# 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
- 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)
- 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

# 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

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

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=1432885594

Last update: 2015/05/29 09:46