Tails - Bug #17049
Recent MacBook does not start: no boot menu, black screen
09/13/2019 07:03 AM - intrigeri

<table>
<thead>
<tr>
<th>Status:</th>
<th>Resolved</th>
<th>Start date:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Priority:</td>
<td>Normal</td>
<td>Due date:</td>
</tr>
<tr>
<td>Assignee:</td>
<td>intrigeri</td>
<td>% Done: 100%</td>
</tr>
<tr>
<td>Category:</td>
<td>Hardware support</td>
<td>Estimated time: 0.00 hour</td>
</tr>
<tr>
<td>Target version:</td>
<td>Tails_4.5</td>
<td>Spent time:</td>
</tr>
<tr>
<td>Feature Branch:</td>
<td></td>
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<tr>
<td>Type of work:</td>
<td>Test</td>
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<td>Blueprint:</td>
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Description
This was reported on tails-testers@ on a Macbook Pro 13-inch 2017 ("Tails 4.0 beta 2" thread, starting on 2019-09-11). At my request, the reporter there nicely tested other Linux images:

- https://cdimage.debian.org/images/release/current/amd64/iso-cd/debian-mac-10.1.0-amd64-netinst.iso fails
- https://cdimage.debian.org/images/release/current/amd64/iso-cd/debian-10.1.0-amd64-netinst.iso works

The reporter (Clem Hewison <clemfh@hotmail.com>) is happy to do more tests.

geb tells me this is a common problem on many recent MacBooks.

Related issues:
Blocks Tails - Feature #16209: Core work: Foundations Team
Confirmed
Blocked by Tails - Feature #15806: Use GRUB for USB boot on EFI 64-bit
Resolved

Associated revisions
Revision 7ca99d6f - 03/21/2020 06:27 PM - intrigeri
Merge branch 'feature/6560-secure-boot+force-all-tests' into devel (Closes: #6560, #8415, #15806, #17049)

History
#1 - 09/13/2019 07:03 AM - intrigeri
   - Blocks Feature #16209: Core work: Foundations Team added

#2 - 09/13/2019 07:04 AM - intrigeri
   - Related to Feature #15806: Use GRUB for USB boot on EFI 64-bit added

#3 - 09/13/2019 07:07 AM - intrigeri
   - Assignee set to intrigeri

Next steps:
1. Have an image with GRUB (instead of syslinux) built — #15806.
2. Ask the OP to test that image.
3. If it still does not work, compare a Tails image with a Debian one that works and identify potentially relevant differences.
4. Get rid of some of these differences and build candidate images.
5. Ask testers to test new candidate images.
#4 - 09/13/2019 04:24 PM - intrigeri
- Related to deleted (Feature #15806: Use GRUB for USB boot on EFI 64-bit)

#5 - 09/13/2019 04:24 PM - intrigeri
- Blocked by Feature #15806: Use GRUB for USB boot on EFI 64-bit added

#6 - 09/13/2019 04:32 PM - intrigeri
- Assignee changed from intrigeri to geb
- Type of work changed from Research to Test

Clement reported that GRUB solves the problem.

geb, I'm moving this ticket to your plate so you can test the latest USB image (.img@) from

#7 - 09/13/2019 05:54 PM - geb

geb, I'm moving this ticket to your plate so you can test the latest USB image (.img@) from

ACK. I will be able to perform tests starting by the beginning of October. (The symptoms I observed were a bit different, as it was hanging in the screen one can select the USB stick, without going to a black screen, but maybe it also works :) ).

#8 - 11/20/2019 06:11 PM - geb

Hi,

Confirmed to work on a MacBook Pro 13'' 2017, which was not booting Tails at all before (hanging in UEFI menu).
(This model however, doesn't seem to have any usable drivers for trackpad / keyboard, was not working nor Tails nor on Debian Buster Live).

@intrigeri Please unassign me if you don't need more tests. I'll try to perform more in the next weeks, depending the availability of my contacts.

#9 - 11/21/2019 01:30 PM - intrigeri

intrigeri Please unassign me if you don't need more tests. I'll try to perform more in the next weeks, depending the availability of my contacts.

If possible, it would be nice to have a few more test results, to gain more confidence that we can generalize them, e.g. when we'll announce "we've fixed X and Y" :)
a user reported not being able to boot Tails 4.1.1 on a 2011 macbook air (freeze after selecting the USB stick to boot on), and says that the experimental IMG fixed the issue for them

@intrigeri : another user reported that the experimental img fixed their issue (same freeze), while another, with a look alike issue (reboot in macos recovery mode just after selecting the USB stick to boot on, with a MacBookPro15,4) said that that IMG did not fix that problem.

Hi @goupille,

intrigeri : […] another, with a look alike issue (reboot in macos recovery mode just after selecting the USB stick to boot on, with a MacBookPro15,4) said that that IMG did not fix that problem.

Could you please ask us to try https://lists.autistici.org/message/20191221.150827.105ba267.en.html ?

Gah, I meant "ask them", of course.

I may have been unclear, the 3 results I gave were with people starting (or trying to) tails-amd64-feature_6560-secure-boot-4.2. the user who still have the issue reported on the 30th, were there any relevant changes since then in the img ?
I may have been unclear, the 3 results I gave were with people starting (or trying to) tails-amd64-feature_6560-secure-boot-4.2. the user who still have the issue reported on the 30th, were there any relevant changes since then in the img?

Forget it and sorry for the noise: I was confused (I thought I had pointed users to a different experimental image on this ticket).

#16 - 01/02/2020 02:44 PM - nubmat
- File 17049_img1.png added

A user has reported: "first test", booting ends up with this error

```text
thunderbolt 0000:07:00.0: ICM firmware is in wrong mode: 15
```

Screenshot attached.

Hardware details
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iMac (Retina 4K, 21.5 Zoll, 2019)
3.6 Ghz Quad-core Intel Core i3
Radeon Pro 555X 2GB

#17 - 02/22/2020 04:06 PM - intrigeri

Hi geb, do you think you'll be able to do more tests in the next few weeks? If not, no big deal!

Hi @nubmat, I believe the problem you've reported is different: to experience it, the user must have gone through the boot loader ⇒ please report it separately so we can close this very issue at some point, without blocking on fixing All The Things on All The Macs :)

#18 - 02/25/2020 07:36 AM - geb
- Assignee deleted (geb)

Hi,

I asked some contacts to perform some tests, but as I don't own this hardware directly, I cannot promise if/when my contacts will be able to do the tests [therefor I am removing me as assignee].

#19 - 03/06/2020 09:23 PM - geb
hi,
https://nightly.tails.boum.org/build_Tails_ISO_feature-6560-secure-boot/lastSuccessful/archive/build-artifacts/ seems to not be available anymore, is that voluntary @intrigeri?

#20 - 03/07/2020 06:56 AM - intrigeri
Hi @geb,

https://nightly.tails.boum.org/build_Tails_ISO_feature-6560-secure-boot/lastSuccessful/archive/build-artifacts/ seems to not be available anymore, is that voluntary @intrigeri?

The branch was renamed so please now use https://nightly.tails.boum.org/build_Tails_ISO_feature-6560-secure-boot-force-all-tests/lastSuccessful/archive/build-artifacts/.

(I had updated the call for testing but forgot that the URL had already been spread more broadly.)

#21 - 03/16/2020 12:46 PM - geb
Another test with a "MacBook Pro (13-inch, 2017, Four Thunderbolt 3 Ports)":
https://nightly.tails.boum.org/build_Tails_ISO_feature-6560-secure-boot/lastSuccessful/archive/build-artifacts/ boots fine (but without keyboard/trackpad support as expected), while it was not booting with the normal version.

#22 - 03/18/2020 09:21 AM - intrigeri
- Assignee set to intrigeri
- Target version set to Tails_4.5

Thank you. I'll close this issue once the branch for #15806 is merged.

And then remaining, more specific issues shall be tracked in new, dedicated tickets, rather than a catch-all-Mac-boot-problems ones :)

#23 - 03/21/2020 06:28 PM - intrigeri
- Status changed from Confirmed to Resolved
- % Done changed from 0 to 100

Applied in changeset tails7ca99d6f0e1670dc0c5daedf13a449528d5a7783.

Files
17049_img1.png 1.04 MB 01/02/2020 numbat