

Application keeps crashing or displaying errors

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Issue

An application installed through APT continually shows the following behavior:

- Crashing or locking up at startup
- Displaying errors requiring a force close

Environment

All Debian- / Ubuntu-based Linux distributions

Cause

This is sometimes caused by a corrupt installation that requires a complete removal.

Resolution

Remove the application by running **apt** from the shell using the **purge** command, then reinstall the application using the GUI-based application store.

1. Press **Super (Windows) + T** to open the terminal.
2. Run the following command to fully remove the application (you can type a partial name for the package).

```
sudo apt purge <package name>
```

3. Enter your password when the following prompt appears.

```
[sudo] password for <username>:
```

4. Type **Y** and press **Enter** when "Do you want to continue? [Y/n]" appears.

5. Wait for the command prompt to appear to ensure the command has completed.

6. Run the **autoremove** command to remove any remaining dependencies.

```
sudo apt autoremove
```

7. Reinstall the application using the GUI-based app store.

Note: Reinstalling the application through the app store is the preferred method to ensure the integrity of the software package and its dependencies.

8. Test the application by opening it to make sure the issue is resolved.

If the issue persists, escalate the incident to the next level.