

Figure - Bug #113946

测试 Test-IT # 110961 (New): V2.0功能测试  
测试 Test-IT # 111056 (New): AF-V2.0-Launcher/SystemUI----Setting  
【AF】【EVT】【设置】恢复出厂设置功能无效  
2022-11-14 17:21 - CD TEST-方永红

|                                                                                                                                                                |                           |                   |                                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------|-------------------|------------------------------------------------|
| Status:                                                                                                                                                        | CLOSED                    | Start date:       | 2022-11-14                                     |
| Priority:                                                                                                                                                      | Urgent                    | Due date:         | 2022-11-21                                     |
| Assignee:                                                                                                                                                      | CD TEST-方永红               | % Done:           | 100%                                           |
| Category:                                                                                                                                                      | BSP                       | Estimated time:   | 0.00 hour                                      |
| Target version:                                                                                                                                                | VX1_MCE_FSE_V4.0_20221128 | Found Version:    | FlatBuild_HH_VX1_MCE_FSE.M.D.user.01.00.X101.2 |
| Need_Info:                                                                                                                                                     | --                        | Degrated:         | --                                             |
| Resolution:                                                                                                                                                    | FIXED                     | Verified Version: | FlatBuild_HH_VX1_MCE_FSE.M.D.user.01.00.X101.2 |
| Severity:                                                                                                                                                      | Critical                  | Fixed Version:    |                                                |
| Reproducibility:                                                                                                                                               | Every time                | Root cause:       | 恢复出厂设置，依赖recovery模式。根据需求已                      |
| Test Type:                                                                                                                                                     | IT                        |                   |                                                |
| Description                                                                                                                                                    |                           |                   |                                                |
| 【前提条件】<br>1、设备已开机<br>2、push一些数据到设备中<br><br>【测试步骤】<br>1、设置-系统-重置选项<br>2、点击恢复出厂设置-确认<br><br>【预期结果】<br>2、设备重启，所有配置均恢复出厂设置<br><br>【实际结果】<br>2、设备重启，但是所有配置均为重启之前的配置 |                           |                   |                                                |
| Related issues:                                                                                                                                                |                           |                   |                                                |
| Related to Figure - 开发 Dev # 110642: 【MK】【008】【BOOT】【TC-R...<br>解决 Resolved 2022-07-25                                                                         |                           |                   |                                                |

History

- #1 - 2022-11-14 19:41 - CD FW 曹覃刚
- Status changed from New to ASSIGNED
  - Assignee changed from CD FW 曹覃刚 to CD FW-廖涛
- #2 - 2022-11-15 16:29 - CD TEST-方永红
- Description updated
- #3 - 2022-11-15 19:01 - CD FW-廖涛
- Category changed from CD-FW to BSP
  - Assignee changed from CD FW-廖涛 to CD BSP-唐金泽

通过对本地编译版本（仅编译 QSSI）及 DB 包分析：  
恢复出厂设置操作路径：系统 -> 重置选项 -> 清除所有数据（恢复出厂设置）  
两个版本都会打印如下日志：  
1. adb logcat | egrep "MasterClear|RecoverySystem"

11-15 13:12:58.703 1497 1497 W MasterClear: !!! FACTORY RESET !!!  
11-15 13:12:58.703 1497 1497 I MasterClear: NOT wiping external storage; starting thread Reboot  
11-15 13:12:58.704 1497 4422 I MasterClear: Calling RecoverySystem.rebootWipeUserData(context, shutdown=false, reason=MainClearConfirm, forceWipe=false, wipeEsims=false)  
11-15 13:12:58.710 1497 4422 I RecoverySystem: Skip removing eUICC invisible profiles as it is not provisioned.  
11-15 13:12:59.741 1497 4422 I RecoverySystemService: decrypt setup bcb successfully finished.

其中参数及打印日志一样，所以转由 BSP 分析看看是否为底层原因导致。

#4 - 2022-11-16 19:59 - CDTs-TEST 周婷  
- Due date set to 2022-11-21  
- Target version set to VX1\_MCE\_FSE\_V4.0\_20221128

#5 - 2022-11-17 17:18 - CD BSP-唐金泽  
- Root cause set to 恢复出厂设置，依赖recovery模式。  
根据需求已经将recovery禁用。

已经将情况，反馈到浩云，需要PM与客户确认，取消禁用recovery功能后恢复。

#6 - 2022-11-18 17:27 - CD BSP-唐金泽  
- Status changed from ASSIGNED to RESOLVED  
- Assignee changed from CD BSP-唐金泽 to CD TEST-方永红  
- % Done changed from 0 to 100  
- Resolution changed from -- to FIXED

recovery分区恢复；  
详见关联DEV任务具体信息。

#7 - 2022-11-21 11:33 - CD TEST-方永红  
- Status changed from RESOLVED to VERIFIED  
- Verified Version set to FlatBuild\_HH\_VX1\_MCE\_FSE.M.D.user.01.00.X101.202211190335

11.21  
经验证，当前版本可以正常恢复出厂设置

#8 - 2022-11-21 11:33 - CD TEST-方永红  
- Status changed from VERIFIED to CLOSED

|                                             |        |            |             |
|---------------------------------------------|--------|------------|-------------|
| Files                                       |        |            |             |
| COM22USBSerialPortCOM22_20221114_160923.txt | 227 KB | 2022-11-14 | CD TEST-方永红 |