Exercise 2

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1. Try to find where the issue is in this customer's page.

The issue is that although many tabs can be opened/multiple users are stimulated, the number of *Sources* does not increase/decrease. In addition, the *DNA, Offload* and *Upload* numbers do not increase/decrease which also affects the display of the Mesh Delivery Graph. This could potentially be a problem due a bug in the way demo is coded or P2P upload issues if this was a "real-world" application.

2. Write an email to our customer explaining the issue and when to expect a fix.

Subject: [Streamroot] Issue concerning CDN Mesh Delivery

Hello,

We have noticed that some customers have been experiencing P2P upload issues with our CDN Mesh Delivery, specifically our Mesh Delivery Graphs on Flowplayer. We're aware of the issue and working on it urgently.

We apologize to be holding you up today and we recognize the disruptive nature of this maintenance. Please know our engineering and development teams are working very hard to get everything up and running as soon as possible. If you need assistance planning for this maintenance, or have any other questions, please do not hesitate to reach out to us.

Kind Regards,
Streamroot

3. Write an Issue report for our developers to help them reproduce and fix the issue as fast as possible.

Issue Report: CDN Mesh Delivery issues with Flowplayer

Date: January 15, 2021

Source: https://test.streamroot.io/candidates/test.html

Specifications: Tested on web browsers (Google Chrome, Safari, and Firefox)

Description:

- Expected Result: When simulating other users on this page, the Mesh Delivery Graph should match accordingly. All numbers should be increasing/decreasing accordingly to the P2P simulation.
- Actual Result: Even when simulating other users, the *DNA*, *Upload*, *Offload,* and *Sources* numbers do not increase. This also means the Mesh Delivery graph does not act accordingly as well. These numbers always remain at 0.

Images: