

Troubleshooting (ANDROID) - App Error: Install_Failed_UID_Changed

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When trying to install an application on an Android device, you may receive the following error: *App Error: Install_Failed_UID_Changed*

This is an error where the install failed due to an issue with an existing application. This is a typical scenario:

Johnny Tester installs his APK file to the android device. He tests as expected and everything works well. He then gets a new build. When Johnny tries to install the application, he receives the error Install_Failed_UID_Changed

There are two ways to resolve this issue.

Solution#1 - Developers rebuild the app by changing the Application ID

1. Build and install the app with a new Application ID. App will install successfully because it is treated as new app.
2. Now uninstall the app. This will clear the data of the new and old/corrupted install.
3. Change the Application ID to the previous one.
4. Build the application and install to the device.
5. App will now install successfully.

Solution #2 - Have Perfecto perform a factory reset on the device

Please do not perform a factory reset on any cloud device as this will force the device to become unavailable and will require Perfecto to fix the device.

You will need to [contact the Perfecto Support team](#), to perform a factory reset for the device.

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