

Figure - Bug #118493

【BSP】--【VC1】【台架】-【客户现场】【0072中控】-中控网络不可用的情况下，中控操作整车下电，重启后TP不可用

2023-06-03 15:55 - CDTS_TEST 王成

Status:	CLOSED	Start date:	2023-06-06
Priority:	Urgent	Due date:	
Assignee:	移动测试一组_CDTS 刘强	% Done:	100%
Category:	冻屏	Estimated time:	0.00 hour
Target version:		Found Version:	0106
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Critical	Fixed Version:	
Reproducibility:	Occasionally	Root cause:	TP失效，无报点
Test Type:	IOT		
Description			
【前提条件】 使用客户处的台架 中控版本0072 副屏版本：6.2号的0106版本			
【测试步骤】 1、副屏下电。上电 打开edge浏览器显示无网络状态 2、发现网络不可用之后，客户这边的测试怀疑是can问题，因此连接了can-l) 3、连接之后发现还是没网，中控下电出发关机重启，			
【预期结果】 设备正常重启，功能恢复正常			
【实际结果】 1、整车重启之后就出现副屏TP失灵的情况 2、插拔显示线不能恢复，断电重启之后TP恢复			
Subtasks:			
Bug # 118597: IOVDEV-33032 【内部】【VC1】【0095】【台架】【EE环境】【副屏】副屏冻屏			CLOSED
Bug # 118635: 【IOVDEV-33355】【内部】【VC1】【0095】【台架】【EE环境】【副屏】adb命令...			CLOSED
Bug # 118647: 【IOVDEV-33500】【内部】【VC1】【0095】【台架】【EE环境】【副屏】2023-...			CLOSED
Bug # 118699: 【IOVDEV-33636】【内部】【VC1】【0095】【台架】【EE环境】【副屏】2023-...			CLOSED

History

- #1 - 2023-06-03 15:59 - CDTS_TEST 王成
 - Assignee changed from CD BSP-杜磊 to CD BSP-余霄
- #2 - 2023-06-03 16:12 - CDTS_TEST 王成
 - Assignee changed from CD BSP-余霄 to CD BSP-杜磊
 - Priority changed from Normal to High
- #3 - 2023-06-05 16:23 - CD BSP-余霄
 - Status changed from New to RESOLVED
 - Assignee changed from CD BSP-杜磊 to CDTS_TEST 王成
 - Root cause set to 触摸屏单体问题, 非BUG

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Line 719: 01-01 08:00:05.952  0  0 I   : [ 0.729154] atmel_mxt_ts 0-004a: ATMEL MaXTouch Driver version 4.12c
Line 721: 01-01 08:00:05.952  0  0 I   : [ 0.729185] atmel_mxt_ts 0-004a: Set irq_gpio 1107 to irq 350
Line 722: 01-01 08:00:05.952  0  0 I   : [ 0.729260] atmel_mxt_ts 0-004a: Mxt Reset (Flag: 0C)
Line 723: 01-01 08:00:05.952  0  0 I   : [ 0.729262] atmel_mxt_ts 0-004a: Resetting chip(H)
Line 724: 01-01 08:00:05.952  0  0 I   : [ 0.729267] atmel_mxt_ts 0-004a: <Seqnum>: 0 -> 0
Line 725: 01-01 08:00:05.952  0  0 I   : [ 0.736618] atmel_mxt_ts 0-004a: Family: 164 Variant: 56 Firmware V2.0.AA Objects: 42
Line 743: 01-01 08:00:05.952  0  0 I   : [ 0.747343] atmel_mxt_ts 0-004a: Read Info Block success
Line 744: 01-01 08:00:05.952  0  0 I   : [ 0.747346] atmel_mxt_ts 0-004a: Registering input device
Line 745: 01-01 08:00:05.952  0  0 I   : [ 0.749253] atmel_mxt_ts 0-004a: peak enable, check curve compensation
Line 746: 01-01 08:00:05.952  0  0 I   : [ 0.749775] atmel_mxt_ts 0-004a: curve data: magic: 17238; flag: 1; levels: 7
Line 747: 01-01 08:00:05.952  0  0 I   : [ 0.749777] atmel_mxt_ts 0-004a: curve coordinate compensation at X
Line 748: 01-01 08:00:05.952  0  0 I   : [ 0.749779] atmel_mxt_ts 0-004a: curve coordinate compensation levels is: 7
Line 750: 01-01 08:00:05.952  0  0 I   : [ 0.751576] atmel_mxt_ts 0-004a: curve compensation enabled
Line 751: 01-01 08:00:05.952  0  0 I   : [ 0.751579] atmel_mxt_ts 0-004a: Touchscreen size {x,y} = {2559,1079}
Line 752: 01-01 08:00:05.952  0  0 I [ 0.751609] input: Atmel maXTouch Touchscreen as /devices/platform/soc/980000.i2c/i2c-0/0-004a/input/input2
Line 753: 01-01 08:00:05.952  0  0 W   : [ 0.751663] atmel_mxt_ts 0-004a: Falling back to syfs fallback for: maxtouch.cfg
Line 754: 01-01 08:00:05.952  0  0 I   : [ 0.751750] atmel_mxt_ts 0-004a: mxt_probe: probe successfully!
Line 1783: 01-01 08:00:06.543  0  0 E   : [ 3.712022] atmel_mxt_ts 0-004a: Wait for completion timed out.
Line 1784: 01-01 08:00:06.543  0  0 I   : [ 3.712792] atmel_mxt_ts 0-004a: T6 Config Checksum: 0x1B6EAC
Line 1785: 01-01 08:00:06.543  0  0 I   : [ 3.713557] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 1786: 01-01 08:00:06.559  0  0 I   : [ 3.729749] atmel_mxt_ts 0-004a: Config file CRC 0x1B6EAC same as device CRC: No update required.
Line 1787: 01-01 08:00:06.559  0  0 I   : [ 3.729752] atmel_mxt_ts 0-004a: Skip update config file
Line 1788: 01-01 08:00:06.559  0  0 I   : [ 3.730742] atmel_mxt_ts 0-004a: Initialized power cfg: ACTV 10, IDLE 20
Line 1789: 01-01 08:00:06.831  0  0 I   : [ 4.002191] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 2458: 01-01 08:00:08.723  0  0 I   : [ 6.010392] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 2602: 01-01 08:00:10.193  0  0 I   : [ 7.480390] atmel_mxt_ts 0-004a: Enter resume
Line 2603: 01-01 08:00:10.716  0  0 I   : [ 8.005273] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 2761: 06-05 11:09:32.056  0  0 I   : [ 10.018706] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 2846: 06-05 11:09:34.069  0  0 I   : [ 12.030422] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 3228: 06-05 11:09:50.417  0  0 I   : [ 14.054382] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 3322: 06-05 11:09:55.393  0  0 I   : [ 16.054720] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 3338: 06-05 11:09:57.445  0  0 I   : [ 18.073648] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 3361: 06-05 11:09:59.454  0  0 I   : [ 20.085975] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
Line 3389: 06-05 11:10:01.455  0  0 I   : [ 22.106740] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
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- 1.异常日志中，发现大量屏幕自检打印。
- 2.与刘强沟通抓取正常使用的日志中也发现有自检异常日志。

与FAE沟通，看了下正常使用日志，也是自检出了问题。
确认很大概率是触摸屏的问题，非软件问题。

#4 - 2023-06-05 18:27 - CDTS_TEST 王成
- Status changed from RESOLVED to ASSIGNED
- Assignee changed from CDTS_TEST 王成 to CD BSP-余霄

该问题是屏幕供应商(高平平)更新了屏幕i2c软件后，开机重启出现的问题，非快速样品屏

#5 - 2023-06-05 19:37 - CDTS-TEST 周婷
- Assignee changed from CD BSP-余霄 to CD BSP-杜磊

#6 - 2023-06-07 19:47 - CD BSP-杜磊

代码已修改，等待VB验证

<https://dev.thundercomm.com/gerri/c/general/kernel/msm-4.19/+200439>

#7 - 2023-06-08 14:38 - CD BSP-杜磊

问题原因：

TP的中断gpio一直为低(高平现场实际测量),导致主控端无法读取TP坐标数据，从而无数据上报导致TP失效。

验证：当发生此问题时，高平有做现场测试，对TP reset引脚进行拉低拉高进行reset操作后，TP可以恢复正常。

恢复方案：

每间隔800ms做一次中断GPIO是否为低判断，一共检测10，若检测10次，均检测中断GPIO为低，则进行reset操作，并且读取TP状态寄存器，判断TP IC是否在正常工作。

等待VB版本

#8 - 2023-06-09 15:53 - CDTs-TEST 周婷

- Category changed from BSP to 冻屏

#9 - 2023-06-09 18:42 - CD BSP-杜磊

VB验证中

http://cdiot@192.168.87.46/Pre_figure/VerifyBuild/Pre_figure_turbox-c2130c-la1.1-qssi12-dev/20230608/202306081835-4266

#10 - 2023-06-12 11:02 - 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

- Root cause changed from 触摸屏单体问题，非BUG to TP失效，无报点

代码已入库，请使用6/13 V110版本进行复测

#11 - 2023-07-02 14:42 - 移动测试一组_CDTs 刘强

116版本未复现

#12 - 2023-07-06 17:17 - 移动测试一组_CDTs 刘强

0118 版本未复现

#13 - 2023-07-12 17:03 - 移动测试一组_CDTs 刘强

- Status changed from RESOLVED to VERIFIED

120版本未复现，三个版本未复现，暂时关闭，使用新的固件屏幕继续复现

#14 - 2023-07-12 17:03 - 移动测试一组_CDTS 刘强

- Status changed from VERIFIED to CLOSED

Files

TP不可用.zip	41.4 MB	2023-06-03	CDTS_TEST 王成
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