

Demo of Internationalized Web Hosting and Email Tools

The state of UA now

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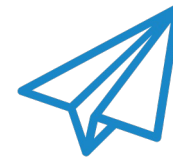
Agenda



Web hosting tools



Email state



I send an email
(and it arrives late)



Next steps

Web Hosting Tools

- ⦿ Plesk and cPanel used by many web hosting companies
- ⦿ Partial support, more in Plesk than cPanel
- ⦿ Web hosting staff needs to cope with IDNs



- ◉ Demo domain today: grå.org
- ◉ Someone needs to host that domain
- ◉ Everyone else needs to correspond with that
 - Works halfway well for info@grå.org
 - Not so well for grå@grå.org
 - Let's not go into සත්‍ය@සත්‍ය.ලංකා



- ◉ Office365, Gmail, and others can send mail to grå.org
- ◉ More than half of email users can reach info@grå.org
- ◉ Some problems, varies with site and software:
 - Sometimes searching for mørkerød doesn't find the right mail
 - Display things like =?b?utf8=43278fdshj=?
 - Questions like “is mørkerød@grå.org” really valid?



- ⦿ Other email software must support these addresses
- ⦿ Web shops, SaaS vendors, web forums, mail service providers...
- ⦿ Software vendors to the above
- ⦿ Open source foundations, even programming languages



Other Challenges

- ◉ Linkification problems
- ◉ Significant problems related to IDNA2003/2008, both email and web
- ◉ Above-average bug frequency because bugs aren't discovered due to low use
- ◉ UASG works on and documents these things
- ◉ See uasg.tech



How Can You Help?

- ⦿ You can!
- ⦿ Come and talk to me or email me at arnt.gulbrandsen@icann.org



Engage with ICANN – Thank You and Questions



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