

Figure - Bug #118647

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-33500】 【内部】 【VC1】 【0095】 【台架】 【EE环境】 【副屏】 2023-06-08 15:12副屏出现触控失灵现象，无tp事件上报
2023-06-08 15:44 - CDTs_Test 吴诗雨

Status:	CLOSED	Start date:	2023-06-08
Priority:	Urgent	Due date:	
Assignee:	移动测试一组_CDTs 刘强	% Done:	80%
Category:	冻屏	Estimated time:	0.00 hour
Target version:		Found Version:	【中控版本号】：03.02.0088.C103 【副屏版本号】：01.00.0106.C104
Need_Info:	--	Degrated:	--
Resolution:	--	Verified Version:	
Severity:	Critical	Fixed Version:	
Reproducibility:	Every time	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】：20230608 15:12

【前提条件】：副屏上电，网络正常

【操作步骤】

1.在副屏上正常进行操作；

【实际结果】

1.突然触控失灵。

【期望结果】

1.触控正常，在副屏上能够正常进行操作。

【备注】：

台架Log地址：<https://ofs.human-horizons.com/#/download/index/dsxvM8KvmHo%3D>

【当前开机次数】：副屏第109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 - 2023-06-08 15:45 - CDTs_Test 吴诗雨

log正在下载，稍后上传

ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/118647

#3 - 2023-06-08 18:10 - CD BSP-杜磊

- Status changed from New to ASSIGNED
- % Done changed from 0 to 20
- Parent task set to #118493

在15:12分，发生TP 自检失败，并且i2c异常。TP无相应

```
000109_kernel_00003_230608_151924.log:393:06-08 15:12:01.758 0 0 I : [ 9561.158636] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:402:06-08 15:12:03.762 0 0 I : [ 9563.160775] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:411:06-08 15:12:05.782 0 0 I : [ 9565.183638] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:420:06-08 15:12:07.786 0 0 I : [ 9567.186759] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:429:06-08 15:12:09.791 0 0 I : [ 9569.189039] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:438:06-08 15:12:11.791 0 0 I : [ 9571.190527] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:447:06-08 15:12:13.795 0 0 I : [ 9573.192613] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:456:06-08 15:12:15.815 0 0 I : [ 9575.214661] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:465:06-08 15:12:17.819 0 0 I : [ 9577.218149] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:476:06-08 15:12:19.819 0 0 I : [ 9579.219616] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:488:06-08 15:12:21.823 0 0 I : [ 9581.223353] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:497:06-08 15:12:23.827 0 0 I : [ 9583.224449] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:506:06-08 15:12:25.847 0 0 I : [ 9585.247063] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:515:06-08 15:12:27.851 0 0 I : [ 9587.250312] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:531:06-08 15:12:29.855 0 0 I : [ 9589.252684] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:540:06-08 15:12:31.855 0 0 I : [ 9591.256025] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:549:06-08 15:12:33.859 0 0 I : [ 9593.258256] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:558:06-08 15:12:35.883 0 0 I : [ 9595.281111] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:567:06-08 15:12:37.883 0 0 I : [ 9597.283500] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:576:06-08 15:12:39.887 0 0 I : [ 9599.288033] atmel_mxt_ts 0-004a: T25 Status 0x17 Info: 64 00 00 00 00
000109_kernel_00003_230608_151924.log:586:06-08 15:12:41.887 0 0 E : [ 9601.287637] atmel_mxt_ts 0-004a: __mxt_read_reg: i2c transfer failed (-107)
000109_kernel_00003_230608_151924.log:587:06-08 15:12:41.887 0 0 E : [ 9601.287642] atmel_mxt_ts 0-004a: Failed to read T44/T144 and T5 (-107)
```

此问题与如下问题同件

<https://share.thundersoft.com/redmine/issues/118493>

#4 - 2023-06-09 15:00 - CDTs-TEST 周婷

- Category changed from BSP to 冻屏

#5 - 2023-06-09 17:25 - CD TPM-王祥林

- Status changed from ASSIGNED to NEED_INFO

此票转到JIRA上进行跟踪，后续在JIRA上更新comment

#6 - 2023-06-12 11:03 - 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 20 to 80

- 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

#7 - 2023-06-14 14:47 - 智能系统测试组_TSCD 田科

Deal all

在110版本未复现此问题, 验证PASS

结果: PASS

版本: user.01.00.0110.C104

步骤: 与Bug描述一致

次数: 30

周边测试: PASS

1.填满内存的情况下, 检查副屏是否冻屏

2.屏保情况下, 检查副屏是否冻屏

备注: 与此问题为同件问题 (<https://share.thundersoft.com/redmine/issues/118493>)

概率问题, 下个版本继续验证

Thanks

#8 - 2023-06-27 15:08 - 移动测试一组_CDTS 刘强

- Status changed from RESOLVED to VERIFIED

客户110版本上回归验证通过

#9 - 2023-06-27 15:08 - 移动测试一组_CDTS 刘强

- Status changed from VERIFIED to CLOSED