

SunGuide Software

User’s Group Design Review

Meeting Minutes

**Date: January 30, 2020**

**Time: 2:30-3:30 EST**

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: RCA ConOps Update  Item 2: 4891 – Unable to PTZ Cameras  Item 3: 3143 – Status Log Filters  Item 4: 3745 – Allow the organization to be selected within the “Add New Event” dialog box | AJ Skillern  AJ Skillern |

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| Attendees: |  |
| Ray Mikol, D1  Justin Merritt, D1  Jason Summerfield, D2  Jason Evans, D2  Tanesha Sibley, D2  Aven Morgan, D3  Kevin Mehaffy, D3  Robert Briscoe, D3  Jay Jay McFadden, CoT  Jacques Dupuy, D4  Kyle Higgins, D5  Eddie Grant, D5  Jovanny Varela, D5 | Shannon Watterson, D5  Mark Laird, D6  Alex Mirones, D6  Dan Buidens, D7  Jared Roso, D7  Mike Crawson, D7  Kelly Kinney, FTE  Tucker Brown, SwRI  AJ Skillern, SwRI  Christine Shafik, CO  Mark Dunthorn, CO  Jennifer Rich, CO  Alex Brum, CO  Gregory Dudley, CO |

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| Discussion: |  |

**Item 1: RCA ConOps – Update**

AJ Skillern: Last time we met we were talking about two options for logging into remote system using RCA. There was talk about switching to a single log on between Districts. So, District X could log into District Y and there would be a single username in the other system. There were a lot of comments from the districts on how to hold the remote user accountable or to have an audit trail of who is able to post messages. We believe we have a solution to this that shouldn’t require changes to the software. When we send messages in SunGuide right now, the request objects that we send between the map and DMS have a username and security token. There is also a separate username field within the object that is reported by data archive and is what shows up in the map as the owner in the queue. We would make sure the username that is in the message object that is displayed on the map and the data archive would be the username of the user from the remote system. Then that would work with the single login from the remote district so you wouldn’t have to worry about maintaining multiple usernames but would still have accountability for who is posting what from between Districts.

Mark Laird: Where is the permission check? Is that back at the initiating District?

AJ Skillern: Yes, going back to the single user concept there would still be permissions for RCA in the sense that users would have to have permissions to login and use RCA and to retrieve data. I believe if we need to, we could also incorporate those into device permissions to incorporate that control too.

Mark Laird: So, if someone doesn’t have the right permissions for signs in their original District but they have permission for RCA, they would be able to send test messages on signs in a remote district?

AJ Skillern: The permission check would have to be done at the local users originating District. We wouldn’t be able to enforce that permission on the remote side, but we could enforce it at the UI level. Any other questions or concerns? Is everyone okay with a single remote login for the Districts?

Mark Laird: I think we could work with it.

**Item 2: 4891 – Unable to PTZ Cameras**

AJ Skillern: This is an issue reported by District Two. District Two ran into an issue where there have been different systems where the NTCIP CCTV driver stops working. This can be caused by having too many cameras in an active state or too many cameras active when restarting the driver. The root cause appears to be what is called threat exhaustion which is specific to Java process running on a Windows platform. Essentially the driver is reaching the limit of what it can do and Windows is not allowing it to continue working properly. We could spend time at looking for a solution to implement in the existing driver, but we believe that it would be better to migrate this driver to C# for multiple reasons.

1. Most of the code base is C# already
2. The amount of time it would take to rewrite the driver is close to the amount of time it would take to investigate and find a solution in the current code base.
3. The other thing is in Java any solution would be fine but would be a temporary solution and could resurface if enough cameras are added. Also, Java is becoming a paid/licensed platform and we are looking to migrate C#.
4. Java is also becoming a paid or licensed platform so it would be good to start looking for solutions to migrate away from Java processes.

The driver itself is simple, the migration to the new driver would be lower risk effort.

If there are no questions or comments, we will move on.

**Item 3: 3143 – Status Log Filter**

AJ Skillern: This is an enhancement that has been proposed by District Six. Basically, in status log viewer there is a window for filtering and selecting a specific log record that you are looking for. One of the more commonly used filters is for the list of processes. Because of the amount of processes that are in SunGuide, the filter box is cumbersome to go through and find what you are looking for. One of the proposed changes is to resize the selection box and to also add a quick select option for none. I think the intent is to de-select all of the options in the box.

Mark Laird: That will make it easy to just pick one or two.

AJ Skillern: Any other improvements that people think would help this filter window, we can include.

Mark Laird: Are you looking to resize it in the place it is now or are you looking to make this box wider and have a column that is the full height of the box.

AJ Skillern: I don’t think we have made any proposed changes to this. We can do what you are asking and make it both wider and taller. One thing that would be an easy thing to do is move hosts and users next to each other side-by-side then you can have process names down to where the top of the user’s box is now.

Mark Laird: That will make it pretty big and that is good.

AJ Skillern: Does anyone else have any other changes?

Mark Laird: I would love to see message combinations with and’s and or’s and do the message string in the query.

AJ Skillern: I believe that we can do either of those, the only hesitation is with the message string and where to fit the message string combinations in this window.

Mark Laird: The really common one is looking for the name of something instead of the ID.

Mark Dunthorn: I agree too, just a simple Boolean operator support would be a huge improvement. I like Mark’s idea there. If you have a few ideas, feel free to come up with a few mockups and we can let the group select something.

AJ Skillern: If it is valuable to have a manual query, we could also do that where we have an interface to pick from this window or you type in a manual query somehow.

Mark Laird: Right now, we do it from the database, but it would be nice to do it from here.

AJ Skillern: We can work on a couple mockups for the design review for this.

**Item 4: 3745 – Allow the organization to be selected within the “add new event” dialog box**

AJ Skillern: This issue comes from District Four where they have multiple organizations managing events. When entering an event and depending on what organization the operator belongs to, they need to manually go in and change the organization after the event creation. What they are looking for is removing a step from event creation by allowing to specify that as part of the event creation dialog. In order to do this, we would be adding a new field to the add new event dialog window. Probably to the top half where you are selecting the event type, notifying agency and the event status we could also add the organization to that. New option would default to selecting an organization in the same way EM does now. Also, there is a separate proposed enhancement for associating users with organizations to auto-select this field. Any questions or comments?

Mark Dunthorn: it sounds like a good enhancement, but is there another District who could use this?

District One: We could use it down at the new TMC in Fort Myers as well as the Satellite TMC in Bradenton.

District Three: We would be interested in it for Tallahassee.

Turnpike: The Turnpike doesn’t currently operate like this, but it is a consideration for the future.

Jacques Dupuy: District Four would be interested.

Mark Dunthorn: Okay, thank you AJ. That was our last slide, are there any other questions or comments?

Jason Summerfield: For future discussion, it has to do with FL511 and publish flags. At one point the publish flag got implemented on the FLATIS side where if you publish an event at a location and the publish flag is turned off, then it would honor that and not do anything with it. Apparently now if publish is not set, and there is not a flag, they will still receive it and they will do something with the object. I know there are probably data considerations but is there a reason why we publish if the flag is set to not publish?

Mark Dunthorn: Which flag?

Jason Summerfield: Right now, I am talking about the event locations. If you publish something in the event location, and the event is set to not publish SunGuide will automatically put a FLATIS object in the response plan generator. If you don’t remove that manually, it will push that to FLATIS and FLATIS will just do something with it now. There is a location we use for AMBER and Silver alerts and I think there are new operators who don’t know to manually go in and remove it every time so it doesn’t get published to FLATIS. In conversations with FLATIS, apparently they don’t pay attention to the publish flag anymore.

Mark Dunthorn: Interesting, I wasn’t aware of that. We have a meeting next week between SunGuide and 511, we will add it to the agenda. Is there a JIRA alert for this?

Jason Summerfield: no, we just had a Silver alert go out and wanted to figure out what happened. Is there a reason to put it in the Center to Center feed if it is not set to publish?

Mark Dunthorn: You are correct, and I was not aware that the flag was not always honored. We will talk about it with FL511 and come up with a solution.

Christine Shafik: Can you please put in a Jira ticket for this so we can track it and document everything.

Jason Summerfield: We put in a ticket with them, but we will add one to our system and include their information.

Christine Shafik: One more item before we leave, we are going through clearing the invite list for the SSUG meetings. I will be sending out an email out to the Districts to have the appropriate people to attend.

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| New Action Items: |  |
| Action: | **Responsible Person:** |
| RCA ConOps - Move forward with single user remote login | AJ Skillern/Tucker Brown |
| 3143 Status Log Viewer – work on a few mockups for the design review | AJ Skillern/Tucker Brown |
| Jason Summerfield enter a Jira ticket for the flag issues in FLATIS | Jason Summerfield |
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