



# SunGuide® Software

## User's Group

### Meeting Minutes



**Date:** December 11, 2012

**Time:** 2:00 to 3:30 p.m. EDT

**Location:** Audio Teleconference, (877) 807-4005, Access code: 571-5958

GoToMeeting: <https://www2.gotomeeting.com/join/324069954>

#### Agenda:

Topic	Led By:
Item 1: Action Items from Previous Meeting	John Hope, OOCEA
Item 2: C2C Reliability	John Hope, OOCEA
Item 3: Expanded User/Device Permissions	John Hope, OOCEA
Item 4: Windows Server 2003 Upgrade	John Hope, OOCEA
Item 5: Database Clustering and Replication	Brian Ritchson, FDOT CO
Item 6: PostgreSQL	Clay Packard, FDOT CO
Item 7: Cloud Computing	Clay Packard, FDOT CO
Item 8: IE9	John Hope, OOCEA
Item 9: Open Forum	All
Item 10: Next Meeting	John Hope, OOCEA

#### Attendees:

Scott Robbins, D1	Mark Laird, D6
Vince Lee, D1	Jose Grullon, D6
Jason Summerfield, D2	Joe Snyder, D6
Kendra McCoy, D3	Dave Howell, D7
John Garrabrandt, D3	Charlie Keasler, D7
Neena Soans, D4	John Hope, OOCEA
Dee McTague, D4	Jessica Baker, OOCEA
Josh Sibley, D5	Arun Krishnamurthy, CO
Steve Johnson, D5	Clay Packard, CO
Nathan Ruckert, D5	Brian Ritchson, CO
Shannon Watterson, D5	

#### Discussion:

**ITEM 1**      Action Items from Previous Meeting

- *None*

## **ITEM 2 Center-to-Center Reliability**

- John (OOCEA) provided update: IBI has reconfigured C2C components to spread out processing and alleviate load

## **ITEM 3 Expanded User/Device Permissions**

- John (OOCEA) provided update: IBI Southwest Research Institute provided more information about Option 1 (\$125K), CMB approved option 1 to move forward with design
- D6 prefers option 2, but will try option 1 to see if it will work operationally

## **ITEM 4 Windows Server 2003 Upgrade**

- SunGuide R6.0 will require Windows Server 2008 and Windows Server 2003 is reaching end of life, districts should plan on upgrading if they haven't already

## **ITEM 5 Database Clustering and Replication**

- Brian (CO) stepped through several permutations of database clustering and setting up replication
- Steve (D5) asked about how licensing works for VMWare / virtual environments
  - Clay: Microsoft will be consulting for each SunGuide deployment
- John (OOCEA) asked if FDOT CO will provide clustering standards/recommendations
  - Arun (CO): No, each deployment is unique

## **ITEM 6 PostgreSQL**

- Clay (CO) reviewed PostgreSQL, a free database management software
- John (D3) Is Server 2008 enterprise version required? – Yes
- Mark (D6) Does it support bulk inserts – Yes

## **ITEM 7 Cloud Computing**

- Clay (CO) briefly touched upon this, more to come

## **ITEM 8 IE9**

- John (OOCEA) asked who's using this and what problems have been encountered
- Several districts have been using it and seen issues with window focus and caching
- Brain (CO): Several issues will be resolved in R6.0 with the use of WFP

- ***AI: CO will perform IE9 testing at the TERL.***

#### **ITEM 9      Open Forum**

- Hotfixes, is there an easier way of accessing these?
  - ***AI: Clay (CO) will investigate better ways of accessing hoxfixes from the SunGuide website***
- Mark (D6) Requested update about install process
  - Clay (CO) in the process of producing ConOps for install process
  - Nathan (D5) Always issues with the software being installed, SwRI is always required to be there to address issues as they are found
    - i. D5 DB staff not available and training may not be possible due to budgets
  - Mark (D6) When we have differences, it means we need an expert to adapt the installation to accommodate these differences.
  - John (OOCEA) one of the suggestions was to analyse the environment to make sure the dependencies.
  - Mark (D6) we have an installation document that covers:
    - i. places we have things saved
    - ii. things we've done before
  - Clay (CO) D6 also has complete dry run of the installation.
  - Jessica (OOCEA) We also had a hard drive fill up after 5.1.1 installation
    - i. supports standardization of hardware
  - Steve (D5) Moving archive log files go into a folder on the SAN; originally 250GB of space; Mary wrote a script to delete files; the LUN was expanded to 600GB; after 5.1.1, the archive logging tripled.
    - i. Mary gave SunGuide support notes to SwRI; SwRI wanted to filter them, and D5 hasn't received them.

#### **ITEM 10      Next Meeting**

- Tentatively scheduled March 19, 2013. John (OOCEA) will send out meeting invite.

### Action Items:

<b>Action:</b>	<b>Responsible Person:</b>
CO will perform IE9 testing at the TERL	FDOT CO
Clay (CO) will investigate better ways of accessing hoxfixes from the SunGuide website	Clay Packard, CO

### Conclusion Notes:

No conclusion for this meeting.

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