

Status:	CLOSED	Start date:	2023-05-29
Priority:	Normal	Due date:	
Assignee:	CDTS_TEST 王成	% Done:	0%
Category:	依赖客户及其供应商解决	Estimated time:	0.00 hour
Target version:		Found Version:	01.00.100.c103
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Normal	Fixed Version:	
Reproducibility:	Occasionally	Root cause:	
Test Type:	ST		
Description			
环境信息】EE环境			
【问题出现时间】：20230529 13：33			
【前提条件】：副屏上电			
连接中控、时间与中控时间同步			
网络连接情况正常			
无开启开发者模式			
副屏桌面无第三方应用			
【操作步骤】			
1.副屏点击腾讯视频，打开腾讯视频播放器			
2.进入首页模块，切换其他模块，再次返回首页模块			
【实际结果】			
1.副屏点击腾讯视频进入腾讯视频首页模块显示一直加载，切换模块再次返回首页模块，腾讯视频首页显示数据加载失败			
【期望结果】			
1.副屏点击腾讯视频进入腾讯视频正常显示首页模块返回数据			
【备注】：[视频]			
【当前开机次数】：副屏当前开机第136次			
【百度应用版本】：10.6.1003.9			
【硬件版本号】：			
【中控版本号】：03.02.0086.C102			
【副屏版本号】：01.00.100.c103			
IDCM VIN：HRYTTESTVINMGM402			
SN：HRYTTESTVINID0402			
概率此问题只出现一次			

History

#1 - 2023-05-29 17:09 - CDTS_TEST 王成

- File 1685351336547.zip added

#2 - 2023-05-29 18:21 - CD FW 曹覃刚

- Category changed from CD-FW to 依赖客户及其供应商解决

- Status changed from New to NEED_INFO

- Assignee changed from CD FW 曹覃刚到 CDTS_TEST 王成

Hi 王成

从问题发生时间段看到腾讯视频进程有报下列错误，拉取配置接口失败

logcat/000136_persist_00563_230529_133326.log:1926:05-29 13:33:41.866 3051 3494 W System.err: java.lang.RuntimeException: gathre_report download error拉取配置接口返回错误, UnknownHostException

logcat/000136_persist_00563_230529_133326.log:1927:05-29 13:33:41.866 3051 3494 W System.err: at b02.g\$a.c(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1928:05-29 13:33:41.866 3051 3494 W System.err: at b02.g\$a.b(Unknown Source:0)

logcat/000136_persist_00563_230529_133326.log:1929:05-29 13:33:41.866 3051 3494 W System.err: at b02.f.run(Unknown Source:6)

logcat/000136_persist_00563_230529_133326.log:1930:05-29 13:33:41.866 3051 3494 W System.err: at gj1.l.run(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1931:05-29 13:33:41.866 3051 3494 W System.err: at gj1.z\$b.run(Unknown Source:3)

logcat/000136_persist_00563_230529_133326.log:1932:05-29 13:33:41.866 3051 3494 W System.err: at

java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1167)

logcat/000136_persist_00563_230529_133326.log:1933:05-29 13:33:41.866 3051 3494 W System.err: at

java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:641)

logcat/000136_persist_00563_230529_133326.log:1934:05-29 13:33:41.866 3051 3494 W System.err: at java.lang.Thread.run(Thread.java:920)

logcat/000136_persist_00563_230529_133326.log:1935:05-29 13:33:41.867 3051 4801 W System.err: java.lang.RuntimeException: dc_drop_beacon_events download error拉取配置接口返回错误, UnknownHostException

logcat/000136_persist_00563_230529_133326.log:1936:05-29 13:33:41.867 3051 4801 W System.err: at b02.g\$a.c(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1937:05-29 13:33:41.867 3051 4801 W System.err: at b02.g\$a.b(Unknown Source:0)

logcat/000136_persist_00563_230529_133326.log:1938:05-29 13:33:41.867 3051 3548 E RDelivery_HttpURLConnectionNetwork: handleException

UnknownHostException Unable to resolve host "rdelivery.qq.com": No address associated with hostname

logcat/000136_persist_00563_230529_133326.log:1939:05-29 13:33:41.867 3051 4801 W System.err: at b02.f.run(Unknown Source:6)

logcat/000136_persist_00563_230529_133326.log:1940:05-29 13:33:41.867 3051 4801 W System.err: at gj1.l.run(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1941:05-29 13:33:41.867 3051 4801 W System.err: at gj1.z\$b.run(Unknown Source:3)

logcat/000136_persist_00563_230529_133326.log:1942:05-29 13:33:41.867 3051 4801 W System.err: at

java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1167)

logcat/000136_persist_00563_230529_133326.log:1943:05-29 13:33:41.867 3051 4801 W System.err: at

java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:641)

logcat/000136_persist_00563_230529_133326.log:1944:05-29 13:33:41.867 3051 4801 W System.err: at java.lang.Thread.run(Thread.java:920)

logcat/000136_persist_00563_230529_133326.log:1945:05-29 13:33:41.868 3051 3495 W System.err: java.lang.RuntimeException: publish_predict_jsy_v1 download error拉取配置接口返回错误, UnknownHostException

logcat/000136_persist_00563_230529_133326.log:1946:05-29 13:33:41.868 3051 3495 W System.err: at b02.g\$a.c(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1947:05-29 13:33:41.868 3051 3495 W System.err: at b02.g\$a.b(Unknown Source:0)

logcat/000136_persist_00563_230529_133326.log:1948:05-29 13:33:41.868 3051 3495 W System.err: at b02.f.run(Unknown Source:6)

logcat/000136_persist_00563_230529_133326.log:1949:05-29 13:33:41.868 3051 3495 W System.err: at gj1.l.run(Unknown Source:2)

logcat/000136_persist_00563_230529_133326.log:1950:05-29 13:33:41.868 3051 3495 W System.err: at gj1.z\$b.run(Unknown Source:3)

logcat/000136_persist_00563_230529_133326.log:1951:05-29 13:33:41.868 3051 3495 W System.err: at

java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1167)

logcat/000136_persist_00563_230529_133326.log:1952:05-29 13:33:41.868 3051 3495 W System.err: at

java.util.concurrent.ThreadPoolExecutor\$Worker.run(ThreadPoolExecutor.java:641)

logcat/000136_persist_00563_230529_133326.log:1953:05-29 13:33:41.868 3051 3495 W System.err: at java.lang.Thread.run(Thread.java:920)

logcat/000136_persist_00563_230529_133326.log:1954:05-29 13:33:41.869 3051 3548 E RDelivery_HttpURLConnectionNetwork: handleException

UnknownHostException Unable to resolve host "rdelivery.qq.com": No address associated with hostname
logcat/000136_persist_00563_230529_133326.log:1955:05-29 13:33:41.869 3051 3364 W System.err: java.lang.RuntimeException: short_video_user_portrait download
error拉取配置接口返回错误, UnknownHostException
logcat/000136_persist_00563_230529_133326.log:1956:05-29 13:33:41.869 3051 3364 W System.err: at b02.g\$a.c(Unknown Source:2)
logcat/000136_persist_00563_230529_133326.log:1957:05-29 13:33:41.869 3051 3364 W System.err: at b02.g\$a.b(Unknown Source:0)
logcat/000136_persist_00563_230529_133326.log:1958:05-29 13:33:41.869 3051 3364 W System.err: at b02.f.run(Unknown Source:6)

这应该是三方应用内部的问题，系统侧无法修改, 请帮助同步此信息

#3 - 2023-05-30 10:57 - 物联网测试组_TSCD 王维
- Status changed from NEED_INFO to RESOLVED

#4 - 2023-05-30 10:57 - 物联网测试组_TSCD 王维
- Status changed from RESOLVED to VERIFIED

#5 - 2023-05-30 10:57 - 物联网测试组_TSCD 王维
- Status changed from VERIFIED to CLOSED

Files			
video_1685339353.mp4	6.57 MB	2023-05-29	CDTS_TEST 王成
1685351336547.zip	17.4 MB	2023-05-29	CDTS_TEST 王成