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Game Insight Support > My activities

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Good, I'm satisfied

Bad, I'm unsatisfied

Request #5563797

KenDuckySmith aka 'KB wmn80...**KenDuckySmith**

May 02, 2015 12:37

KenDuckySmith aka 'KB wmn80oj

I did as a friend/neighbor suggested and rolled my computer back to a previous restore point prior to the update.

However I may have gotten all my coins back or most of them anyhow, but I am at a loss of 2214 greenies that was purchased on May 1.

As for my blue rocket launch landing that I sent off yesterday on May 1 I did get my lander back today.

Kenneth B Smith

Mount Pleasant, WI 53406

262-456-1988 Home

263-902-3324 Cell

www.computertutorstroubleshooters.com

You submitted this request

Status

OPEN

Game

Airport

Problem type

Payment problem

Platform

Win8

Support ID

wsitz5l

Phone/Tablet name

--

OS Version

-

Attachments

- [AirportCity program folder1.JPG](#) (200 KB)
- [AirportCity program folder2.JPG](#) (200 KB)
- [UnityPlayer.log](#) (7 KB)
- [Past purchases from Airport City.pdf](#) (100 KB)
- [image002.jpg](#) (200 KB)

[Submit a request](#)**Natalya**

May 03, 2015 02:54

Based on the information provided, your request has been redirected to the relevant specialist, who will contact you in the shortest time possible.
Please stay tuned!

Sincerely,
Natalya Romanyuk
Your Support Team

**Valery Kolesova**

May 03, 2015 09:47

Thank you for contacting Game Insight Support Team!

My name is Valery and it is my pleasure to help you resolve the reported issue. So I can assist you the best way I can please provide more information about the issue you are experiencing:

1) Device model and manufacturer

- 1) Device model and manufacturer.
- 2) Your OS version
- 3) The game logs

To get the information under question, please perform the activities:

1. Go to the folder C:/Program files/ on your device.
 2. Click on View at the top of the folder.
 3. Click on the "Hidden elements"checkbox.
 4. Get access to the WindowsApps folder.
 5. Find the one which name will include the words Airport or Road 404. One of them will contain the Unity Logs. Send us the logs or simply the whole folder that contains them.
- The other way to get the logs is with the help of the "TakeOwnershipEx" programm. In this case all you need is to perform the procedure:
1. Install this application on your device and start it.
 2. Click on the button "Take Ownership".
 3. Choose the path C:/Program files/WindowsApps
 4. Click on Ok.
 5. In this folder find another one which name will include such words as Road404 or Airport.
 6. In this folder you will find the Unity logs file.
 7. Send this piece of information to us.

These data will help us to examine the issus more detailed. Your assistance and support is highly appreciated! Thank you for playing our game and helping us to improve and develop it!

Thank you!

Sincerely,
Valery Kolesova
Your Support Team



KenDuckySmith

May 03, 2015 12:03

I tried in more than one way to look for the unity log file and it does not exist perhaps my including a screen shot of what I see, you can point out exactly what folder/subfolder it is in and what file name it is.

 [AirportCity program folder1.JPG](#) (200 KB)

 [AirportCity program folder2.JPG](#) (200 KB)



Valery Kolesova

Monday at 05:17

To get the information under question, please perform the activities:

- 1) Open the game and fold the application.
- 2) Go to folder C:Users<user name>AppDataLocalPackagesEB8BD08.AirportCity_erk4rwm7jytTempState
- 3) Find the UnityPlayer.log file and send it to me in the attachment.

Should you come across additional questions you need my assistance with, please feel free to e-mail me back and open the request for a further discussion.

Sincerely,
Valery Kolesova
Your Support Team



KenDuckySmith

Monday at 06:00

Username KenDuckySmith aka ' KB friend code wmn80oj

Finally found the log, I hope this helps.

I know I had to uninstall game and reinstall it once, but after going to backup and restore, I would thing the unity log submitted applies to my current game, which is the one that got messed up in the update.

Thank you Valery.

I may have to do the same thing for a friend who has same problem.

 [UnityPlayer.log](#) (7 KB)

**Valery Kolesova**

Tuesday at 01:45

Please specify whether your game is loading after you re-installed the application.

Sincerely,
Valery Kolesova
Your Support Team

**KenDuckySmith**

Tuesday at 02:10

Yes the game does load now. The coins, including the silver ones earned have been spent on Grand Hotels, a hospital, hippodrome, megamall, and history museum as well as some other improvements, I was capable of making. My problem does not lie within the game play itself.

I never spend any of my income purchasing coins. I always by in-game cash, especially when Mr. Croocker is in town, picking up those larger items needed for launches, and special bonuses as well.

My purchases for in game cash, both for the 60 +52 extra; I made two transactions. These were made just prior to my attempts to upgrade/update the game, on 1 May.

When I had done what my friend suggested, everything was still as I left it before the upgrade, with the exception, the in game cash was no longer there.

I know if I owned or managed a business, such as I managed restaurants, and a problem occurred where a customer or customers were not satisfied, I would do everything in my power to keep those customers, coming back. Heavy volumes of client/customer/game player turnover is bad for business. Repeat customers, those who come back and shop, eat a meal, bringing others with them, and even game players; those are the people you want to keep. They are the ones who recommend your game, service, or food to others, bringing in more business.

**Valery Kolesova**

Wednesday at 04:03

Could you please provide me with more information regarding the problem:

- Screenshots/ photos of the receipt.

Looking forward to your reply to help you out within the shortest time frame possible!

Sincerely,
Valery Kolesova
Your Support Team

**KenDuckySmith**

Wednesday at 06:14

KenDuckySmith aka ' KB Friend code wmn80oj

The two highlighted in the attached pdf file are the two purchases I lost.

 [Past purchases from Airport City.pdf](#) (100 KB)

**Valery Kolesova**

Thursday at 01:32

Thank you for your information and support provided!

Our engineers have identified the error and are working on the problem to take necessary steps and eliminate the issue in the upcoming updates. Although the request is marked as solved, it might require us some time to fix everything. We shall do our best to implement appropriate changes in future updates. Please, stay tuned and keep an eye on news and upcoming game versions.

If you have any other game issues or get some additional information regarding this problem, please, feel free to contact me any time and open a new request. Thank you for choosing our application!

Sincerely,
Valery Kolesova
Your Support Team

**KenDuckySmith**

Thursday at 06:05

It is not Solved if I lost money to a game that did not work correctly. If I purchase a game, music CD or DVD in a store and open it to find it cracked or scratched, I should get a replacement at the most, if not get a refund for submitting my receipt.

You asked for me to submit a record of my purchases lost.

So why can you not replace my losses???

So no this request, issue or whatever you want to call it, is NOT RESOLVED.

**KenDuckySmith**

Thursday at 12:32

So let's see, you added in an update today to fix the issues????

But it still doesn't get back the green in game cash I lost during the initial update, that screwed us players up, in the first place!!!

I just downloaded and installed today's update and it changed absolutely nothing; I REPEAT, NOTHING WAS CHANGED!!!!

**Valery Kolesova**

Friday at 01:18

Thank you for your information!

I have transferred your details for a careful investigation in order to help you as soon as we can and to provide you with the best support you deserve. Please, note that your request processing may take up some time, so I shall get back to you within five working days as soon as I have more information regarding your concern.

In the meantime, should you have any additional questions, please, let me know. I am always there to assist you!

Sincerely,
Valery Kolesova
Your Support Team

**Valery Kolesova**

Yesterday at 01:32

Please provide us with your new friend code from your new game so we could start the restoration process.

Sincerely,
Valery Kolesova
Your Support Team

Yesterday at 02:52

**KenDuckySmith**

As you can see my new code is wistz5l

 [image002.jpg](#) (200 KB)

**Valery Kolesova**

Today at 03:38

Your details were transferred to our engineers for a double check. As soon as we get more information on the issue I will let you know of the result. Please, stay tuned!

Sincerely,
Valery Kolesova
Your Support Team

**KenDuckySmith**

Today at 08:27

Yes I understand, although I had two shuttle launches already completed and another I had just launched prior to the windows update.

I am unsure which update it was that caused the error, but I can tell you, as my tablet uses Windows 8.1 also, the same update caused me to refresh my tablet as well.

I lost a lot of things on it too, several apps and information that was synced with my laptop, as a backup.

Having to do a refresh on it, as it deleted my network adapter completely, I still had some store apps that this time, remained intact and like Airport City, my status was untouched.

I wish this had been as easy on the laptop.

I was level 50, maxed out on experience points and hoping to earn two more gold wings this week so I would have had enough to buy a jumbo S10 plane and open up the final destinations from Caracus to Austin.

Lot of time and effort put into getting where I am/was in this game on my laptop.

Hope engineers get it corrected quickly so I can land my 3rd shuttle and make the top 100 for last week.



Add your reply



[Add file](#) or drop files here