

Figure - Bug #119343

【AF】【PVT】【桌面】重断电重启系统，偶现显示 “ com.qualcomm.qti.devicestatisticsservice已停止运行 ”

2023-09-04 11:24 - CDTS_TEST 王成

Status:	RESOLVED	Start date:	2023-09-04
Priority:	Normal	Due date:	
Assignee:	CDTS_TEST 王成	% Done:	100%
Category:	CD-FW	Estimated time:	0.00 hour
Target version:			
Need_Info:	--	Found Version:	0901DB版本
Resolution:	FIXED	Degrated:	No
Severity:	Normal	Verified Version:	
Reproducibility:	Occasionally	Fixed Version:	2023-11-16
Test Type:	ST	Root cause:	因设备底层不支持模块导致的高通基础组件崩溃

Description
前提条件】 设备正常使用 【操作步骤】 1.断电重启 【实际结果】 1.重启后桌面显示 “ com.qualcomm.qti.devicestatisticsservice已停止运行 ” 预期结果 1、不会有此提示

History

#1 - 2023-11-14 11:40 - CD FW-廖涛
- Status changed from New to ASSIGNED
- Assignee changed from CD FW 曹覃刚 to CD FW-廖涛
#2 - 2023-11-15 11:18 - CD FW-廖涛
- Status changed from ASSIGNED to RESOLVED
- Assignee changed from CD FW-廖涛 to CDTS_TEST 王成
- % Done changed from 0 to 100
- Resolution changed from -- to FIXED
- Degrated changed from -- to No
- Fixed Version set to 2023-11-16
- Root cause set to 因设备底层不支持模块导致的高通基础组件崩溃
■ Current conclusion
已处理，代码已入库。提交： https://dev.thundercomm.com/gerrit/c/general/platform/frameworks/base/+328365
■ My analysis
因设备底层不支持模块导致的高通基础组件崩溃，该服务不影响正常使用，所以屏蔽 devicestatisticsservice 的崩溃弹窗。
■ Next action
麻烦测试验证。
#3 - 2023-11-15 11:18 - IoT scm
Gerrit Merge Information :

ID	Project	Branch	Uploader
328365	general/platform/frameworks/base	Pre_figure_turbox-c2130c-la1.1-qssi12-dev	tao.liao@thundersoft.com
FW:SystemOptimization: Don't show crash dialog of DeviceStatisticsService.TC-RID: 1201-0205101IssueID: TS-R-BUG-119343Change-Id: I3fe5b8c3dd030df0f0af0dca38bf15e8255b339e			

#4 - 2023-11-20 13:54 - IoT scm

Gerrit Merge Information :

ID	Project	Branch	Uploader
329428	general/platform/frameworks/base	Pre_figure_turbox-c2130c-la1.1-qssi12-release_sorp	wangxl0510@thundersoft.com
FW:SystemOptimization: Don't show crash dialog of DeviceStatisticsService.TC-RID: 1201-0205101IssueID: TS-R-BUG-119343Change-Id: I3fe5b8c3dd030df0f0af0dca38bf15e8255b339e(cherry picked from commit bb25d44a5399f1d9f044f5fb2a84079081a8ac8c)			

Files

20230904-111751.jpg	165 KB	2023-09-04	CDTS_TEST 王成
20230904-111800.jpg	250 KB	2023-09-04	CDTS_TEST 王成
20230904-111804.jpg	10.8 KB	2023-09-04	CDTS_TEST 王成
cqg.txt	2.67 MB	2023-09-04	CDTS_TEST 王成
tlog.part1.rar	49 MB	2023-09-04	CDTS_TEST 王成
tlog.part2.rar	49 MB	2023-09-04	CDTS_TEST 王成
tlog.part3.rar	18.5 MB	2023-09-04	CDTS_TEST 王成