

Use of Adobe® Connect™ Closed Caption Pod with VITAC's upgraded Internet Captioning Streamer.

Product	Internet Captioning Streamer (ICS)
Bulletin #	ICS.13
Date Issued	31 August 2017
Severity	2 – Moderate – Impairs core functionality, workaround available

Overview:

Clients using the Adobe Connect closed caption pod technology report that ICS stops delivering captions and that duplicate captions are occasionally streamed. VITAC found that the Adobe Connect service recovery results in a duplicate connection which can produce the duplicate captions. VITAC has isolated the source of the issue to the Adobe Connect component and is taking remediation steps to validate expected functionality. VITAC expects to complete solution development and validation testing by September 19, 2017. Until then, users experiencing this issue must contact VITAC to reset the Adobe Connect service.

Release Versions Affected:

3.0 and Higher

Observed Symptoms:

Caption streaming is discontinued and/or captions are duplicated after being streamed to the Adobe Connect caption pod.

Related Technology Impacted:

Adobe pod

Resolution:

- Interim workaround is to contact VITAC to reset the Adobe Connect service when caption streaming stops
- ICS corrective release is scheduled for no later than 9/19/2017.

Contact: If captions stop or duplicate, please contact on-air services at 1-800-590-4203.

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