Florida Department of Transportations

SunGuide Software User Group Meeting notes

Date: April 1, 2010
Time: 2:30 PM – 3:30 PM
Tele:

Legend: New information in italics; **Action items in bold**   *(**thusly, new action items in bold-italics!**)*

Introductions / Attendees
>   D1:
>>   Carlos Bonilla (CarlosF.Bonilla@dot.state.fl.us)
>>   John Scarpellino (John.Scarpellino@telvent.com)
>   D2:
>   D3:
>   D4:
>>   Dee McTague (dee.mctague@smartsunguide.com)
>>   Neena Soans (nsoans@ibigroup.com)
>>   Alex Mirones (amirones@smartsunguide.com)
>   D5:
>>   Mike Smith (MichaelW.Smith@dot.state.fl.us)
>>   Nathan Ruckert (Nathan.Ruckert@dot.state.fl.us)
>>   Shannon Jones (smjones@HNTB.com)
>   D6:
>>   Mark Laird (Mark.Laird@aecom.com)
>>   Bo Shao (Bo.shao@sunguide.org)
>   D7:
>>   Dave Howell (DHowell@dot.state.fl.us)
>   MDX:
>   FTE:
>   CO:
>>   Arun Krishnamurthy (Arun.Krishnamurthy@dot.state.fl.us)
>>   Clay Packard (Clay.Packard@dot.state.fl.us)

- Poll districts on FP 266: DMS Temp error (too frequent temp alarms on hot days)
    - *This items is OBE for now, and will be closed, and if it comes up again, we can address it as a new issue.*
- SunGuide Deployment Configuration worksheet
    - *This is included as a separate attachment. Central Office asks each district to fill out this page and send to Clay Packard. This issue is a heads-up and can be closed / moved off of this list and handles via email offline.*
- Oracle 11g – SunGuide is moving to Oracle 11g *(specifically, version 11.1.0.7.0)*
    - *Mark Laird confirms 11g is working with 4.2.2 and it is advisable to upgrade Oracle first rather than doing Oracle and SG 4.3 upgrades at the same time*

- o *Also, the specific version required (to avoid memory leak causing Data Archive latency) is 11.1.0.7.0. However, Oracle has not released this version installer for Windows Server 2003 and requires the 11.1.0.6.0 installer plus a patchset for 11.1.0.7.0 for compatibility with Server 2003 (but SwRI mentioned to D6 that they used the 11.1.0.7.0 for 2008 on a 2003 box and it worked)*
  - o *We'll leave this item on the agenda as a placeholder to invite questions and remove after a majority of district's are current with 11.1.0.7.0.*
- C2C Provider (to FL-ATIS) down-time discussion.
  - o *Initially, to answer the CMB question…. Gene is emailed when a SunGuide system is down*
  - o Discussion on how to better mitigate downtime initially raised the question on having a redundant IP address for the FL-ATIS collector to poll and connect t*o; parts of this discussion are in a separate email attachment. Looking at the correspondence in more detail, it seems that this is addressing a more severe configuration change than a switchover, but the issue of not continuously polling a non-working, cold-standby IP address is not desirable. FL-ATIS team would prefer to manually switch the IP address (1-3 minutes);*
  - o *District 6 recommends separating the C2C Provider to a separate server so that a backup SunGuide system can use the same provider (with the same IP / address) so that FL-ATIS needs no configuration change*
  - o *District 5 mentioned that this does not address facility redundancy configurations where the Provider is on a server in one facility and the entire facility is switched over (including the server hosting the Provider). Thus, this is still an open item and needs more discussion.*
  - o ***Clay will verify specifically for this case, the amount of time it would take, and the availability of support for this to happen***
- *SunGuide Release Schedule*
  - o *4.3 (Express Lanes, several Footprint Fixes, TSS Alert Suppression) anticipated in Late April*
  - o *5.0 with new Map! anticipated in late May*
- Maintenance Module Demo
  - o *Shared ownership between D4 and IBI*
  - o *D5 and others interested in the upcoming video conference demo anticipated end of April*
- FHP-CAD – *Still pending ITS WAN – ITS WAN still pending…*
- Reports – *Central Office will be fixing many reports and releasing in upcoming SunGuide distributions – issue closed for SSUG agenda.*
- SunGuide Issues
  - o D4: many ODS_TABLES are not being populated
    - ▪ *ODS_TSS_DETECTOR_CONFIGS, ODS_TSS_ROADWAY_LINKS, ODS_DMS_MESSAGES are among some of them.*
    - ▪ *Documented in Footprint 1390*
    - ▪ *D7 and others have experienced this issue*

- ▪ ***Clay will bring this multi-district issue to Central Office for increased prioritization***
  - o D5: Weather Alerts not usable for dissemination
    - ▪ *Central Office is developing an enhancement for future CMB meeting –*
  - o *D6: Camera images sometimes stale – seems to not have happened – will remove from this agenda for now*
- *SunGuide Suggested Enhancements (2)*
  - o *D7 mentioned a desire to eliminate excessive DMS Spelling Conflicts dialog for messages intended to be sent to many DMS(s). Currently, a single message will have a separate spelling conflict dialog/pop-up for every DMS it is being posted to. Many other districts agree they are having the same issue. Clay will enter this into footprints and will discuss this with CO to try to get this into the CMB for approval.*
  - o *595 team would like an enhancement to have the ability to set a priority type of "forced" (or similar means) for certain DMS word abbreviations such that they are always used rather than only being used if the original word does not fit on a DMS sign. D4 also supports this enhancement as well. The footprint number is 1413. Furthermore, this should work for "words" that contain a space*
  - o ***Clay will bring up to Central Office and provide SSUG an update***