# **Error during installation of Locus Map from Google Play**

# **Problem**

I would like to install Locus Free or Pro from the Google Play, but it either cannot be installed at all or the installation is not successfully finished.

# Reasons

There may be several reasons for this. In the first place, it is important what you see on the app page at Google Play Store before the installation. If **Device is not compatible** or **Install**:

# **Device is not compatible**

Locus is compatible with almost all devices running Android operation system beginning with 4.0.3. If you still can not install due to incompatibility, please contact us via email locus.map@asamm.com and inform us about the type of your device.

# **Known incompatible devices**

- Asus Memopad running on Android 4.4 (older ROMs work OK, a newer one has not been released)
- Asus Fonepad running on 4.4 (newer 5.0 works OK)

# Install

If you tap (click) on the **Install** button, yet the installation does not start, the Google Play will probably notify you about the error number. In this case, it is a temporary error on the Google Play and the following procedure may help:

- Delete the temporary memory of the Google Play application (Menu > Settings > Application Manager > Google Play Store > Clear data)
- Uninstall the older version of Locus
- Restart the device
- Try to install the application from the Google Play again

It may happen that after tapping **Install**, the installation begins but in a short while it stops with error number again. This is probably an error on the Google Play. In this case, follow the same procedure mentioned above.

# List of common error codes

# Error - 24

#### Solution

- With help of your phone file manager try to find /data/data directory
- Find package name of Locus application
  - Locus Map Classic menion.android.locus.pro
  - Locus Map 4 menion.android.locus
- Delete package name file
- Try to install Locus application again

## Error - 25

This error occurs usually in some **Xiaomi devices**, e.g. Redmi 1S. Sometimes the installation does not execute without any reason or error message, sometimes the built-in Xiaomi antivirus app flags

Locus as infected and the installation is aborted.



Of course Locus Map contains no viruses



## Solution

**Xiaomi** suggests following procedure (works only in 90% cases):

- 1. deactivate the antivirus app (Optimization center > Antivirus > settings > uncheck installation monitoring)
- go to Applications > Security Guard and wipe all app data
- 3. install Locus Map
- 4. activate the antivirus app. Beware! After automatic update the Security Guard uninstalls Locus Map without warning.

#### Another method:

- 1. go to Settings > Privacy > Device administration > uncheck Verify apps
- 2. re-install Locus Map

## Method for rooted devices:

- 1. use Titanium backup
- 2. backup the com.securitycore.miui t1.0
- 3. uninstall com.securitycore.miui t1.0
- 4. download and install Locus from Google Play store

According to our users' experience a few other ways work as well:

factory reset of the device

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- re-installation of Google Play Store application
- removing Google account and adding it back

# Error - 26

This error is concerning Xiaomi again but this has nothing to do with Play Store. Error -26 is related to MIUI's package manager and translates to INSTALL\_FAILED\_SYSTEM\_INCOMPATIBLE. So, it is MIUI who is preventing the install. Somehow MIUI thinks that the apk is incompatible.

## Solution

- try to downgrade your MIUI to the version that did not block Locus Map installation
- block automatic updating of your MIUI
- wait for a new version that hopefully will be fixed

#### From

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

Permanent link:

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