

Status:	CLOSED	Start date:	2023-05-29
Priority:	Urgent	Due date:	
Assignee:	CDTS_TEST 王成	% Done:	0%
Category:	黑屏	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	01.00.0095.c103
Resolution:	--	Degrated:	--
Severity:	Critical	Verified Version:	
Reproducibility:	Frequently	Fixed Version:	
Test Type:	ST	Root cause:	屏厂更新软件
Description			
【环境信息】EE环境			
【问题出现时间】：20230529			
【前提条件】：副屏上电，网络正常			
【操作步骤】			
1.点击切换WIFI开启。			
【实际结果】			
1.副屏熄屏。			
【期望结果】			
1.副屏正常显示。			
【备注】：			
台架Log地址： https://ofs.human-horizons.com/#/download/index/ZF4WBCRMLG8%3D			
【当前开机次数】：副屏第133次开机			
【应用版本】：/			
【VIN】：HRYTTESTVINMGM401			
【硬件版本号】：/			
【中控版本号】：03.02.0082.C101			
【副屏版本号】：01.00.0095.c103			

History

#1 - 2023-05-29 20:55 - CDTS_TEST 王成

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/118358/052904.tar.gz

#2 - 2023-05-29 20:57 - CDTs-TEST 周婷
- Priority changed from Normal to Urgent

#3 - 2023-05-30 16:19 - CD SYSTEM-夏旭
- File log.png added

Hi 杜磊:
请确认一下，是否display的问题

1.客户说发生问题在05-29 10:51 左右

2. 发现屏的电有出现异常的情况
./FSEM_000135_0257_0529130526/kernel/000135_kernel_00315_700101_080009.log.ing:1031:05-29 10:51:09.915 0 0 E [25.249050] DTC_Display: Abnormal voltage: 0mV

#4 - 2023-05-30 16:37 - CD SYSTEM-夏旭
- File log.png added
- File kenel_error.png added

#5 - 2023-05-30 17:20 - CD SYSTEM-夏旭
- File log.png added

#6 - 2023-05-30 17:22 - CD SYSTEM-夏旭
- Assignee changed from CD SYSTEM-夏旭 to CD BSP-杜磊

#7 - 2023-05-31 10:35 - CD BSP-余霄

Line 611: 05-29 10:50:56.139 0 0 E [11.472485] DTC_Display: Abnormal voltage: 0mV
Line 612: 05-29 10:50:56.139 0 0 E [11.472494] DTC_Display: screen not ready(0), bl_sta(112), lvl(0)
Line 909: 05-29 10:50:57.403 0 0 E [12.736566] DTC_Display: Abnormal voltage: 0mV
Line 964: 05-29 10:50:59.731 0 0 E [15.064503] DTC_Display: Unknow lcm temperature status: 0x71
Line 965: 05-29 10:50:59.731 0 0 E [15.064515] DTC_Display: screen not ready(0), bl_sta(113), lvl(0)
Line 979: 05-29 10:51:01.747 0 0 E [17.081935] DTC_Display: Abnormal voltage: 0mV
Line 992: 05-29 10:51:03.763 0 0 E [19.097926] DTC_Display: Unknow lcm temperature status: 0x73
Line 993: 05-29 10:51:03.763 0 0 E [19.097959] DTC_Display: screen not ready(0), bl_sta(115), lvl(0)
Line 1014: 05-29 10:51:05.783 0 0 E [21.116700] DTC_Display: Abnormal voltage: 0mV
Line 1024: 05-29 10:51:07.803 0 0 E [23.137422] DTC_Display: Abnormal voltage: 0mV
Line 1031: 05-29 10:51:09.915 0 0 E [25.249050] DTC_Display: Abnormal voltage: 0mV
Line 1041: 05-29 10:51:11.828 0 0 E [27.160656] DTC_Display: Abnormal voltage: 0mV
Line 1042: 05-29 10:51:11.828 0 0 E [27.160675] DTC_Display: screen not ready(0), bl_sta(0), lvl(72)
Line 1079: 03-01 19:40:51.452 0 0 E [29.176487] DTC_Display: Unknow lcm temperature status: 0x73
Line 1080: 03-01 19:40:51.452 0 0 E [29.176498] DTC_Display: screen not ready(0), bl_sta(115), lvl(0)
Line 1097: 03-01 19:40:53.905 0 0 E [31.608631] DTC_Display: Abnormal voltage: 0mV
Line 1098: 03-01 19:40:53.905 0 0 E [31.608658] DTC_Display: screen not ready(0), bl_sta(0), lvl(72)
Line 1138: 03-01 19:40:59.505 0 0 E [37.240499] DTC_Display: Abnormal voltage: 0mV
Line 1161: 03-01 19:41:03.548 0 0 E [41.276739] DTC_Display: Abnormal voltage: 0mV
Line 1162: 03-01 19:41:03.548 0 0 E [41.276772] DTC_Display: screen not ready(0), bl_sta(0), lvl(71)
Line 1169: 03-01 19:41:05.348 0 0 E [43.080698] DTC_Display: Abnormal voltage: 0mV
Line 1182: 03-01 19:41:07.674 0 0 E [45.408540] DTC_Display: Abnormal voltage: 0mV
Line 1192: 03-01 19:41:10.041 0 0 E [47.324642] DTC_Display: Unknow lcm temperature status: 0x72
Line 1193: 03-01 19:41:10.041 0 0 E [47.324657] DTC_Display: screen not ready(0), bl_sta(114), lvl(0)

Line 1210: 03-01 19:41:14.069 0 0 E [51.352635] DTC_Display: Abnormal voltage: 0mV
Line 1219: 03-01 19:41:16.505 0 0 E [53.788528] DTC_Display: Abnormal voltage: 0mV
Line 1220: 03-01 19:41:16.505 0 0 E [53.788544] DTC_Display: screen not ready(0), bl_sta(113), lvl(0)
Line 1237: 03-01 19:41:20.117 0 0 E [57.400516] DTC_Display: Unknow lcn temperature status: 0x71
Line 1238: 03-01 19:41:20.117 0 0 E [57.400531] DTC_Display: screen not ready(0), bl_sta(113), lvl(0)
Line 1243: 03-01 19:41:21.717 0 0 E [59.000546] DTC_Display: Abnormal voltage: 0mV
Line 1271: 03-01 19:41:28.181 0 0 E [65.465030] DTC_Display: Abnormal voltage: 0mV
Line 1286: 05-29 13:05:08.096 0 0 E [67.584579] DTC_Display: Abnormal voltage: 0mV
Line 1295: 05-29 13:05:10.112 0 0 E [69.600706] DTC_Display: Abnormal voltage: 0mV
Line 1296: 05-29 13:05:10.113 0 0 E [69.600739] DTC_Display: screen not ready(0), bl_sta(113), lvl(0)
Line 1303: 05-29 13:05:11.816 0 0 E [71.305007] DTC_Display: screen not ready(0), bl_sta(0), lvl(71)
Line 1314: 05-29 13:05:14.253 0 0 E [73.741012] DTC_Display: Abnormal voltage: 0mV
Line 1323: 05-29 13:05:16.473 0 0 E [75.960676] DTC_Display: Abnormal voltage: 0mV
Line 1324: 05-29 13:05:16.473 0 0 E [75.960712] DTC_Display: screen not ready(0), bl_sta(113), lvl(0)
Line 1331: 05-29 13:05:18.073 0 0 E [77.560676] DTC_Display: Unknow lcn temperature status: 0x71
Line 1332: 05-29 13:05:18.073 0 0 E [77.560707] DTC_Display: screen not ready(0), bl_sta(0), lvl(71)
Line 1341: 05-29 13:05:19.985 0 0 E [79.473413] DTC_Display: Abnormal voltage: 0mV
Line 1350: 05-29 13:05:22.105 0 0 E [81.592939] DTC_Display: Abnormal voltage: 0mV
Line 1351: 05-29 13:05:22.105 0 0 E [81.592975] DTC_Display: screen not ready(0), bl_sta(0), lvl(71)

屏端异常导致，更新后的软件已提供VB给客户验证

#8 - 2023-05-31 13:47 - CD BSP-杜磊
- Status changed from New to ASSIGNED

#9 - 2023-06-01 11:42 - CDTS-TEST 周婷
- Assignee changed from CD BSP-杜磊 to CD BSP-余霄

请跟踪屏厂VB压测出现黑屏问题

#10 - 2023-06-01 11:43 - CDTS-TEST 周婷
- Category changed from BSP to 黑屏

#11 - 2023-06-01 14:45 - CD BSP-余霄

目前，将这段时间的黑屏BUG做分类，如下：

- 1.屏端软件异常，电压异常、屏幕处于not ready状态等，需屏厂更新软件解决
- 2.主机端投屏ok，屏端背光未打开，主机端未做异常恢复机制。5.31合入代码解决。
- 3.no video异常，视频信号传输异常，该类BUG旧版本日志DTC无明显报错，5.31合入代码新增视频检测信号，并打印日志。

目前屏厂monkey测试出现2台异常，但现场未保留。正在让屏厂复现，并验证修改方案，预计验证OK后6.2号合入。

从日志中分析，该BUG为第1类。
目前5.31版本已提供VB给屏厂测试中，持续跟进屏厂测试结果中。

#12 - 2023-06-02 18:33 - CD BSP-余霄
- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD BSP-余霄 to CDTS_TEST 王成
- Root cause set to 屏厂更新软件

与118378为同伴BUG：
该BUG需要屏厂更新MCU软件，非主机端问题。

#13 - 2023-06-12 13:46 - SZTS_TEST 邹涛
- Status changed from RESOLVED to VERIFIED

在FlatBuild_HH_MCE_FSE.M.D.user.01.00.C104.202306100050 版本验证通过

#14 - 2023-07-11 16:18 - CDTS_TEST 王成
- Status changed from VERIFIED to CLOSED

副屏WIFI入口已取消，关闭bug

Files				
log.png	25.8 KB	2023-05-30	CD SYSTEM-夏旭	
log.png	25.8 KB	2023-05-30	CD SYSTEM-夏旭	
kenel_error.png	28.8 KB	2023-05-30	CD SYSTEM-夏旭	
log.png	25.8 KB	2023-05-30	CD SYSTEM-夏旭	