

STATUS UPDATE No update yet. Edit

DESCRIPTION

 Edit Cathy Liu created issue #1 Jul 31, 2026 04:36PM

Hi Supreetha,

We have received an urgent escalation regarding the YouTube app on the BFX-AT100 STB device. Please help us investigate and request an immediate halt to the current YouTube app rollout for this model.

Issue Description

We are receiving a high volume of VoC (Voice of Customer) reports following recent updates. Users are experiencing a complete loss of audio (mute issue) during video playback. While the video stream plays normally, there is no sound output at all.

Field Device Observations

From the field logs collected, we observed two different YouTube app versions deployed on BFX-AT100 devices:

2c_98_11_b1_bb_e7_20260730190739 : AppInfo(enabled=true, longVersionCode=714302320, packageName=, versionCode=714302320, versionName=7.14.302)

A8_3B_76_FF_2F_BF_20260731075347 : AppInfo(enabled=true, longVersionCode=715300320, packageName=, versionCode=715300320, versionName=7.15.300)

Key Questions & Immediate Action Items:

Rollback / Pause Update: Can we immediately pause the updates to BFX-AT100 devices to prevent further user impact?

Beta Version Inquiry: Version 7.15.300 appears to be a YouTube Beta build. The customer is asking why a beta version was pushed to production devices in the field.

Could you please assist in checking this urgently and let us know the next steps for mitigation?

Thank you so much!

2C_98_11_B1_BB_E7_20260730190505.zip

3.3 MB Download

A8_3B_76_FF_2F_BF_20260731075347.zip

3 MB Download

image.png

32 KB View Download

image-2.png

40 KB View Download

COMMENTS

All comments

↓ Oldest first

Reporter

cathy_liu3@pegatron.c...

Type

Customer Issue

Priority

P1

Severity

S2

Status

Assigned

Assign to me

Access

Default access

View

Assignee

supreethajis@google.com

Verifier

Collaborators

Add Add me

CC

cathy_liu3@pegatron.corp-pa

Add Un-CC me

Code Changes

Add

Pending Code Changes

--

ETA

--

Asgd to Privacy

--

Bug Weight

--

Chase Source

--

Chase Status

--

Docs: 1-pager

--

Expected Impact

--

FKBB

--

GAR Level

Edit

LKGB

--

ML Component Suggestion

Add

ML Duplicate Suggestion

Add

Privacy due date

--

Project Status

--

Regressed From

Edit

Regressed Metric Name

--

Regression

--

Regression ATP Config Name

--

Regression Test Name

--

Root Cause

Edit

Security Ranking Score

--

SysSW-Bug-DRI	--		
SysSW-Bug-Src	--		
Themes	--		
Visual Bug Capture	--		
CarrierConfig App Name	--		
CarrierConfig Certificate SHA256	--		
CarrierConfig Package Names	--	Add	
CarrierConfig XML File Name	--		
Dependency Commitment	--		▼
Execution Status	--		▼
FR Status	Pre-PRD		▼
ID for APA	--		
ID for APA Date	--		
PTE Functional Area	--	Edit	
PTE Product Line	--	Edit	
SLO Anchor Date	--		
Found In	--	Add	
Targeted To	--	Add	
Verified In	--	Add	
In Prod			
Show 32 additional fields			▼