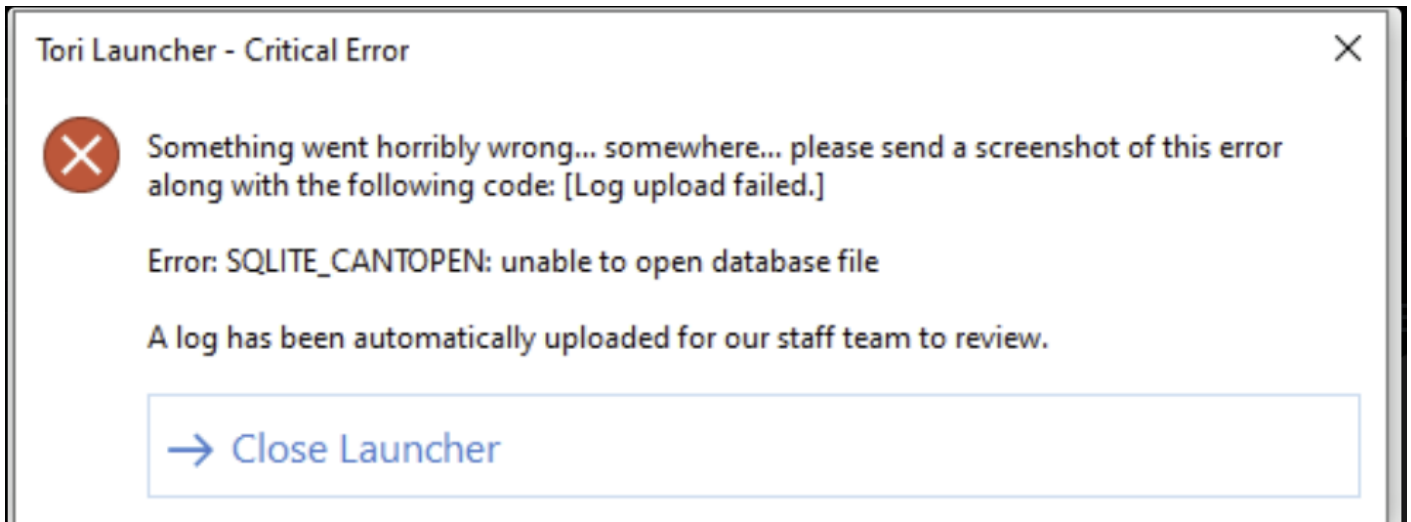


Launcher Issues

Common fixes for issues regarding the **launcher**, not your game (i.e. game crashing, low fps, etc.)

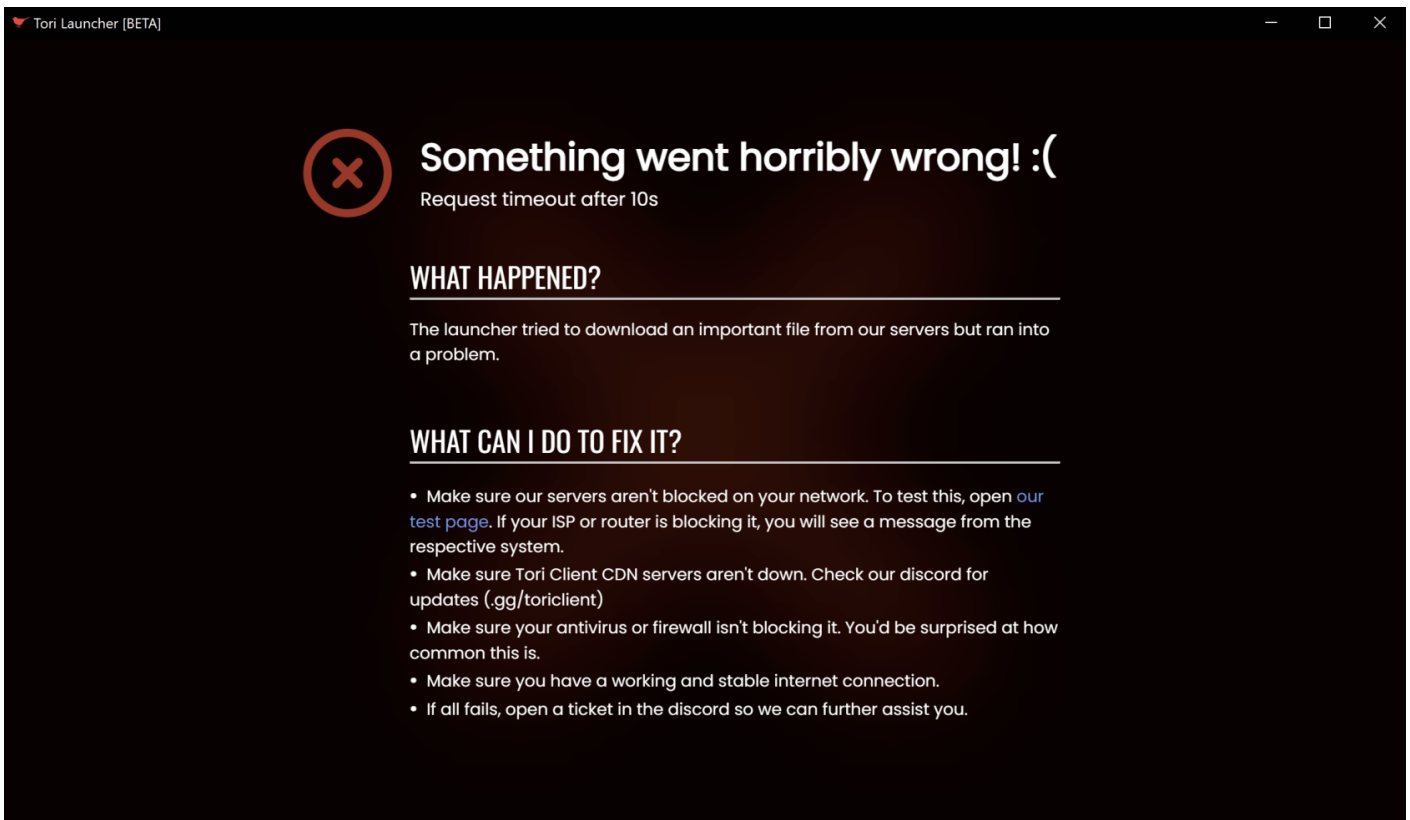
- Error: SQLITE_CANTOPEN: unable to open database file
- Request timeout after 10s
- Login Errors

Error: SQLITE_CANTOPEN: unable to open database file



The fix for this error upon first install of the launcher is very simple. Simply restart your launcher and it should work.

Request timeout after 10s



This error happens when your network, ISP, or firewall is blocking access to our CDN and most frequently occurs while downloading Java for Tori Launcher. This error may also sometimes occur when our servers have high load and it may work at a later time.

Things to try first:

- Make sure you have a stable and working internet connection
- Make sure you can access <https://cdn.toricient.com/test> in your browser
- Make sure our servers aren't down or having issues. Join our discord (<https://discord.gg/toricient>) for updates regarding this.
- Whitelist Tori Launcher in your antivirus and/or firewall and see if the issue persists.

Still not working?

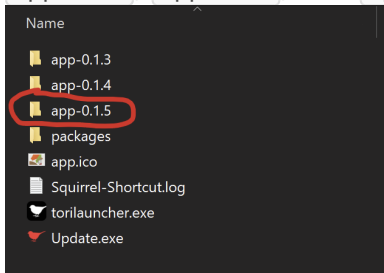
Only do these after you've done the "Things to try first" and your issue is still not resolved.

If you are getting this error while launching your game:

Follow [these](#) instructions to manually install Java.

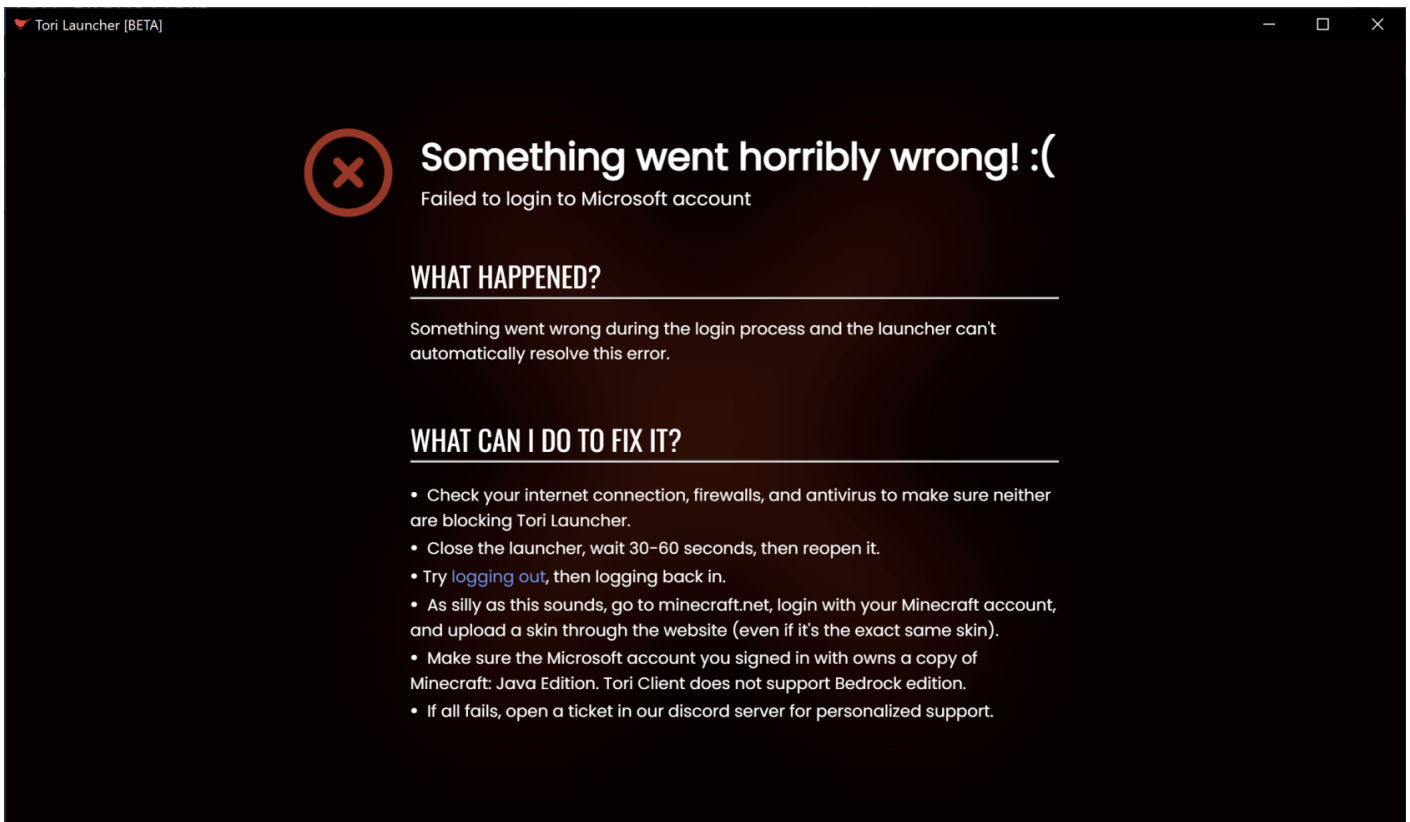
If you are getting this error when opening the launcher

- If you are on **Windows**:
 - Open Run by pressing Windows + R on your keyboard or search for it in the start menu, then paste this into the dialog and hit enter: `%localappdata%/ToriLauncher`. This will open a new File Explorer window in Tori's installation folder.
 - You will see a set of folders (or just one depending on when you installed Tori) that look like `app-0.x.x`. Open the one with the highest version. For example, if you had `app-0.1.3`, `app-0.1.4`, and `app-0.1.5` you would choose `app-0.1.5`.



- In that folder, create a blank new text file called `changelog.txt`, and save it.
- Restart your launcher and see if it works now. If it still does not work or you experience further issues, please open a ticket in our [Discord server](#) for additional personalized support.

Login Errors



This error screen is shown when there is an issue logging in, and can pop up either when starting your launcher or signing into Tori for the first time. You can distinguish this from other error screens by comparing the "What Happened?" description in the screenshot above to your error.

The error code and/or message can be found under the "Something went horribly wrong! :(" text on this screen. For example, in the screenshot above the error message is "Failed to login to Microsoft account".

Error Messages/Codes and their solutions

Failed to login to Microsoft Account

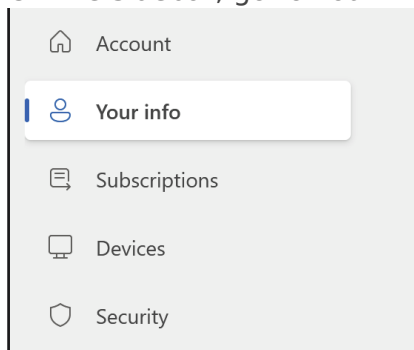
This one is one of the simplest and most common login errors, typically occurring when you open the launcher for the first time in a while. Simply hit the blue "logging out" link to log out, and log back in.

`error.auth.xsts.child`

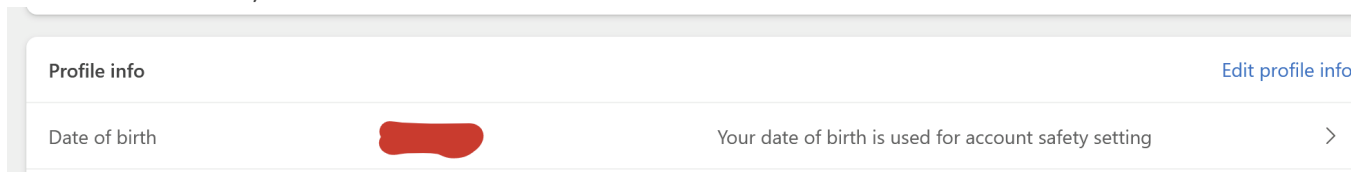
This error occurs when the Microsoft account is a child (under 18) and the launcher cannot proceed unless the account is added to a Family account by an adult, or the birthday is changed to be over 18.

To change your account's birthday:

- Login to <https://account.microsoft.com> with the same Microsoft account you're using for Tori
- On the sidebar, go to *Your Info*



- Under *Profile Info*, click the "Date of Birth" row to edit it



- Set a date of birth over 18, then hit Save.
 - If you are not able to edit it, you will have to be added to a Family account by an adult, from which they will be able to edit permissions as necessary.
- Wait up to 10 minutes, then try logging into Tori Client again.

error.auth.xsts.userNotFound, "Failed to fetch Minecraft profile," or "The given Microsoft account doesn't have an Xbox account"

This message means that you do not own a copy of Minecraft: Java Edition on this account. **You must own a legal copy of Minecraft obtained from the official Minecraft website. Tori Client does not support cracked accounts.** Cracked accounts include TLauncher, SKLauncher, and other third party launcher accounts. Tori will **never** support cracked accounts. Read more [here](#)

error.gui.closed

This message simply means that you closed the login window before it is complete. Technically speaking, this should not cause a fatal error screen, and this is a known bug. Simply restart your launcher and you will be able to login again.

Full list of error codes and their accompanying descriptions

`error`: An unknown error has occurred

`error.auth`: An unknown authentication error has occurred

`error.auth.microsoft`: Failed to login to Microsoft account

`error.auth.xboxLive`: Failed to login to Xbox Live

`error.auth.xsts`: Unknown error occurred when attempting to obtain an Xbox Live Security Token

`error.auth.xsts.userNotFound`: The given Microsoft account doesn't have an Xbox account -- see above for additional information

`error.auth.xsts.bannedCountry`: The given Microsoft account is from a country where Xbox Live is not available

`error.auth.xsts.child`: The account is a child (under 18) and cannot proceed unless the account is added to a Family account by an adult -- see above for potential fixes

`error.auth.xsts.child.SK`: South Korean law: Go to the Xbox page and grant parental rights to continue logging in.

`error.auth.minecraft`: Unknown error occurred when attempting to login to Minecraft

`error.auth.minecraft.login`: Failed to authenticate with Mojang with given Xbox account

`error.auth.minecraft.profile`: Failed to fetch Minecraft profile

`error.auth.minecraft.entitlements`: Failed to fetch player entitlements

`error.gui`: An unknown GUI framework error has occurred

`error.gui.closed`: GUI closed by user

If you got an error code that you don't know how to resolve or just have general questions, feel free to open a ticket in our Discord server ([.gg/toriclient](https://discord.gg/toriclient)).