At-Large Technology Issues

This page seeks to track possible technology related issues noted by the At-Large Technology Taskforce Working Group and the At-Large Community for raising with ICANN Staff.

Current Technology Issues

Description of Issue	Status of Issue	Updated	Solution / Workarounds
LACRALO mailing list issues (See discussion-of-LACRALO-mailing-list-issues for a deeper background behind this issue.)	IN PROGRESS	09 Dec 2019	To resolve the critical issues, ICANN did a complete rewrite of the tool which is scheduled to be deployed to the lists mid December 2019 2019 - Two critical issues have been noted on the discussion-of-LACRALO-mailing-list-issues page : missing emails from the lacralo-es to lacralo-en list ; and the general error message "*Sentence punctuation must be followed by a space*" not specifiying where in emails the error occurs. ICANN IT has a new developer looking at the code to see the bugs. The discussion-of-LACRALO-mailing-list-issues page has other ideas / workarounds for the tool.

Issues regarding Zoom

Description of Issue	Status of Issue	Updated	Solution / Workarounds
For meetings that have multiple audio streams (when interpretation) is done, would attendees have the ability to select which audio channel (EN, FR, ES, etc) to be able to listen and respond in? (submitted by Dev Anand Teelucksingh) Do they have to be dialed into the Phone Bridge or could they use the computer Audio? How would this work?	IN PROGRESS		
Will we be able to get automatic transcripts of Zoom recorded At-Large meetings? (Submitted by Dev Anand Teelucksingh) And Judith Hellerstein The feature is outlined here : https://support.zoom.us/hc/en-us/articles/115004794983-Automatically-Transcribe-Cloud-Recordings- - it would be good if this is enabled as a rough transcript can be provided immediately after the meeting.z The GNSO seems to be able to put up the transcripts using the machine translation facility for recordings in the cloud, but not sure why At Large cannot. If machine transcriptions are allowed and approved by Language services than they should be allowed for all SO/ACs	IN PROGRESS		Staff has the ability to generate transcripts from Zoom recordings.

Currently, users cannot see the chats that had occurred prior to their arriving, but Zoom is looking at a work around? When will users be able to see the chat that occurred prior to their arriving	**IN PROGRESS**	
How can a person using a screen reader access the content on the shared screen in Zoom? -- Muhammad Shabbir.	**IN PROGRESS**	One solution is that all speakers /presenters also post to the chat a link to the comments that they are sharing through zoom screen sharing. IT needs to make sure that all staff take this step in all zoom calls
Is Zoom using the Google Automatic captioning using artificial Intelligence for its Captioning or RTT or is it using another protocol? (submitted by Judith Hellerstein)	**RESOLVED**	According to https://www.icann.org/news/blog/automated-transcripts-from-zoom-at-icann65 , "This feature is powered by Otter.ai, an AI solution which partnered with Zoom for transcription."
If people signed up for the free zoom account will they be able to continue to see the chats after the call? Can they continue chatting on a specific topic after the call?	**IN PROGRESS**	
## Zoom Performance on mid range handsets Another comment that I have relates to the CPU load while using Zoom on mid-range handsets (mine's a Samsung Galaxy J7 Max). There is a distinct impact on Zoom's audio when I turn on the display or switch from the home screen to Chats, with the audio getting chopped. Our general information is that Zoom performs well under low-bandwidth conditions....but do we have any feedback on how Zoom performs on cheaper mobiles? Is there any way to improve this performance (I usually close all my apps before using Zoom, but the above behavior persists). Satish Babu		
Will the Speakers be able to see the order that hands are raised in Zoom Submitted by Ricardo Holmquist. I was under the impression this was fixed for ICANN's version of Zoom (the raised hands will be shown in the order that they were raised).	**RESOLVED**	Staff / Hosts of Zoom Meetings can see the order of hands raised. Community Members who are presenting must be made a host of the meeting to see order of the hands raised

Resolved Technology Issues

The following table are for RESOLVED Technology Issues

Status of Issue	Updated	Description of Issue	Solution / Workarounds
RESOLVED	30 Jul 2019	## Turn on Collaboration Capabilities in Confluence The current version of Confluence allows for collaborative capabilities in writing pages and this would be very helpful to At Large members as we write policy statements and other documents that are stored on our wiki. We also asked for the current version of Confluence to be updated to the new version	We discussed this on the February 2019 TTF call and were told that the reason it was not turned on and that the version of Confluence was not updated was because this feature caused several breaks in links on the current version and that IT was looking at this issue. We asked Mark Segall to update us on this issue. After the wiki hack incident around April 2019, the latest version of Confluence was installed and the collaborative editing feature turned on.

RESOLVED	20 Feb 2019	Having server resources available to test open source solutions like Mattermost, eXo	Whilst several tools have been identified as potential tools that could be useful for At-Large, currently we have to ask volunteers to donate hosting and to configure such server resources. Such persons are rare in At-Large and are typically busy persons to assist with the deployment of such tools for At-Large Testing. Whilst Mattermost testing has now begun thanks to a volunteer, the more complex eXo platform testing has not started. Can ICANN assist with proving server resources? Workaround : use Amazon Web Services (AWS) - Cloud Computing Services that provides 1 year for new Amazon customers.
RESOLVED	11 Sep 2018	While working on the ICANN Stakeholder Analysis Tool , it was noted that a lack of consistent HTML used to display ALSes information on the At-Large website (https://atlarge. icann.org/alses/afralo ; https://atlarge.icann.org/alses/apralo ; https://atlarge.icann.org/alses/euralo ; https://atlarge.icann.org /alses/lacralo ; https://atlarge.icann.org/alses/naralo) hampered retrieval of information into the tool. See Lack of consistent HTML on ICANN At-Large website (ALS information) .pdf which documents the missing HTML pairs when ALS information was missing.	ICANN IT noted the issue and scheduled a fix in late July / early August 2018. The fix was deployed and the I CANN Stakeholder Analysis Tool is now able to retrieve all At-Large information automatically.
RESOLVED	23 Oct 2015	When At-Large persons with Yahoo email addresses post to At-Large mailing lists, their emails are received as spam messages by other persons on the mailing list. In Gmail, the emails recevied from Yahoo email addresses have his message in the spam folder "**Why is this message in Spam?** It has a from address in yah oo.com but has failed yahoo.com's required tests for authentication. Learn more	ICANN Staff plans to install updates to mailman to support DMARC. See http://atlarge-lists.icann.org /pipermail/at-large/2015q4/004153.html

RESOLVED	23 May 2016	Remote participation in ICANN F2F meetings. There are significant challenges for remote participation
		
		• The Adobe Connect room can only stream one audio channel, and typically its the raw audio, meaning interpretation is not heard.
		• Similarly, persons wanting to speak have to dial Adigo but still can only hear raw audio, meaning the remote participants cannot hear interpretation.
		• The different language audio streams are delayed by up to 30-40 seconds. If the computer was used to dial Adigo (using programs like Skype), this results in two audio streams, one from the Adigo bridge, one from the language stream which makes it hard to understand speakers in the room being interpreted in the language of the remote participant
			Mark Segall has responded to this issue in May 2016 :
			
			• Re: The Adobe Connect room can only stream one audio channel, and typically its the raw audio, meaning interpretation is not heard.
			
			    ○ This was originally how we had it where it was raw audio, but now as of 3-4 meetings ago, we stream the English line, which means adobe connect always has English, whether via floor speaker or interpreter.
			
			• Re: Similarly, persons wanting to speak have to dial Adigo but still can only hear raw audio, meaning the remote participants cannot hear interpretation.
			
			    ○ Same as above, they will hear English as the primary adobe language and on the phone. If they want to hear the interpretation, they do have to listen to a separate stream. We are looking into alternatives to this, but so far have not found any viable options.
			
			• Re: The different language audio streams are delayed by up to 30-40 seconds. If the computer was used to dial Adigo (using programs like Skype), this results in two audio streams, one from the Adigo bridge, one from the language stream which makes it hard to understand speakers in the room being interpreted in the language of the remote participant
			
			• Streams are no longer delayed 30-40 seconds – at most they are delayed 3-5 seconds. In some cases there is a delay in Interpretation, due to the interpreter listening to the speaker for the full phrase before interpreting into another language. This is the nature of interpretation, and will add a small delay.

RESOLVED	Sept 21, 2016	The RALO literature is devoid of speciality email addresses ie. chair@naralo.org and secretariat@naralo.org Staff has said for security reasons it can't be done. Resolved this issue by creating a list serve Naralo-Leadership@icann.org.	From Mark Segall : I followed up internally on the request for aliased email addresses (the last recorded issue on the AL-TTF Issues page dated 21 Sep) they have provided confirmation that these email addresses do still exist in the form of a mailman distribution list..... ....However, what has changed is the ability to "Send As" this address. The security team has made several changes to this function throughout our services ecosystem to reduce risk of phishing. So if anyone wishes to be able to send as chair@naralo.org, we will need to work with the individual(s) to configure VPN. Resolved--
20 Feb 2019	**UNRESOLVED**	**Adigo dial out quality** (submitted by Sarah Kiden Feb. 20) Adigo Call quality has really be dropping. Sarah reports that in some calls her call has dropped several times and in the past the quality was not so bad. Many other people have reported a significant increase in the number of calls dropped by adigo (submitted by Satish Babu) - the dial-out quality for most conference calls are quite poor and practically unintelligeble for 60-70% of the time. The device used at my end is my mobile phone, which works ok for normal calls. Can something be done about this? The AC room audio is much better (in listen-only mode), although it's somewhat noisy if I try to speak at peak hours. @Olivier COlivier Crepin Leblond also has had numerous problems with the quality of the calls	We asked Mark Segall to follow up on these issues with the Meetings team

Adobe Connect

Since ICANN has stopped using Adobe Connect, the technology issues noted here have been moved to the Adobe Connect Issues Page