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 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

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

1. deactivate the antivirus app (Optimization center > Antivirus > settings > uncheck installation monitoring)
2. 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.

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