Community and Support

- Getting Help
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Getting Help

This page explains where players should go when they need help with setup, account issues, or general questions.

Main Support Path

Discord should be the primary place for support unless OceaniaRO later adds a dedicated ticket or helpdesk flow.

When To Ask For Help

- You cannot install or patch the client correctly.
- You cannot register or log in.
- You are confused about progression or server systems.
- You hit a bug, error, or unusual behaviour in-game.

How To Ask Well

- Explain the issue clearly.
- Include screenshots if there is an error on screen.
- Say what you already tried.
- Include enough detail that someone can reproduce the problem.

Support Boundaries

- Do not share your password with anyone.
- Do not post private account information publicly if it can be avoided.
- Use the right support channel so issues do not get lost in general chat.

Future Expansion

This book should later include pages for account recovery, bug reports, server rules, and community guidance.

Rules Summary

This page provides a simple overview of expected behaviour within OceaniaRO. It should work as a quick reference, while a full rules document can live on the main site or in a dedicated page later.

General Conduct

- Treat other players with basic respect.
- Do not harass, threaten, or deliberately disrupt the community.
- Use public channels responsibly.

Fair Play

- Do not bot, macro, cheat, or use unauthorised tools.
- Do not exploit bugs or systems for unfair advantage.
- If you discover a serious issue, report it instead of abusing it.

Account Responsibility

- You are responsible for your own account security.
- Do not share your password.
- Do not assume staff can always recover losses caused by account sharing.

Trading and Economy

- Follow any server rules around scams, trades, and real-money trading.
- If a trade system or market rule exists, make sure you understand it before using it.

Enforcement

Staff may warn, mute, suspend, or ban players depending on the severity of the issue. Repeated or deliberate misconduct should be treated more seriously than honest mistakes.

Note

This is a starter rules summary. It should be replaced or expanded with the final OceaniaRO ruleset once that is locked in.

Bug Reports

This page explains how to report bugs in a way that is actually useful to staff and easier to investigate.

What Counts as a Bug

- Broken NPCs or quests
- Skills or items not behaving as expected
- Map issues or blocked progression
- UI, launcher, patcher, or login problems
- Anything clearly inconsistent, broken, or exploitable

What To Include In A Report

- What happened
- What you expected to happen
- Where it happened
- When it happened
- Screenshots or short clips if possible
- Steps to reproduce the issue if you can repeat it

How To Report Well

- Keep the report clear and specific.
- Report one issue at a time where possible.
- Avoid vague messages like “it broke” without context.

Important Warning

If you find an exploit or something that can be abused, do not spread it around or keep using it. Report it privately through the proper support path.

Suggested Format

- Issue: Short title
- Location: Where it happened
- Steps: What you did
- Result: What went wrong
- Evidence: Screenshot or video

Next Step

As support processes mature, this page can be linked to a proper Discord ticket flow or bug-reporting template.

Recent Fixes

November 12, 2026 - The Drowned Grove

New content

- **The Drowned Grove**: a new Lv 140-170 zone and Chapter 2 of the Night of Broken Scales, *The Grove That Kept the Tide*. 10 new monsters, 2 mini-bosses and a new MVP, The Held Tide. Start with Scholar Liora in Izlude.
- Every monster in the Drowned Grove has its own new look (patches 59 to 61).
- Four new Southern Relics Valkyrie helms: Gilded, Ember, Stormcrest and Seaglass (patch 65). Buy any Southern Relics helm at the Cosmetic Boutique in Eden HQ for 300,000z, or trade 20 TCG Cards with Card Collector Mira.
- The Saltwillow Wreath, the Harbour Willow and the Tidemark Company NPCs have their own new looks (patches 62 to 64).
- New login screen and eight new loading screens in OceaniaRO colours. The old Ragnarok logo, age badges and copyright bar no longer cover the login art (patches 66 and 67).
- **Card Collector Mira** in Malangdo (123, 129) trades TCG Cards for Elunium, Oridecon, Gold, World Tour Tickets and random costume headgear. The TCG Card now shows its proper name in game.
- **Haven Vault**: a second 300-slot account storage. Vault Keeper in Malangdo (126, 131), or `@vault` anywhere.
- **Harbour Lights** winter festival, 8 December to 8 January: Holly the Lamplighter in Malangdo, Santa Porings south of Prontera, Lantern Sparks and a costume shop.

Gear and cards

- Every real-slot custom headgear, relic accessory and relic armour piece now has proper stat bonuses and a required level. Six armour + shoes pairs give set bonuses.
- The **Celestial Forge** can now reforge a costume headgear into the real one, and forges the relic accessories and armour.
- Card buffs: Aqua Ring (Max HP +500, Water resistance +5%), Cream Ring (Max SP +100, Max SP +5%), Pumpkin Ring (Max HP +500, FLEE +5), Blood Ring (ATK +20, small chance to drain HP).

- Quest Board headgear descriptions now show their real stats.

Quality of life

- `@autopot` is available, and pauses on PvP, WoE and Battleground maps. Turning off HP or SP no longer turns off both.
- Even-share parties get a small EXP bonus per extra member.
- Mistyped commands and warp names now get suggestions.

Fixes

- Zeny rewards can no longer push you over the zeny cap and get lost. Anything over the cap is mailed to you.
- The bank now caps accounts safely instead of overflowing.
- WoE castle rewards are no longer lost if you are overweight.

August 12, 2026 — Harbor Pets

- **Harbor Pets** — five Haven familiars (Aqua Ring, Cream Ring, Green Apple Poring, Love Poring, White Poring). Catch with candy from the **Harbor Pet Broker** (Izlude pier). Feed **Tide Jelly**. Soft loyal bonuses only.
- Marine+ Company rank: one free starter egg (Aqua or Cream).
- Rare egg drops from matching Haven mobs.

See Game Systems → Harbor Pets.

August 12, 2026 — Tide Engine & Harbor Season

Major systems pass. Most NPC pieces load with `@reloadscript`; combat hooks need a map-server rebuild.

World & combat

- **Tide Engine** — Spring Tide is a real coastal pressure window, not only a spawn announce. Draw **Tide Affinity** at the Izlude Tidegauge.
- **Card hunt announces** — Monster card drops broadcast globally with your personal kill count on that mob. Check with `@orokills <mob>`.
- **Aetherion fallout** — Remake vs leave-broken now leaves a lasting lean (aura + coastal combat).

Tidemark Company

- **Harbor Reputation** — personal Company standing (0–1000) at the **Harbor Ledger** beside the Broker. Ranks unlock bounty bonuses, Saltwalker discounts, cheaper Elite mercs. `@ororep`

Poring Haven

- Soft aquatics (extra Marins / Aqua Rings / Hydras)
- Spring Tide flood + high-tide fringe
- **Haven Favor** milestones at the Guide (50 / 150 / 400)
- Beginner Assist polish (nearest target, stick, Base Level ≤ 60)

Story systems

- **Choir pressure** — unheard echo maps press lightly; Aequoria scales with voices heard
- **Tideforged weapon memory** — resonance binds to the *exact* equipped weapon unique id

Handy commands

Command	What it does
`@oronext`	Next story step
`@orolore`	Lore summary
`@orotide`	World tide
`@ororep`	Harbor standing
`@orokills <id|name>`	Card-hunt kill count

See new Game Systems pages: Tide Engine, Harbor Reputation, Tideforged Weapon Memory, Aetherion Choice, Card Hunt Announces.

July 21, 2026 (evening) - The Ember Addendum

- **NEW INSTANCE: The Sundered Forge** - the fire mirror of Drowned Aequoria. Solo, 4h cooldown, entry at the Forge Rift in Morroc (beside Cael). Requires *Embers of the Sundering*. Drops fire materials for the Sunfire path. What waits at the bottom has been on duty for two thousand years - and cannot be relieved the way the sea's soldier was.
- **Poring Haven - The Poring Court** - the Poring King is now a living spawn with court/defeat announcements and a 60s respawn; **Poring Rally** mini-event every 2 hours (odd hours, :10) with Crown Couriers carrying Bronze Coins; the **Jelly Census** counts every poring culled and throws a server-announced bonus rally each 10,000th kill.
- **Seasonal Rallies** - the Rally dresses for the calendar: Love Rally (Feb), Aqua Rally (Jun-Aug), Pumpkin Rally (Oct), Snow Rally (Dec).
- **The Tidewright's Apprentice** - new beginner quest in Poring Haven (Apprentice Nerin) that teaches the water-gear loop and hands you a head start toward Maren's Ocean Gear.
- **FIX: Choir Stone relocated** - the Choir Stone now stands in Izlude beside the Tidal Breach; sing before descending (song holds until logout). Also resolves an issue where NPCs placed inside the Aequoria instance were not copied into runs.

July 21, 2026 - The Broken Scales Update

The largest content drop since launch. All content is live now.

- **Lore Story Quests** - a five-quest story arc across the world (any level, story-focused). Complete all five to become a **Lorekeeper**. Start: Scholar Liora, Izlude harbor.
- **Relieve the Tideward** - Lorekeeper-only capstone that permanently changes how you can face the Tide Wraith in Drowned Aequoria.
- **Tidemark Bounty Board** - daily rotating hunt contracts at Izlude harbor. Three tiers; top tier pays faction tokens.
- **The Choir Roster** - six hidden Faded Echoes scattered in classic dungeons. No markers. Progress tracked at the Choir Memorial, Izlude.
- **Monument of the Broken Scales** - permanently records the first 10 Lorekeepers and the first player to relieve the Tideward.
- **The Rising Tide** - a server-wide tide meter fed by everyone's activity. At 100, the Spring Tide breaks. Check the Tidegauge in Izlude.
- **The Driftline** - send a message in a bottle to a random fellow player. Posts at Izlude, Alberta, Comodo, Malangdo. One per day.

- **The Saltwalker** - a roaming merchant, one town per hour, never announced. Find him.
- **The Sea-Post** - something at the Izlude waterline answers letters. It takes a day to reply. It signs its letters "D."

See the Game Systems book for guides: Lore Story Quests, Tidemark Bounty Board, Relieve the Tideward, The Choir Roster, and Signs on the Tide.

This page tracks notable recent OceaniaRO launch updates, fixes, and balance passes so players can see what has already been changed.

2026-07-04 - Launch Balance & Clarity Pass

- **100+ Eden mission boards:** reward tuning was increased for early launch testing. Base EXP and Job EXP now scale higher than before, with Job EXP pushed slightly further to smooth class progression.
- **World Tour Ticket loop:** 100+ board completions now have a chance to award World Tour Tickets, giving higher-level missions a small economy reward instead of being pure EXP.
- **Custom item previews:** Curio Crafter, Ossian the Wreckwright, and Sable the Wingwright now show clickable item previews before players commit materials.
- **Currency guide:** Tide Concierge now explains Coral Reef, World Tour Tickets, Cash Points, and how those currencies fit into crafting, voting, playtime, and supporter systems.
- **Cash shop polish:** early +5 and +6 weapon/armor refine tickets were added to the cash shop. Higher refine support remains focused through the custom refiner and World Tour Ticket route.

2026-06-30 - Poring Haven & QoL

- **Poring Haven** moved to the old novice grounds, **new_1-1**, and now includes classic Porings, Drops, Poporings, and Marins alongside custom variants.
- **Poring Haven Guide** was added at **new_1-1 (66,115)** for healing and warping back to Malangdo.
- **Persistent QoL settings** were added through the Settings Assistant, allowing players to save autoloot and show-exp preferences across logins.
- **Drowned Aequoria** was stabilized during launch testing so the instance remains reliable while future pacing changes are worked on.

Previously Fixed

- **Sunfire ArmorLevel errors**
- **Rose to Flower drop fix**
- **Invisible Drowned Aequoria exit NPC**
- **Champion-mob sprite crash** - handled by disabling the problematic sprite setup and patching client-side mappings
- **Shadow gear landing in Etc** fix

Current Watchlist

- 100+ leveling board reward feel
- Custom craft item value compared with Ocean board rewards and Paradise gear
- Drowned Aequoria pacing, Coral Reef income, and future monster/wave expansion
- Player feedback from the beginner route and early economy testing

Known Issues & Feedback

This page tracks the main areas staff are watching during launch and explains how to report bugs or suggestions in a way that is easy to act on.

How To Report Something

Please include enough detail that staff can reproduce or understand the issue. A short clear report is much more useful than a vague message like "this is broken".

- **Character:** your character name
- **Issue or suggestion:** what happened or what should change
- **Where:** map, NPC, quest, item, monster, or system
- **Steps:** what you did before it happened
- **Screenshot:** include one if there is an error, crash, or visual issue
- **Urgency:** blocker, crash, balance, typo, or suggestion

Current Watch List

- **Beginner route:** first login, starter rewards, Malangdo, Eden, Poring Haven, first job change, and first gear path.
- **Client stability:** missing sprites, map crashes, item description issues, and patcher-related problems.
- **Quest hand-ins:** Eden boards and custom hunt board quests that cannot be completed or feel confusing.
- **Reward pacing:** early EXP, hunt rewards, cash shop QoL pricing, World Tour Ticket usage, and playtime rewards.
- **Poring Haven:** monster placement, drops, auto-attack behaviour, and whether the zone feels useful at the right levels.
- **Drowned Aequoria:** boss spawning, party reward flow, instance pacing, and future expansion ideas.

Priority Labels

- **Blocker:** stops a player from progressing or logging in.

- **Crash:** causes the client or server to crash, disconnect, or hard-error.
- **Balance:** EXP, drops, rewards, prices, or monster difficulty feel off.
- **Clarity:** dialogue, wiki text, item descriptions, or menus are confusing.
- **Suggestion:** a feature or improvement idea for future review.

What Happens Next

Reports are reviewed and sorted into quick fixes, balance review, wiki/documentation updates, or future roadmap items. Not every suggestion will be added, but clear feedback helps shape what gets prioritised.

Fastest Support Path

Use Discord for urgent issues, screenshots, and discussion. The website support page also explains what information to include when reporting a problem.