Tails - Bug #17184
Random freeze with Nvidia 1660Ti GPU (NV160, Turing)
10/24/2019 12:00 PM - goupille

<table>
<thead>
<tr>
<th>Status:</th>
<th>Confirmed</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>goupille</td>
<td></td>
</tr>
<tr>
<td>Category:</td>
<td>Hardware support</td>
<td>% Done:</td>
</tr>
<tr>
<td>Target version:</td>
<td></td>
<td>Estimated time:</td>
</tr>
<tr>
<td>Feature Branch:</td>
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<td>Spent time:</td>
</tr>
<tr>
<td>Type of work:</td>
<td>Research</td>
<td>Starter:</td>
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<tr>
<td>Blueprint:</td>
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<td>Affected tool:</td>
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Description

A user reported that since the upgrade to 4.0, Tails randomly freeze on their computer when started in normal mode. When started in troubleshooting mode, the resolution is stuck to 1024x768 but there is no freeze.

GPU is NVIDIA Corporation TU116 [GeForce GTX 1660 Ti Rev. A] [10de:2182] (rev a1)

Bug report: 7eedb2d8d362bfedb6c98e033ca7a4b

Additionally, according to #17401, something similar also happens on:

- GeForce GTX 1660 Ti
- GeForce RTX 2080

Related issues:

Duplicated by Tails - Bug #17401: Boot Screen Restarts on Nvidia Turing Graph...

Duplicate

History

#1 - 11/01/2019 09:54 AM - intrigeri
- Category set to Hardware support

#2 - 11/01/2019 09:57 AM - intrigeri
- Subject changed from random freeze with Nvidia 1660Ti GPU to random freeze with Nvidia 1660Ti GPU (NV160, Turing)

#3 - 11/01/2019 09:59 AM - intrigeri
- Description updated

#4 - 11/01/2019 10:09 AM - intrigeri
- Status changed from New to Confirmed
- Assignee changed from intrigeri to goupille

Interestingly, the nouveau kernel module is used to manage the frame buffer and DRM/KMS, but the modeset X.Org driver is used (as opposed to the nouveau one). I'm not surprised that this combination does not work perfectly. Given the support for NV160 was merged in the kernel only in January, I assume the X.Org driver does not support this family yet.

The NV160 column on https://nouveau.freedesktop.org/wiki/FeatureMatrix/ is basically a list of "TODO" items, so I don't think we can do much about it currently.

Please ask the user to try the workarounds that we have documented for other NVIDIA graphics cards: who knows, perhaps one of these would be good enough and I could document it :)

02/20/2020
Using latest Tails (4.2.2) on a 32GB USB stick with no persistence. Custom PC with NVIDIA GeForce GTX 1650 (NV160 Turing) connected to PCIe. After a successful start, starts using TOR browser and other applications, but freezes randomly after a short time using it (about 10-30 minutes).

Tried:
- Use nouveau.noaccel=1 boot option, freezes after a short time.
- Use nouveau.modeset=0 boot option, gets error "Error starting GDM with your graphics card: NVIDIA Corporation TU107 [10de:1f82] (rev a1)." when starting.
- Use nouveau.noaccel=1 and nouveau.modeset=0 boot options, gets same error than above.
- Use Troubleshooting Mode, gets error "BusyBox v1.30.1 (Debian 1:1.30.1-4) built-in shell (ash) Enter 'help' for a list of built-in commands. (initramfs) Unable to find a medium containing a live file system."

- Related to Bug #17401: Boot Screen Restarts on Nvidia Turing Graphics Cards added
- Related to deleted (Bug #17401: Boot Screen Restarts on Nvidia Turing Graphics Cards)
- Duplicated by Bug #17401: Boot Screen Restarts on Nvidia Turing Graphics Cards added
- Subject changed from random freeze with Nvidia 1660Ti GPU (NV160, Turing) to Random freeze with Nvidia 1660Ti GPU (NV160, Turing)
- Description updated

a user reported that normal boot with a RTX 2070 gpu ends up with a non working display (one third of the screen with colored artifacts and nothing else) and any of the usual workarounds for nvidia GPU trigger the "GDM error with..." screen.