Diagnose a missing Squad listing or failed server join

“My Squad server is missing” and “Squad closes when I join” are different faults. Browser visibility, discovery traffic, client content and server readiness can fail independently. Follow the branch matching the symptom and preserve the first useful evidence before restarting anything.

1. Check whether the client sees other servers

If the entire browser is empty, compare another working player's results before changing your own instance. A client, connection or browser-filter issue is more likely when one player cannot see any listings while others can join normally. Note the client build, connection type and filters used.

Offworld has a client-side browser troubleshooting article, but some older suggestions involve broad network changes. Do not disable security software or the whole firewall on a production machine as a routine test. Start with a fresh browser refresh, sensible filters and comparison from another authorised connection.

2. If only your listing is missing

1. Check that the intended Squad process is still running and has finished loading.
2. Search the exact configured name in the appropriate browser category.
3. Review filters that exclude empty, passworded, full or differently configured servers.
4. Compare the instance's current licensing state with the category where you expect it.

Primary-browser visibility is governed by Offworld's licence policy. It is not a generic promise made by a hosting plan. Do not edit another community's licence credentials into your configuration or treat a licence issue as proof of a network outage.

3. If the listing exists but joining fails

Capture the exact rejection, timeout or crash text and UTC time. Compare the client and server builds, then check the active layer and any required mods. A player who crashes before reaching the server needs a client investigation; a server that exits as players connect needs its own log review. Avoid removing all mods from a working community merely because one player's client fails.

Use the current game-panel allocations and startup output to check the gameplay and discovery paths with support. A visible listing proves less than a completed player join. Do not expose remote-management ports or widen every firewall rule to make a query tool respond.

4. Collect the correct logs

Save the server's first relevant startup or crash section from the panel, with the lines immediately before the failure. On a Windows player PC, Offworld places client logs beneath `%LOCALAPPDATA%\SquadGame`; the `Saved` folder is the area its support instructions ask players to collect. This is a client path, not the Linux server's data directory.

Inspect a log bundle before sharing it. Redact licence keys, connection credentials and unrelated player information, and use a private support ticket rather than public chat. If the panel console itself fails, report that separately rather than assuming the game process has stopped.

Verify one change at a time

After the identified cause is corrected, repeat the same browser search and an ordinary player join. Check that the intended layer runs and that another player can connect. Keep the original configuration and community data until recovery is confirmed. If the cause remains uncertain, send the server ID, UTC time, category, versions, affected-player count and redacted client/server errors; repeated reinstalls will not supply that missing evidence.

Related CloudExa guides

- Investigate a server that will not start

- Investigate the game-panel console

References

- Offworld server-browser troubleshooting
- Offworld guidance on collecting client logs
- Offworld mod-related launch faults
- Current Offworld hosting policies

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