

← ↻ ☆ System fall down when loading apps to update

+1

Hotlists (1)

Mark as Duplicate





Comments (5)

Dependencies

Duplicates (0)

Blocking (0)


Resources (0)

Infeasible

Bug

P2

+ Add Hotlist

 STATUS UPDATE

No update yet.

Edit

 DESCRIPTION

ji...@gmail.com created issue [#1](#)

Aug 10, 2018 04:18PM




Android 4.0.4
System fall down (restart) when loading apps to update in Google store app. I can't update apps


COMMENTS

All comments

↓ Oldest first

 **ma...@google.com** <ma...@google.com> [#2](#)

Aug 13, 2018 04:53PM



Assigned to ma...@google.com.

Can you provide the below requested information to better understand the issue:

Android build
Which Android build are you using? (e.g. KVT49L)


Device used
Which device did you use to reproduce this issue?

Steps to reproduce
What steps do others need to take in order to reproduce the issue themselves?


Frequency
How frequently does this issue occur? (e.g 100% of the time, 10% of the time)

Android bug report
After reproducing the issue, press the volume up, volume down, and power button simultaneously. This will capture a bug report on your device in the "bug reports" directory. Attach the bug report file to this issue.
Alternate method:
After reproducing the issue, navigate to developer settings, ensure 'USB debugging' is enabled, then enable 'Bug report shortcut'. To take bug report, hold the power button and select the 'Take bug report' option.

Note: Please upload the files to google drive and share the folder to [android-bugreport@google.com](https://drive.google.com/drive/folders/1aBcDeFgHiJkLmNoPqRsTuVwXyZ), then share the link here.

 **ji...@gmail.com** <ji...@gmail.com> [#3](#)

Aug 13, 2018 11:21PM



Android build
IMM76I (Android ver 4.0.4)


Device used
Samsung Galaxy Trend GT-S7560

Steps to reproduce
Go to Google Store app, click to menu -> "My applications and games". When loading apps to update system restart. Other resproduce: Go to Settings -> Apps -> detail any app and system also restart.

Frequency
100% of the time

Android bug report
I can't because system restart. Androi Studio verbose logs:
08-13 14:57:03.639 1999-2028/? E/dalvikvm: Could not find class 'android.os.UserManager', referenced from method dfi.a
08-13 14:57:03.649 1999-2028/? W/dalvikvm: VFY: unable to resolve check-cast 1183 (Landroid/os/UserManager;) in Ldfi;
08-13 14:57:03.659 1999-2028/? D/dalvikvm: VFY: replacing opcode 0x1f at 0x0015
08-13 14:57:03.679 1999-2028/? I/dalvikvm: Could not find method android.os.UserManager.isUserUnlocked, referenced from method dfi.a
08-13 14:57:03.679 1999-2028/? W/dalvikvm: VFY: unable to resolve virtual method 5203: Landroid/os/UserManager;:isUserUnlocked ()Z
08-13 14:57:03.679 1999-2028/? D/dalvikvm: VFY: replacing opcode 0x6e at 0x001a
08-13 14:57:03.679 920-1118/? W/ctxmgr: [WorkManager]Long workInfo: pkg=com.google.android.gms, lbl=Prune, start=2018-08-13 14:56:54.825+0200, stop=2018-08-13 14:57:03.148+0200, durtn=8323ms
08-13 14:57:03.689 107-107/? E/SMD: DCD ON
08-13 14:57:03.699 1999-2028/? I/dalvikvm: Could not find method android.content.Context.isDeviceProtectedStorage, referenced from method dfi.b
08-13 14:57:03.699 1999-2028/? W/dalvikvm: VFY: unable to resolve virtual method 4545: Landroid/content/Context;:isDeviceProtectedStorage ()Z
08-13 14:57:03.699 1999-2028/? D/dalvikvm: VFY: replacing opcode 0x6e at 0x0000
08-13 14:57:03.779 1999-2028/? I/dalvikvm: Could not find method android.content.Context.isDeviceProtectedStorage, referenced from method dfi.c

Reporter

 ji...@gmail.com

Type

Bug

Priority

P2

Severity

S2

Status


Won't fix (Infeasible)

Access

Default access

View











Assignee

 ma...@google.com


Verifier

--

Collaborators

CC

 ji...@gmail.com

AOSP ID

--

ReportedBy

--

Found In

--


Targeted To

--

Verified In

--

In Prod



=====

ma...@google.com <ma...@google.com> [#4](#) Aug 14, 2018 04:16PM

Thank you for the details. You may capture the bug report once your phone reboots after the issue is reproduced. Please share the complete bug report as requested in [comment #2](#).

We are closing this issue as we don't have enough actionable information. If you are still facing this problem, please open new issue and add the relevant information along with reference to earlier issue.