

Forum:[Hack Forums](#)

Thread: [Pokemon Go Errors & Problems with Solutions/Explanations](#)

Tommy Chong - July 28, 2016, 4:54 am

I see a shitload of threads like: "Are the servers down?" "Why can't I login?" "Is my account banned?"

So i decided to note all errors and situations (at least I'll try, will need some people to fill me in where i forgot or where i'm wrong etc.)

I hope this will be the end of all those threads.

Error: "We are working to resolve the issue. Please try again soon!"

Error: "Unable to authenticate"

Solution: Wait, wait, wait and wait. The (login)servers are down and therefore you can't login. All you can do is WAIT

Error: "Failed to login" "Failed to get game date from server"

Solution: This means that the servers are busy but are still active. All you can do is restart or/and try to login again. If it doesn't work, all you can do is wait.

Error: "You already own this item" (When you don't own it)

Solution: This error occurs within the Pokemon GO store when you want to buy items while the servers are being overloaded. This leads to transactions not going through properly. Niantic recommends to close Pokemon GO and restart it. If this doesn't help, you have to restart your smartphone. This error message only occurs on android devices.

Error: "GPS signal not found" while GPS on.

Solution: GPS positioning is on top of the to-do list of Niantic. You can do several things yourself trying to fix this. Check if Pokemon GO is allowed to use your GPS. Also be sure that your GPS is on "High accuracy" mode. If this doesn't help, you can try to turn on "Developers Options" and turn on "Mock locations", restart your Pokemon GO app and turn mock locations off.

Error: Bought PokeCoins and Items don't appear in your inventory.

Solution: This problem occurs in the Shop when the servers are overloaded. No reason to panic, you've received the bought items, but they aren't visible yet in your inventory. Restart you game and login again when this occurs.

Problem: Pokemon GO crashes or freezes

Explanation: There's nothing you can do about this. Waiting doesn't work. You'll have to restart you game. If this happened while catching a Pokemon, it couldve caught it, or it couldve broke out the pokeball. If it broke out, it should appear again when restarted. When caught, it should show among your Pokemons.

Problem: Endless Gym battle

Explanation: Unfortunately this is one of the biggest problems on Pokemon go. Sometimes it happens that the HP points of the enemy team remain stuck at 1. This is annoying for the attacker because he won't be able to score a win. Niantic is aware of this problem, and there's no alternative way to get rid of it other than restarting your Pokemon GO app.

Problem: Sound is out of sync or is being distorted

Explanation: The sound of Pokemon GO is distorted in specific situations. This mainly happens when using Bluetooth audio devices. Niantic is aware of this bug, but there are no solutions yet.

Problem: Pokemon GO freezes when i throw a Pokeball

Problem: I only see circles around the Pokemon, but the pokemon itself not.

Explanation: Both problems occure mostly together. When you try to catch an 'invisible' Pokemon, you can be 90% sure of it your game will crash and the Pokemon will flee.

Problem: My Gym battle doesn't start after "GO"

Problem: Game goes back to the Pokemon selection screen when starting a Gym battle.

Problem: Pokemon don't show up in the Gym.

Explanation: These weird bugs occur at the start of a Gym battle. After the letters "GO" show up at the beginning, the game repeatedly goes back to the Pokemon selection screen. Sometimes the fight starts anyways, but the Pokemon don't show up in the gym. Untill Niantic fixes this issue, there is no fix for this other than restarting the Gym battle or restarting the game itself.

Problem: Screen remains black (Asus, Samsung Galaxy, Google Nexus).

Explanation: This problem only accurs with the devices mentioned above and is caused by a lack of Intel-support. There's no fix for this and all you can do is wait untill Niantic fixes it.

Problem: Pokemon GO uses more battery than average.

Explanation: Niantic believes the power usage of the app is way too high. Niantic promises to lower the stress on your battery in the future. Maybe you its an idea to invest for a powerbank.

Problem: Pokemon not in AR (Augmented Reality) visible

Explanation: When this occurs you won't be able to see any Pokemons with AR-mode on. Till this problem is solved, you gotta switch to Animated mode.

Problem: All Pokemon I try to catch break out and flee immediately.

Problem: I don't get any items or XP from Pokestops

Solution: Check out inShane's thread to deal with a softban:

<https://hackforums.net/showthread.php?tid=5356966>

Syphonite - July 28, 2016, 4:55 am

Im sure this will clear up some of the many questions asked here

Tommy Chong - July 30, 2016, 7:16 am

Too many threads regarding softban and all simple errors and problems..

I guess i made this for nothing

The Silenced - July 30, 2016, 11:31 pm

Thanks for posting this man. I'm sure it will help answer a lot of peoples questions. Very informative. Mad props to you, keep up the good work!

.Astro - July 30, 2016, 11:33 pm

You should put my thread there for soft bans :3

<https://hackforums.net/showthread.php?tid=5356966>

Zombie? - July 30, 2016, 11:34 pm

Fatal errors.. attempting to restart.

Got a fix for this yet?

.Astro - July 30, 2016, 11:35 pm

(Jul 30, 2016 11:34 PM)Zombie? Wrote: [\[CITE\]](#) Fatal errors.. attempting to restart.

Got a fix for this yet?

On a bot or on the app

Tommy Chong- - July 31, 2016, 2:09 am

(Jul 30, 2016 11:33 PM)inShane Wrote: [\[CITE\]](#) You should put my thread there for soft bans :3

<https://hackforums.net/showthread.php?tid=5356966>

Added it to the OP ?

(Jul 30, 2016 11:34 PM)Zombie? Wrote: [\[CITE\]](#) Fatal errors.. attempting to restart.

Got a fix for this yet?

Using an up to date bot, preferably a bot you compile yourself.

Also, could be that the servers were down or a fault in your config file.

ThisIsCyn - August 1, 2016, 6:22 am

what are the best co-ordinates for botting ???

Tommy Chong- - August 1, 2016, 6:38 am

(Aug 1, 2016 06:22 AM)ThisIsCyn Wrote: [\[CITE\]](#) what are the best co-ordinates for botting ???

You're in the wrong thread for that m8

ThisIsCyn - August 1, 2016, 6:43 am

yeh shit i clicked this thread from another one and got confused. Nice thread tho bro

ThisIsCyn - August 2, 2016, 2:06 pm

[22:06:22] We cant find any PokeStops in a range of 5000m!

[22:06:22] We cant find any PokeStops, which are unused! Probably Server unstable, or you visted them all. Retrying..

??????????