

Figure - Bug #117975

【IOVDEV-28227】【VC1】【台架/EE环境】【LVC1LABCAR0000555】【副屏遥控器】副屏遥控器出现白屏后，重新连接无法与副屏建立连接

2023-05-16 20:32 - 物联网测试组_CDTS 唐霞

Status:	CLOSED	Start date:	2023-05-16
Priority:	High	Due date:	
Assignee:	物联网测试组_CDTS 唐霞	% Done:	100%
Category:	CD-FW	Estimated time:	0.00 hour
Target version:		Found Version:	01.00.0094.C103_userdebug
Need_Info:	--	Degrated:	No
Resolution:	FIXED	Verified Version:	
Severity:	Major	Fixed Version:	2023-05-19
Reproducibility:	Occasionally	Root cause:	连接稳定性问题
Test Type:	User Experience		
Description			
IDCM：01.00.0094.C103_userdebug 手机号：15101135968 APP版本：V5.23.0_EE_05151535 问题时间：2023/5/16/09:13 问题车辆: LVC1LABCAR0000555 测试手机：iPhone 11 前提条件：车辆上电&手机与副屏保持统一网络环境 测试环境：EE 操作步骤：点击进入遥控器，关闭WiFi，打开WiFi，正常使用一段时间后，提示“连接已断开”；点击重新连接后出现白屏现象，之后返回HiPhi页面，多次点击进入遥控器，均无法建立连接 期望结果：遥控器正常使用，正常建立连接			
Related issues:			
Related to Figure - Bug # 117979: 【IOVDEV-26850】 【内部】 【VC1...			CLOSED 2023-05-16

History

#1 - 2023-05-16 20:34 - 物联网测试组_CDTS 唐霞

根据票上的视频

进入副屏遥控页面 09:12 有个一闪而过的弹框 后续操作中 连接断开后 再次重连 白屏

根据日志分析

进入页面后 副屏SDK获取IP进行连接 连接失败 后续 连接成功

2023-05-16 09:12:07.484 queue[com.apple.main-thread] thread[12514657,]
[PRODUCE][通用] -[HHScreenVC1Controller connectServerIP] line⁹³
副屏遥控器-ServerIPList

2023-05-16 09:12:07.900 queue[com.apple.root.default-qos] thread[12517045,]
[PRODUCE][通用] -[HHScreenVC1Controller connectStateCallBack:] line¹⁷⁵
副屏遥控器-连接失败

2023-05-16 09:12:08.097 queue[com.apple.root.default-qos] thread[12517042,]

[PRODUCE][通用] -[HHScreenVC1Controller connectStateCallBack:] line¹³¹

副屏遥控器-连接成功

后续操作中连接断开 重新发起连接

2023-05-16 09:12:58.597 queue[com.apple.main-thread] thread[12514657,]

[PRODUCE][通用] -[HHScreenVC1Controller connectStateCallBack:]_block_invoke_2 line¹⁶⁴

副屏遥控器-重新连接

副屏遥控器-Server connect failed, please try again later.-code=60

2023-05-16 09:12:59.467 queue[com.apple.root.default-qos] thread[12517656,]

[PRODUCE][通用] -[HHScreenVC1Controller connectStateCallBack:] line¹⁷⁵

副屏遥控器-连接失败

连接失败 导致白屏 白屏已处理

需要副屏SDK分析为啥连接失败

#2 - 2023-05-17 10:12 - CD FW-廖涛

- Category set to CD-FW

- Status changed from New to ASSIGNED

- Assignee changed from CD FW-鲁凯峰 to CD FW-廖涛

#3 - 2023-05-18 15:06 - CD FW-廖涛

- % Done changed from 0 to 40

■ My analysis

目前连接流程为：

App 调用 SDK 发送广播消息，然后开启广播消息回复监听，副屏在收到广播消息后回复给发送方，App 收到回复后，使用 IP 地址创建 Socket 并发送连接消息。

通过视频现象和日志分析，由于网络切换后网络不稳定的不稳定，导致 Socket 连接失败，所以发送广播获取副屏 IP 失败，并且达到 App 自己设置的超时时间，所以报连接失败。

根据和 App 开发沟通，目前的连接超时为 App 自定义（5s），在网络不稳定的情况下，出现超时的情况属于正常情况。SDK 会进行连接优化，且正式版本副屏 IP 是固定的，不需要获取副屏 IP 的环节。

日志如下：

2023-05-16 09:12:59.458 queue[com.apple.root.default-qos] thread[12517656,]

[PRODUCE][通用] -[HHScreenVC1Controller logOutput:] line²⁵¹

副屏遥控器SDK日志收集 Socket 86 connect failed.

2023-05-16 09:12:59.461 queue[com.apple.root.default-qos] thread[12517656,]

[PRODUCE][通用] -[HHScreenVC1Controller logOutput:] line²⁵¹

副屏遥控器SDK日志收集 Socket 86 connect failed.

2023-05-16 09:12:59.463 queue[com.apple.root.default-qos] thread[12517656,]

[PRODUCE][通用] -[HHScreenVC1Controller logOutput:] line²⁵¹

副屏遥控器SDK日志收集 Socket 86 connect failed.

2023-05-16 09:12:59.465 queue[com.apple.root.default-qos] thread[12517656,]

[PRODUCE][通用] -[HHScreenVC1Controller logOutput:] line²⁵¹

副屏遥控器SDK日志收集 Socket 86 connect failed.

#4 - 2023-05-18 20:52 - CDTS-TEST 周婷

- Priority changed from Normal to High
- Severity changed from Normal to Major

#5 - 2023-05-19 10:23 - IoT scm

Gerrit Merge Information :

ID	Project	Branch	Uploader
201135	general/platform/vendor/thundercom m/apps/RemoteControlClients	Pre_figure_turbox-c2130c-la1.1-qssi12 -dev	tao.liao@thundersoft.com
AF:RemoteControl: Client(iOS) - Improves heartbeat and connect stability.TC-RID: 1201-0206002IssueID: TS-R-BUG-117975Change-Id: If2a2cb075510ca34c6e5682c0a22041bb2e913dd			

#6 - 2023-05-19 11:43 - CD FW-廖涛

- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD FW-廖涛 to 物联网测试组_CDTS 唐霞
- % Done changed from 40 to 100
- Resolution changed from -- to FIXED
- Degrated changed from -- to No
- Fixed Version set to 2023-05-19
- Root cause set to 连接稳定性问题

■ Current conclusion

问题已处理，遥控器 iOS SDK 已更新并提供给客户。

■ Next action

测试确认并同步客户。

#7 - 2023-05-23 15:08 - 物联网测试组_CDTS 唐霞

- Status changed from RESOLVED to VERIFIED

#8 - 2023-05-23 15:08 - 物联网测试组_CDTS 唐霞

- Status changed from VERIFIED to CLOSED

Files

20230516-095843.mp4	8.72 MB	2023-05-16	物联网测试组_CDTS 唐霞
20230516-09.06.46.txt	1.26 MB	2023-05-16	物联网测试组_CDTS 唐霞