











CiT Development Call - April 24, 2023

Azeus

Schedule	Monday 24 April 2023, 14:00 — 15:00 PST
Description	We will use CiT for this one
Notes for Participants	Please join the video conference when prompted
Organiser	Norman Casanova

Agenda

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1. Schedule of New MS Teams Tenancy Migration

2. Updates on Customer List

Presented by Brian Magalong

CiT Clients

Demonstrated	For Setup Environment	For IT Admin Integration	Integrated	Actively Testing	Training	Live
+ Add task	+ Add task	+ Add task	+ Add task	+ Add task	+ Add task	+ Add task
<input type="radio"/> Tamkeen (KSA)	BOUGHT	BOUGHT	<input type="radio"/> Warburg Pincus (US)	<input type="radio"/> Minnesota Paralyzed Veterans of America (US)	BOUGHT	BOUGHT
NHS Digital	<input type="radio"/> Grupo Humano (DO)	<input type="radio"/> The National Lottery Heritage Fund (UK)	<input type="radio"/> UniCredit (IT)	<input type="radio"/> English-Speaking Union (UK)	<input type="radio"/> Wandle Housing Association (UK)	<input type="radio"/> Lone Star (UK)
<input type="radio"/> Essex NHS	<input type="radio"/> Linklaters (UK)	BOUGHT	<input type="radio"/> Empresaria Group Plc (UK)	BOUGHT	BOUGHT	BOUGHT
<input type="radio"/> Government Actuary's Department (UK)	<input type="radio"/> Royal Holloway University of London (UK)	<input type="radio"/> Collinson Group (UK)		<input type="radio"/> Believe Housing (UK)	<input type="radio"/> AllWyn (Switzerland)	<input type="radio"/> Leeds Hospitals Charity (UK)
<input type="radio"/> Alpine Health (AU)	<input type="radio"/> British American Tobacco (ZMB)	<input type="radio"/>		<input type="radio"/> MV Credit (UK)		BOUGHT
<input type="radio"/> Brisbane South PHN (AU)				<input type="radio"/> TOI Foundation (NZ)		<input type="radio"/> Bradford District Care (UK)
<input type="radio"/> Asian Development Bank (PH)				<input type="radio"/> Atla Group (UK)		BOUGHT
<input type="radio"/> Birmingham and Solihull Mental Health NHS Foundation Trust (UK)				<input type="radio"/> Information Commissioner's Office (UK)		<input type="radio"/> CalBank (GH)
<input type="radio"/> Chanel (FR)						<input type="radio"/>
<input type="radio"/> Bison Bank (UK)						BOUGHT
<input type="radio"/> iLembe District Municipality (ZA)						<input type="radio"/> St Arthur Homes (UK)

Reference: [Client List](#)

Highlights:

- New client: Grupo Humano
- Essex NHS declined CiT (again!)
- MPVA of USA

3. Release Notes

Presented by Norman Casanova

CiT Release Notes

CiT Admin (v7.0.2-cit.4)

What's New

- Organisers can now include MS Teams Rooms when scheduling a Meeting

The screenshot shows a meeting scheduling form. The 'Meeting Title' is 'CC 28th Board Meeting - April 2023'. The 'Schedule' is '30 Apr 2023' with an 'All day event' checkbox. The 'MS Teams Room' section shows three selected rooms: 'Conference Room 1', 'Matrix Room', and 'Small Room 1', each with an 'Accepted' status and a close button. The 'Physical Venue' dropdown menu is open, showing a list of rooms with checkboxes: 'Conference Room 1' (checked), 'Conference Room 2', 'Conference Room 3', 'Conference Room 4', 'Matrix Room' (checked), 'Small Room 1' (checked), and 'Small Room 2'. The 'Send Reminder' section has a red location pin icon.

Bug Fixes

- Fixed issue on disappearing banner when meeting schedule and/or venue has been modified for a published meeting
- Improved error message displayed in the Meeting Details page when the MS Account of the primary organizer is already deleted.

CiT Board (N/A)

Draft Release Notes – May 2023

CiT Admin (7.0.2-cit.5)

- Enhancements:
 - CITREQ-SP-0055 – Meeting Templates
 - CITREQ-SP-0012 – Access meeting recording from CiT Admin meeting page
- Bug Fixes:
 - CITREQ-SP-0057 UI/UX improvement

CiT Board (v7.3.1.0)

- Enhancements:
 - CITREQ-SP-0043B – Live Edit (will be released earlier)
- Bug Fixes:
 -

p720 - Timer Feature (WBC)

4. Quality

Presented by Norman Casanova

4.1. Support Issues Received

Presented by Norman Casanova

CiTSupport Tickets as of 24-Apr-2023

Pending from Engineering Team

Date	Client	Severity	Type	Description of Issue	Investigation Results / Resolution
Mar 20, 2023	CiT Demo Trial	High	Network	Brian reported an error when he tried joining a meeting	Investigation showed signs of a flaky/slow RMS connection. WBC program changes are needed to improve logging for further investigation of such connection issue and for proper handling of RMS disconnection.
Mar 16, 2023	Believe Housing (Enterprise)	Critical	Program Issue, Usage	Client reported that some users were unable to join meeting	<p>It was caused by a cached version of WBC in the specific user's MS Teams. They were advised to sign-out -> sign-in which resolved the issue.</p> <p>A WBC program issue is needed to avoid caching of the front-end program in clients' MS Teams whenever there is an upgrad</p>
Feb 15, 2023	Wandle (Enterprise)	Medium	Program Issue, Usage	Client reported that they do not want CiT to create a calendar event when publishing a meeting. This is because they already created all their meetings manually.	<p>Calendar integration is the core of CiT's Exchange integration. If the client really do not want this, the only way for now is to disable their CiT-Exchange license, but this will affect all other CiT features like RSVP and checking of availability.</p> <p>[update] We have sent first that the feature to stop creating calendar appointment in CiT is not available at the moment and we are adjusting our program to have this available at the soonest.</p> <p>[update] we have yet to upgrade the client environment due to a caching issue that we encountered in other clients after an upgrade.</p>

Pending from Client

Date	Client	Severity	Type	Description of Issue	Investigation Results / Resolution
Mar 2, 2023	Lotus Cars (Trial)	High	Environment	Client reported that she is unable to join the Teams video conference	<p>Client's machine has missing mapping of protocols to MS Teams app. Client tried to reinstall Teams as we suggested but it did not resolve the issue. Client later shifted to trialing standard Convene, as they said that the issue on Teams might be on their side.</p> <p>For the dev team side, we are only able to replicate this short-term by intentionally modifying registry values used by MS Teams.</p>
Feb 21, 2023	Wandle (Enterprise)	Critical	Environment	Issue with accessing meeting papers	This is similar to previous issues they raised, which was caused by their ISP (ForcePoint) blocking websockets during live meeting.
Feb 2, 2023	Bradford UK (Enterprise)	Medium	MS Teams	<p>When one of the organisers left recently, the meeting she setup recently could not be altered and no one could join it even though the primary organiser was changed to someone who was at the meeting.</p> <p><i>We have sent out all the meeting notifications for the full year but if the person who sent them out now leaves, will that cause problems when we actually start or try to join any of the meetings they have set up?</i></p> <p>---</p> <p>[Feb 9] <i>However, I also wanted to ensure there were co-organisers but the meetings haven't been published yet – just the advanced notifications sent. That will mean that when the meetings have been published later in the year (closer to the meeting dates), the original organiser won't be a member of staff and so presumably we wouldn't have access to be able</i></p>	<p>Microsoft does not currently provide a way to transfer 'organiser' role of an existing Teams meeting from one participant to another.</p> <p>For now, we can only suggest to restore and use the account of the previous organiser to update the meeting options of all the Teams meeting he/she has previously setup.</p> <p>---</p> <p>[10-Feb] We have sent a reply that clarifies the ff:</p> <ul style="list-style-type: none"> • The organiser who publishes the meeting will be the organiser of the MS Teams meeting • The calendar invitations that have been sent out are always tied to the original meeting organiser who issued them; the invites will not be deleted

				<i>to create another co-organiser? We are worried as with all the meetings for the year now scheduled and advance notifications sent, does that mean we might need to reissue them from a generic teams account?</i>	<p>even if that user were to leave the company</p> <ul style="list-style-type: none"> Agreed to recommended to use a generic Teams account for maximum flexibility
Jan 25, 2023	Wandle (Enterprise)	High	Environment	Organiser is unable to start a meeting; Participant was able to view the meeting papers before the actual schedule, but was unable to join once the meeting went live	Similar to the previous incident, investigation showed that the affected users were using ForcePoint ISP, a security-oriented ISP that are blocking WebSocket connections, which is being used by the live meeting feature. We have sent ff-up to their IT if they have already whitelisted the necessary URLs in their ForcePoint configuration.
Jan 20, 2023	Lone Star (Enterprise)	High	UX	Guest user unable to join a test meeting	<p>The screen shot they provided looks like the guest user accessed the meeting using a link that are not for guests. Probing questions were sent back to client for further clarification of the scenario.</p> <p>A change request is in the works to alleviate this UX issue of guest participants joining a meeting.</p> <p>Internal Reference: CR #255848</p>

Closed

Date	Client	Severity	Type	Description of Issue	Resolution	Date Resolved
Apr 10, 2023	Wataniya (Trial)	Critical	Deployment	Client reported they were unable to access CiT Board	The issue was caused by an incorrect WBC URL that was saved during initial deployment. The URL was fixed the day after, but the client was only able to confirm the fix on Monday, Apr 17, during a technical call that they requested.	Apr 17, 2023
Mar 16, 2023	Believe Housing (Enterprise)	Critical	Program Issue, Usage	<p>Client reported the ff</p> <ol style="list-style-type: none"> They cannot change presenter User tried to join a live meeting, but was prompted that the meeting has already 	The two users were not part of a live meeting. They were guided and were able to try the feature and understand the process of manually ending the meeting after they have successfully joined	Mar 22, 2023

				ended		
Mar 24, 2023	MV Credit (Trial)	Critical	Deployment	Client reported that CiT Board is just continuously trying to sign-in in loop	<p>In the session with the client last Mar 29, 2023, it was found that the issue was caused by a typo in the system parameter “WBC URL”. After fixing the system parameter, the client confirmed that the issue was resolved.</p> <p>Deployment team will put additional measures during post-production testing to ensure these manual errors do not happen again.</p>	Mar 29, 2023
Mar 23, 2023	TOI Foundation NZ (Trial)	Critical	Deployment	Client reported that CiT Admin was not loading	Initial checking by SE team found a heap space error. Further investigation by dev team is that certain standard system changes were found missing in the client env that caused the heap space error.	Mar 23, 2023
Mar 20, 2023	Bradford (Enterprise)	High	Environment	Client reported they were unable to upload a document in CiT	<p>The issue was caused by the deleted MS Active Directory account of the original meeting organizer who left their organization. Microsoft does not have a solution yet for this issue with regards to the calendar events owned by a deleted user.</p> <p>It was suggested to the client to reinstate the AD account of the user and the client confirmed it resolved the issue.</p>	Mar 21, 2023
Mar 17, 2023	TOI Foundation NZ (Trial)	Critical	Deployment	Client reported CiT Board is not loading	<p>It was found that WBC was down at that moment; SE Team helped to startup/restart WBC and it was resolved with client.</p> <p>Unfortunately, due to deployment issue, the error file / docker dump file was not mounted properly and cannot be retrieved anymore for further investigation.</p>	Mar 17, 2023
Mar 16, 2023	CiT Demo Trial	High	Environment	Account Manager reported a slowdown of CiT from her end	Initial investigation points to a similar issue reported 1 year ago from the same colleague. Slowness is due to user’s slow network/ISP (RP) accessing a demo environment hosted in UK. This was optimized using AWS Global Accelerator.	Mar 28, 2023
Feb 23, 2023	Bradford (Enterprise)	Critical	Deployment Issue	Unable to reach the app	Their CiT Admin was not accessible which was caused by a deployment issue during an upgrade earlier that day. The issue was quickly resolved by the SE team with the help of the Deployment Team. The teams have since met and aligned with the additional post-production testing steps for CiT to make sure that the CiT apps are accessible inside of MS	Feb 23, 2023

					Teams.	
Feb 22, 2023	LHC (Enterprise)	Critical	Program Bug	Unable to load meeting pack, meeting will start in 30 minutes	Both portal and WBC were very slow at the time of incident and so the team decided to restart their environment. The restart worked for them. Initial assessment during incident support was that the meeting pack loading error was caused by an earlier program bug that was already closed early January but was missed to deploy to production. We have since upgraded CiT production environments starting with enterprise clients.	Feb 22, 2023
Jan 19, 2023	Wandle (Enterprise)	High	Environment Issue	Client was unable to access CiT Board	The logs showed some out of memory with the WBC application. The support team have already restarted their environment and adjusted the memory allocation as mitigation. Client have confirmed they can access it after the restart. Investigation for the root cause is still in progress. We will be adjusting the memory allocation of CiT environments across the board, and pending a load test for an updated baseline memory allocation. Internal Reference: s144 #257907	Jan 20, 2023
Jan 20, 2023	LHC (Enterprise)	High	Deployment Issue	Client is unable to access CiT	Both portal and WBC were up but were not accessible inside MS Teams. Upon initial check, the CSP rules that allow the applications to be accessible inside MS Teams were unexpectedly removed during the environment upgrade that was done earlier that day. The System Team re-aligned the CSP rules and restarted their environment.	Jan 20, 2023
Jan 19, 2023	Wandle (Enterprise)	Low	Environment Issue	Client was unable to join meeting in CiT	Investigation showed that only 2 users were unable to join live (test) meetings while others were able to. The 2 users who were unable to join the live meeting were using ForcePoint ISP, a security-oriented ISP that are blocking WebSocket connections.	Jan 20, 2023

					Support team provided a workaround for the 2 users to connect to a different ISP, while the fix is for their IT to whitelist the necessary Convene URLs / protocols in their ForcePoint.	
Jan 12, 2023	Wandle (Enterprise)	Medium	Application Issue	Client was unable to find a disabled account	Investigation showed an application issue is the cause. There's an issue with regards to handling of workspaces to user accounts being disabled resulting from a deletion of a User Group. A data patch has been executed in the client environment to restore the removed the workspace of the disabled account. Client has verified that she was able to see the account again and successfully enabled it back.	Jan 14, 2023
Jan 6, 2023	LHC (Enterprise)	Critical	UX	2 guest users unable to join the meeting	Investigation showed that the meeting notifications were successfully sent from our side to the 2 guest users. From the latest call between our support team c/o Ira with Hamza (LHC's IT), they verified that the system has no problem with guest users joining a meeting. He explained that because the 2 guest users did not find the Meeting Started notification, Hamza mistakenly shared the join/view meeting link from a licensed user to the guest user. This is not expected as links are different among users. This is now clear with Hamza and he will tell the Board members joining as guests in their meetings. Client agreed to close the ticket and no further investigation is required.	Jan 10, 2023
Jan 6, 2023	LHC (Enterprise)	Low	Feature gap	Unable to click hyperlinks in board papers	Their current CiT Board version does not yet support hyperlinks in meetings. The feature is supported in the current version being rolled out. Client environment is already scheduled for upgrade.	Jan 6, 2023

4.2. Quality Issues for Current Sprint (March 2023 Sprint)

Presented by Norman Casanova

May 2023 Enhancement Items and Issues

CiT Admin v7.0.2-cit.5(#263953)

Redmine ID	Description	Status	Dev / TD
#252679	CITREQ-SP-0012 – Access meeting recording	For Testing	Tanim / Anjelo
#252165	CITREQ-SP-0055 – Meeting Templates	Coding	Disha, Amanda / Anjelo
	CITREQ-SP-0057 – UI/UX Improvement	Coding	Tanim / Jay

CiT Board (v7.3.1.0)

Redmine ID	Description	Status	Dev / Tester
#249109	CITREQ-SP-0043 – Live Edit for WBC	For Fixing Issues: 10	O'Dell / Nilesh
#196377	CITREQ-SP-0051 – p1124 – Signature Placeholder	For Fixing and Testing	Anukriti, Ravikant / Abdullah

4.3. Other test concerns

Load Testing:

We need to articulate the known limits of common transactions, such as:

- For cloud, how many concurrent logins, can be accommodated at the same time?
- How many concurrent users can be joining a meeting at the same time?
- How many meetings can be scheduled concurrently?

Current Convene baseline:

- For document size, cloud standard guidelines is up to 200MB meeting pack. Case of one HK client which has up to 500MB or 1GB (can't remember) meeting pack and need some special portal memory configuration.
- Done a load test and we can have a configuration to support 600 concurrent users. Assuming concurrent is about 30% of named users, this will be about 2000 users environment. In the 600 users load tests, the meeting pack size is 30MB.

4.4. Roadmap

Presented by Brian Magalong

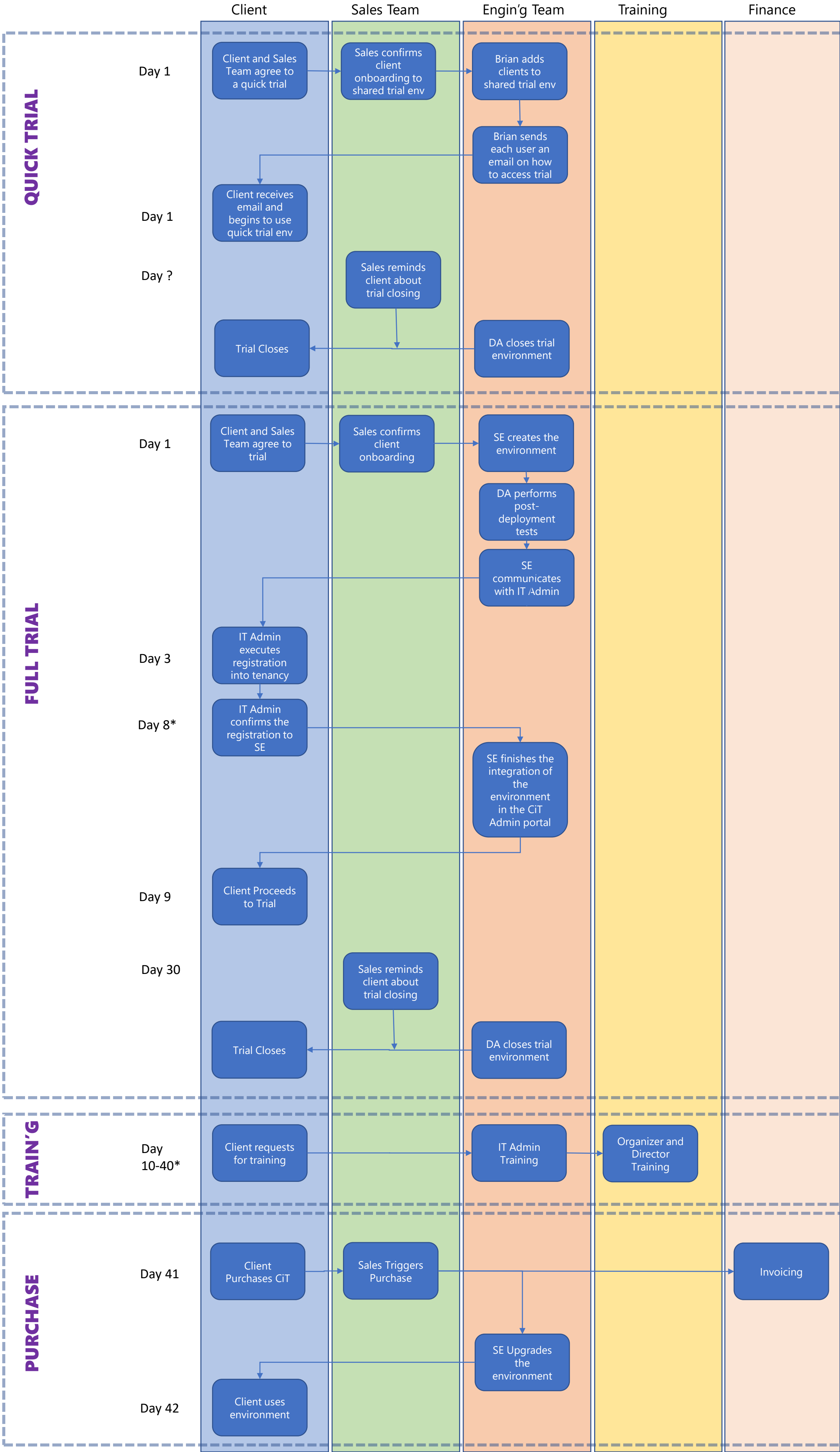
The Kanban board displays tasks across eight columns:

- To do**:
 - Prod Customer Req. CITREQ-SP-0068 Export Audit Trail as PDF. Due: [icon]
 - Trial Customer Req. CITREQ-SP-0069 - Tie an existing calendar event to CIT.
 - Trial Customer Req. CITREQ-SP-0032 - Sending emails from Meeting Organizer's email account.
 - Trial Customer Req. CITREQ-SP-0008 - "[Bison Bank] Put Convene Admin functionality in Convene Board so meeting organizer does not have to switch back and forth."
 - Trial Customer Req. CITREQ-SP-0065 - Feature-based license model.
 - Trial Customer Req. CITREQ-SP-0002 - Convene + CIT.
- Microsoft Technical Limitation**:
 - Prod Customer Req. CITREQ-SP-0063 - Specify roles for participants so they can screen share. Due: 04/14.
 - CITREQ-SP-0010 Remove the tabs that are not accessible to the login user. Due: 04/14.
- Technical Investigating**:
 - CITREQ-SP-0067 - Interface with Microsoft Copilot (ChatGPT) AI. Due: [icon].
 - CITREQ-SP-0027 - Integration with MS Team Planner. Due: [icon].
 - CITREQ-SP-0061 - CIT Admin/CIT Board Demo Apps. Due: 04/20.
 - CITREQ-SP-0041 - CIT Chat Bot: Schedule meetings from MS Teams Chat. Due: [icon].
- UX Discussions**: [Add task]
- Logical Designing**:
 - Trial Customer Req. CITREQ-SP-0064 - When read rights are removed from CIT, also sync this with Sharepoint Permissions. Due: [icon].
- Physical Designing**: [Add task]
- For Coding**:
 - CITREQ-SP-0062 - CIT for Shared Tenancy. Due: [icon].
 - CITREQ-SP-0066 - Revamp of Active Directory sync. Due: [icon].
- Coding**:
 - CITREQ-SP-0055 - Meeting Templates. Due: 04/24.
 - CITREQ-SP-0043 - Do Live Editing from within CIT Board. Due: 04/24.
 - CITREQ-SP-0051 - Signature Placeholder. Due: 04/24.
 - CITREQ-SP-0050 - Allow for the Creation of documents from inside of Office Document. Due: [icon].

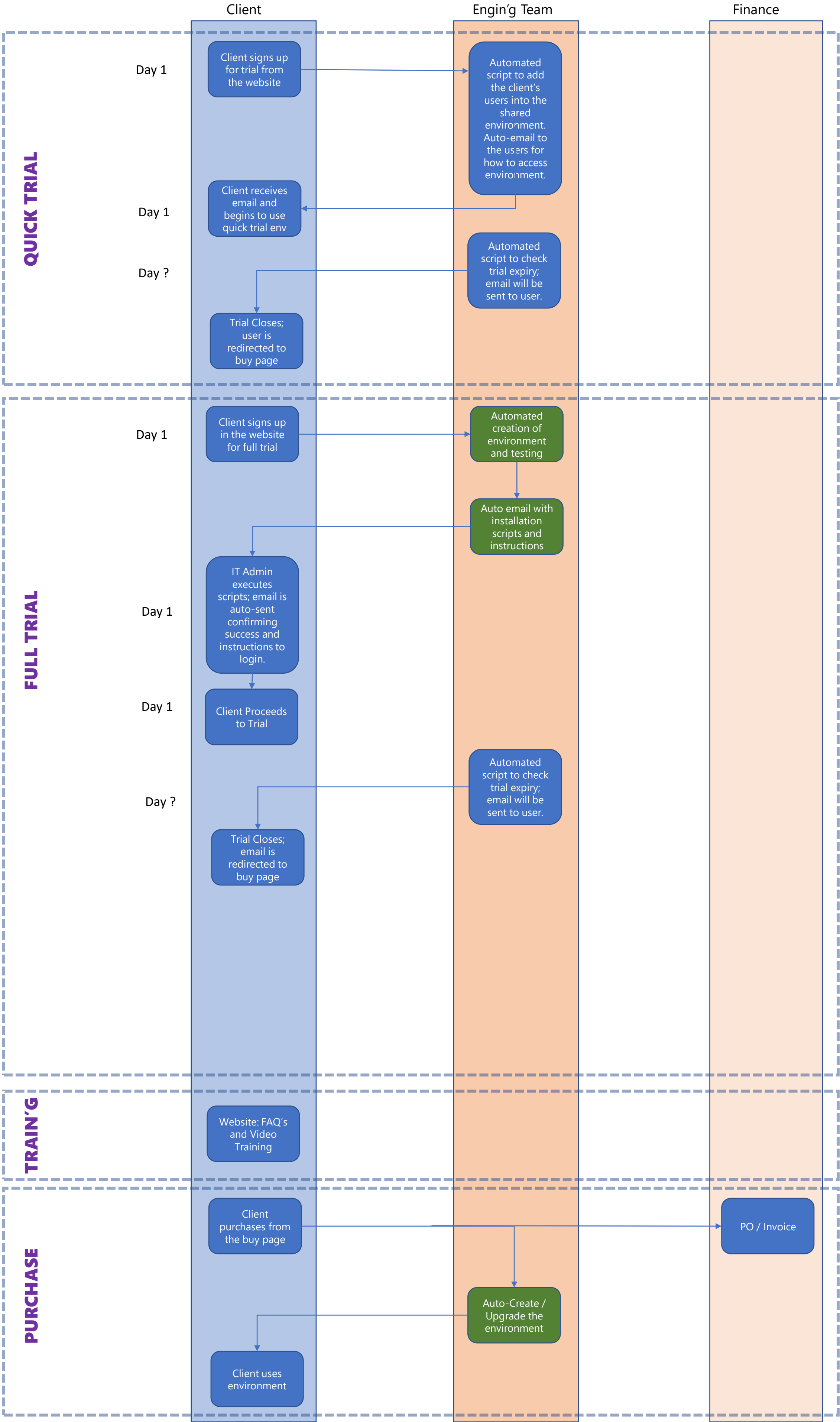
Reference: [Tasks](#)

5. Process automation

CONVENE IN TEAMS CLIENT DEPLOYMENT JOURNEY



CONVENE IN TEAMS CLIENT AUTOMATED DEPLOYMENT JOURNEY



5.1. CiT Resource Hub

6. Development Updates

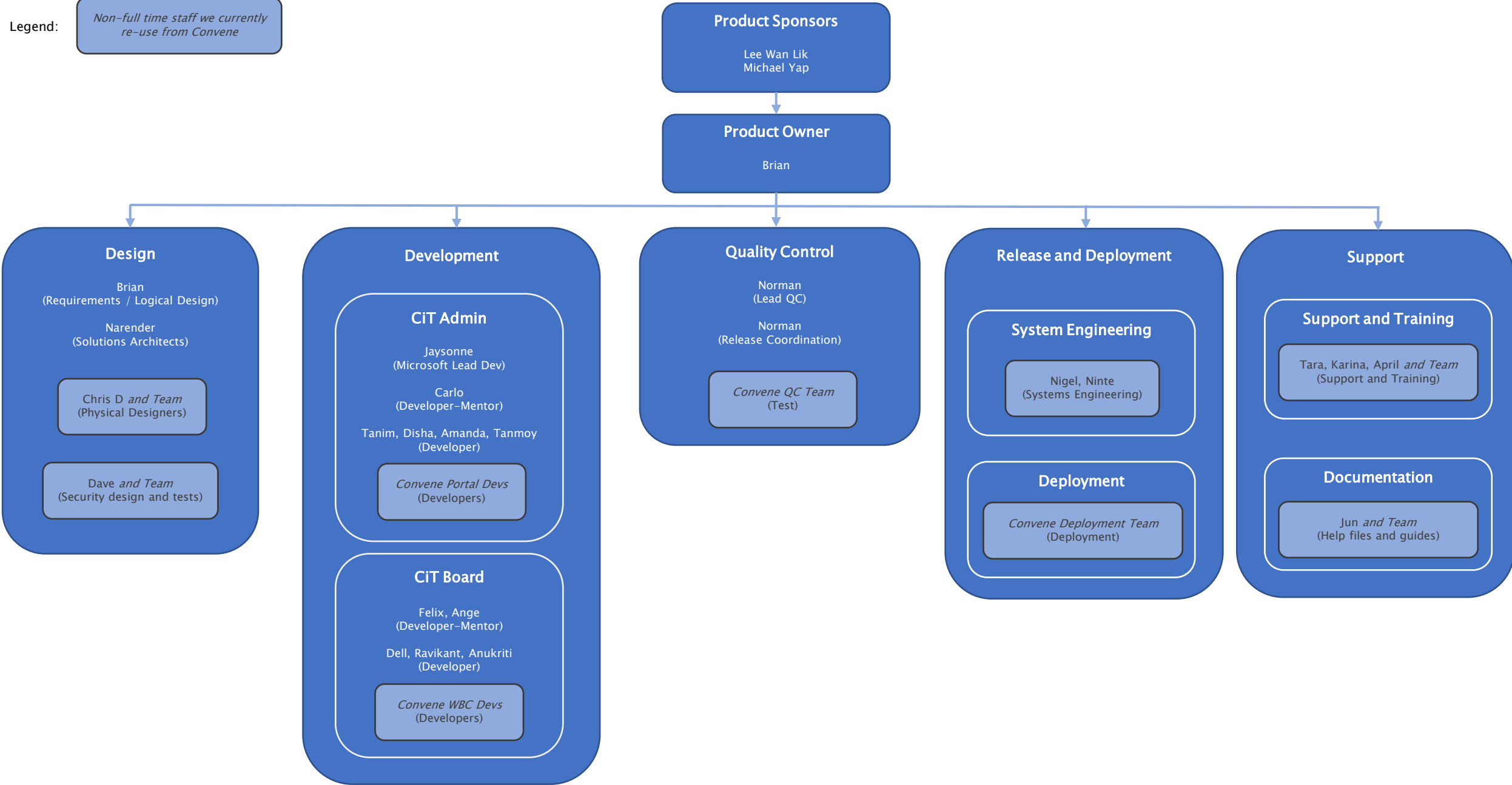
Presented by Brian Magalong

Convene in Teams Engineering Team

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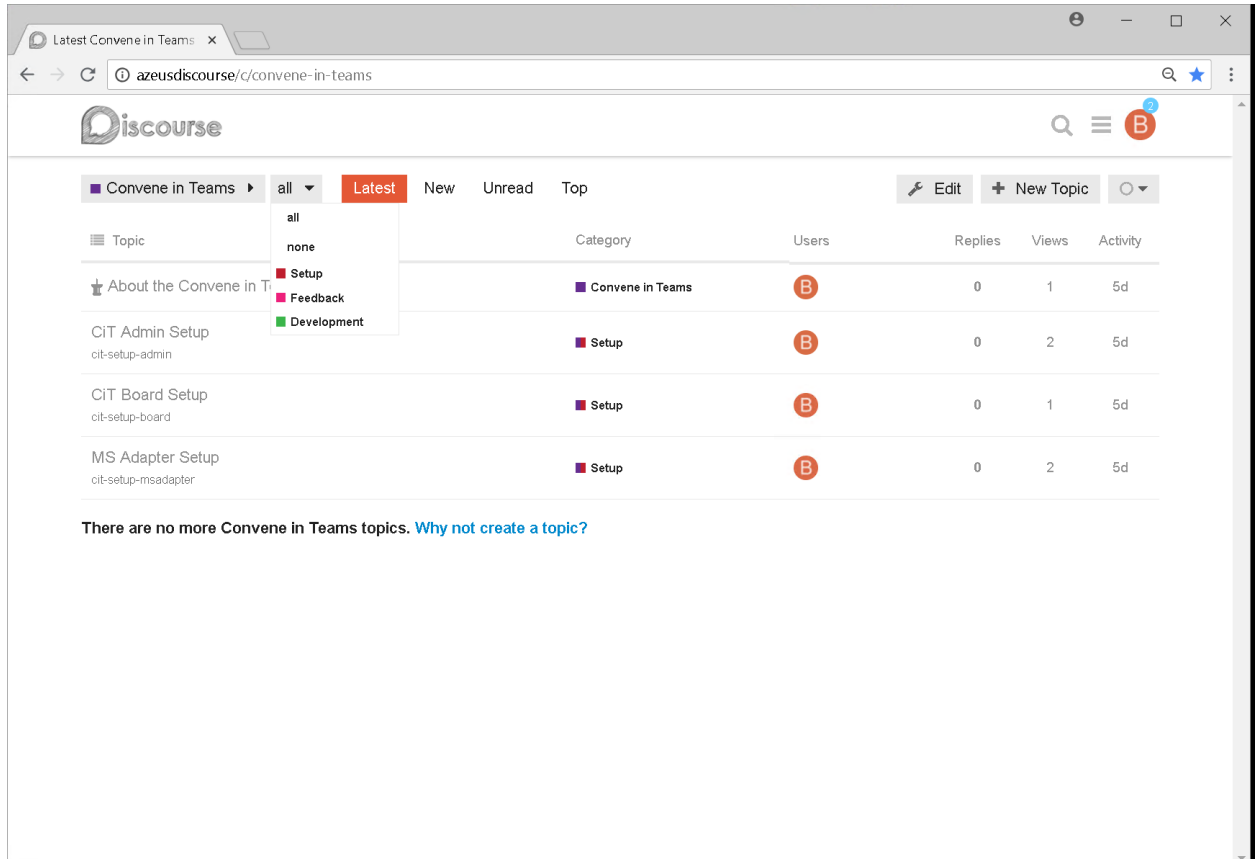
Legend:

Non-full time staff we currently re-use from Convene



Development Improvements

- Documentation



- Development Environment

Matters arising from previous meeting