

Status:	ASSIGNED	Start date:	2023-03-28
Priority:	High	Due date:	
Assignee:	CD BSP 叶鹏	% Done:	0%
Category:	稳定性	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	FlatBuild_HH_MCE_FSE.M.R.user.01.00.0086
Resolution:	--	Degrated:	--
Severity:	Critical	Verified Version:	
Reproducibility:	Occasionally	Fixed Version:	
Test Type:	DB-Check	Root cause:	
Description			
前置条件			
pc和板子已经wifi adb连接成功			
操作步骤：			
1.执行adb push C:\Users\ts\Downloads\ota-0086-user.zip /sdcard/Download/update.zip			
2.DUT设置内搜索*#149#，打开调试工具页面			
3.执行fota升级，查看屏幕画面显示			
预期结果：			
1.fota升级流程正常结束，设备自动重启			
实际结果：			
1.点击fota升级后，在download进度时，画面突然黑屏			
2.板子处于正常启动状态，投屏工具可以正常显示画面			
3.重启后屏幕依然处于黑屏，背光不亮，屏幕未供电；板子进入900E			
如何恢复			
1.断电状态下，插拔lvds接口线缆；重新上电后板子正常启动，屏幕画面显示正常			

History

#1 - 2023-03-30 18:46 - CD BSP-杜磊

- Status changed from New to ASSIGNED

从log上看，显示加串解串芯片i2c不通，需要check当次屏幕是否掉电或者显示线缆是否接触良好。

[291.169344] i2c_geni 980000.i2c: i2c error :-107

[291.182204] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80

[291.192035] i2c_geni 980000.i2c: i2c error :-107

[291.196808] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err

[291.301354] i2c_geni 980000.i2c: i2c error :-107

[291.313567] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80

[291.322485] i2c_geni 980000.i2c: i2c error :-107

[291.327292] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err

[291.428614] i2c_geni 980000.i2c: i2c error :-107

[291.440757] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80

[291.450787] i2c_geni 980000.i2c: i2c error :-107
[291.455595] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[291.557084] i2c_geni 980000.i2c: i2c error :-107
[291.569329] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[291.581182] i2c_geni 980000.i2c: i2c error :-107
[291.585985] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[291.689295] i2c_geni 980000.i2c: i2c error :-107
[291.701624] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[291.710901] i2c_geni 980000.i2c: i2c error :-107
[291.715714] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[291.818028] i2c_geni 980000.i2c: i2c error :-107
[291.830064] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[291.838937] i2c_geni 980000.i2c: i2c error :-107
[291.843840] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[291.945942] i2c_geni 980000.i2c: i2c error :-107
[291.957982] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[291.967624] i2c_geni 980000.i2c: i2c error :-107
[291.972412] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[291.975786] qcom_rpmh DRV:apps_rsc TCS Busy, retrying RPMH message send: addr=0x50000
[292.077252] i2c_geni 980000.i2c: i2c error :-107
[292.082091] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[292.091129] i2c_geni 980000.i2c: i2c error :-107
[292.095940] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[292.196276] i2c_geni 980000.i2c: i2c error :-107
[292.208500] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[292.218562] i2c_geni 980000.i2c: i2c error :-107
[292.223360] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
[292.325375] i2c_geni 980000.i2c: i2c error :-107
[292.337664] [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
[292.346852] i2c_geni 980000.i2c: i2c error :-107
[292.351628] [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err

#2 - 2023-03-30 18:47 - CD BSP-杜磊

- Assignee changed from CD BSP-杜磊 to CD BSP 叶鹏

叶鹏，

重启进入900E状态

需要看一下OTA是否成功？

#3 - 2023-03-30 20:25 - CD BSP 叶鹏

从logcat日志看，升级并没有运行完成后续的所有日志都没有了；

需要确认设备重启之前升级程序是否运行完成

#4 - 2023-04-06 10:39 - CD BSP-杜磊

- Category set to BSP

#5 - 2023-04-08 12:19 - CD BSP-杜磊

- Status changed from ASSIGNED to NEED_INFO
- Assignee changed from CD BSP 叶鹏 to 移动测试一组_CDTs 刘强

Hi, 刘强 ,

帮忙复现一下，并保留现场。

#6 - 2023-04-08 16:38 - CD TPM-王祥林
- Assignee changed from 移动测试一组_CDTs 刘强 to CD TPM-王祥林

需要再次确认为什么要测试继续复测。

#7 - 2023-04-10 11:24 - CD BSP 叶鹏

感觉就是升级过程掉电了导致升级失败了，重启为啥会进900e也没有进900e的日志

#8 - 2023-04-10 17:37 - CD TPM-王祥林
- Status changed from NEED_INFO to ASSIGNED
- Assignee changed from CD TPM-王祥林 to CD BSP 叶鹏

叶鹏

- 1.贴一下日志的分析。
- 2.更新下一步AI

#9 - 2023-04-10 18:22 - CD BSP 叶鹏

1.从logcat看到日志打印如下：

03-28 06:17:51.025 1306 1369 E tlogd : [TzLogger](saveTzlogAsync) /sys/kernel/debug/tzdbg/log can not read.

03-28 06:17:51.245 649 663 I mpu_uart: [MSG-P:RECV]:No message received in 1000 ms

03-28 06:17:51.388 649 662 I mpu_uart: [MSG-P:R]:recv sync frame timeout

03-28 06:17:51.892 1307 1307 I update_engine: [INFO:delta_performer.cc(115)] Completed 653/1591 operations (41%), 439173120/1097917018 bytes downloaded (40%), overall progress 40%

03-28 06:17:52.142 4479 4493 D UpdateEngineStatus: onStatusUpdate:DownloadingPercent 0.4006086%

01-01 08:05:26.448 0 0 I qcom_rpmh DRV: apps_rsc TCS Busy, retrying RPMH message send: addr=0x50000

03-28 06:17:52.245 649 663 I mpu_uart: [MSG-P:RECV]:No message received in 1000 ms

01-01 08:05:27.037 0 0 E i2c_geni 980000.i2c: i2c error :-107

01-01 08:05:27.042 0 0 E : [MAX975X:mcu_keep_wakeup_work_func] ERROR Failed to read dev:0x40 addr:0x0013 ret:-107

01-01 08:05:27.053 0 0 E i2c_geni 980000.i2c: i2c error :-107

01-01 08:05:27.059 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err

01-01 08:05:27.162 0 0 E i2c_geni 980000.i2c: i2c error :-107

01-01 08:05:27.174 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80

01-01 08:05:27.184 0 0 E i2c_geni 980000.i2c: i2c error :-107

01-01 08:05:27.190 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err

01-01 08:05:27.294 0 0 E i2c_geni 980000.i2c: i2c error :-107

01-01 08:05:27.306 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80

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01-01 08:05:27.318 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.322 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:27.426 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.438 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:27.447 0 0 E i2c_geni 980000.i2c: i2c error :-107
03-28 06:17:53.245 649 663 I mpu_uart: [MSG-P:RCV]:No message received in 1000 ms
01-01 08:05:27.452 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:27.553 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.566 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:27.576 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.580 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:27.682 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.694 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:27.703 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.708 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:27.809 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.821 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:27.831 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.836 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:27.938 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.950 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:27.959 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:27.964 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.065 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.077 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.087 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.092 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.194 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.206 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.215 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.220 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.321 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.333 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.343 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.348 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.449 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.461 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.471 0 0 E i2c_geni 980000.i2c: i2c error :-107
03-28 06:17:54.246 649 663 I mpu_uart: [MSG-P:RCV]:No message received in 1000 ms
01-01 08:05:28.476 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.536 0 0 I qcom_rpmh DRV: apps_rsc TCS Busy, retrying RPMH message send: addr=0x50000
01-01 08:05:28.578 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.583 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.592 0 0 E i2c_geni 980000.i2c: i2c error :-107
03-28 06:17:54.391 649 662 I mpu_uart: [MSG-P:R]:recv sync frame timeout
03-28 06:17:54.435 4479 4493 D UpdateEngineStatus: onStatusUpdate:DownloadingPercent 0.4106218%
01-01 08:05:28.597 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.701 0 0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.713 0 0 E : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.723 0 0 E i2c_geni 980000.i2c: i2c error :-107
03-28 06:17:54.472 4479 5181 I OpenGLRenderer: Davey! duration=9223371758284ms; Flags=0, FrameTimelineVsyncId=5848, IntendedVsync=278566075671,
Vsync=278566075671, InputEventId=0, HandleInputStart=278566414527, AnimationStart=278566417392, PerformTraversalsStart=278566418746,
DrawStart=278567253381, FrameDeadline=278582742337, FrameInterval=278566404996, FrameStartTime=16666666, SyncQueued=278568599944,

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SyncStart=278572569267, IssueDrawCommandsStart=278572849371, SwapBuffers=278575174944, FrameCompleted=9223372036854775807,
DequeueBufferDuration=47865, QueueBufferDuration=861614, GpuCompleted=9223372036854775807, SwapBuffersCompleted=278576809683, DisplayPresentTime=0,
01-01 08:05:28.728  0  0 E      : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.830  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.843  0  0 E      : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.853  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.858  0  0 E      : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:28.961  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.973  0  0 E      : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:28.983  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:28.988  0  0 E      : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:29.090  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:29.102  0  0 E      : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:29.111  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:29.116  0  0 E      : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x80 err
01-01 08:05:29.217  0  0 E i2c_geni 980000.i2c: i2c error :-107
01-01 08:05:29.229  0  0 E      : [MAX975X:max96755x_vc1_lcd_dtc_check] ERROR Failed to read dev:0x15 addr:0x80
01-01 08:05:29.239  0  0 E i2c_geni 980000.i2c: i2c error :-107
```

这部分升级程序并没有运行完成，就直接任何日志都没有了

2.复现该现象并抓到对应的串口输出日志，这样才能调查是为啥会突然没有任何logcat的信息，屏幕变黑；设备重启过程也需要抓上串口日志，才能调查为啥设备进入900e

#10 - 2023-04-12 09:29 - CD BSP 叶鹏
- Assignee changed from CD BSP 叶鹏 to SZTS_TEST 邹涛

#11 - 2023-04-12 11:38 - CD TPM-王祥林

出现的问题有两个，目前分析结论如下：

- 1.屏幕黑屏，投屏显示正常。分析了是屏幕的问题，控制器正常。但因为屏幕的日志我们拿不到，现有的日志也没办法让屏幕进行分析。
- 2.重启问题。从日志里判断是突然掉电了导致日志没有保存，然后进入了900e。这个时候就需要串口日志才能分析。

下一步计划：

- 1.屏幕问题不继续跟踪。
- 2.重启进900e问题，串口日志不能通过tlog保存，所以这个问题还是得开着串口日志来复现问题。复现的时候Tlog和串口都需要。

#12 - 2023-04-12 11:46 - CD TPM-王祥林
- Assignee changed from SZTS_TEST 邹涛 to CDTS_TEST 王成

王成

邹涛反馈还有其他任务，你协调一下看看后续在OTA过程中谁来跟踪这个问题。

#13 - 2023-04-12 15:02 - CDTS_TEST 王成
- Assignee changed from CDTS_TEST 王成 to 移动测试一组_CDTS 刘强

强哥，看下这个问题

#14 - 2023-04-12 15:04 - CD TPM-王祥林
- Status changed from ASSIGNED to NEED_INFO

#15 - 2023-04-12 18:08 - 移动测试一组_CDTS 刘强

20230412：OTA 压测51次未复现
验证版本：0086-0090

#16 - 2023-04-13 19:11 - 移动测试一组_CDTS 刘强

20230413：OTA 压测84次未复现
验证版本：0086-0090

#17 - 2023-04-15 18:04 - 移动测试一组_CDTS 刘强

20230415：OTA 压测57次未复现
验证版本：0086-0090

#18 - 2023-04-18 17:06 - 移动测试一组_CDTS 刘强

20230418：OTA 压测12次未复现
验证版本：0086-0090

#19 - 2023-04-20 18:54 - 移动测试一组_CDTS 刘强

20230420：OTA 压测21次未复现
验证版本：0086-0090

#20 - 2023-05-04 18:48 - 移动测试一组_CDTS 刘强

0095版本压测：180次未复现

#21 - 2023-05-09 18:40 - CDTS-TEST 周婷
- Assignee changed from 移动测试一组_CDTS 刘强 to CD BSP 叶鹏

请说明VB修改内容

#22 - 2023-05-10 19:20 - CD BSP 叶鹏
- Assignee changed from CD BSP 叶鹏 to CDTS-TEST 周婷

为了确认是电源线没有插好，添加了一项打印串口日志的修改启动VB，用于获取设备电源存在时的日志信息；

#23 - 2023-05-11 19:59 - CDTS-TEST 周婷

- Assignee changed from CDTs-TEST 周婷 to 移动测试一组_CDTs 刘强

强哥 你看看你和邹涛都再验证下呢

#24 - 2023-06-01 23:10 - CDTs-TEST 周婷

- Category changed from BSP to 稳定性

#25 - 2023-06-05 18:41 - 物联网测试组_CDTs 唐霞

FlatBuild_HH_MCE_FSE.M.D.user.01.00.C104.202306040058.zip版本升级ota-0107-user.zip出现1次。tlog超过50M 私发研发分析
升级完成后设备自动重启后一直处于黑屏 背光亮中，重新断电上电后恢复正常

#26 - 2023-06-05 19:49 - 物联网测试组_CDTs 唐霞

- Status changed from NEED_INFO to ASSIGNED

- Assignee changed from 移动测试一组_CDTs 刘强 to CD BSP 叶鹏

#27 - 2023-06-06 09:48 - CD BSP 叶鹏

900e的ramdump是否抓了

#28 - 2023-06-08 09:55 - CD BSP 叶鹏

请复现该现象并抓ramdump和串口日志并提供复现该现象的tslog

Files			
logcat.txt	1.96 MB	2023-03-28	SZTS_TEST 邹涛
dmesg.txt	403 KB	2023-03-28	SZTS_TEST 邹涛