

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

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## 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 [support.locus@asamm.com](mailto:support.locus@asamm.com) 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
- **Locus Free** 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

Unfortunately there is no exact method of tackling this issue but according to our users' experience a few ways work:

1. factory reset of the device
2. re-installation of Google Play Store application
3. removing Google account and adding it back

We have contacted Xiaomi support to solve it and we are waiting for their reply.

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=1432199658](https://docs.locusmap.eu/doku.php?id=manual:faq:problem_with_install_from_google_play&rev=1432199658)

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