

Status:	CLOSED	Start date:	2023-04-06
Priority:	Normal	Due date:	
Assignee:	移动测试一组_CDTs 刘强	% Done:	0%
Category:	CD-FW	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	中控版本：0062
Resolution:	DUPLICATE	Degrated:	--
Severity:	Critical	Verified Version:	
Reproducibility:	Occasionally	Fixed Version:	
Test Type:	ST	Root cause:	
Description			
【前提条件】 该现象在整车上出现，且设备处于长时间工作状态			
【测试步骤】 1.整车上电后仪表屏、中控屏、副屏均正常启动无异常， 2.进行车辆点检操作（涉及到用电操作只有操作中控大屏，开关灯和雨刮，其他的上下电） 3.设备处于上电待机状态			
【预期结果】 3.上电状态不涉及设备重启操作时，三屏均无自动黑屏现象（非屏保状态）			
【实际结果】 3.仪表屏幕出现偶现自动黑屏，当仪表黑屏副屏会紧接着黑屏；必须要下蓄电池的电来恢复，恢复上电后仪表也不一定能亮，甚至有时中控会跟着一起黑掉。			
PS 日志路径：192.168.87.46/wtest_logs/tlog_iov0201017500006162025411a2212290000001621_105_0228121108.tar.gz			

894:01-01 08:04:35.098 0 0 E : [MAX975X:max96755x_init] ERROR Failed to write dev:0x48 addr:0x0010 value:0x01
896:01-01 08:04:35.099 0 0 E : [MAX975X:max96755x_init] ERROR Failed to write dev:0x48 addr:0x0001 value:0x02
898:01-01 08:04:35.099 0 0 E : [MAX975X:max96755x_init] ERROR Failed to write dev:0x48 addr:0x01ce value:0x5e
900:01-01 08:04:35.104 0 0 E : [MAX975X:max96755x_init] ERROR Failed to write dev:0x48 addr:0x0010 value:0x21
902:01-01 08:04:35.206 0 0 E : [MAX975X:max96755x_init] ERROR Failed to read dev:0x48 addr:0x0013
903:01-01 08:04:35.206 0 0 E : [MAX975X:max96755x_init] ERROR read:752 0x13:00
904:01-01 08:04:35.206 0 0 E : [MAX975X:max96755x_init] ERROR read:755 0x13:12
905:01-01 08:04:35.206 0 0 E : [MAX975X:max96755x_init] ERROR done
907:01-01 08:04:35.206 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
908:01-01 08:04:35.206 0 0 E : [MAX975X:max96755g_probe] ERROR backlight on failed -107
909:01-01 08:04:35.206 0 0 E : [MAX975X:max96755g_probe] ERROR done
912:01-01 08:04:35.207 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
1312:01-01 08:04:37.026 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
1699:01-01 08:04:38.850 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
1708:01-01 08:04:40.674 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
1710:01-01 08:04:42.498 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
1775:01-01 08:04:44.322 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err
2505:01-01 08:04:45.893 0 0 E : [MAX975X:max96755g_write_bytes] ERROR i2c master send 0x8E err

2. 第二份log是从第19次开机开始的，那么从第5次到第18次的日志没有保存，从19~103次log, 加解串芯片驱动log都是正常的。

711:01-01 08:00:03.500 0 0 E : [MAX975X:max96755g_probe] ERROR begin
891:01-01 08:00:04.056 0 0 E : [MAX975X:max96755x_init] ERROR begin
892:01-01 08:00:04.220 0 0 E : [MAX975X:max96755x_init] ERROR read:752 0x13:da
893:01-01 08:00:04.220 0 0 E : [MAX975X:max96755x_init] ERROR read:755 0x13:da
894:01-01 08:00:04.220 0 0 E : [MAX975X:max96755x_init] ERROR done
895:01-01 08:00:04.221 0 0 E : [MAX975X:max96755g_probe] ERROR backlight on failed 7
896:01-01 08:00:04.221 0 0 E : [MAX975X:max96755g_probe] ERROR done

问题怀疑点：

1. 问题发生时，由于无法通过虚拟投屏来确认系统是否发生crash而导致系统黑屏。
2. 问题发生时，系统运行正常，屏端异常可能导致无显示。

System:

AF:@曹覃刚

1.从100份日志中，过滤屏幕熄灭的日志

其中两次是通过power键(通过点击控制中心熄屏按钮)，其余均是正常收到下电信号导致

FSEM_054_0066_1677556129405/053_persist_00355_230228_115046.log:1294:02-28 11:51:20.615 1463 1463 I PowerManagerService: Going to sleep due to power_button (uid 1000)...

FSEM_054_0066_1677556129405/053_persist_00362_230228_115715.log:280:02-28 11:57:25.075 1463 2782 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_064_0094_1677556129116/063_persist_00814_230228_183034.log:2096:02-28 18:32:46.892 1507 2817 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_094_0134_1677556129391/093_persist_00581_230228_121706.log:1402:02-28 12:18:24.926 1494 2115 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_057_0070_1677556129285/056_persist_00442_230228_121701.log:1337:02-28 12:18:25.892 1495 2459 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_058_0071_1677556129124/057_persist_00456_230228_114918.log:2065:02-28 11:49:56.768 1499 2126 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_053_0065_1677556129360/052_persist_00338_230228_121655.log:1416:02-28 12:18:25.120 1503 4770 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_062_0079_1677556129146/061_persist_00592_230228_121822.log:2070:02-28 12:20:20.488 1504 2113 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_047_0056_1677556129314/046_persist_00181_230228_121523.log.ing:580:02-28 12:15:53.497 1520 2070 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_088_0124_1677556129447/087_persist_00386_230228_115313.log.ing:198:02-28 11:53:26.180 1500 2821 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_048_0057_1677556129324/047_persist_00195_230228_114918.log.ing:985:02-28 11:49:23.661 1500 2104 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_049_0058_1677556129298/048_persist_00209_230228_114901.log.ing:1395:02-28 11:49:09.209 1470 2076 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_061_0077_1677556128856/060_persist_00564_230228_121807.log.ing:269:02-28 12:18:24.897 1472 1783 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_102_0144_1677556129371/101_persist_00789_230228_115740.log.ing:1765:02-28 11:59:11.679 1490 1519 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_068_0100_1677556128849/067_persist_00916_230228_114844.log.ing:1602:02-28 11:49:01.514 1510 3144 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_091_0131_1677556129056/090_persist_00507_230228_120217.log.ing:2390:02-28 12:04:35.835 1518 1552 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_101_0143_1677556129300/100_persist_00770_230228_115328.log.ing:1311:02-28 11:54:45.714 1221 2073 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_069_0101_1677556129018/068_persist_00931_230228_115028.log.ing:1642:02-28 11:51:09.598 1503 2133 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_067_0099_1677556129488/066_persist_00903_230228_124747.log.ing:1225:02-28 12:48:58.974 1493 2068 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_083_0119_1677556129206/082_persist_00309_230228_114844.log.ing:1635:02-28 11:49:03.787 1517 1949 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_093_0133_1677556129219/092_persist_00551_230228_121746.log.ing:643:02-28 12:18:24.937 1446 2146 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_051_0063_1677556129317/050_persist_00286_230228_115254.log.ing:881:02-28 11:53:44.119 1484 2064 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_099_0141_1677556129331/098_persist_00737_230228_120056.log.ing:9:02-28 12:00:56.660 1525 1575 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_087_0123_1677556129252/086_persist_00368_230228_122050.log.ing:1509:02-28 12:21:43.604 1507 2345 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_072_0105_1677556129297/071_persist_00017_230228_122646.log.ing:2600:02-28 12:29:03.013 1519 2120 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_056_0069_1677556129287/055_persist_00412_230228_123008.log.ing:817:02-28 12:30:09.335 1489 2013 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_080_0114_1677556129161/079_persist_00203_230228_132054.log.ing:2021:02-28 13:21:51.485 1514 4774 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_066_0097_1677557929311/066_persist_00880_230228_120807.log.ing:1089:02-28 12:08:25.883 1493 1493 I PowerManagerService: Going to sleep due to power_button (uid 1000)...

FSEM_063_0080_1677556129041/062_persist_00609_230331_124919.log.ing:1640:03-31 12:49:41.877 1518 2078 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_086_0121_1677556129164/084_persist_00337_230228_114918.log.ing:1893:02-28 11:49:55.166 1500 2111 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_050_0062_1677556129265/049_persist_00269_230228_131929.log.ing:1265:02-28 13:20:41.558 1490 2483 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_092_0132_1677556129388/091_persist_00522_230228_114918.log.ing:1805:02-28 11:50:21.278 1505 1538 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_082_0118_1677556129199/081_persist_00296_230228_130250.log.ing:736:02-28 13:03:29.514 1492 2097 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_036_0041_1677556129036/035_persist_00771_230228_114843.log.ing:1603:02-28 11:49:04.858 1490 2795 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_096_0138_1677556129453/095_persist_00658_230228_122535.log.ing:184:02-28 12:25:46.664 1496 4735 I PowerManagerService: Going to sleep due to

device_admin (uid 1000)...

FSEM_100_0142_1677556129476/099_persist_00753_230228_115226.log.ing:32:02-28 11:52:28.611 1508 2842 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_084_0120_1677556128973/083_persist_00323_230228_114918.log.ing:1396:02-28 11:49:46.255 1475 2068 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_071_0103_1677556129451/070_persist_00982_230228_120246.log.ing:1619:02-28 12:04:13.787 1504 1536 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_055_0067_1677556129211/054_persist_00377_230228_115028.log.ing:1167:02-28 11:50:34.590 1506 2020 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_045_0054_1677556129126/044_persist_00107_230228_121730.log.ing:2059:02-28 12:18:24.781 1496 1527 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_081_0115_1677556129242/080_persist_00230_230228_121128.log.ing:901:02-28 12:12:02.485 1485 2010 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_059_0074_1677556129420/058_persist_00502_230228_125328.log.ing:1880:02-28 12:54:48.171 1489 2075 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_089_0125_1677556129293/088_persist_00400_230228_114918.log.ing:992:02-28 11:49:36.085 1504 2108 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_046_0055_1677556129373/045_persist_00151_230228_120406.log.ing:2160:02-28 12:05:44.706 1498 1975 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_079_0110_1677556129270/078_persist_00136_230228_121738.log.ing:1076:02-28 12:18:40.488 1502 4724 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_066_0096_1677556129312/065_persist_00853_230228_120025.log.ing:251:02-28 12:00:38.248 1531 4907 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_076_0106_1677556129328/072_persist_00038_230228_115835.log.ing:1797:02-28 11:59:50.698 1507 1957 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_097_0139_1677556129113/096_persist_00689_230228_121828.log.ing:49:02-28 12:18:30.294 1497 1801 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_060_0076_1677556129269/059_persist_00533_230228_122048.log.ing:1880:02-28 12:22:23.624 1501 4777 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_090_0130_1677556129202/089_persist_00485_230228_140002.log.ing:1251:02-28 14:01:13.139 1496 2842 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_070_0102_1677556129384/069_persist_00959_230228_121737.log.ing:982:02-28 12:18:33.912 1523 1547 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_065_0095_1677556129249/064_persist_00831_230228_115438.log.ing:2482:02-28 11:57:15.407 1508 1540 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

FSEM_095_0136_1677556129206/094_persist_00624_230228_124237.log.ing:1031:02-28 12:43:32.599 1498 3458 I PowerManagerService: Going to sleep due to device_admin (uid 1000)...

2.过滤日志中发生的异常等

其中微服务发生了一些异常，但是该异常不会引起屏幕黑屏，且该异常是捕获后主动打印的，不影响系统的正常运行

02-28 11:48:58.017 2114 4026 E AndroidRuntime: FATAL EXCEPTION: Thread-28

02-28 11:48:58.017 2114 4026 E AndroidRuntime: Process: com.thundercomm.microservice, PID: 2114

02-28 11:48:58.017 2114 4026 E AndroidRuntime: java.lang.NullPointerException: Attempt to invoke virtual method 'int java.lang.String.hashCode()' on a null object reference

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at android.os.Parcel.createExceptionOrNull(Parcel.java:2431)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at android.os.Parcel.createException(Parcel.java:2409)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at android.os.Parcel.readException(Parcel.java:2392)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at android.os.Parcel.readException(Parcel.java:2334)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at

com.thundercomm.microservice.ITCMicroCommonCallback\$Stub\$Proxy.request(ITCMicroCommonCallback.java:203)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at com.thundercomm.microservice.MicroService.request(MicroService.java:306)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at com.thundercomm.microservice.MicroService.onRequest(MicroService.java:236)

02-28 11:48:58.017 2114 4026 E AndroidRuntime: at com.thundercomm.microservice.MicroSocketReader.dealMessage(MicroSocketReader.java:85)

结合上述两点分析，上层没有发现异常息屏和关机的行为
同时结合问题发生时，整车环境中，仪表屏幕先黑屏，之后副屏黑屏。
推测大概率是屏幕硬件侧或者整车电路异常导致

#4 - 2023-04-10 19:06 - CD TPM-王祥林

当前进度：
BSP：
预计周四能分析完日志。给出是否有异常的结论。
AF：
已过滤错误日志关键字，没发现异常。
下一步计划：
推动屏厂查看是否屏幕是否有问题。

#5 - 2023-04-11 19:06 - CD TPM-王祥林

当前进度：
1.日志中发现有一处屏幕驱动加载异常，但是在开机的时候。和报问题的场景对不上。
其他日志都是正常开机和关机的，没有运行过程中异常关机或者黑屏相关的错误。
2.再次询问现场人员具体情况，发现点检过程中一直未踩过刹车。怀疑是30分钟后自动下电导致的黑屏。
下一步计划：
按照30自动下电的情况看待，属于正常现象，暂不进一步分析。后续继续观察。

#6 - 2023-04-12 15:58 - CD TPM-王祥林

当前进度：
按照30自动下电的情况看待，属于正常现象，暂不进一步分析。
下一步计划：
给客户出一个正式报告进行说明。

#7 - 2023-04-13 13:46 - CD TPM-王祥林
- Status changed from New to NEED_INFO

判定为30分钟自动下电，非软硬件故障。报告已提供给客户，待回复。

#8 - 2023-04-19 19:50 - CD TPM-王祥林

客户反馈问题复现的时候KL15未下电。目前唯一还有怀疑点只剩下屏幕，已经反馈给客户推动屏幕厂商。

#9 - 2023-05-09 15:17 - CD TPM-王祥林
- Status changed from NEED_INFO to RESOLVED
- Assignee changed from CD TPM-王祥林 to 移动测试一组_CDTS 刘强
- Resolution changed from -- to DUPLICATE

客户已按照和下面这个上电KL15沿变未检测到的问题作为同件处理。此问题可以关闭。
<https://share.thundersoft.com/redmine/issues/116260>

#10 - 2023-05-10 14:24 - 移动测试一组_CDTS 刘强
- Status changed from RESOLVED to VERIFIED

根据分析，此问题和116260为相同原因，该问题已经修复，由116260进行后续跟踪，此问题关闭

#11 - 2023-05-10 14:24 - 移动测试一组_CDTS 刘强
- Status changed from VERIFIED to CLOSED

Files			
黑屏现象.mp4	1.3 MB	2023-04-06	移动测试一组_CDTS 刘强