<u>INFORMATIONAL FIELD SERVICE BULLETIN</u>

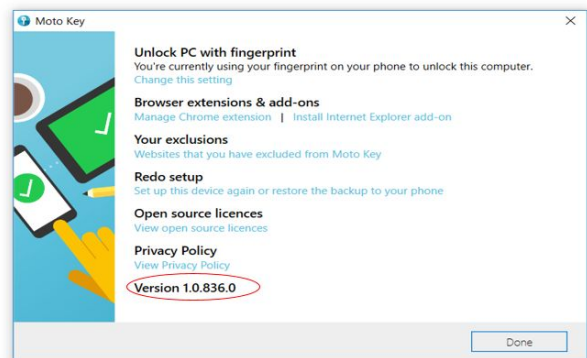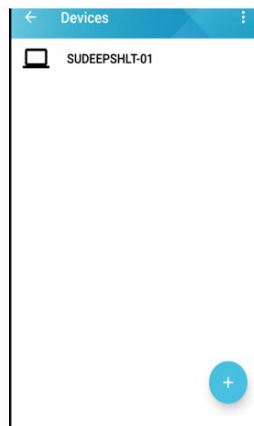|	
FSB Number	CHRAEFSB2018-4
Author	Ross Karlen
Date	01/12/2018
Subject	Moto X4 - Moto Key - Incorrect Update Link
Model Affected	None
Level Of Repairs	Level 1

<u>Problem:</u>

Motorola is aware of a customer experience issue on the Moto X4 where a customer had set up Moto Key while on N software release and upgrade to O release. Customer will be unable to unlock computer after upgrade to O release and be instructed to update their Moto Key application on their PC. When attempting to upgrade customer will be sent to an incorrect link.

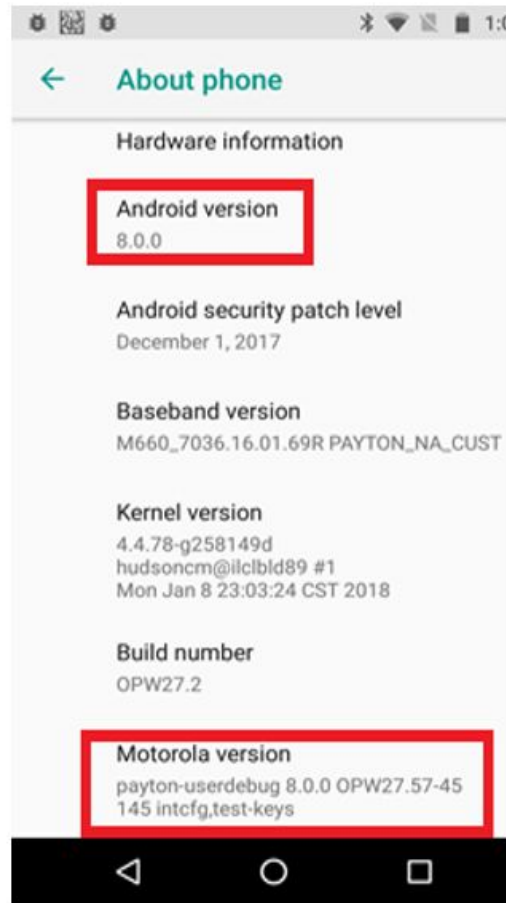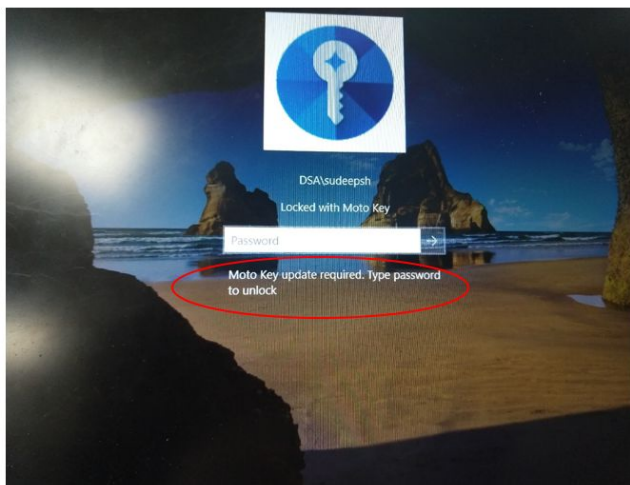**Initial Device Condition of Moto X4 – MotoKey on phone setup with Windows PC**
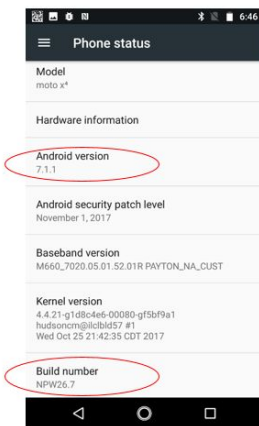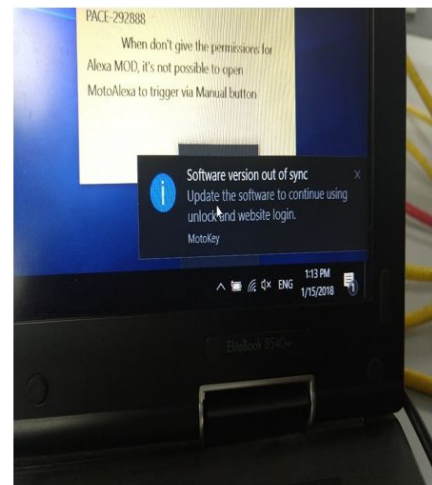

Phone

Windows PC

Moto X4 Phone Upgrade – Phone gets Android O software OTA upgrade

← **About phone**

Hardware information

Android version
8.0.0

Android security patch level
December 1, 2017

Baseband version
M660_7036.16.01.69R PAYTON_NA_CUST

Kernel version
4.4.78-g258149d
hudsoncm@ilclbld89 #1
Mon Jan 8 23:03:24 CST 2018

Build number
OPW27.2

Motorola version
payton-userdebug 8.0.0 OPW27.57-45
145 intcfg,test-keys

USECASE 1 - User attempts PC unlock using MotoKey after Android O upgrade

DSA\sudeepsh

Locked with Moto Key

Password

Moto Key update required. Type password to unlock

User Manually
Unlocks
Windows PC

PACE-292888

When don't give the permissions for
Alexa MOD, it's not possible to open
MotoAlexa to trigger via Manual button

Software version out of sync   x
Update the software to continue using
unlock and website login.
MotoKey

1:13 PM
1/15/2018
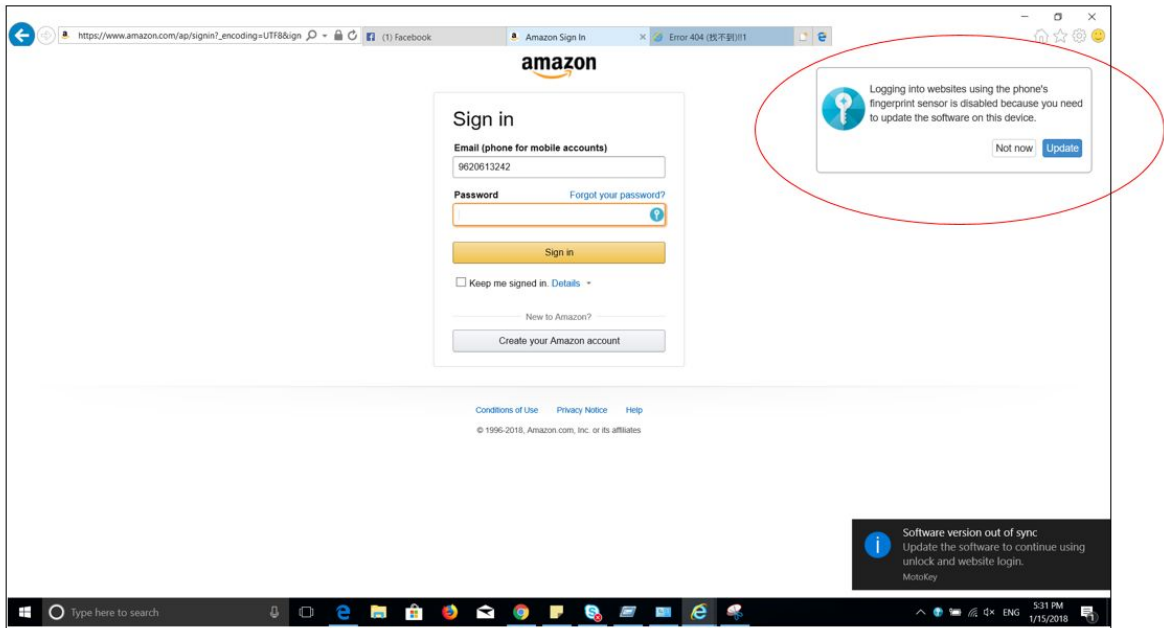
PROBLEM : Click on Software version out of sync notification popup leads to incorrect URL

Incorrect URL : https://drive.google.com/drive/folders/0B3zZpMGCSNNZQURJSGJjNWttcUU?usp=sharing
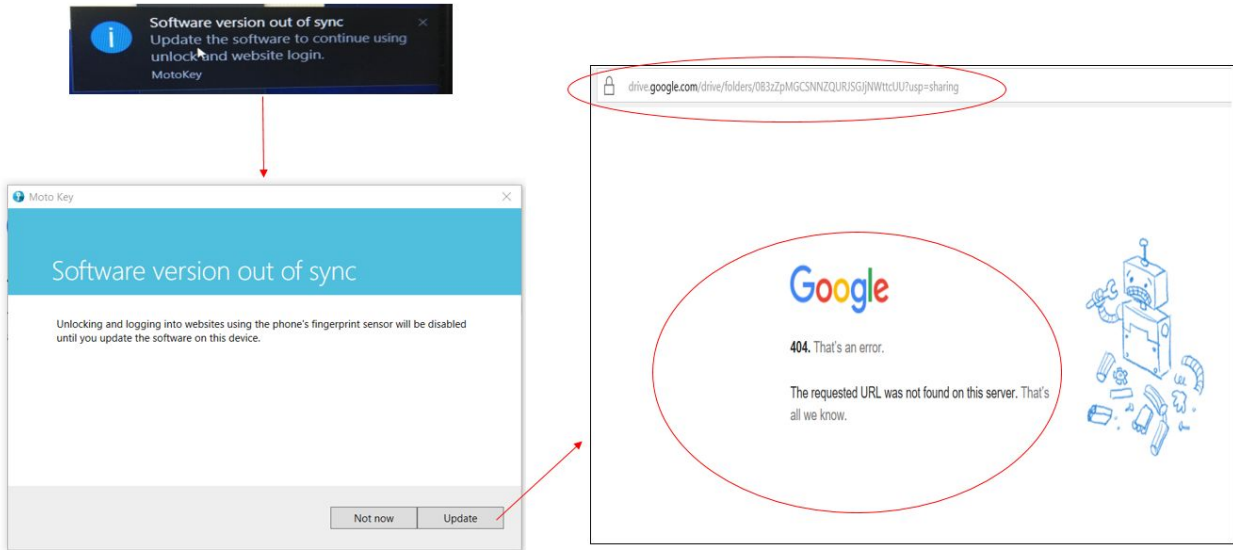
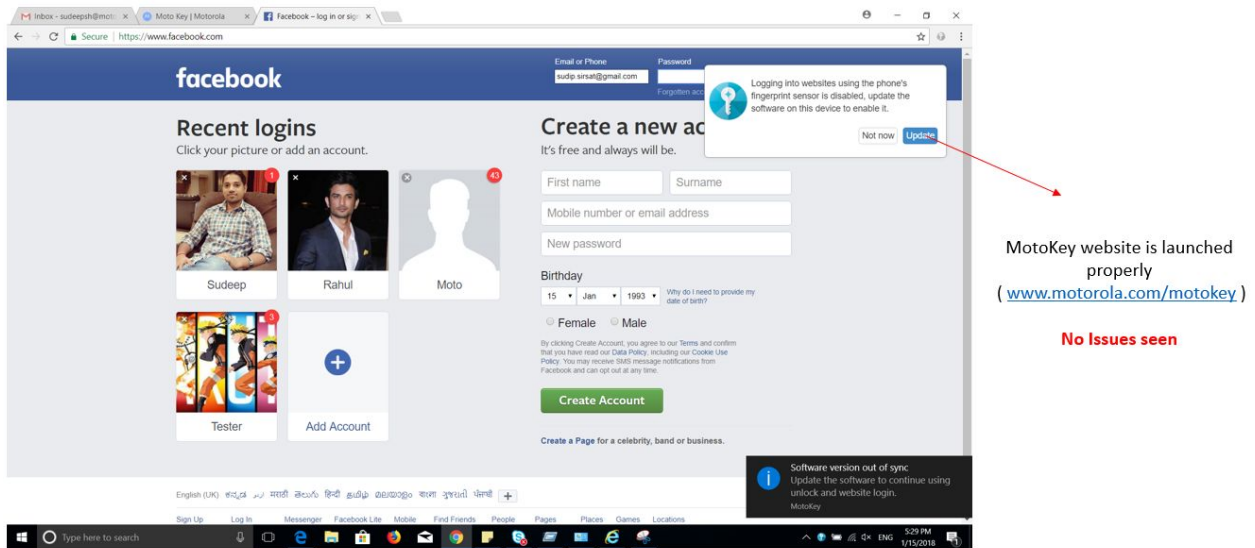**USECASE 2 - User attempts to use MotoKey with Internet Explorer for Login to Website (eg: Amazon.com)**

PROBLEM : **Click on Update notification popup on the Internet Explorer leads to incorrect URL**

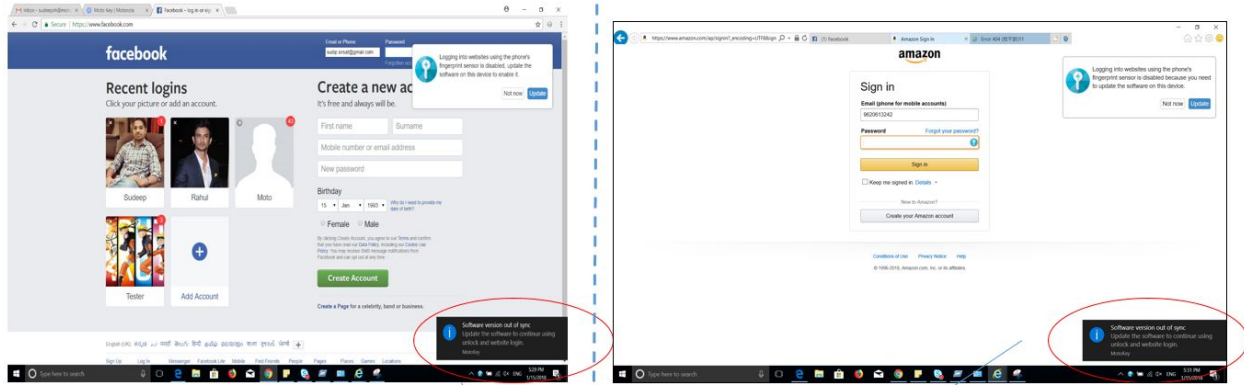**Incorrect URL :** https://drive.google.com/drive/folders/0B3zZpMGCSNNZQURJSGJjNWttcUU?usp=sharing

USECASE 3 - **User attempts to use MotoKey with Chrome for Login to Website (eg: Facebook.com)**

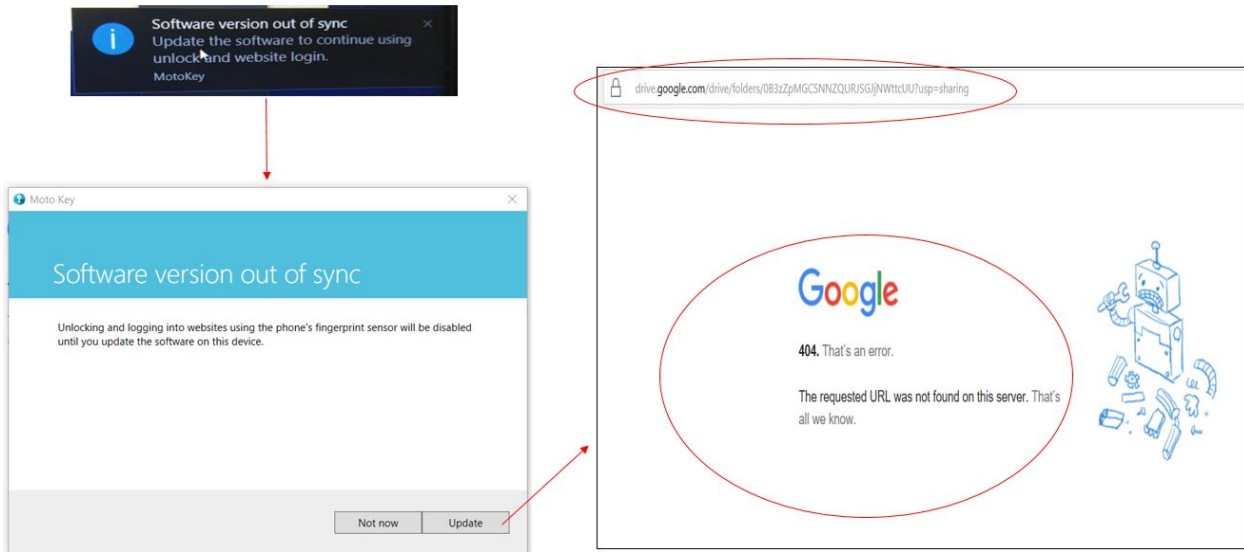MotoKey website is launched properly
(www.motorola.com/motokey)

No Issues seen

**USECASE 4 - User attempts to use MotoKey with Chrome / Internet Explorer for Login to Website**

User Clicks on the taskbar notification

PROBLEM : Click on Software version out of sync notification popup leads to incorrect URL

Software version out of sync
Update the software to continue using unlock and website login.
MotoKey

Moto Key

Software version out of sync

Unlocking and logging into websites using the phone's fingerprint sensor will be disabled until you update the software on this device.

Not now | Update

drive.google.com/drive/folders/0B3zZpMGCSNNZQURJSGJjNWttcUU?usp=sharing

Google

404. That's an error.

The requested URL was not found on this server. That's all we know.

**Incorrect URL :** https://drive.google.com/drive/folders/0B3zZpMGCSNNZQURJSGJjNWttcUU?usp=sharing

Moto Key software upgrade message seen on Phone – No Issue seen on Phone flow
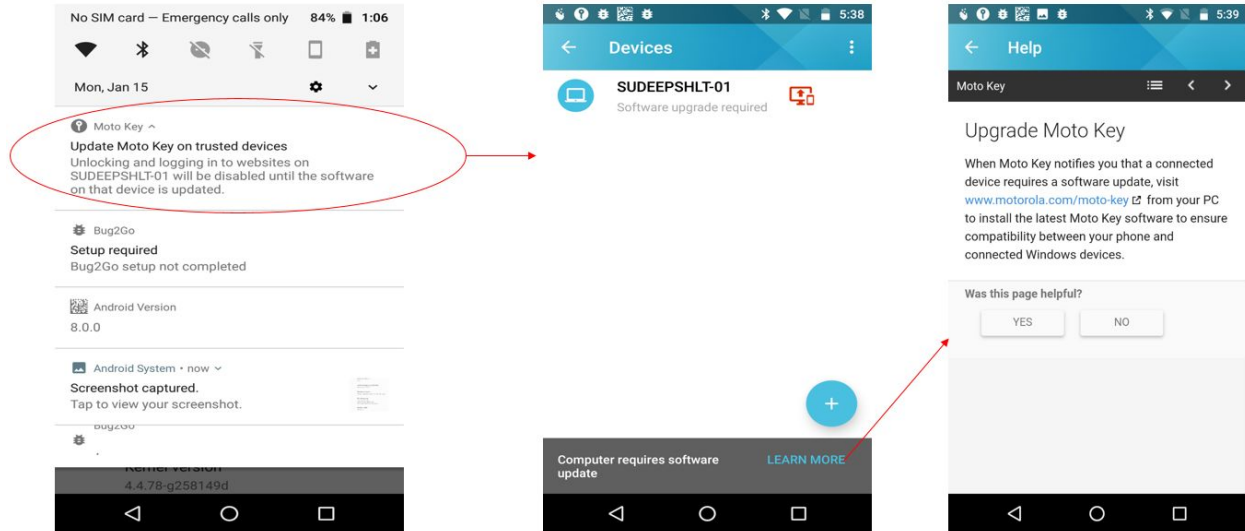
Solution:

Provide customer the proper link to update Moto Key - https://www.motorola.com/moto-key , inform customer on proper MotoKey version to use based on their device software.

1. Android N users (7.1.1) need to download/install MotoKey 1.0.x software
    a. Will need to select if 32-bit or 64-bit
2. Android O users (8.0.0) need to download/install MotoKey 2.0.x software
    a. Will need to select if 32-bit or 64-bit
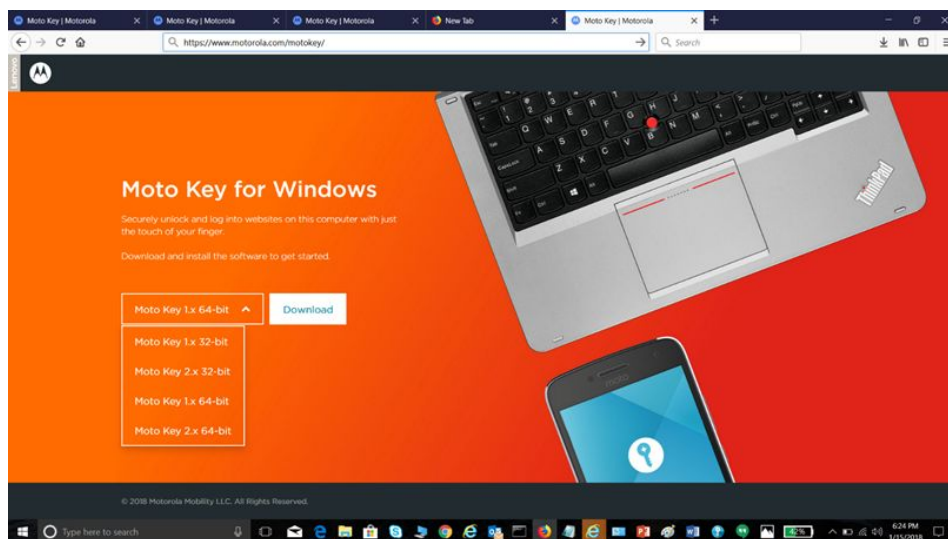
Field Service Action:

When servicing customer returns for Moto X4 with customer complaints about Moto Key upgrade link not working, then:
1. Instruct customer to upgrade their Moto Key application at the following url: https://www.motorola.com/moto-key and inform customer on proper MotoKey version to use based on their device software.
    3. Android N users (7.1.1) need to download/install MotoKey 1.0.x software
        a. Will need to select if 32-bit or 64-bit
    4. Android O users (8.0.0) need to download/install MotoKey 2.0.x software
        a. Will need to select if 32-bit or 64-bit

Service Inventory:

N/A

Call Center Action:

When responding to customers experiencing issue upgrading their Moto Key that use a Moto X4, then:
1. Direct the end user to the following url: https://www.motorola.com/moto-key
    a. Android N users (7.1.1) need to download/install MotoKey 1.0.x software
    b. Android O users (8.0.0) need to download/install MotoKey 2.0.x software

Note:
Only apply the designated Service Entry Codes, listed in this bulletin, if the unit fails a test or has a customer complaint that matches the issue described in the bulletin
If the unit fails a test or has a customer complaint that does not match the issue described in the bulletin, the Service Entry Codes used should accurately reflect the true problem found
If the unit passes all tests and inspections and does not have a related customer complaint, the Service Entry Code used should be NFF