Diagnose missing Bedrock skins on one backend server

A Bedrock player may authenticate through the proxy while a backend lacks the Floodgate support needed by skin-aware integrations. A missing skin on one backend therefore does not prove the player's Microsoft account or stored inventory is broken.

Record the starting point

Record which backend shows the problem, the Geyser and Floodgate versions and any skin plugin involved. Use the same Bedrock tester across servers. Save the affected backend and proxy configuration before changing the trusted forwarding path.

Work through the change

1. Check whether the official Floodgate setup for your proxy calls for backend installation to expose the API or display Bedrock skins. Compare the affected server with a working backend rather than installing unrelated skin plugins.
2. Verify the required backend Floodgate file and the documented proxy data-forwarding setting. Check that its credential belongs to this trusted network, without posting the key in a support ticket.
3. Restart the changed component during a quiet window and transfer the tester through the normal proxy route. Do not use a direct backend login as a substitute for testing forwarded identity.
4. Check the skin, UUID and a harmless permission on both backends. If another skin plugin overrides appearance, trial the conflict on a private copy instead of changing account authentication.

Check the result

The same Bedrock account should retain the same identity while the supported backend shows its expected skin. Reconnect once to distinguish a temporary client cache from a repeatable server

difference. Record the exact backend versions that pass.

If the result differs

If skins remain inconsistent but UUIDs and login are correct, inspect integration compatibility and skin override rules. If identity also differs, stop the trial and investigate forwarding first. Appearance changes should not cause staff to merge or rename player data.

Restore the saved configuration for the trial component if it introduces a new login problem. Keep the protected proxy route and authentication policy intact. Escalate with redacted logs and the working-versus-failing backend comparison rather than replacing every plugin at once.

References and related help

- Floodgate maintainer reference 1
- Floodgate maintainer reference 2
- Set up Geyser and Floodgate for Java and Bedrock crossplay
- Configure SkinsRestorer without changing account authentication

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