Tails - Bug #16875
Error Starting GDM Intel HD 630
07/11/2019 11:18 PM - Hitaku

Status: Rejected
Priority: Normal
Assignee: intrigeri
Category: Hardware support
Target version:
Feature Branch:
Type of work: Research
Blueprint:

Description
Hello, I have a Error Starting GDM with my computer (8086:591b) (rev04), I have 3.15 version of Tails. I tried all of those commands:

xorg-driver=intel
nomodeset
nomodeset xorg-driver=vesa
xorg-driver=modesetting

But it still does not work.

Related issues:
Related to Tails - Bug #17533: tails-gdm-failed-to-start.service gives confus...

History
#1 - 07/22/2019 07:46 AM - emmapeel
- Status changed from New to Confirmed

got another report of this problem

#2 - 07/30/2019 10:36 PM - intrigeri
- Target version deleted (Tails_3.15)

#4 - 11/01/2019 10:49 AM - intrigeri
Public part of #16875#note-3:

- Tails 3.16
- computer is dell xps 15 9560
- Intel Corporation HD Graphics 630 [8086:591b] (rev04)

None of the 4 aforementioned workarounds is effective.

#5 - 11/01/2019 10:51 AM - intrigeri
- Category changed from Installation to Hardware support
- Type of work changed from Graphics to Research

@emmapeel, please ask the affected users whether the problem happens with Tails 4.0.
#6 - 11/26/2019 12:20 PM - numbat
A user with the same graphic board claims troubleshooting mode works. I'm asking them to try out boot options from https://tails.boum.org/support/known_issues/graphics/#index3h2

#7 - 01/01/2020 04:36 PM - numbat
All options have been tried out, no success. Screen freezes.
I asked the user to try out Debian Live.

#8 - 01/02/2020 03:01 PM - numbat
Another report from a user with the latest Tails. Perhaps we should add this board to the list of known graphic cards that don't work?

#9 - 01/12/2020 04:29 PM - goupille
- Assignee set to intrigeri

this issue is still reported with 4.2, none of the workarounds are working around...

#10 - 01/16/2020 05:33 PM - goupille
a user facing this error when starting Tails tried to start Debian-live stable successfully (the computer froze when shutting down, tho), but it seems that this computer doesn't have only one GPU (a screenshot mention 'nouveau', I asked the user to confirm).

#11 - 01/21/2020 10:35 AM - numbat
A user has reported that using Tails 4.2.2 with the option nouveau.noaccel=1 seems to work. This user has multiple graphic cards, the other one is a NVIDIA GTX 1650 mobile.

#12 - 01/21/2020 04:54 PM - goupille
I just took a look at the user affected on my plate and it seems that at least 2 of them have an nvidia pascal (gtx 1050), I asked them to try the workarounds we usually propose for those gpu, but I wonder if the error screen does mention the right GPU...

#13 - 01/24/2020 10:30 AM - numbat
Same issue with AMD GPU on Mac


User tried radeon.modeset=0 (no result)

System Info:
MacBook Pro - 16" 2019)
2.4 GHz 8-Core Intel Core i9
Intel UHD Graphics 630 1536 MB
AMD Radeon Pro 5500M
A user with:
- Intel UHD Graphics 630
- 4095MB NVIDIA GeForce GTX 1650

reports that only the startup option `nouveau.noaccel=1` makes their laptop start.

2 new users affected, one with a gtx 1050 (fixed with `nouveau.noaccel=0`) and the other with an unknown nvidia card (fixed with `nouveau.noaccel=1`)

Another user affected, nvidia geforce gtx 1050 and Intel HD graphic 630 [8086:591b] rev 04, the issue was solved with (the other usual workarounds were not working)

`nouveau.modeset=0`

Another report from a user with the latest Tails. Perhaps we should add this board to the list of known graphic cards that don't work?

First, I'd like to know if this graphics card was actually used: most recent reports of this problem were about dual-GPU computers and the workarounds that helped suggest that the Intel GPU was not used.

A user has reported that using Tails 4.2.2 with the option `nouveau.noaccel=1` seems to work. This user has multiple graphic cards, the other one is a NVIDIA GTX 1650 mobile.

The way I see it, the fact that `nouveau.noaccel=1` fixes the problem indicates that 1 of these 2 things is happening:

- Either this puts the NVIDIA card in a mode that GNOME won't support, so the Intel HD 630 card is used instead, and it works fine. If that's the case, then this ticket can be closed as resolved.
- Or the NVIDIA card is used and the workaround fixes it. I've documented the workaround. In this case, the Intel HD 630 card is not used so this is off-topic on this ticket.

In the future, for dual-GPU computers, we need to check in the logs which card is actually used, before assuming the problem is with Intel HD 630 support.
#19 - 03/15/2020 06:32 PM - intrigeri

Hi @numbat,

Same issue with AMD GPU on Mac


Was the Intel HD 630 card used? If not, then it's a problem with the AMD one.

#20 - 03/15/2020 06:33 PM - intrigeri

Hi @emmapeel,

A user with:

- Intel UHD Graphics 630
- 4095MB NVIDIA GeForce GTX 1650

reports that only the startup option nouveau.noaccel=1 makes their laptop start.

I've documented this for the GTX 1650.

In the future, for dual-GPU computers, we need to check in the logs which card is actually used, before assuming the problem is with Intel HD 630 support.

#21 - 03/15/2020 06:37 PM - intrigeri

Hi @goupille,

2 new users affected, one with a gtx 1050 (fixed with nouveau.noaccel=0)

Wow, this one is new to me and a bit surprising (I'm ready to be surprised, especially in nvidia-land ;)

Could you confirm it's really nouveau.noaccel=0, and not for example nouveau.modeset=0?

Either way, it does not hurt (much) so I've documented it!

and the other with an unknown nvidia card (fixed with nouveau.noaccel=1)
This one is documented for most nvidia cards already ⇒ nothing to do :)

#22 - 03/15/2020 06:39 PM - intrigeri

Hi @goupille,

another user affected, nvidia geforce gtx 1050 and Intel HD graphic 630 [8086:591b] rev 04, the issue was solved with (the other usual workarounds were not working)

> nouveau.modeset=0
>

OK, this one is already documented for GTX 1050, and here as well, I'm pretty sure the Intel HD 630 is not used.

#23 - 03/15/2020 06:43 PM - intrigeri

- Status changed from Confirmed to Rejected

Dear help desk,

I see no recent indication that this bug is really a thing: in all recent reports, it very much looks like the problem was about a second graphics card (AMD, Nvidia) and not about the Intel HD 630 one.
So I'm tentatively closing this ticket.

Let's reopen if we have conclusive data that tells us that Tails won't start when a Intel HD 630 is used.
If you need help to figure out which card is used, let me know, point me to the logs, and I'll show you where you can look next time :)

#24 - 03/19/2020 11:05 AM - intrigeri

- Related to Bug #17533: tails-gdm-failed-to-start.service gives confusing info on systems with 2+ GPUs added

Files

| error.jpg | 329 KB | 07/11/2019 | Hitaku |