



## SunGuide Software User Group Meeting Minutes

Date: February 16, 2011  
Time: 9:00 AM – 10:00 AM  
Tele: 866-502-8312 x752226

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

### Introductions / Attendees

D1: John Scarpellino

D2: Jason Summerfield

D3: Wayne Bryan and Virgil Jones

D4: Jack Dupree, Neena Soans

D5: Nathan Ruckert, Mike Smith, Steve, Chris Fricke, Josh, Andrew Bonner, Shannon

D6: Mark Laird, Joe Snyder

D7: Jared Roso

OOCEA: John Hope

MDX: Wang Lee

CO: Clay Packard, Brian Ritchson

- New Chair nominations – *Jason Summerfield was voted as new SSUG chair*
- FHP-CAD
  - ITS WAN coming online – anyone need support? Feel free to share your experience with this...
  - ***All members: Please let CO know if you need support on this;***
  - *Specific current footprint of related interest is 1783*
- SunGuide Suggested Enhancements
  - Footprint 1522: Suppress redundant spelling conflict approval dialogs
    - ***APPROVED at CMB!***
  - FP 1413: Forced Abbreviations in RPG
    - ***APPROVED at CMB!***
  - Video Display “Wrapper” integrated into SunGuide map
    - Uses [www.videolan.org](http://www.videolan.org);
    - ***All members: Please provide comments if you use this or have ideas***
  - More Information Requested status needs to change when more information is submitted to the footprint
    - *done!*
  - *Remove these from agenda*
- Video Sharing and H.264
  - Poll other users’ experience with this software outside of SunGuide
    - *Comment: make sure we can decode (video wall, decoders, etc.)*
    - *JAX municipalities are rolling out H.264 but D2’s decoders are MPEG-2 only.*



- Additional Topics
  - DMS “Blanked” and related issues
    - *See APPENDIX on next page as well as FP’s: 1753, 1769, and 1770*
  - Color DMS – from CMB
  - DataGuard
    - *D5 has Mary working on DataGuard for temporary use: migration to new virtual environment*
    - *D6 has intent to use DataGuard in future;*
    - *While discussing the clustering requirements/SwRI support with Arun, he also likes the idea of adding requirements for DataGuard support as well*
  - Multiple word abbreviations
    - *FP #1827 has been recently created as a placeholder, but will be updated by Mark Laird with additional/specific information.*
    - ***All members to chime in if this has multi-district support to help the priority of this enhancement request at next meeting***
- Open Discussion
  - *Responders*
    - *If there’s no name in the system for an agency, you can’t use the agency*
    - *If a name is associated to another agency, you can’t use it in another agency*
  - *Clustering Issue: full failover/startup requires user intervention*
    - *...due to inability to have cross cluster group dependencies (i.e. databus in a different cluster group depends on shared SunGuide network drive or on the database in a different cluster group or entire cluster)*
    - *Arun likes the idea proposed by John Hope to have this added to SunGuide requirements for SwRI to support*



*APPENDIX: DMS POSTED and BLANK issues:*

D6 has submitted 3 Footprints issues related to the use of “Blank” in the “DMS POSTED” chronotype entries in chronologies:

1753 – When a DMS is used for an event and is then pre-empted by a higher priority message, the chronology for the first event shows “DMS POSTED”: Blank”.

- Our thought is that the use of a more appropriate status would resolve this issue. “Preempted” might work.

1769 – The original issue was that “DMS POSTED” actions were logged long after the event ended, but that was traced to a pixel error that led SunGuide to assume that the message had not been posted. There may be multiple issues here.

- Our thought is that we might be able to identify which DMS errors indicate that a message was not posted vs. those that simply provide information. For example, a pixel error is not a failure to post, but a timeout is. I think that SunGuide already knows the difference, though. For example, it knows when it should put a sign into FAILED state. I wouldn’t mind seeing retries appear, especially for Express Lanes toll signs so that we know when the message actually goes onto the sign if it requires a retry.

1770 – Merged message causing “DMS POSTED: Blank” when message still displayed

- When there is a merged message (e.g. event message and travel time message) and one of the messages updates, the chronology for the other event shows “DMS POSTED: Blank”.
- SwRI has proposed that the higher priority event be associated with the MAS queue, which means that it would have a correct chronology and the lower priority event would have an incorrect chronology. That proposal won’t fly. I sent some thoughts to Joe for review and have to get his comments, then I will update the FP issue.