Daily Report

12 April

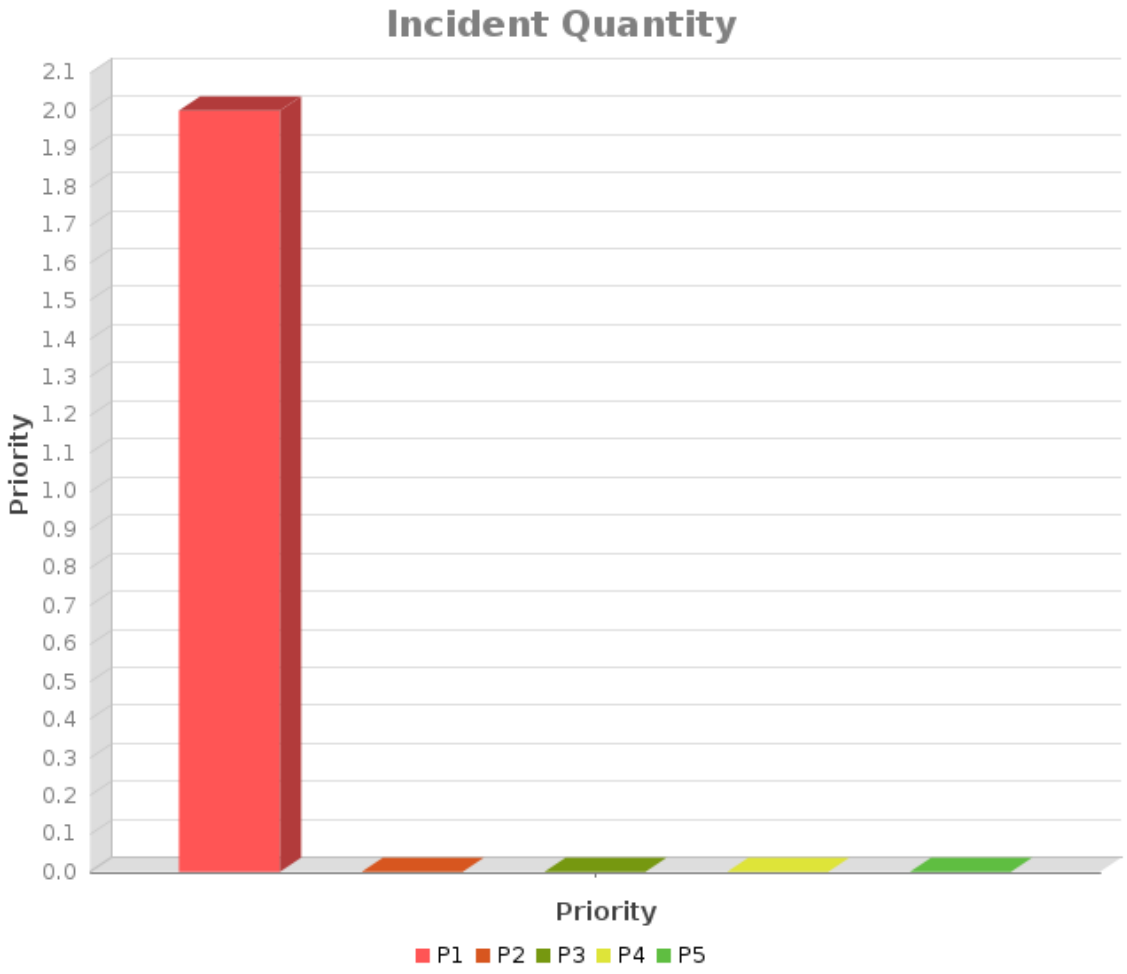
Ongoing Incidents

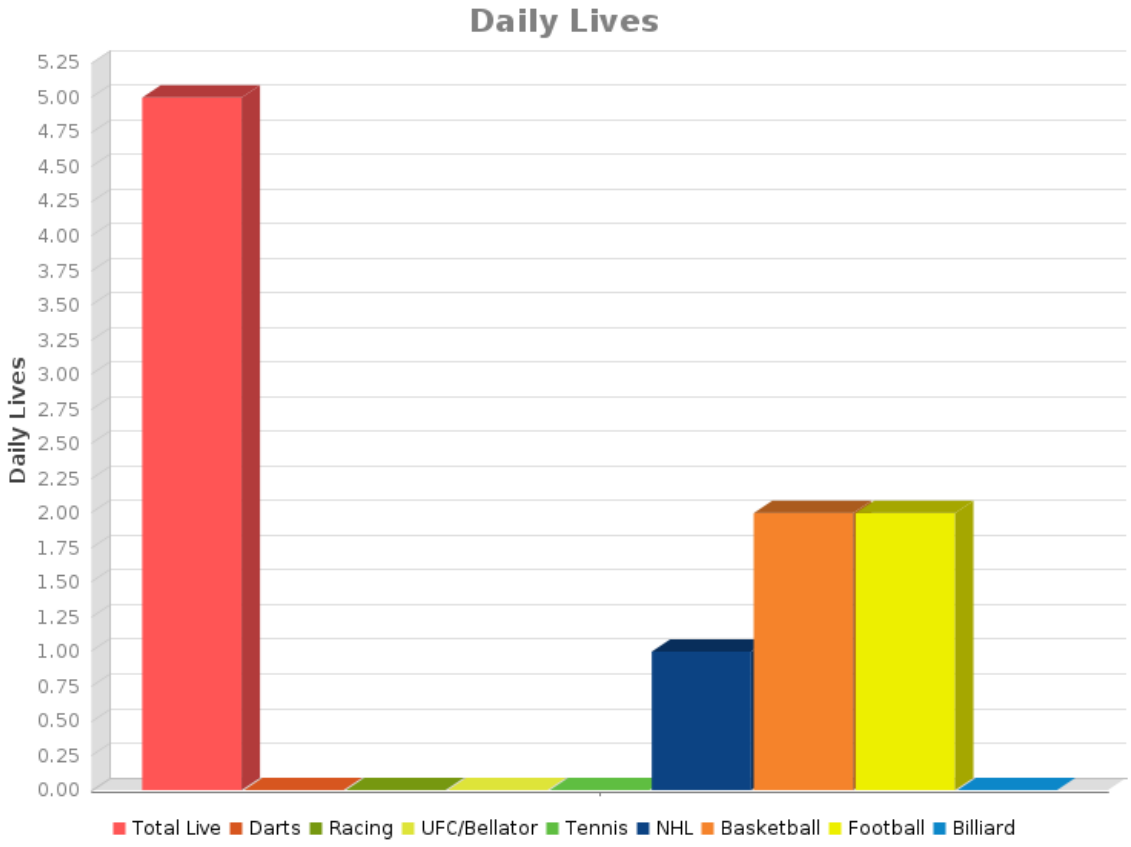
Ticket N	Priority	Subject	Description	Start Time	Reported to	Product Category	last update	SINCE	Caused by
4640	P4	Airplay Usage	The customer is unable to cast from an IOS device to Samsung TV via Apple TV box.	06.02.2023 16:32	Endeavor	IOS Mobile Platform	The Endeavour team is still working on the issue, all necessary details are provided and we are waiting for the results.	58 days	N/A
4638	P4	LG TV Slow Loading Issue	The user can't open live events or VODs instantly, he has to wait for 1 minute. The incident was escalated to Endeavor.	09.02.2023 09:00	Endeavor	TV Platform	Jay notified us that we need to sepparate the users that are using devices prodiced in 2016-2017 years, because they don't have the LG support anymore, and need to investigate the issue separatelly from other LG issues	58 days	N/A
4656	P3	1xBet ads not working correctly	1xBets ads does not working correctly, during live events ads is not visible. After refreshing Tab new token generating and ads working.	14.02.2023 12:04	Endeavor	Ads	Following issue has been escalated to Endeavor's Technical Account Manager.	57 days	N/A
5073	P4	Black screen in the app	The user reported to us that a black screen appears while watching live streams, The sound of the live streams is heard normally, the error occurs only in the application and when watching live broadcasts.	06.03.2023 02:07	Endeavor	Setanta Android app	Endeavor Team started investigating this issue, all necessary details are provided. waiting next response	38 days	N/A
5166	P4	LG TV Stream issue in APP	The VODs in the LG app work fine, but the live stream does not turn on. The incident is escalated to Endeavor.	15.03.2023 13:29	Endeavor	TV app	User notified us that fix not solve the issue.	28 days	N/A
5316	P4	Samsung TV App Audio Change issue	The user has an audio change problem on the tv application, the default language for the user is always English but the user has selected system language Russian.	22.03.2023 20:26	Endeavor	TV App	The Endeavor team requested their engineer team update for us, at this time they notified us that the issue is still under investigation.	21 Day	N/A
5318	P4	Stream /VOD loading issue in LG TV	The User can't watch translations and videos in the TV app. The user uses the platform on other devices with the same Internet without any problems.	23.03.2023	Endeavor	TV App	The incident is escalated to the endeavor team, all details are provided and we're waiting for results.	21 Day	N/A
5400	P1	License reactivation issue	Users cannot make a re-purchase on the platform if the card data has been deleted. This problem occurred after changing the card removal flow.	28.03.2023 2:47 PM	Endeavor	License Activation	The endeavor team identified a further issue when trying to use saved payments. they expect the change to be deployed next week at the latest.	15 Day	N/A
5420	P4	Enbinet provider issue 2	Enbinet Internet provider's users has issues on accessing platform, their IP addresses are blocked and they are unable to gain access.	30.03.2023 19:04	Endeavor	Platform	Endeavor has unblocked IP addresses, Waiting end-users confirmation, that they are able to access on Platform	13 Day	N/A
5437	P1	Setanta's tennis Facebook page was hacked	Setanta Tennis Facebook page was hacked, Facebook page's profile photo and name were changed by attackers. The issue has been escalated to Content Team.	31.03.2023 13:21	Content team	Facebook Page	Setanta Tennis Facebook page was hacked, Facebook page's profile photo and name were changed by attackers. The issue has been escalated to Content Team.	12 Day	N/A

#5744	P4	Samsung TV app is not available	The app is not available in the market. The user confirmed to us that he correctly followed the instructions for changing the geolocation. However, neither the search box nor manually found our app.	08.04.2023 18:25	Endeavor	TV APP Samsung	The incident is escalated to the endeavor team, all details are provided and we're waiting for results.	5 day	N/A
#5854	P4	Samsung TV auto Logout (Re-Open)	End-user was logged out automatically during live event watching, after restart TV same issue happened, Issue is reproducible but happens randomly.	12.04.2023 3:33	Endeavor	Samsung TV App	The incident is escalated to the endeavor team, all details are provided and we're waiting for results.	1day	N/A

INCIDENTS RECORDED

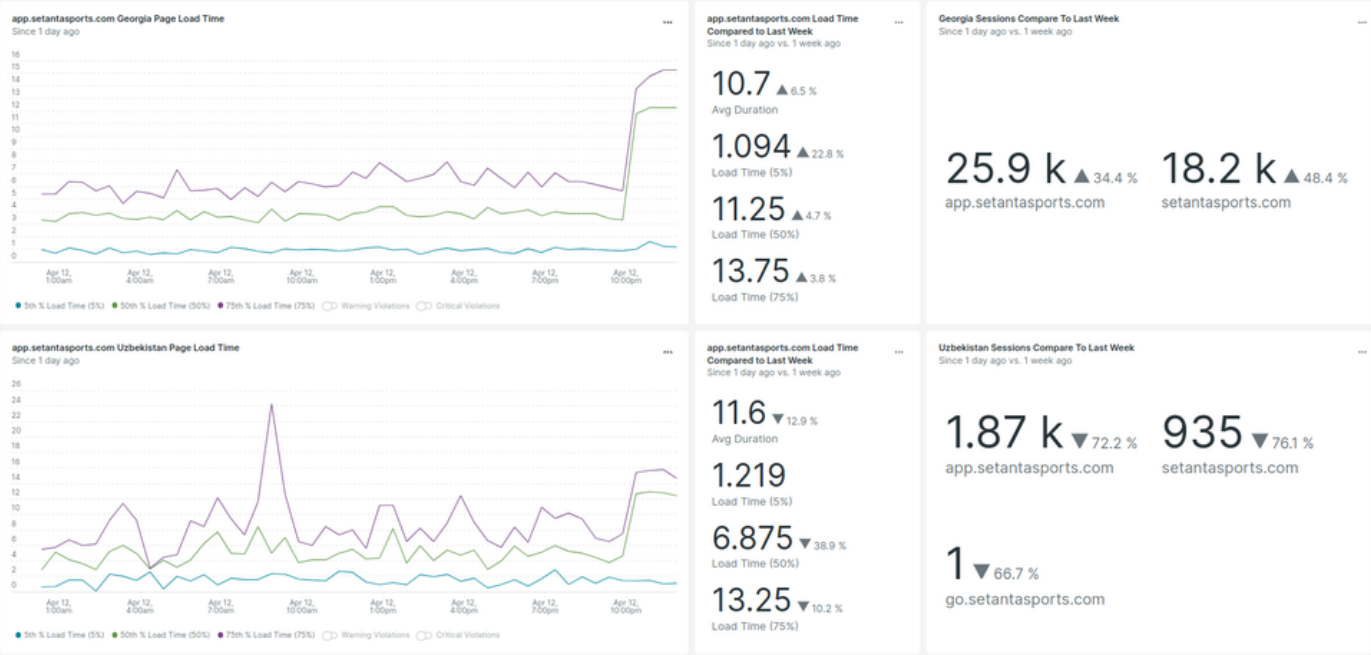
Ticket N	Priority	Start Time	End Time	MTTR	Description	Product Category	Reported To	Root Cause
#5863	P1	12.04.2023 4:15 PM	12.04.2023 4:20 PM	5min	basketball matches - Jilin - Beijing, Shanxi - Guangsha - feed went to the black screen at the same time	Live Stream	Endeavor	N/A
#5869	P1	12.04.2023 8:41 PM	12.04.2023 8:45 PM	4min	basketball match Bamberg - Ludwigsburg - went to black screen	Live Stream	Endeavor	N/A


Incident Quantity
2.1
2.0
1.9
1.8
1.7
1.6
1.5
1.4
1.3
1.2
1.1
1.0
0.9
0.8
0.7
0.6
0.5
0.4
0.3
0.2
0.1
0.0
Priority
Priority
P1 P2 P3 P4 P5

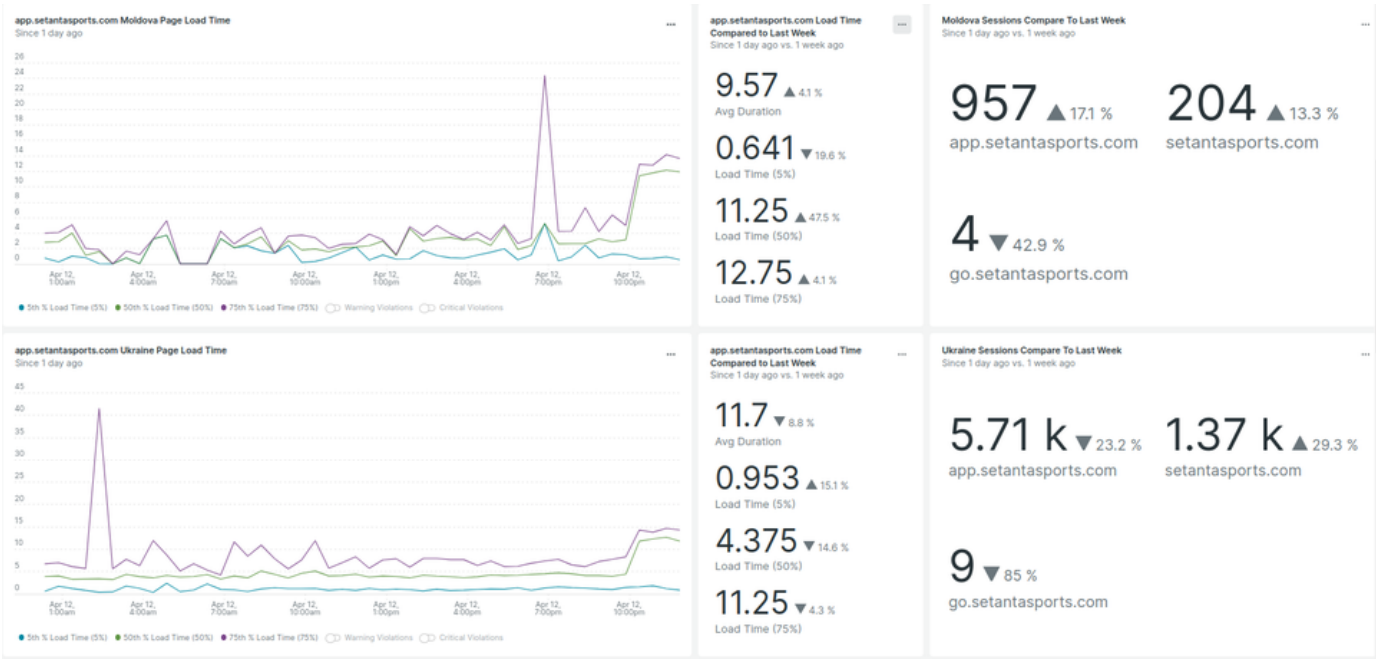

Daily Lives
Daily Lives
5.25
5.00
4.75
4.50
4.25
4.00
3.75
3.50
3.25
3.00
2.75
2.50
2.25
2.00
1.75
1.50
1.25
1.00
0.75
0.50
0.25
0.00
Total Live
Darts
Racing
UFC/Bellator
Tennis
NHL
Basketball
Football
Billiard

PER MARKET Page Load Time + Session Compared to Last Week

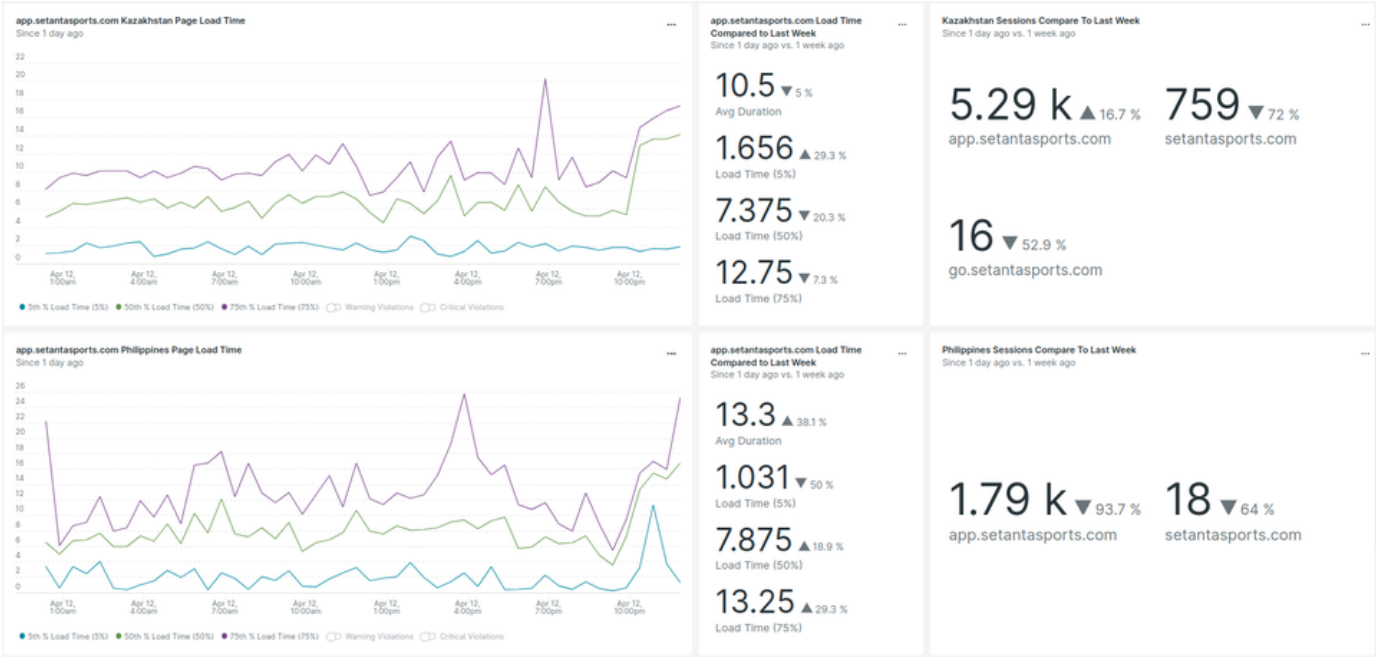
Georgia and Uzbekistan



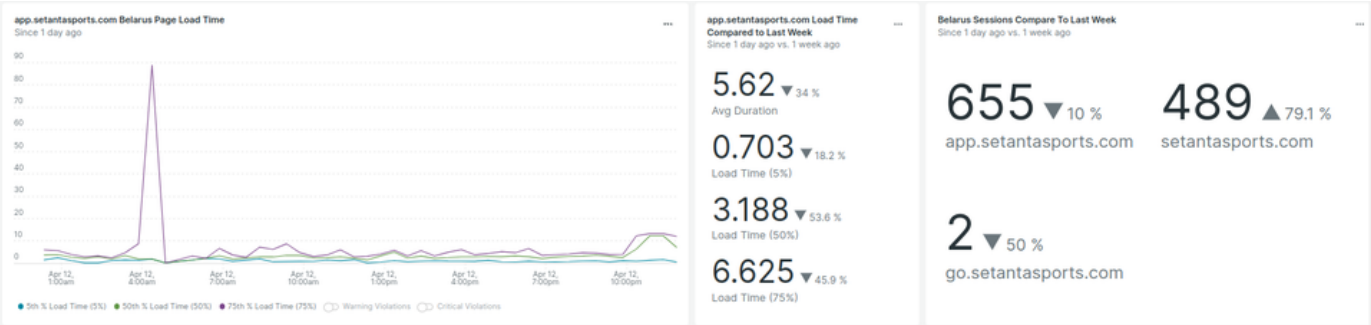
Moldova and Ukraine



Kazakhstan and Philippines

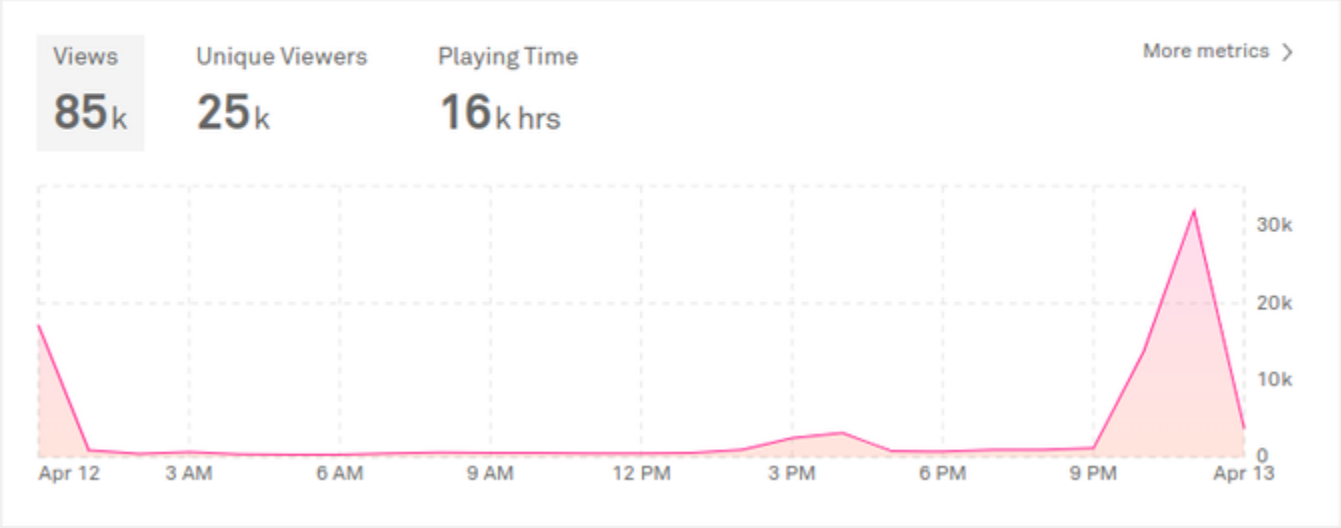


Belarus

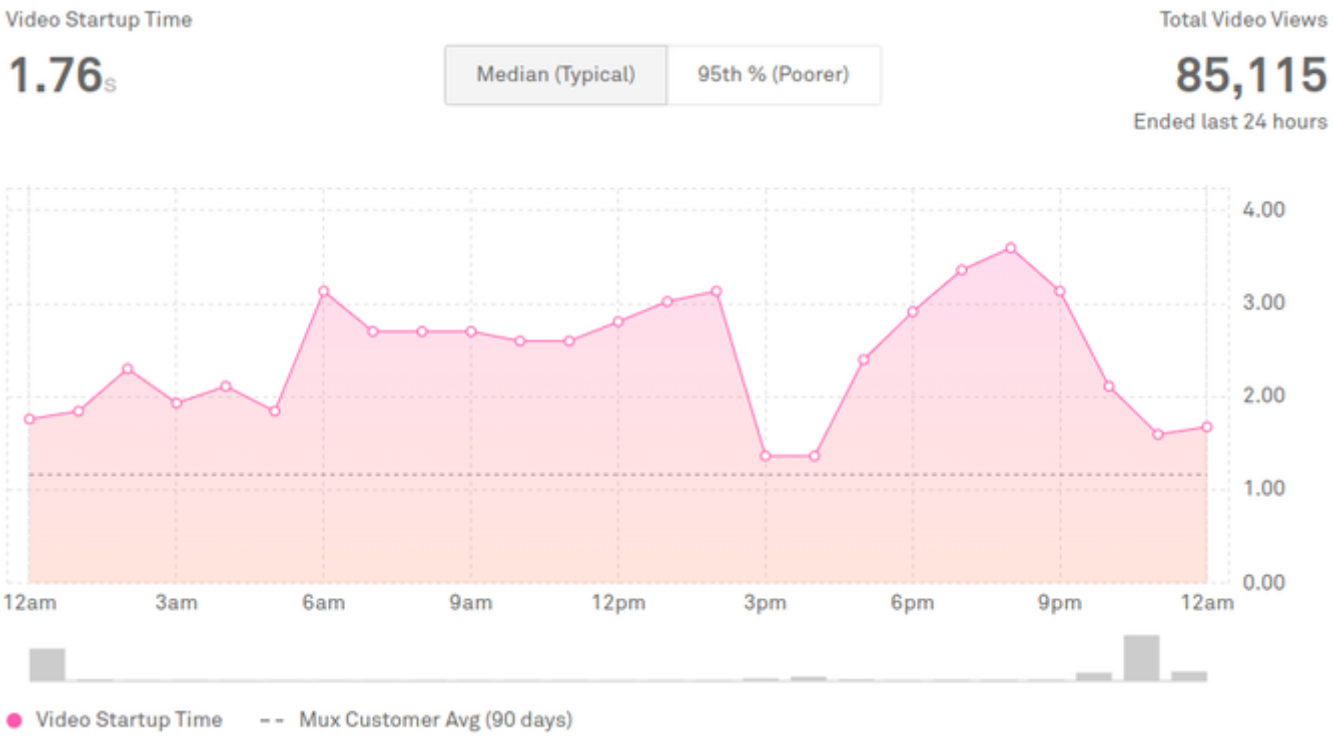

app.setantasports.com Belarus Page Load Time
Since 1 day ago
90
80
70
60
50
40
30
20
10
0
Apr 12, 1:00am
Apr 12, 4:00am
Apr 12, 7:00am
Apr 12, 10:00am
Apr 12, 1:00pm
Apr 12, 4:00pm
Apr 12, 7:00pm
Apr 12, 10:00pm
5th % Load Time (5%)
50th % Load Time (50%)
75th % Load Time (75%)
Warning Violations
Critical Violations
app.setantasports.com Load Time Compared to Last Week
Since 1 day ago vs. 1 week ago
5.62 ▼34 %
Avg Duration
0.703 ▼18.2 %
Load Time (5%)
3.188 ▼53.6 %
Load Time (50%)
6.625 ▼45.9 %
Load Time (75%)
Belarus Sessions Compare To Last Week
Since 1 day ago vs. 1 week ago
655 ▼10 %
app.setantasports.com
489 ▲79.1 %
setantasports.com
2 ▼50 %
go.setantasports.com

24 Hour Overview

Data Overview



VIDEO STARTUP TIME

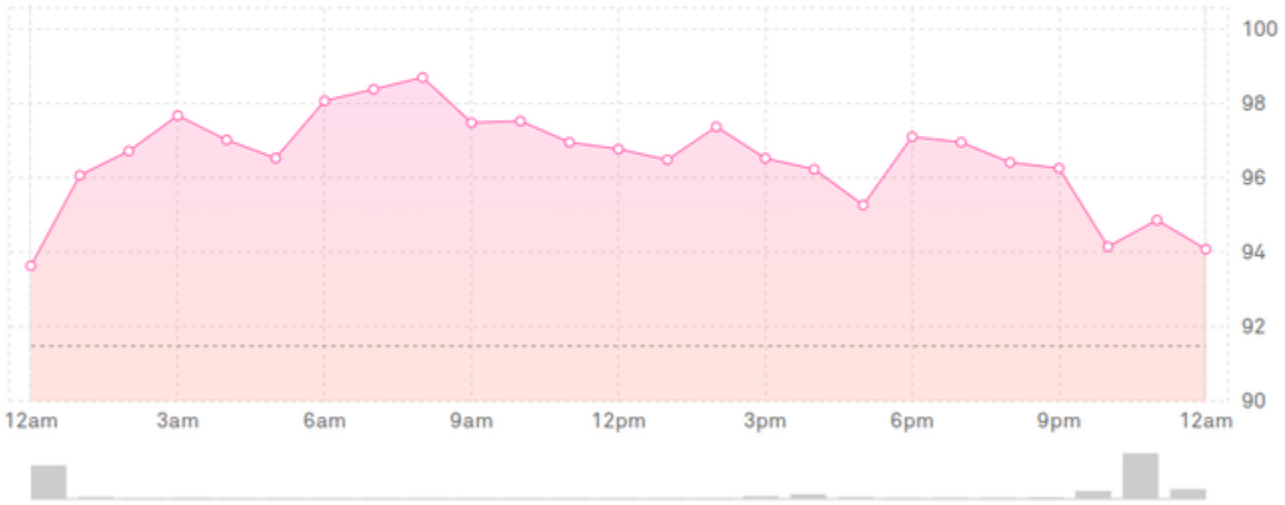


VIDEO QUALITY SCORE

Video Quality Score

95/100

Total Video Views

74,058

Ended last 24 hours