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IT

Partner IssueTracker

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1 of 1 < >

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[BFX-AT100]Google play games doesn't work after the Google play services update notice

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+1

Hotlists (1)

Mark as Duplicate

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Comments (4)

Dependencies (0)

Duplicates (0)

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Resources (0)

Fixed

Customer Issue

P1

+ Add Hotlist

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STATUS UPDATE

No update yet.

Edit

📄

DESCRIPTION

Edit

Cathy Liu created issue #1

Jul 1, 2024 10:05AM

⋮

Hi Supreehta

May you check below issue for BFX-AT100 model?

Issue description:

Open Google play games, then "Update Google play services" window pops out.

After click the this, device can't do any operation, only can force quick the app via press RCU "Home" key.

The prebuilt app "Google Play Games" doesn't work with an update popup message. (as attached screenshot)

The app becomes unresponsive and I can't do anything.

Reproduce steps:

Direct open the prebuilt app "Google Play Games"

Then skip the welcome page.

Issue apk versions:

Google Play Games (PlayGames): 2024.03.50149

Google Play services (GmsCoreR): 24.10.17

Note:

If roll back to previous Google Play games version do not have this problem.

Note:

BFX-AT100 is Android 12

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Google play games issue notice window.png

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15 MB

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bugreport.zip

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4.3 MB

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logcat.txt

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3.2 MB

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Reporter

cathy_liu3@pegatron.corp-...

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Type

Customer Issue

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Priority

P1

▼

Severity

S2

▼

Status

Fixed

▼

Re-open

Access

Default access

View

Assignee

alvaradonick@google.com

✎

Verifier

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✎

Collaborators

👤

^

Add

Add me

CC

🔔

^

cathy_liu3@pegatron.corp-part

jacky.chiang@foxconn.corp-pa

jareichert@google.com

supreethajis@google.com

Add

Un-CC me

Code Changes

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Add

Pending Code Changes

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ETA

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✎

1-pager

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✎

Bug Weight

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✎

CarrierConfig App Name

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CarrierConfig Certificate SHA256

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CarrierConfig Package Names

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GAR Level

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COMMENTS

All comments

↓ Oldest first

- 

Supreetha Jis <supreethajis@google.com>

Jul 2, 2024 12:20AM

Reassigned to  alvaradonick@google.com.
- 

Cathy Liu <cathy_liu3@pegatron.corp-partner.google.com> #2

Jul 23, 2024 09:18AM

⋮

Hi Team

sorry to bother you!

Is there any updates for this issue?

Thank you so much!
- 

jareichert@google.com <jareichert@google.com> #3

Jul 23, 2024 05:04PM

⋮

another partner verified that this works now after updating to the latest version (2024.03.51732 (646593252.646593252-020700))
- 

jareichert@google.com <jareichert@google.com> #4

Jul 23, 2024 05:05PM

⋮

Marked as fixed.

this was released on the 14th of July 2024

ID for APA Date	--	
ML Component Suggestion	-- Add	
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Regressed From	-- Edit	
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