

BFBAN Appeal Guidelines

Know your status:

BFBAN status includes:

No record/Unprocessed/Invalid report/Confirmed hacker/Suspicious/Clean/Farm weapons, etc.

Among them, only the following require subsequent submission of evidence: Confirmed hacker/Suspicious

BFBAN QQ group: 747413170, or please raise a ticket at: <https://discord.gg/yD3ZF7tDpk>

BFV Robot server database status:

Data Normal

Data Normal [Previously had abnormal data, now normal]

Abnormal Weapon data

Global Blacklist [Community report (abnormal weapon data)]

Global Blacklist [Robot automatic anti-cheat]

Global Blacklist [Server admin added]

Global Blacklist [Patrolling team added]

Global Blacklist [Political/illegal]

Global Blacklist [Undesirable player]

Permanent Global Server Blacklist [Behavior that cross the red line] (unable to unban)

Insufficient report evidence [invalid report]

Global whitelist [Weapons farming or MOSS self-proof]

BFV Robot QQ group: 623359058 (group 1) 184305984 (group 2), or please raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>

Abnormal Weapon Data Appeal (BF1/BFV the same):

1. Weapons Farming Appeal Tutorial:

- 1.1. In case you are banned by BFV ROBOT but no BFBAN case, please report yourself to BFBAN first.
- 1.2. Go to <https://battlefieldtracker.com/bfv> and enter Origin username to find out all weapon farming gameplays and their URLs, follow the given email template below to attached them in an email and send to ban-appeals@bfban.com or contact the admins. (Prefer emails)
- 1.3. Please check whether the email is sent successfully. If it is bounced, please use another email service provider to send the email.

Email template (replace with your own information):

To: ban-appeals@bfban.com

Subject: Carbon234AALoliS BFV weapon farming appeal

Content:

Battlefield 5 weapon farming appeals, Origin/EA id: Carbon235AALoliS

BFBAN case link: <https://bfban.com/player/1109935176>

Abnormal weapons: ZH29, RSC, 1906, Model 8

Weapon farming game report: summarize kills and head shot kills (copy the URL as plain text)

<https://battlefieldtracker.com/bfv/gamereport/origin/1563400723474685056?handle=Carbon235AALoliS> ZH29

100 kills 90 head shot kills RSC 200 kills 1 head shot kills

<https://battlefieldtracker.com/bfv/gamereport/origin/1563377195614477440?handle=Carbon235AALoliS> 1906

100 kills 0 head shot kills Model8 200 kills 200 head shot kills

***DLC weapons** will not be shown in the gameplay report. Please refer to this article (google automatic translate should be enough): <https://www.bilibili.com/read/cv23621444> and state in the email. **Be sure to find out all weapon farming gameplays so that your ban can be lifted ASAP.**

***AppealBot** is launched to deal with weapon farming email appeals. After receiving email appeals, the AppealBot will automatically change player status to "**Farm weapons**" if the following 2 requirements are satisfied: 1. Weapon abnormal stats back to normal after excluding the stat from farming report, 2. No DLC weapons in abnormal weapon list. The shortest time from sending an email to receiving the "**Farm weapons**" status is within 5 minutes. If a DLC weapon in the abnormal weapon list, manual confirmation from admin is required.

For those players that the weapon stat is still abnormal after the stat calculation, please continue adding weapon farming gameplay URLs. If a player cannot find additional farming gameplays, please contact us (QQ group, or Discord), or you can send email and wait for manual confirmation from admin (manual confirmation will almost be the same as the calculation by robot.)

One-click weapon farming appeal is now launched for testing, please contact community volunteers in the QQ group. It will automatically find the weapon farming gameplay URLs and format an email following the template, send it to the **AppealBot** and wait for it to process. The result can also be sent to a specified email address.

2. Self-proof Tutorial:

- 2.1. In case you are banned by BFV ROBOT but no BFBAN case, please report yourself to BFBAN first.
- 2.2. Arrange a self-proof requirement with the admin based on the in-game or lifetime stat in the reported case.
- 2.3. Prepare software: MOSS (<https://nohope.eu/>) and screen recording software that you like (Nvidia, OBS, etc.)
- 2.4. Start MOSS and screen recording software and record a gameplay that is equal to or over the arranged requirement. And send all the information within an email to ban-appeals@bfbn.com. **All self-proof materials should be available 1 year after submission.**
- 2.5. Please check whether the email is sent successfully. If it is bounced, please use another email service provider to send the email.

*BFV ROBOT **Global Blacklist[Robot automatic anti-cheat]** players can use "求助=申诉" command in QQ group to appeal first (or raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>). The player should only discuss the self-proof requirement with BFBAN admin after a case is transferred to BFBAN.

*Recording requirements:

- Clear first-perspective videos (resolution and frame rate should be **equal or greater than 720p and 30fps**), with MOSS activated during the self-proof gameplay to record computer processes and keyboard/mouse activities (**DO NOT modify the MOSS files!!!**).
- The remaining gameplay time (ticket, time, points for capture in breakthrough) should be more than half at the time of joining, with the gameplay time longer than 10 minutes (if not specified by admin).
- Self-proof process: 1. Start screen recording 2. Start MOSS (with BF1/BFV selected!!!) 3. Start game 4. Self-proof game play 4. Stop MOSS 5. Stop recording.

Email template (replace with your own information):

To: ban-appeals@bfbn.com

Subject: Carbon234AALoliS BFV self-proof

Content:

Battlefield 5 self-proof, Origin/EA id: **Carbon235AALoliS**

BFBAN case link: <https://bfbn.com/player/1109935176>

Abnormal weapons: **ZK383 KPM:5.0 HS:50% ACC:30%**

First perspective video : <https://www.youtube.com/watch?v=-tKVN2mAKRI>

BTR link: <https://battlefieldtracker.com/bfv/gamereport/origin/1563377195614477440>

MOSS file: <https://drive.google.com/file/d/0BxZL35xwWsMdNIB4UU> password: 1234

Introduction of MOSS and some Q&A, please refer to this article addition to the official website (google automatic translate should be enough): <https://www.bilibili.com/read/cv4812329>

Non-abnormal Weapon Data Appeal:

1. Misjudgments caused by **spectator bugs and other issues**:

Please include any evidence in an email and send to ban-appeals@bfban.com, or raise a ticket at: <https://discord.gg/yD3ZF7tDpk>

2. BFV ROBOT related:

- a. **Global Blacklist [Robot automatic anti-cheat]/Global Blacklist [Server admin added]/Global Blacklist[Patrolling team added]**:

Use any QQ robot to send “求助=申诉” and fill out the appeal form (or raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>), the BFV ROBOT admin will verify it after receiving the appeal form, if there is indeed a misjudgment, it will be dismissed. If the case is suspicious, the robot administrator will transfer the case to the BFBAN. And appeals take the same procedure as mentioned above.

- b. **Global Blacklist [Political/illegal]**:

Use any QQ robot to send “求助=申诉” and fill out the appeal form (or raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>), the BFV ROBOT admin will verify it after receiving the appeal form. The player will be removed from the blacklist 30 days after he/she appeals.

- c. **Global Blacklist [Undesirable player]**:

Use any QQ robot to send “求助=申诉” and fill out the appeal form (or raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>), the BFV ROBOT admin will verify it after receiving the appeal form.

For the first time appeal, the player will be removed from the blacklist 7 days after he/she appeals.

For the second time appeal, the player will be removed from the blacklist 30 days after he/she appeals.

No appeal after the second time.

*If you have status on both BFV ROBOT and BFBAN, please Use any QQ robot to send “求助=申诉” and fill out the appeal form (or raise a ticket in BFV ROBOT discord: <https://discord.gg/UjEx5e8gPc>) to change your BFV ROBOT status. If you only have abnormal weapon stat but not any Global blacklist and have **Clean/Farm weapons** in BFBAN, you can contact BFV ROBOT/BFBAN community volunteer to sync your BFV ROBOT status (Global Whitelist).