



SunGuide Software User's Group Meeting Minutes



Date: March 15, 2018

Time: 2:30pm-3:30pm EDT

Agenda:

Topic	Led By:
Item 1: 4301 – Event List Row Height	Tucker Brown, SwRI
Item 2: 3751 – Permanent Status Filters	Mark Dunthorn, CO
Item 3: 3974 – Permission Issues	
Item 4: 3826 – SAS Scheduling Viewing	

Attendees:

Mark Mathes, D1

Justin Merritt, D1

Luis Ruiz, D1

Raymond Mikol (Ray), D1

Jason Summerfield, D2

Ryan Crist, D2

Kevin Mehaffy, D3

Aven Morgan, D3

Dee McTague, D4

Shayla Khalilahmadi, D4

Josh Sibley, D5

Mark Laird, D6

Jared Roso, D7

Charles Keasler, D7

Vinny Corazza, D7

Bryan Homayouni, CFX

Tucker Brown, SwRI

Mark Dunthorn, CO

Frances Ijeoma, CO

Karthik Devarakonda, CO

Jennifer Rich, CO

Discussion:

ITEM 1 4301 – Event List Row Height

We are going to talk about four issues we use every day like the event list, and device status windows; we want this issues in front of you guys at the SSUG.

Tucker: We deployed the 7.1 Version on D2 last week. A couple of things came up during the deployment. The Event List Row Height – previous 6.2 version, had blue background, multiple lines per event. The event location and lane blockage columns would wrap and go down vertically. In the new version of the event list, each event has one line and everything that you can fit on that line is what you see. The text does not wrap and if you run out of page, the text cuts off in the general view and you have to hover over to see it or expand the column. This was seen as a problem by some of the operators because they were sticking the text on a monitor that they had turned vertically; so, by reducing the real estate horizontally, they would have to compress those columns even further, instead of the text wrapping, they were losing information off of that. They could see more events vertically, but since they weren't able to see that information horizontally, this wasn't useful to them. There was a request to make the event list row height larger and allow the text to wrap. We were thinking this is a user configurable parameter, so right now you have a user setting- you can set what color an event row should be, if you own an event. There could be an option as well for 'should I wrap the text'. Events would be multiple lines instead of single line within the grid. We were debating whether a fixed number of lines would be useful or if it should vary based on what the text is. If it varies base on what the text is and you have a long location, you might have 3 to 4 lines events in a large box; and if you have a small one you would see them in 1 or 2 lines; or if you have a horizontal monitor and wrap it all, you'll see it all in one still. We were waiting on the feedback, see what everyone thought of this: if they want multiple, different row sizes vs fix row sizes. I am looking for general input at this point.

Mark D.: Tucker wasn't the 6.2 Version behavior to wrap and take as many lines as needed, so there will be possible a variable number?

Tucker: Yes.

Mark D.: I did see a lot of wide space, when I looked at the 6.2 system yesterday. I could see the disadvantage there also; something to consider.

Jason: We were looking in the original stuff. Remember you had multiple lines per event by people because there were various buttons, on the right-hand side of the event row to provide information or jump to response plan. Each one took a minimum of four lines, so when we moved to the single line we could see that obviously each one took up a lot less;

and it was great that we could see more of this; but then we are at the horizontal issue. We were thinking there might be a nice happy medium between going from four lines whether you use them or not, down to one line and that's all you get; Even if we would have two lines per event, you still gain twice as many events on the vertical list. If we get the old version, there is still the ability to wrap information and keep some information there.

Mark D.: I see what you are saying and I think Tucker you were saying that yesterday that the consistency would be beneficial; it would be more pleasing, I think, to see that rather than just let it wrap as needed. Any other feedback or thoughts on that question? I think we got what we needed there. Anything else you want to say about this one Tucker?

Tucker: No, I good now.

Mark D.: We can move to the next item Tucker.

ITEM 2 4302 - Permanent Status Filters

Tucker: The previous version of SunGuide had no fixed list of device statuses in the device filters (Active, Error, Failed, Out of Service). If you don't have any Failed or Out of Service device , that status does not show in the list of filterable statuses. You only have the option of selecting things that are actively in the list. The problem came where user went into, I think it was TSS, set up all the detectors active and a couple of them were Failed or Out of Service. What they are seeing is if it was a legitimate Failure and they would come back to Error or Failure state or if for some reason they were working and would come back active and stay active. The problem was when they filter on Error and there were no more Devices with an Error status, that filter went away and you were not able to get that Error filter back unless there is an item in your list that has an Error set. The proposal on this one is just for devices and for all device status to have the options of Error, Active, Failed, and Out of Service to always be selectable as filters. We did something like this in the event list already, there are some custom filters in the event location by roadway, that are always shown; not just when it stops in the list. We were considering doing that for the device status as well. Any thoughts on that?

Mark D: I don't really see a down side to that one.

Tucker: Alright, so that's what I'll do. That is a very minor thing, to just change the function then.

Mark D: Let us move on to Permission Issues.

ITEM 3 3974 – Permission Issues

Tucker: You could log into the Admin Editor by Windows groups, not by permission. As we are moving this into the Map, the user permission for each user has become more important. There is an example that I pointed out that I think needs to be modified; for instance, TSS/CCTV in order to change the Op Status you need “Add/Modify/Delete detectors/cameras” permission; with that permission, you also get to Add/Modify and Delete all the detectors that you want to. Operators could change the status but also muck up the configuration as well. I don't think that's a desirable thing. Also, for TVT, in order to enable or disable links from calculation, you need to be able to “configure travel time parameters”; which allows you a lot more than I think we are willing to expose to operators. Another example was reporting. Essentially right now, you have the ability to configure the reportsmenu, but there is not a separate permission for this. These are things that we definitely know we need to fix. Really what I would like to see is people look at their system, and you can tell me the examples today if you know them or you can go and examine what people are doing, what permission they have, and what you are willing to give them. You can email the examples to Derek, Mark and myself the things you would like more granularity on permission wise. If you have example of that, we would like to see more of those to make sure we can address as many as we can with this particular issue. Does anybody know of any of the top off their head that could fit?

Jason Summerfield: To view events without being able to change events?

Tucker: To give generic permission to view them without changing the event?

Jason: Yes, because we have several situations when the maintenance department gets access to SunGuide to see the cameras and possibly move them, and one of the request was for them to look at some event information. Is it possible to set up events so they could see the event on the map and maybe where they are, as soon as they click on them it shows some sort of exception? There is information if they wanted to click on an event and see what is going on, especially if they are coordinating one, but we don't want them changing that information.

Tucker : Could it be acceptable to have all of them would receive all of the retrieve permissions? All of them would see them but not modifying them, would that be acceptable?

Jason: I believe so. I think this also comes up where, in order to use most of the dialog, you have to have the roadway information from event management. I think there were some issues where maintenance personnel, in order to be able to use the new dialog to say, “fix the camera”, you have to have get them certain EM permission, just so when they brought up the dialog they get the roadway listing for the dialog to even work, but they shouldn't alter the

events. I'm not sure we were able to fix this? I think we did to the point where the dialog works for what they needed.

Tucker: Those are requests for 'view only user'.

Jason: Correct.

Tucker: Does anybody else has anything like that where a specific user condition comes up, or they know of a specific area they like to change something like that? We are probably not going to get through those issues today but if you do come up with a scenario like that let us know and we can take care of that exclusive issue as well.

ITEM 4 3826 – SAS Schedule Viewing

Tucker: The original issue for this was essentially the operator will select or deselect all the schedules, as you start using the system you will get more schedules in your system; you are just looking for one schedule and one schedule item, having to select and deselect all of them is troublesome, the newest version has that selectable option. The problem is that there is no real way to get rid of a schedule; there is not a delete option. As the SAS grows and we get more of these scheduled items, it takes longer to load that dialog and modify. We would like to deprecate schedules from the data base, not removing them entirely but essentially not to load them. The way we were thinking of doing that is if not active for x number of days, and it is not scheduled to reactivate, then we will be able to tell the SAS, don't care about this schedule anymore please don't load this. It will still be in the data base and if potentially something goes really bad, we could probably go into the data base and retrieve it. But ideally you set that high enough where eventually, kind of like in your email system where, if you tell to archive items for six months or a year, we would essentially archive those and not load those anymore. Any thoughts on that?

Mark L: Do you have a sense of how long you can go back, because we had something that it was more than a year as our filter; will that still get us acceptable performance? We might have seasonal things that we use once a year.

Tucker: Depending on the number of schedules that you are creating. If they are consistently creating new schedules for everything that comes up, probably not.

Mark L: Can we have a button that said show it all, so we can go back and pull them all up? If we want to go back and recover something we deleted a long time ago, but we want to reuse.

Tucker: You want to request to be able to recover them?

Mark L: Yes, I have to talk to Alex more about this. I just wonder if there is a way, if we really want something that we use to use, if we can pull it up and find it, when we rarely would do that. I can go and dig in the data base for stuff, but the operators can't.

Tucker: So, in addition to archiving them, you want also a way to possibly retrieve them?

Mark L: Yes, when you are archiving you are pulling them out of a table, you just filter based on the time.

Tucker: When we are archiving in the live system we probably just drop them out of the memory and mark them deprecated in the database. On a restart, we probably look at the ones that are there and anything deprecated will be immediately rolled into cache, so what you are talking about we probably give it a time span and allow it to query the database and say give all the schedules that happened here, and then you can select one and probably reload it into memory.

Mark L: We were thinking if we were selecting something really old, we might not care that it takes a while to bring it up, and could use the way it is now, but only if we might get some check box in the form that says I want to see everything and then we wait the 3 minutes until it comes up. Like I said, I'll probably want to talk to Alex and see if he thinks we have such cases. Anybody else that might have an opinion on that?

Jason (The man with the opinion): Isn't the issue with the dialog that it takes so long to draw, especially in the memory, and draw the calendar view?

Tucker: That takes long, unfortunately, yes.

Jason: I know the dialog that opened was just a risk to every available system in name that wasn't loading just the table. The check box was deprecated and could just uncheck them and basically recovered them. You might be digging around looking for something by name, without knowing more details about it and that theoretically would take a little bit longer to load than this, but nowhere as near as long as it would actually figure out what the calendar information is and draw it.

Mark L: True.

Tucker: Does that sounds more of what you would like?

Mark L: Yes, most likely.

Jason: Worst case, if you go through it and un-deprecate the wrong thing, you can go back on that list and re-deprecate it and it would go away.

Tucker: If you are un-deprecating something, you usually going activate it, which in the next check it would not be deprecated if you actually have it active.

Mark L: As long as you pick the right one.

Tucker: True.

Mystery Person: Another issue, you might want to look at, is there an option to hold something forever, and say that I never want that deleted?

Tucker: So, marked as essentially, don't ever deprecate check point?

Mystery Person: Yes, that's the thought, if we can do it. I don't know if we can do it or not?

Tucker: I don't have a problem, that's doable, is just how they want it in there.

Mark L: Should we maybe go off and think about this a little bit?

Tucker: That would work. That was the last item we had.

Mark: Yes, that was it. Tucker, I think it is always the case with these SSUG meetings that these issues that we present, it is hard to come up with ideas on the spot, but if someone has a comment they want to add can they go into JIRA as any user can go and add a comment of any other issue if they didn't open it, I think so.

Tucker: I believe they can.

Mark: So, that is always an option, if you do have other thoughts or thought of other permissions, if you have another rankle to add to this last issue with the schedules, you can always go in there and add a comment to JIRA, that is always a great way to record that, or just send us an email.

Someone: We have the numbers correct?

Mark: Yes, you have the numbers. Any other thoughts on that issue? Does anybody have any other issue they want to raise? Thank you everyone, we'll see you in a couple of weeks.

Meeting adjourned around 2:58 PM

New Action Items:

Action:

Responsible Person:

Action:	Responsible Person: