

Figure - Bug #118547

【IOVDEV-32776】 【内部】 【VC1】 【0072】 【台架】 【EE环境】 【副屏】 【第三方应用】 爱奇艺使用小窗
视频观看后返回上一级手势失效

2023-06-05 20:20 - CDTs_Test 吴诗雨

Status:	CLOSED	Start date:	2023-06-05
Priority:	High	Due date:	
Assignee:	CDTS_Test 吴诗雨	% Done:	0%
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:	Major	Fixed Version:	
Reproducibility:	Every time	Root cause:	
Test Type:	ST		
Description			
【环境信息】 EE环境 【问题出现时间】：2023-06-03 15:44 【开机次数】：第234次 【前提条件】： 1.副屏上电 2.下载并安装爱奇艺（视频中为最新版11.5.0） 【问题操作步骤】： 1.打开爱奇艺 2.长按视频封面-打开小窗口播放 3.屏幕左侧边缘右滑返回上一级直到返回到HOME页 4.再次打开爱奇艺 5.长按视频封面-打开小窗口播放 5.屏幕左侧边缘右滑返回上一级 【实际结果】：副屏没有返回上级箭头，返回上一级手势不执行 【期望结果】：设备手势识别正常，执行返回上一级操作 【备注】：跟随操作步骤或视频操作一步一步来必现问题，操作中不执行底部上滑操作 台架实时Log地址：https://ofs.human-horizons.com/#/download/index/KgM7e8nOupg%3D 台架历史Log地址：https://ofs.human-horizons.com/#/download/index/uaAEH%2BKyvSQ%3D 台架视频地址：https://ofs.human-horizons.com/#/download/index/LXtXI5OcqiA%3D 【影响版本】：副屏：01.00.0106.C104 【VIN】：HRYTTESTVINMGM400 【硬件版本号】：/ 【是否能恢复】：			

History

#1 - 2023-06-05 20:21 - CDTs_Test 吴诗雨

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/Bug_118547

■ 我的分析

根据视频可知，问题发生在18:45:20~18:46:00

```
000249_persist_00566_230605_154534.log:156:06-05 15:45:36.241 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_DOWN, actionButton=0, id=0, x=28.0, y=461.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE,
metaState=0, flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8346845, downTime=8346845, deviceId=4, source=0x5002, displayId=0,
eventId=39301528 }
000249_persist_00566_230605_154534.log:160:06-05 15:45:36.385 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_UP, actionButton=0, id=0, x=28.0, y=461.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE, metaState=0,
flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8346989, downTime=8346845, deviceId=4, source=0x5002, displayId=0, eventId=817222469 }
000249_persist_00566_230605_154534.log:184:06-05 15:45:36.863 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_DOWN, actionButton=0, id=0, x=79.0, y=475.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE,
metaState=0, flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8347467, downTime=8347467, deviceId=4, source=0x5002, displayId=0,
eventId=593065196 }
000249_persist_00566_230605_154534.log:185:06-05 15:45:36.955 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_UP, actionButton=0, id=0, x=79.0, y=475.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE, metaState=0,
flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8347559, downTime=8347467, deviceId=4, source=0x5002, displayId=0, eventId=1038459822 }
000249_persist_00566_230605_154534.log:237:06-05 15:45:37.315 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_DOWN, actionButton=0, id=0, x=53.0, y=461.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE,
metaState=0, flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8347919, downTime=8347919, deviceId=4, source=0x5002, displayId=0,
eventId=335131586 }
000249_persist_00566_230605_154534.log:238:06-05 15:45:37.419 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_UP, actionButton=0, id=0, x=53.0, y=461.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE, metaState=0,
flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8348023, downTime=8347919, deviceId=4, source=0x5002, displayId=0, eventId=550382618 }
000249_persist_00566_230605_154534.log:1251:06-05 15:45:45.089 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_DOWN, actionButton=0, id=0, x=249.0, y=771.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE,
metaState=0, flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8355697, downTime=8355697, deviceId=4, source=0x5002, displayId=0,
eventId=255155088 }
000249_persist_00566_230605_154534.log:1300:06-05 15:45:45.146 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_MOVE, actionButton=0, id=0, x=259.0, y=771.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE,
metaState=0, flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8355754, downTime=8355697, deviceId=4, source=0x5002, displayId=0,
eventId=1044323888 }
000249_persist_00566_230605_154534.log:1304:06-05 15:45:45.183 8073 8073 D ViewTouchDebug: mView : DecorView@2920180[WelcomeActivity]Receive event :
MotionEvent { action=ACTION_UP, actionButton=0, id=0, x=259.0, y=771.0, toolType=TOOL_TYPE_FINGER, buttonState=0, classification=NONE, metaState=0,
flags=0x2, edgeFlags=0x0, pointerCount=1, historySize=0, eventTime=8355791, downTime=8355697, deviceId=4, source=0x5002, displayId=0, eventId=949300810 }
```

在18:45:3+ 有收到点击事件

在18:45:20~18:45:35之间，多次滑动过屏幕，但是并没有收到滑动事件

```
000249_persist_00557_230605_154459.log:211:06-05 15:45:00.460 25333 25333 E neuron.client: [main] doFireEvent start service
intent=ff7b17dc-c0cc-411e-8bcc-09329f5fb84c failed, handle lost event
000249_persist_00568_230605_154557.log:407:06-05 15:46:00.649 25333 25333 E neuron.client: [main] doFireEvent start service
intent=02a460bb-d633-4ba1-ae02-d5ea0799183f failed, handle lost event
000249_persist_00565_230605_154520.log:82:06-05 15:45:20.992 25333 25333 E neuron.client: [main] doFireEvent start service
intent=13ed1085-a7ed-4b75-a2d2-084ed1965ad0 failed, handle lost event
000249_persist_00565_230605_154520.log:945:06-05 15:45:30.553 25333 25333 E neuron.client: [main] doFireEvent start service
intent=08d4d99c-20f4-4234-b415-2d92a58a04a0 failed, handle lost event
```

在问题发生附近出现了 handle lost event 的日志，该日志是B站的进程打印出来的

猜测与此有关

■ 下一步计划

继续调查18:45:20~18:45:35之间，没有收到滑动事件的原因
可能是B站导致

#3 - 2023-06-09 11:33 - CDFW 曹覃刚

- Assignee changed from CDFW 曹覃刚 to CDFW-廖涛

#4 - 2023-06-10 16:31 - CDFW-廖涛

- Category changed from CD-FW to 依赖客户及其供应商解决
- Status changed from ASSIGNED to NEED_INFO
- Assignee changed from CDFW-廖涛 to CDTS_Test 吴诗雨

■ Current conclusion

客户确认为爱奇艺版本太低导致，JIRA 问题已关闭。

■ Next action

测试确认。

#5 - 2023-06-17 19:02 - CDTS_TEST 王成

- Status changed from NEED_INFO to RESOLVED

客户确认：

下载最新版爱奇艺后此bug不复现，关闭此bug单

#6 - 2023-06-17 19:02 - CDTS_TEST 王成

- Status changed from RESOLVED to VERIFIED

#7 - 2023-06-17 19:02 - CDTS_TEST 王成

- Status changed from VERIFIED to CLOSED