

# Troubleshooting

Before you begin, make sure that you update your drivers to the latest versions. Instability issues from outdated drivers or an outdated game version are the number one reported problem, but thankfully they're the easiest to solve. So get to updating!

Make sure that your game is up to date to the latest version, and you have the [latest tools](#), ([Windows Download](#)) / ([Linux Download](#)) / ([Mac OS X Download](#)).

## Common Errors

- Don't forget to use the root LANGUAGE tag in the "extra\_english.lang" file when trying to create your own custom story. The contents of this file (or "extra\_XXX.lang" - where XXX is some alternative language) must look like this:

```
<LANGUAGE>
  <CATEGORY Name="CustomStoryMain">
    <Entry Name="Description">
      This is the description of my Custom Story! It is SCARY!
    </Entry>
  </CATEGORY>
</LANGUAGE>
```

- You can then have as many CATEGORY tags inside the LANGUAGE tag as necessary with the appropriate "Name" attributes.

## Need More Help?

Go to the [troubleshooting faq](#) which details solutions to many common problems or make a post on the [Amnesia technical support forums](#). Additionally you can go to [Frictional Game's support page](#) for further support.

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