

Figure - Bug #115367

测试 Test-ST # 113421 (New): V4.0功能与专项测试

【BSP】【EVT2】【ST】【Eth0】【偶现2次】在以太网盒子连接情况下，插拔连接线，设备黑屏、没有端口，疑似设备关机

2023-01-16 19:10 - 移动测试一组_CDTs 刘强

Status:	CLOSED	Start date:	2023-01-16
Priority:	High	Due date:	
Assignee:	移动测试一组_CDTs 刘强	% Done:	10%
Category:	BSP	Estimated time:	3.00 hours
Target version:	VC1_FSE_0082_20230314	Found Version:	0068
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Major	Fixed Version:	
Reproducibility:	Occasionally	Root cause:	
Test Type:	ST		
Description			
【前提条件】			
None			
【测试步骤】			
1. 正常连接以太网盒子，设备正常开机			
2. 在开机状态下移除以太网连接线			
3. 查看设备情况			
【预期结果】			
3 设备正常工作，以太网断开连接			
【实际结果】			
3 设备黑屏，连接usb没有端口，疑似关机，重新上电恢复			

History

#1 - 2023-01-16 19:11 - 移动测试一组_CDTs 刘强

- Subject changed from 【BSP】【EVT2】【ST】【Eth】【偶现2次】在以太网盒子连接情况下，插拔连接线，设备黑屏、没有端口，疑似设备关机 to 【BSP】【EVT2】【ST】【Eth0】【偶现2次】在以太网盒子连接情况下，插拔连接线，设备黑屏、没有端口，疑似设备关机

目前就偶现了两次

#2 - 2023-01-17 17:40 - CD BSP-杜磊

- Assignee changed from CD BSP-唐金泽 to CD BSP-杜磊

#3 - 2023-01-30 10:23 - CD_BSP 彭文亮

- % Done changed from 0 to 10

- Estimated time set to 3.00

动作：

1) 问了下刘强，软件版本是13号的release版本

ftp://cdiot@192.168.87.46/Pre_figure/ReleaseBuild/Pre_figure_turbox-c2130c-la1.1-qssi12-release_v5.5/user/20230113/0718/FlatBuild_HH_VX1_MCE_FSE.M.R.user.01.00.0068.X101.zip

2) 按照刘强的说明, 进行了尝试, 没有复现bug.

3) 对log进行了查看, 没有寻找到有效的信息。

下一步:

1) 由于该问题是偶现, 解决起来会比较耗时;

2) 该问题, 也有可能是硬件问题, 建议PM组织硬件同事一起分析;

3) 为了更容易复现故障, 根据分析, 需要使用“2路延时时间继电器模块(需要购买, 30元左右)”进行断连的动作模拟, 以增加样本数量, 尽早复现故障。

#4 - 2023-02-14 13:47 - CD BSP-杜磊

- Status changed from New to NEED_INFO

- Assignee changed from CD BSP-杜磊 to 移动测试一组_CDTS 刘强

Hi, 刘强,

根据附件log, 暂未发现明显的错误, 请帮忙有最新的DB版本复测一下。

使用pcba的单板, 不要外壳的板子进行测试, 若复现此问题, 需要测量一下电压。

#5 - 2023-02-17 09:48 - CD TPM-王祥林

- Target version set to VC1_FSE_0078_20230228

#6 - 2023-02-23 18:51 - 移动测试一组_CDTS 刘强

- File tlog_sts40x190142_002_0221020922.tar.gz added

- Assignee changed from 移动测试一组_CDTS 刘强 to CD BSP-杜磊

User 0076

复现一次

#7 - 2023-02-23 18:52 - 移动测试一组_CDTS 刘强

- Status changed from NEED_INFO to ASSIGNED

#8 - 2023-02-24 09:49 - CD TPM-王祥林

- Target version changed from VC1_FSE_0078_20230228 to VC1_FSE_0082_20230314

#9 - 2023-02-27 16:22 - System组-RD3_CDTS 蒋富雄

请告知复现问题的时间点

#10 - 2023-02-28 10:47 - CD BSP-杜磊

- Assignee changed from CD BSP-杜磊 to System组-RD3_CDTS 蒋富雄

#11 - 2023-02-28 14:30 - System组-RD3_CDTS 蒋富雄

这里上次关机power off原因未知, Unknown power-off reason

cmdline中reboot是panic warm, reboot=panic_warm, 需要确认是不是进dump,

01-01 08:00:03.119 0 0 I qcom,qnpn-power-on c440000.qcom,spmi: qcom,pm8150@0:qcom,power-on@800: PMIC@SID0 Power-on reason: Triggered from KPD

```
(Power Key Press) and 'cold' boot
309 01-01 08:00:03.119 0 0 I qcom,qnpn-power-on c440000.qcom,spmi: qcom,pm8150@0:qcom,power-on@800: PMIC@SID0: Unknown power-off reason
310 01-01 08:00:03.119 0 0 I input : qnpn_pon as
/devices/platform/soc/c440000.qcom,spmi/spmi-0/spmi0-00/c440000.qcom,spmi:qcom,pm8150@0:qcom,power-on@800/input/input0
311 01-01 08:00:03.119 0 0 I qcom,qnpn-power-on c440000.qcom,spmi: qcom,pm8150l@4:qcom,power-on@800: PMIC@SID4 Power-on reason: Triggered from
PON1 (Secondary PMIC) and 'cold' boot
312 01-01 08:00:03.119 0 0 I qcom,qnpn-power-on c440000.qcom,spmi: qcom,pm8150l@4:qcom,power-on@800: PMIC@SID4: Unknown power-off reason
313 01-01 08:00:03.119 0 0 E qcom,qnpn-power-on c440000.qcom,spmi: qcom,pm8009@a:qcom,power-on@800: Invalid PON_PERPH_SUBTYPE 0x07
314 01-01 08:00:03.119 0 0 W qcom,qnpn-power-on: probe of c440000.qcom,spmi:qcom,pm8009@a:qcom,power-on@800 failed with error -22
```

#12 - 2023-03-01 13:54 - BSP组-RD3_TSCD 贾顺旺
- Assignee changed from System组-RD3_CDTS 蒋富雄 to 移动测试一组_CDTS 刘强

按如下记录进行测试，未复现。
<https://thundersoft.feishu.cn/docx/CCKVdA2floYQqEx09WicW0dJnmc>

#13 - 2023-03-03 18:23 - CDTS_TEST 王成
- Priority changed from Normal to High
- Severity changed from Normal to Major

#14 - 2023-03-07 11:22 - 移动测试一组_CDTS 刘强

目前重新验证合计：980次未复现
持续跟踪中

#15 - 2023-03-09 10:29 - CD BSP-杜磊
- Status changed from ASSIGNED to NEED_INFO

如3/8日沟通，复现 9 0 0 多次不复现，可以考虑暂时关闭，若以后复现再reopen.

#16 - 2023-03-10 13:40 - 移动测试一组_CDTS 刘强
- Status changed from NEED_INFO to RESOLVED

#17 - 2023-03-10 13:41 - 移动测试一组_CDTS 刘强
- Status changed from RESOLVED to VERIFIED

手动验证接近1000次未复现，先关闭此问题

#18 - 2023-03-10 13:41 - 移动测试一组_CDTS 刘强
- Status changed from VERIFIED to CLOSED

#19 - 2023-04-24 13:43 - CDTS_TEST 王成
- Status changed from CLOSED to New
- Assignee changed from 移动测试一组_CDTS 刘强 to CD TPM-王祥林

麻烦看看这个BUG是否需要再次跟踪处理

#20 - 2023-05-08 17:03 - CD TPM-王祥林
- Assignee changed from CD TPM-王祥林 to CD SYSTEM-夏旭

宗惠

麻烦再分析一下日志呢

#21 - 2023-05-10 20:27 - CD SYSTEM-夏旭
- Status changed from New to RESOLVED
- Assignee changed from CD SYSTEM-夏旭 to CDTS_TEST 王成

从日志看是在adb shell中关机的操作，靠成的的关机

```
./out/031_merged_logcat_file.log:68554:01-01 08:04:45.573 0 0 I init : sys.powerctl: do_shutdown: 0 IsShuttingDown: 0
./out/031_merged_logcat_file.log:68555:01-01 08:04:45.573 0 0 I init : Got shutdown_command 'reboot,shell' Calling HandlePowerctlMessage()
./out/031_merged_logcat_file.log:68556:01-01 08:04:45.573 0 0 I init : Clear action queue and start shutdown trigger
./out/031_merged_logcat_file.log:68557:01-01 08:04:45.573 0 0 I init : Entering shutdown mode
./out/031_merged_logcat_file.log:68558:01-01 08:04:45.574 0 0 I init : processing action (shutdown_done) from (<Builtin Action>:0)
```

#22 - 2023-05-23 19:38 - CDTS_TEST 王成
- Assignee changed from CDTS_TEST 王成 to 移动测试一组_CDTS 刘强

验证下BUG

#23 - 2023-06-05 18:36 - 物联网测试组_CDTS 唐霞
- Status changed from RESOLVED to VERIFIED

手动验证100次未复现，先关闭此单
验证版本：FlatBuild_HH_MCE_FSE.M.R.user.01.00.0107.C104

#24 - 2023-06-05 18:36 - 物联网测试组_CDTS 唐霞
- Status changed from VERIFIED to CLOSED

Files			
eth插拔系统关机_01.00.0068.zip	26 MB	2023-01-16	移动测试一组_CDTS 刘强
tlog_sts40x190142_002_0221020922.tar.gz	4.38 MB	2023-02-23	移动测试一组_CDTS 刘强