
TRAVIAN: LEGENDS ON TOUR 2018

DEVELOPMENT & QA – WORKSHOP NOTES

BOT DETECTION

Players feel that not enough is done. Too many bot accounts and players using scripts on their accounts.

TG:

- Only recently we have a dedicated team on the topic. Currently we are in build-up phase.
- We intentionally do not disclose a lot of information as it may jeopardize our efforts (expose vulnerabilities for bot makers to exploit)
- Most of the bot detection team's work won't be implemented until September. Optimistic for improvements around this time
- Gyroscope tracking and tracking mouse movements could improve the bot detection significantly. Though we are concerned about a potential privacy breach. Additionally, we are aware that those additional tracking options have to be smart and modified from time to time. Otherwise bots will adapt.
 - o Players feel that this is not a privacy breach for them and are okay with this.
- There's a difference between professional bots and John Smith's personal script. Commercial bot makers only develop bots where there is a profit to be made.
- Regarding registration: Google Captcha can be bypassed in various ways.
- Concerns about Spam emails
 - o Blocking domains isn't an ideal solution, new domains appear frequently.
 - o Please use the "mark as spam" function if you receive such a mail. It will help us to find such spammers way faster than via Ticket-system
- SMS verification
 - o Privacy concerns, most players against this
- Generally, a typical issue free-to-play games suffer from.
- We're confident that there will be significant progress on this topic in the future.

BETTER TESTS BEFORE RELEASING UPDATES

TG

- The game is 14 years old, built upon unsophisticated code resulting in no-touch areas of the code, legacy code. Developers are encouraged to avoid these areas due to the potential bugs that could be caused.

- The goal is to slowly improve the game code by replacing the legacy code causing the least disruptions possible.
- While it may appear that bugs aren't fixed when release contains something like the snow feature, in fact, many code refactoring /under the hood improvements were also developed, behind the scenes.
- We need to refactor the code to make it possible to develop new features, like the new combat simulator
- We understand that during the transition there will be bugs, and we can't catch them all though we try our best.

QA

- It takes the community 5 minutes to find the bugs, why can't we find them faster?
- The community feels neglected and ignored for years. It's mostly a communication issue. Consider this when writing the communication guidelines.
- Feels that there's no urgency to fix new bugs
- Updates are perceived negatively, players "prepare for the worst".
- Frustrations with cache issues

TG

- o Providers do not stick to the standards/New browser updates causing issues
- o We should include an emphasis on clearing the cache in changelogs

TG

- It's an old project, build on unsophisticated code, there will be bugs
- Acknowledge that there's room for improvement on technical side and communication side.
- More reporting, more explaining on the communication side. Though it will take time to implement new processes to improve communication
 - o Code refactoring will cause a lot of bugs, we need to communicate this.
- With the current structure, some bugs we have to just accept, "take it on the chin" in order to get things rolling. In the past, when we stopped rollout because of a bug it resulted in a 4-month difference between the live and development environments
 - o This also meant, that a bug which was fixed on day 2 needed an additional 100+ days until it was fixed for the players
- Total agreement that we need to improve. We're looking for solutions, bug finding process is constantly improving.
 - o We transitioned to automatic test coverage of the game with 80% of the game tested automatically and 20% done manually.

BLOCK PROXIES/TOR - CAN BE USED TO HIDE MULTIACCOUNTS

Conclusion:

TG

- Blocking Tor is difficult, but possible.
- Proxies, such as Tor, are often used by players without them knowing.

- Even if we could, we shouldn't block them, because some mobile networks enforce a proxy, rendering the game unplayable if they're blocked.

HIGH SERVER LOAD ISSUES

- Issues caused include Latency/lag, event jams.
- Starvation issue on finals 2017

TG:

This issue was not performance related

- Several technical reasons and a logic problem caused this
- Overflow technical issue is fixed

Conclusion:

TG:

Regarding performance in General:

- When setting up the game world we forecast the expected load based on previous year's performance.
- When we see 80% load we add web servers we add on the fly aiming for 60%
 - o Players are faster than we are. Servers can get from 40-110% in 5 mins. Can only react so fast. Though, most problems solved within 30 mins if this happens.
 - o Servers cost money. To put all servers 10% not financially realistic.
 - o There are plans to automate the procedure
 - Working on this, will take time.

BUILDING PLANS SPAWNING ON UNEXPECTED COORDINATES IN THE FINALS

- The coordinates spawned at unexpected coordinates, a player on the forums gave an explanation as to why this happened.
- Players feel like this was a major problem and wants a more detailed explanation of it.

Conclusion

TG: The topic of whether or not we should share the exact coordinates was discussed. We came to the conclusion that this information should not be expected to be provided by us.

The players who invested time and effort figured it out and should receive the benefits from the information they discover.