



Supreme Commander Multiplayer FAQ

Document version 1.0

Last updated February 3rd, 2007

© 2007 Gas Powered Games Corp. All rights reserved. Gas Powered Games and Supreme Commander are the exclusive trademarks of Gas Powered Games Corp. THQ and the THQ logo are trademarks and/or registered trademarks of THQ Inc. All rights reserved.

This document's goal is to be a supplement to the game manual and Readme.txt file

Supreme Commander Multiplayer FAQ v1.0

NOTE: For quick-start instructions, check the *Readme.txt* file – Go to the THQ folder in the All Programs selection under the Start button on the taskbar to find it.

Supreme Commander Multiplayer FAQ	1
Common features	4
Lobby screen	4
In-Game Chat (Enter key)	6
Allies / Diplomacy pop-up (F4)	6
What do the colored ping numbers mean, in LAN / Online multiplayer ?	7
Skirmish (one human vs AI)	9
Skirmish Setup Difference	9
LAN (all PCs behind same router, AI allowed)	10
Hosting:	10
Joining:	10
Online (internet play)	11
Basics	11
Ports	11
Microsoft XP Firewall	11
Pop-Ups	12
Starting an Online game	13
Using the World Map to find opponents	13
GPGNet FAQ	15
What is GPGNet ?	15
Where is GPGNet installed?	15
What port should be open for GPGNet itself?	15
I was in the 2006 SupCom beta. Will I be able to use my beta key in the retail version?	15
Can I get another key?	15
Can more than one person use the same key on GPGNet?	15
Do I use my GPG Garage forum username and password for GPGNet?	15
Can I change my account name / password in GPGNet?	16
Where is the version number for GPGNet (not SupCom)?	16
Can I get banned from online gameplay ?	16
How come I can't get into a Main chat room on GPGNet ?	16
How do I scroll through the chat window ?	16
Can I create a personal chat room ?	16
How do I do a private chat (aka Private Messaging) with someone ?	16
How do I ignore someone ?	16
How do I add someone to my Friends list ?	17
How do I create a clan ?	17

Supreme Commander Multiplayer FAQ v1.0

What other chat-room commands are there ? 17

Why do some of the buttons start out gray/unclickable and then turn dark/clickable after a few seconds ? 17

Is there any way to just play around, without being attacked? 17

How do I join a game someone is hosting ? 17

How do I host a game ? 18

Are there ladders or rankings in online play ? 18

How does the ranking system work? 18

What about arbitrating wins and losses in ranked games ? 18

What about disconnects in ranked games – how does that affect ranking? 18

Can I view my online stats? 19

When reporting a bug about GPGNet (not about SupCom itself), what should I include? 19

Can I run Supreme Commander with command line switches, if launched from GPGNet ? 19

SupCom uses port 6112 for actual multiplayer gameplay. Can this port be changed ? 20

Online Problems (addendum to Readme.txt file)..... 21

 GPGNet won't start:..... 21

 GPGNet won't let me make an account, or just does "....." and never goes anywhere:..... 21

 Can't find MultiplayerClient.exe: 21

 GPGNet says my key is "in use", and I've never logged on (or only logged on once):..... 21

 GPGNet says there's my account is "already on":..... 21

 "Old file not found": 22

 Patching never ends: 22

 GPGNet won't uninstall:..... 22

 How can I check my Windows Firewall ? 22

Where can I find additional info ? : 22

Common features

Lobby screen

In all three types of multiplayer – Skirmish, LAN and Online – you configure the game and assign opponents/allies in the Lobby.

You'll see  arrows in certain places, which indicates that clicking there will produce a drop-down menu. Here's a brief explanation of some of the settings (be sure to hold the cursor over setting selections too, to get rollover info windows).

Across the top, the host can set:

Spawn – notice the gray ACU icons on the mini-map? Spawn lets you have some control over where the players appear when the game starts.

If set to *FIXED*, then the location where each player will appear will be determined by their order in the Player Name list, and indicated by the ACU icon being the player's color, instead of gray. You can change the location by right-clicking on any ACU icon.

If set to *RANDOM*, the ACU icons will all be gray.

Team – if set to Locked, teams cannot be made or broken after the game has launched. Team members are allies.

The columns allow setting:

Name – this is where Joining people and the Host will show up (or where AI opponents can be set, in Skirmish or LAN mode, or set to *Occupy* in Online to block anyone from joining a slot).

NOTE: The number of total players you can have on a map is determined by the map itself.

Color - which of the 10 player colors to use.



Supreme Commander Multiplayer FAQ v1.0

Faction - which of the 3 factions you want to be in – the default is the Random  choice.

Team - Are you are on the same team as another player (4 teams allowed), making you allies.

Ping – (not in Skirmish). The delay between you and the other players. In-game, you can press **F11** to see the current ping.

Ready – (not in Skirmish) when you make your selections, click on the Ready button on the row with your name. This tells the host you are done. Once marked Ready, your settings are grayed out to prevent changes. When the host has everyone ready, the game can be launched.

Note: Until someone else clicks on Join, the host can always Launch with whomever is already set up – even if it's just the host. But once someone clicks Join and tries to connect to the Lobby, they're part of the game.

Note that the Host can also disable observers during gameplay - unchecking this button under the Players area will disable the Observe button for Joiners' Lobby screen.

The lower part of the screen is the *Lobby chat area* – the small window to the right of the  icon is where you can enter text to coordinate with other players before the game launches. Press the Enter key to send the text to everyone in the Lobby.

On the right side of the lobby are the game options.

You can change which map you have via the **Change Map** button.

Clicking on this allows you to bring up a map selection screen.

On the right is a bigger thumbnail of the map, while on the left is your scrollable window of possible maps, with a description window below it. The Filters allow you to filter the map listing to only display ones that meet certain criteria.

Below the map area are the Options, which only the host can set (you are always the host in Skirmish mode):

Unit Cap – See manual. Keep this number low for weaker CPUs

Fog of War – See manual

Victory Conditions – in addition to the modes mentioned in the manual, there is Sandbox – a mode to safely just play around.

Timeouts – how many pauses each player can have in the game. In Skirmish, that's you!

GameSpeed – If set to Adjustable, you can manually control the speed using the Numeric Keypad's + and - keys, where you can adjust the speed from +10 to -10 of it's normal speed – assuming the PC has the bandwidth to go faster, of course.

Supreme Commander Multiplayer FAQ v1.0

Cheating – disables or enables cheat codes, including those in the console (activated by pressing ~ key).

Civilians – can either be there just for ambience, considered part of the enemy or completely removed to help things run smoother.

Load – (Skirmish only). Load a saved Skirmish game.

If you right-click on a player's name, you can send them a Private Message instead of the group chat at the bottom of the screen.

In-Game Chat (Enter key)

To chat, press the **Enter key** to bring up the chat window.

There are two buttons on the upper right part of the chat window – one for sending text to everyone and one for sending text only to allies.

When the buttons are clicked on, the current status is reflected in the new text field and in any messages you send out (so you know which chat text went to whom) – these status comments are not seen by other people. Of course, if a player has no allies, that button is grayed out.

The chat window disappears after 10 seconds of in-activity.

Incoming chat messages, from other people, will show up on your screen, but without the chat window.

You can look at a log of the chat conversations by pressing the **F3** key or clicking on the  button at the top of the screen.

Allies / Diplomacy pop-up (F4)

NOTE: When players are on the same team, they are allies (unless you break the alliance). If the host set Teams to Locked back in the Lobby, alliances/teams cannot be changed.

To access the Diplomacy screen, press F4 or click on the  button at the top of the screen.

For any player listed, it will indicate who your allies currently are.

To make someone an ally, click on the **Ally** for their name and have them do the same.

Supreme Commander Multiplayer FAQ v1.0

As an ally, you can decide to give another player the units you've got selected, or give them a percentage of your stored resources – or even share resources in a communal pool. This can be done via the two buttons in the upper right of the Diplomacy screen, under the word **Share**.

Notice the **Allied Victory** option. If this is checked, then victory or loss is determined by the team, not by individual players. It can be unchecked (unless teams are Locked) to stop this mode. For example, maybe you make an alliance to take on a 3rd player but want to keep the game going after player 3 is destroyed. If you have the Allied Victory checked, then it will end as soon as the team wins against the 3rd player – in other words, in that mode you're kind of playing 1v1. If Allied Victory is un-checked, then the game keeps going once the 3rd player is defeated and each of the two allies can then break the alliance and finish the game, against each other.

Below that is the **Share Resources** checkbox.

If this is checked, any resources beyond what can be stored in your storage units will be sent to your ally. In other words, all surplus resources go to your allies.

What do the colored ping numbers mean, in LAN / Online multiplayer ?

A: When you're in the multiplayer lobby, you'll see a ping column (you can also see player ping by pressing **F11** when in-game). The number is the round-trip time - in milliseconds – of signals from one computer to another. This includes the reply delay that the system itself introduces.

"xxx"or Nil means no reliable ping value for them yet.

This happens when the host tells us they have joined but we haven't established communications with them yet.

The colors display who's actually connected / communicating to whom.

red means that we have not succeeded in "establishing" a connection to them.

If a packet or two makes it though, a ping time is reported, but for the connection to be established we have to have successfully exchanged a couple of *handshake* messages.

Yellow means that your machine has an established connection to them, but they do not yet have an established connection to everyone else in the game.

Green means that you an established connection to them and they have established connections to everyone else in the game.

Here's an example, using a player 'A' that hosts the game and 3 other joining players B, C and D:

Player A hosts a game.

- You see no ping time displayed for yourself, because you don't ping yourself.

Player B (first joiner) joins the game

- Both A and B ping time start out already **green**, because their number isn't displayed until after the A $\leftarrow \rightarrow$ B connection is established.

Now player C joins the game, connecting first to the host (player A)

- Computers B and C have not established connections to each other, so A draws both their pings in **yellow**. (so B goes from green to yellow)
B and C display each other in **red** (no connection yet).

Computers B and C then establish their connections to each other and report this to computer A.

- Everyone (A, B and C) show **green** pings, since everyone has established connections to everyone else now.

Finally, player D joins the game, connecting first to host A

- Computer A (host) displays everyone **yellow** (i.e. A has connections to everyone, but they haven't all connect to each other).
- Computers B and C display D in **red**, but they display A in **green** (A has connections to everyone), and everyone else in **yellow**.
- Computer D displays A in **green** (as mentioned, D is connected to A) and displays B and C in **red** (no connections established yet).

Computers B and D (B $\leftarrow \rightarrow$ D) now establish their connection.

- Computer A displays B in **green**. (as B now has a connection established to everyone)
- Computer B now displays D and C in **yellow**.
- Computer D now display displays B in **green**.
- Computer C still displays D in **red**. (no connection established C $\leftarrow \rightarrow$ D yet)

Computers C and D (C $\leftarrow \rightarrow$ D) now establish their connection.

- everyone has now established connection with everyone else, everyone now display pings in **green**.

Bear in mind, although this is broken out in steps, these steps hypothetically could take a split second.

Since Skirmish is not played through the network, there is no ping column for it.

Skirmish (one human vs AI)

Skirmish mode allows you to play multiplayer games without any other human player – your opponents are all Artificial Intelligence (A.I.) players. Depending on the map, you can have up to 7 AIs and there are several types of AI.

You access the Skirmish mode from the Main Menu – it's the third button down. It takes you to the Setup screen.

Skirmish Setup Difference

In the **Name** column, you can only select AI bots, and which of the 7 types of AI archetypes to use for each (or select Random AI). Hold the cursor over an AI label in the drop-down menu to get a descriptive rollover.

Since this is Skirmish mode, there's no option to include any other human player, other than yourself.

Since the other players are AI, you can set their team colors, assign them to teams and factions and decide where they spawn. As the host, the game settings are all under your control.

Unlike LAN and Online, there is no Ready button – because you're the only non-AI player. To start the game, just click on the *LAUNCH* button in the lower right. The map will load and your ACU will be transported in.

If you hit Esc while in-game, you get a Quit dialog – and the option to Save the game. This can later be loaded from the Lobby, with the *LOAD* button.

When you finish, you'll get a stats/score screen evaluating your game and a button to save the replay file if you wish.

LAN (all PCs behind same router, AI allowed)

LAN play – all PCs at the same physical location and behind the same router – is accessed from the Multiplayer button on the main menu in *Supreme Commander*.

When you first select LAN play, you won't go directly to the Lobby as the game needs to configure for local play. First you go to the LAN/IP Connect screen.

Hosting:

When the host enters the LAN/IP Connect screen, the left-side listing is blank (unless there's another game on-screen). Clicking on Host take you to the Create LAN Game screen.

On this screen, you set the Game Name (which will show up in the LAN / IP Connect screen listing) and determine the port to use for gameplay - stick with the default setting of the Auto Port button checked unless there is a problem, then click on Create. At the bottom of the lobby, in the text box, the port you're using will be identified.

The Launch button will not be functional until all players – including the host – have clicked their Ready button.

Joining:

Once a host gets to the lobby, a listing for that hosted game will appear for anyone else in the LAN/IP Connect screen

If a non-host clicks on that listing, they'll get details on the current status of the game. If the host disables Observers from the lobby, then the Observer button will be disabled.

If you merely wish to observe a game, just click on the Observe button and you're done.

If not, click Join to join that game and you'll go on to the Lobby where you can configure your settings (see General section for description of settings).

If you get to the Lobby, you should see the following in the chat window:

Connection to <host nickname> established

The items on the Lobby that you cannot change are grayed out – these can only be changed by other players or the host.

When the player leaves, they get a stats/score screen and the option to save the Replay file.

Online (internet play)

Basics

Ports

The Supreme Commander game needs several ports opened, to operate in Online Multiplayer mode:

<u>Ports</u>	<u>mode</u>	<u>Purpose</u>
80		Normal web-browsing port
30340	UPD	Used by GPGNet to communicate
30341	UPD	Used by GPGNet to communicate
9103	UPD	Used by lobby for matchmaking
6112	UPD	Used by SupCom itself for online gameplay (can be altered in GPGNet)

Several things can block any or all of these ports:

- ⇒ Microsoft Firewall (Start button → Control Panel → Windows Firewall)
- ⇒ Router firewalls
- ⇒ Anti-virus / spam-blockers

Note that the main game uses 6112 - a very common online gaming port. It was felt that such a port is already opened for many game players, and is probably open on many newer routers straight from the factory.

Often there is more than one thing on a PC that can block ports – if you have anti-virus, spam-blocker (maybe both under the same suite of software), XP and a router, they can all individually block ports.

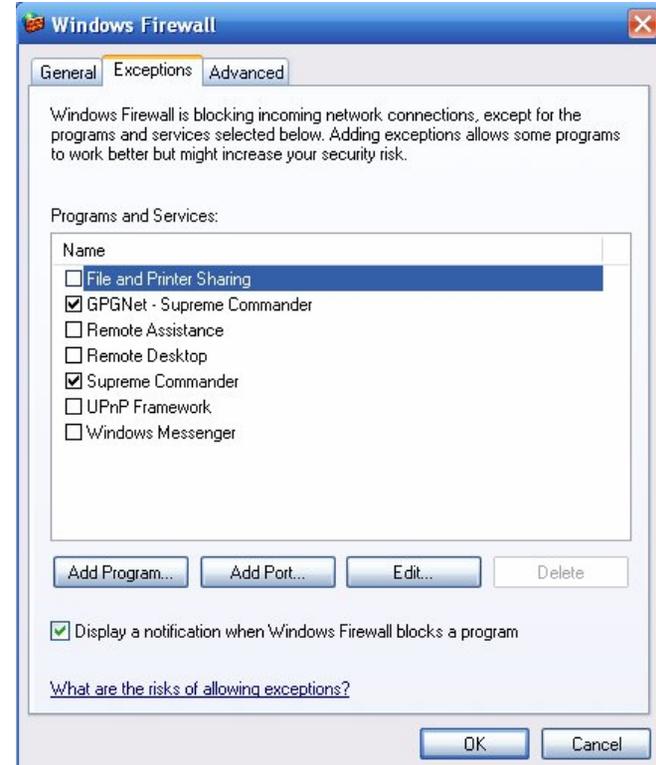
Unfortunately, routers and anti-virus / spam-blockers all do things differently. So it's beyond the scope of this document to cover how to do check these. One constant that everyone has, though, is Microsoft Firewall.

Microsoft XP Firewall

During *Supreme Commander's* installation, a few changes are made to the Microsoft Firewall's Exceptions list:

GPGNet – Supreme Commander
Supreme Commander

Are both added, and checked.



Supreme Commander Multiplayer FAQ v1.0

This occurs even if you have the firewall ON, but have the *Don't Allow Exceptions* box checked.- or if you have the Firewall set to OFF

Pop-Ups

Most of the time, if something blocks a port, a pop-up message will occur. In some cases, such as the Microsoft Firewall snapshot to the right, you have to make sure to tell the blocker to display a notification pop-up.

However, even if there is a pop-up, it might render behind the game – unseen. To get around that issue, temporarily run the game in *windowed* mode, by setting the Primary Adapter (in Options → Video Tab) to “windowed”.

Now if you get a black screen and the game stops, you should be able to see the pop-up....but if you can't, be sure to move the window, in case the pop-up is behind the window.

As mentioned, this isn't foolproof since some privacy softwares' default is to not do a pop-up and have to be configured to do so.

What you want to do is get the game into the software's Exceptions list – the list of applications that should not be blocked when they try to communicate to the internet. Due to viruses, the default for most spam-blockers and firewalls and anti-virus software is to not allow any applications access unless you manually add it. Most of them have exception lists, like the Microsoft Firewall one above.

NOTE: Even though there is a list, the list can usually be enabled or disabled. For example, on Microsoft Firewall's General Tab, there is a checkbox to disable the exceptions list –anything on the list, then, would probably be blocked. Same with having the checkbox next to the name unchecked.

General Suggestions:

When you think a port is being blocked, the simplest way is to configure any firewall (including router, anti-virus and spam-blockers) with uPNP enabled. uPNP detects a request to communicate and only opens the port when those requests are made (although, oddly, on some routers things work better with it off and prefer you manually list ports).

Sometimes this is all that needs to be done in order to host and join online games.
But often it's just not that easy.

Now we get into telling different things to open specific ports.

The first step is to find out if the ports are actually the culprit.

A good general-purpose free online port tester, called *Shields Up!*, can be found at <http://www.grc.com/intro.htm>

A free tester made to test port 6112 can be found at <http://forums.relicnews.com/showthread.php?t=63593> .

Supreme Commander Multiplayer FAQ v1.0

or not), suchs as Friends, Clan-mates, or All Players. Or you can set it to display only those that are online (in chat or in a game).

Below that is a window, where ranked game results are announced.

Known issue: Players who cannot be resolved to a specific location end up in Antarctica - say hi to the penguins for us!

GPGNet FAQ

What is GPGNet ?

A: GPGNet is the online multiplayer front-end, that allows you to log on, enter chat room rooms, and also set up or join online sessions of Supreme Commander. It operates from a server, and uses Quazal to aid in match-making. GPGNet also runs the rank / ladder system for Supreme Commander.

Where is GPGNet installed?

A: When you install *Supreme Commander*, GPGNet gets installed to the same location you indicated SupCom should be installed to. Just as it installs a desktop shortcut for SupCom, there's a desktop shortcut for GPGNet.

You can also get to it by going to the Start button on the taskbar → *All Programs* → *THQ folder* → *Gas Powered Games* → *GPGNet*

What port should be open for GPGNet itself?

A: Ports 30340 and 30341 opened for UDP. If you can log in and get to the chat rooms, they're working properly.

I was in the 2006 SupCom beta. Will I be able to use my beta key in the retail version?

A: No. Beta accounts and keys were disabled at the end of the beta and don't carry over to the retail version. You'll need the CD Key that comes with the retail game.

Can I get another key?

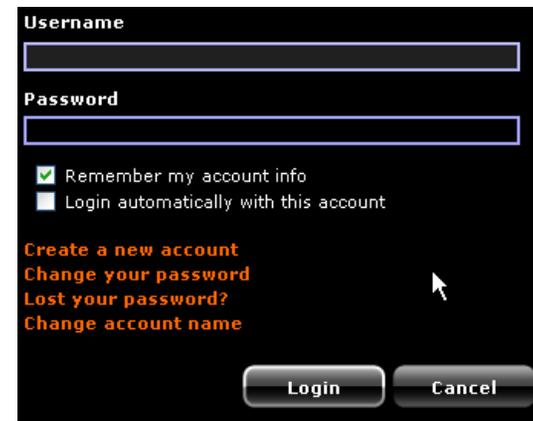
A: You'll need to contact Technical Support, per the manual.

Can more than one person use the same key on GPGNet?

A: No. Each CD key can only be associated with one account and two people cannot use the same account simultaneously..

Do I use my GPG Garage forum username and password for GPGNet?

A: Not unless you want to. The two systems are separate. When you get a key, you first create new username and password, then you'll be asked to enter your key. The key is then linked permanently to that username, so be very careful to spell it correctly – it can't be changed!



a

Can I change my account name / password in GPGNet?

A: Yes, look for the appropriate red link on the GPGNet login page.

Where is the version number for GPGNet (not SupCom)?

A: Log into GPGNet, then click on HELP menu at the top of the screen and click on *About GPGNet*.

Can I get banned from online gameplay ?

A: Yes, although hopefully that will never be an issue for you. But even though you've purchased the game, you're still bound by the rules of the GPGNet system and access to that system can be removed.

How come I can't get into a Main chat room on GPGNet ?

A: The usual reason for this is the chat room's at maximum user capacity. Each chat room has a maximum number of users that can be in it. Players may also be banned from certain chat rooms, by the chat room creator or an admin).

How do I scroll through the chat window ?

A: The **Page Up** and **Page Down** keys will scroll through the GPGNet chat window one page at a time (hold *Shift* key down too, to scroll a line).

Can I create a personal chat room ?

A: Yes. To create a chat room, type

/join <name>

In the main chat room, where *<name>* is the name of the chat room. For example: */join test-chat*

You can then invite others to join you there. They would use the same command to join your existing chat room.

How do I do a private chat (aka Private Messaging) with someone ?

A: Right-click on their name in the list on the right side of GPGNet, and select SEND PRIVATE MESSAGE. A new chat window will pop up on their machine as soon as you type a message and press *Enter*. The chat window will stay up until you close it.

How do I ignore someone ?

A: Right-click on their name in the list on the right side, and select IGNORE THIS PLAYER.

How do I add someone to my Friends list ?

A: Right-click on their name in the list on the right side, and select the INVITE PLAYER. You can also remove people from the list. You can also use a command within the chat room: ***/friend*** <name> where <name> is the username of the person to invite.

How do I create a clan ?

A: ***/Createclan*** <name> where <name> is your clan's name. Note that the obscenity filter will prevent certain names from being used.
/claninvite <name> to ask someone to join the clan

What other chat-room commands are there ?

A: Type ***/*** (don't press Enter) in the text entry window and you'll get a list.

Why do some of the buttons start out gray/unclickable and then turn dark/clickable after a few seconds ?

A: GPGNet is validating your install, making sure it's not broken.

Is there any way to just play around, without being attacked?

A: The Sandbox area is a place where you, or you and companions, can experiment with SupCom to learn how it works.

To get to the Sandbox, you have to host a game. You do so by clicking on the **Game** menu item at the top of the GPGNet screen and clicking on HOST CUSTOM GAME (or on the Host Game  button at the bottom of the screen. This takes you to the multiplayer lobby. People coming to the sandbox with you can now JOIN (also from the **Game** menu) you here. This is also where you choose your map.

In the lower right side, the host then changes the *Victory Condition* to SANDBOX. Once everyone has clicked the READY column, the host clicks LAUNCH and the game begins.

How do I join a game someone is hosting ?

A: From GPGNet, click on either **Game** on the top menu and then Join Custom Game, or click on the Join Game  button at the bottom. This will take you to the multiplayer lobby, where you pick your slot, color and faction. When you are ready, click the round button in the Ready column and wait for the host to launch the game.

How do I host a game ?

A: From GPGNet, click on either **Game** (on the top menu) and then Host Custom Game, or click on the Host Game  button at the bottom. This will take you to the multiplayer lobby, where you can configure the settings, wait for your party (if any) and then launch the game.

Are there ladders or rankings in online play ?

A: Yes. Rankings are based on a modified "ELO" system. **Note that all ladders and rankings were cleared when the beta ended.**

How does the ranking system work?

A: The rankings are based on a modified ELO rating system, similar to rankings for chess and other online games. The ratings for Supreme Commander essentially boil down to just a few simple concepts.

Every player starts with a provisional rating, just to get the ball rolling.

- If you win games, your rating goes up.
- If you lose games, your rating goes down.
- If you win games against higher-rated opponents, your rating goes up faster, and vice-versa.
-

Only auto-matched, ranked games are counted toward a player's rating. Custom games are not rated, but they do count against a player's total win/loss record.

What about arbitrating wins and losses in ranked games ?

A: Since the games are played online, with natural Internet lag and other problems, it's important to have a robust system that determines valid wins, losses, draws and disconnects.

Victories and losses are determined by automatic reports from the game once a player has achieved a specific victory condition (e.g. killing the enemy's ACU, AKA the "Commander.")

It is also possible to receive a draw under certain conditions, such as one offered from the diplomacy window, or a rare scenario where one player gets his ACU close enough to directly attack and kill his opponent's ACU, but is himself unable to escape the resulting blast.

What about disconnects in ranked games – how does that affect ranking?

A: Disconnects in ranked games are also detected automatically. To prevent abuse, regardless of the reason for the actual disconnect. That won't be reversed, for any reason.

So, it currently breaks down like so:

- If you leave first, and did not yet receive the victory message, you will lose (victory message may take about 20 seconds – victory is **not** immediate)
- If you leave after the victory message, you are fine
- The Ladder system is based on the idea of Commander Win:
 - If you've killed your opponent's Commander and you haven't gotten a victory message after a minute, it's likely a bug .
 - If both Commanders die, then no one wins. To win, your Commander must survive for a certain amount of time after the opposition's Commander dies.

Can I view my online stats?

A: Yes, by right-clicking on a player's name (in the GPGNet name list) and selecting View Web Statistics you can look at public stats for any player. Note that there may be a delay of up to 15 minutes before stats are updated after a game is finished.

When reporting a bug about GPGNet (not about SupCom itself), what should I include?

A: Like SupCom bugs, GPGNet bugs should be submitted to the bug database (**Help** → *REPORT A BUG*, on GPGNet).
The log files in *C:\temp* are good to include. There might be several files there:

Quazal.log – normally 0 if you don't do any matchmaking. This log is for communications to the Quazal servers.

GPGNet0.log – the current GPGNet log. Can't be edited or moved if GPGNet is running. Size is 0 until you enter chatroom

GPGNet1.log – previous log, a renamed GPGNet0.log when the new GPGNet0.log is started

If the bug is visual in nature, please also include a screenshot if possible.

The bug database allows only 1 file attachment, so zip up multiple files first.

Can I run Supreme Commander with command line switches, if launched from GPGNet ?

A: Yes. For example, to run the game in windowed mode, start up GPGNet, Go to *Tools* → *Options* → *Supreme Commander* then click on the empty text box to the right of *CommandLineArgs*. This is where you'd add the command lines, each separated by a space.

/windowed x y

Supreme Commander Multiplayer FAQ v1.0

where *x* and *y* are the window resolutions to use.

You won't be able to re-size the window, by stretching it.

NOTE: You can also set the game to windowed mode from the *Video* tab of the **Options** screen within *Supreme Commander*.

Or, another example is running the game in dualhead (2 monitor) mode, although this is better done from the Options screen:

```
/dualhead x y a b
```

where you replace ***x y*** with the resolution for the primary screen, and replace ***a b*** with the resolution for the secondary screen.

For example, if you want your PC set up as:

- primary screen to run at 1600x1200
- second monitor to run at 1280x1024

type:

```
/dualhead 1600 1200 1280 1024
```

Bear in mind that dual screen mode has increased system requirements, and you'll likely experience a hit on the game's frame rate.

SupCom uses port 6112 for actual multiplayer gameplay. Can this port be changed ?

A: Yes, although it isn't recommended as this is a very common port for games to use. However, it can be changed via GPGNet.

In GPGNet, go to *Tools* → *Options* → *Supreme Commander* then click on the text box to the right of *GamePort* (it will currently be showing 6112). Do not change this unless you're sure the new port is valid, available, open and set for UDP operation.

Online Problems (addendum to Readme.txt file)

Here are the most common issues we've seen, and some possible workarounds (be sure to read the SupCom *Readme.txt* file too):

GPGNet won't start: GPGnet uses Internet Explorer to launch the window with GPGNet in it. If you don't have IE, you can't run GPGNet. Also, if Microsoft Framework .NET 2.0 isn't installed, it may not start. .NET 2.0 should be installed along with the game, but sometimes things block it from being installed (see "*Can't find MultiplayerClient.exe*" below on how to manually install it). You must also have the 32-bit TCP/IP protocol drivers installed for your OS/NIC.

GPGNet won't let me make an account, or just does "....." and never goes anywhere: Port 30340 and 30341 UDP are used by GPGNet itself for logging in. Getting the "....." or not being able to create an account can be caused by GPGNet not being able to connect to the server. Try opening those ports for UDP on your firewall. Note: GPGNet also uses port 9103 UDP for matchmaking and SupCom uses port 6112 configured for UDP, but they won't affect GPGNet not logging in.

Can't find MultiplayerClient.exe: This is usually caused by GPGNet not installing for some reason. Usually, it's because Microsoft Frameworks .NET 2.0 isn't installed (or an incompatible version), that it somehow failed to install during the game's installation. If you look in the Control Panel and **Microsoft .NET Framework 2.0** is missing, it's not installed (or 3.0). First step is to un-install the game. Download the .NET 2.0 from Microsoft:

32-bit XP: <http://www.microsoft.com/downloads/details.aspx?familyid=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>

64-bit XP: <http://www.microsoft.com/downloads/details.aspx?familyid=B44A0000-ACF8-4FA1-AFFB-40E78D788B00&displaylang=en>

and try manually installing it.

If it was installed, or won't install, there must be a conflict with another application (anti-virus, maybe) keeping it from being properly installed.

GPGNet says my key is "in use", and I've never logged on (or only logged on once): What this "in use" message means is NOT that someone is online right now with that key, but that the key has already been attached to a username. The key is bound to whatever username is typed in at the time when the key is entered. Chances are very good that you yourself did it, by spelling the username wrong the first time.

GPGNet says there's my account is "already on": GPGNet may not have completely shut off last time, especially if there was a crash. If you haven't powered off your computer since the last time you were on, bring up the Task Manager (by hitting Ctrl-Alt-Del) and click on the Processes tab. If you see one or more *GPG.Multiplayer.Client.exe*, then GPGNet is still running. You can safely select and end the process. Bear in mind that after dropping unexpectedly, it might take a few minutes for the service to realize this and reset, so wait a few minutes before trying to log back in.

“Old file not found”: Usually due to manually patching a version that is already patched (not finding the previous version’s file)

Patching never ends: If GPGNet repeatedly tries to patch the game, then the patch is possibly failing (on failure, the game reverts to pre-patch status. In this case, one thing to try is to NOT do anything else on the computer – including going into the GPGNet chat room, until the patching is complete. Make sure nothing is running on the internet in the background, including streaming audio/video or torrents. You can also check and see if Patch.exe exists in either the *GPGNet* folder wherever you installed the game. This is the actual patch file (normally removed once patching is done) – you can try running this directly. Sometimes virus checkers prevent patching, because the patch process modifies existing files....something the virus checkers are designed to prevent.

NOTE: Having any user-modified game files will also likely make the patch system unsuccessful.

GPGNet won’t uninstall: To uninstall the game, use the Control Panel’s *Add/Remove* feature. If you remove *Supreme Commander*, GPGNet will be removed too. Removing savegames, replay files and preference files is optional.

How can I check my Windows Firewall ?: The Windows XP Firewall can be examined by going to the Control Panel and clicking on the Windows Firewall icon. If it’s Off, then you can stop now as the firewall isn’t active (it’s not be an issue).

If it’s On, then make sure the *“Don’t Allow Exceptions”* is unchecked.

Now click on the Exceptions tab. GPGNet should be listed here, as should Supreme Commander.

Might also try doing this manually:

- Click on ADD PORT button
- Enter any name, enter 30340 and click on UDP then click OK
- Do the same thing for 30341

Where can I find additional info ?:

One of the features of GPGNet is the GPGNet Knowledge Base. (GPGNet→ HELP→ GPGNet Knowledge Base)

The Knowledge Base (KB) is a keyword-driven database of instructions / technical support / helpful tips / FAQs for GPGNet and Supreme Commander. Each article entry has several keywords associated with it, and the search functionality allows users to search for those keywords. The KB’s method of keyword searches results in rocket-fast, targeted results.

The KB is a live system, meaning GPG engineers, producers and managers can add and edit articles on the fly, reflecting the latest information on a given topic. However, the KB is not a wiki, in that it doesn’t allow users to add or edit articles. Future versions of the KB may allow a limited form of that functionality.

You can also find more information on Supreme Commander at <http://www.supremecommander.com>