

R2/T2.5: Troubleshooting

Do you face any problems when loading the world or playing it? See if any of these solutions might help.

PROBLEM: I cannot download the Minecraft Education Edition, because my computer runs in Microsoft Windows S mode.

SOLUTION: If your computer runs in Microsoft Windows S mode, you need to **deactivate the S mode** to be able to download the Minecraft Education Edition.

Using the Microsoft S mode, the user has only access to apps that can be downloaded from the Microsoft App store. To deactivate the S mode, you need:

- To create a new Microsoft account that is not licensed as work or school
- Connect this Microsoft account to the laptop
- Then on your PC running Windows 10 in S mode, open Settings > Update & Security > Activation.
- Find the Switch to Windows 10 Home or Switch to Windows 10 Pro section, then select the Go to the Store link.
- Note: Don't select the link under Upgrade your edition of Windows. That is a different process that will keep you in S mode.
- On the page that appears in the Microsoft Store (Switch out of S mode or a similar page), select the Get button. After you confirm this action, you will be able to install apps from outside the Microsoft Store.

More information: <https://answers.microsoft.com/en-us/windows/forum/all/s-mode-how-to-turn-off-windows-10/53ce25ce-734b-48b8-8d1e-baa5adb5d88b>

PROBLEM: The world doesn't have any NPC in.

SOLUTION: That means that the BEHAVIOR PACK didn't load appropriately with the world.

Exit the world (but not the Minecraft app). Find the world you are looking for and select SETTINGS. On the left side of your screen try to find the TAB that says BEHAVIOR PACKS. Then you will see two TABS on the main screen. ACTIVE PACKS and MY PACKS. Your behaviour pack should be in the tab MY PACKS, which you should click and select activate. If you are not sure what pack you need, go look at the ACTIVE PACKS and one of those should say that "This pack is missing". Find the Pack with the same name on the MY PACKS tab and activate it.



PROBLEM: The world has boards that have weird text, NPCs have weird dialogues etc.

SOLUTION: That means that the RESOURCE PACK didn't load appropriately with the world.

Exit the world (but not the Minecraft app). Find the world you are looking for and select SETTINGS. On the left side of your screen try to find the TAB that says RESOURCE PACKS. Then you will see two TABS on the main screen. ACTIVE PACKS and MY PACKS. Your behaviour pack should be in the tab MY PACKS, which you should click and select activate. If you are not sure what pack you need, go look at the ACTIVE PACKS and one of those should say that "This pack is missing". Find the Pack with the same name on the MY PACKS tab and activate it.

Check if you are facing both of these problems, go to both of these solutions

PROBLEM: The world is in a different language.

SOLUTION: The Follow Me to Minecraft worlds have been translated into different languages. Maybe you have a world that is in a different language than yours, find the appropriate language and start again.

If this doesn't work, make the language of the Minecraft app is set to your preference. In the English version look for the English US option, not the UK.

