

Status:	CLOSED	Start date:	2023-06-08
Priority:	Urgent	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:	Critical	Fixed Version:	
Reproducibility:	Rarely	Root cause:	
Test Type:	ST		
Description			
【环境信息】EE环境 【问题出现时间】：2023-06-08 10:31 【开机次数】：第275次 【前提条件】： 1.副屏上电 2.下载并安装王者荣耀、火影忍者、原神 3.控制中心打开录屏 【问题操作步骤】： 1.将三个游戏拖拽至同一个文件夹内 2.依次打开游戏返回HOME页 【实际结果】：自动重启后启动火影忍者，应用无法使用，只有卸载安装才可以使用 【期望结果】：游戏可以正常打开运行 【备注】：自动重启后游戏应用无法使用？用户存储的数据卸载掉再安装时间要很久。游戏应用重装可以数据都在还但是若是其他应用重装数据清除了就无法再恢复，而且是因重启而导致的应用无法使用，无法接受此状况 台架实时Log地址：https://ofs.human-horizons.com/#/download/index/yikAOEt67Xs%3D 台架历史Log地址：https://ofs.human-horizons.com/#/download/index/CVzi0kg1KPg%3D 台架视频地址：https://ofs.human-horizons.com/#/download/index/ZCklqYVz%2BjM%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 - 2023-06-08 17:15 - CDTs_Test 吴诗雨
ftp://cdiot@192.168.87.46/Pre_figure/Test_Log/118667
#2 - 2023-06-09 11:45 - 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

火影忍者应用加载so库失败，导致崩溃，无法进入

在系统侧无法修改，需要应用适配，并不是因为重启引起的，但不清楚应用的内部逻辑，无法确定复现场景

如果重装或者清除应用数据可以修复，建议重装或者清除数据(在自己使用的手机上也遇到过这种情况，同样的操作方式可以恢复)

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06-08 10:36:50.351 20612 20612 E AndroidRuntime: FATAL EXCEPTION: main
06-08 10:36:50.351 20612 20612 E AndroidRuntime: Process: com.tencent.KiHan, PID: 20612
06-08 10:36:50.351 20612 20612 E AndroidRuntime: java.lang.UnsatisfiedLinkError: dlopen failed:
"/data/app/~~4qm8c8t4qDtU_v2M4OUN9A==/com.tencent.KiHan-vQDBG1zNGe2icvvZU4tSRw==/lib/arm64/libtpert.so" has bad ELF magic: 00000000
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at java.lang.Runtime.loadLibrary0(Runtime.java:1077)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at java.lang.Runtime.loadLibrary0(Runtime.java:998)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at java.lang.System.loadLibrary(System.java:1656)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at com.tencent.tpshell.TPShellApplication.<clinit>(Unknown Source:2)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at java.lang.Class.newInstance(Native Method)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.AppComponentFactory.instantiateApplication(AppComponentFactory.java:76)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.support.v4.app.CoreComponentFactory.instantiateApplication(CoreComponentFactory.java:49)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.Instrumentation.newApplication(Instrumentation.java:1178)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.LoadedApk.makeApplication(LoadedApk.java:1356)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.ActivityThread.handleBindApplication(ActivityThread.java:6705)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.ActivityThread.access$1500(ActivityThread.java:248)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.ActivityThread$H.handleMessage(ActivityThread.java:2054)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.os.Handler.dispatchMessage(Handler.java:106)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.os.Looper.loopOnce(Looper.java:201)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.os.Looper.loop(Looper.java:288)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at android.app.ActivityThread.main(ActivityThread.java:7880)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at java.lang.reflect.Method.invoke(Native Method)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at com.android.internal.os.RuntimeInit$MethodAndArgsCaller.run(RuntimeInit.java:548)
06-08 10:36:50.351 20612 20612 E AndroidRuntime:   at com.android.internal.os.ZygoteInit.main(ZygoteInit.java:1009)
06-08 10:36:50.353 14965 15752 I am_crash: [20612,0,com.tencent.KiHan,986201668,java.lang.UnsatisfiedLinkError,dlopen failed:
"/data/app/~~4qm8c8t4qDtU_v2M4OUN9A==/com.tencent.KiHan-vQDBG1zNGe2icvvZU4tSRw==/lib/arm64/libtpert.so" has bad ELF magic:
00000000,Runtime.java,1077]
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#3 - 2023-06-12 17:27 - CDTS_TEST 王成

- Status changed from NEED_INFO to RESOLVED

第三方应用自身问题

#4 - 2023-06-12 17:27 - CDTS_TEST 王成

- Status changed from RESOLVED to VERIFIED

#5 - 2023-06-12 17:27 - CDTS_TEST 王成

- Status changed from VERIFIED to CLOSED