

Figure - Bug #118503

【IOVDEV-32511】【内部】【VC1】【0072】【台架】【EE环境】【副屏】副屏严重卡顿王者荣耀白屏，打开应用响应延迟太高，打开设置-黑屏-除下拉通知手势外其余手势无响应

2023-06-03 18:52 - CDTs_Test 吴诗雨

Status:	CLOSED	Start date:	2023-06-05
Priority:	Normal	Due date:	
Assignee:	CDTS_Test 吴诗雨	% Done:	20%
Category:	依赖客户及其供应商解决	Estimated time:	0.00 hour
Target version:		Found Version:	副屏 : 01.00.0106.C104
Need_Info:	--	Degraded:	--
Resolution:	--	Verified Version:	
Severity:	Critical	Fixed Version:	
Reproducibility:	Every time	Root cause:	
Test Type:	ST		
Description			
<p>【环境信息】EE环境 【问题出现时间】 : 2023-06-03 13:23 【开机次数】 : 第234次 【前提条件】 :</p> <ol style="list-style-type: none"> 1.副屏上电 2.下载并安装王者荣耀 3.游戏模式开关开启 3.登录企业微信、飞书、QQ、微信 <p>【问题操作步骤】 :</p> <ol style="list-style-type: none"> 1.打开设置后收起到后台-确保下次热启动设置 2.冷启动王者荣耀-返回桌面再打开（重复） 3.返回HOME页切换设置-返回HOME页切换王者荣耀-再返回HOME页切换设置 2.下拉控制中心-点击录制快捷开关开始录制 <p>【实际结果】 : 副屏明显卡顿，王者荣耀白屏，应用无响应，设置黑屏无响应，设置中使用手势无响应</p> <p>【期望结果】 : 正常启动游戏，正常打开设置，设备运行流畅不卡顿</p> <p>【备注】 : 发生时间段在13:21-13:26 台架历史Log地址 : https://ofs.human-horizons.com/#/download/index/VCiqs7Es36U%3D 台架视频地址 : https://ofs.human-horizons.com/#/download/index/3KOW8WqHFWM%3D</p> <p>【影响版本】 : 副屏 : 01.00.0106.C104 【VIN】 : HRYTTESTVINMGM400 【硬件版本号】 : / 【是否能恢复】 :</p>			
Subtasks:			
Bug # 118563: 解决王者荣耀和OTA进程的Selinux问题			New
Related issues:			
Related to Figure - Bug # 118599: IOVDEV-33049 【内部】【VC1】【0...		CLOSED	2023-06-07

History

#1 - 2023-06-03 18:53 - CDTs_Test 吴诗雨

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/Bug_118503

#2 - 2023-06-05 11:32 - 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 吴诗雨

Hi 诗雨

我的分析

问题发生时，系统内存很低，已经触发lowmemorykiller

```
logcat/000245_persist_04505_230603_132102.log:93:06-03 13:21:03.519 520 520 I lowmemorykiller: Kill 'com.qualcomm.qti.qms.service.trustzoneaccess' (4920), uid 10056, oom_score_adj 965 to free 44800kB rss, 39424kb swap
logcat/000245_persist_04505_230603_132102.log:208:06-03 13:21:04.563 520 520 I lowmemorykiller: Kill 'com.android.webview:webview_service' (6475), uid 10067, oom_score_adj 960 to free 80356kB rss, 0kb swap
logcat/000245_persist_04505_230603_132102.log:332:06-03 13:21:05.601 520 520 I lowmemorykiller: Kill 'android.process.media' (3671), uid 10018, oom_score_adj 955 to free 49860kB rss, 38980kb swap
logcat/000245_persist_04505_230603_132102.log:475:06-03 13:21:06.640 520 520 I lowmemorykiller: Kill 'com.android.shell' (4017), uid 2000, oom_score_adj 955 to free 44316kB rss, 39408kb swap
logcat/000245_persist_04505_230603_132102.log:586:06-03 13:21:07.680 520 520 I lowmemorykiller: Kill 'com.android.webview:webview_service' (8094), uid 10067, oom_score_adj 960 to free 62848kB rss, 0kb swap
logcat/000245_persist_04505_230603_132102.log:775:06-03 13:21:08.719 520 520 I lowmemorykiller: Kill 'com.android.traceur' (3429), uid 10026, oom_score_adj 995 to free 45568kB rss, 39408kb swap
logcat/000245_persist_04505_230603_132102.log:883:06-03 13:21:09.759 520 520 I lowmemorykiller: Kill 'com.android.externalstorage' (4277), uid 10027, oom_score_adj 985 to free 81076kB rss, 8kb swap
logcat/000245_persist_04505_230603_132102.log:1388:06-03 13:21:10.801 520 520 I lowmemorykiller: Kill 'com.android.gallery3d' (6226), uid 10066, oom_score_adj 975 to free 77776kB rss, 8kb swap
logcat/000245_persist_04505_230603_132102.log:1527:06-03 13:21:11.853 520 520 I lowmemorykiller: Kill 'com.tencent.mobileqq' (3574), uid 10035, oom_score_adj 975 to free 158636kB rss, 43512kb swap
logcat/000245_persist_04505_230603_132102.log:1661:06-03 13:21:12.880 520 520 I lowmemorykiller: Kill 'com.android.settings.intelligence' (7783), uid 10061, oom_score_adj 965 to free 171396kB rss, 8kb swap
logcat/000245_persist_04505_230603_132102.log:1771:06-03 13:21:13.919 520 520 I lowmemorykiller: Kill 'com.android.webview:webview_service' (8131), uid 10067, oom_score_adj 960 to free 62980kB rss, 0kb swap
logcat/000245_persist_04505_230603_132102.log:1900:06-03 13:21:14.962 520 520 I lowmemorykiller: Kill 'com.android.documentsui' (5951), uid 10022, oom_score_adj 950 to free 155236kB rss, 8kb swap
logcat/000245_persist_04505_230603_132102.log:2014:06-03 13:21:16.002 520 520 I lowmemorykiller: Kill 'com.android.permissioncontroller' (3985), uid 10091, oom_score_adj 945 to free 51396kB rss, 35860kb swap
```

在13:25桌面发生了ANR，从trace中看，桌面本身没有异常，但是hht_ota_mgr这个ota的进程，cpu使用率突然拉高，且在13:15~13:45疯狂在打印avc的日志

```
6-03 13:25:30.253 1544 9436 E ActivityManager: ANR in com.android.launcher3 (com.android.launcher3/uioverrides.QuickstepLauncher)
06-03 13:25:30.253 1544 9436 E ActivityManager: CPU usage from 44370ms to 0ms ago (2023-06-03 13:24:45.525 to 2023-06-03 13:25:29.895):
06-03 13:25:30.253 1544 9436 E ActivityManager: 99% 2695/hht_ota_mgr: 40% user + 58% kernel
06-03 13:25:30.253 1544 9436 E ActivityManager: 25% 1544/system_server: 17% user + 8.2% kernel / faults: 508970 minor 13 major
06-03 13:25:30.253 1544 9436 E ActivityManager: 16% 1004/surfaceflinger: 12% user + 4.1% kernel / faults: 98 minor
```

```
06-03 13:15:02.119 2695 2695 I auditd : type=1400 audit(0.0:4470331): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0
tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0
06-03 13:15:02.119 2695 2695 W event_loop: type=1400 audit(0.0:4470331): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0
tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0
```

```
.....
06-03 13:45:00.811 2695 2695 I auditd : type=1400 audit(0.0:481833308): avc: denied { read } for comm="event_loop" lport=13400 scontext=u:r:hht_ota_mgr:s0
tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0
06-03 13:45:00.811 2695 2695 W event_loop: type=1400 audit(0.0:481833308): avc: denied { read } for lport=13400 scontext=u:r:hht_ota_mgr:s0
```

tcontext=u:r:hht_ota_mgr:s0 tclass=udp_socket permissive=0

下一步计划

问题发生时，系统内存很低，已经触发lowmemorykiller

-系统内存占用过高的情况下，王者荣耀启动响应慢，是正常的，建议用户清理下后台，再使用

在13:25桌面发生了ANR，从trace中看，桌面本身没有异常，但是hht_ota_mgr这个ota的进程，cpu使用率突然拉高，且在13:15~13:45疯狂在打印avc的日志

-hht_ota_mgr这个ota的进程，cpu使用率突然拉高，持续打印avc日志半小时，导致系统发生anr，需要客户那边负责OTA的同事检查看看

请帮助同步此信息，谢谢

#3 - 2023-06-05 15:33 - CDTS_TEST 王成

- Assignee changed from CDTS_Test 吴诗雨 to CD BSP 叶鹏

请排查OTA进程为啥突然拉高的问题

#4 - 2023-06-05 19:55 - CDTS-TEST 周婷

- Assignee changed from CD BSP 叶鹏 to CD TPM-王祥林

建子票让永星处理AVC 问题

#5 - 2023-06-10 18:40 - CD TPM-王祥林

- Status changed from NEED_INFO to RESOLVED

- Assignee changed from CD TPM-王祥林 to CDTS_Test 吴诗雨

avc错误已经入库，此票转到jira上跟踪。内部票关闭。

#6 - 2023-06-12 15:04 - 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

#7 - 2023-07-10 17:36 - CDTS_Test 吴诗雨

- Status changed from VERIFIED to CLOSED

Files

603.13 : 21副屏严重卡顿王者荣耀白屏，打开应用响应延迟太高，打开设置黑屏-除下拉通知手势外其余手势无响应245次.mp4

CDTS_Test 吴诗雨