

GPX Viewer - Podpora #46

Fail to load .gpx after last May 13 update

05/17/2021 07:53 PM - Anonymous

Status:	Vyriešená		
Priority:	Normálna		
Assignee:			
Category:			
owner-email:	npossognolo@gmail.com	OS version:	11 RPDS31
Device model:	Moto EDGE	App name and version:	GPX VIEWER PRO

Description

Good afternoon,

The GPX VIEWER is no longer opening and recording .gpx files. I suspect it happened after May 13 update.

The .gpx works fine along with free version of the app.

Thank you

History

#1 - 05/19/2021 08:48 PM - Tomas Vajda

Hello, thank you for contacting us. If you have Android 11, please make sure that you have granted GPX Viewer PRO permission to manage external storage. It is asking for this permission when you open File browser and select tab "File browser" (left most tab). If it does not work, please uninstall GPX Viewer PRO and install it again and please record a video of opening files in GPX Viewer PRO using this app: <https://play.google.com/store/apps/details?id=com.hecorat.screenrecorder.free>. It will help us understand what is happening on your device. Thank you.

#2 - 11/01/2021 03:11 PM - Tomas Vajda

- Status changed from Nová to Vyriešená

Expired due to inactivity.