

VELO Production Issue - Bug #22115

[PROD][Android][Device Binding] App Crashes and Cannot Launch the App

23 April 2025 11:36 AM - 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 Steps to reproduce: 1. Tap on OCBC Business app. org id: VIGOTEXTILES user id: TAN device type: samsung s24 ultra (android 14) and samsung zfold5 (android 14) time of incident: April 10, 2025, at 17:43 (West Indonesian Time) Actual Result: App crashed and cannot launch the app. Expected Result: Able to launch the app.			
Subtasks: Bug # 22030: [PROD][Android] Often Auto Logout Even Device is Binded			

Pending Information

History

#1 - 23 April 2025 11:39 AM - yap chekying

Root Causes:

- The KeyStore was cleared after an OS update or app reinstallation
- Corrupted or mismatched key versions
- The RSA key expired or was not regenerated properly

Solution:

Unbinds the device and allows the user to rebind it

Files

case107976-img124933_02504140476_VID20250410WA0010.mp4	4.89 MB	23 April 2025	yap chekying
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