Diagnose ARK Survival Ascended connection failures

An ASA server can be running in the panel while still downloading mods or loading a large save. Separate “not listed”, “cannot connect” and “joins then disconnects” before changing settings. These checks begin with observations and do not require deleting any files.

Establish what is failing

1. Confirm you launched **ARK: Survival Ascended**, not Survival Evolved. Record the exact error, time and timezone, player platform and client version.
2. Open the server Console and check whether startup is progressing, repeatedly restarting or reporting a loading error. A green running indicator alone does not prove the game is ready to accept players.
3. Ask whether everyone is affected or only one player. Check whether the problem began after a game update, map change, mod update or network change.
4. Use the game address and allocated game port shown for this service. Do not substitute a panel URL, an RCON administration port, an old host's address or a default port from a guide.

Check the server browser and client

Search the appropriate unofficial/community listing and review active filters, including map, password protection and platform. Clear a narrow name search and retry after startup completes. Listing delays and filters can hide a server that is otherwise reachable.

Update the client through its platform. Compare the server's version and recent update status rather than assuming “latest” means both completed the same release. If one player fails, compare their platform, installed content and error with a player who can join. Do not ask them to disable

account security or publish their password.

Crossplay also depends on the server's supported platforms and its content. A mod working on PC is not proof it is available to console players. Check the author's current CurseForge compatibility information and any required ownership or entitlement.

Review changes safely

If the server is stuck downloading content, note the project ID and first error. Check free disk space and whether the download is making progress. Use the ASA map and mod guide to confirm correct identifiers. Do not start overlapping installs or remove the whole save to clear a content issue.

Before changing startup settings, updating binaries or testing a different mod list, stop cleanly and create a completed backup. Keep the previous configuration and save together. Removing a mod can affect existing world content, so test on an isolated copy where possible.

When the endpoint needs investigation

If every player times out after a completed startup, send support the endpoint, timestamp and relevant console output. Ask us to check the assigned game traffic, network rules and node connectivity. Keep the service's allocated ports; opening every port, disabling the firewall or changing the game port at random makes diagnosis harder and can expose management services.

If the console itself cannot connect, record that separately: panel-to-node access and player-to-game traffic are different paths. Include the server identifier and request ID where shown in your support report, but redact passwords, tokens and private player details.

Further reading

- ARK Official Community Wiki: server configuration
- ARK Official Community Wiki: server setup
- CurseForge: ARK Survival Ascended creators getting started

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