

# Automatically update faulty firmware, causing hundreds of smart keys to fail

We are living in the digital age, where there is often a headache because of connecting unnecessary household appliances to the Internet.

Last week, hundreds of smart locks connected to the Internet were unable to function after the update failed on some models.

Users of remote-accessible smart locks produced by Colorado's LockState have complained on social networking sites that their \$ 469 LockState 6000i lock can't work since Monday. The keyboard is completely useless.

RemoteLock 6i (6000i) of LockState is a smart lock that can connect to WiFi network for control and monitoring as well as remote firmware update.

LockState is also Airbnb's partner, allowing homeowners to give guests the code to open the door without having to share the real key. But last week, many Airbnb guests were unable to use the integrated keyboard on this smart lock to open the door.



## *Smart lock is not always smart*

The company said that the problem occurred after WiFi connected to this product received a firmware update, causing a "fatal error" that prevented the lock from working.

An error occurred because the firmware update was originally reserved for the 7000i model, not the 6000i. Worse yet, these locks are now unable to connect to the company's web server, so they cannot fix errors remotely.

'Your lock is among the deadly and inoperable keys,' LockState CEO Nolan Mondrow said in an email to affected customers. 'After updating the software that was sent, it was unable to connect to the web service, making remote editing impossible.'

Those affected, the company thinks about 500 locks, only 2 options:

1. Remove the back of the lock and send it to the manufacturer for manual update, it will take 5-7 days.
2. Request lock replacement, take about 14 to 18 days of delivery and then resend the broken one.

The company guarantees to bear all shipping costs and offer 1 year free service for LockState Connect Portal, a ordering service that allows remote control of all compatible smart home devices, with customers affect.

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