# LINGWEI 现场问题定位报告

[问题现象] RK3399 盒子偶现概率，点不亮眼镜。

[当前结论] RK3399盒子输出和7911D匹配失败。

[问题原因] RK3399输出DP是误码，误码率100%，导致training失败。

## 总结

1. RK3399发热比较厉害，通过换typc线等测试。排除线的材质问题。
2. 根据现有数据分析为RK3399盒子温度较高时，导致DP异常，和7911Dtraing失败。
3. 需要RK3399开发人员排查为什么为会输出误码的DP信号。
4. 测试中发现，RK3399点亮时间，连接845盒子快于RK3399盒子。建议眼镜自带flash动画功能。

## 问题分析定位

问题定位过程：

1. 抓取日志设备异常日志，分析发现偶现三次training失败。每次tiaing5s。
2. 抓取7911D日志，发送给jimmy确认。
3. 结论：DP信号异常。

问题日志：

|  |  |
| --- | --- |
| 7911D debuglog 异常日志 | 7911D debuglog 正常日志 |
| 16 5  0 2 0 2 0 8  E4 80  3C  40  14  82  0  0  0  FF FF 0 80 FF FF FF FF  0 0 0 0 0 0 0 0  0 0 0 0 0 0 0 0  0  5 24 4  4 38  4 65  0 2C  0 94  7 BF  FF FF  7 80  4  60  40  3  0  0 46 66 0 46 66 0 46 66 0 46 66  11 30  4 65  0 58  1 80  0 29  0 5  F 0  4 38  0 9C F5  2 44 12  0 0 0  10  20  0 0  0 0  0  0  0  14  60  0 | 16 5  0 2 0 2 0 8  E4 80  3C  40  14  82  0  0  0  0 80 0 80 FF FF FF FF  0 0 0 0 0 0 0 0  1 0 1 0 1 0 1 0  0  5 24 4  4 38  4 65  0 2C  0 94  0 58  8 98  7 80  40  70  40  11  0  0 46 66 0 46 66 0 46 66 0 46 66  11 30  4 65  0 58  1 80  0 29  0 5  F 0  4 38  0 0 0  2 1D DD  1 CD 6C  18  23  F 0  4 38  1  1  0  14  60  0 |

## 概率性测试

测试过程汇总：

|  |  |  |  |
| --- | --- | --- | --- |
| 测试设备 | 测试基数 | 异常次数 | 点亮时间 |
| 845盒子 | 20 | 0 | 8～13s |
| RK3399 | 20 | 1 | 10～15s |

第一组：RK3399+GLASS眼镜+ 自带的typec线。（盒子温度比较高，有汤手感，充电刚拿下来）

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 点亮时间  （秒） | 21 | 11 | 12 | 10 | 11 | 12 | 失败 | 14 | 11 | 13 | 32 | 14 | 13 | 13 | 10 | 11 | 9 | 15 | 15 | 11 |

第二组：RK3399盒子+GLASS眼镜+ matt提供的typec线。 （盒子温度比较高，有汤手感）

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 是否点亮 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 正常 | 失败 | 正常 | 正常 | 正常 | 正常 | 正常 |

第三组：RK3399+GLASS眼镜+ matt提供的typec线。盒子温度比较正常。

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 点亮时间（秒） | 12 | 16 | 12 | 13 | 11 | 13 | 14 | 13 | 9 | 12 | 13 | 11 | 12 | 13 | 6 | 15 | 16 | 14 | 9 | 10 |

第四组：845盒子+GLASS眼镜+ matt提供的typec线。盒子温度正常。

|  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
| 序号 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10 | 11 | 12 | 13 | 14 | 15 | 16 | 17 | 18 | 19 | 20 |
| 点亮时间（秒） | 8 | 8 | 8 | 8 | 8 | 8 | 6 | 10 | 10 | 8 | 6 | 10 | 11 | 7 | 8 | 11 | 10 | 8 | 8 | 13 |