Sending crash log

When you encounter that GPX Viewer is crashing, you can help us resolve your issue by locating the GPX Viewer crash log file and sending it to us to our e-mail address gpxviewer@vecturagames.com. The steps for sending us the GPX Viewer crash log file are as follows:

1. Firstly you need some file manager app to locate the GPX Viewer crash log files. You can use the one with which you are familiar or if you haven't a file manager app, we recommend you use the Total Commander app - https://play.google.com/store/apps/details?id=com.ghisler.android.TotalCommander.
2. To get the GPX Viewer crash log file, open your file manager app and in the Android file structure navigate to your external files dir (this depends mostly on the device, but in most cases, it should have path **/storage/emulated/0**)
3. Next, navigate to directory **Android/data/com.vecturagames.android.app.gpxviewer/files**.
4. In this directory locate the **crash_log.txt** file (in this example absolute path for this file is **/storage/emulated/0/Android/data/com.vecturagames.android.app.gpxviewer/files**) and send it to our e-mail address gpxviewer@vecturagames.com as an attachment.

From:
https://docs.vecturagames.com/gpxviewer/ - **GPX Viewer User Guide**

Permanent link:
https://docs.vecturagames.com/gpxviewer/doku.php?id=docs:faq:issue:sending_crash_log

Last update: **2023/03/20 15:03**