

VELO Production Issue - Bug #22421

[PROD][Android] Unable to Download the App on a Device That Does Not Have Fingerprint Feature

11 September 2025 01:54 PM - yap chekying

Status:	Assigned	Start date:	11 September 2025
Priority:	High	Due date:	
Assignee:	yap chekying	% Done:	100%
Category:		Estimated time:	0.00 hour
Target version:		Spent time:	0.00 hour
Description			
Should allow to download OCBC Business Mobile app for device without fingerprint feature.			

History

#1 - 11 September 2025 02:03 PM - Hao Ter Tai

- Status changed from New to Resolved
- % Done changed from 0 to 100

238,269
11-9-2025 Bug #22421 [PROD][Android] Unable to Download the App on a Device That Does Not Have Fingerprint Feature
<https://dev.silverlakemobility.com/redmine/issues/22421>

Description:
Should allow to download OCBC Business Mobile app for device without fingerprint feature.

=====

root cause:
fingerprint required had turned on, for device without fingerprint feature will not be able to download the app from play store.

solution:
turn off fingerprint required to allow device without fingerprint feature to be able to download from play store.

#2 - 11 September 2025 06:17 PM - Hao Ter Tai

- Status changed from Resolved to Assigned
- Assignee changed from Hao Ter Tai to yap chekying