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Honeywell Announces Software Upgrade Procedure for Android™ 12 and 13 on Select Qualcomm® Snapdragon™ 660 Products

When upgrading to Android 12 or 13 from Android 8, 9, 10, or 11, a small percentage of customers may experience a failure on select devices with a Qualcomm Snapdragon 660 chip. The failure results in a device that is locked up and must be sent to the factory to be unlocked. The root cause of this issue has been identified, and a field workaround has been developed to prevent this situation from occurring.

Devices impacted are limited to a select subset of devices with a Qualcomm Snapdragon 660 chip. The impacted devices include the CT40 Gen 2, VM1A, CK65, and CN85. **Other devices are not impacted.**

This issue occurs when upgrading the specified devices from Android versions 8, 9, 10, or 11 (with Keymaster 3) to Android 12 or 13.

The root cause of the failure is due to a Keymaster software version change on later Android operating systems that is not compatible with earlier Keymaster software. This incompatibility may create a decryption failure, resulting in a device lockup.

The procedural workaround for this situation will allow the user to update their O/S and automatically recover their data (user partition with installed apps, configurations) by the standard kernel upgrade procedure. The IPSM/secure partitions are erased in the upgrading process, and the secure partition stores the Honeywell licenses.

This procedure must be followed before upgrading to Android 12 or 13 in case the IPSM/secure partitions need to be restored.

1. Install HonDataSyncTool to back up your data in an IPSM and secure partitions.
2. Upgrade to Android 12 HON660 MR09 or Android 13 HON660 MR03, and these OS versions can auto-detect a decryption failure and erase the IPSM/secure partitions if a decryption failure happens.
3. Restore saved data if IPSM/secure partitions are erased in the upgrading process with HonDataSyncTool.
4. Customer's data (installed apps, configurations, and licenses) will NOT be lost in this upgrade process.

For detailed upgrade procedures, please contact your local Honeywell representative or the Honeywell Technical support team. Detailed instructions for upgrading your O/S are also posted here: [Instructions](#)

With affected devices, a downgrade protection will be enabled. Affected devices cannot be downgraded to Android versions 8, 9, 10, or 11 after upgrading to Android 12 or 13. Affected devices cannot be downgraded to earlier Android 12 releases than HON660 MR09.

In the unlikely event that this issue impacts you and your device locks up, you will need to send your device in for service to be recovered. The Honeywell Service and Repair facility will perform a factory reset. Please note that a factory reset will wipe all your data from the impacted device.

REGIONS AFFECTED

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| ☒ Asia Pacific (APAC) | ☒ Middle East, Turkey, Africa (META) |
| ☒ Europe (EU) | ☒ Latin America (LATAM) |
| ☒ Greater China (GrCH) | ☒ North America (NA) |

PROTECT YOUR INVESTMENT

With Honeywell Repair Services, it's easy to get the level of repair coverage and protection that makes the most sense for your business. Honeywell repair service programs not only protect your device investment, but also provide predictable repair costs for the duration of your agreement. In addition to repairs, with every depot service we also provide required preventative maintenance, as well as relevant engineering, software, and firmware updates.

FOR MORE INFORMATION

Honeywell is committed to providing you with a superior level of customer service. Please contact your Honeywell representative for additional information regarding this communication.

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