VELO Production Issue - Bug #22030
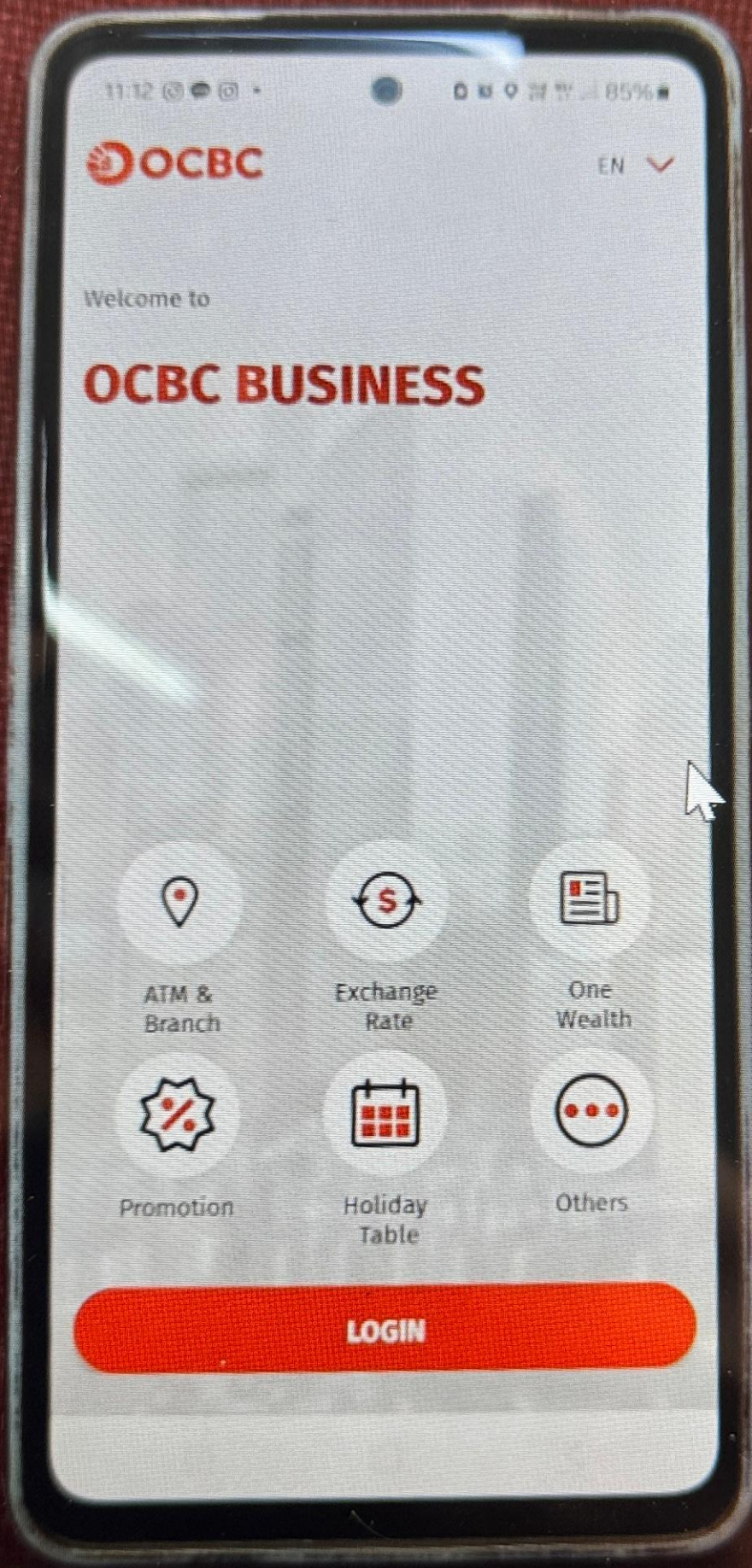
[Android] Often Auto Logout Even Device is Binded

12 March 2025 02:03 PM - yap chekying

Status:	New	**Start date:**	12 March 2025
Priority:	Normal	**Due date:**	
Assignee:	sengloong.khoo sengloong.khoo	**% Done:**	0%
Category:		**Estimated time:**	0.00 hour
Target version:		**Spent time:**	0.00 hour

Description

Customers often log out of the ocbc business mobile application as shown in the image below. Even though it was never unbind. On March 5 and 6, 2025 it was still normal but on March 7, 2025 the application logged out automatically as shown in the picture.

Org id : BC_MRI Usr id : LULU1 device android 14 (sm-a536e). I have also provided a log in : /Digital Banking/VelocityMobile/Log/PROD LOG/20240305 and : /Digital Banking/VelocityMobile/Log/PROD LOG/20240306

Seng Loong, please help to provide root cause and solution for the issue reported.

Files

AutoLogout.jpeg	467 KB	12 March 2025	yap chekying