UA EAI WG Meeting
13 December 2022

Attendees

Mark Svancarek	Carine Malor
Jim DeLaHunt	Arnt Gulbrandsen
Harsha Wijayawardhana	Yin May Oo
Nitin Walia	

Agenda

1. Welcome and roll call
2. Go through the EAI self-certification guide and resolve the notes, complete the guide
3. Determine and summarize what actions are required for each self-certification item ***At a high level which things can be automated and which things are to be done manually***
4. Review the revised flowchart diagram
5. Complete the score generator spreadsheet (to be done offline)
6. Identify the vendor's roles, and WG's roles are for the EAI self certification
   - Go through the manual test run first, and see which parts are scriptable or automatable, and determine the amount of work, and calculate which tasks require manual work time.
     a. Update the Statement of Work (SOW) for E1.1 and E1.2
2. Email provider stories - User acceptance tests
   - **Mailing to the participants**
   a. A how-to-quick guide for IT and procurement managers.
   b. Do early providers need a vendor, or can they self test the guide and scoring tool?
      - *Mark-Microsoft India*
      - *Nitin-XGen*
      - *THNIC (.th) + (Coremail's email product)*
      - *ISC (QQmail)*
      - *Theekshana (Sri Lanka two IDN ccTLDs-EAI testbed is in initial phase-Zimbra)*
      - *Sushanta - IIFON (Indian Mail service provider)*
      - *Can Arnt suggest any other providers?*

E1.1 Building a self-certification tool to generate EAI readiness score.
E1.2 Helping early EAI providers perform self-certification using the guide.

Meeting Recording

Mark began the meeting by recalling the agenda list. The first item to focus is the EAI Self-certification guideline, which is 95% done, the other 5% is what dovetails with other factors and we are trying to solve them as well.

The next thing to focus on is agenda #3, determining and summarizing what actions are required for each self-certification item, (this one is new). Based on agenda #3, it is to be able to determine which can be automated and which is to be done manually.

Then we will have the flowchart-like diagram (Jim has been working on this) to explain the workflow and various roles that occur in the self-certification scheme, and how ICANN, vendors and other working groups can assist on that. And then, the score-generator spreadsheet would be completed offline.

Arnt reminded that he had promised to look into domain names with characters which might break while transitioning to IDNA2008, and shared what he observed. The testing is almost no problem as there were only a few test domains which are supposed to be broken during the testing. To note is there were only two special domains and an entire class of domains under them.

- One special character in the domain name (one dot net) was "/=" which IDNA2008 disallowed, whereas IDNA2003 allows.
- Another domain is similar to the above example.
- There's an entire class of the Tokyo domains that break because they use middle dots, (middle dot dot shop, middle dot dot tokyo domains).

Arnt is confident that domains with invalid characters would only be affected and it is safe to say that transitioning to IDNA2008 is harmless. If you have IDNA2003, moving to IDNA2008 is risk-free. Mark said for the better conclusion, we want people to migrate to IDNA2008. Harsha confirmed that the discussion was on both top level and second level domain names.

Harsha misunderstood that by allowing/disallowing the zero-width joiner (ZWJ) might affect Sinhalese domain names which have the potential to use it. Arnt assured him that as long as browsers use IDNA2008 which allows the ZWJ, the Sinhalese domain names will be displayed correctly. Meanwhile, not all browsers are updated to IDNA2008, but Firefox displays the labels correctly and so it could be a recommended workaround for Sinhalese script users. Harsha also added that Microsoft Edge has a problem with not complying with the IDNA2008 yet.

Mark asked Harsha and all to send those non-compliant cases with information on how to reproduce the issues, so that he can report a bug against Edge. Features like creating mailboxes in UTF-8 are called 'unsupported features', until the user community suggests it, those would be started. Mark suggested that bug reports would speed up the development of a feature. Arnt added that UTF-8 features work in Microsoft software. Mark suggested that Harsha should share screenshots or screen recordings and describe the issues or doubts in a documented list, so the concrete actions could be followed up.

Abdalmonem said he did not have any issue with installing or configuration, however, the display part is incorrect for Right-to-left (RTL) scripts most of the time, especially when a label is mixed with Arabic and ASCII. The issue is on Linux or Ubuntu platforms. Mark reminded again that records and instructions on how to regenerate the bug would be very helpful.

And Mark said these could be related to **MUA2.**

Agenda #3

Mark prepared to discuss the first focus by going through the EAI Self-certification guideline. Mark said it would always be good to add more universal acceptance features. The more adaptation to the guidelines, the more pressure we would have to add additional universal acceptance features.

Mark read through the EAI Self-certification guide, and the group determined which items could be automated.

MUA1 - saving utf-8 names or labels should not be a problem.

Abdalmonem said this based on the choice of API, some allow automated scripts to run, some do not. Mark said MUA1 has potential to be automated. Jim said we need information on how the software would allow users to save addresses.

Jim noted that from a user perspective, what is saved on device vs what is displayed could be confusing if they are not in sync. Abdalmonem asked about how the computer saves RTL or LTR characters in a string, and Jim clarified that no matter the display direction, the computer would save the first character first.

MUA2 - display the local part as Unicode correctly.

Abdalmonem said there are confusions in the display part for mailbox names which includes RTL as username or part of domain name. Jim tried to clarify what the actual problem could be. Abdalmonem said it would be hard to know which

part is the mailbox, and which part is the domain. Jim said there is ambiguity in describing the problem. Abdalmonem said the direction of the mailbox name domain name could be confusing because for LTR it is the mailbox name on the left and domain name on the right (mailbox@domain.name) . Yin May said she would help by checking on IDN guidelines about using mixed scripts with RTL-mix-LTR domain names.

Jim said email addresses could be confusing when it is displayed with RTL. However, the computer would understand what comes first. Jim said we may have not discussed deep enough when it comes to human understanding. Arnt added that it might be an issue for OCR, but it is outside the scope in the Self-certification guideline. Jim said it is good to say something about mixed directional labels; for example, avoid using mixed labels on the mailbox part.

Yin May added that when it comes to RTL mailbox names, there are times that the input is not displayed correctly on the User Interface box because most UI boxes are made only considering LTR.

Jim said this manual could have a lot of manual-checking items, and it might be better to go through offline.

Mark said that the server and tools were required to support EAI, and an active directory to directly support EAI. He was often asked how he tested. When it comes to self-certification, people might be testing differently and missing to cover some cases which could be unknown to the test-person. So, the key is the test-person should be able to explain how the steps were tested.

For the next item, Mark proposed to check the IMAP test set. IMAP is all about API. Arnt agreed that IMAP is automatable, except the items IMAP.6 that are required to check 'display'**. Arnt said the wording may need to be refined so that the test cases are clear.**

Mark moved on to **MSA** and **MDA** test sets. **All MSA seems to be automatable.** Mark said MDA.1 is where the test-person should note how the test was conducted. It is specific to implementation. Jim added that there are some parameters to consider, and **this could be more manual.** Jim said this may be the case where platinum would require all the way to create mailboxes to work whereas gold would make restrictions like it only works with some tools but not with others. Mark said this is how it should be, and we may need additional test cases.

Mark suggested discussing the agenda in advance so that we do not run out of time or stray away from the main agenda.

In the Chat

Jim provided bidirectional email address examples

lefttoright@ حة   قطرخالد.الدو@domainname.lefttoright

Next Meeting: Tuesday 3rd Jan 2023 at 15:30 UTC

Action items

No.	Action Item	Owner
1	Provide screen records and description of 'display' issues along with some example email addresses (Sinhalese) for Microsoft Edge to Mark Sv.	Harsha
2	Provide screen records and description of 'display' issues along with some example email addresses (Arabic - Latin mixed labels)	Abdalmonem
3	Confirm with IDN guidelines about using mixed-scripts of different directions (LTR mix RTL)	Yin May
4	Plan and share meeting agenda in advance and stay closer to the agenda next week	EAI WG
5	Send an email to the EAI distribution list talking about the ambiguity of email syntax in regard to the directionality. (Not about the EAI self-certification guide)	Jim