



SunGuide Software User Group Meeting Notes

Date: April 12, 2011

Time: 9:30 AM – 11:00 AM

Tele: 4976 OR 850-414-4976

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

Introductions / Roll Call:

D1: John Scarpellino

D2: Jason Summerfield, Santos Marine

D3: Jeff Messer and Kendra McCoy

D3COT: Wayne Bryan

D4: Neena Soans, Dee McTague, Jacques Dupuy

D5: Nathan Ruckert, Andrew Bonner, Chris Fricke, Mike Smith, Shannon W.,

D6: Joe Snyder, Mark Laird

D7: Jared Roso, Dave Howell

FTE:

MDX: Wang Lee

OOCEA: John Hope

CO: Clay Packard, Brian Ritchson, Vernell Johnson

• SunGuide Suggested Enhancements

○ Installer Improvements – Poll Districts

- *D1: will check on that*
- *D2: Jason could handle installs; no comments on installer – seems to do its job*
 - *Sometimes there's no version control – and no centralized hotfix coordination / announcement so that other districts can get hotfixes and benefit from them.*
 - *Clay will look into having all hotfixes and their associated footprints posted to sunguide website*
- *D3: will discuss internally first*
- *D4: is comfortable with installer – no comments on installer – sometimes has issues related to documentation: could be more detailed*
- *D5: comfortable with installing.*
 - *Problem putting in path in installer – must restart the whole installer – needs footprints*
 - *Agrees with need for more detailed documentation – they often have an “oh yeah, we forgot to update a file – we'll take care of it” – you guys are a little different – proprietary to a specific district”*
- *D6: installation has been an adventure – detailed procedure/checklist documentation – SwRI does installation – 2-3 weeks testing (more than*



testing – this is a recovery period, during which the system isn't working properly) after that.

- *Documentation comes in pieces (DB, configuration, etc.) – need fewer documentation*
- *D6 is not ready to take on the responsibility without SwRI*
- *Hotfixes sometimes need to be verified to be included in next version*
- *D7: is comfortable doing their own installations*
 - *Would like an answer file to automate the installation*
- *MDX: would prefer to keep SwRI support for upgrade*
 - *Agrees that documentation is not user friendly/complete*
 - *If training and better documentation were provided, it would be doable to do their own installations*
- *OOCEA: Would prefer to have SwRI support for now, but would be open to it in the future after training and experience*
- *DMS Scheduling – Time of Day and days of week – this is for TVT*
 - *Interested districts: D2, D3, Tallahassee, D1, D4, D6*
 - *D6 and D4: May want this sign or travel time link specific*
 - *D6: Needs control of schedule*
 - *D6: Needs multiple schedules*
 - *D6: willing to defer to the pressing need to implement system-wide first, then do per sign/per travel time later*
 - *D6: Need to ask SwRI for implementation suggestions.*
 - *D3: asked if it is possible to schedule different travel times per time of day*
 - *Ex: Peak Time for commuters versus after hours for tourist*
 - ***Discuss this offline to complete the concept***
 - ***Clay to request implementation/cost***
- *FP 1601: Closed events on map: Discuss and gather input from Districts*
 - *D2: closed events disappear immediately*
 - *D6: ditto*
 - *D4: ditto*
 - *D1: ditto*
 - *No one objects to closed icons disappearing immediately*
- *Poll Districts for other enhancement ideas*
 - *All Districts agree with forced blanking the sign*
 - *FP 1310 – already approved –*
 - ***Clay will request an update***
- *Roadwork/limited visibility needs to span a range of mile markers – possibly could use congestion*
 - ***John Scarpellino will enter a footprint***
- **FHP-CAD**
 - **All members: Please let CO know if you need support on this; Remove from agenda**
 - *Specific current footprint of related interest is 1783*



- *D4 has seen disconnecting issues; Neena will enter a footprint*
- *Jason will forward what he has sent to SwRI, include an update, and CC Clay for issue tracking*
- DMS “Blanked” and related issues
 - See APPENDIX on next page as well as FP’s: 1753, 1769, and 1770
 - *All districts concur with using “REPLACED” for 1753*
 - *Jason will verify 1769 in D2*
 - *For 1769: We would like chronology to be more specific: “Sign Error” rather than “Message failed to post” or something more specific and non erroneous*
 - *Clay to ask SwRI for solution/cost for 1770*
- Color DMS – from CMB
 - Derek Vollmer to brief us on Color DMS TRC
 - *Due to time constraint – we’ll revisit this next meeting*
- 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
 - Anything else? Action Items for this?
 - *OOCEA is using DataGuard*
 - *SSUG recommends for SwRI to include DataGuard support with SunGuide support*
 - *Clay will coordinate and will assume this includes clustering 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**
 - *No one objects*
 - *SSUG recommends 1827 to CMB*
- Open Discussion
 - Responders
 - If there’s no name in the system for an agency, you can’t use the agency
 - *FP 1746 – shown as fixed in 5.0.4 – remove from agenda*
 - If a name is associated to one agency, you can’t use it in another agency
 - This is Footprint 1748
 - *1748 – SSUG to provide concurrence / priority (since we ran out of time here)*
 - *A workaround of adding separate “Other” contacts (i.e. “Other Fire”, “Other Hazmat”, etc.) was mentioned, but didn’t seem to be well received as an acceptable final solution*
 - *FP 1634: Populate contact phone numbers if contact is already defined in EM*
 - 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
- Anything else? Action Items?
- *Assumed to be included similar to DataGuard – remove from agenda*



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.