

Users from the Department of Veterans Affairs are unable to view captions in the ICS Player, though the transcript is visible.

Product	Internet Captioning Streamer (ICS)
Bulletin #	ICS.14
Date Issued	31 August 2017
Severity	2 – Moderate – Impairs core functionality, solution available

Overview:

The Department of Veteran Affairs reports they are not receiving live captions in the ICS web player, but can see the transcript. VITAC discovered that a core integrated ICS service, PubNub, is blacklisted by the Department of Veterans Affairs. VITAC recommends that the Department of Veterans Affairs whitelist PubNub to successfully use the ICS Service.

Release Versions Affected:

3.0 and Higher

Observed Symptoms:

Users are unable to view streamed captions but can see the transcript.

Related Technology Impacted:

NA

Resolution:

The VA must whitelist PubNub to successfully use VITAC's ICS Player.

Contact: If you have any questions, please contact on-air services at 1-800-590-4203.

