

1% of RuneScape Players have been Locked out of their Accounts for a Full Month

A month ago, RuneScape players started to be unable to login due to an issue with the server. While the issue was quickly solved for the majority of players, Jagex estimates that about one percent of players were still locked out. While there have been frequent updates regarding efforts to restore accounts for the venerable MMORPG The affected players are now able to return into the game.

Essentially, current character data for the 1percent of RuneScape players affected was lost as a result of the server issue. Backups from February 8 still exist however, to fill in the month-long gap from there until the server goes down, Jagex is using its data from telemetry to restore the data that was lost. As you can imagine, that's a complicated processthat has required a variety of beta tests to make sure that the information on your account is correct.

The first wave in account restorations started at the end of March. A second major wave is scheduled for April 6, but it's unclear when it will be for all players.

Jagex has launched an "aftercare" support program to ensure that account restoration is accurate. However, we can't ensure that everything will be restored to its original state even with this aftercare program. If this happens, we will do our best to compensate any funds that were lost. We will do right by you."

Members who were affected by the change to their memberships were given an extension of one month. They'll also be able to enjoy an additional month of service. They'll also receive a plethora of in-game items in the Goodwill Bundle, which will go live on April 6.
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