

HEX.PLAN.X

TroubleShooting and FAQs

The game splash screen shows but then the program shuts down

Do you see a system check error before it shuts down? The program checks for a minimum system spec – 6 cores, 2 GHZ base processor speed and 3Gb of free RAM.

If there is not enough RAM try shutting down other apps that are running.

If you think the program is stopping but your hardware should be ok then you can add '-nsc' flag to bypass the system check – right click on the app shortcut, go to the Target field and add '-nsc' at the end after .exe eg 'SomeFolder/HPX.exe -nsc'. Then try restarting.

The player won't move

It may sound obvious but is the correct controller chosen and plugged in? Check the controller icon at the top left of the screen – go to General Settings menu to select a controller. If you attached a controller after starting the program try restarting.

Check the program isn't paused. Try pressing (A) button on gamepad or [Space] on keyboard – make sure the program has focus.

The player doesn't move as expected.

You can only move to a way-point, you don't have complete freedom of motion.

You can only move to way-points in range (as indicated by route lines). Out of reach way-points will be faded or not visible and will not have route lines to them.

You cannot move to a way-point that puts you in immediate danger – you'll hear an 'uh-oh' sound because there is something that will damage you on the way point you are aiming for.

Sometimes I can't shoot things

If you're using a gamepad have you targeted a shootable object with the yellow sight?

If you're using a mouse or a gamepad, and you are locked onto an object that you can interact with, a small purple + target is shown on the object.

You can't shoot humans, goods, tokens, abandoned experiments or static objects like rocks.

If you are on a charge point you're not allowed to shoot – weapons are disabled on charge points.

The player doesn't fully recharge

It takes a second or two for your player to fully charge on a charge point. Try waiting just a little bit longer.

I only see 4 ants to destroy. I can't get into some areas in the North or South West.

The demo version has just 4 ants and only 3/6 areas are accessible.

I can't pick stuff up

Is the object an energy token, a weapon token or goods? If not then you can't pick it up.

Is the object within pick-up range? If you're not showing the range indicator this might not be obvious.

Are you running a Demo Build? It'll be shown in fairly obvious red text on the main screen. If you are then there are no objects you can pick-up and no range indicator is shown.

I can't change the level that the game starts at.

Have you reached the level you want to start at? You can only select a level if you have previously reached that level.

Are you running a Demo Build? It'll be shown in fairly obvious red text on the main screen. If you are then this option is not available.

The file saved with settings and level information is invalid or has been copied from another machine.

I changed the game display resolution or windows setting but nothing happened

These changes only take effect if you shut down and restart the program.

My normal Windows display resolution is changed after running

In full screen mode the program sets the optimum screen resolution for the game and on shut-down resets the resolution to what it was. If the game shuts down unexpectedly the reset might not happen so you'll have to set this manually from Windows Display Settings.

Anti Virus Is warning that the program is not safe

Because there are relatively few instances of this program in circulation Anti Virus software can get spooked when it changes display resolution or writes game settings to a local file. It's best if it's installed somewhere under C:\Users and/or you tell your AV software that HPX.exe is ok.

I use a 4K screen and the display isn't as crisp as I'd like

Try using 1440 Windows mode from Display Settings. This won't rescale from 1440 to your 2160 screen resolution so it will be pixel perfect, but in a window.

Demo Mode Restrictions

The demo build has some restrictions over the full game

- The map is restricted to the West, East and South-East areas.
- There are only 4 ants to kill.
- There are no goods or upgrade tokens to pick up – the pick-up range indicator is not shown.
- Only level one is available – once completed the game ends. There is no option to start at a higher level.

Frame Rate is Low or Graphics Occasionally Seem to Slow Down

On the main menu screen there should be a number displayed at the bottom left – this should ideally be 60. That's 60 frames per second. If it's lower then there could be a number of reasons...

Does your hardware meet the minimum recommended requirements?

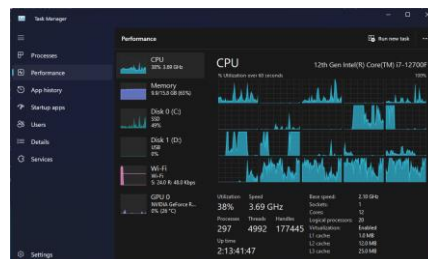
- Windows 10 with 8GB total RAM or Windows 11 with 16GB RAM.
- Intel i5 (10 Gen+) or i7. AMD Ryzen 5 or 7 processor.
6+ cores and a base speed of at least 2Ghz with a max speed of > 3GHz.
- AMD or NVidia graphics card – other cards will work but may be much slower.
- 3Gb of free RAM.

You can check most of this on Windows Task Manager – see screenshot below.

If you're using a laptop then the power settings may reduce the maximum speed the processor can run at when on battery power. You might find plugging it in increases the performance and/or you can adjust your Windows power settings for higher performance on battery power (this will affect your battery life).

Do you have other apps running and using a lot of memory or processor resources? Check on Windows Task Manager performance page and/or reboot your PC.

Sometimes if you've just started Windows other processes can be doing housekeeping tasks that can be processor intensive – check on task manager performance tab and wait for these to finish.



Check your monitor can run at 60Hz at 1080 or 1440 resolution. See Windows Display Settings -> Advanced display (under Related Settings). See screenshot above.

If the main menu shows 60fps, but you still see performance drops during play then...

- Try reducing the graphic detail in the Display Settings menu.
- Try running at 1080 resolution - see the Display Settings menu.

The game can run at lower resolutions and at frame rates lower than 60fps if your graphics card or monitor are limited. It will run at 30fps for example, and make adjustments for the lower frame rate, but the experience will not be as smooth or crisp as it could be.

Recommended Processor Specification

6 Physical Cores (12 threads)

2Ghz+ base speed

3.5Ghz+ turbo speed

Examples.

For Guidance Only – This does not represent an endorsement, ranking or recommendation for purchase.

Minimum for 1440 resolution:

AMD Ryzen 7 3700

AMD Ryzen 5 5600

Intel i7 11800H

Intel i5 11600K

Minimum for 1080 resolution

AMD Ryzen 5 5500U

Intel i7 9750H

Intel i5 11300H

Hex.Plan.X

Made In England

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