

Status:	CLOSED	Start date:	2023-05-19
Priority:	Normal	Due date:	
Assignee:	CDTS_TEST 王成	% Done:	100%
Category:	SYSTEM	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	01.00.0095.c103
Resolution:	--	Degraded:	--
Severity:	Critical	Verified Version:	
Reproducibility:	Frequently	Fixed Version:	
Test Type:	ST	Root cause:	屏端供应商更新软件

Description

环境信息】EE环境

【问题出现时间】：20230518 8点21分 第148次开机

【前提条件】：车机上电（KL30ON，KL15 ON，已连接中控和功放，可正常输出声音）

1.5月18日第148次开机晚上20点50左右开始运行monkey测试

2.5月19日早上8点25分发现副屏黑屏（喇叭有副屏的音乐声音输出）

【实际结果】

副屏黑屏，时不时有声音从喇叭输出.(可以通过wifi建立adb连接，且读取monkey进程依然存在)

【期望结果】

副屏正常运行monkey测试，无黑屏或重启等严重异常问题。

【备注】：

车架号VIN：HRYTTESTVINMGM400

副屏log按照monkey日志（V0095）抓取步骤，在11点03分左右开始获取。

其中查看到副屏中还有8点09分的log(不知道为何会有此log，此时monkey还在运行)

log地址：<https://ofs.human-horizons.com/#!/download/index/bX2erAYZBhI%3D>

monkey的log已添加到附件中

视频地址：<https://ofs.human-horizons.com/#!/download/index/kvye3R4vyZo%3D>

【影响版本】：副屏：01.00.0095.c103


```
7:05-18 19:30:18.515 0 0 E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)
tlog_iov0201017500006162025411a2212290000000911_000148_0519110635/bk/FSEM_000148_0543_0519022600/kernel/000148_kernel_00358_230518_192854.log.ing:35
7:05-18 19:30:18.515 0 0 E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)
tlog_iov0201017500006162025411a2212290000000911_000148_0519110635/bk/FSEM_000148_0549_0519052603/kernel/000148_kernel_00358_230518_192854.log.ing:35
7:05-18 19:30:18.515 0 0 E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)
tlog_iov0201017500006162025411a2212290000000911_000148_0519110635/bk/FSEM_000148_0538_0518235600/kernel/000148_kernel_00358_230518_192854.log.ing:35
7:05-18 19:30:18.515 0 0 E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)
tlog_iov0201017500006162025411a2212290000000911_000148_0519110635/FSEM_000148_0562_0519110630/kernel/000148_kernel_00358_230518_192854.log.ing:357:0
5-18 19:30:18.515 0 0 E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)
```

1.从日志中发现有下列屏端异常的日志

E DTC_Display: screen not ready(0), bl_sta(119), lvl(0)

2.备份的日志包中，kernel日志打包异常，每个包中都只有000148_kernel_00358_230518_192854.log.ing这一份相同日志
同时logcat目录中的日志是空的

#4 - 2023-05-19 16:58 - CDTs-TEST 周婷

- Assignee changed from CD FW 曹覃刚 to CD SYSTEM-夏旭

夏旭 请看看这个日志打包的问题

#5 - 2023-05-19 16:59 - CD FW 曹覃刚

- Category changed from CD-FW to SYSTEM

#6 - 2023-05-19 20:16 - CD SYSTEM-夏旭

1. log 文件中只的tlog_iov0201017500006162025411a2212290000000911_000148_0519110635.tar.gz -> br文件有logcat的log

2.解压文件后查找Monkey 字样，未到，说明与 上面的描述不符--》5月18日第148次开机晚上20点50左右开始运行monkey测试
怀疑没有抓到现场

#7 - 2023-05-19 20:19 - CD SYSTEM-夏旭

■压缩包分析

查看压缩包，从FSEM_000148_0530_0518195559.tar.gz开始tlog进程就已经停了

之前存在过一个问题：当设备存储满了之后tlog还是一直在跑，导致一直在打log报错，最后系统分区增加

<https://share.thundersoft.com/redmine/issues/117367>

之前的修改方案就是当设备的存储不多时把tlog停止

查看529的prop.txt没有sys.tlog.persist.active属性

在530之后就开始出现[sys.tlog.persist.active]: [1]

on property:sys.tlog.persist.active=0

stop tlogdPersist

setprop sys.tlog.persist.active 1

#8 - 2023-05-22 21:40 - CD SYSTEM-夏旭

■目前进展

tlog -m进程crash信息在tombstone_07文件中，这个文件时是在000145次开机的时候产生的

而问题发生的时候是148次开机，tlog停的原因是因为设备存储不多主动把tlog停了的

#9 - 2023-05-22 22:49 - CD SYSTEM-夏旭
- Status changed from New to ASSIGNED
- % Done changed from 0 to 10

#10 - 2023-05-23 16:59 - CD SYSTEM-夏旭
- % Done changed from 10 to 20

■ 目前进展

E DTC_Display: screen not ready(0), bl_sta(119), lvi(0)的日志第一次打印是在第523的压缩包中，所以出现黑屏时的日志是有的，因为异常电压导致的黑屏

```
./FSEM_000148_0523_0518162550/kernel/000148_kernel_00331_700101_080009.log:1504:01-01 08:02:16.370 0 0 E DTC_Display: Abnormal voltage: 0mV
./FSEM_000148_0523_0518162550/kernel/000148_kernel_00331_700101_080009.log:1505:01-01 08:02:16.370 0 0 E DTC_Display: screen not ready(0),
bl_sta(120), lvi(0)
./FSEM_000148_0523_0518162550/logcat/000148_persist_00214_221111_000202.log:1681:01-01 08:02:16.370 0 0 E DTC_Display: screen not ready(0),
bl_sta(120), lvi(0)
```

而tlog因为存储不多主动停止是在529，想要恢复也只有重启设备，所以后面的压缩包中的日志一直是重复的

■ 下一步计划
display分析

#11 - 2023-05-23 19:01 - CD SYSTEM-夏旭
- Assignee changed from CD SYSTEM-夏旭 to CD BSP-余霄

#12 - 2023-05-26 17:12 - CD BSP-余霄

已知问题，屏端电压异常。
需用TC106版本以及屏端最新软件回归

#13 - 2023-05-29 10:53 - CD BSP-余霄
- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD BSP-余霄 to CDTS_TEST 王成
- % Done changed from 20 to 100
- Root cause set to 屏端供应商更新软件

#14 - 2023-05-31 21:10 - IoT scm

Gerrit Merge Information :

ID	Project	Branch	Uploader
203618	general/platform/vendor/opensource/ display-drivers	Pre_figure_turbox-c2130c-la1.1-vendor-dev	dulei0503@thundersoft.com
BSP:Display: Enable DSI on/off logEnable DSI on/off log for checking dsi outputTC-RID: 1201-0100501IssueID: TS-R-DF-118100Change-Id: I81ac7d8f9293c8c6a45d0354edf234ff57def8df			

Gerrit Merge Information :

ID	Project	Branch	Uploader
207224	general/platform/vendor/opensource/ display-drivers	Pre_figure_turbox-c2130c-la1.1-vendor-dev	dulei0503@thundersoft.com
Revert BSP:Display: Enable DSI on/off logThis reverts commit a87f4a0ddd0cb78cd45929b453902a7c54d2d471.TC-RID: 1201-0100501IssueID: TS-R-DF-118100Change-Id: Ia43993e3fff8f48904b3d95d1d630ec4f39df70e			

Gerrit Merge Information :

ID	Project	Branch	Uploader
208871	general/platform/vendor/opensource/ display-drivers	Pre_figure_turbox-c2130c-la1.1-vendor-release_sorp	wangxi0510@thundersoft.com
Revert BSP:Display: Enable DSI on/off logThis reverts commit a87f4a0ddd0cb78cd45929b453902a7c54d2d471.TC-RID: 1201-0100501IssueID: TS-R-DF-118100Change-Id: Ia43993e3fff8f48904b3d95d1d630ec4f39df70e(cherry picked from commit 19efa4ddc0eedef2964d221d1c6574792bae56ca)			

- Status changed from RESOLVED to VERIFIED

客户BUG已关闭，反馈信息如下：

- 1、现场分析两个测试台架公用一个电源，当电流达到峰值后屏幕出现了黑屏，原因是电流不足背光无法打开，后续两个台架分开使用不同电源连续两天测试未复现出黑屏问题。
- 2、自5月22日后此台架独立使用一格电源情况下，monkey测试超过10天未出现黑屏现象，关闭此问题。

- Status changed from VERIFIED to CLOSED

Files			
monkey测试，副屏黑屏但有声音输出.mp4	17.6 MB	2023-05-19	CDTS_TEST 王成
monkey-20230519.7z	2.92 MB	2023-05-19	CDTS-TEST 周婷