

[PM85] "Error" displays when updating OS via FOTA ISSUE

- When updating OS via FOTA, "Error!" is displayed and OS is also not updated.

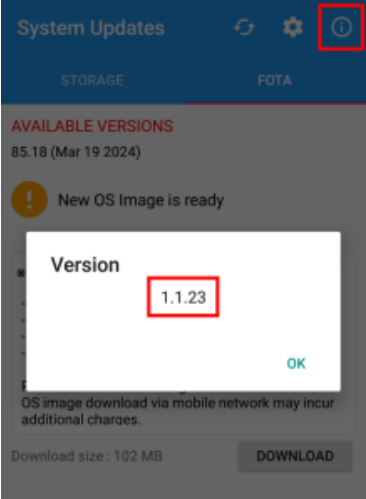


APPLIES TO

PM85 Android 8: 85.17 (Sep 05 2023)

Troubleshooting Steps

	Cause	Solution
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1	Issue on FOTA app	<p>Update FOTA client application</p> <p>On 85.17 (Sep 05 2023) version, you must update the FOTA client app to update to latest OS version or upgrade Android version via FOTA.</p> <p><How to Update></p> <ol style="list-style-type: none">1. Download the FOTA app from Service Portal > Download > FOTA application.2. Copy the APK file to your device.3. Go to File Explorer and install the APK file.4. Navigate to Settings > System > About phone > System updates.5. Check if the FOTA client app versions is 1.1.23 or above.  <p>You can deploy the new app using PMDM or Scan2Stage, too.</p>
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Refer to similar troubleshooting guides.

Similar Troubleshooting

Content by label

There is no content with the specified labels