

Figure - Bug #118597

Bug # 118493 (CLOSED): 【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  
IOVDEV-33032 【内部】【VC1】【0095】【台架】【EE环境】【副屏】副屏冻屏

2023-06-06 20:29 - CD TEST-方永红

|                  |                |                   |            |
|------------------|----------------|-------------------|------------|
| Status:          | CLOSED         | Start date:       | 2023-06-06 |
| Priority:        | Urgent         | Due date:         |            |
| Assignee:        | 移动测试一组_CDTS 刘强 | % Done:           | 90%        |
| Category:        | 冻屏             | Estimated time:   | 0.00 hour  |
| Target version:  |                | Found Version:    | 0106       |
| Need_Info:       | --             | Degrated:         | --         |
| Resolution:      | --             | Verified Version: |            |
| Severity:        | Normal         | Fixed Version:    |            |
| Reproducibility: | Rarely         | Root cause:       | TP失效无报点    |
| Test Type:       | ST             |                   |            |

Description

【环境信息】EE环境

【问题出现时间】：20230606 18:58

【前提条件】：副屏上电，网络正常

【操作步骤】

1.向上滑动点击副屏。

【实际结果】

1.副屏冻屏。

【期望结果】

1.正常进入副屏主界面。

【备注】：

台架Log地址：<https://ofs.human-horizons.com/#/download/index/452O6KbOEI4%3D>

台架视频地址：<https://ofs.human-horizons.com/#/download/index/G0WiDOM5VOs%3D>

【当前开机次数】：副屏第91次开机

【应用版本】：/

【VIN】：HRYTTESTVINMGM816

【硬件版本号】：/

【中控版本号】：03.02.0088.C103

【副屏版本号】：01.00.0106.C104

History

#1 - 2023-06-06 20:29 - CD TEST-方永红

#2 - 2023-06-07 10:12 - CD FW 曹覃刚  
- Status changed from New to ASSIGNED  
- Assignee changed from CD FW 曹覃刚 to CD BSP-杜磊

Hi 杜磊

■ 我的分析

1.复现视频中，滑动屏幕没有反应，操作投屏是正常的

2.抓取的event日志，没有内容输出

综上，应该是屏幕硬件出现问题，没有上报事件

■ 下一步计划

需要BSP的同学帮忙分析，为什么没有事件上报，谢谢

#3 - 2023-06-07 15:44 - CD BSP-杜磊

从log分析，TP从18:13之前发生TP自检错误异常，导致TP无法报点

kernel/000091\_kernel\_00183\_230606\_181054.log

618:06-06 18:13:07.168 0 0 I : [ 3169.903665] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

627:06-06 18:13:09.187 0 0 I : [ 3171.923225] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

636:06-06 18:13:11.187 0 0 I : [ 3173.922884] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

645:06-06 18:13:13.187 0 0 I : [ 3175.922477] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

654:06-06 18:13:15.187 0 0 I : [ 3177.922759] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

663:06-06 18:13:17.187 0 0 I : [ 3179.922302] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

672:06-06 18:13:19.208 0 0 I : [ 3181.942710] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

681:06-06 18:13:21.208 0 0 I : [ 3183.942317] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

690:06-06 18:13:23.207 0 0 I : [ 3185.942983] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

704:06-06 18:13:25.208 0 0 I : [ 3187.942853] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

716:06-06 18:13:27.228 0 0 I : [ 3189.962454] atmel\_mxt\_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00

726:06-06 18:13:29.228 0 0 E : [ 3191.960726] atmel\_mxt\_ts 0-004a: \_\_mxt\_read\_reg: i2c transfer failed (-107)

TP中断从18:13后就无明显增长，

FSEM\_000091\_0084\_0606185039/interrupts/interrupts.txt

Tue Jun 6 18:13:53 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:14:23 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:14:53 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:15:23 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:15:53 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:16:23 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:16:53 CST 2023

350: 2060 0 0 0 0 0 0 0 mmsgpio 7 Edge atmel\_mxt\_ts

Tue Jun 6 18:17:23 CST 2023

350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:17:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:18:23 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:18:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:19:23 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:19:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:20:23 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:20:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:21:23 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:21:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:22:23 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts  
Tue Jun 6 18:22:53 CST 2023  
350: 2060 0 0 0 0 0 0 0 msgpio 7 Edge atmel\_mxt\_ts

#4 - 2023-06-07 16:08 - CD BSP-杜磊  
- Parent task set to #118493

#5 - 2023-06-07 19:52 - CD BSP-杜磊

与 <https://share.thundersoft.com/redmine/issues/118493> 属于同一问题

#6 - 2023-06-09 17:47 - CD TPM-王祥林  
- Status changed from ASSIGNED to NEED\_INFO

转到jira上跟踪。

#7 - 2023-06-12 11:00 - CD BSP-杜磊  
- Status changed from NEED\_INFO 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 TP失效无报点

代码已入库，请使用6/13 V110版本进行复测

#8 - 2023-06-14 14:23 - 物联网测试组\_CDTS 唐霞

01.00.0110.C104版本验证50次未复现

#9 - 2023-06-14 14:25 - 智能系统测试组\_TSCD 田科

Deal all,

在110版本验证PASS

结果：PASS

版本：user.01.00.0110.C104

步骤：1.上电设备 2.将副屏投屏PC 3.等待副屏进入屏保 4.向上滑动

次数：30

周边验证PASS

- 1.上电设备后，副屏长时间进入屏保状态后向上滑动，检查有无冻屏
- 2.挂多个后台，副屏进入屏保状态后向上滑动，检查有无冻屏
- 3.重启副屏，副屏进入屏保状态后向上滑动，检查有无冻屏

Thanks

#10 - 2023-06-16 16:56 - 智能系统测试组\_TSCD 田科

Deal all,

在110版本验证PASS

结果：PASS

版本：user.01.00.0110.C105

FTP版本：[ftp://cdiot@192.168.87.46/Pre\\_figure/ReleaseBuild/Pre\\_figure\\_turbox-c2130c-la1.1-qssi12-release\\_sorp/user/20230615/2247](ftp://cdiot@192.168.87.46/Pre_figure/ReleaseBuild/Pre_figure_turbox-c2130c-la1.1-qssi12-release_sorp/user/20230615/2247)

步骤：1.上电设备 2.将副屏投屏PC 3.等待副屏进入屏保 4.向上滑动

次数：30

周边验证PASS

- 1.上电设备后，副屏长时间进入屏保状态后向上滑动，检查有无冻屏
- 2.挂多个后台，副屏进入屏保状态后向上滑动，检查有无冻屏
- 3.重启副屏，副屏进入屏保状态后向上滑动，检查有无冻屏

Thanks

#11 - 2023-07-02 14:36 - 移动测试一组\_CDTS 刘强

在110版本验证PASS

结果：PASS

版本：user.01.00.0116.C105

步骤：1.上电设备 2.将副屏投屏PC 3.等待副屏进入屏保 4.向上滑动

次数：30

周边验证PASS

- 1.上电设备后，副屏长时间进入屏保状态后向上滑动，检查有无冻屏
- 2.挂多个后台，副屏进入屏保状态后向上滑动，检查有无冻屏
- 3.重启副屏，副屏进入屏保状态后向上滑动，检查有无冻屏

Thanks

#12 - 2023-07-17 17:47 - CDTS\_TEST 王成

- Status changed from RESOLVED to VERIFIED

客户回复：116版本未出现冻屏情况，副屏运行正常，验证通过

#13 - 2023-07-17 17:47 - CDTS\_TEST 王成

- Status changed from VERIFIED to CLOSED