Evaluation of Issue Report and Discussion Summary

Hello and thank you for your interest!

This Google form contains 10 issue reports with associated comments and discussions. Each issue report has several summary options to choose from. You need to select the most appropriate summary according to your understanding. For each summary option, you need to give a score based on Adequate Coverage, Factual Correctness, and Hallucination. After this, choose the summary you prefer. You can also select 'None of the above' if you feel none of the options is correct or fulfills the requirements.

Before getting started, please read the Definitions, Example and Instructions given below

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Definitions

Adequate Coverage: The summary should include all important details from the issue report and comments. It should cover the main points, such as what the problem is, how to reproduce it (if given), what the expected result is, what actually happens, and any relevant user comments. This ensures the summary provides a complete and clear understanding of the issue.

Factual Correctness: The summary should accurately reflect the information provided in the issue report and comments without any factual errors. This means that the summary must correctly describe the issue, include accurate device and software versions, and precisely reflect the user comments made in the original report. Factual correctness ensures that the summary is a true representation of the issue as reported.

Hallucination: The summary should not include information that is not present in the original issue report and comments; it should avoid adding any fabricated or assumed details. A summary free of hallucination strictly adheres to the information given in the report and comments, ensuring that no new or unfounded details are introduced.

Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation: This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Based on these definitions and instructions, evaluate all the bugs.

Best of Luck

* Indicates required question

Participant Demographics

1. Your Name

_____

2.   Gender *

Mark only one oval.

◯ Male

◯ Female

◯ Prefer not to say

3.   Are you currently working in academia or industry? *

Mark only one oval.

◯ Academia

◯ Industry

4.   Years of Programming Experience? *

Mark only one oval.

◯ Less than 5

◯ Between 5 to10

◯ More than 10

5.   Occupation *

Mark only one oval.

◯ Graduate student

◯ Undergraduate student

◯ Professor

◯ Professional software developer

◯ Other: _____

1. Bug description

Since last update (6.46.1) the app keeps crashing after some seconds. It's probably related to an backup running in background. App diagnostics are showing a lot uncaught exceptions in FullBackupExporter:
SignalUncaughtException: at
org.thoughtcrime.securesms.backup.FullBackupExporter.isNonExpiringMessage
(FullBackupExporter. java:595)
 SignalUncaughtException: at
org.thoughtcrime.securesms.backup.FullBackupExporter.isForNonExpiringMessage
(FullBackupExporter. java :613)

After disabling the backup it seems to be stable and not crashing.
Steps to reproduce

Nothing special, maybe just some expiring messages and backups enabled.
Device info

Device: Google Pixel 6 Pro
 Android version: 14 Build UQ1A.240105.002
 Signal version: 6.46.1 (beta user on Google Play)
Link to debug log

https://debuglogs.org/
android/6.46.1/54514ac9c7f6661da619811b46cf84f6d574598f4549fc03549051df97235
a43

Comments / Discussion

Comment 1
I also encounter same this issue. I noticed that I can rename backup directory and app starts with notification about backup dir removal, but no crash - temporary workaround. Re-enabling backups to new dir causes crashes again. Seems not related to expiring messages usage, at least for me, as I didn't use them.
Comment 2

I also have the same problem
Comment 3

Same problem here since today - Backup stops at 10.5% and then the app crashes. Backups can not be completed.
Comment 4
Same issue on version 6.46.1. App crashes creating the backup, using significant battery in the process, and there is no "skip" or abort option (without turning off backups entirely)
Comment 5

I can also confirm this issue.

Device info

   Device: Google Pixel 6
   Android version: 14 Build UQ1A.240105.002
   Signal version: 6.46.1 (beta user on Google Play)
Comment 6

Same here, Samsung Galaxy s 20

Comment 7

Likewise.

Pixel 6, GOS, Android 14, Signal 6.46.1.
Comment 8

Same. Pixel 7 Pro after update overnight to 6.46.1.
Comment 9

Hello everyone,

We have submitted 6.46.3 to [Firebase App Distribution](#) and the Google Play Store which
should fix this crash. It should be immediately available via Firebase, and hopefully the
Play Store should be distributing it asap.

It worked! Thank you very much!

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and
  discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of
  both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
- 1: The summary is mostly accurate with a few errors.
- 2: The summary is almost or completely accurate with no errors.

C. No Hallucination

- 0: The summary contains a significant amount of information not present in the
  original bug and comments.
- 1: The summary includes some details not found in the source material.
- 2: The summary includes only information present in the source material, with no
  hallucinations

You will see these definitions, examples, and explanations before every bug so that you can refer to them whenever needed.

Before getting started, please read the Definitions, Example and Instructions given below

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Definitions

Adequate Coverage:
 The summary should include all important details from the issue report and comments. It should cover the main points, such as what the problem is, how to reproduce it (if given), what the expected result is, what actually happens, and any relevant user comments. This ensures the summary provides a complete and clear understanding of the issue.

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Hallucination:
 The summary should not include information that is not present in the original issue report and comments; it should avoid adding any fabricated or assumed details. A summary free of hallucination strictly adheres to the information given in the report and comments, ensuring that no new or unfounded details are introduced.

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Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

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- wait a second
- App crashes to Main screen

Actual result:
 Crashes

Expected result:
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Device info

Device: Samsung Z Flip 4
Android version: 13
Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5.

Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Summary 1: The latest update (6.46.1) for the app has caused it to crash after a few seconds, likely due to a background backup process. Diagnostics indicate uncaught exceptions in FullBackupExporter. Disabling the backup stabilizes the app. Users on Google Pixel 6 Pro and other devices running Android 14 have reported this issue. Multiple users found a temporary workaround by renaming the backup directory, which prevents crashes. However, re-enabling backups leads to crashes again. Signal's development team has released version 6.46.3 to address the issue, and users have confirmed the fix works. Additionally, the new update includes improvements to battery usage and introduces a "skip backup" option.

6.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

7.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

8.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: Since the last update (6.46.1), the app has started crashing due to a memory leak issue. Diagnostics pointed to problems in FullBackupExporter. Disabling the backup doesn't stabilize the app. Users with devices like Google Pixel 6 Pro and others have reported this issue. Some users temporarily fixed the issue by renaming the backup directory. Signal's development team has not released any updates to fix this issue. Users are still experiencing crashes and high battery usage, and there is no confirmed workaround.

9.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

10.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

11.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: The app crashes after the latest update (6.46.1), with diagnostics pointing to FullBackupExporter issues. Disabling the backup stabilizes the app. Users on devices like Google Pixel 6 Pro and others running Android 14 reported this issue. Signal has released version 6.46.3 to fix the crashes, and users confirmed it works.

12. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

13. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

14. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: Since the last update (6.46.1), the app crashes after a few seconds, likely due to a background backup process. Diagnostics show uncaught exceptions in FullBackupExporter. Disabling the backup stabilizes the app. Users on devices like Google Pixel 6 Pro and others running Android 14 have reported this issue. Some users found a temporary workaround by renaming the backup directory, which prevents crashes, but re-enabling backups leads to crashes again. Signal's development team released version 6.46.3 to fix the crashes, and users confirmed the update resolves the issue.

15. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

16. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

17. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

18. **Choose the summary you would prefer: ***

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

2. Bug description

When uploading a video, the video gets truncated to 1 sec long. In the preview, video will show correct metadata (such as 0:59 . 16.3MB) but when clicking send the processing part takes awhile and then suddenly jumps to the end and says 0.3MB or 0.6MB (I've seen no other values and 0.3MB was only first observed today. Usually 0.6MB). When I download the video I get a different quality and information (via Google Photos)

Uploaded:
 8.3 MP . 3840 x 2160
 On device (355 MB)

Downloaded:
 0.9 MP . 1280 x 720
 On device (327 kB)

Pictures are unaffect. E.g.
 Upload
 12.5 MP . 4080 x 3072 . Ultra HDR
 On device (2.7MB)
 (Signal says 0.8 MB while uploading)

Download
 12.5 MP . 4080 x 3072 . Ultra HDR
 On device (871 kB)

Settings > Data and storage > Media quality > Sent media quality > High
Steps to reproduce
Take Video
Upload Video

Actual result: Describe here what happens after you run the steps above (i.e. the buggy behaviour)
 Expected result: Describe here what should happen after you run the steps above (i.e. what would be the correct behaviour)
Screenshots

[edit removed media]
Device info

Device: Pixel 6 Pro
 Android version: 14
 Signal version: 6.46.3
Link to debug log

Can produce upon request, prefer not publicly sharing

Comments / Discussion

Comment 1

Have same problem on Galaxy S23 Ultra OneUI 6.0, latest Signal.

Converting to lower resolution, h.264/h.265, HDR/noHDR does not change anything. Only 1sec. of video is send.

Comment 2

This issue was fixed in 6.46.4, please update and try again. If the problem persists, a debug log would be extremely helpful.

Comment 3

Confirmed working on my end, so I'll close the issue. Version: 6.46.5

RE debug logs, these would be more readily given were they not public. While I'm sure there are no identifying information in the logs it is thousands of lines and... well... Signal is a privacy app and aint no one got time to verify. So I think it is reasonable to assume people are going to provide minimal amount of information necessary. Especially considering how what may not be identifying at one point of time may become identifying at a later date and we don't want to just be leaving fingerprints everywhere. Looks like we can save it too, so maybe higher compliance if we're asked what to grep for? Maybe there could also be some clarity in generation and these could autodelete or have user control?

Comment 4

Maybe there could also be some clarity in generation and these could autodelete or have user control?

As you would expect, we take privacy extremely seriously. Debug logs are scrubbed of all personally identifying information, including all phone numbers, encryption keys, and so on before being uploaded. As far as how they're generated, it's quite simply a bit of diagnostic information (very easy to glance at the top) followed by the logcat output of only the Signal app. Again, any PII in this output is obfuscated. We include all of it because you can never know what will be relevant to a bug.

Uploaded debuglogs are expired and purged automatically.

Comment 5

I don't doubt that Signal takes privacy extremely seriously. It is why I use Signal, advocate for it, and donate. But I am worried if the argument is that we should simply trust you. Signal got its trust because they asked us to not trust them. I'm a dev too and I'm sympathetic to wanting all logs, but it seems a bit weird to ask someone to blindly trust when generating tens of thousands of lines. Mistakes happen, and like I said, things that weren't PII can become PII.

Uploaded debuglogs are expired and purged automatically.

As to what I said about clarity, this is not conveyed when you generate a debug log. Before hitting submit you get a message in yellow at the top that reads

This log will be posted publicly online for contributors to view. You may examine it before uploading.

I don't know how anyone should take this otherwise. Plus you can scroll as fast as possible and you'll barely make progress in the log. The verify part of "trust but verify" is important and if the choice is scroll through 50k lines that you can't look at without scrolling sideways or not posting, we know the obvious choice that people will make. It might as well be a black box because it's equivalent to a lawyer's document dump. I do appreciate you informing me that they expire but I hope you can see why people are hesitant to post these. If there was clearer communication and easier ways to vet the logs, I think you'd get more of them.

Device info
Device: Google Pixel 6
Android version: 14 Build UQ1A.240105.002
Signal version: 6.46.1 (beta user on Google Play)

Q. Give a score for all the summaries in the options based on the instructions below.

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Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
Crashes
Expected result:
Signal working normally
Device info

Device: Samsung Z Flip 4
Android version: 13
Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1

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Comment 2

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Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on

the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The
issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
This issue occurs because of a bug in the network module, which has been
completely redesigned in the beta version 6.37 to enhance performance
and security. Users also reported that the new version improves battery
life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: When uploading a video, the video gets truncated to 1 second long. The
preview shows the correct metadata, but the video processing reduces the size
drastically. Users reported the issue on Pixel 6 Pro and Galaxy S23 Ultra. Diagnostics
show discrepancies in video quality and size between the uploaded and downloaded
versions. The bug affects videos but not pictures. Signal's development team released
versions 6.46.4 and 6.46.5 to address the issue, with some users confirming the fix.
The updates also introduced enhanced media quality settings and privacy
improvements for debug logs, allowing users to control and auto-delete logs.

19.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

20.   Factual Correctness *

Mark only one oval.

        0   1   2

        ◯   ◯   ◯

21.   No Hallucination *

Mark only one oval.

        0   1   2

        ◯   ◯   ◯

Summary 2: Since the last update (6.46.3), the app has started crashing whenever a video is uploaded. The preview shows incorrect metadata, and the video processing often fails completely. Users reported the issue on Pixel 6 Pro and Galaxy S23 Ultra. Converting to lower resolution or different formats doesn't fix the problem. Signal's development team has not released any updates to fix this issue. Users are still experiencing crashes, and there is no confirmed workaround.

22.   Adequate Coverage *

Mark only one oval.

        0   1   2

        ◯   ◯   ◯

23. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

24. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: When uploading a video, the video gets truncated to 1 second long. The preview shows the correct metadata, but the video processing reduces the size drastically. Users on Pixel 6 Pro and Galaxy S23 Ultra reported this issue. Signal released updates 6.46.4 and 6.46.5 to fix the problem, and users confirmed it works.

25. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

26. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

27. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: When uploading a video, the video gets truncated to 1 second long. In the preview, the video shows the correct metadata, but when clicking send, the processing part takes a while and then suddenly jumps to the end and shows a much smaller file size. Users have reported this issue on devices like the Pixel 6 Pro and Galaxy S23 Ultra. Diagnostics show discrepancies between the uploaded and downloaded video quality and size, while pictures are unaffected. Signal's development team released updates 6.46.4 and 6.46.5 to address this issue, and some users have confirmed that the updates fix the problem. There were also discussions about the privacy and handling of debug logs, with suggestions for clearer communication and easier ways to vet the logs.

28. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

29. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

30. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

31. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

3. Bug description

I can't really open Signal anymore, it crashes after 1-3 seconds continuously. Also when being in other apps, I get an android warning about the crash of Signal also many times.

This happens since today evening, I also noticed a weird bug today before lunch, in one recent chat there was an empty message, just a time and unread checkmarks, it I was flat (looked kinda bugged) and I didn't send it. I don't know if this is related.

My main concern at the moment is, is there a way to rescue my chats to hopefully restore them? Or if the chats are also corrupted, to fix them to restore a fixed backup?

Steps to reproduce

- I don't know

Actual result: I don't know
 Expected result: To not have a crashing Signal
Error info from android when the pop up occoured

type: crash

osVersion: google/coral/coral:13/TP1A.221005.002.B2/2024010700:user/release-keys

package: org.thoughtcrime.securesms:137702

process: org.thoughtcrime.securesms

processUptime: 2598 + 486 ms

installer: com.aurora.store

java.lang.IllegalStateException: Check failed.

at
org.thoughtcrime.securesms.database.RecipientTable.splitForStorageSync(RecipientTable.kt:2238)

at
org.thoughtcrime.securesms.storage.ContactRecordProcessor.process(ContactRecordProcessor.java:106)

at
org.thoughtcrime.securesms.jobs.StorageSyncJob.processKnownRecords(StorageSyncJob.java:410)

at
org.thoughtcrime.securesms.jobs.StorageSyncJob.performSync(StorageSyncJob.java:293)

at org.thoughtcrime.securesms.jobs.StorageSyncJob.onRun(StorageSyncJob.java:194)

at org.thoughtcrime.securesms.jobs.BaseJob.run(BaseJob.java:31)

at org.thoughtcrime.securesms.jobmanager.JobRunner.run(JobRunner.java:86)

at org.thoughtcrime.securesms.jobmanager.JobRunner.run(JobRunner.java:49)

at [[↑↑ Original Trace ↑↑]].(:0)

at [[↓↓ Exception Message ↓↓]].(:0)

at Check failed..(:0)

Device info

Device: Google Pixel 4 XL
 Android version: 13 (graphene os)
 Signal version: 6.44.3
Link to debug log

Not possible to access the app long enough to make a backup nor get a debug log.

Comments / Discussions

Comment 1.

OMG, the App just did not crash instantly, I wanted to make a backup, but when I switched apps to save the backup passphrase Signal crashed again when entering. But this gave me hope. I got it again to not instantly crash when going into the settings. I was able to make a backup and also afterwards create a debug log.

The link:

https://debuglogs.org/android/6.44.3/
c26d3999cdedd4dd8360ea7d43705f81c39ee98dc8fb9f0bfe9675d10b2047b6

Comment 2
I also noticed, when I left the settings and tried to send a message, it was just spinning and not really sending. After going to the home screen and opening signal again I saw the message was being send (spinning, first checkmark, two checkmarks, followed by a crash) and the app crashed again right after.

Comment 3

I know why I could open Signal, I am currently in a Bus and have a bad internet connection. I noticed, when I disable Network, Signal does not crash. So I was a bit lucky I stumbled across this when I had a weak mobile signal.

I will try to restore my backup on a second phone to check if my chats have corrupted data maybe triggering this crash. I hope not, but otherwise I wonder what the cause of the crash is.

Comment 4

I just tried my old phone where I had Molly installed as a linked device from when I migrated to my new phone. I noticed it is also crashing now.

I will later try if I am able to restore the backup on the signal app on my old phone with a land line number as account. I am not too optimistic and am expecting it to also crash. I will let keep you posted.

Comment 5

I now restored the backup in my current phone in Molly, it did worked as well as the registration. Then I tried to re-register my account in the signal app and it worked and had no crashes since. I noticed the messages being send slower, but this may be because I am still on the road.

Comment 6

This should be addressed by the v6.45.2 release.

Comment 7

Did you know what the problem was?

You may see the relevant fix here: [9d15143](#)

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
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C. No Hallucination

- 0: The summary contains a significant amount of information not present in the original bug and comments.
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hallucinations

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Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:

Crashes
Expected result:
Signal working normally
Device info

Device: Samsung Z Flip 4
Android version: 13
Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

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Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on

the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5.
Users reported the issue, and the development team provided a fix in the
beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device
(Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version
(Android 12 instead of Android 13), the Signal version (6.35.5 instead
of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

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Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The
issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
This issue occurs because of a bug in the network module, which has been
completely redesigned in the beta version 6.37 to enhance performance
and security. Users also reported that the new version improves battery
life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: The Signal app crashes within 1-3 seconds of opening and continues to
crash even when running in the background. Users have reported seeing an empty
message with unread checkmarks before the crashing started. The issue seems to be
related to a database error in the RecipientTable. A user managed to temporarily avoid
crashes by disabling the network connection and making a backup. However, sending
messages still caused crashes. The problem was observed on multiple devices,
including Google Pixel 4 XL running Android 13 (Graphene OS). The Signal team
addressed this issue in version 6.45.2, which also introduced new features for
managing backups and network stability. Users confirmed that the update resolved the
crashing issue.

32.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

33.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

34.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: Signal crashes within 1-3 seconds of opening and continues to crash even when running in the background. The issue appears to be related to a database error in the RecipientTable. Disabling the network connection temporarily prevents crashes. A user managed to make a backup and create a debug log. Signal's development team addressed this issue in version 6.45.2.

35.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

36.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

37.   No Hallucination *

Mark only one oval.

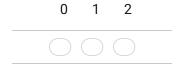|	0	1	2
	◯	◯	◯

Summary 3: When uploading a video, the video gets truncated to 1 second long. The preview shows the correct metadata, but the video processing reduces the size drastically. Users on Pixel 6 Pro and Galaxy S23 Ultra reported this issue. Signal released updates 6.46.4 and 6.46.5 to fix the problem, and users confirmed it works.

38. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

39. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

40. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

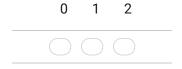**Summary 4:** Since today evening, the Signal app crashes within 1-3 seconds of opening and continues to crash even when running in the background. Users noticed an empty message with unread checkmarks before the crashes started. The issue is related to a database error in the RecipientTable. Disabling the network connection temporarily prevents crashes. One user managed to make a backup and create a debug log by disabling the network. The problem was observed on devices like Google Pixel 4 XL running Android 13 (Graphene OS). Some users tried restoring backups on different devices and apps like Molly, with mixed success. Signal's development team released version 6.45.2 to address the issue, and users confirmed that the update resolved the crashing problem. There were also discussions about the privacy and handling of debug logs, with suggestions for clearer communication and easier ways to vet the logs.

41.　Adequate Coverage *

Mark only one oval.

	0	1	2
	○	○	○

42.　Factual Correctness *

Mark only one oval.

	0	1	2
	○	○	○

43. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

44. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

4. Bug description

In the file Signal-Android/app/java/org/thoughtcrime/securesms/database/
KeyValueDatabase.java the final String for TABLE_NAME is created on line 37.

private static final String TABLE_NAME = "key_value";

In the code it is inconsistently used. To prevent future error when code is changed, the
string "key_value" should only appear in this variable declaration. Instances of its use on
lines 81, 82, 99, 100, and 101 should be updated with the TABLE_NAME string variable.
Steps to reproduce

N/A
Screenshots

N/A
Device info

N/A
Link to debug log

N/A

Comments/Discussions

Comment 1.

@epachamo I get your point, hard-coded string values are being used repeatedly. This may
lead to undue errors in the future.

Comment 2

Opened a PR to resolve this issue. #13426

Comment 3

As stated in the PR, these are migration methods and must be hard coded to match the
names used at the time of migration.

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Actual result:
 Crashes
 Expected result:
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 Device info

Device: Samsung Z Flip 4
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 Signal version: 6.36.5
 Link to debug log

signal-log-1697576116736.zip

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Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

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 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To
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main screen. Users reported this issue, and the development team
included a fix in the next beta version 6.37. After updating to this

version, the issue was resolved, and Signal no longer crashes on
startup."

Explanation: This summary includes the problem,
steps to reproduce, the expected and actual results, device info, and
key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
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beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
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the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5.
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Explanation:
This summary contains factual errors: it incorrectly states the device
(Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version
(Android 12 instead of Android 13), the Signal version (6.35.5 instead
of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The
issue was fixed in the beta version 6.37, as confirmed by users."

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This issue occurs because of a bug in the network module, which has been
completely redesigned in the beta version 6.37 to enhance performance
and security. Users also reported that the new version improves battery
life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: In the file Signal-Android/app/java/org/thoughtcrime/securesms/
database/KeyValueDatabase.java, the TABLE_NAME string is defined on line 37 but
inconsistently used in the code. To avoid future errors, the string "key_value" should
only be used via the TABLE_NAME variable. This applies to lines 81, 82, 99, 100, and
101. A user pointed out the issue of hard-coded strings, and a pull request (#13426)
was opened to address it. However, these instances are part of migration methods and
must remain hard-coded to match historical data accurately. Additionally, the
development team has implemented a coding guideline to ensure consistency in future
migrations, and automated tests will be introduced to catch such inconsistencies early.

45. Adequate Coverage *

   Mark only one oval.

	0	1	2
	◯	◯	◯

46. Factual Correctness *

   Mark only one oval.

	0	1	2
	◯	◯	◯

47. No Hallucination *

   Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: In the file Signal-Android/app/java/org/thoughtcrime/securesms/ database/KeyValueDatabase.java, the TABLE_NAME string is defined on line 37 but inconsistently used in the code. To prevent future errors, the string "key_value" should only appear in this variable declaration. Instances of its use on lines 81, 82, 99, 100, and 101 should be updated with the TABLE_NAME variable. A user noted the issue, and a pull request (#13426) was opened to resolve it. However, these instances were mistakenly identified as hard-coded and must remain as they are to maintain functionality.

48. Adequate Coverage *

    Mark only one oval.

	0	1	2
	◯	◯	◯

49. Factual Correctness *

    Mark only one oval.

	0	1	2
	◯	◯	◯

50. No Hallucination *

    Mark only one oval.

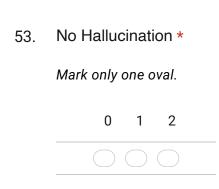 | | 0 | 1 | 2 |
    |---|---|---|---|
    | | ◯ | ◯ | ◯ |

Summary 3: In the file Signal-Android/app/java/org/thoughtcrime/securesms/
database/KeyValueDatabase.java, the TABLE_NAME string is defined on line 37 but
inconsistently used in the code. To avoid future errors, instances on lines 81, 82, 99,
100, and 101 should be updated to use the TABLE_NAME variable. A pull request
(#13426) was opened to address this, but it was noted that these instances are part of
migration methods and must remain hard-coded.

51.   Adequate Coverage *

      Mark only one oval.

              0   1   2

              ◯   ◯   ◯

52.   Factual Correctness *

      Mark only one oval.

              0   1   2

              ◯   ◯   ◯

53.   No Hallucination *

      Mark only one oval.

              0   1   2

              ◯   ◯   ◯

Summary 4: In the file Signal-Android/app/java/org/thoughtcrime/securesms/
database/KeyValueDatabase.java, the final string TABLE_NAME is created on line 37
(private static final String TABLE_NAME = "key_value";). The string "key_value" is
inconsistently used in the code. To prevent future errors when the code is changed, the
string "key_value" should only appear in this variable declaration. Instances of its use
on lines 81, 82, 99, 100, and 101 should be updated with the TABLE_NAME string
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which may lead to errors in the future. A pull request (#13426) was opened to resolve
this issue. However, it was noted in the PR that these instances are migration methods
and must be hard-coded to match the names used at the time of migration.

54.   Adequate Coverage *

     Mark only one oval.

       0   1   2

       ◯   ◯   ◯

55.   Factual Correctness *

     Mark only one oval.

       0   1   2

       ◯   ◯   ◯

56.   No Hallucination *

     Mark only one oval.

       0   1   2

       ◯   ◯   ◯

57. **Choose the summary you would prefer:** *

Mark only one oval.

( ) Summary 1

( ) Summary 2

( ) Summary 3

( ) Summary 4

( ) None of the above

5. Bug description

After setting up Signal (registering or restoring from a backup) after compiling the app from source, Signal prompts the user to "optimize for missing Play Services" in order to retrieve messages while inactive.

Steps to reproduce

- Compile Signal locally and sign the APK with your own keys
- Register Signal account

Actual result: Observe notice: "Optimize for missing Play Services / This device does not support Play services. Tap to disable system battery optimizations that prevent Signal from retrieving messages while inactive." plus the "background connection enabled" notification.

Expected result: No notice, no websocket connection.

Screenshots

n/a

Device info

Device: Sony Xperia 5iii
Android version: 13
Signal version: 7.0.2
Link to debug log

https://debuglogs.org/
android/7.0.2/89f9c73989f4e19a55e157f61cd5e3509631ddc4196c0e23402a6fc6abc8bc
e7

Comments/Discussions

Comment 1.

Our Firebase API tokens are matched to our signature. You must register your own Firebase API tokens paired to your signing key, and include them in your custom Signal build.

Comment 2.

Thanks for the pointer. Will I have to replace *all* of the values in app/src/main/res/values/ firebase_messaging.xml with values from a firebase project I own (and have paired with my personal signing key)?

Comment 3

Correct: you will have to provide your own values for all Google/Firebase tokens.

Comment 4

I recompiled with my own Firebase tokens. FCM is successfully registering and I no longer see the "background connection enabled" notification, but I'm not receiving any push notifications from Firebase (The onMessageReceived() log statement never appears in logcat).

- When the app is closed, I only receive notifications when the WebSocketConnection is alive.
- When the WebSocketConnection closes and the process is killed, I no longer receive notifications.

After comparing logcat output between the Play Store apk and my local apk (both version 7.0.2), the Play Store apk receives notifications from Firebase correctly:

I ActivityManager: Start proc 14634:org.thoughtcrime.securesms/u0a288 for broadcast {org.thoughtcrime.securesms/com.google.firebase.iid.FirebaseInstanceIdReceiver}

I FcmReceiveService: onMessageReceived() ID: 0:1709617667738038%e3016397f9fd7ecd, Delay: -123 (Server offset: 0), Priority: 1, Original Priority: 1, Network: [isOnVpn: false, isMetered: false]

I ActivityManager: Background started FGS: Allowed [callingPackage: org.thoughtcrime.securesms; callingUid: 10288; uidState: SVC ; intent: Intent { cmp=org.thoughtcrime.securesms/.gcm.FcmFetchForegroundService }; code:PUSH_MESSAGING; tempAllowListReason:<broadcast:u0a127:com.google.android.c2dm.intent.RECEIVE,reason:high-prio FCM,reasonCode:PUSH_MESSAGING,duration:20000,callingUid:10127>; targetSdkVersion:33; callerTargetSdkVersion:33; startForegroundCount:0; bindFromPackage:null]

Whereas my local apk has nothing.

Is it possible that the Signal-Server isn't sending messages correctly? I looked at the code a bit and IIUC, what happens is:

1. Client registers with Signal-Server
2. Client registers with Firebase
3. Client sends FIS token to Signal-Server
4. Signal-Server stores FIS token verbatim in Redis
5. When Signal-Server needs to send a message to Client, Signal-Server pulls that stored FIS token and sends the message and the token to Firebase
6. Firebase decodes the token and sends the message to the Client

If so, then I don't know what's broken, because this process sounds like it should be agnostic to the specific Firebase instance. Regardless, *something* is broken, because I'm not receiving push notifications even though I'm doing things right.

Comment 5

I recompiled with my own Firebase tokens.

Don't change all the values in firebase_messaging.xml or it won't work. Just update:

- google_app_id
- google_api_key
- google_crash_reporting_api_key
- project_id

Comment 6

Thanks valldrac, worked like a charm. :D

This was referenced Apr 13, 2024

[The app does not use GMS for notifications. #13517](#)

Closed

[The app does not use GMS for notifications. johanw666/Signal-Android#99](#)

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Steps to reproduce

- Open the App
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Actual result:
Crashes
Expected result:

Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

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Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
Users reported the issue, and the development team provided a fix in the
 beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5.
Users reported the issue, and the development team provided a fix in the

beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Summary 1: After compiling Signal from source and setting up the app, users are prompted to "optimize for missing Play Services" to retrieve messages while inactive. This occurs because the locally compiled app is missing Firebase API tokens linked to the user's signing key. To resolve this, users need to register their own Firebase API tokens and include them in the custom Signal build. Some users faced issues with push notifications not being received even after registering their tokens. After reconfiguring the firebase_messaging.xml file with specific keys, the problem was resolved. Additionally, the update introduced a new feature that improves the app's compatibility with non-Google Play devices and enhances message retrieval.

58. Adequate Coverage *

Mark only one oval.

	0	1	2
	○	○	○

59. Factual Correctness *

Mark only one oval.

	0	1	2
	○	○	○

60. No Hallucination *

Mark only one oval.

	0	1	2
	○	○	○

Summary 2: After compiling Signal from source and setting up the app, users are prompted to "optimize for missing Play Services" to retrieve messages while inactive. This notice appears because the app is configured incorrectly. Users must replace all values in firebase_messaging.xml with their own Firebase API tokens paired with their signing key. However, even after this, push notifications may not work because the Signal-Server is not configured to send messages correctly to custom Firebase instances. Users need to use the Play Store version for proper functionality.

61. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

62. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

63. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: After compiling Signal from source and setting up the app, users are prompted to "optimize for missing Play Services" to retrieve messages while inactive. This occurs because the locally compiled app is missing Firebase API tokens linked to the user's signing key. Users need to register their own Firebase API tokens and include them in the custom Signal build. After reconfiguring the firebase_messaging.xml file with specific keys, the problem was resolved.

64. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

65. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

66. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: After compiling Signal from source and setting up the app, users are prompted to "optimize for missing Play Services" to retrieve messages while inactive. This notice appears because the app is missing Firebase API tokens linked to the user's signing key. To resolve this, users must register their own Firebase API tokens and include them in the custom Signal build. One user confirmed that replacing all values in firebase_messaging.xml with tokens from their Firebase project paired with their signing key did not work. Instead, only specific keys (google_app_id, google_api_key, google_crash_reporting_api_key, project_id) should be updated. After making these changes, FCM successfully registered, and the "background connection enabled" notification disappeared, but push notifications were initially not received. The issue was resolved by correctly configuring the Firebase tokens, and users confirmed that push notifications started working as expected. The app does not use Google Mobile Services (GMS) for notifications.

67. Adequate Coverage *

    Mark only one oval.

	0	1	2
	◯	◯	◯

68. Factual Correctness *

    Mark only one oval.

	0	1	2
	◯	◯	◯

69. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

70. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

6. Bug description

Signal crash when connected to the network.
 I got the same symptoms as in this bug report :

#13198
Steps to reproduce

- open Signal
- wait 2-3 seconds

Actual result: Describe here what happens after you run the steps above (i.e. the buggy behaviour)

If the network is connected, Signal crash. En airplane mode, Signal doesn't crash.

I tried on 2 differents smartphones, Samsung and Huawei, with the same data (I an moving from an old one to a new ont).

Expected result should happen after you run the steps above (i.e. what would be the correct behaviour)
ScreenshotsDevice info

Device: Manufacturer Model XVI
 Android version: 0.0.0
 Signal version: 0.0.0
Link to debug log

signal-log-1703703929606.zip
 signal-log-1703703934148.zip

Comments/Discussions

Comment 1

Hi,

Forme the record, the latest update do not correct the problem.

Device : Huawei M2012K11G
 Android version : 13 TKQ1.220829.002
 Signal Version : 6.44.2

Kind Regards

Comment 2

Hi @adrien-github , thanks for the bump and checking with the latest. I've raised this with the team.

Comment 2

Hi,

The bug is still present with the latest update of Signal, sadly.

This bug renders the usage of Signal impossible, unfortunately, for more than 2 month now.

Comment 2

Hi,
It is still not working with version 6.46.7.

As I said, Signal is not usable because of this crash, so if there is anything I can do to correct it, please let me know.

Kind regards

Comment 2

Hi @adrien-github I re-raised it with the team so hopefully we can get someone on it soon. Sorry for the impact to you.

Comment 2

I am also affected by this issue. I collected a adb log while starting signal in airplane mode and one while crashing. In the zip file is the signal log output.

signal-log-1708204362316.zip
crash_log.txt
airplane_no_crash_log.txt

Signal version: 6.46.7
Fairphone 4, Android 13

What happend before:
My phone stopped receiving signal messages yesterday. When I was sending messages, I received one tick for *sent* but none for *received* or *read*. Meanwhile my connected desktop app is still working normal. All messages I was sending from my phone were actually really sent and received by my chat partners and by my desktop app. Messages that I was sending from my desktop app, didn't appear on my phone. While signal being in this state, I was constantly getting the signal notification *Checking for new messages* and *You may have new messages*. In the last 24h I rebooted my phone multiple times hoping that this will fix it. It didn't. Instead it became worse and signal started to crash constantly. Luckily it is still possible to open it in airplane mode, so I was able to do a backup.

Edit:
After getting the backup I reinstalled Signal. The app was starting, I chose my backup, entered my passphrase, my telephone number, my signal pin. The restore process seemed to work well. But after it was done, I am now in the crash cycle again. Oh no.... And now my linked devices has been removed.... What have I done. 😭

Comment 2

I installed the beta version 6.47.4 and this is fixing it for me. 🥹

Comment 2

Here too, the version 6.47.4 seems to fix the bug !!

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
- 1: The summary is mostly accurate with a few errors.
- 2: The summary is almost or completely accurate with no errors.

C. No Hallucination

- 0: The summary contains a significant amount of information not present in the original bug and comments.
- 1: The summary includes some details not found in the source material.
- 2: The summary includes only information present in the source material, with no hallucinations

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----

Definitions

Adequate Coverage:
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actually happens, and any relevant user comments. This ensures the summary provides a complete and clear understanding of the issue.

Factual Correctness:
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Hallucination:
 The summary should not include information that is not present in the original issue report and comments; it should avoid adding any fabricated or assumed details. A summary free of hallucination strictly adheres to the information given in the report and comments, ensuring that no new or unfounded details are introduced.

Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:

"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
This issue occurs because of a bug in the network module, which has been
completely redesigned in the beta version 6.37 to enhance performance
and security. Users also reported that the new version improves battery
life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: Signal crashes when connected to the network, but works in airplane
mode. This issue occurs on multiple devices, including Samsung and Huawei. Users
reported that the latest updates did not fix the problem. The crash renders Signal
unusable for over two months. A user collected logs in both crashing and non-crashing
states and shared them for analysis. The issue persisted across several versions until
it was finally resolved in beta version 6.47.4. Additionally, the beta update introduced
improved crash diagnostics and enhanced network handling capabilities to prevent
similar issues in the future.

71. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

72. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

73.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: Signal crashes when connected to the network but works fine in airplane mode. This issue has been reported on Samsung and Huawei devices. Users mentioned that the latest updates, including version 6.46.7, did not resolve the issue. Despite attempts to fix the problem, Signal remains unusable for over two months. Logs collected during crashes indicate a memory leak issue. Users reported that beta version 6.47.4 did not fix the problem, and Signal is still not functioning correctly.

74.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

75.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

76.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: Signal crashes when connected to the network but works in airplane mode. This issue has been reported on Samsung and Huawei devices. The problem persisted across multiple updates until it was fixed in beta version 6.47.4. Users who installed the beta version confirmed that the crashes stopped.

77.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

78.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

79. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: Signal crashes when connected to the network but works fine in airplane mode. Users reported this issue on multiple devices, including Samsung and Huawei. The issue was identified to persist even after multiple updates, including version 6.46.7, rendering Signal unusable for over two months. Users shared logs indicating the crash happens upon network connection. One user reinstalled Signal and experienced the same issue after restoring from a backup. Another user confirmed that the beta version 6.47.4 resolved the issue, and other users also reported the fix working for them.

80. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

81. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

82. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

83. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

7. Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments/Discussions

Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.

- 1: The summary is mostly accurate with a few errors.
- 2: The summary is almost or completely accurate with no errors.

C. No Hallucination

- 0: The summary contains a significant amount of information not present in the original bug and comments.
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----

Definitions

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Factual Correctness:
The summary should accurately reflect the information provided in the issue report and comments without any factual errors. This means that the summary must correctly describe the issue, include accurate device and software versions, and precisely reflect the user comments made in the original report. Factual correctness ensures that the summary is a true representation of the issue as reported.

Hallucination:
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Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
Crashes
Expected result:
Signal working normally
Device info

Device: Samsung Z Flip 4
Android version: 13
Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To
reproduce the issue, open the app and wait a second; it crashes to the
main screen. Users reported this issue, and the development team
included a fix in the next beta version 6.37. After updating to this
version, the issue was resolved, and Signal no longer crashes on
startup."

Explanation: This summary includes the problem,
steps to reproduce, the expected and actual results, device info, and
key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Summary 1: Signal crashes immediately on startup when connecting to the internet. This issue occurs on devices like the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the problem, and the development team quickly identified the cause and implemented a fix. The fix was included in the next beta release, version 6.37, which shipped later the same day. Users confirmed that the update resolved the issue. Additionally, the beta update introduced enhanced error logging and an improved crash handling mechanism to prevent similar issues in the future.

84. Adequate Coverage *

    Mark only one oval.

	0	1	2
	◯	◯	◯

85. Factual Correctness *

    Mark only one oval.

	0	1	2
	◯	◯	◯

86. No Hallucination *

    Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: Signal crashes immediately on startup when connecting to the internet. This issue is present on devices like the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The development team released a fix in version 6.37. However, the issue persisted even after updating to version 6.37. Users are still experiencing crashes and the app remains unusable.

87.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

88.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

89.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: Signal crashes immediately on startup when connecting to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The development team released a fix in beta version 6.37, which resolved the issue. Users confirmed that the update fixed the problem.

90.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

91.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

92.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: Signal crashes immediately on startup when connecting to the internet. This issue occurs on devices like the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. A user reported the problem, and the development team quickly identified the cause and implemented a fix. The fix was included in the next beta release, version 6.37, which shipped later the same day. Users confirmed that the update resolved the issue, and Signal is now working normally.

93. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

94. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

95. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

96. **Choose the summary you would prefer: ***

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

8. Bug description

I didn't want to disturb at security@signal.org

My friends received a message stating their security number with me changed... After taping "Learn more" <-translated, they read I **probably** changed my phone or reinstalled Signal. Although I did none of these.
So the message let think this is an an eavesdrop.
Steps to reproduce

- I can't say. I just can add that we changed DST this night (jump from 2AM to 3AM).
- Also when I looked at Signal this morning I was asked my phone number then the conversation list was empty.

Actual result: Describe here what happens after you run the steps above (i.e. the buggy behaviour)
Expected result: Describe here what should happen after you run the steps above (i.e. what would be the correct behaviour)
ScreenshotsDevice info

Device: Huawei Model ALE-L21
Android version: 6.0.0
Signal version: 7.1.3

Comment 1:

Hello, please submit a debug log. We can use that determine what, if anything, caused the database to be wiped.

Comment 2:
Can't repro/log unavailable

Q. Give a score for all the summaries in the options based on the instructions below.

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Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet

Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To
reproduce the issue, open the app and wait a second; it crashes to the
main screen. Users reported this issue, and the development team
included a fix in the next beta version 6.37. After updating to this
version, the issue was resolved, and Signal no longer crashes on
startup."

Explanation: This summary includes the problem,
steps to reproduce, the expected and actual results, device info, and
key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:

"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."
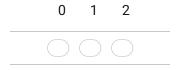
Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Summary 1: My friends received a message stating their security number with me changed. After tapping 'Learn more,' they read that I probably changed my phone or reinstalled Signal, although I did neither. The issue began after the daylight saving time change. When I looked at Signal this morning, I was asked for my phone number, and the conversation list was empty. The device is a Huawei Model ALE-L21 running Android 6.0.0 with Signal version 7.1.3. The development team acknowledged the issue, suspecting a bug related to the DST change and working on a patch to address the problem.

97. Adequate Coverage *

    Mark only one oval.

	0	1	2
	◯	◯	◯

98. Factual Correctness *

    Mark only one oval.

	0	1	2
	◯	◯	◯

99. No Hallucination *

    Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: My friends received a message stating their security number with me changed. After tapping 'Learn more,' they read that I probably changed my phone or reinstalled Signal, although I did neither. The issue began after a recent app update. When I looked at Signal this morning, I was asked for my phone number, and the conversation list was empty. The device is a Huawei Model ALE-L21 running Android 7.0.0 with Signal version 7.1.3..

100. Adequate Coverage *

   Mark only one oval.

	0	1	2
	◯	◯	◯

101. Factual Correctness *

   Mark only one oval.

	0	1	2
	◯	◯	◯

102. No Hallucination *

   Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: My friends received a message stating their security number with me changed. I did not change my phone or reinstall Signal. This started after the daylight saving time change. My device is a Huawei Model ALE-L21 running Android 6.0.0 with Signal version 7.1.3.

103.　Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

104.　Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

105.　No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: Signal is not working at all on my Huawei Model ALE-L21 running Android 6.0.0 with Signal version 7.1.3. My friends did not receive any messages from me. This started after I installed a new app. When I opened Signal, it did not ask for my phone number, and the app crashed immediately..

106. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

107. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

108. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

109. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

9. Bug description

Since ~1 day, some images aren't loaded and can't be downloaded. I noticed it from 2 contacts of me (1 direct chat, from one contact in a group chat). If I press the loading icon, the animation for loading the image is shown for 1-2 seconds but nothing happens. I checked the desktop-app (Fedora, 6.33) where I can see and download the images without any problem. So far the problem only occurs from the 2 contacts of me. Otherwise it works as expected.

Note: I'm running of GrapheneOS (Android 14). They made some updates in the last days. However, I could not see any reports regarding this problem and assume, that it could be somewhere on Signal side (because for most of the contacts, it works fine).
Steps to reproduce

- I'm sorry but I can't tell you how to reproduce it. Receive pictures and hope that the error occurs ;-)

Actual result: I see that images are sent but can't see or download them.
 Expected result: I expect that it works (to be able to see and download the images for all of the contacts"
Device info

Device: Google Pixel 6 Pro
 Android version: 14 (GrapheneOS, installed Play Store/ Play services, Signal App installed via Play store)
 Signal version: 6.29.2
Link to debug log

https://debuglogs.org/
android/6.29.2/282255ef9da470ebd06783605c7249191488d1a7282e01a6cb183259218
874e3

Please let me know if I can provide further information!

Comments/Discussions

Comment 1

I have the same issue on my galaxy flip 3 with android 13, signal version 6.31.2 installed through the playstore.

Comment 2

This was a sending side bug and should be resolved in the latest available production version of Signal.

Comment 3

I am the sending side. How can I check whether the bug is resolved? Also: Why can most of my contacts receive my sent images?

Running ver. 6.35.5 on Android 12

Comment 4

Hello,

As a **recipient**, I noticed this behaviour appeared a few days ago. In my case, it happens exclusively when **many images are attached** to a message. It's fine if the message contains a single image.

Thanks.

Comment 5

Doesn't work with single images either. I tried to be smart and work around using a story with only the one contact reporting this issue: Worked once and then stopped working. :(

Has anyone tried to clear the cache? Will this remove all messages -- and help?

Comment 6

@Brigithubert if you are running the latest version the bug should be fixed. If you are still encountering a sending issue, please provide a debuglog so we can look into what might be happening.

Comment 7

Sorry for the confusion. My contact didn't inform me that she can see the images again. Thank you!Comment 8

🙏

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
- 1: The summary is mostly accurate with a few errors.
- 2: The summary is almost or completely accurate with no errors.

C. No Hallucination

- 0: The summary contains a significant amount of information not present in the

original bug and comments.
- 1: The summary includes some details not found in the source material.
- 2: The summary includes only information present in the source material, with no hallucinations

You will see these definitions, examples, and explanations before every bug so that you can refer to them whenever needed.

Before getting started, please read the Definitions, Example and Instructions given below

----

Definitions

Adequate Coverage:
 The summary should include all important details from the issue report and comments. It should cover the main points, such as what the problem is, how to reproduce it (if given), what the expected result is, what actually happens, and any relevant user comments. This ensures the summary provides a complete and clear understanding of the issue.

Factual Correctness:
 The summary should accurately reflect the information provided in the issue report and comments without any factual errors. This means that the summary must correctly describe the issue, include accurate device and software versions, and precisely reflect the user comments made in the original report. Factual correctness ensures that the summary is a true representation of the issue as reported.

Hallucination:
 The summary should not include information that is not present in the original issue report and comments; it should avoid adding any fabricated or assumed details. A summary free of hallucination strictly adheres to the information given in the report and comments, ensuring that no new or unfounded details are introduced.

Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To
reproduce the issue, open the app and wait a second; it crashes to the
main screen. Users reported this issue, and the development team
included a fix in the next beta version 6.37. After updating to this
version, the issue was resolved, and Signal no longer crashes on
startup."

Explanation: This summary includes the problem,
steps to reproduce, the expected and actual results, device info, and
key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.

Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes extra details: it says that the issue is caused by a bug in the network module and mentions a complete redesign of the module, enhancements in performance and security, and improvements in battery life and app speed, none of which are mentioned in the original report or comments.

Summary 1: Since about a day ago, some images aren't loading or downloading on Signal. The issue is observed with two contacts: one in a direct chat and another in a group chat. Pressing the loading icon shows a loading animation for 1-2 seconds, but nothing happens. However, the images are accessible and downloadable on the desktop app (Fedora, version 6.33). The problem seems specific to certain contacts. The user is running GrapheneOS (Android 14) on a Google Pixel 6 Pro, with Signal version 6.29.2. The issue was also reported by another user with a Galaxy Flip 3 running Android 13. The sending side bug has been fixed in the latest production version of Signal. To check if the bug is resolved, users can clear the cache without losing messages. The recent updates include improvements in image handling and download functionality.

110.   Adequate Coverage *

Mark only one oval.

	0	1	2
	○	○	○

111.   Factual Correctness *

Mark only one oval.

	0	1	2
	○	○	○

112.   No Hallucination *

Mark only one oval.

	0	1	2
	○	○	○

Summary 2: Since about a day ago, some images aren't loading or downloading on Signal. The issue occurs with two contacts, one in a direct chat and another in a group chat. Pressing the loading icon shows a loading animation for 1-2 seconds, but nothing happens. The images are accessible and downloadable on the desktop app (Fedora, version 6.33). The problem is suspected to be due to recent updates in GrapheneOS (Android 14) on a Google Pixel 6 Pro, with Signal version 6.29.2. Another user with a Galaxy Flip 3 running Android 13 also reported the issue. The problem has not been fixed in the latest production version of Signal, and users are advised to wait for a future update.

113.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

114.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

115.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: Since about a day ago, some images aren't loading or downloading on Signal. The issue occurs with two contacts, one in a direct chat and another in a group chat. The images are accessible and downloadable on the desktop app (Fedora, version 6.33). The user is running GrapheneOS (Android 14) on a Google Pixel 6 Pro, with Signal version 6.29.2. Another user with a Galaxy Flip 3 running Android 13 also reported the issue. The sending side bug has been fixed in the latest production version of Signal. Users should update to the latest version to resolve the issue.
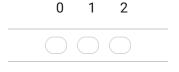
116. Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

117. Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

118. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: Since about a day ago, some images aren't loading or downloading on Signal. The issue is observed with two contacts: one in a direct chat and another in a group chat. Pressing the loading icon shows a loading animation for 1-2 seconds, but nothing happens. The images are accessible and downloadable on the desktop app (Fedora, version 6.33). The problem seems specific to certain contacts and not all. The user is running GrapheneOS (Android 14) on a Google Pixel 6 Pro, with Signal version 6.29.2. Another user with a Galaxy Flip 3 running Android 13 also reported the issue with Signal version 6.31.2. The issue was identified as a sending side bug and has been fixed in the latest production version of Signal. Users should update to the latest version to resolve the issue. Some users noticed the problem occurring with multiple images in a message, while others experienced it with single images as well. Clearing the cache might help, but it is not confirmed to solve the issue.

119.   Adequate Coverage *

      Mark only one oval.

	0	1	2
	◯	◯	◯

120.   Factual Correctness *

      Mark only one oval.

	0	1	2
	◯	◯	◯

121.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

122.   **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

10. Bug description

This started to happen a few versions ago. When opening a conversation the initial messages are displayed on a white background. After approximately 1s the correct background wallpaper becomes visible. This only seems to happen if the application was not used for a while or when I remove it from the list of recently used apps. After the initial delay everything works fine until closing the app and remove it from the list of recently used apps. In the attached logfile this was noticed 11-03 at 15:24.

Steps to reproduce

- Remove Signal from recently used list
- Open Signal
- Open a conversation

Actual result: Delay in loading wallpaper
Expected result: wallpaper is displayed directly when opening chat
ScreenshotsDevice info

Device: Samsung S9
Android version: 10 (/e)
Signal version: 6.39.1 (but also on a few previous versions)
Link to debug log

https://debuglogs.org/
android/6.39.1/1e0fe70f5be6af77b64554caf8fe8df819e5dc55297176337768aca64093e
189

Comments/Discussions

Comment 1

How big is the wallpaper image you are using

Comment 2

Hmm, quite large actually. ~0.97 MB. Reduced it's size to ~90 KB by sending it in Note to Self. That seems to improve things but it still happens occasionally. See e.g. https://debuglogs.org/
android/6.40.4/9ffd70ab0d9083f05ece0aeb4e7006a56ec39a44be9cd7325f86517445063
7f1 at 20:51 (11-12). Also please note that this behaviour started to happen after a Signal update while I didn't change the background.

Comment 3

This issue has been automatically marked as stale because it has not had recent activity. It will be closed if no further activity occurs. Thank you for your contributions.

Comment 4

This issue has been closed due to inactivity.

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and discussions.
- 1: The summary covers some main points but misses several important details.
- 2: The summary comprehensively covers almost all main points and key aspects of both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
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C. No Hallucination

- 0: The summary contains a significant amount of information not present in the original bug and comments.
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Definitions

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and software versions, and precisely reflect the user comments made in the original report. Factual correctness ensures that the summary is a true representation of the issue as reported.

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Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To reproduce the issue, open the app and wait a second; it crashes to the main screen. Users reported this issue, and the development team included a fix in the next beta version 6.37. After updating to this version, the issue was resolved, and Signal no longer crashes on startup."

Explanation: This summary includes the problem, steps to reproduce, the expected and actual results, device info, and key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. Users reported the issue, and the development team provided a fix in the beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5. Users reported the issue, and the development team provided a fix in the beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device (Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version (Android 12 instead of Android 13), the Signal version (6.35.5 instead of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. This issue occurs because of a bug in the network module, which has been completely redesigned in the beta version 6.37 to enhance performance and security. Users also reported that the new version improves battery life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: A few versions ago, a delay started occurring when opening a
conversation in Signal. The initial messages are displayed on a white background, and
the correct background wallpaper becomes visible after about one second. This issue
occurs if the app has not been used for a while or if it is removed from the list of
recently used apps. The problem was noticed on a Samsung S9 running Android 10
with Signal version 6.39.1. Reducing the wallpaper size from 0.97 MB to 90 KB
improved the situation but did not completely resolve it. The issue was not present
before a Signal update. The development team acknowledged the issue, and a fix was
implemented in a subsequent update. The update also optimized image loading and
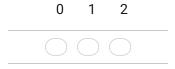caching mechanisms to enhance performance and reduce delays.

123.   Adequate Coverage *

   Mark only one oval.

           0   1   2

         ◯   ◯   ◯

124.   Factual Correctness *

   Mark only one oval.

           0   1   2

         ◯   ◯   ◯

125.   No Hallucination *

    Mark only one oval.

            0   1   2

            ◯   ◯   ◯

Summary 2: A few versions ago, a delay started occurring when opening a
conversation in Signal. The initial messages are displayed on a white background, and
the correct background wallpaper becomes visible after about one second. This issue
occurs if the app has not been used for a while or if it is removed from the list of
recently used apps. The problem was noticed on a Samsung S9 running Android 10
with Signal version 6.39.1. Reducing the wallpaper size from 0.97 MB to 90 KB did not
improve the situation. The issue was not present before a Signal update. The
development team has not acknowledged the issue, and no fix has been implemented.
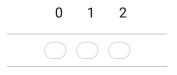

126.   Adequate Coverage *

    Mark only one oval.

            0   1   2

            ◯   ◯   ◯

127.   Factual Correctness *

    Mark only one oval.

            0   1   2

            ◯   ◯   ◯

128.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 3: A few versions ago, a delay started occurring when opening a conversation in Signal. The initial messages are displayed on a white background, and the correct background wallpaper becomes visible after about one second. The problem was noticed on a Samsung S9 running Android 10 with Signal version 6.39.1. Reducing the wallpaper size from 0.97 MB to 90 KB improved the situation but did not completely resolve it.

129.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

130.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

131.   No Hallucination *

Mark only one oval.

	0	1	2
	○	○	○

Summary 4: A few versions ago, a delay started occurring when opening a conversation in Signal. The initial messages are displayed on a white background, and the correct background wallpaper becomes visible after about one second. This issue occurs if the app has not been used for a while or if it is removed from the list of recently used apps. The problem was noticed on a Samsung S9 running Android 10 with Signal version 6.39.1. A user reported that the wallpaper image was quite large (~0.97 MB), and reducing its size to ~90 KB improved the situation but did not completely resolve it. The user noted that the behavior started after a Signal update while the background image was unchanged. The issue was later marked as stale and closed due to inactivity.
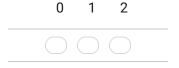
132.   Adequate Coverage *

Mark only one oval.

	0	1	2
	○	○	○

133.   Factual Correctness *

Mark only one oval.

	0	1	2
	○	○	○

134. No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

135. **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

11. Bug description

In the file Signal-Android/app/java/org/thoughtcrime/securesms/database/
KeyValueDatabase.java the final String for TABLE_NAME is created on line 37.

private static final String TABLE_NAME = "key_value";

In the code it is inconsistently used. To prevent future error when code is changed, the
string "key_value" should only appear in this variable declaration. Instances of its use on
lines 81, 82, 99, 100, and 101 should be updated with the TABLE_NAME string variable.
Steps to reproduce

N/A
Screenshots

N/A
Device info

N/A
Link to debug log

N/A

Comments/Discussion

Comment 1:

@epachamo I get your point, hard-coded string values are being used repeatedly. This may
lead to undue errors in the future.

Comment 2:

Opened a PR to resolve this issue. #13426

Comment 3:

As stated in the PR, these are migration methods and must be hard coded to match the
names used at the time of migration.

Q. Give a score for all the summaries in the options based on the instructions below.

A. Adequate Coverage

- 0: The summary barely covers any main points of the bug description and
  discussions.
- 1: The summary covers some main points but misses several important details.
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  both the bug description and discussions.

B. Factually Correct

- 0: The summary contains multiple inaccuracies and misrepresentations.
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- 2: The summary is almost or completely accurate with no errors.

C. No Hallucination

- 0: The summary contains a significant amount of information not present in the original bug and comments.
- 1: The summary includes some details not found in the source material.
- 2: The summary includes only information present in the source material, with no hallucinations

You will see these definitions, examples, and explanations before every bug so that you can refer to them whenever needed.

Before getting started, please read the Definitions, Example and Instructions given below

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Definitions

Adequate Coverage:
 The summary should include all important details from the issue report and comments. It should cover the main points, such as what the problem is, how to reproduce it (if given), what the expected result is, what actually happens, and any relevant user comments. This ensures the summary provides a complete and clear understanding of the issue.

Factual Correctness:
 The summary should accurately reflect the information provided in the issue report and comments without any factual errors. This means that the summary must correctly describe the issue, include accurate device and software versions, and precisely reflect the user comments made in the original report. Factual correctness ensures that the summary is a true representation of the issue as reported.

Hallucination:
 The summary should not include information that is not present in the original issue report and comments; it should avoid adding any fabricated or assumed details. A summary free of hallucination strictly adheres to the information given in the report and comments, ensuring that no new or unfounded details are introduced.

Let's try to understand them with the help of the example below:

Bug description

Describe here the issue that you are experiencing.

Signal crashes immediately on startup when connecting the internet
Steps to reproduce

- Open the App
- wait a second
- App crashes to Main screen

Actual result:
 Crashes
 Expected result:
 Signal working normally
Device info

Device: Samsung Z Flip 4
 Android version: 13
 Signal version: 6.36.5
Link to debug log

signal-log-1697576116736.zip

Comments:
Comment 1
Thanks for the report and sorry you're hitting this issue. There's a fix for this already in the code for the next beta 6.37 that will ship later today. Please update when it's available to you

Comment 2

Just got the update. It's fixed now. Thx a lot.

Based on the description and comments, below are the correct and incorrect summaries.

Adequate Coverage:

Example of Adequate Coverage:
"Signal crashes immediately on startup when connected to the internet on
 the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. To
reproduce the issue, open the app and wait a second; it crashes to the
main screen. Users reported this issue, and the development team
included a fix in the next beta version 6.37. After updating to this
version, the issue was resolved, and Signal no longer crashes on
startup."

Explanation: This summary includes the problem,
steps to reproduce, the expected and actual results, device info, and

key user comments, providing a complete understanding of the issue.

Factual Correctness:

Example of Factually Correct Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
Users reported the issue, and the development team provided a fix in the
beta version 6.37. After updating, the issue was resolved."

Example of Factually Incorrect Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Galaxy S9 running Android 12 with Signal version 6.35.5.
Users reported the issue, and the development team provided a fix in the
beta version 6.36. After updating, the issue was resolved."

Explanation:
This summary contains factual errors: it incorrectly states the device
(Samsung Galaxy S9 instead of Samsung Z Flip 4), the Android version
(Android 12 instead of Android 13), the Signal version (6.35.5 instead
of 6.36.5), and the beta version with the fix (6.36 instead of 6.37).

Hallucination:

Example of Hallucination-Free Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5. The
issue was fixed in the beta version 6.37, as confirmed by users."

Example of Hallucinated Summary:
"Signal crashes immediately on startup when connected to the internet on
the Samsung Z Flip 4 running Android 13 with Signal version 6.36.5.
This issue occurs because of a bug in the network module, which has been
completely redesigned in the beta version 6.37 to enhance performance
and security. Users also reported that the new version improves battery
life and app speed."

Explanation: This summary includes
extra details: it says that the issue is caused by a bug in the network
module and mentions a complete redesign of the module, enhancements in
performance and security, and improvements in battery life and app
speed, none of which are mentioned in the original report or comments.

Summary 1: In the file Signal-Android/app/java/org/thoughtcrime/securesms/ database/KeyValueDatabase.java, the final String for TABLE_NAME is created on line 37 as private static final String TABLE_NAME = "key_value";. However, this string is inconsistently used in the code. To prevent future errors when the code is changed, the string key_value should only appear in this variable declaration. Instances of its use on lines 81, 82, 99, 100, and 101 should be updated to use the TABLE_NAME variable. A user pointed out that hard-coded string values are being used repeatedly, which may lead to errors in the future. A pull request (#13426) was opened to resolve this issue, but it was clarified that these instances are part of migration methods and must be hard-coded to match the names used at the time of migration. The development team has acknowledged the need for consistent coding practices and will implement a lint check to enforce the use of constants for database table names.

136.   Adequate Coverage *

Mark only one oval.

            0   1   2

            ◯   ◯   ◯

137.   Factual Correctness *

Mark only one oval.

            0   1   2

            ◯   ◯   ◯

138.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 2: In the file Signal-Android/app/java/org/thoughtcrime/securesms/ database/KeyValueDatabase.java, the final String for TABLE_NAME is created on line 37 as private static final String TABLE_NAME = "key_values";. However, this string is inconsistently used in the code. To prevent future errors when the code is changed, the string key_values should only appear in this variable declaration. Instances of its use on lines 81, 82, 99, 100, and 101 should be updated to use the TABLE_NAME variable. A user pointed out that hard-coded string values are being used repeatedly, which may lead to errors in the future. A pull request (#13426) was opened to resolve this issue, but it was clarified that these instances are part of migration methods and must be hard-coded to match the names used at the time of migration.

139.   Adequate Coverage *

Mark only one oval.

	0	1	2
	◯	◯	◯

140.   Factual Correctness *

Mark only one oval.

	0	1	2
	◯	◯	◯

141.   No Hallucination *

    Mark only one oval.

        0   1   2

        ◯   ◯   ◯

Summary 3: In the file Signal-Android/app/java/org/thoughtcrime/securesms/
database/KeyValueDatabase.java, the final String for TABLE_NAME is created on line
37 as private static final String TABLE_NAME = "key_value";. However, this string is
inconsistently used in the code. Instances of its use on lines 81, 82, 99, 100, and 101
should be updated to use the TABLE_NAME variable. A user pointed out that hard-
coded string values are being used repeatedly. A pull request (#13426) was opened to
resolve this issue, but it was clarified that these instances are part of migration
methods and must be hard-coded.

142.   Adequate Coverage *

    Mark only one oval.

        0   1   2

        ◯   ◯   ◯

143.   Factual Correctness *

    Mark only one oval.

        0   1   2

        ◯   ◯   ◯

144.   No Hallucination *

   Mark only one oval.

	0	1	2
	◯	◯	◯

Summary 4: The file Signal-Android/app/java/org/thoughtcrime/securesms/database/ KeyValueDatabase.java has several issues. The string key_value is used inconsistently and should be corrected. There is no clear solution proposed, and the development team has not responded to the issue. Additionally, the problem seems to affect multiple files, not just KeyValueDatabase.java.

145.   Adequate Coverage *

   Mark only one oval.

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	◯	◯	◯

146.   Factual Correctness *

   Mark only one oval.

	0	1	2
	◯	◯	◯

147.   No Hallucination *

Mark only one oval.

	0	1	2
	◯	◯	◯

148.   **Choose the summary you would prefer:** *

Mark only one oval.

◯ Summary 1

◯ Summary 2

◯ Summary 3

◯ Summary 4

◯ None of the above

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