Troubleshooting Performance (Slow Encode/Upload)

My Videos · https://coreel.ai/help/troubleshooting-performance-slow-encode-upload/

If recording, processing, or upload feels slow, use these optimizations.

Common Causes

- Weak/unstable network
- Large video files
- Limited local CPU/memory
- Background apps competing for resources
- Server-side queue/transcode load

User-Side Fixes

1. Close heavy apps/tabs.
2. Use stable high-speed network.
3. Keep recordings concise.
4. Avoid unnecessary high-resolution capture for simple outreach.
5. Retry during lower network load periods.

Admin/Dev Checks

- Monitor backend queue and worker throughput
- Check transcode/memory configuration
- Review storage write/read latency
- Inspect retry loops and failed job backlogs

Practical Benchmarking

Run a controlled test with:

- Same device
- Same network
- Same 30–60 second script

Track time for:

- Record stop to upload complete
- Upload complete to send-ready status