

## Exercise 2: Bug investigation

1. The issue is on the “Simulate a user” button, as different users are not connected to each other. That is the reason the number of sources is 0. As a result, DNA and offload are 0.0%.

2. Email to customer explaining the issue and when to expect a fix.

## We have encountered a bug



Bonjour Stéphane Van Bosterhaut,

Wish you a happy new year from Streamroot family!

Sorry to tell you we have encountered an issue on your webpage. Our development team is already working on it.

[Click here to visit the page](#)



### Explanation of the Error

SIMULATE  
A USER

button doesn't work as expected.

When clicking on the "simulate a user" button: another tab is opened, but the "Sources" count remains 0.

The **Offload** and the **DNA** value doesn't change either.



### Expected behavior:

When clicking on the "simulate a user" button, different users should be created sharing parts of the same video. This should increase the "Sources" count and so change the **DNA** and **Offload** value.



We are expecting to fix this behavior by the end of this week.

Let me know if you have any other queries.

Wish you a very pleasant day!

Kind regards,

Sonali Naigade  
Product Owner



STREAMROOT

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

**Reporter:** Sonali Naigade

**Product:** Streamroot Candidate page

**Priority:** High

**URL:** <https://test.streamroot.io/candidates/test.html>

**Summary:** “Simulate a user” button not working as expected causing “Sources” count and DNA to be 0.

**To reproduce the bug:**

1. Open the URL above.
2. Click on **Simulate a user** button

**Expected Result:**

1. After clicking on the **Simulate a user** button, the sources should increase
2. The value of DNA and Offload should also increase.

**Actual Behavior:**

1. Clicking on the Simulate a user button opens another tab but sources count remains 0
2. Value of DNA remains 0 and Offload never changes

