



Nivya Mathew <nivya.mathew@vonnue.com>

Re: Issue with React Native Crisp Chat SDK on Android Devices

1 message

Clark - Crisp <clark@mail.support.crisp.chat>
Reply-To: Crisp <s.3caf8f6eb2af4a00.i@mail.support.crisp.chat>
To: nivya.mathew@vonnue.com

Wed, Sep 25, 2024 at 2:52 PM

Hello Nivya! Good day!

Could you please leave a report on Github? Our developer will directly reach out to you from there.

Thank you! 😊

--



Clark from [Crisp](#).

Customer Support at [Crisp](#) — Give your customer messaging experience a human touch.

Reply directly to this email, or go **to chat**.
Sent from **Crisp**.

On Wed, 25 Sep 2024 09:20:00 GMT Nivya Mathew wrote:

Issue with React Native Crisp Chat SDK on Android Devices

Hi,

We are encountering an issue with the React Native Crisp Chat SDK, causing our app to crash on Android devices. We are using the React Native Crisp Chat SDK version 0.13.4 with React Native version 0.70.6.

The error log we received is as follow:

```
"java.util.UnknownFormatConversionException: Conversion = ' ' "
```

We are looking forward for your assistance in troubleshooting and guidance on how to resolve these issue.

Regards,

Nivya Mathew