

# Disappearing maps, points and tracks

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## Problem

From time to time, some users complain that their **Locus data mysteriously disappeared**. Most often, they noticed that after their system update, after restarting the phone, and of course, after the factory reset.

## Cause

### Memory cleaner

99,9% of these users are owners of **Xiaomi** od **Huawei/Honor** phones and tablets. The one and only cause of disappearing Locus data in these devices is a very **aggressive memory cleaning software**, part of MIUI or EMUI operating platforms running on these devices.

### Factory reset

Locus Map in its default settings stores its data in the **internal memory** of the phone or tablet. During the factory reset, the inner memory is **completely wiped out**. Together with your precious Locus data.

## Solution

### Exclude Locus Map from memory cleaning

When your Xiaomi or Huawei alerts you that they desperately need memory cleaning, please, be careful. In some devices/OS versions, it is possible to exclude Locus Map from memory cleaning:

- run memory cleaner once
- if Locus Map is marked as an app to be cleaned, hold finger on it and then select to **exclude Locus Map from the process**

Other devices don't offer this option so you have to **exclude Locus from cleaning each time manually** - unfold all categories in the cleaning list and uncheck all boxes containing Locus Map.



**Never allow fully automatic memory cleaning!!**

## Back up tracks, points and maps to a cloud

We strongly recommend making **backups of your data outside of your phone or tablet**. Tracks, points, settings and also downloaded maps can be backed up to a cloud (Dropbox/Google Drive) in Locus:

- [How to back up your tracks, points, and settings >>](#)
- [How to back up your downloaded maps >>](#)

From:

<http://docs.locusmap.eu/> - Locus Map Classic - knowledge base

Permanent link:

[http://docs.locusmap.eu/doku.php?id=manual:faq:disappearing\\_data](http://docs.locusmap.eu/doku.php?id=manual:faq:disappearing_data)

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