

Status:	CLOSED	Start date:	2023-05-23
Priority:	Normal	Due date:	
Assignee:	CDTS_Test 吴诗雨	% Done:	10%
Category:	CD-APP	Estimated time:	0.00 hour
Target version:		Found Version:	【中控版本号】：03.02.0082.c101
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Normal	Fixed Version:	
Reproducibility:	Every time	Root cause:	
Test Type:	ST		

Description

【环境信息】EE环境

【问题出现时间】：20230522 09：51

【前提条件】：副屏上电

【操作步骤】

1.副屏正常操作

【实际结果】

1.副屏主界面和屏保界面来回切换

【期望结果】

1.副屏正常保持不动

【备注】：

第136次开机

偶现问题，目前第一次，后面没有复现出来

日志、视频地址：<https://ofs.human-horizons.com/#!/download/index/5Ua2l8YExhg%3D>

中控VIN号：HRYTTESTVINMGM817

【中控版本号】：03.02.0082.c101

【副屏版本号】：01.00.0095.c103

History

#1 - 2023-05-23 20:42 - CDTS_Test 吴诗雨

由于只出现了一次，没有视频

#2 - 2023-05-23 20:50 - CDTS_Test 吴诗雨

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/Bug_118197

#3 - 2023-05-24 14:54 - CD APP-王营

- Status changed from New to NEED_INFO
- Assignee changed from CD APP-王营 to CDTs_Test 吴诗雨
- % Done changed from 0 to 10

【当前状态】

1、闪动的原因是副屏正常响应了中控的指令

【分析】

1、根据log分析可知，在问题发生时间点09：51：29，在1秒内中控向副屏发送了5次启动屏保的指令，log如下：

```
05-22 09:51:29.045 2216 5973 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
05-22 09:51:29.549 2216 5980 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
05-22 09:51:29.562 2216 5982 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
05-22 09:51:29.712 2216 5990 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
05-22 09:51:29.879 2216 5994 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
05-22 09:51:30.047 2216 5999 D RemoteControlService: After desEncrypt json is
[{"value":"screensaver","source":1,"type":"screensaver","token":"58GyO9oGYVbHQMR"}]
```

同时在此过程中还发送了切换屏保状态的指令，由此可知，副屏正常响应了中控传递的状态，但是中控为什么频繁的发送启动和关闭屏保的指令需要中控调查。

【下一步】

- 1、测试确认当时的测试手法，是否有频繁发送启动屏保和退出屏保的指令？
- 2、中控调查频繁发送指令的原因。

#4 - 2023-05-24 21:22 - CD TEST-方永红

- File Snipaste_2023-05-24_21-21-38.png added
- Status changed from NEED_INFO to ASSIGNED
- Assignee changed from CDTs_Test 吴诗雨 to CD APP-王营

客户反馈如图

#5 - 2023-05-25 14:52 - CD APP-王营

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

副屏响应指令是正常的，需要中控研发排查为什么频繁发送了进入和退出屏保的指令，如果没人操作屏幕需要从APP层或者系统层分析，为什么没有操作还向副屏发送信息。

#6 - 2023-05-25 15:15 - CDTs_Test 吴诗雨

已同步

#7 - 2023-05-25 16:54 - CDTS_Test 吴诗雨
- Status changed from NEED_INFO to RESOLVED

#8 - 2023-05-25 16:54 - CDTS_Test 吴诗雨
- Status changed from RESOLVED to VERIFIED

#9 - 2023-05-25 16:54 - CDTS_Test 吴诗雨
- Status changed from VERIFIED to CLOSED

#10 - 2023-06-07 19:36 - CD APP-王营

此问题需要中控调查在什么地方调用了遥控器SDK，此消息是由遥控器SDK发送给副屏，具体细节请与王俊阳沟通

Files			
Snipaste_2023-05-24_21-21-38.png	39.8 KB	2023-05-24	CD TEST-方永红