

Figure - Bug #118419

Bug # 118333 (CLOSED): 【IOVDEV-31145】 【自动化测试】 【稳定性测试】 【VC1】 稳定性测试，副屏黑屏（自动化台架2）

Bug # 118378 (CLOSED): 5/27 黑屏问题分析

【IOVDEV-31958】 【内部】 【VC1】 【0100】 【台架】 【EE环境】 【副屏】 跑完monkey早上来到之后副屏黑屏

2023-06-01 11:13 - CDTS_Test 吴诗雨

Status:	CLOSED	Start date:	2023-06-01
Priority:	Urgent	Due date:	
Assignee:	移动测试一组_CDTS 刘强	% Done:	90%
Category:	黑屏	Estimated time:	0.00 hour
Target version:		Found Version:	【中控版本号】：03.02.0086.C102
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Critical	Fixed Version:	
Reproducibility:	Rarely	Root cause:	屏端no video
Test Type:	ST		
Description			
环境信息】EE环境			
【问题出现时间】：20230531 21：00-20230601 09：00			
【前提条件】：副屏上电，中控已连接			
功放已连接 声音输出正常，开发者模式已关闭，无任何第三方应用			
【操作步骤】			
1.上传【adb push blackList.txt /sdcard】文件			
2.adb shell "monkey --pkg-blacklist-file /sdcard/blackList.txt --throttle 500 -s 1234567 --pct-touch 35 --pct-motion 25 --pct-appswitch 30 --pct-pinchzoom 5 --pct-trackball 0 --pct-anyevent 5 --ignore-crashes --ignore-timeouts --ignore-security-exceptions --monitor-native-crashes --pct-syskeys 0 -v -v -v 12000000 >/sdcard/monkey.log 2>&1 &"			
adb shell "sh /sdcard/monitor_monkey.sh >/dev/null 2>&1 &"			
【实际结果】			
1.早上来到之后副屏黑屏，中控无法唤起			
【期望结果】			
1.monkey正常运行，副屏功能正常，无黑屏、冻屏、花屏现象			
【备注】：由于开发者关闭adb无法来连接副屏，无法虚拟投屏			
【当前开机次数】：143			
【应用版本】：			
【硬件版本号】：			
VIN:HRYTTESTVINMGM401			
【中控版本号】：03.02.0086.C102			
【副屏版本号】：01.00.0100.c103			

History

#1 - 2023-06-01 11:14 - CDTS_Test 吴诗雨

云端日志已上传：http://cdiot@192.168.87.46/Pre_figure/Test_Log/Bug_118419

#2 - 2023-06-01 14:57 - CDTS_Test 吴诗雨

- Assignee changed from CD FW 曹覃刚 to CD SYSTEM-夏旭

#3 - 2023-06-01 17:22 - CD SYSTEM-夏旭

1.从提供的日志看，最后monkey的时间在

000143_persist_00999_230601_012248.log:1678:06-01 01:22:58.387 6239 6239 I Monkey

2. 未发现system_server 重启的现象

3.DTC报错

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1293:06-01 00:10:32.629 0 0 E [49229.941664] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1302:06-01 00:10:36.441 0 0 E [49233.753800] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1311:06-01 00:10:38.873 0 0 E [49236.184671] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1312:06-01 00:10:38.873 0 0 E [49236.184702] DTC_Display: screen not ready(0), bl_sta(0), lvl(86)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1319:06-01 00:10:40.925 0 0 E [49238.236253] DTC_Display: Unknow lcn temperature status: 0x70

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1320:06-01 00:10:40.926 0 0 E [49238.236271] DTC_Display: screen not ready(0), bl_sta(111), lvl(0)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1327:06-01 00:10:42.389 0 0 E [49239.700737] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1340:06-01 00:10:44.629 0 0 E [49241.940874] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1349:06-01 00:10:46.741 0 0 E [49244.052776] DTC_Display: screen not ready(0), bl_sta(112), lvl(0)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1358:06-01 00:10:50.249 0 0 E [49247.562842] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1369:06-01 00:10:52.889 0 0 E [49250.201231] DTC_Display: screen not ready(0), bl_sta(112), lvl(0)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1376:06-01 00:10:54.793 0 0 E [49252.105015] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1385:06-01 00:10:58.641 0 0 E [49255.954820] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1392:06-01 00:11:01.057 0 0 E [49258.370792] DTC_Display: Abnormal voltage: 0mV

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1393:06-01 00:11:01.057 0 0 E [49258.370814] DTC_Display: screen not ready(0), bl_sta(112), lvl(0)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1398:06-01 00:11:02.233 0 0 E [49259.547604] DTC_Display: screen not ready(0), bl_sta(0), lvl(85)

./log/FSEM_000143_0383_0601003026/kernel/000143_kernel_00020_230601_000419.log:1434:06-01 00:11:06.265 0 0 E [49263.576897] DTC_Display: Abnormal voltage: 0mV

#4 - 2023-06-01 17:22 - CD SYSTEM-夏旭

- Assignee changed from CD SYSTEM-夏旭 to CD BSP-杜磊

#5 - 2023-06-01 17:33 - CD BSP-余霄

- Assignee changed from CD BSP-杜磊 to 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。

#6 - 2023-06-02 18:30 - CD BSP-余霄
- Status changed from New to ASSIGNED

刘强已到达客户现场

针对no video signal黑屏问题已有两方案，会提供VB给到那边测试

方案1

START_PORT_A与START_PORT_B进行RESET操作，并重新初始化加解串驱动

方案2：

检测到no video信号，进行灭屏、亮屏恢复

#7 - 2023-06-05 21:18 - CDTS-TEST 周婷
- Assignee changed from CD BSP-余霄 to CD BSP-杜磊

#8 - 2023-06-06 15:33 - CD BSP-杜磊
- Parent task set to #118378

#9 - 2023-06-12 10:58 - CD BSP-杜磊
- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD BSP-杜磊 to 移动测试一组_CDTS 刘强
- % Done changed from 0 to 90
- Root cause set to 屏端no video

代码已入库，请使用6/13 V110版本进行复测

#10 - 2023-07-02 14:45 - 移动测试一组_CDTS 刘强

V116未复现，等客户确认后关闭

#11 - 2023-07-11 16:17 - CDTS_TEST 王成
- Status changed from RESOLVED to VERIFIED

客户反馈：

跟踪多个版本，副屏正常运行，monkey命令正常运行，验证通过

#12 - 2023-07-11 16:17 - CDTS_TEST 王成
- Status changed from VERIFIED to CLOSED

Files			
IOVDEV-31958.zip	991 KB	2023-06-01	CDTS_Test 吴诗雨
20230601-111216.jpg	74.3 KB	2023-06-01	CDTS_Test 吴诗雨