

Diagnostic tests fail initially but pass when tests are immediately run again

Created date	Updated date	Affects version	Fix version
20 Sep 2021	20 Sep 2021	Mobile Diagnostics and Erasure - 3.9 (or newer)	N/A

Problem

Running certain diagnostic tests on a working mobile device fail and screen may show defects and the audio crackles during the diagnostic tests even though there are not actual issues present.

In case the user runs the tests again these issues are not present anymore and tests complete successfully.

Cause

Such behavior can be caused when the "Run dummy tests" option is enabled under Settings Diagnostics-tab. When enabled, the software will include "dummy" tests for the screen and speakers during the diagnostics of the device imitating a defect in the device.

The screenshot shows the 'Settings' application with the 'Diagnostics' tab selected. The 'Diagnostics Options' section contains several settings. The 'Run dummy tests' option is checked and highlighted with a red box. Other settings include 'Phone number for Live Call', 'Touch screen test grid size' (set to Large), 'Battery wear limit (percentage)' (set to 25%), 'Allow diagnostics with empty battery on Android devices', 'Customize test case timeouts', 'Customize test execution order', 'Run dummy test after every 100 tests' (set to 100), 'Stress test duration: 20 minutes' (set to 20), and 'Launch app automatically on iOS (version 14 or higher required)'. The 'Override the default battery wear limit' checkbox is also visible.

This feature is designed to test the operator accuracy and attention to detail when processing larger quantities of devices.

Resolution

If the operator missed the dummy test causing the diagnostics tests to fail overall it is possible to run the diagnostics again to make sure there is no actual issues with the device.

In case the dummy test are occurring too often, it is possible to define and decrease the interval at which the dummy tests are being run. By default a dummy test is being run after every 100 diagnostics tests.

