Summary	Status	Priority	Category	Replies	Last updated	Description
[Restricted country of residence for IE, NL and UK](#)	Active	Major	Improvements	4	*1 day 22 hours* ago	Submitted by Kenneth Irvine on March 11, 2013 - 98 reads Restricted country of residence for IE, NL and UK For IE, NL and UK the drop-down list of countries of residence should include only the country selected for generating the form. Selecting another country only triggers an error, and it's misleading for the user to offer a choice of residence country when no such choice exists.
[Customized error message for wrong Portuguese "Cartão de Cidadão" format](#)	Needs review	Critical	Improvements	5	*2 weeks 1 hour* ago	Submitted by Francisco Gimeno on January 18, 2013 - 144 reads Customized error message for wrong Portuguese "Cartão de Cidadão" format "Uno di Noi" has proposed to add the following error message when the validation of the "Cartão de Cidadão" fails: ""Preencha toda a informação (ATENÇÃO: Se escolher como documento de identificação o Cartão de Cidadão, tem de incluir os 8 ou 9 dígitos do antigo BI seguido dos 4 dígitos adicionais (1 número, 2 letras e 1 número)
[Enhance the software to display nicely on smartphone - smartphone friendly](#)	Active	Major	Improvements	2	*2 weeks 3 days* ago	Submitted by Tristan Charbonnier on March 29, 2013 - 71 reads I am part of an ECI and I have a suggestion to greatly improve the collection software. Indeed, it should be great if the pages could display nicely on a smartphone either in display or landscape mode. Today, you need to either pan or zoom to fully see the website. It's because the software uses fixed layout. I took a first look and think it's possible to do it without altering the distributed content (just change the way it fits the screen) and it doesn't involve a lot of changes. This change may really improve the ability to gather signatures. Indeed, a lot of people are using smartphone today. And, if you distribute flyers, if someone is interested it can be interesting to be able to push him straight to a convivial website and gather its signature straight away. Modern communication involves QR Code that needs to end up a mobile-designed website to be of real use. What do you think? Is it worth it? (Once change have been proposed, what's the delay to push a release mainstream?)
[User interface for downloading exported statements of support](#)	Active	Critical	Improvements	5	*3 weeks 2 days* ago	Submitted by Marc Vanloo on March 25, 2013 - 86 reads For the moment, the organisers can only request the export of the statements of support through the administration interface. After the request, the files are generated on the local file system of the web application. The organiser cannot dowload the export directly from his administration user interface. He must call some technical responsible that must connect directly to the file system and then package the files and send them to the organiser in a "secured" manner. It would be interesting to have a user interface in the administration interface so that the organisers can dowload the requested exports directly. It would be nice to have also the possibility to delete the files from the server once they are downloaded. This would simplify the export process and remove useless steps that require more security measures and consequently extra costs. Is there a security issue about this? Is this going against ISO 27000 certification? The administration interface is accessible over HTTPS only after double authentication of the organiser and the transmitted data (statements of support) is already encrypted.
[Export statements of support into a single ZIP file](#)	Active	Critical	Improvements		*3 weeks 3 days* ago	Submitted by Marc Vanloo on March 25, 2013 - 39 reads Currently, when an organiser request the export of statements of support through its administration interface, the OCS environment will create on the local file system a hierarchy of subfolders (for each country and each language) and then write the data into XML files. Could it be possible to create directly a single ZIP file for each export, containing all these subfolders and XML files? This would simplify the transmission of the data between the OCS server and the organizer. It would help also to manage more efficiently the file system of the OCS server.
[Make captcha easier](#)	Active	Critical	Improvements	3	*3 weeks 5 days* ago	Submitted by Francisco Gimeno on March 20, 2013 - 137 reads Mario Tenreiro, during the ECAS conference on March 19th, requested to make the captcha easier.

[Graphical display for the support received](#)	Needs review	Major	Improvements	5	*4 weeks 3 days* ago	Submitted by Francisco Gimeno on January 21, 2013 - 165 reads Admin module of OCS displays the total number of SoS by country. This information could be made available in the "public" part of the application, possibly in a graphical way as done in: http://en.fraternite2020.eu/signatures.html reply #3 - Posted by Lionel Antunes on March 23, 2013 at 19:41 So I've played a bit with my OCS test setup and it turns out that JCaptcha is quite flexible. Based on my tests, I think the simplest solution to make the captcha easier would just be to tune the settings in captcha-services.xml. As explained above, to keep protecting organisers we should be really careful in changing these settings so that the captcha becomes easier for humans but not for robots. Also the charset could maybe be further limited to improve readability ('9' vs 'g'). Finally, I wonder if all the users understand that they can ask for another challenge if the current one is too difficult to read ; maybe something more explicit than the little arrow (plain text ?) could help too.
[Always export complete tables in PDF](#)	Active	Major	Improvements	3	*5 weeks 3 days* ago	Submitted by Lionel Antunes on March 06, 2013 - 154 reads For once here's a change request for a national validation authority :) Would it be possible to modify the PDF export functionality of OCS so that the table of the SoS always fills the complete page ? Currently if we export 14 signatures, the second page only shows one line at the top and the rest of the page is blank, which makes things more complicated for our validation tool. We would prefer that all the pages of the generated PDF contain the complete 13 lines table, with potentially some of these lines being empty on the last page. This would also make the exported PDF forms more identical to the paper forms.
[APIs to EC-Registration and national authorities](#)	Needs review	Normal	Features	6	*6 weeks 2 days* ago	Submitted by Daniel Pentzlin on January 26, 2012 - 230 reads Wouldn't it make sense, and wouldn't it be possible to provide APIs at the EC-Registration and the national authorities' websites? This would allow the software to a) automatically retrieve the XML-file of a registered ECI (e.g. just by inputting the registration number of the ECI b) securely submit the encrypted data to the national authorities without a (potentially risky) in-between step of downloading and decrypting. Moreover, this would allow for a real-time on-going submission of data to national authorities during the collection phase, managing workload for national authorities and allowing organizers a better analyis of the count(s).
[support form refresh](#)	Active	Normal	Improvements	5	*7 weeks 1 hour* ago	Submitted by Michael Franze on February 26, 2013 - 119 reads The refresh or the re-submission of the support form cause an incomprehensible error message. Please replace it by a more "elegant" message.
[Adding callback URLs to trigger automatic redirect after submission of form](#)	Needs review	Critical	Improvements	8	*7 weeks 3 days* ago	Submitted by Thomas Eitzenberger on November 05, 2012 - 334 reads When calling the ocs web site please add some parameters to be supplied that would allow the ocs to call back a certain URL automatically (e.g. lets say after 5 sec.) after user finished/cancelled/failed submission. This would "allow the ocs" to return to the campaigners site after the submission has been finished and would ease the task of the campaigners to ask the user to also spread the word about the ECI via social media or email or to simply say Thank you for signing... This would be only a workaround for the upcoming release. Generally the ocs should be embeddable to a campaigners website and customizable via CSS and configuration files that would allow add. information to be asked from the user signing like e.g. an email adress and to trigger certain actions in case of success/failure/cancel
[Handle 'HEAD' requests](#)	Active	Normal	Improvements	2	*8 weeks 22 hours* ago	Submitted by Lionel Antunes on February 15, 2013 - 80 reads As of 1.3.2, 'HEAD' requests are causing Spring exceptions. Apart from polluting the logs, this might also prevent some clients to access the OCS instance (such as search engine robots), so it would be nice to fix it. As 'HEAD' is a simplified version of 'GET', this should be relatively easy to add a 'HEAD' handler to OCS. A possible solution is described here: http://axelfontaine.com/blog/http-head.html
[Enable interface customization without jeopardizing certification](#)	Active	Major	Improvements	1	*8 weeks 6 days* ago	Submitted by Lionel Antunes on January 27, 2013 - 87 reads Enable interface customization without jeopardizing certification For 1.4.0DD I would like to investigate the possibility for organisers to change some of the appearance of OCS (for instance the webapp/css and webapp/images directories) without voiding the certification "warranty" provided by the hash value. This involves both code and certification procedures.

[More useful error reporting](#)	Needs review	Major	Improvements	4	_8 weeks 6 days_ ago	 Hi, I mentioned this in another issue, but it does deserve its own. One of the problems I had when installing the eci ocs software was the lack of useful error messages, if some steps of the installation were not done correctly: Error message visible in the browser was quite unhelpful: A generic text + a random error number. Fine, we don't want to reveal any details to visitors. Although, for testing, that would be nice. I did not find any configuration in glassfish that would enable verbose error reporting in the browser. "An error has occurred. There was an error while dispatching your request. Please contact the system administrator. The error message was: 173892. We apologise for any inconvenience." So, I had to figure out where glassfish does put its errors. That's in (glassfish dir)/domains/domain1/log/server.log. Fine with that, the OCS setup can not provide a full glassfish tutorial (although to some degree that would be nice). The errors in the log have a full backtrace (nice). The message said something about "Error: getLanguageByCode en" The real problem was that the database stuff was not set up correctly. No admin account, no pw hash, no public key. Yep, that was my fault. But still I would like a useful error message in this case. Solution: Check on every request (in the admin area) if - the database is accessible - an admin account exists - the public key is set up. If any of this is not the case, show a useful error message - either in the log, or in the browser window.
[Duplicate submission gives "An error has occured"](#)	Needs review	Normal	Improvements	9	_11 weeks 6 days_ ago	 System/Browser: Chromium on Linux Mint/Ubuntu Steps to reproduce Submit a signature Submit another signature with the same data What I would expect to happen: A nice message informing me that this is duplicate / already signed with this name. What happens instead: An error has occurred. There was an error while dispatching your request. Please contact the system administrator. The error message was: CB53BE We apologise for any inconvenience. edit reply #9 - Posted by Eci 4 All on January 25, 2013 at 19:14 Dear Francisco, While writing our OCS review (we hope you read it!) we found out the same behaviour (Ubuntu, MySQL, Glassfish). OCS throws an exception on duplicate signatures. Let's see why: if you look at the code responsible for inserting signatures (https://joinup.ec.europa.eu/svn/ocs/eci-ocs-v1.3.1/oct/oct-app/oct-business/src/main/java/eu/europa/ec/eci/oct/business/SignatureServiceImpl.java) you will notice that the PersistenceException being caught there is never thrown. Instead, a Hibernate ConstraintViolatedException is thrown. Although the approach is good (relying on the DB server to check for duplicates), in this particular case it will not work (please do a Google search on this).
[Software implements a minimum age of 16 for All Member States](#)	Needs review	Major	Improvements		_11 weeks 6 days_ ago	 Issue described in "Analysis of the Online Collection Software provided by the European Commission for the European Citizens' Initiative" written by Margarita Starskaya and Özgüc Çagdas(http://epub.wu.ac.at/3643/) published on 28 Sep 2012. The minimum age to submit a support declaration is 18, except for Austria where it is 16 – the software implements 16 for all Member States.

[Provide iframe layout](#)	Needs review	Major	Features	12	*12 weeks 17 hours* ago	Submitted by Andreas Hennings on March 30, 2012 - 316 reads it would be convenient if the signature form could be embedded in an iframe. In theory this is already possible, but the layout is not really designed for it. I think a common use case is that the information pages are managed with a "real" CMS, whereas the signature stuff is done with the eci ocs for legal reasons. Iframe seems like the solution of choice. I have not thought about the exact layout such an iframe should have, but definitely it would be a good idea to have one. Fluid width instead of fixed width layout would be a first step. edit reply #13 - Posted by Eci 4 All on January 24, 2013 at 18:29 Dear Andreas, you do not need to redeploy OCS when modifying the custom CSS file because the custom CSS file is not contained in OCS, but in the OCS Embedder application.
[European citizens living abroad (Switzerland) rejected.](#)	Needs review	Normal	Improvements	6	*12 weeks 2 days* ago	Submitted by Andreas Hennings on January 07, 2013 - 117 reads We just received a bug report by a citizen of the Netherlands who lives in Switzerland. She tried to specify "Other..." / "Switzerland" as her country of residence, but this was rejected as invalid format. I don't know if this is specific to the combination of Switzerland and Netherlands, or if it happens for all EU citizens living outside the EU. reply #6 Posted by Andreas Hennings on January 22, 2013 at 16:00 > more specific error message should be displayed Yep :) > only the allowed countries should be made available I think it is important that the OCS does not just hide invalid options, but also explains why it does this. Not only in the error message, but on the form itself. E.g. when you choose in the form that you are a NL citizen, then you get a fine print under the "country of residence" where it says that NL only accepts signatures from residents in Europe. This can help to reduce the number feedback emails.
[Lack of integrity for the collected declarations](#)	Needs review	Major	Improvements	10	*12 weeks 3 days* ago	Submitted by Lionel Antunes on June 11, 2012 - 283 reads Since this is apparently a good time to submit feedback on the software, I would like to mention what I consider a security weakness of the OCS design : although OCS maintains the confidentiality of the collected declarations, it does not guarantee their integrity. Confidentiality of the collected data is provided by storing all fields of a declaration in encrypted format in the database (encrypted fields of all declarations are all stored in the oct_property_value table). However no cryptographic mean (ex: HMAC) binds the fields of a declaration together, so the integrity of each declaration is not guaranteed. For instance, one could shuffle the "first name" and "last name" fields of all the stored declarations without OCS noticing. As a result, the organiser could still export the declarations without problem, but the national authority would reject all these declarations, as the personal data of all signatories would not match their records.
[Links to Social media](#)	Needs review	Critical	Improvements		*12 weeks 3 days* ago	Submitted by Francisco Gimeno on January 21, 2013 - 68 reads Some users asked for adding links to Social media (Twitter, facebook, ...) in OCS.
[Limiting data access is limiting liability of organizers](#)	Needs review	Major	Features	6	*12 weeks 3 days* ago	Submitted by Daniel Pentzlin on January 26, 2012 - 199 reads At present, the organizer of an ECI is able to download an decrypt the entire data provided by EU citizen. From an organizer's perspective, this might be convenient - but it also puts a burden on you, in respect to your liability to ensure data protection. Generally speaking, an organizer might be interested in obtaining the right to update signers on the campaign and thus, to be able to download, decrypt, store, process and use certain parts of the data-set (e.g. full name, country, post-code, email address). This could be achieved by adding an extra checkbox in the frontent, plus an extra chapter in the privacy statement. However, organizers of ECIs are not (and should not be) interested in any other data, in particular ID numbers, full registered addresses and alike. In fact, having to decrypt the data in order to manage (e.g. fake/fun) data, adds great burden of liability on the organizer. Would you consider it a good idea to NOT provide organizers the option to download and decrypt that data, but to enable them to submit this data to national authorities encrypted, and to provide national authorities with the means to decrypt the data?

[No email requested](#)	Active	Critical	Improvements	1	*13 weeks 21 hours* ago	Submitted by Xavier Dutoit on October 16, 2012 - 110 reads As it seems to come as a shock for every ECI organiser or politician I mention it to, tought it would be good to have an official answer on that one: So Annex III defines what needs to be in the Paper form and by extension the online one too. This defines the minimum information requested, but we didn't find in any part of the directive that it's the only one. In fact, there is already a new field (captcha). So to make possible to inform the people that wants it about the progress of the eci, we need to collect their email, and instead of storing it to the encrypted "official and secure" signature, let the OCS call a customisable url to add the email to the newsletter manager of the campainer site. Member state might be interested as well to have the emails to help the validation