TROUBLESHOOTING & SUPPORT

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ERROR CODES

Typical error codes found when trying to launch the game, or errors whilst trying to use it

ERROR 10001 - UNABLE TO CONNECT

This is an error typically found when there is a connection issue on your end specifically.

There are a couple of options to try and resolve this issue, but note this isn't the games problem.

Switch Networks

You can try switching networks, either from Wifi to Mobile Data, or vice versa. You might have a weak signal on either network so switching to a different one usually solves the problem

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Use a VPN

Some Internet Service Providers (ISPs) might be blocking access to the games servers. They are based in China, and some ISPs have restricted access to those servers. You can try using a VPN whilst playing the game on whatever network you are using.

This usually happens on Mobile Data providers rather than your home network. There are several free VPNs available to try in the Appstore and Playstore.

If all else fails

If you still cannot connect to the game, you can try reaching out to Customer Services via email, as you cannot access the game to contact though their in-game support channels.

Their email is twdsupport@elex.com

OLD PLATFORM IS NOT BOUND

This error means that the account you're trying to login as (i.e. Facebook, Google Account, Apple ID etc) is not associated to an existing TWD:S account in game.

You will need to try again with a different account as you probably didn't associate it with the account you think you did.

If you can't login at all, and none of your accounts work showing the same error, you will need to contact **Customer Services** and start the **Account Retrieval Process**. You will need to provide proof of your account with screenshots, as well as information such as your in-game Username, your User ID (If you have it), the region you are playing on, Clan Name, your Town Hall level etc.

CAN'T LOGIN VIA FACEBOOK, GOES AROUND IN CIRCLES

This is a weird error that happens sometimes with certain devices but there is a really simple solution.

The error happens with the Facebook app not properly communicating with the TWD:S Game application, and as such doesn't do anything. All you need to do is **uninstall the Facebook app and try again**. This time when you try to login, it will use TWD:S built in browser to login to Facebook.

Once you've logged back in to the game, you can reinstall the Facebook App.

CAN'T LOGIN VIA MY GOOGLE ACCOUNT

There are several errors that can occur when trying to login to your Google account, but it's typically one or two reasons why.

Firstly, check you have the **Google Play Store** app fully up to date

1. Go to your Playstore
2. Tap on your profile picture top right and select "Manage apps and device"
3. Check for updates and ensure everything is up to date on your device.
4. Try again

Secondly, you will also need to make sure you have **Google Play Games** installed. If you don't have this as well as **Google Play Store**, you will not be able to login.

1. Go to the Playstore
2. Search Google Play Games
3. Install the Service
4. Try again

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

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: Reinstalling 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.

VISUAL BUGS

All the visual bug goodies in one place.

CAN'T CLEAR ALL OF FOG ON THE MAP, STUCK AT 99%

You'll find that you can't clear all of the map because of your clan buildings and potentially clan members.

You can fix this by either

1. Using a map item from your inventory which should reveal the last section(s)
2. Leave the clan and reveal the last few sections you were missing (though not advised)

Though it doesn't particularly matter, as during the Chronicals, the map will get 100% revealed for you anyway, so it's probably worth just waiting till that chapter has passed to get 100% revealed map.