

Sending crash log

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

1. Firstly you need some file manager app to locate GPX Viewer crash log file. You can use the one with which you are familiar with or if you haven't any file manager app, we recommend you using Total Commander app - <https://play.google.com/store/apps/details?id=com.ghisler.android.TotalCommander>.
2. To get GPX Viewer crash log file, open your file manager app and in Android file structure navigate to your external files dir (this depends mostly on 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 **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.

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Permanent link: https://docs.vecturagames.com/gpxviewerproios/doku.php?id=docs:faq:issue:sending_crash_log&rev=1527888339

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