Dear User,

We are truly sorry to having to notify you about a recent issue that was identified in the delivery of our Video on Demand (VoD) solution. It is duly noted that our source code is facing a bug that is hindering the performance of our DNA utility.

The bug is related to a “403 error” with one of our main client resources, which translates to a problem with the user authorization process. It is present in the execution of the “dna-client.js Version 5.30.1” instance, where it blocks the capacity of the server to engage on the identification of new video sources to initiate the Peer-to-Peer transmission of data. This can unfortunately be reflected in a higher consumption of CDN bandwidth from your connections.

To resolve this issue, we are currently working in a new automatic update which will soon be available to all of the users, and that will also be present for download in our website. Moreover, we are planning to give you future benefits based on the unexpected CDN bandwidth overloading incurred by the event.

We will make sure that this problem will never occur again in our future releases, so that you can fully enjoy the benefits of using our VoD services.

Please let us know if you have any other questions.

Best Regards,

Henrique Wills