CRASHES AND LOADING ISSUES

An assortment of issues that cause crashing or being stuck on the loading screen

- Stuck at 30% with a Black Screen
- Loading Loop, Loading to 95% then back to 0%

STUCK AT 30% WITH A BLACK SCREEN

If you've ever found yourself being stuck at the loading screen with a black background (with no image) and the loading bar stuck at 30%, then unfortunately you will need to reinstall the game.

This error occurs during an update or a patch to the game, but can also happen due to the data stored becoming corrupted. There isn't really anything you can do expect reinstall.

> Warning: Reinistalling the game will require you to log back in. If you did not bind your account to Facebook, Google, Apple or Game Center, you will lose access to your account.

How to Fix

Android

You have two options here.

Easy Method

Easiest method is to do the following;

1. Uninstall the game
2. Restart your device
3. Reinstall the game
4. During the tutorial, press "Login to Existing account" link top right
5. Sign back into your account via your binding (Example, Google)
6. Play!

More Complicated Method

If the easy method doesn't work, you will need to try the following;

1. Locate your File Manager, or app that can view all your devices files.
2. Navigate to **Internal Storage > Android > obb > com.elex.twdsaw.gp** and delete that file/folder
3. Uninstall the game and restart your device
4. Go back to **Internal Storage > Android > obb > com.elex.twdsaw.gp** and delete any file/folder still present
5. Reinstall the game
6. During the tutorial, press "Login to Existing account" link top right
7. Sign back into your account via your binding (Example, Google)
8. Play!

iOS

Unlike Android, your data and cache are not as touchable as with Android devices. So your method is easier.

1. Force close the game
2. Long press on the app icon
3. Select the Red option, which will mention "Deleting App and Data"

4. Restart your Apple Device
5. Reinstall the game
6. During the tutorial, press "Login to Existing account" link top right
7. Sign back into your account via your binding (Example, Game Center)
8. Play!

Reminder: Doing any of these steps will clear your Data and Cache and will require you to log back in. If your account is not bound, you will lose access to your account. If this is the case, please contact Customer Service instead.

LOADING LOOP, LOADING TO 95% THEN BACK TO 0%

This is the worst kind of bug to receive. It means you are stuck in **The Void.**

There isn't much you can do here at this stage. It is advised that you reach to Customer Services straight away to let them know you are stuck and require the developers to look into your account and fix it manually.

Your best option is to make a small screen recording of the issue that shows you having this problem, and either sending it directly in an email, or uploading it to YouTube or Google Drive (with public sharing) and email twdsupport@elex.com

This is not a quick fix sadly, and will take several days for them to resolve your issue.

Typically, this happens during anytime you switch maps. Whether you are switching between season maps, playing in Lines we Cross, Survivors at War, Restricted Zone etc.

There is no exact reason as to why this happens but it appears to happen when it fails to move your town to the new location/map. When this happens your town doesn't exist on any map causing you to fail to load into the game. Other players will usually see you displaying in the clan as Townhall level 0, as your town isn't anywhere to be found.