

Figure - Bug #118117

【IOVDEV-29505】【内部】【VC1】【0095】【台架】【EE环境】【副屏】副屏桌面偶发一次冻屏，恢复之后提示“Quickstepmei没有响应”

2023-05-19 20:16 - CDTs_Test 吴诗雨

Status:	CLOSED	Start date:	2023-05-19
Priority:	High	Due date:	2023-05-26
Assignee:	CDTS_Test 吴诗雨	% Done:	0%
Category:	日志不全无法分析	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	副屏：01.00.0095.c103
Resolution:	DUPLICATE	Degraded:	No
Severity:	Major	Verified Version:	
Reproducibility:	Rarely	Fixed Version:	2023-06-27
Test Type:	ST	Root cause:	
Description			
【环境信息】EE环境 【问题出现时间】：20230519 13点55分（第149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.副屏点击进入爱奇艺，没有正常进入其主页，则多任务管理器中杀掉任务重新点击桌面的爱奇艺 2.重复步骤1多次 【实际结果】 副屏返回桌面时偶发冻屏，约2分钟后恢复，并弹窗提示“Quickstep没有响应” 【期望结果】 副屏正常运行，无冻屏现象。 【备注】： 此问题出现一次，约2分钟后自行恢复。 车架号VIN：HRYTTTESTVINMGM400 log地址：https://ofs.human-horizons.com/#/download/index/EBFI2CCScTl%3D 视频地址：https://ofs.human-horizons.com/#/download/index/MmJMfD5KJ0c%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 - 2023-05-19 20:17 - CDTs_Test 吴诗雨

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/Bug_118117

#2 - 2023-05-22 17:00 - CD APP-王营

- Status changed from New to NEED_INFO

- Assignee changed from CD APP-王莹 to CDTS_Test 吴诗雨

【当前状态】

- 1、从视频现象来看Launcher发生ANR
- 2、根据上传的log，未能获取到anr相关log，Tlog中也没有trace文件（即anr文件）

【下一步】

- 1、需要测试复现问题，通过正确的方式抓取Tlog，当前log应该是抓了实时日志，应该将历史log抓全，具体操作方式请与Tlog研发确认。

#3 - 2023-05-22 18:58 - 物联网项目组-RD3_CDTS 周飞

- File 1684753000512.zip added

- File 1684752984491.zip added

#4 - 2023-05-23 11:04 - CDTS-TEST 周婷

- Assignee changed from CDTS_Test 吴诗雨 to CD APP-王莹

请从新添加日志继续分析

#5 - 2023-05-23 14:42 - CD APP-王莹

- Assignee changed from CD APP-王莹 to CDTS_Test 吴诗雨

【当前状态】

Log没抓全，Launcher出现ANR，但是没有对应trace文件

【分析】

根据压缩包1684752984491.zip中的log可知

05-19 13:55:56.156 1544 10387 E ActivityManager: ANR in com.qiyi.video

05-19 13:57:08.012 1544 1768 I WindowManager: ANR in gesture monitor owned by pid:2512. Reason: swipe-up (server) is not responding. Waited 86002ms for MotionEvent

05-19 13:57:08.120 1544 1768 I WindowManager: ANR in com.android.launcher3/com.android.launcher3.uioverrides.QuickstepLauncher. Reason:2949388 com.android.launcher3/com.android.launcher3.uioverrides.QuickstepLauncher (server) is not responding. Waited 84857ms for MotionEvent

05-19 13:57:08.156 1544 10387 I ActivityManager: Killing 9853:com.qiyi.video/u0a97 (adj 0): bg anr

05-19 13:57:08.156 1544 10387 I am_kill : [0,9853,com.qiyi.video,0,bg anr]

05-19 13:57:08.159 1544 10387 D ActivityManager: Completed ANR of com.qiyi.video in 110753ms, latency 0ms

在Launcher发生ANR之前爱奇艺应用先发生了anr

此log压缩包下没有trace文件，需根据trace文件进一步分析anr产生原因

压缩包 1684753000512.zip 中存在trace文件，但是这些anr文件是18号的，跟当前问题不一致

【下一步】

请帮忙复现此问题，抓取完整的Tlog。

#6 - 2023-05-23 15:01 - CDTs-TEST 周婷

- File 1684824972431.zip added
- Status changed from NEED_INFO to ASSIGNED
- Assignee changed from CDTs_Test 吴诗雨 to CD APP-王营

已更新最新云log 请重新分析，谢谢

#7 - 2023-05-23 16:35 - CD APP-王营

【状态】

根据 1684824972431.zip 中log分析，与之前的log相同Launcher出现anr的Logcat如下：

05-19 13:57:08.120 1544 1768 I WindowManager: ANR in com.android.launcher3/com.android.launcher3.uioverrides.QuickstepLauncher. Reason:2949388
com.android.launcher3/com.android.launcher3.uioverrides.QuickstepLauncher (server) is not responding. Waited 84857ms for MotionEvent

时间点一致，在对应目录下没有trace文件，anr文件夹下为空

Launcher的anr产生是在爱奇艺anr发生之后，目前分析来看有可能是爱奇艺的anr导致了后面的anr发生，具体爱奇艺发生anr的原因同样依赖trace文件

【下一步】

复现问题，抓取trace文件

#8 - 2023-05-23 17:09 - CD APP-王营

- Status changed from ASSIGNED to NEED_INFO
- Assignee changed from CD APP-王营 to CDTs_Test 吴诗雨

#9 - 2023-05-23 18:43 - 物联网项目组-RD3_CDTs 周飞

- File 29505Log.zip added
- Status changed from NEED_INFO to ASSIGNED
- Assignee changed from CDTs_Test 吴诗雨 to CD APP-王营

#10 - 2023-05-23 20:26 - CD APP-王营

- Status changed from ASSIGNED to NEED_INFO
- Assignee changed from CD APP-王营 to 物联网项目组-RD3_CDTs 周飞

【当前状态】

最新上传的log中（29505Log.zip）依然没有Launcher anr的trace文件，分析了logcat有以下异常

1、Launcher发生ANR之前1分钟，爱奇艺发生anr，具体log如下：

05-19 13:55:56.156 1544 10387 E ActivityManager: ANR in com.qiyi.video
05-19 13:55:56.156 1544 10387 E ActivityManager: PID: 9853
05-19 13:55:56.156 1544 10387 E ActivityManager: Reason: executing service com.qiyi.video/org.qiyi.video.nativelib.pm.LibraryManagerService
05-19 13:55:56.156 1544 10387 E ActivityManager: Frozen: false

...

05-19 13:55:56.156 1544 10387 E ActivityManager: CPU usage from 0ms to 29825ms later (2023-05-19 13:55:26.277 to 2023-05-19 13:55:56.102):

05-19 13:55:56.156 1544 10387 E ActivityManager: 99% 2771/hht_ota_mgr: 41% user + 58% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 12% 1544/system_server: 8.3% user + 4.2% kernel / faults: 143832 minor
05-19 13:55:56.156 1544 10387 E ActivityManager: 7.8% 2512/com.android.launcher3: 6.4% user + 1.3% kernel / faults: 18157 minor
...
05-19 13:55:56.156 1544 10387 E ActivityManager: CPU usage from 37ms to 374ms later (2023-05-19 13:55:26.314 to 2023-05-19 13:55:26.651):
05-19 13:55:56.156 1544 10387 E ActivityManager: 98% 2771/hht_ota_mgr: 47% user + 51% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 98% 2965/event_loop: 47% user + 51% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 32% 1544/system_server: 14% user + 18% kernel / faults: 416 minor
05-19 13:55:56.156 1544 10387 E ActivityManager: 25% 10387/AnrConsumer: 10% user + 14% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 10% 852/vendor.qti.hardware.display.composer-service: 6.8% user + 3.4% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 17% 852/composer-servic: 10% user + 6.8% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 6.9% 926/surfaceflinger: 6.9% user + 0% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 6.9% 926/surfaceflinger: 6.9% user + 0% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 2.9% 32/rcuop/2: 0% user + 2.9% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 3% 48/rcuop/4: 0% user + 3% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 3.1% 388/crtc_commit:125: 0% user + 3.1% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 3.2% 514/lmkd: 0% user + 3.2% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 3.2% 514/lmkd: 0% user + 3.2% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 3.6% 1331/msm_irqbalance: 0% user + 3.6% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 4.1% 8364/com.tencent.android.qqdownloader:daemon: 4.1% user + 0% kernel / faults: 9 minor
05-19 13:55:56.156 1544 10387 E ActivityManager: 4.1% 8731/FloatingWindow-: 0% user + 4.1% kernel
05-19 13:55:56.156 1544 10387 E ActivityManager: 24% TOTAL: 10% user + 13% kernel + 0.3% irq
05-19 13:55:56.157 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.169 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.180 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.192 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.204 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.218 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.229 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.241 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.252 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.257 1193 1193 I CNSS : cnss_open_log_file: directory /data/vendor/wifi/wlan_logs/ created
05-19 13:55:56.265 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.276 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok
05-19 13:55:56.280 1544 8054 W ActivityManager: Missing app error report, app = com.qiyi.video crashing = false notResponding = true
05-19 13:55:56.280 9853 9894 E xcrash : processErrorList is null !!!! poll = 50, i = 48
...

在anr过程中 hht_ota_mgr这个应用占用率过高，请客户帮忙确认此应用异常，lowmemorykiller持续打印。

2、Launcher 发生anr的时间点如下

05-19 13:57:08.012 1544 1768 I WindowManager: ANR in gesture monitor owned by pid:2512. Reason: swipe-up (server) is not responding. Waited 86002ms for MotionEvent

【下一步】

- 1、客户确认hht_ota_mgr应用CPU占用率过高原因。
- 2、复现问题，或取trace文件

#11 - 2023-05-23 21:35 - CDTS_TEST 王成

- Fixed Version set to 2023-05-26

#12 - 2023-05-23 21:42 - CDTS_TEST 王成

- Due date set to 2023-05-26

#13 - 2023-05-23 22:01 - CDTS-TEST 周婷

- Category changed from CD-APP to 日志不全无法分析

#14 - 2023-05-25 13:35 - CD APP-王营

- Status changed from NEED_INFO to ASSIGNED

- Assignee changed from 物联网项目组-RD3_CDTS 周飞到 CD APP-王营

#15 - 2023-05-25 17:26 - CD APP-王营

【状态】

分析中

【分析】

整体的问题流程中存在3个异常，三个异常发生的时间点整理如下：

1、hht_ota_mgr应用占用率过高

05-19 13:55:20.191 514 514 I lowmemorykiller: Reclaimed 0kB at oom_score_adj 606

05-19 13:55:21.158 0 0 W audit : audit_lost=76271452 audit_rate_limit=5 audit_backlog_limit=64

05-19 13:55:21.158 0 0 E audit : rate limit exceeded

05-19 13:55:20.371 2771 2771 I auditd : type=1400 audit(0.0:76273720): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 W event_loop: type=1400 audit(0.0:76273720): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 I auditd : type=1400 audit(0.0:76273721): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 W event_loop: type=1400 audit(0.0:76273721): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 I auditd : type=1400 audit(0.0:76273722): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 W event_loop: type=1400 audit(0.0:76273722): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 I auditd : type=1400 audit(0.0:76273723): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 W event_loop: type=1400 audit(0.0:76273723): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 I auditd : type=1400 audit(0.0:76273724): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

05-19 13:55:20.371 2771 2771 W event_loop: type=1400 audit(0.0:76273724): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0 tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

2、爱奇艺发生ANR，时间点如下

05-19 13:55:56.156 1544 10387 E ActivityManager: ANR in com.qiyi.video

此时hht_ota_mgr应用持续CPU占用率过高，占用率情况参考上一条更新

3、Launcher 发生ANR

05-19 13:57:08.120 1544 1768 I WindowManager: ANR in com.android.launcher3/com.android.launcher3.ui.overrides.QuickstepLauncher

根据以上时间点，hht_ota_mgr应用最先出现了异常，需要优先处理问题，待hht_ota_mgr应用稳定后尝试复现Launcher anr问题并获取关键log。

【下一步】

- 1、需要客户排查hht_ota_mgr 异常问题
- 2、Launcher尝试复现anr 抓取trace

#16 - 2023-05-26 18:12 - CD APP-王营

【状态】

- 1、根据当时的log，目前无法确定OTA程序占用CPU核数，对于内存占用情况正在进一步分析。
- 2、Log中没有anr产生时的trace文件，目前继续根据现有Logcat梳理测试步骤和代码执行流程，Launcher发生ANR是因为手势等了86秒都无响应，而Launcher ANR之前1分钟爱奇艺发生ANR，Launcher的手势此时无法响应，需要进一步分析爱奇艺anr的产生原因和影响。
- 3、本地尝试了100次操作，目前未能复现此问题，需要确认当时的测试手法和环境来模拟出此问题，拿到trace文件进行分析。

【下一步】

- 1、继续尝试复现此问题，抓取关键log进行排查。

#17 - 2023-05-27 14:39 - CD APP-王营

【分析】

- 1、Launcher发生Anr的reason：

05-19 13:57:08.012 1544 1768 I WindowManager: ANR in gesture monitor owned by pid:2512. Reason: swipe-up (server) is not responding. Waited 86002ms for MotionEvent
86.002秒前执行上滑手势，Launcher无法响应

根据时间点向前推，对应的gesture手势触发log如下：

05-19 13:55:43.458 1872 1872 D ViewTouchDebug: mView : com.android.systemui.navigationbar.NavigationBarFrame{6bee75b V.E..... 0,0-2560,46 #7f0b03f2
app:id/navigation_bar_frame}Receive event : MotionEvent { action=ACTION_OUTSIDE, actionButton=0, id⁰=0, x⁰=19.0, y⁰=-491.0, toolType⁰
=TOOL_TYPE_FINGER, buttonState=0, classification=NONE, metaState=0, flags=0x0, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=984117,
downTime=984117, deviceId=4, source=0x5002, displayId=0, eventId=1849843003 }
05-19 13:55:43.460 514 514 I lowmemorykiller: Ignoring pressure since per-zone watermarks ok

在向上查看log，爱奇艺出现crash

05-19 13:55:43.248 1544 8054 W ActivityManager: Missing app error report, app = com.qiyi.video crashing = false notResponding = true

在整个问题发生中都伴随lowmemorykiller，不排除内存紧张的情况

【下一步】

继续排查log，查看异常产生原因和lowmemoryKiller触发的原因。

#18 - 2023-05-31 15:12 - CD APP-王营

PM已经拉通客户测试。正在复现中，抓取anr后的trace，同时会起一个子任务来跟踪hht_ota_mgr占用率高的问题

#19 - 2023-06-27 16:33 - CD APP-王营

- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD APP-王莹 to CDTS_Test 吴诗雨
- Resolution changed from -- to DUPLICATE
- Degrated changed from -- to No
- Fixed Version changed from 2023-05-26 to 2023-06-27

【分析】

此问题已经在JIRA跟踪关闭，针对ANR问题已经做出以下系统优化

- 1、控制后台任务运行数量。
- 2、ota_hht_mgr优化。

【下一步】

请测试跟踪关闭此问题

#20 - 2023-07-03 17:31 - CDTS_Test 吴诗雨

- Status changed from RESOLVED to VERIFIED

#21 - 2023-07-03 17:31 - CDTS_Test 吴诗雨

- Status changed from VERIFIED to CLOSED

Files			
桌面偶发一次冻屏.mp4	16.8 MB	2023-05-19	CDTS_Test 吴诗雨
桌面偶发一次冻屏恢复后，提示进程quickstep没有响应.mp4	5.83 MB	2023-05-19	CDTS_Test 吴诗雨
1684753000512.zip	4.28 MB	2023-05-22	物联网项目组-RD3_CDTS周飞
1684752984491.zip	3.14 MB	2023-05-22	物联网项目组-RD3_CDTS周飞
1684824972431.zip	14.4 MB	2023-05-23	CDTS-TEST 周婷
29505Log.zip	7.46 MB	2023-05-23	物联网项目组-RD3_CDTS周飞