











# KB1008 Error 1000000x or 5000000x

In order to troubleshoot these error codes you must verify the following conditions.

You are randomly getting any of these error codes on both, Voobly client and Voobly messenger

This is most likely a temporary connection issue or dropped network traffic caused by a firewall; please post at the [technical support forums](#) if the problem persists. Possible behavior:

- You cannot connect at all to both, Voobly client and Voobly messenger.
- You can connect to both, Voobly client and Voobly messenger, but the connection keeps dropping.
- You can connect to Voobly messenger, but Voobly client refuses to load.
- You are connected to Voobly client, but Voobly messenger keeps disconnecting.

 <b>Game Support: all game related problems</b> Unable to join, Game crashes, Port forwarding	75 Topics 385 Replies	 → 4 minutes ago <b>In:</b> SLI - Windows 10 - nvidia <b>By:</b> kwin
 <b>Voobly Client: Questions and Problems</b> Get help with getting started, and various problems encountered on Voobly. <ul style="list-style-type: none"><li>• Game Diagnostic Tool</li><li>• Client Connection</li><li>• Translations</li><li>• NAT Traversal and Fast Proxy</li></ul>	176 Topics 685 Replies	 → 43 minutes ago <b>In:</b> not able to sign in anymo... <b>By:</b> Tilicho
 <b>Voobly Website</b> Concerns or problems specific to our website.	47 Topics 148 Replies	 → Today, 2:07 am <b>In:</b> Pop up ads <b>By:</b> [ FN ]_Blackmore
 <b>Soporte del Juego: Problemas del juego</b> Problemas relacionados con el juego.	72 Topics 299 Replies	 → 17 August 2015 - 9:02 am <b>In:</b> aoc error al intentar ini... <b>By:</b> [ FN ]_Blackmore
 <b>Voobly Cliente: Preguntas y Problemas</b> Problemas relacionados con el cliente de Voobly.	42 Topics 123 Replies	 → 22 July 2015 - 3:13 pm <b>In:</b> problema " language file ... <b>By:</b> [ FN ]_Blackmore
 <b>Voobly pagina web</b> Los problemas de la pagina web.	22 Topics 69 Replies	 → 4 June 2015 - 8:20 pm <b>In:</b> HACKER URGENTE ALGUN MODE... <b>By:</b> [ FN ]_Blackmore

You are getting "Error: Account is locked" message on Voobly messenger

Your account was disabled, please create a new thread at the [ban appeal forums](#), a Voobly administrator will deal with your issue shortly.

 <b>Ban Appeals (privacy enabled)</b> Post here if your account has been locked.	3,537 Topics 5,392 Replies	
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You are getting "You have been disconnected ..." message on Voobly client

If you are getting this error message after being booted by a moderator, please create a new thread at the [ban appeal forums](#), a Voobly administrator will deal with your issue shortly.

 <b>Ban Appeals (privacy enabled)</b> Post here if your account has been locked.	3,537 Topics 5,392 Replies	
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Related articles

- [KB1031 How to play Age of Empires II HD on Voobly](#)
- [KB1036 How to install Age of Empires II HD](#)
- [KB1054 Clean installation of Aoe2HD with compatibility patch](#)
- [KB1019 Clean installation of Age of Empires II with the latest patches](#)
- [KB1041 Macintosh Support for Voobly](#)