# An error during the installation of Locus application from the Google Play

# Question

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

## **Answer**

There may be several reasons for this. In the first place, it is important what you see in the green box before the installation. If **Install** or **Device not compatible** 

### The device is not compatible

Locus is compatible with all devices running Android operation system. If you still can not install due to incompatibility, please contact us via email <a href="mailto:support.locus@asamm.com">support.locus@asamm.com</a> and inform us about the type of your device.

#### Install

- If you 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
- If you click on the install button, the installation will begin, but in a short while, the installation stops with error number again. This is probably an error on the Google Play. In this case, follow the same procedure as in the previous point

## 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 Pro menion.android.locus.pro

update: update: manual:faq:problem\_with\_install\_from\_google\_play https://docs.locusmap.eu/doku.php?id=manual:faq:problem\_with\_install\_from\_google\_play&rev=1430309729 2015/04/29

- Locus Free menion.android.locus
- Delete package name file
- Try to install Locus application again

From

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

Permanent link:

https://docs.locusmap.eu/doku.php?id=manual:faq:problem\_with\_install\_from\_google\_play&rev=1430309729

Last update: 2015/04/29 14:15



https://docs.locusmap.eu/ Printed on 2025/11/04 10:07