



Technical Support

TECHNICAL NOTE

Technical Note TN-861-SR

T1542 Line Despatcher Software Version 5.01.08

26th April 2004

This version of software has been developed to provide fixes and address issues reported by various customers, in particular Dublin Bus. See the list of changes for more details.

Changes included in this software release

1. Pressing 'Enter' in data entry dialogs causes the 'Add' button in the parent window to be pressed.

Description:

This fault occurs in many windows; here is a description of the fault as it relates to the 'Address Book' window.

To add an entry to the 'Address Book' window, the user clicks 'Add' which brings up the 'Add Entry' window. After entering the relevant details, the user can complete the addition by performing one of two actions. They can simply click the 'OK' button, which causes no problems. Alternatively they can hit 'Tab' repeatedly until the 'OK' button is selected, and then hit 'Enter'. If the user performs the second of these operations, the unit is added to the Address Book but the 'Add Entry' window immediately reappears.

Solution:

The problem was caused by button's, in a parent window being selected, when the user selected the 'OK' button in the child window and then pressed 'Enter'. This behaviour is fixed in this version.

2. No icon is displayed for broadcast calls.

Description:

No icon is displayed for broadcast calls in either the 'Recent Calls' or the 'Live Calls' panel on the main window. This fault only affects version 5.1.6 of the software.

Solution:

Fixed in this version.

3. Invalid login attempt causes the application to shutdown.

Description:

This problem is apparent when a user attempts to log on with an incorrect username/password. If this occurs when the 'Line Dispatcher Login' window is 'Ready' then the application will very briefly report an 'Incorrect logon attempt' and shut down. Note: This is the same behaviour that occurs when a user with an access level of 'Disabled' attempts to log on.

Solution:

This behaviour has been changed. After an incorrect username/password is entered, the 'Line Dispatcher Login' window reports an 'Invalid logon attempt' and allows the user to try again. After 5 failed attempts, a dialog is displayed to indicate that the user has attempted to enter an invalid staff number or password. The application, will only shutdown if the cancel button is pressed.

4. The 'No connection to node' icon is sometimes displayed when the connection is OK.

Description:

This problem concerns the status bar that runs along the bottom of the main window of the LDT. If there is no connection to the node then 'No connection to node' is displayed over a red bar and the 'No connection to node' icon is displayed to the right of the bar. This behaviour is correct.

Some customers have reported that sometimes, when the connection to the node is up, the 'No connection to node' icon is incorrectly displayed. The red bar is not displayed in this situation.

Solution:

Fixed in this version.

5. Log files are overwritten.

Description:

When the LDT is restarted the diagnostic log file is overwritten. This also occurs if the log file size exceeds a specified size.

Solution:

Log files now have names of the following format: log-<ISO_DATE>-<INDEX>.txt. For example, log-20040414-03.txt is the third log file generated on the 14th of April 2004. When the LDT is restarted, a log file is created with a unique name. When the log file exceeds a specified size a new log file with a unique name is created. Unique names are created by incrementing the value of INDEX. This allows old log files to be archived. Log files older than 10 days are automatically deleted. It is possible to change the number of days that log files are stored by editing the following line in the LDT.cfg file.

Compatibility

This software is approved for use with the following types of computer:

1. IBM compatible 5x86 (or greater), 300Mhz Processor (or greater), 64 MB RAM (or greater) running Microsoft Windows 2000 Professional or Microsoft Windows XP.

This software is compatible with:

1. T1541 Version 3.01.00 and greater.
2. T1541 Despatcher Interface Protocol, Version 2.3

Issuing Authority

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