

Figure - Bug #118042

Bug # 118327 (CLOSED): 【AF】 【EVT3】 【Monkey】 Device#2(4+27个APK（无豌豆荚）-内部测试命令),异常终止

IOVDEV-28972 【内部】 【VC1】 【0095】 【台架】 【EE环境】 【副屏】 偶发一次日志收集工具界面副屏冻屏现象

2023-05-18 16:12 - CDTS-TEST 周婷

Status:	CLOSED	Start date:	2023-05-18
Priority:	Urgent	Due date:	2023-06-05
Assignee:	CD FW周平	% Done:	0%
Category:	冻屏	Estimated time:	0.00 hour
Target version:		Found Version:	01.00.0095.c103
Need_Info:	--	Degrated:	--
Resolution:	DUPLICATE	Verified Version:	
Severity:	Critical	Fixed Version:	2023-05-26
Reproducibility:	Occasionally	Root cause:	
Test Type:	Free Test		
Description			
【环境信息】 EE环境 【问题出现时间】：20230518 10点27分（第145次开机） 【前提条件】：车机上电（KL30ON，KL15 ON） 1.副屏在使用应用宝下载多个应用 2.进入日志收集工具界面打算开始收集实时日志 3.还未开启收集实时日志，应用宝弹窗提示安装应用，点击安装 【实际结果】 弹窗提示已安装应用，但副屏冻屏，不响应任何操作。 【期望结果】 副屏日志收集工具界面正常运行，无冻屏现象。 【备注】： 此问题出现一次，约15分钟后自行恢复。 车架号VIN：HRYTTTESTVINMGM400 log地址：https://ofs.human-horizons.com/#/download/index/nPJPlpfG8%3D 视频地址：https://ofs.human-horizons.com/#/download/index/Isroa5GAAJ4%3D 【影响版本】：副屏：01.00.0095.c103 【硬件版本号】：/ 【是否能恢复】：可恢复			

History

#1 - 2023-05-18 16:30 - CDTS_TEST 王成

- File 10点27分日志收集界面副屏冻屏.mp4 added

#2 - 2023-05-18 21:31 - CDTs-TEST 周婷

- Priority changed from Normal to Urgent

#3 - 2023-05-19 18:22 - CD SYSTEM-夏旭

1. 安装 05-18 09:12:19.042 2792 2812 I MediaProvider: Open with lower FS for /storage/emulated/0/Download/com.tencent.android.qqdownloader_8.4.2_8422130.apk. Uid: 10028
2. 启动tencent APP
ActivityTaskManager: START u0 {flg=0x10010000 cmp=com.tencent.android.qqdownloader/com.tencent.assistant.activity.SplashImplActivity (has extras)} from uid 10094
3. 从上面com.tencent.android.qqdownloader.APK安装到后面的时间未发现明显异常
4. 发生时间20230518 10点27分
从log的中未发现20230518 10点27分，时间点的log,最晚的log时间在05-18 09:59:13.748 这个时间点，
只从log发现有内存低的情况，并杀了一些APP，未找到相半冻屏的信息

#4 - 2023-05-23 16:27 - CD System 雷祥

[当前状态]

1. 视频的时间记录为10点27，但是日志只抓到9:58，没有抓到后续的日志，查看打包日志时间没有问题，说明大概率是底层tlog服务出现问题。
2. 和上面的分析一致，在Bug_118042对应的日志里面，只看到大量的存在lowmemorykiller的情况，并杀死了一些APP来缓解内存压力，没有找到freeze的相关日志，也说明问题是在目前的日志内容后发生的。

[下一步动作]

需要分为2个方向

1. 针对当前状态下，为什么tlog没有抓取到对应日志的问题，是不是lowmemorykiller引起的，看是否能模拟low memory的情况来进行复现，看是否需要建立子票追踪。
2. 针对视频中冻屏的问题，由于没有抓取到有用信息，需要测试帮忙复现问题，最好能保留现场，并使用adb logcat -b all 再抓取日志，防止tlog出现漏抓的问题。

#5 - 2023-05-23 17:00 - CDTs-TEST 周婷

- File 1684832241438.zip added

- Assignee changed from CD SYSTEM-夏旭 to CD System 雷祥

如飞书log已添加，请继续分析

#6 - 2023-05-23 18:58 - CD System 雷祥

[当前状态]

周婷帮忙在jira上面重新提供了日志（1684832241438.zip，密码：MGM400），从新的日志来看，和之前的日志包含的内容基本一致，仍然缺少发生问题时的日志，只是多加上了146次开机时的日志，第146次开机在11:12左右了。

[下一步动作]

已联系测试今天晚上帮忙进行复测，发生问题时需要保存问题现场。

#7 - 2023-05-23 18:58 - CD System 雷祥

- Status changed from New to ASSIGNED

#8 - 2023-05-23 21:29 - CDTS_TEST 王成

- Due date set to 2023-05-26

#9 - 2023-05-23 21:33 - CDTS_TEST 王成

- Fixed Version set to 2023-05-26

#10 - 2023-05-24 10:17 - CDTS-TEST 周婷

- Category changed from SYSTEM to 冻屏

#11 - 2023-05-24 20:06 - CD System 雷祥

- File Bug118042.7z added

[当前状态]

1. 原bug的日志中，缺失问题发生的日志，暂时不用处理，目前处理内部使用monkey压测时复现的冻屏问题。对应日志：Bug118042.7z
2. 复现冻屏时，可以使用getevent来获取到数据，详情可以参加touchevent.log，说明当时底层驱动仍然可以响应外部中断，但是上层APP没有任何响应，且投屏无法使用。
3. 通过日志526.txt查看，没有发现上层打印原生日志“input_focus”或者项目增强日志“ViewTouchDebug”，说明上层没有接受到event或者没有把event分发给对应的APP焦点。
4. 同时设备出现大量如下异常日志，参加526.txt.

a. Slow operation警告

```
05-24 02:50:28.730 1529 1647 W ActivityManager: Slow operation: 2002ms so far, now at startProcess: asking zygote to start proc
05-24 02:50:28.742 1529 1647 W ActivityManager: Slow operation: 2014ms so far, now at startProcess: returned from zygote!
05-24 02:50:28.742 1529 1647 W ActivityManager: Slow operation: 2014ms so far, now at startProcess: done updating battery stats
05-24 02:50:28.742 1529 1647 W ActivityManager: Slow operation: 2014ms so far, now at startProcess: building log message
05-24 02:50:28.742 1529 1647 W ActivityManager: Slow operation: 2015ms so far, now at startProcess: starting to update pids map
05-24 02:50:28.743 1529 1647 W ActivityManager: Slow operation: 2015ms so far, now at startProcess: done updating pids map
```

b. binder通信失败

```
05-24 04:37:56.217 0 0 I [44779.906676] binder: 675:748 transaction failed 29201/-28, size 144-0 line 3240
05-24 04:37:57.136 0 0 I [44780.825300] binder: 1529:1636 transaction failed 29201/-28, size 88-0 line 3240
05-24 04:37:59.103 0 0 I [44782.796166] binder: 1529:1636 transaction failed 29201/-28, size 88-0 line 3240
05-24 04:37:59.287 0 0 I [44782.976927] binder: 675:748 transaction failed 29201/-28, size 144-0 line 3240
05-24 05:17:28.345 1529 1636 E JavaBinder: !!! FAILED BINDER TRANSACTION !!! (parcel size = 88)
```

c. 在现场抓日志，发现触摸屏事件，底层有响应，同时根据如下日志，可以看到InputDispatcher也有接收到事件，但是Window窗口未正确处理触摸事件。

```
05-24 05:27:07.976 1529 1776 W InputDispatcher: Window 7276850 NotificationShade is not responsive
05-24 05:27:07.976 1529 1776 W InputDispatcher: 7276850 NotificationShade will not receive the new gesture at 47731630401000
05-24 05:27:07.976 1529 1776 W InputDispatcher: Unresponsive monitor edge-swipe (server) will not get the new gesture
05-24 05:27:07.976 1529 1776 W InputDispatcher: Unresponsive monitor swipe-up (server) will not get the new gesture
05-24 05:27:07.976 1529 1776 I InputDispatcher: Dropping event because there is no touchable window or gesture monitor at (64, 991) in display 0.
05-24 05:27:07.987 1529 1776 I InputDispatcher: Dropping event because there is no touched foreground window in display 0 or gesture monitor to receive it.
05-24 05:27:07.987 1529 1776 I InputDispatcher: Dropping event because there is no touched foreground window in display 0 or gesture monitor to receive it.
05-24 05:27:07.987 1529 1776 I InputDispatcher: Dropping event because there is no touched foreground window in display 0 or gesture monitor to receive it.
05-24 05:27:07.987 1529 1776 I InputDispatcher: Dropping event because there is no touched foreground window in display 0 or gesture monitor to receive it.
05-24 05:27:08.025 1529 1776 I InputDispatcher: Dropping event because there is no touched foreground window in display 0 or gesture monitor to receive it.
```

最主要的是c，触摸屏幕时，底层有上报数据，但是window窗口没有响应,导致冻屏现象。

[下一步动作]

需要FW这边帮忙调查为什么上层没有接收到InputDispatcher分发的event.

#12 - 2023-05-25 14:27 - CD FW周平

- Assignee changed from CD System 雷祥 to CDTS-TEST 周婷

从log上看是豌豆荚应用一直在尝试重启，但是因为某种原因又启动不起来，所以导致了没有一直被杀死，这个时候是没有办法响应用户的时间的。

```
05-24 05:27:08.131 2859 2859 D AndroidRuntime: >>>>> START com.android.internal.os.RuntimeInit uid 2000 <<<<<<
05-24 05:27:08.165 1529 1646 W ActivityManager: Process ProcessRecord{8ea5c94 2830:com.wandoujia.phoenix2:aid/u0a118} failed to attach
05-24 05:27:08.165 1529 1646 I am_process_start_timeout: [0,2830,10118,com.wandoujia.phoenix2:aid]
05-24 05:27:08.166 1529 1646 I ActivityManager: Killing 2830:com.wandoujia.phoenix2:aid/u0a118 (adj 10000):-start timeout-----》启动超时
05-24 05:27:08.166 1529 1646 I am_kill : [0,2830,com.wandoujia.phoenix2:aid,-10000,start timeout]
05-24 05:27:08.171 1529 1646 W ActivityManager: ProcessRecord{7fa76ab 15414:com.wandoujia.phoenix2:aid/u0a118} is attached to a previous process 15414
05-24 05:27:08.184 676 676 I Zygote : Process 2830 exited due to signal 9 (Killed) -----》进程被杀死。
```

Next Action：
尝试不安装豌豆荚应用，重新跑monkey。

#13 - 2023-05-26 16:57 - CD FW周平

删除豌豆荚的VB版本的monkey正在测试，等待测试结果。

#14 - 2023-05-29 16:29 - CD FW周平

VB 两次都是出现了surfaceflinger的墓碑过后，anr就停了。

1, Device2：

```
Cmdline: /system/bin/surfaceflinger
pid: 912, tid: 1705, name: Binder:912_3 >>> /system/bin/surfaceflinger <<<
uid: 1000
signal 6 (SIGABRT), code 1 (SI_QUEUE), fault addr-----
```

2, Device3：

```
Cmdline: /system/bin/surfaceflinger
pid: 997, tid: 1670, name: Binder:997_3 >>> /system/bin/surfaceflinger <<<
uid: 1000
signal 6 (SIGABRT), code 1 (SI_QUEUE), fault addr-----
```

从墓碑来看，原因都是一样，都是libdolphin.so 出问题了：

backtrace:

```
#00 pc 0000000000051988 /apex/com.android.runtime/lib64/bionic/libc.so (abort+168) (BuildId: 369edc656806aeaf384cbeb8f7a347af)
#01 pc 000000000004165c /apex/com.android.runtime/lib64/bionic/libc.so (scudo::die()+12) (BuildId: 369edc656806aeaf384cbeb8f7a347af)
#02 pc 0000000000041d74 /apex/com.android.runtime/lib64/bionic/libc.so (scudo::ScopedErrorReport::~ScopedErrorReport()+36) (BuildId: 369edc656806aeaf384cbeb8f7a347af)
#03 pc 0000000000041fc8 /apex/com.android.runtime/lib64/bionic/libc.so (scudo::reportInvalidChunkState(scudo::AllocatorAction, void*)+80) (BuildId: 369edc656806aeaf384cbeb8f7a347af)
#04 pc 0000000000043664 /apex/com.android.runtime/lib64/bionic/libc.so (scudo::Allocator<scudo::AndroidConfig, &(scudo_malloc_postinit)>::deallocate(void*, scudo::Chunk::Origin, unsigned long, unsigned long)+316) (BuildId: 369edc656806aeaf384cbeb8f7a347af)
#05 pc 000000000000aaf4 /system_ext/lib64/libdolphin.so (android::updateLayerListLocked(std::__1::basic_string<char, std::__1::char_traits<char>, std::__1::allocator<char>> const&, bool) (cfi)+372) (BuildId: a2bd01334f3682675a19bcb37cfc7c99)
```

#06 pc 00000000000b3e4 /system_ext/lib64/libdolphin.so (dolphinTrackBufferIncrement.cfi+436) (BuildId: a2bd01334f3682675a19bcb37cfc7c99)

#07 pc 00000000001c05b8 /system/bin/surfaceflinger (ZNSt3__110__function6__funcIZN7android14SurfaceFlinger19setTransactionStateERKNS2_17FrameTimelineInfoERKNS2_6VectorINS2_13ComposerStateEEERKNS7_INS2_12DisplayStateEEEjRKNS2_2spINS2_7IBinderEEERKNS2_19InputWindowCommandsElbRKNS2_14client_cache_tEbRKNS_6vectorINS2_17ListenerCallbacksENS_9allocatorISS_EEEEmE4\$_65NST_ISY_EEFvRKNS2_13layer_state_tEEEcIES12_\$8fd14edc326db0e9be510f46fb0c4dd5+688) (BuildId: 8958ca1cdc030c3e3967c8ecef82dddb)

#08 pc 00000000001a0ce0 /system/bin/surfaceflinger (android::SurfaceFlinger::setTransactionState(android::FrameTimelineInfo const&, android::Vector<android::ComposerState> const&, android::Vector<android::DisplayState> const&, unsigned int, android::sp<android::IBinder> const&, android::InputWindowCommands const&, long, bool, android::client_cache_t const&, bool, std::__1::vector<android::ListenerCallbacks, std::__1::allocator<android::ListenerCallbacks> > const&, unsigned long)+1724) (BuildId: 8958ca1cdc030c3e3967c8ecef82dddb)

#09 pc 00000000000c44d8 /system/lib64/libgui.so (android::BnSurfaceComposer::onTransact(unsigned int, android::Parcel const&, android::Parcel*, unsigned int)+13700) (BuildId: 448b4199bacaf9417cd93df4f7390f5)

#10 pc 00000000001aa468 /system/bin/surfaceflinger (android::SurfaceFlinger::onTransact(unsigned int, android::Parcel const&, android::Parcel*, unsigned int)+852) (BuildId: 8958ca1cdc030c3e3967c8ecef82dddb)

#11 pc 0000000000049880 /system/lib64/libbinder.so (android::BBinder::transact(unsigned int, android::Parcel const&, android::Parcel*, unsigned int)+252) (BuildId: 07bc4d4147790b1e0ac44f7625168f4a)

#12 pc 00000000000538cc /system/lib64/libbinder.so (android::IPCThreadState::executeCommand(int)+1048) (BuildId: 07bc4d4147790b1e0ac44f7625168f4a)

#13 pc 00000000000533e8 /system/lib64/libbinder.so (android::IPCThreadState::getAndExecuteCommand()+164) (BuildId: 07bc4d4147790b1e0ac44f7625168f4a)

#14 pc 0000000000053c98 /system/lib64/libbinder.so (android::IPCThreadState::joinThreadPool(bool)+72) (BuildId: 07bc4d4147790b1e0ac44f7625168f4a)

#15 pc 0000000000080484 /system/lib64/libbinder.so (android::PoolThread::threadLoop()+28) (BuildId: 07bc4d4147790b1e0ac44f7625168f4a)

#16 pc 00000000001358c /system/lib64/libutils.so (android::Thread::_threadLoop(void*)+264) (BuildId: b940f836006eead456c936e97e64d2d4)

#17 pc 000000000012de8 /system/lib64/libutils.so (thread_data_t::trampoline(thread_data_t const*)+408) (BuildId: b940f836006eead456c936e97e64d2d4)

#18 pc 00000000000b6a24 /apex/com.android.runtime/lib64/bionic/libc.so (__pthread_start(void*)+264) (BuildId: 369edc656806aeaf384cbeb8f7a347af)

#19 pc 00000000000532bc /apex/com.android.runtime/lib64/bionic/libc.so (__start_thread+68) (BuildId: 369edc656806aeaf384cbeb8f7a347af)

Next Action :

已经给qcom 提了case (06648370) , 等待qcom回复。

#15 - 2023-05-29 19:51 - CDTs-TEST 周婷

- Parent task set to #118333

#16 - 2023-05-30 20:20 - CDTs-TEST 周婷

- Parent task changed from #118333 to #118327

#17 - 2023-05-31 15:55 - CDTs-TEST 周婷

- Assignee changed from CDTs-TEST 周婷 to CD FW周平

请跟进高通case 情况

#18 - 2023-05-31 15:56 - CDTs-TEST 周婷

- Due date changed from 2023-05-26 to 2023-06-05

#19 - 2023-05-31 17:30 - CD FW周平

- File qcom.png added

#20 - 2023-05-31 17:31 - CD FW周平

依然在等qcom回复, 请查看附件图片

#21 - 2023-06-05 17:17 - CD FW周平

QCOM 让重新期票给 performance team :

Hi Customer,

Can you always see the below error logs when the issue occurs

```
---
05-28 22:36:23.106 20578 20578 F DEBUG : #05 pc 000000000000aaf4 /system_ext/lib64/libdolphin.so (android::updateLayerListLocked(std::__1::basic_string<char,
std::__1::char_traits<char>, std::__1::allocator<char> > const&, bool) (.cfi)+372) (BuildId: a2bd01334f3682675a19bcb37cfc7c99)
05-28 22:36:23.106 20578 20578 F DEBUG : #06 pc 000000000000b3e4 /system_ext/lib64/libdolphin.so (dolphinTrackBufferIncrement.cfi+436) (BuildId:
a2bd01334f3682675a19bcb37cfc7c99)
---
```

If yes, please create new case for performance team to check because libdolphin belongs to our performance team

#22 - 2023-06-05 20:24 - CDTS-TEST 周婷

- Status changed from ASSIGNED to RESOLVED
- Resolution changed from -- to DUPLICATE

高通case 同118327 跟踪

#23 - 2023-06-10 14:34 - CD TEST-方永红

- Status changed from RESOLVED to VERIFIED

#24 - 2023-06-10 14:34 - CD TEST-方永红

- Status changed from VERIFIED to CLOSED

Files			
10点27分日志收集界面副屏冻屏.mp4	26.6 MB	2023-05-18	CDTS_TEST 王成
1684832241438.zip	14.3 MB	2023-05-23	CDTS-TEST 周婷
Bug118042.7z	435 KB	2023-05-24	CD System 雷祥
qcom.png	53.2 KB	2023-05-31	CD FW周平