

Service Shell Version 3.1

Release Notes

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Revision History

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Release Notes

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1. INTRODUCTION

We are pleased to send you the latest revision of Service Shell software. These release notes include the changes in the 3.1 release of Service Shell software. Where appropriate, they refer you to the online help for more information.

2. WHAT IS IN THESE RELEASE NOTES

The release notes include the following sections:

New Features —describes new features and improvements that were added to Service Shell software.

Problems Fixed —lists problems in the previous release of Service Shell that are now resolved.

Known problems —lists problems that are not yet resolved.

Getting Help—provides information on where to get help using Service Shell

2.1 Service Shell Releases

The table below lists all supported releases of Service Shell including their build numbers:

Release	Build
Service Shell 2.4	377
Service Shell 2.4 SP1	437
Service Shell 2.5	770
Service Shell 2.5 SP1	845
Service Shell 2.5 SP2	1036
Service Shell 2.6	1099
Service Shell 2.6 SP1	717
Service Shell 3.0.14	702
Service Shell 3.1.X	N/A

3. DEVICES SUPPORTED

DCAPI server 2.0 is no longer required to be installed with Service Host 3.1. It was required for Service Host version 3.0. DCAPI server 2.0 conflicts with any version of Print Console, except version 4, when communicating via the workstation serial port. Service Shell 3.1 has a solution for this problem. You should only install DCAPI server 2.0 on a workstation where it is part of the controlled release. Service Shell is no longer dependant on DCAPI server 2.0 and can now be used without installing DCAPI server 2.0.

You can install the Service Shell Client 3.1 as a remote client on any system and connect to 3.1 or older versions of service host. (The Service Shell Client and Host 3.1 should not be installed on a customer workstation, unless it is a part of the controlled release)

4. FEATURES AND IMPROVEMENTS

Service Shell 3.1 has new features and improvements from version 3.0. The reason for this release is to support some new tools, release a new SPlot version and provide improvements to the Backup and Restore tool, Test Plot tool, and the Service Host Configuration wizard.

4.1 New features

- Device Change Tracker
- Camera Edge Detect

4.1.1 Device Change Tracker

This is a new service tool within the Service Shell 3.1 client. Use this tool to record and track field change orders (FCOs), preventative maintenance visits, and other service actions applied to a specific device.

Launch the tool in Service Shell client 3.1 using **Tools>Device Chg Tracker**.

4.1.2 Camera Edge Detect

This new service tool within the Service Shell 3.1 client allows you to view live edge detect camera images and to browse stored images. (The Edge Detect Camera is currently released only on Magnus VLF devices)

It is used mainly for calibrating the camera, troubleshooting edge detection problems, and for sending condensed camera image information to product development for debugging.

Launch the tool in Service Shell client 3.1 using **Tools> EdgeCam**.

Note: To view live camera images, you must have DCAPI server version 2.0.5 (or higher), and **camera-edge-detect** enabled in the product firmware in addition to the installed camera hardware.

4.2 Improvements

- Splot
- Downloading MCE main firmware
- Firmware upgrade script
- Host Configuration wizard
- Test Plot
- Version Checker
- Versioner
- Installer
- Log Viewer

4.2.1 SPlot

A newer version of SPlot (version 4.90) is included in Service Shell 3.1.

4.2.2 Downloading MCE main firmware

A fast download option has been added to MCE main firmware downloads to execute the download at a baud rate of 115200.

You can use the protocol in two ways:

- rename the file from **3244fmw.bin** to **f3244fmw.bin**

Or

- specify the protocol:

  download 3244fmw.bin protocol=MceMainDF1Fast

The firmware upgrade script has an option to load the firmware in the fast mode if the version of service host supports it (Service Host version 3.1 or higher).

4.2.3 Firmware upgrade script

The firmware upgrade script now supports the new MCE main fast download option. This option is available only if the client connects to a 3.1 version of service host.

The firmware upgrade script also allows upgrades of TH1.X version 2.00 head firmware.

For GMCE devices, the firmware upgrade script will only run the TH1.7 and TH2 installers—it will not perform a download itself. The script will create a backup and launch the head installer.

Note: For TH1.7 heads, the script will upgrade the head NVS after running the TH1.7 installer.

4.2.4 Host Configuration Wizard

More GMCE and MCE devices have been added to the known devices list.

Service Host Configuration wizard has been redesigned with a more user-oriented focus. Devices are selected based on product lines, rather than internal electronics. Configuration actions are more similar between different devices. Never-used or rarely-used options were removed, and replaced with smarter defaults. There are several additional interface features, including improved explanatory text and messages. Feedback during application of settings is improved.

You can now save a configuration file, and reload and apply it at another time. This allows field engineers and development to switch easily between various configurations. Saved configurations are applied by running the wizard interactively or from the command line.

Service Host, the device, and workstation are restarted automatically if needed, rather than prompting you to do so.

Support for GMCE devices has been improved, including USB diagnostic connections. Support for non-standard configurations is added.

4.2.5 Test Plot

Beam position series may now be performed with TH1.X and TH2 heads.

Media type 19 (a manual load flexo media type) can now be loaded.

You can now specify to force a **`stroke cal`** just at the beginning of a series (This option is under the advanced section – but only for workstations that run DCAPI server 2.0.5 or higher).

Scale the plot/s to fit the new media dimension—This option will keep the plot size the same ratio as the plate size so your plots are guaranteed to fit on the media even if you specify a larger or smaller plate size for your job.

Media reuse feature—**Test plot** allows you to image media already loaded in the device. You are no longer forced to unload media after a job completes. If a job is submitted with media loaded in the device, you have the option to unload the media loaded in the device. You can also unload the media already loaded in the device and load different media.

You can now specify if media should be rotated on unload if desired.

4.2.6 Version Checker

The **Version Checker** user interface was revised and improved to be more user-friendly. You now have the option to test different controlled releases against the host's versions without actually configuring the host with the test controlled release version. In previous versions of the version checker this was not possible. You had to configure the host in order to test different controlled release versions.

The version checker will now check the workflow versions based on the workflow type configured in the host.

4.2.7 Versioner

The **Versioner** output file contents Provide more functionality to the Controlled Release Installer and Statilyzer.

With MCE & GMCE firmware versions that support the **`version`** command, the Versioner now parses the log files for device information and does not send **`version`** commands directly to the device.

When DCAPI server version 2.0.5.1 or higher is installed, Versioner will be started by the DCAPI server once initial communication is established with the device. Versioner will not query the device when the service host starts up if DCAPI server version 2.0.5.1 or higher is installed.

4.2.8 Installer

Service Shell Client and Host installer will now find the system drive rather than relying on the user to correctly specify it.

4.2.9 Log Viewer

The **Log Viewer** can now view CFL log files.

5. PROBLEMS FIXED

This section lists problems resolved in the Service Shell 3.1 software.

Removed RCMD

RCMD was removed from Service Shell Client. RCMD execution within Service Shell was causing issues when the client connection was lost without notifying the host. This case would lock the host resulting in the host failing to log device traffic.

PR 567: Corrupt state if installed w/o root directory.

A Service Shell install would be corrupted if installed without the root directory.

PR 6676: Test Plot fails to reestablish connection to the device if the device is reset during plotting

The **Test Plot** tool will not recover if the device is reset during plotting.

PR 6750: Runtime error on Service Monitor when user logged on without Power User or Admin right

When a normal user without administrator or power user rights logged on, a runtime error occurred on Service Host.

PR 7741: Connection dialog server list should be an infinite list and not remove previous connections.

The connection list is finite and the user will lose previous connections they may have connected to in the past.

PR 8628: TPA - When an unsupported media type is found in a job the series number should be listed in the error.

The offending plot ID is now indicated in the error message when a problem is found with job's test plot.

PR 8966: The -Calibrate surface reflectivity- TPA feature is currently not supported by the firmware for Sleeve Imaging- user should be restricted from using it.

You can no longer specify **calibrate surface reflectivity** with a flexo job type. The option will be ignored and not performed by the device.

PR 9135: Service Shell/Host installer should look for the system drive and install on that drive rather than defaulting to the D drive.

Service Shell and Host installers would not install Service Shell on the system drive by default. The user would have to specify the system drive manually. Not having Service Shell client installed on the system drive would cause Backup And Restore to fail backing up Print Console and other software components.

PR 9785: Remove Host Options Logging Options from host menu

These options are only available if **allow icons to interact with desktop** is enabled. This option is disabled by default. These options should be removed, as they will never be available to the average user.

PR 9809: Host config wizard should not have the TCPIP config page as the last page. It should come before the summary page.

Currently the MCE service Host Configuration is confusing because the TCPIP configuration page appears after the summary page.

PR 9868: TPA - series subscan dimensions reflected in the gui do not represent the proper image size. They are under estimated.

The test plot user interface misleads you into believing that you can plot more strips on a piece of media than what is actually possible. For example, if a series strip is defined as 20mm in the interface the strip will be drawn in the interface to have something slightly less than 20mm. Because of this problem you can define a series to have too many strips. If you use the interface as a reference, you will think that all the strips will end up on the media. The result is that Test Plot suspends with the error: **One of the series subscan image size is too large for the media size, by 'x' mm**.

PR 9902: Test Plot applet requires a Service Shell client restart when it is started with Print Console running.

Test Plot would not recover if it was started with Print Console running and then Print Console was closed.

PR 9971: Bug Zipper didn't pick up PC debug and event logs

Fixed a bug in **Bug Zipper** running on workstations configured with *Microsoft Windows* 2003 and XP. The date was not being captured properly causing the **Bug Zipper** to fail.

PR 10000: Versioner - Version Checker Use redirect pass rather than redirect disable in command preamble

Versioner and **Version Checker** will now issue **redirect pass** when the version checking completes.

PR 10010: Disabling one ethernet adapter prevents an enabled adapter (of the same name/description) from being displayed in the host config wizard

When one *Intel* PRO/1000 MT Adapter was disabled from the Network Connections console, the other enabled *Intel* PRO/1000 MT Adapter disappeared from the Host Configuration wizards list of network adapters.

This problem is now resolved.

PR 10081: Versioner should output a 'CR state' field

Versioner now creates a **Controlled Release State** field that can be used to determine if a workstation's software/firmware matches the software/firmware versions that make up the controlled release.

PR 10085: Version checker add button to allow user to test a controlled release version without configuring the host with the test-controlled release.

Using **Version Checker** you can now test different controlled releases on workstations without configuring it with the controlled release you are testing against.

PR 10109: TPA - Increase job tool tip time so it is long enough to read the job details.

The **Test Plot jobs details** tool tip time was increased. In previous versions the tool tip would not last long enough for the user to read all the job details

PR 10110: Add CFL logs files to bug zipper.

Bug Zipper now captures CFL log files.

PR 10112: TPA - Increasing the number of strips should not resize the total mainscan length of a series.

When increasing the number of strips in a series, the size of the plot on the media would increase.

PR 10117: Service Host Config utility should set the Jumbo Frames setting of a GMCE network adapter

The Host Configuration wizard now configures the GMCE network adapter's Jumbo frame setting. You no longer have to modify this setting manually.

PR 10131: Versioner should create a group status when comparing versions.

Each group has a status that can be used to determine if a workstation's software/firmware matches the software/firmware versions that make up the controlled release.

PR 10140: TPA - plot entire media size errors out when the user uses a plate dimension smaller than the last job submitted.

If the user varied the plate sizes in conjunction with using the **plot entire media size** option, **Test Plot** would fail eventually, during multiple job processing, with a media size error.

PR 10141: Service host - Download command does not support spaces in the end of the path name of the file to download.

In previous versions of Service Host if a user sent the command **`download "c:\serviceshell\firmware\3244fmw.bin "`** the command would be rejected due to the space at the end of file name.

PR 10156: Added new Magnus 800 devices and components to the Versioner, Version Checker and Host Configuration Wizard.

Added new Magnus 800 device types: semi automatic, single cassette and multi cassette.

PR 10228: TPA - submitting a job with single plots followed by another single plot job fails.

When a job was submitted with one or more single plots followed by another job with a single plot the second job would fail. The carriage was left home at the end of the last plot in

the first job. DCAPI does not send the carriage home if only one plot is imaged for the last series.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.1 software. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the problem will be listed in the *Problems fixed* section for the next version of the Service Shell software.

6.1 Major problems

PR 63: Log Viewer does not size columns correctly when using large font

If you change the **Log Viewer** type size in **ServicePrefs.ini** from a height of 14 points to 16 points (Courier New), the logs do not display properly. The time stamp field is not large enough to display the whole time stamp.

PR 140: Log viewer fails concurrent download operation

If you start to download a log file, and select another log file in the selection bar while the download is in progress, an error is reported and the download terminates.

Workaround

Concurrent log file downloads from the same client session are not yet supported. You can download multiple log files from multiple Service Shell sessions. If you use a modem, you can improve download performance downloading files one at a time.

PR 449: OVERRUN error on Service Shell Connected to Flexo system

An OVERRUN error occurs when Service Shell is connected to Flexo system with TFX thermal imaging head. The TFX thermal head communicates directly via a COM port with Service Host at 115200 bps. The Service Host device output-logging component causes slower host processing of TFX output. This causes a data overrun. The problem becomes more evident when head verbosity is increased. The problem is not fixed in this release.

Workaround

To minimize the impact of this problem, reduce the head verbosity. Alternatively you could communicate with the head using the **Monitor** tool to instruct the MPE/MCE device (use the **`redirect enable/disable`** commands).

PR 451: OVERRUN error on Service Shell connected to Flexo system (TFX head)

An OVERRUN error seems to occur with TFX heads that are directly connected to the workstation. This is likely due to the direct serial connection and high data rate. The exact cause of this problem is not well understood. It may be related to non-optimized COM port settings. Please forward any further information to the Service Shell team.

PR 530: Download command cannot resolve path to substituted drive on Windows XP

Substituted paths may be a problem on Windows XP. Substituted paths allow a drive (virtual) to be assigned to a path.

Workaround

Use absolute paths when navigating to a file or folder.

PR 6539: Cannot switch from Test Plot to Monitor window in Tools bar

You cannot switch from **Test Plot** to **Monitor** in the **Tools** bar. You must select **Device Monitor** in the **Views** bar.

PR 8073: Test Plot Applet requires that the media slots are aligned on a head in order to perform correctly.

With a Test Plot job, Test Plot will use the slot that matches the same slot as the media when varying a head parameter.

If the slots are misaligned, Test Plot will adjust parameters that match the same slot as the media and the firmware will image using the media slot with the same name. The head media slot that the Test Plot is varying and the head media slot that the firmware is using will be out of sync and the media will not be imaged correctly. After you process the media you will not find a change in the parameter you are running a series on.

There is nothing to detect that this error is occurring. You will only know if you are experiencing this problem after you process the media.

Workaround

To resolve this problem, ensure that the media slot and head slot for the media you are using to image the test plot are aligned.

- The media slot and head slot for a TH1.X head must be the same number. The name and/or the color must be the same. For example: **`set media 1 name/color`** and **`set hdm 1 <name>/<color>`**.
- The head slot for a TH2 or TH3 head must be 1 less than the media slot number. The name and/or the color must be the same. For example: **`set media 1 name/color`** and **`set med 0 <name>/<color>`**.

PR 9638: The Service Shell download command should support the GMCE/TH3 components

Workaround

Use the firmware installers that are part of the controlled release.

PR 10248: TPA - Default jobs/user defined jobs are sometimes lost.

Something causes the default/user-defined jobs to be lost in TPA and you are left with no jobs at all.

To fix this problem, close Service Shell and delete the **testplot.ini** found in **X:\ServiceShell\Applets\Test Plot.**

When Test Plot starts up again you will have all the default jobs you had previously lost, but you will not have any new jobs you created. To get the new jobs you created back into Test Plot, import them and browse to them under **X:\ServiceShell\Applets\Test Plo**t.

6.2 Minor problems

PR 207: User buffer selection is disturbed when receiving an error line from device

In **Monitor**, you can select buffered text and then copy it to **Clipboard** or save it in a file. When you make a selection, an error message from the device is appended to the buffer and the selection is lost.

Workaround

1. Retrieve information from log(s) using **Log Viewer**.
2. Disconnect from the host.

   The buffered data is still available and selectable in the buffer. The same options are available for the selected text.

PR 253: Remote group list does not include files with the same name from different folders

This problem can occur if you:

- run a script that causes an error message after completion (for example, run a script while not connected)
- switch to another tool view
- wait until the script completes, and displays the error message
- switch back to the scripting view
- clear the message box

The tool thinks it is still running a script. You will not be able to select another script or click **Abort** to terminate.

To resolve this problem, switch away from the **Scripts** view, and switch back.

PR 252: Next/Previous error buttons skip over “MORE” lines

The **Next Error** or **Previous Error** (red) buttons in the **Log Viewe**r's navigation palette skip over MORE lines. For example, they do not retrieve errors from sections of the file that were not downloaded. This can mislead you into thinking there are no errors.

PR 256: Creo Device Server serial connection overlapped I/O

The current implementation does support overlapped I/O, so serial communication at high baud rates may be affected. The only device that appears to be affected is the TFX head. Other MPE and MCE devices are not affected.

PR 390: SPLOT via Upload command causes server messages to be processed late

Some SPlot commands invoked from a script running within Service Shell cause delayed processing of the server messages. The text from the device, before the upload command is issued, appears after the upload command complete message is displayed.

Although the swapped display suggests that the output timing is swapped, it is correct but the script flow control is not. The swapping of messages is due to Service Shell SPlot integration and is only a display issue.

PR 426: Scroll rate should slow down to allow easier highlighting of text

When selecting text larger than one page, the scroll rate is abnormally fast. As a result, more text than needed is highlighted.

Workaround

1. If your mouse has a wheel, use the wheel to scroll up or down the buffer. The wheel scroll rate is much slower.
2. Select the first row of text you want.
3. Using the scroll bar, turn the mouse wheel to navigate to the last line of the selection.
4. Press SHIFT and click the line.
   All rows from the start row to the end row are selected. Start and end rows can be selected in any order.

PR 467: Connection slows down when there is lots of monitor traffic

Service Shell monitor consumes most of the host computer CPU when processing large amounts of device output. High CPU usage slows down the communication between Server Shell client and host.

The monitor was improved slightly in 2.4 SP1 release, but it is still a problem.

Workaround

To avoid this side effect when testing with a large amount of data, select a different tool in Service Shell client until the command output is complete. Device output is always logged in Service Shell logs.

PR 524: Bug Zip should also unzip

The **Bug Zipper** utility creates an archive of log files, configuration files, and so forth. The archive is a compressed file (.zip). **Bug Zipper** cannot uncompress the archive.

Workaround

Uncompress the **Bug Zipper** archives using *WinZip*.

PR 6199: Upgrading 2.4 to 2.5 or later does not change the Service Shell Client desktop icon

On some computers, Service Shell 2.5 or later client installer does not upgrade the previously installed Service Shell desktop icon. This problem does not occur on the Service Shell Host install.

Workaround

Delete the existing shortcut and create a new one.

PR 6404: Startup View cleared after switching users

The Outlook bar contains a **Custom Views** group, a **View** group and a **Tools** group. The startup view setting applies only to the **Custom Views** and **View** groups. The **Options** dialog (available from the **Tools** menu) provides the ability to set the startup view (last selected or specific view) for Service Shell. This setting does not apply to the **Tools** group in Service Shell.

PR 6407: Log server option on single file size not working

The sizes provided in the log file settings are a guideline used to determine the amount of log file information that is retained. The exact details of this mechanism are as follows:

- Log files always roll over on the first log message after midnight (local time).
- At the time when the files roll over, the log mechanism deletes older log files until the number of files is less than or equal to **SystemLogMaxBackup**s, and the total file size is less than **DailyLogFilesTotalMaxSize**.
- Log server keeps at least two log files (today and yesterday)—this rule overrides the deletion algorithm described above.
- The content of any particular log file is never modified. (It does not selectively delete parts of a log file.)

PR 6421: Loop/Test Plot applications don't size properly for low resolution monitors

Loop Test and **Test Plot** tools require display resolution higher than 800 x 600.

PR 6461: Image separator shows different widths on positive and negative media

Test Plot images a strip separator using the device settings before the series parameter is applied using pattern 150. It doesn't differentiate between negative and positive plots. Future releases will allow you to image the separator with a selectable pattern.

PR 6626: Restrict creatable series minimum size to 100 X 100 mm

If you click in the graph area of **Test Plot** and the selected area is less than 100 x 100 mm, a warning message appears. The series should be cancelled.

Workaround

Create a big series that is visible on the graph. Then resize the series to fit the plot size you require.

PR 6688: Import test job file dialog should remember the last browsed path

To import multiple jobs, you must browse to the location that your new jobs are located every time rather than having the tool remember the last path you browsed to.

PR 6759: Service Shell Client Issues with Active Desktop in Windows NT 4.0

Some Service Shell Client subsystem functionality calls for **shell32.dll** version 4.72 or later in *Windows NT* with *Internet Explorer* 4.0 or later. The **shell32.dll** file update is not installed unless you select **Active Desktop** at the time of the Internet Explorer update. The system will continue to use the initial **shell32.dll** version 4 that was installed with *Windows NT*. Upgrading the service pack to 6a or 7.0 has no effect.

Workaround

Upgrade *Internet Explorer* to *Internet Explorer* 6 SP1. In the location where the **IE6Setup.exe** file is located, type:

```
ie6setup.exe /c:"ie6wzd /e:ie4shell_ntx86 /i:y"
```

Note: Copying the above text from this file and pasting it into the command prompt will not work. You must type the command line yourself.

This command line launches *Internet Explorer* in **Wizar**d mode. Follow the instructions to upgrade the *Internet Explorer* tools and **Active Desktop**.

PR 9706: GMCE systems - Log manager creates dual log entries for diag traffic when the USB cable is connected/configured.

Workaround

Do not leave the USB cable connected when it is not required. It should only be needed in special circumstances. Leaving the USB connected will affect the device throughput.

PR 9747: Service host config wizard requires setup for a Satellite board device with GMCE devices.

Currently there is no way to setup a LIONEL board the way the host is currently configured with a GMCE. There is no regular COM port setup that is required for changing the communication channel on a LIONEL board.

Workaround

Configure the service host on your laptop to MCE and set the proper communication state on the LIONEL board or use 'hyperterminal' on the customer's workstation provided that there is a com port available to talk to a LIONEL board.

PR 9765: USB -' GMCED' - should be locked when 'GMCE' is locked

Without the GMCED locked, the host is not effectively locked. An access point is still allowed.

Workaround

Do not leave the USB cable connected when it is not required. It should only be required in special circumstances. Leaving the USB connected will affect the device throughput.

PR10670: PSRM error will not allow some TIFF files to run in TPA

Workaround

Send TIFF files that get PSRM errors in Test Plot through *Kodak Prinergy* Evo or a TIFF workflow.

7. GETTING HELP

If you encounter problems when using Service Shell, first check the online help. The help system contains detailed information about the setup and operation of Service Shell tools and software. Access the **Help** menu from the active application, from the main menu, or from the Service Shell window, top right corner.

If you cannot resolve the problem using the help system, contact ODServiceToolsSupport@creo.com or contact your Response Center.