# Disappearing maps, points and tracks



not finished yet

### **Problem**

From time to time, some users complain that their **Locus data mysteriously disappeared**. Most often, they noticed that after their system update, after restarting the phone, and of course, after the factory reset.

#### Cause

#### **Memory cleaner**

99,9% of these users are owners of **Xiaomi** od **Huawei/Honor** phones and tablets. The one and only cause of disappearing Locus data in these devices is a very **aggressive memory cleaning software**, part of MIUI or EMUI operating platforms running on these devices.

## **Factory reset**

Locus Map in its default settings stores its data in the **internal memory** of the phone or tablet. During the factory reset, the inner memory is **completely wiped out**.

# **Solution**

# **Exclude Locus Map from memory cleaning**

From:

https://docs.locusmap.eu/ - Locus Map Classic - knowledge base

Permanent link:

https://docs.locusmap.eu/doku.php?id=manual:faq:disappearing\_data&rev=1568369060

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