

Figure - Bug #118373

【IOVDEV-31421】【VC1】【0100】【台架】【EE环境】【副屏】点击打开桌面应用时，偶发一次提示"今日头条没有响应"

2023-05-30 19:33 - CDTS\_TEST 王成

|                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |                   |                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------|-------------------|-----------------|
| Status:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             | CLOSED       | Start date:       | 2023-05-29      |
| Priority:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Normal       | Due date:         | 2023-06-05      |
| 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:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |              |                   |                 |
| Need_Info:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | --           | Found Version:    | 01.00.0100.c103 |
| Resolution:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         | --           | Degrated:         | --              |
| Severity:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Major        | Verified Version: |                 |
| Reproducibility:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Occasionally | Fixed Version:    |                 |
| Test Type:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | ST           | Root cause:       |                 |
| Description                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |              |                   |                 |
| <p>【环境信息】EE环境</p> <p>【问题出现时间】：20230530 11点34分（第219次开机）</p> <p>【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，副屏以太网和WiFi都是已连接状态，副屏WiFi网络信号很好）</p> <p>副屏已安装支持的27个第三方应用中的20个应用</p> <p>1.副屏依次打开已安装的第三方应用</p> <p>2.在打开第12个应用“今日头条”后，再点击“酷狗音乐”、“快手”等应用</p> <p>【实际结果】</p> <p>副屏打开快手应用后，弹窗提示“今日头条没有响应”</p> <p>【期望结果】</p> <p>副屏正常打开应用，无异常。</p> <p>【备注】：</p> <p>车架号VIN：HRYTTESTVINMGM400</p> <p>中控端log可从云端获取，</p> <p>副屏log地址：<a href="https://ofs.human-horizons.com/#/download/index/0wpqgEcnOwQ%3D">https://ofs.human-horizons.com/#/download/index/0wpqgEcnOwQ%3D</a></p> <p>【影响版本】：副屏：01.00.0100.c103 中控：03.02.0086.C102</p> |              |                   |                 |

History

#1 - 2023-05-30 19:53 - 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 to CDTS\_TEST 王成

客户抓的是实时日志，里面没有anr的trace文件  
请帮忙获取下历史日志和anr的trace文件，谢谢  
飞书已同步此消息

#2 - 2023-05-31 19:23 - CDTS-TEST 周婷

- Due date set to 2023-06-05

#3 - 2023-05-31 19:32 - CDTS\_TEST 王成

- File 1685532364208.zip added

- Status changed from NEED\_INFO to ASSIGNED

- Assignee changed from CDTS\_TEST 王成 to CD FW 曹覃刚

#4 - 2023-05-31 20:22 - CD FW 曹覃刚

- Status changed from ASSIGNED to NEED\_INFO

- Assignee changed from CD FW 曹覃刚到 CDTS\_TEST 王成

■ 我的分析

anr\_2023-05-30-11-34-05-461

从anr的trace可以看到，头条的主线程被blocked了，导致发生ANR

blocked的地方是头条应用的内部代码逻辑，需要应用去分析处理，请同步此信息给客户，谢谢

-----  
"main" prio=5 tid=1 Blocked | group="main" sCount=1 ucsCount=0 flags=1 obj=0x72a94378 self=0xe3d85410 | sysTid=24541 nice=0 cgrp=default sched=0/0  
handle=0xedede470 | state=S schedstat=( 1876306738 277515370 4034 ) utm=159 stm=27 core=2 HZ=100 | stack=0xff0f2000-0xff0f4000 stackSize=8188KB | held  
mutexes=  
at X.4CQ.a(SourceFile:17301504)  
- waiting to lock <0x07cb839b> (a X.4CQ) held by thread 23  
at X.4CS.a(SourceFile:17301535)  
at com.bytedance.ug.sdk.luckydog.api.manager.LuckyDogSDKApiManager.updateSettings(SourceFile:17170490)  
at com.bytedance.ug.sdk.luckydog.api.LuckyDogSDK.updateSettings(SourceFile:17039391)  
at X.4ee.updateSettings(SourceFile:17039386)  
at X.8md.onSettingsUpdate(SourceFile:17039402)  
at com.bytedance.news.common.settings.SettingsManager\$2.run(SourceFile:262177)  
at android.os.Handler.handleCallback(Handler.java:938)  
at android.os.Handler.dispatchMessage(Handler.java:99)  
at android.os.Looper.loopOnce(Looper.java:201)  
at android.os.Looper.loop(Looper.java:288)  
at android.app.ActivityThread.main(ActivityThread.java:7880)  
at java.lang.reflect.Method.invoke(Native method)  
at com.android.internal.os.RuntimeInit\$MethodAndArgsCaller.run(RuntimeInit.java:548)  
at com.android.internal.os.ZygoteInit.main(ZygoteInit.java:1009)

"platform-back-handler" prio=5 tid=23 TimedWaiting | group="main" sCount=1 ucsCount=0 flags=1 obj=0x14f80da0 self=0xe3d98810 | sysTid=24576 nice=10  
cgrp=default sched=0/0 handle=0xd417b1c0 | state=S schedstat=( 24838846 40507037 200 ) utm=2 stm=0 core=4 HZ=100 | stack=0xd4078000-0xd407a000  
stackSize=1036KB | held mutexes=  
at sun.misc.Unsafe.park(Native method)  
- waiting on an unknown object  
at java.util.concurrent.locks.LockSupport.parkNanos(LockSupport.java:230)  
at java.util.concurrent.locks.AbstractQueuedSynchronizer\$ConditionObject.awaitNanos(AbstractQueuedSynchronizer.java:2109)  
at java.util.concurrent.LinkedBlockingQueue.poll(LinkedBlockingQueue.java:467)  
at com.ttnet.org.chromium.net.urlconnection.MessageLoop.take(SourceFile:33882170)  
at com.ttnet.org.chromium.net.urlconnection.MessageLoop.loop(SourceFile:17104981)

at com.ttnet.org.chromium.net.urlconnection.CronetURLConnection.cronet\_loop(SourceFile:17104929)  
at com.ttnet.org.chromium.net.urlconnection.CronetURLConnection.getResponse(SourceFile:327772)  
at com.ttnet.org.chromium.net.urlconnection.CronetURLConnection.getResponseCode(SourceFile:262175)  
at com.bytedance.frameworks.baselib.network.http.cronet.impl.SsCronetHttpClient.processExecute(SourceFile:33882188)  
at X.49l.execute(SourceFile:524386)  
at com.bytedance.retrofit2.CallServerInterceptor.executeCall(SourceFile:33816617)  
at com.bytedance.retrofit2.CallServerInterceptor.intercept(SourceFile:17236179)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.bytedance.frameworks.baselib.network.http.retrofit.RequestVerifyInterceptor.intercept(SourceFile:17104968)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4GG.intercept(SourceFile:17236097)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4GE.intercept(SourceFile:17236013)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.bytedance.ug.sdk.luckydog.api.network.NetworkFreqCheckInterceptor.intercept(SourceFile:17104948)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4GD.intercept(SourceFile:17104968)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4G9.intercept(SourceFile:17302135)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.D0f.intercept(SourceFile:17170526)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4DU.intercept(SourceFile:17170493)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.52a.a(SourceFile:17236223)  
at X.52a.lambda\$YZQ38NCW4Z8TKFFVm9U6Nc7ox-w(SourceFile:-1)  
at com.bytedance.bdauditsdkbase.network.-\$\$Lambda\$b\$YZQ38NCW4Z8TKFFVm9U6Nc7ox-w.intercept(lambda:-1)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.bytedance.ug.sdk.luckydog.tokenunion.interceptor.TokenUnionInterceptor.intercept(SourceFile:17170494)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.26E.intercept(SourceFile:17104972)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4Gm.intercept(SourceFile:17170501)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.4EE.intercept(SourceFile:17105005)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.26l.intercept(SourceFile:17170574)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.ss.android.account.token.TTTokenInterceptor.intercept(SourceFile:17170573)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)

at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at ms.bd.c.k2\$a.intercept(SourceFile:-1)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at X.26D.intercept(SourceFile:17105001)  
at com.bytedance.ttnet.utils.RetrofitUtils\$ReportTimeDecorator.intercept(SourceFile:17104986)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.bytedance.frameworks.baselib.network.http.retrofit.BaseSslInterceptor.intercept(SourceFile:17170540)  
at com.bytedance.retrofit2.intercept.RealInterceptorChain.proceed(SourceFile:17170572)  
at com.bytedance.retrofit2.SsHttpCall.getResponseWithInterceptorChain(SourceFile:327762)  
at com.bytedance.retrofit2.SsHttpCall.execute(SourceFile:458916)  
at com.bytedance.retrofit2.ExecutorCallAdapterFactory\$ExecutorCallbackCall.execute(SourceFile:262173)  
at X.4CA.a(SourceFile:33882157)  
at X.4CA.a(SourceFile:34013269)  
at X.4CQ.b(SourceFile:17170579)  
- locked <0x07cb839b> (a X.4CQ)  
at X.4CQ.a(SourceFile:34013312)  
- locked <0x07cb839b> (a X.4CQ)  
at X.1pq.a(SourceFile:34078821)  
- locked <0x00d4be77> (a X.1pq)  
at X.1pq.a(SourceFile:17236214)  
- locked <0x00d4be77> (a X.1pq)  
at X.1pv.run(SourceFile:196635)  
at android.os.Handler.handleCallback(Handler.java:938)  
at android.os.Handler.dispatchMessage(Handler.java:99)  
at android.os.Looper.loopOnce(Looper.java:201)  
at android.os.Looper.loop(Looper.java:288)  
at X.1l1.run(SourceFile:327774)

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#5 - 2023-05-31 20:47 - CDTS\_TEST 王成  
- Status changed from NEED\_INFO to RESOLVED

#6 - 2023-05-31 20:47 - CDTS\_TEST 王成  
- Status changed from RESOLVED to VERIFIED

三方应用自身问题

#7 - 2023-05-31 20:47 - CDTS\_TEST 王成  
- Status changed from VERIFIED to CLOSED

| Files             |         |            |              |
|-------------------|---------|------------|--------------|
| 今日头条没有响应.mp4      | 4.69 MB | 2023-05-30 | CDTS_TEST 王成 |
| 副屏tlog.7z         | 16.8 MB | 2023-05-30 | CDTS_TEST 王成 |
| 1685532364208.zip | 30.4 MB | 2023-05-31 | CDTS_TEST 王成 |