Tails - Bug #15433

Cannot open GNOME Settings menu on some computers since Tails 3.6

03/21/2018 12:55 PM - emmapeel

Status: Resolved
Priority: Elevated
Assignee: 
Category: Hardware support
Target version: Tails_3.6.2
Feature Branch: bugfix/15433-GNOME-settings-vs-VA-API
Type of work: Code
Blueprint: 

Description
Some users with NVIDIA cards are reporting they are unable to open the Applications - System Tools - Settings menu since Tails 3.6.

I cannot reproduce.

Cards:
- 01:00.0 VGA compatible controller: NVIDIA Corporation GP104 [GeForce GTX 1080] (rev a1)

Related issues:
- Related to Tails - Feature #14580: Support Video Acceleration API (VA-API)
- Blocks Tails - Feature #13245: Core work 2018Q1: Foundations Team
- Blocks Tails - Bug #15449: Intel VA-API: Playing video with Totem freezes the ...

Associated revisions
Revision 17e45929 - 03/22/2018 05:50 PM - intrigeri
Document GNOME Settings bug + workaround (refs: #15433)

Revision 5860b50a - 03/22/2018 05:52 PM - intrigeri
Remove packages needed to support Video Acceleration API (VA-API) (refs: #15433)

This reverts commit de15ff9b0de0c9daaff11ce4ec3a6712a31ca847e because this breaks opening GNOME Settings in Tails 3.6 on some computers (only NVIDIA for now but perhaps other hardware is affected). I'll come back to #14580 during the Tails 4.0-beta time.

Revision 9ca66a43 - 03/22/2018 05:53 PM - intrigeri
Revert "Document GNOME Settings bug + workaround (refs: #15433)"

This reverts commit 17e45929e53fc702886d9bc54adfa23050dcc97.

Revision 9050109a - 03/29/2018 09:37 AM - anonym
Merge remote-tracking branch 'origin/bugfix/15433-GNOME-settings-vs-VA-API' into stable

Fix-committed: #15433, #15449
Some users with NVIDIA cards are reporting they are unable to open the Applications - System Tools - Settings menu since Tails 3.6.

Could you please write down in the description of this ticket the corresponding WhisperBack report IDs, so I can take a look at the logs without having to hunt through my copious backlog? Thanks!

Here's one: b88235ff80e38c431c8c319d692203ba. I see no obvious attempt to start the Settings menu in this forwarded bug report though. Only potentially relevant error in the logs: gnome-settings-[4958]: failed to set screen _ICC_PROFILE: Failed to open file
'/home/amnesia/.local/share/icc/edid-e96d9f46bb7b9c0cced8b4b66692e737.icc': Permission denied

Another one: 87d41ce19266d364e7b06397f4c493c.

To reproduce: open the system menu (top right of the screen), click Settings icon.

Symptoms: "screen goes completely black for 1 second, then comes back blue, with a white toolbar in top of the screen; Mouse is round loading icon; Can click in top right of toolbar. Toolbar then shows volume control and a round 'pause' button (2 stripes). Clicking 'pause' button gives screensaver. Clicking screensaver gets me back to blue screen.; No shutdown button on toolbar."

It looks exactly as if the screen locker had been triggered. I suspect that user clicked the lock screen icon instead of the settings one.

- Subject changed from Cannot open GNOME Settings menu to Cannot open GNOME Settings menu on some computers since Tails 3.6
- Status changed from New to Confirmed
- Assignee deleted (emmapeel)

intrigeri wrote:

Another one: 87d41ce19266d364e7b06397f4c493c.

[...]

It looks exactly as if the screen locker had been triggered. I suspect that user clicked the lock screen icon instead of the settings one.

... except the user can reproduce this with Applications -> System Tools -> Settings. So I think the GNOME session crashed and they're back in the GDM session. I've asked the OP to do some debugging steps.
Assignee set to intrigeri
- Priority changed from Normal to Elevated
- Target version set to Tails_3.7
- QA Check changed from Info Needed to Dev Needed
- Type of work changed from Research to Code

Mar 22 15:51:07 amnesia gnome-control-center.desktop[9338]: libva info: VA-API version 0.39.4
Mar 22 15:51:07 amnesia gnome-control-center.desktop[9338]: libva info: va_getDriverName() returns -1
Mar 22 15:51:07 amnesia gnome-control-center.desktop[9338]: libva error: va_getDriverName() failed with unknown libva error, driver_name=(null)

Mar 22 15:51:08 amnesia gnome-control-center.desktop[9338]: libva info: VA-API version 0.39.4
Mar 22 15:51:08 amnesia gnome-control-center.desktop[9338]: libva info: va_getDriverName() returns -1
Mar 22 15:51:08 amnesia gnome-control-center.desktop[9338]: libva error: va_getDriverName() failed with unknown libva error, driver_name=(null)

The OP cannot reproduce this after deinstalling va-driver-all i965-va-driver mesa-va-drivers gstreamer1.0-vaapi so I think that’s a regression caused by #14580. Too bad nobody noticed that in 3.6~rc1 :/
#8 - 03/22/2018 05:53 PM - intrigeri
- Status changed from Confirmed to In Progress
- Assignee changed from intrigeri to anonym
- % Done changed from 0 to 50
- QA Check changed from Dev Needed to Ready for QA
- Feature Branch set to bugfix/15433-GNOME-settings-vs-VA-API

Documented the known issue + workaround on master, reverted that on the topic branch.

#9 - 03/23/2018 05:31 AM - intrigeri
- Blocks Bug #15449: Intel VAAPI: Playing video with Totem freezes the system added

#10 - 03/27/2018 10:14 AM - intrigeri
- Target version changed from Tails_3.7 to Tails_3.6.2

#11 - 03/29/2018 10:04 AM - anonym
- Status changed from In Progress to 11
- Assignee deleted (anonym)
- % Done changed from 50 to 100
- QA Check changed from Ready for QA to Pass

#12 - 03/30/2018 04:59 PM - anonym
- Status changed from 11 to Resolved