Stale snapshot - map wont load when app is opened after many days

+1   1   Hotlists   Mark as Duplicate

Comments (11)   Dependencies   Duplicates (0)   Blocking (0)   Resources (8)

Assigned   Bug   P4   + Add Hotlist

STATUS UPDATE No update yet.   Edit

My app has map view in the main screen, it loads, all is fine. Problem is when app is opened after many days (~30 days). Then map tiles are blank. I can see the polygons on the map, but not the

Google Play services client version: 12451000
Google Play services package version: 231312044
Google Play services maps renderer version(maps_core): 224910104

```
2023-04-14 11:55:36.216 23063-32380 btnl                     com.google.android.gms.persistent    E  Phenotype API error. Event # dyya@3857268, EventCode: 5 [
btmm: 29501: Stale snapshot for com.google.android.gms.maps#MY_APP_ID(change count changed - expected 16  but was 13)
        at btnq.b(:com.google.android.gms@231312044@23.13.12 (190400-519946965):16)
        at btno.g(:com.google.android.gms@231312044@23.13.12 (190400-519946965):0)
        at btnl.e(:com.google.android.gms@231312044@23.13.12 (190400-519946965):4)
        at btnl.f(:com.google.android.gms@231312044@23.13.12 (190400-519946965):2)
        at audo.ep(:com.google.android.gms@231312044@23.13.12 (190400-519946965):1)
        at audv.run(:com.google.android.gms@231312044@23.13.12 (190400-519946965):12)
        at dbpm.run(:com.google.android.gms@231312044@23.13.12 (190400-519946965):2)
        at abix.c(:com.google.android.gms@231312044@23.13.12 (190400-519946965):6)
        at abix.run(:com.google.android.gms@231312044@23.13.12 (190400-519946965):7)
        at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1137)
        at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:637)
        at abod.run(:com.google.android.gms@231312044@23.13.12 (190400-519946965):0)
        at java.lang.Thread.run(Thread.java:1012)
2023-04-14 11:55:36.219  1658-1922  MobStoreFlagStore      MY_APP_ID                    W  Failed to commit due to stale snapshot for com.google.android.gm
2023-04-14 11:55:37.200  1658-1658  Compatibil...geReporter MY_APP_ID                   D  Compat change id reported: 210923482; UID 11230; state: ENABLED
2023-04-14 11:55:37.235  1658-1658  Google Android Maps SDK MY_APP_ID                   I  Google Play services package version: 231312044
2023-04-14 11:55:37.235  1658-1658  Google Android Maps SDK MY_APP_ID                   I  Google Play services maps renderer version(maps_core): 224910104
2023-04-14 11:55:37.315  1658-2115  nativeloader           MY_APP_ID                    D  Configuring classloader-namespace for other apk . target_sdk_ver
2023-04-14 11:55:37.318  1658-2115  native                 MY_APP_ID                    I  I0000 00:00:1681462537.318621    2115 jni_init.cc:8] Initializin
```

When I had blank tiles, I put app in background, after few minutes I returned to foreground. App when trough restore state, I still could see blank tiles, but after few seconds they loaded. I got sim

```
2023-04-14 12:33:35.815  8156-9182  DynamiteModule         MY_APP_ID                    W  Local module descriptor class for com.google.android.gms.g
2023-04-14 12:33:35.826  8156-9182  DynamiteModule         MY_APP_ID                    I  Considering local module com.google.android.gms.googlecert
2023-04-14 12:33:35.827  8156-9182  DynamiteModule         MY_APP_ID                    I  Selected remote version of com.google.android.gms.googlece
2023-04-14 12:33:35.929  8156-9172  SnapshotHandler        MY_APP_ID                    I  Unable to retrieve flag snapshot for com.google.android.li
2023-04-14 12:33:35.938  8156-9173  MobStoreFlagStore      MY_APP_ID                    W  Unable to update local snapshot for com.google.android.lib
java.util.concurrent.ExecutionException: java.lang.SecurityException: GoogleCertificatesRslt: not allowed: pkg=MY_APP_ID, sha256=[2349d16e15d26f9bdae667162ea
        at ajl.s(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):3)
        at ajl.get(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at akv.g(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at yt.c(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):1)
        at yv.run(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):0)
        at java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:463)
        at java.util.concurrent.FutureTask.run(FutureTask.java:264)
        at java.util.concurrent.ScheduledThreadPoolExecutor$ScheduledFutureTask.run(ScheduledThreadPoolExecutor.java:307)
        at java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1137)
        at java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:637)
        at java.lang.Thread.run(Thread.java:1012)
Caused by: java.lang.SecurityException: GoogleCertificatesRslt: not allowed: pkg=MY_APP_ID, sha256=[2349d16e15d26f9bdae667162ea6dfa51ca281fd7e0c06fb99d5726a0
        at android.os.Parcel.createExceptionOrNull(Parcel.java:3011)
        at android.os.Parcel.createException(Parcel.java:2995)
        at android.os.Parcel.readException(Parcel.java:2978)
        at android.os.Parcel.readException(Parcel.java:2920)
        at fe.c(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at rt.a(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):4)
        at jl.e(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at kj.t(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at kj.u(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):3)
        at kj.e(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):2)
        at kn.handleMessage(:com.google.android.gms.dynamite_mapsdynamite@231312044@23.13.12 (190400-0):70)
        at android.os.Handler.dispatchMessage(Handler.java:102)
        at android.os.Looper.loopOnce(Looper.java:201)
        at android.os.Looper.loop(Looper.java:288)
        at android.os.HandlerThread.run(HandlerThread.java:67)
```

✓ Mentioned issues (2)   ✓ Links (4)

⚙ **Mentioned issues (2)**

P4   I get a java.lang.SecurityException: GoogleCertificatesRslt "https://issuetracker.google.com/264923634"

P3   GoogleCertificatesRslt: not allowed and .maps_dynamite issue "https://issuetracker.google.com/228091313"

🔗 **Links (4)**

"Put together a simplified reproduction case (http://sscce.org/) and add it to a git hosting provider (e.g. github, bitbucket, etc)? The easiest way to do this might be to fork the Google Maps Android A

" … simplified reproduction case (http://sscce.org/) and add it to a git hosting provider (e.g. github, bitbucket, etc)? The easiest way to do this might be to fork the Google Maps Android API Samples F

"Attached a video with a problem. Here is the app https://play.google.com/store/apps/details?id=duck.app ."

"I managed to reproduce similar issue on app from different developer https://play.google.com/store/apps/details?id=com.sixt.reservation . See attached video."

COMMENTS

de...@atommobility.com <de...@atommobility.com> #2

Here is logs from app start when tiles load.

```
2023-04-14 13:18:59.977 21336-21336 zzcb              MY_APP_ID                              I  Making Creator dynamically
2023-04-14 13:18:59.985 21336-21336 ziparchive        MY_APP_ID                              W  Unable to open '/data/user_de/0/com.google.android.gms/
2023-04-14 13:18:59.985 21336-21336 ziparchive        MY_APP_ID                              W  Unable to open '/data/user_de/0/com.google.android.gms/
2023-04-14 13:18:59.990 21336-21336 DynamiteModule    MY_APP_ID                              I  Considering local module com.google.android.gms.maps_co
2023-04-14 13:18:59.990 21336-21336 DynamiteModule    MY_APP_ID                              I  Selected remote version of com.google.android.gms.maps_
2023-04-14 13:18:59.990 21336-21336 DynamiteModule    MY_APP_ID                              V  Dynamite loader version >= 2, using loadModule2NoCrashU
2023-04-14 13:19:00.005 21336-21336 System            MY_APP_ID                              W  ClassLoader referenced unknown path:
2023-04-14 13:19:00.008 21336-21336 nativeloader      MY_APP_ID                              D  Configuring classloader-namespace for other apk . targe
2023-04-14 13:19:00.035 21336-21336 Google Android Maps SDK MY_APP_ID                        I  Google Play services client version: 12451000
2023-04-14 13:19:00.039 21336-21336 Google Android Maps SDK MY_APP_ID                        I  Google Play services package version: 231312044
2023-04-14 13:19:00.039 21336-21336 Google Android Maps SDK MY_APP_ID                        I  Google Play services maps renderer version(maps_core):
```

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iv...@google.com <iv...@google.com> #3

Thanks for the post.

To look into this further, can you please provide the reason as to why your app needs to be opened for many days?

With regards to `java.lang.SecurityException: GoogleCertificatesRslt` error, there's an ongoing issue for that in this ⊖link.

⊖Comment #51 says there that:

"this is just a harmless, yet annoying warning message. It does not cause or show any problems on Maps SDK functionality.

We have an internal issue filed to remove the `java.io.FileNotFoundException` and `java.lang.SecurityException` warning messages from Android log. Currently we don't have a target

So please do follow the aforementioned issue if you want to get updates regarding the `SecurityException` error.

---

de...@atommobility.com <de...@atommobility.com> #4

> To look into this further, can you please provide the reason as to why your app needs to be opened for many days?

I install and open the app. All is good. Then I close (kill) the app. After, lets say, 30 days, I open app again, now map wont load. In logs `Stale snapshot` error is shown.

If I open app regularly, lets say at least once in 7 days, all is good.

---

iv...@google.com <iv...@google.com> #5

Can you please provide more information as to how you were testing your app for 30 days? And what's your use case as to why you need to leave your app open for longer times? Are you als

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de...@atommobility.com <de...@atommobility.com> #6

I dont leave app open for 30 days.

> I install and open/launch the app. All is good. Then I close (kill) the app. After, lets say, 30 days, I open/launch app again, now map wont load.

---

iv...@google.com <iv...@google.com> #7

Apologies for misunderstanding your issue.

After further checking, the security exception error is indeed a duplicate of ⊖GoogleCertificatesRslt: not allowed and .maps_dynamite issue. But as mentioned before, this error does not cau

1. Put together a simplified reproduction case (http://sscce.org/) and add it to a git hosting provider (e.g. github, bitbucket, etc)? The easiest way to do this might be to fork the Google Ma
2. List steps to reproduce the problem
3. Add the following details:

- Device (and version of Android) you have verified this issue on:
- Google Play Services client library version:
- Google Play Services version on the device:
- Android SDK Version:
- Was this working correctly on a previous version of Google Play Services? (If yes, which client library and SDK version?)

4. Attach the following:

- screenshots

- sample code
- an APK if possible.

5. If the problem exhibits itself in a released version of your app on the Play Store, optionally link us to the app, and explain how to reproduce the issue in your app.

de...@atommobility.com <de...@atommobility.com> #8

Attached a video with a problem. Here is the app https://play.google.com/store/apps/details?id=duck.app.

📎 **screen-20230517-080350.mp4**
61 MB   Download

iv...@google.com <iv...@google.com> #9

Thanks for the updates.

We are checking this issue internally.

de...@atommobility.com <de...@atommobility.com> #10

Did you manged to reproduce the issue?

de...@atommobility.com <de...@atommobility.com> #11

I managed to reproduce similar issue on app from different developer https://play.google.com/store/apps/details?id=com.sixt.reservation. See attached video.

📎 **screen-20230724-164920.mp4**
49 MB   Download