Investigate different balances in a shop and a balance command

A balance mismatch needs a controlled comparison. Menus can display cached values, a separate currency or the wrong player identity even when the underlying payment succeeds.

Before you start

Vault connects consumer plugins to an economy provider; it does not replace that provider or store your player balances. Identify the component holding the money before changing integrations, and check the provider name in startup logs.

Work through the check

1. Write down the player UUID, backend server, exact balance command and shop or scoreboard showing the mismatch.
2. Read startup hook messages to identify the economy service selected by each consumer; distinguish money from points or item currencies.
3. Record the balance before and after a single small purchase, using the provider command between each observation.
4. Close and reopen the menu, reconnect the same account, then repeat on the same backend without changing any player data.

What to compare

Compare the amount at the same moment after the transaction settles. A sidebar placeholder may refresh less frequently than a direct provider command, so a brief stale display is not automatically missing money.

Confirm the result

A correct result ties the transaction delta to one provider account. A stale display should refresh without another debit or compensation payment.

If the result differs

If values differ only on another backend, inspect its provider and storage configuration. If only a scoreboard differs, investigate that placeholder or refresh interval before modifying economy storage.

Recover safely

Keep the transaction notes and pause the affected feature if you cannot reconcile deductions. Refund only a verified amount through the active provider, not by editing unidentified player files.

Documentation and related help

Check the Vault maintainer documentation and Vault maintainer reference against your installed release before applying changes.

Related CloudExa help: Connect Vault to an EssentialsX economy and Find Minecraft logs and send useful troubleshooting details.

Revision #1
Created 2026-11-09 16:36:20 UTC by CloudExa Hosting Admin
Updated 2026-11-09 16:36:20 UTC by CloudExa Hosting Admin