDP Ports 27036 through 27037
- TCP / UDP Ports 4380

**In addition, you will need to open the following ports for ESO itself:**

- TCP / UDP Ports 24100 through 24131
- TCP / UDP Ports 24500 through 24507
- TCP / UDP Ports 24300 through 24331
- TCP Port 80
- TCP Port 433

- Update the firmware of your router (it is always a good step to take, as it prevents that an outdated firmware interferes on your connection).
- Try to put your modem/router far from all electrical devices and do not coil up any excess signal or power cables (to eliminate possible interference problems).

If the above does not work, you can also flush your DNS and power cycle your router, which should improve your connection:

#### To Flush DNS:

1. Click on the Start button
2. Type cmd in the Start Menu
3. Right-click on Command Prompt and select Run as Administrator
4. Type "ipconfig /flushdns" and hit enter
5. If it was successful, you will see the message "Windows IP configuration successfully flushed the DNS Resolver Cache"
6. Power cycle the router to clear the cache so that it doesn't store the bad route

#### To power cycle your home network, follow the process below:

1. Turn off the router by unplugging it. If you have a modem and router in one device, turn it off then proceed to step 3.
2. Turn off the DSL or cable modem.

Note: Some modems are equipped with a backup battery. If your modem has one, please remove the backup battery to completely turn off your modem.

3. Turn off all computers attached to your network.
4. Turn on the DSL or cable modem first and let it boot. Let it complete its connection to your ISP before proceeding to the next step. If you have a modem and router in one device, proceed to step 6 after it connects to your ISP.
5. Once the modem completes the connection to your ISP, plug your router back in. Let it complete its power on test before proceeding to the next step. Restart your computer(s).

Thank you for your continued interest and support!

Warm Regards,  
Andre, Battle Mage and Servant of Tamriel  
The Elder Scrolls Online Team.

#### Customer Trifun Djordjevic via CSS Web

02/28/2017 07:53

What should i do? You did not answer me. It's 5th day since i bought the game and i still can not play it. This is....i don't have words for this...

#### Customer Trifun Djordjevic via CSS Email

02/28/2017 05:45

Will you help me? Did you escalate this problem as you said? Its 5th day since i bought game i can't play...wonderful...This help community is great...

On 2/26/2017 3:40 AM, ESO English Support wrote:

 Virus-free. [www.avast.com](http://www.avast.com)

#### Customer Trifun Djordjevic via CSS Web

02/28/2017 05:41

Will i get my help ever?

#### Customer Trifun Djordjevic via CSS Web

02/26/2017 07:49

Ok, thanks! Should i expect email or try to contact someone myself?

#### Response Brian via Email

02/26/2017 07:42

Hey there,

Thank you for contacting The Elder Scrolls support team. My name is Brian. It is a pleasure to chat with you today.

I'm going ahead and escalating our ticket to a higher authority specialist. From there the future agent will trouble shoot and aid you. I am sad for any inconvenience this may have caused you and thank you for your patients in handling this matter.

Warm Regards,  
Brian  
The Elder Scrolls Team

#### Customer Trifun Djordjevic via CSS Web

02/26/2017 04:50

I forgot to mention that i do not have any addons since i downloaded a game 2 days ago. I never had any experience with addons in this game. It gotta b something else. Please help me. It will be a 3rd day that i can not play the game i bought... It's really not fair.

#### Response Luis via Email

02/26/2017 01:35

Hey there!

Thank you for contacting The Elder Scrolls Online support team. My name is Luis, and its a pleasure to chat with you today!

Because of an outdated addons, this error message tends to pop up.

If you receive an error message stating "An error has occurred. Please wait a few minutes and log in again." please deactivate all of your addons and try logging in to the game again. If you are now able to log in, one of your addons was blocking your access to the game. You should try enabling addons one at a time to identify which one is causing the issue.

For general connection issues, check out our [Connectivity Troubleshooter](#)

Should you have any additional questions or feel the above does not apply to you, please do not hesitate to reply to this email. I would be happy to look into your matter further.

Warm Regards,  
Luis  
The Elder Scrolls Online Team

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**Customer Trifun Djordjevic via CSS Web**

**02/26/2017 04:22**

No i still was not able to find a solution to my problem. This is 3rd day since i bought the game and i still can not play it. And please stop sending me generic messages because i really need help to solve this problem. I can not play your game! I reinstalled my OS. I checked the firewall and let everything that has connection to ESO. I Tried to disable my anti-virus. I am not on a wifi connection. My internet is good, everything else is working perfect. Now will you please start to help me and stop sending generic messages and stall this whole situation because im really dissapointed i gave money for something that is useless to me atm. I hope you will help me soon.

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**Response Carlee via Email**

**02/25/2017 09:40**

Greetings again,

We apologize that we still have not been able to assist you with your issue and appreciate your continued patience.

If you have not been able to find a resolution to your issue, please respond back to this email so we can continue to assist you.

Thank you again for your time and patience.

Warm Regards,

The Elder Scrolls Online Team

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**Customer Trifun Djordjevic via CSS Web**

**02/25/2017 06:37**

Here is new report file with the game reinstalled os.

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**Customer Trifun Djordjevic via CSS Web**

**02/25/2017 06:25**

I tried everything i even reinstalled my OS (windows 10) and kept ESO on backup partition. It still won't work. I am very dissapointed and sad with the fact that i bought the game yesterday and i still can't play it...

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**Customer Trifun Djordjevic via CSS Web**

**02/25/2017 06:23**

I still have the same problem.

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**Response Carlee via Email**

**02/24/2017 04:38**

Greetings,

Thank you for contacting The Elder Scrolls Online Team. I understand you've been experiencing issues launching The Elder Scrolls Online. I'm sorry to hear that you're having trouble, and I will do my best to get you into the game as soon as possible!

You can resolve most ESO launch issues by following the troubleshooting steps below:

1. Ensure your PC meets minimum requirements.
  - a. Windows 7 32-bit
  - b. Intel® i3 or AMD 3870 generation processors or higher
  - c. 3GB RAM
  - d. 85GB free HDD space
  - e. DirectX 11.0 compliant video card with 1GB of RAM (NVIDIA® GeForce® 460 / AMD Radeon™ 6850)
  - f. Please note that we support these or equivalent / better graphics cards for desktops only. Most laptop (mobile) systems have cards below minimum requirements and may experience performance issues. However, some players have reported success setting their laptops to High Performance mode. We recommend contacting your graphics card or laptop manufacturer for more information.
2. Uninstall and reinstall your NVIDIA GeForce Experience / AMD Radeon Software Crimson. Sometimes the latest drivers will not install correctly, and a fresh installation of the control software is a great way to fix the problem. We recommend you to not scan for games or setup optimizations for ESO:TU using these products.
3. Temporarily disable your antivirus software. Sometimes this software, although it means well, can block all or part of safe programs such as ESO:TU from launching properly. Temporarily disabling your antivirus software may result in a successful launch.
  - a. Don't Forget: Be sure to re-enable your antivirus software to keep out malicious daedra! I'd also recommend making an exception for ESO:TU in your antivirus software.

If you've performed these steps and the game is still not functioning correctly, please respond back to this e-mail with a copy of your Game Consultant file. You can find instructions here on how to get your Game Consultant here: [https://help.elderscrollsonline.com/app/answers/detail/a\\_id/6690/](https://help.elderscrollsonline.com/app/answers/detail/a_id/6690/).

If you've already included a copy of your file, please respond back to confirm that it's attached so I can investigate your problem further.

Thank you for your patience and support!

Kind Regards,

The Elder Scrolls Online Team

Customer Trifun Djordjevic via CSS Web

02/24/2017 12:43

An Error has Occurred, Please Wait a Few Minutes to Login Again i tried most of things online but it just won't work. Is there any mainteance right now or up to me? Please help me, i just downloaded the game i can't play.

ADD ADDITIONAL INFORMATION TO YOUR QUESTION

Empty text area for additional information.

ATTACH ADDITIONAL DOCUMENTS TO YOUR QUESTION

SUBMIT

ADDITIONAL DETAILS

**Email Address** trifundj00@gmail.com  
**Reference Number** 170224-001864  
**Status** Waiting on Customer  
**Created** 02/24/2017 12:43 PM  
**Updated** 03/01/2017 02:09 PM  
**Category** Technical Support  
 I have trouble logging into the game

**File Attachments**  
 report.txt (116.44 KB)  
 report.txt (80.9 KB)

- GAME GUIDE
- Story
  - The Alliance War
  - Alliances
  - Interactive Map
  - Craglorn

- MEDIA
- Videos
  - Concept Art
  - Screenshots
  - Wallpapers
  - Malukah

- NEWS
- Announcements
  - Art / Media
  - Patch Notes
  - Community Programs
  - Development
  - Press / Buzz
  - Awards



- SOCIAL
- Facebook
  - Google+
  - Twitter
  - YouTube
  - Tumblr
  - Pinterest

- SUPPORT
- Privacy Policy
  - Terms of Use
  - Legal Information
  - Code of Conduct
  - EULA
  - Jobs
  - Forum

- STORI
- Crown S
  - Merchan



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