

SunGuide Software

User’s Group

Meeting Minutes

**Date: May 27, 2021**

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

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| Agenda: |  |
| Topic | **Led By:** |
| Item 1: SG-5282: Change “Terminate Schedule” in SAS to also remove DMS from device queue.  Item 2: SG-5279: Track non-approved safety messages  Item 3: SG-5806: Adding multiple activities to a responder at one time instead of only one at a time.  Item 4: SG-5533: Operator Map OneClick Installation Security Issue  Announcements | Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown  Tucker Brown |

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| Attendees: |  |
| Margaret Treiber, D1  Justin Merritt, D1  Ray Mikol, D1  Robbie Brown, D1  Tom Arsenault, D1  Jason Summerfield, D2  Tanesha Sibley, D2  Joanna Hand, D2  Richard Hemming, D3  Greg Reynolds, D3  Amy DiRusso, D3  Kevin Mehaffy, D3  Robert Briscoe, D3  David Roark, D3  Jacques Dupuy, D4  Neena Soans, D4  Simon Cooke, I-595  Shannon Watterson, D5  John Hope, D5  Eddie Grant, D5  Jay Williams, D5  Sheryl Bradley, D5 | Mark Laird, D6  Alex Mirones, D6  Dan Buidens, D7  Romona Burke, D7  Mike Crawson, D7  Megan Arasteh, D7  Ed Allbritton, D7  Tony Abid, FTE  Jermaine Da Silva, FTE  Michael Kerpen, FTE  Kelly Kinney, FTE  Brent Poole, CFX  AJ Skillern, SwRI  Tucker Brown, SwRI  Christine Shafik, CO  Derek Vollmer, CO  Mark Dunthorn, CO  Carla Holmes, CO  Jennifer Langford, CO  Juan Abreut, CO  Karthik Devarakonda, CO  Mike Clark, CO |

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| Discussion: |  |

Christine Shafik: Welcome to the SSUG meeting for the purpose of taking notes this meeting will be recorded. I will turn it over to Tucker to start the presentation.

**Item 1: SG-5282: Change “Terminate Schedule” in SAS to also remove DMS from device queue.**

Tucker Brown: When you disable a schedule that contain DMS messages, the message remain on the sign and no ending action is performed. The request is when the schedule is disabled and there is an active sign, the messaging is removed from the signs. The open question is that there are other items, ramp meters, travel times, etc. that could be active at that time. Should this action be applied to all of them? Basically, run whatever we were going to run if we were to disable that scheduled item?

I believe the answer is yes, but I am open to opinions. I think the action here is a good one, I think it is an oversight that it is not doing it now.

Jason Summerfield: Sounds good.

Kevin Mehaffy: District Three is good with it.

John Hope: Undoing all actions makes sense.

Mike Crawson: District Seven agrees.

Ray Mikol: District One agrees.

Brent Poole: CFX agrees.

Megan Arasteh: District Seven agrees.

Tucker Brown: It didn’t sound like anyone didn’t have any reason to not do that on all items so as part of this we will apply this to all items that are active.

**Item 2: SG-5279: Track non-approved safety messages**

Tucker Brown: I believe CO put this in. We talked about this at the last SSUG and having to deal with the traveler information messages and putting a category. You could define types and types might be Event, PSA, Construction, etc. and could be logged for reporting. It would be stored in message library messages as well. The intent of the enhancement is to be able to run reports on all of the types of messages. You can run a report for specific message types, and you can compare them to what was supposed to be posted. You might be interested in only event messaging or related to construction and this will allow reporting for that happen and take place.

Any questions or comments?

John Hope: D5 had a question about a response plan. When DMS are added to a response plan will these types be automatically selected?

Tucker Brown: My gut on this is yes, or if you had a construction type, they would be defaulted there. I don’t have a strong feeling on that, I think it would be a pain for operators to go in and set each one. I think as we implement it and do the design review for it, by default they would all be event then other categories that might exist. There would be a way to set those. I am not sure if there is a real design for how it will work but my initial thought is that something would be set as part of the response plan.

John Hope: So, I will assume that something with the event mapping will have to be configured between the event type and the DMS message type.

Tucker brown: Correct, whether that is an open configuration where it is at the code level that is up in the design as well. I can see both ways. One is at a state level you want to have consistent messaging and consistent types. On the other hand, it would be nice to be able to configure those. We will have to figure that out in the details of it. I also think with predefined plans you can set that as well and you could set them to whatever types you wanted that won’t be restricted.

John Hope: There are a number of other ways in which you can place messages on signs. The touring, travel times and parking…

Tucker Brown: Yes, all of those would be types. Third parties sending information into the system would also have the option of sending those. For backwards compatibility, we would make it optional but would encourage that they send them.

Kelly Kinney: Would the Districts be able to create their own categories? Or would it be set on the statewide level?

Tucker Brown: I will default that to CO.

Kelly Kinney: Not just default types but also sign types. I want to be able to run reports with my lane status DMS.

Tucker Brown: Two ways to go there:

* We have a meeting to discuss what we want.
* At a design level – worst case scenario we put them at the database level where it would take a database script or a table to make a new type. That is if you want them more locked down at a state level. If you want them open it would not be hard to make them configurable but that is more of the technical side.

Mark Dunthorn: It is something we would want to talk about. I think what you proposed is good, lets come up with a list and send an email asking for suggestions. Maybe in the design review we can discuss how configurable we want it to be. We want to have some control over that, but we are open to adding more. We want them to be the same across all districts, that’s the main concern.

Tucker Brown: Districts if this were implemented is this something you would use in your reporting side? Would it be helpful, or would it be for CO reporting?

Kelly Kinney: Turnpike would use this.

Kevin Mehaffy: District Three would use it.

Alex Mirones: District Six could find a use for it.

Derek Vollmer: Central Office can use it.

Mike Crawson: District Seven can use it.

Jacques Dupuy: District Four as well.

**Item 3: SG-5806: Adding multiple activities to a responder at one time instead of only one at a time.**

Tucker Brown: When adding an activity for a Road Ranger, the system only allows the user to add one activity at a time. The enhancement request is to allow the user to be able to set multiple activities and save them at one time. The SPARR and RRXML interface would allow multiple activities to be saved. The multiple activities would all have the same timestamp and go into the chronology at the same way just with fewer mouse clicks.

Kelly Kinney: I guess I am just concerned if they are doing it on their smart phones and they already make errors with the selection type. I don’t know if this will make it more prone to selection errors.

John Hope: In discussions with District Five, it didn’t seem like a big-time saving activity. Most events don’t have more than two or three activities.

Tucker Brown: Any other comments?

Carla Holmes: Before we move on, does that mean that no one supports moving on with this one? I think we would like to get a general idea of the District support or non-support.

Kevin Mehaffy: District Three thinks it is okay. It doesn’t save a ton of time, but it will save some time because they can select multiple things. If it will cause errors in the field, maybe not.

Jason Summerfield: I would assume in the SPARR interface it would be a multi-select box and then they would sit apply at the bottom and it will apply them at once?

Tucker Brown: Yes, something along those lines.

Jason Summerfield: That might actually reduce errors if they slow down to check what they clicked.

Carla Holmes: Would there be a way to get a pop-up confirmation of the changes they are making for them to double check?

Tucker Brown: It is possible, but I am not sure of the problem we are trying to solve. If it is field people not selecting activities correctly, it would solve that, but the original intent was for ease of use and by adding another one in place you negate that.

Kelly Kinney: I think a lot of it would be based on the number of activity types you have set for your district. When your list gets long over 20 activity types that comes into the errors. But one thing we found is that the first activity on our list happens to be abandoned because it is listed in alphabetical order typically, they error with that instead of the activity they meant to pick. If it is a check box, then multi-select and then hit submit, it might reduce the errors.

Tucker Brown: Those are alphabetized now, but if we added a sort order for the most often used, at the top it might help them get to it. It might help avoid scrolling.

Jason Summerfield: What will happen is that the one they check is the most common and it will be clicked by accident.

Carla Holmes: Do any other Districts want to chime on support or lack thereof for this enhancement?

Jason Summerfield: It sounds like the side effect is about as useful as speeding this up.

Item 4: SG-5533: Operator Map OneClick Installation Security Issue

Tucker Brown: Right now, it gets installed in the user folder and the path changes with every map update. For districts using firewall rules, this means they have to update the firewall rules for every map update. On the backend we are using Microsoft ClickOnce and it installs the application into the local user folder and automatically checks updates when it starts up and can automatically download and install them for you. That was a simple way to do updates. The enhancement is to build a regular application installer for the map. It would allow specifying the installation path and the map would still check for updates and provide self-updating behavior. For this think like notepad ++ and if it has an update, it installs it on the same path. It will give you the ability to install it in a predefined location that won’t change. It is possible to do that on a per user basis in the app data folder. Potentially you could do this without admin privileges, which means the app users could do it themselves. If you put it in the program files directory, that might require admin privileges. That is another thing to look at which is who would do the installations. We should be able to do this where you can install it as long as it is in your user folder.

Jason Summerfield: I think you might have that backwards. If you install it in the program files directory, then you don’t have to install it at a per user basis.

AJ Skillern: You are correct Jason.

Jason Summerfield: There is also the possibility of pushing it out as a deployment package.

AJ Skillern: I think we would do a setup .exe but you could extract and deploy it as part of group policy, I think that was part of last discussion as well.

Jason Summerfield: At least you can push it out that way.

AJ Skillern: I think the intent here is that you could still go to the ancient blue website that says click here to download and install the operator map. If you wanted to install via group policy, you could do that as well.

Tucker brown: If we do apply a hotfix, it will require a much tighter coordination to make sure once the hotfix is available it is pushed out and the updates are made. Right now, that is all tied together on the backend and everyone just updates their device. If it is pushed out via group policy, we have to coordinate that update with backend.

Jason Summerfield: I have that problem anyway with people who like to leave SunGuide running on workstations.

Tucker Brown: Do we need to a put a time out in the operator map and close it after X time?

Jason Summerfield: Can we just delete all users?

Tucker Brown: Absolutely, there is a script for that.

Margaret Treiber: So essentially this is giving us the option to push the map through group policy, but we can still go the old way if we want?

Tucker Brown: If we go to this, you would not be able to use the same method you are on right now. You would have to choose one way or the other. Unless Central Office wants to maintain two deployments.

AJ Skillern: I think the intent here is to allow them to have behavior just how it is right now, or they can move to the group policy if they want to.

Tucker Brown: When I say that, I mean in a click once or application sense. One of those will have to be done and if we move to the application, you can have a similar concept of how it is set up now. It would give an additional option to do group policy.

Margaret Treiber: I am all for group policy, but I know that is does not always do something that is acting wonky.

Jason Summerfield: Like you said with Notepad ++, if I download and install it, it still checks for updates when I run it, but I can also deploy it using an MSI using group policy. In which case, it is deployed but it may sit there and say, there is an update available, do you want to install it? I think if it has an admin issue there, it might not be able to install. It might ask for administrative rights. That is probably manageable. Someone will request an admin login and I will find out who didn’t reboot their machine properly. Does that make sense?

Tucker Brown: We are hoping to avoid that part.

Jason Summerfield: It is going to happen until SunGuide checks the version and if it is not the right version, it refuses to log you in. I don’t think we are there.

Tucker Brown: It sounds like everyone is in favor of moving to that style instead of the click once we are on now. Is anyone opposed to that?

**Announcements:**

Tucker Brown: To facilitate better testing, CO will be requesting the following:

* What version of SQL are you currently using?
  + Standard or Enterprise?
* What Windows Server OS is installed on your database server?
* What Windows Server OS is installed on your application server?
* What version of Windows is installed on your Operator Workstations?
* What version of .NET is running?

Please respond quickly to help the 8.1 testing. CO is looking to set up a test environment that tests everyone’s scenarios. As we do the 8.1 testing, we will be deploying against each of those to ensure each one of the scenarios are covered. Please respond to the email.

Christine Shafik: Any questions from the team? Any concerns? Thank you for attending today and have a great weekend.