
TERRI AGNEW: Good morning, good afternoon, and good evening. Welcome to the At-Large technology taskforce call taking place on Monday the 19th of September 2016 at 15:00 UTC.

On the call today we have James Gannon, Alfredo Calderon, Gordon Chillcot, Daniel Nanghaka, Beran Dondoh, Dev Anand Teelucksingh, Judith Hellerstein, Glenn McKnight, Stathish Babu, Sarah Kiden, and Harold Arcos.

We have listed apologies from Olivier Crépin-Leblond and Seun Ojedeji.

From staff we have Butch Pfremmer, Christ Gift, Corinna Ace, Mark Segall, Ariel Liang, and Terri Agnew, myself.

Our Spanish interpreters today are Veronica and David.

I would like to remind all participants to please state your name before speaking, not only for transcription purposes, but also for our interpreters. With that, I'll turn it back over to you Dev, please begin.

DEV ANAND TEELUCKSINGH: Thank you Terri. This is Dev Anand here. Welcome everyone to the technology taskforce call. On this call, one of our highlights will be a demo of the NCSC chat, with James Gannon from NCUC helping to demonstrate the actual platform used. James Gannon presented at the ICANN 56 Helsinki meeting, and has kindly offered to show the actual platform in use by NCUC.

Note: The following is the output resulting from transcribing an audio file into a word/text document. Although the transcription is largely accurate, in some cases may be incomplete or inaccurate due to inaudible passages and grammatical corrections. It is posted as an aid to the original audio file, but should not be treated as an authoritative record.

But we do have several other action items, and issues that the community has raised. So let's begin. Let's review our action items, and I will say some progress has been made on some of these action items, but we do have to clear them, a lot of these out.

Perhaps I should just simply go to the ones that I think have been cleared. Okay. Well, that's the... Well actually, that's the At-Large, that's the ALAC ones. This one.

Okay. So, myself and [inaudible] and I invite Josh to the presentation, the Adobe Connect, the upcoming changes to Adobe Connect that ICANN is implementing. This is going to be done, and Josh couldn't make it for today's call, but he has promised to do a follow-up call with us. So when he's available, we'll send out a Doodle, and have a call this month. So I guess you can mark this as done.

Myself, Ariel, to invite James to continue the demo of Rocket Chat. Well, he's here now. That's done. Myself, Ariel to invite Corina and the newly hired developer, to update on the LACRALO mailing issues. I guess we're going to have an update on that today from Mark Segall on this issue.

So, I guess we could leave that there. Regarding the testing of the XO platform that [inaudible], I have not done this. And I have to say apologies on my end. I have been away from ICANN world due to, well, due to a medical issue in my family that required my attention. So, but I will issue that call later this week.

Myself and Judith to improve the about section. That hasn't been done. And well, update the consolidated action items for TTF. Well, again,

we're starting it. But I do want to suggest that perhaps you can make this an action item. Let's have a special purpose call between the co-chairs and Ariel sometime this week, and then we could finish off with these action items.

It's really just to document certain things, and send out the letters, and so forth. We can knock it off, I think, in one session. Okay. Let's see, I just want to see if there is anything else we want to do, to look at, I just think we can stop there because, and then we can decide, because there is like two other pages on this.

So I don't think there is really anything I can report on in terms of things here. There is one other item which is like, Mark Segall to explore the XO platform. And I guess when we come to the technology issues, we'll get some feedback as to how resources, like whose resources can be made available to the TTF. Okay?

Any comments or observations on this? All right, good. Let's move on to the next agenda item, and that is the At-Large technology issues page. Okay. So, [inaudible] what this technology issue page is about. This page attempts to track the various technology issues that the technology taskforce, and other members of the At-Large community can bring to the attention to try to, well, identify the problem, come up with solutions or work arounds.

So I did some updating here, and you can sort, for those looking at it in Adobe, you can sort the issues. So when you look at update, for example, you get an update as to which issues were updated. So and I

did some updates regarding what I've done for, like, if you scroll down, Ariel, you will see the three new items that were added.

Okay.

So the three items I added was regarding an issue that Judith had noted, regarding the polling of the Adobe Connect. And this is regarding part of the surveys that were done by the captioning pilot project for FY 16. As you may know, there is a pilot program to have captioning, and as part of that testing, a survey was done during this, well, usually towards the end of the session, using the polling function of the Adobe Connect.

Perhaps, Judith, you want to talk just a few things what was the issue, and when we tried to do the surveying during the captioning...

JUDITH HELLERSTEIN:

Sure. This is Judith Hellerstein for the record. So we were trying to gain metrics for our captioning pilot to show how users liked it, or how help it was to users. And we found that a good number of users were on mobile platforms, and being on mobile platforms, had trouble seeing or responding to the survey.

And it's because it was Flash based. And we heard an update in Helsinki about ICANN moving to a new platform to be, instead of Adobe, to be ICANN hosted. [Inaudible] to see whether this would change, under the new system. And so, he also told me, he said that some of the issues had been resolved, but that they also have an additional polling feature of exit polling, which no one has really, a lot of At-Large staff have not really knowing about.

So we wanted to do a special purpose call later on, to test that feature. Test also the polling with different mobile users, equipment tablets, tablets and mobile devices, and other operating systems. And then also, do the exit poll testing. So that's really what it is, because polling through websites is another option, but as everyone knows, when people leave the call, it's often much harder to get them to fill out the survey, even if its short.

So that's just a quick question. And Dev, I had a question on the other things. We had closed some of the technology issues only in a year, in April or whatever, and possibly these have changed now that ICANN is moving to an ICANN host in Adobe Connect, and maybe Mark could talk about those as well, and seeing, are these closed? Can we not...? Maybe they can reinterpret them and say, oh well, now under this new system, these options may be available.

So this is [inaudible] the audio channel.

DEV ANAND TEELUCKSINGH: Thanks Judith. This is Dev Anand here. I think what you can do is when we have that special purpose session with Josh, to test the captioning options that he mentioned, he talked about sort of like exit poll settings, so that when people leave the Adobe Connect, a link or something is provided. I have not ever seen this feature ever used in At-Large conference calls, so I don't know exactly how it works.

So you can't have a text on that. And then we can then really update, and then decide to update the solutions workarounds, based on the

changes that's going to be announced very shortly by Josh and the rest of the ICANN team, about the changes coming to Adobe Connect.

So, any thoughts? Well, that's an observation. So, staff is aware of this exit poll feature. So okay, I know they will be great to explore more details with Josh. Any other comments or observations?

Okay. Let's see, do we need to like see how the poll actually works in Adobe Connect, Judith?

JUDITH HELLERSTEIN:

So, this is Judith Hellerstein. So the polling, there are two things. There is one, the regular polling that staff does that we have been using a lot in Adobe Connect. And two, the new exit, the new feature was according to Josh, you have to close out the Adobe and it brings you to a website, and so you can't do that in the middle. It has to be done at the end, and we want to see well, would that work?

Would that not work? How does that work? I've just never seen it. Silvia, when I talked to Silvia Vivanco, she also was unfamiliar with that. And so, we want more understanding of how this works, because apparently other groups within ICANN have used this often. So, would that be a better feature for mobile users?

Josh says the mobile users can use the polling, and so other issues, so I think is the whole issue on both, those issues of polling would be helpful. So that we could really test it because it's supposed to work on IOS, but sometimes, I guess, it may not. So who knows?

And people also need to have the latest version of the Acrobat software. The problem, Josh says, with the mobile devices is that, although ICANN may control the Adobe Connect sphere, the mobile app is put out by Adobe. So we're limited to that. And then another thought would be, maybe, I think Josh talked about this a little bit, is if that doesn't work, bypassing the mobile app, and using the web browser, and he was also saying that that also could be things.

Those are, there are a bunch of issues to key up on those calls.

DEV ANAND TEELUCKSINGH: Okay, thanks for that. [CROSSTALK]...

JUDITH HELLERSTEIN: ...a special purpose.

DEV ANAND TEELUCKSINGH: Understood. Thanks Judith, this is Dev. Okay well, again, let's move on then, and definitely when you have the special purpose call with Josh to test the polling features and so forth, you can test all of those things regarding mobile compatibility and so forth.

All right. One of the other key issues on the technology issues, is the LACRALO mailing list translation issues. And well, on the last call we heard the wonderful news that a developer has been brought onboard for this, and I've seen some activity on the developer [inaudible] tool mailing list.

So perhaps I can get an update from staff on this? Who would like to take the floor to talk about the technology [inaudible], the LACRALO mailing list issues.

CORINNA ACE:

I can start on that. This is Corinna Ace for the record. So, thank you Dev, nice to be here today. I sent a note at the end of last week to kind of expand and give you some more detail. Yes, we have a dedicated resource, development resource, now onboard. Over the last month, he has been getting up to speed on the code, on the history of the testing and the work.

And we've had some really key foundational efforts that have gone into the last month, which is developer knowledge transfer, environment setup, an analysis of the bugs and some of the key issues that have been going wrong. The first focus has been the critical bug related to the [inaudible]. So we have reported progress, which is actually is confident that we will resolve this most critical bug within the next month.

And also as a result of some of that foundational work with the analysis, the team is also working in parallel to ensure that these services are really supportive of Unicode characters, and that it is, meets universal acceptance, compliance requirements, which is really important, and will be important to address the bugs going forward.

So again, we're making progress. It has been gradual, but they do feel confident that this issue should be resolved within a month, and will continue to address the other bugs to the best, to a stable point. So I

will keep Dev and Arial updated, and let you know when we have more progress reports. And Mark, let me know if I missed anything.

MARK SEGALL:

This is Mark Segall for the record. Yeah, I think Corinna said it well. I don't have anything to add. I think we will see the team starting to ramp up velocity as well, soon, because as Corinna stated, there is a lot of foundational work to happen, but they're starting to really get their own rhythm, get their stride, we should see some things starting to move on it.

DEV ANAND TEELUCKSINGH: Okay. Thanks Corinna and Mark. Any comments or questions?

Okay, this is Dev. Well, just one observation or question. As you work through the bug, I mean, is it possible for the team that's working on it, to document any issues that are cropping up? So we can see... I don't know if you want to use this Wiki page, which is the discussion of LACRALO mailing list issues Wiki page, or if you want to use another tool to note the various bugs.

And the second question is, do we need a special purpose call to like walk through some of the things before we have a new round of testing? I don't know if, Corinna or Mark, either one.

CORINNA ACE:

This is Corinna. I do believe that Jim is working on figuring out the best methodology, the best way to document these bugs and their

resolutions going forward. I don't know the format of that yet, I think it's still kind of a work in progress, and Mark can let you know otherwise. But I have seen some of the early work for basically tracking and documenting, and we can follow-up on that separately and figure out the best way to do that, so that everyone has this ability and we can also share that knowledge with the larger group.

And to your second question about having a separate meeting for specific testing, I could see that might be case, and I think it will depend on the details and what, I guess, who we need to [inaudible], but we are having regular meetings with [inaudible] and staff, and I think we need to expand that in certain instances, we can definitely discuss.

DEV ANAND TEELUCKSINGH: Okay. This is Dev. Let us know. I am seeing some... I'm on the developer list, so I do see the testing that the new developer is doing. And one of the things that is also being worked on, I should mention, is that it's not just for Spanish and English. There is like a third list to do from German to English. So, you might have a bit of more... So when the tool [inaudible] it can be deployed for other language solutions.

Any other comments or questions on this? Okay, so let's continue. Just scrolling through the technology issues page. And I just want to ask, does anybody else have any issues or technology issues that anybody wishes to bring up? We've noted the polling, issues, challenges for the captioning project, so that's going to be tackled.

Anyone has any issues technology wise in dealing with, when engaging in At-Large activities? I just want to keep the floor open to anyone.

Very well. So let's move ahead to our next agenda item, which is the [CROSSTALK]....

LUTZ DONNERHACKE: Lutz Donnerhacke here. I offer to give to the floor summary of [inaudible]. I'm sorry. If nobody is interested, I'll stay quiet.

DEV ANAND TEELUCKSINGH: Thanks Lutz. This is Dev. I did see an email on it, and I was wondering, I don't know if people have a good understanding of open PGP, and how could it be used to secure their email communications. Well I may ask the rest of the group, would anyone be interested in having a call to, where Lutz can share some of the findings, or at least give a summary, introduction to open PGP?

LUTZ DONNERHACKE: It should be postponed to a special day? [CROSSTALK] ...prepare some material?

DEV ANAND TEELUCKSINGH: Certainly, yes. I'm don't want to do this now. I mean, we can have a special purpose call sometime later this month, or next month even.

LUTZ DONNERHACKE: This would be better yeah.

DEV ANAND TEELUCKSINGH: Are there any objections to it? I don't see any objections. Great, I see no objections, so let's arrange a special purpose call for Lutz to be able to, well not demo, present about open PGP and how it can be used. Great. And I see some yeses and expressions of support for that. Excellent.

All right. So let's, going back to our agenda item again. So the next item is the demo of the [inaudible] chat. James Gannon from the NCUC showed us about the NCUC chat platform that's been powered by Rocket Chat. And on this session, he's going to actually work us through the actual platform and how it's being used by the NCUC community.

So, James, you have the floor, and welcome.

JAMES GANNON: Thanks Dev. It's James Gannon. So, I suppose I'm slightly unprepared for this. And I apologize for this taking so long. I've been very busy in my day job. So like I said, for those who weren't in Helsinki, NC is looking for essentially a Slack alternative. And to be able to our members have a more real communications platform, rather than relying entirely on me.

The first barrier that we ran into with Slack, which is obviously the most popular solution in that space is, the fact that the cost can get extremely high. And so we eventually went and found an alternative, which is the Rocket Chat platform. So Rocket Chat is, it's not everything that Slack is, but it's, sorry [inaudible]... and so I suppose I'll walk you through the main features that the platform gives us.

And then I'll speak about actually some of the challenges that we've encountered since Helsinki, one of which actually recently made us take down the platform for a temporary period. I can show you what we use it for, and the advantages that I see it.

So anybody who has used Slack will be familiar with the concept of, it's a channel based way for people to talk to each other. So you can see on the left hand side here, we've split out into, you know, a normal general chat that absolutely everybody is invited to. And inside of these general channels, you know, you can look at who your members are, we have 55 users active in this channel.

Do all of the basic things like notifications. You can set up little push alerts to you. Users can add files to the chat. And you have your standard alerts, mentions, when somebody requests your name, or makes a reference to you. You can have starred messages which are basically ones that are at the top of the platform, so this can be used for announcements and for other similar things.

Just an information tunnel. And then you can split out into a number of different individual channels, depending on the specific topic you wanted. And the great thing about these channels are that these can be, you know, we have an accountability work stream two, where this is going to be going on for a couple of more, we can have temporary channels, like we had one for Helsinki which was very active at the time.

So you can see we have many, many members chatting a lot in this, and a lot of our administration and our organization on this. So, the platform also gives you the ability to do direct messages, with individual

users. And this is also quite highly secure, and these are actually encrypted by default. It also gives us the ability, if you have a really confidential conversation to actually, you go to your encryption and do some pretty serious security things, security threshold, that was important to me.

And the results [inaudible] to do private groups, which are invite only, and are not visible to the greater population. So for example, we have on here for our development of the system when they're rolling things out and I was able to test some of our integration with [Box?] and various things, very similar to the way that Slackware works.

And apart from that, they also offer a history, and function which basically goes through, I'll try to find the list when we went to Helsinki. So this would be an archive of the entire chat history of that, individual channel. So you can see, let's go back to one that has a couple of things. So general chat, you can see it was created on April 25th [inaudible].

And you see, the platform is very good. And the setup and the administration of it was quite straight forward, and we had [inaudible], and I think similar to what ALAC and you guys on the technology taskforce have encountered, we found that there was no easy way for us to look at funding for the ICANN [inaudible], so we had [inaudible] funding, it was out of my own pocket.

It was quite cheap. And our entire learning cost came to about 20 US dollars a month. And you know, that was something that we could

easily absorb ourselves for the functionality. One of the things that...
Yeah?

TERRI AGNEW: Excuse me James, this is Terri. I apologize for interrupting. For our interpreters, are you able to speak just a tad bit louder?

JAMES GANNON: Sorry, yeah.

TERRI AGNEW: Thank you so much James.

JAMES GANNON: Not at all. Yes, one of the main challenges that we actually encountered, which results in us actually taking the platform down about three or four weeks ago, was, and I spoke about this in Helsinki also. The NCUC charter actually requires us for any constituency provided communications platform, to provide an open and publicly accessible archive.

And I spoke in Helsinki about the fact that we had opened an issue report on the Rocket Chat website about this. And unfortunately, to date, it has not yet been fixed, that we can't have a public archive from the platform. So it would actually place NCUC at least in a position of non-compliance with our own charter fortunately, so we have take temporarily of that functionality has been restored.

So I'm not sure if that functionality will be important to you guys, but if it is, that is something to bear in mind. And I suppose, at this point, if there are questions that people would like to ask, I can answer any question about how we [inaudible], and good things about it, bad things about it. I think you know, if you guys are considering this, it would be useful for you to know, and you know, get answers from me on what might be the challenges. [CROSSTALK]

Sorry, yeah, just looking at the chat, it was 20 year per month for the whole server, which was the beauty of moving to a platform like this, rather than a per user model such as Slack.

DEV ANAND TEELUCKSINGH: Okay. I see Chris has his hand raised, so Chris, please go ahead.

CHRIS GIFT: James, this is Chris Gift. James, thank you very much for this presentation. Very interesting. A few questions, because I think this is of great interest to staff as we're looking at, you know, how do we support organizations? Especially if done in conversations.

So a few things. You talked about encryption, you know, privacy, how does that view with your charter in terms of allowing people, you know, the greater public to view what you're talking about, and view the discussion. Did you guys see that as an issue? Or a benefit?

JAMES GANNON: Yeah, actually quite the opposite. So the NCUC charter actually requires us at any provided platform to place things out publicly, and we don't allow actually any private conversations. So the ability for people to make accounts on this, without being able to provide a public archive was actually an issue.

CHRIS GIFT: Now, the public archive is one thing, how about the [inaudible]? Can people...? Can the general public login, or can they see it in some way? Or do they have to create an account on Rocket Chat and then find your...?

JAMES GANNON: Yeah.

CHRIS GIFT: Got you.

JAMES GANNON: So yes, this is a self-hosted that we have [inaudible], so we have full control over user base.

CHRIS GIFT: Sure, sure, sure. Okay, thank you. Thank you very much.

DEV ANAND TEELUCKSINGH: Okay. Thanks Chris and thanks James. This is Dev. I'll just go through some of the questions here. Alfredo was asking, who creates the channel in...?

JAMES GANNON: Yup, this is James again. So, that is configurable by me as an admin. And I can give that user permission. I will actually go in, I'd like to show you this. Start with administration, permissions, and basically you can get really granular on what permissions you wish to give to users. So the channels can either be centrally administrated, by [inaudible], or we can knock that permission level down to individual users, so that they can create channels of their own if they wish.

DEV ANAND TEELUCKSINGH: Okay. Just a quick follow-up question then, James. This is Dev. So when somebody creates... If you give somebody permission to create a channel, you as an admin can still see what then goes on in that channel. It's not just closed up to you, or anything like that, as a super admin.

JAMES GANNON: So [CROSSTALK]...

DEV ANAND TEELUCKSINGH: Sure, go ahead.

JAMES GANNON: So, as a super admin, as the site owner, what I can see is I can see all public channels, which are these on the left. I can see all private groups, even ones that are [inaudible] out, but I cannot see direct messages, private messages between users that do not include me as a conversation participant.

But they are still private between those two users. I have no access to those, and they are also stored encrypted in the database also.

DEV ANAND TEELUCKSINGH: Okay. All right, I see Ariel has her hand raised. Ariel, please go ahead.

ARIEL LIANG: Thanks Dev. This is Ariel Liang for the record. James, just a few questions. First, the Rocket Chart has like a separate application, for example, for Mac, because from what I've seen right now, it seems to be, the browser, you can access that, but I really appreciate Slack for Mac user is they have a separate application and I can, I won't close it off by accident.

Okay, so [inaudible]... [CROSSTALK] Okay, thank you. I'm just going to finish my other question, which is, in terms of notification settings, do you have desktop notifications, and then if I ignore the notification, will I get an email? [Inaudible] because that's something Slack offers, and it seems [inaudible]...

JAMES GANNON: So, this is James again. So, everything you want and more. And so this has desktop clients for Windows, Apple, Linux, and a couple of other esoteric operating systems actually. It also has mobile clients for everything from [inaudible] to Android, to Windows, to Vivian, to absolutely everything.

Notifications and yes, it can do everything that Slack can do, particularly if you are using the desktop client, you can have, on desktop notifications, or you can also send off email notifications for both your username, for a specific [inaudible], for example, you can setup that anytime ICANN staff was mentioned within the chat, it would send you an email.

DEV ANAND TEELUCKSINGH: Okay. Thanks Ariel. Do you have a follow-up? Because [inaudible] hands raised actually.

ARIEL LIANG: Thanks James, thanks Dev. Yeah, just one more question about the payment. Just out of curiosity, \$20 per month per server, is that paid by NCUC community people, or ICANN funded it?

JAMES GANNON: Paid by me.

ARIEL LIANG: Thanks.

JAMES GANNON: For the sake of administration, I was trying to get funding for this through special budget requests. Going even through the NCUC [inaudible], so I just paid for it myself, because we were just testing it for a few months.

DEV ANAND TEELUCKSINGH: Okay. [Inaudible] operation. Chris, I don't know if this a new hand, but go, oh, no it's not. Okay Judith.

JUDITH HELLERSTEIN: Yes. This is Judith Hellerstein for the record. Could you show, what we had a lot of problem in searching for topics, for like we seen something in the Skype chat. Is there an ability to search within there so we can look at a topic? Okay, so like, when you like type like an example to show us?

JAMES GANNON: Yes, so there is two different ways that you can setup a search within this. And so the most simplest way... Sorry, this is James again for the record. And so the most simplest way is you can use a built in search tool, such as this, and this basically will fulfill everything you need at a basic level.

And at a more technical level, the platform also supports the integration of a thing called [Laftey?] search, which is an extremely powerful search engine, which will, you know, it will give you absolutely everything you

could potentially want. And this may be of interest if you did take up this platform in a big way, and start rolling it out with a lot of the different activities that At-Large does, because as your database starts to grow, and you start having tens of thousands of messages, it could be, you know, the built in search tool could start slowing down.

And when a [Laftey] search will [inaudible] to billions of messages, so that you will have no issue with search capabilities.

JUDITH HELLERSTEIN: Great, thanks so much.

DEV ANAND TEELUCKSINGH: Thanks. This is Dev. Let's go into some of the questions here. Well, Satish was asking, is this open source? Is this [inaudible] [GPO]?

JAMES GANNON: Yes, it's James again. So yes, this is fully open source. They are also, you know, I believe some of your members have a programming background, they are a very open source development community that focused projects, they welcome new developers, they welcome pull requests and push requests.

DEV ANAND TEELUCKSINGH: Okay. This is Dev. I have some questions. How do you sign up on the NCUC chat? Do you have to create the account with them and then email credentials? Or is there a sign up page where a person could just,

how should I put it? Just visit and sign up for themselves, and then they'll be automatically joined.

JAMES GANNON:

So, this is something... Sorry, it's James again. So this is something that we had some difficulties with when we started. So yes, it can do both. We can just settle the page where people can come and sign up, and just create an account of their own free will. And the system supports that perfectly, and you can optionally have an administrator and approval on that account creation.

And we found that [inaudible] that was the first way we did it. And we found that it became quite complicated, because there were only two admins, there was myself and [inaudible], and we're not available 24/7, and people would create accounts, not have them approved in time, they might be waiting a few hours, and then they got confused about whether an account had been created or not, or you can basically, using the administration interface, you can, so it's add an individual user, and credentials, or you can bulk add users when you start as well.

For example, if you wanted to send off a channel for one of your work groups, for example, you can bulk add users as well.

DEV ANAND TEELUCKSINGH:

This is Dev. That's always a big challenge, you know, to get all the users, and if you have to do it manually, each person, but I'm glad to see there is a bulk import option that, say you want to add all of the TTF members to start testing it, that can happen. Okay, that's good.

Judith, I saw your hand go up.

JUDITH HELLERSTEIN: Yes, it's Judith for the record. I was wondering if you tested if with people who have accessibility issues.

JAMES GANNON: Yes, so, it's James again. So, to the best of my knowledge, the platform is ADA compliant, and has all of the accessibility things that are considered normal, you know, in black or other similar program.

DEV ANAND TEELUCKSINGH: Okay. All right. I see Ariel, you have your hand raised. Ariel?

ARIEL LIANG: Thanks Dev. James, to my understanding, you have more issues to people taking up this platform and probably switch some [inaudible] to Rocket Chat. Was that [inaudible] like how the process works? Because [inaudible] we have been using Slack for many, many years, and we have hundreds of members in Slack, so [inaudible] people change [inaudible] and switch to that platform. So I'm wondering how [inaudible]...

JAMES GANNON: Okay. So it's James again. That is going to be your biggest challenge. So, I can tell you now, I can [inaudible] running for you in approximately 25 minutes, from the technology side. However, migrating your user

base is going to be the biggest challenge. We encountered the issues that we ended up with, two chat platforms running in parallel for Helsinki essentially, and we had people who still use things, and Skype, and we had people who had transitioned over to this. And at the end of the day, you know, this is ICANN, we're all volunteers.

You can't tell people, you're not allowed to use Skype anymore. And so that communication, and change, will be your biggest challenge. And at the end of the day, the way that I would do it, would be that you try and show the initial functionality and the additional use cases that can be used on this platform, rather than using Skype.

DEV ANAND TEELUCKSINGH: So thanks Ariel, this is Dev. James, I fully empathize with it, because I think that really is the key problem getting the user buy-in, especially when they have the existing Skype. [Inaudible] matter of bridging two different chat platforms together. I'm trying to remember the name, I'm drawing a blank.

But essentially what it does, is it creates a type between two different instant messaging products. So that the Skype one can be [CROSSTALK] and so forth. [CROSSTALK] Yeah.

JAMES GANNON: Yeah, so this is James again. And we actually have to go to bat for the volume of Skype chat that we had. It actually, [inaudible] I also can't remember it off the top of my head, like Big Pipe or something like that,

ends up costing money. And their tier only pipes like 10,000 messages a month, and we hit that within two weeks.

DEV ANAND TEELUCKSINGH: Wow. Okay. I think I found it, it was [inaudible], that's the thing. That was the platform. Okay.

JUDITH HELLERSTEIN: Dev, I think... This is Judith again. James, I think you said at the height of your talk that you got people to switch, by saying it was the only one going to be used at Helsinki, and that's how you got people to get on it, and then once they got on it, they loved it. Was that...? I thought you said something like that.

JAMES GANNON: Yes, so it's James again. So yeah, the method we used for our pilot implementation was essentially we didn't lay down the law, but we said, look, the official platform for communicating for everybody for Helsinki is the NCUC chat, that the executive committee won't be monitoring the Skype channel, the policy committee won't be monitoring the Skype channel.

That's all official business with NCUC will be done on the platform for Helsinki, and that's how we got by at that point.

DEV ANAND TEELUCKSINGH: Okay, this is Dev. Ariel, go ahead.

ARIEL LIANG: This is Ariel. I'll just follow-up on what Judith asked, James, can you just show us quickly the number of people using this like a chat platform, so that we have an understanding of [inaudible]...

JAMES GANNON: So, over the last month, we have had 58 active users, with two and a half thousand messages over 55 rooms, a private group, 65 channels.

ARIEL LIANG: Got it.

JAMES GANNON: So I believe [CROSSTALK] back in Helsinki was the hundred or so mark.

ARIEL LIANG: Okay, got it. Thank you.

DEV ANAND TEELUCKSINGH: Okay. Thanks Ariel. Any other thoughts, or comments, or questions?

JAMES GANNON: Just a final comment from me, if that's okay?

DEV ANAND TEELUCKSINGH: Of course, go ahead James.

JAMES GANNON: Thanks, it's James again. And so I just want to call out what Chris named in the chat, that you know, I think this is a great platform. I think it's a great tool, and something that you guys should really investigate, but at the end of the day, until we get a public archive capability within the platform, I would caution against going full steam along with this.

I will call out to Chris and his team is that, you know, potentially this is something that ICANN could do. And this is an open source project, you guys have capable and qualified programmers, and it's all written using [inaudible], it's all, you know, well-known capabilities, possibly putting in a little tool to pull out something and create a public archive, it's something that ICANN could potentially look at.

But a part from that, if there is anything that I can do to help yourselves, or the At-Large taskforce on looking at this, please just let me know.

DEV ANAND TEELUCKSINGH: This is Dev. Okay, thanks so much for showing this actually, it's nice to see how it's actually, how this type of tool can be used. So and I think it's... Well, our challenge is going to have to [regard?] is, how do we do a trial of this, if we want to try to do it in time for ICANN 58? It might be too late to do that for Hyderabad, but I think it is something I think we really need to take onboard.

Any other final comments, questions?

Okay. All right, so let's quickly... What I had as an agenda item... One of the final things to talk about on the agenda was the experiences of

using Adobe Connect for Linux users. Probably a great surprise, at least to me anyway, Adobe has released a Flash player for Linux, that would be in synch with the Windows and Mac versions.

So there is now a Flash player, version 23, out for Linux users. So that means that in theory, persons using browsers other than Google Chrome, can access Adobe Connect sessions, and conceivably, also be able to use such technology such as Adobe Connect plug-ins and so forth.

So I just wanted to know, has anyone had an opportunity to try the Linux, the latest Flash player for Linux? And whether, of course, they were able to use it to connect to an Adobe Connect session? The floor is open.

I don't see any people typing.

LUTZ DONNERHACKE: Lutz here.

DEV ANAND TEELUCKSINGH: Lutz, go ahead.

LUTZ DONNEHACKE: [Inaudible], I'm using free [BFC?]. We do not have any plug-ins. We do not have any access to the Connect room. It would be fine if we could put Flash on the garbage of the internet and continue to use HTML as it was designed and as it should be. Thanks.

DEV ANAND TEELUCKSINGH: Understood. Judith, go ahead.

JUDITH HELLERSTEIN: So, this is Judith for the record. What I think, and Mark can get me if I'm wrong, but I think you can do that when, after, with ICANN's new version, when it takes over the full control. It can help Linux and force a way to use the web version, but maybe Mark can explain that a little bit.

DEV ANAND TEELUCKSINGH: Okay. Well, Mark if you do [inaudible], by all means.

MARK SEGALL: Hi, this is Mark. Sorry, unfortunately, I'm not well-versed on this particular topic.

DEV ANAND TEELUCKSINGH: Okay, very well. And I think perhaps what we can do, this is Dev. What we can do, let me do a special purpose call to test out the polling in Adobe Connect, and the exit poll feature of Adobe Connect, to see whether it's successful on mobile and so forth.

We can probably, you know, ensure that perhaps a few Linux users are able to join that call, and give us feedback as to how it's going to work. Satish says that he has installed it, but did not have time to run Adobe Connect in this call.

JUDITH HELLERSTEIN: Dev, this is Judith again. That's a great idea because we also need the Linux users to test out the survey in the polling as well.

DEV ANAND TEELUCKSINGH: That's right. So the client version of Adobe Connect, the things such as the captioning part, and so forth, I don't think those will be seen, I could be wrong. But so...

JUDITH HELLERSTEIN: [Inaudible] the captioning pods won't be seen, I'm not seeing, but he says the survey should be work. But he did captioning pods and something else, still would not be seen by people on mobile. But we did discuss whether... I didn't hear from him, I didn't ask the question and so I didn't hear a response from him, about whether you could force mobile person to use the web, and then they could see everything.

Because I think he indicated that was also, in Helsinki, that was an option of helping out everyone. And so, we can discuss all of that on special purpose call. Josh knows all.

DEV ANAND TEELUCKSINGH: Okay. Thanks Judith. This is Dev. All right, well, at least it's something to test again on that special purpose call, how Linux users can use Adobe Connect with the latest Flash plug-in.

All right. Any other business? Any other comments, or observations, questions, concerns, observations? The floor is open. We have about three, four minutes.

JUDITH HELLERSTEIN: Dev, did we schedule a call, a face to face for Hyderabad?

DEV ANAND TEELUCKSINGH: This is Dev. Thanks Judith, thanks for bringing that up. Yes, I think we should have a face to face session for ICANN 58. I won't be there, but you and [Glenn?] can both co-chair that session. Because I think there are quite a few things we can work on, especially if we do decide to push for demoing the NCUC chat and so forth, well not the NCUC chat, but deploying a chat platform similar to the NCUC chat, and so forth.

And the LACRALO mailing list issues, you know, I think it would be very important to have a session in Hyderabad for that. So, okay. Any thoughts or comments on that?

JUDITH HELLERSTEIN: And I don't mind chairing the meeting. I can chair the meeting.

DEV ANAND TEELUCKSINGH: Very well. I think Glenn has already said that, yes, that that would be okay with Glenn. All right.

JUDITH HELLERSTEIN: [Inaudible] outreach engagement, he says.

DEV ANAND TEELUCKSINGH: Okay. Any other comments? Thanks for bringing that up. Any other thoughts or comments?

Okay. So seeing no other comments. So most likely there will be a special purpose call to discuss the demonstration regarding Adobe Connect, the calling issues and so forth. That will probably happen perhaps later this month.

And I think we're going to have to really decide, and I would probably would like to follow-up with probably Chris to see whether, well, is it possibly to have an instance of Rocket Chat available? I would want to have James, because I know he's busy, for him to try to do a second instance of this for At-Large.

So, we can talk a little bit more about that Chris. All right. I think that's about it. I don't see any other hands raised. So I would like to thank everyone for attending the call. Thanks again to James Gannon for attending, and thanks to ICANN staff, and thanks to the interpreters.

So this call is adjourned, and thank you and have a wonderful, good morning, good afternoon, and good evening.

[END OF TRANSCRIPTION]