

Service Shell Version 3.2

Release Notes

Document Number
739-00344A-EN Rev A

03 Nov 2006

Copyright 2006 Kodak. All rights reserved.

Revision History

Revision	Date	Author	Comments
A	Nov 3 2006	Greg Brown	

Service Shell Version 3.2
Release Notes

CONTENTS

Revision History i

1. INTRODUCTION 1

2. WHAT IS IN THESE RELEASE NOTES 1
   2.1 Service Shell Releases 1

3. Devices supported 1

4. Features and improvements 2
   4.1 Improvements 2
      4.1.1 Host Configuration Wizard 2
      4.1.2 Test Plot 2
      4.1.3 Version Checker 3
      4.1.4 Versioner 3
      4.1.5 Backup And Restore Tool 3
      4.1.6 GMCE USB Port Driver 3

5. PROBLEMS FIXED 3

6. KNOWN PROBLEMS 3
   6.1 Major problems 4
   6.2 Minor problems 5

7. GETTING HELP 9

1. INTRODUCTION

We are pleased to send you the latest revision of Service Shell software. These release notes include the changes in the 3.2 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
Service Shell 3.2.X	N/A

3. DEVICES SUPPORTED

DCAPI server 2.0 is no longer required for installation with Service Host 3.2. 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 3.2 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 (CR). Service Shell is no longer dependent on DCAPI server 2.0 and can now be used without installing DCAPI server 2.0.

You can install Service Shell Client 3.2 as a remote client on any system and connect to 3.2 or older versions of Service Host. Service Shell Client and Host 3.2 should not be installed on a customer workstation, *unless it is part of a CR.*

4. FEATURES AND IMPROVEMENTS

Service Shell 3.2 has new features and improvements from version 3.1. The reason for this release is to provide support for dual-head GMCE systems that included changes to the Backup and Restore tool, Test Plot tool, and the Service Host Configuration wizard.

4.1 Improvements

- Host Configuration wizard
- Test Plot
- Version Checker
- Versioner
- Backup And Restore tool
- GMCE USB port driver version updated

4.1.1 Host Configuration Wizard

Host Configuration Wizard now supports dual-head GMCE Trendsetter® NEWS 200 devices.

Improvements to network card detection and USB driver detection and installation were introduced, along with assorted minor fixes to the applied configuration.

4.1.2 Test Plot

Test Plot now supports dual-head GMCE Trendsetter NEWS 200 devices.

Two new series types were introduced to improve GC alignment of a NEWS 200 device.

Head Spacing Series - a user can modify the head spacing NVS parameter in a series to determine which value is best for the device.

Mainscan Shift Series - a user can modify the mainscan shift NVS parameter in a series to determine which value is best for the device.

A user can plot the following combinations on a Trendsetter NEWS 200 device.

Panorama Plate:

- Home head only
- Away head only
- Home & away head

Broad Sheet Plate:

- Image the home plate only
- Image the away plate only
- Image the home and away plate

When imaging with both heads only the start value of the series being imaged can vary between the two heads and the only way to make the start value different is to use the **Use Current Value in the device as a start value** option in the Test Plot.

You cannot, for example, image different patterns for the same series with the two heads.

One other exception to this rule is that you may perform the **Calibrate Surface Reflectivity** option on the head of your choosing and it is not forced on both heads.

See the **Dual Head Plate Jobs** folder for jobs that can be used with dual-head devices.

4.1.3 Version Checker

Version Checker now supports dual-head GMCE Trendsetter NEWS 200 devices.

4.1.4 Versioner

Versioner now supports dual-head GMCE Trendsetter NEWS 200 devices.

4.1.5 Backup And Restore Tool

The Backup And Restore Tool now supports dual-head GMCE Trendsetter NEWS 200 devices.

4.1.6 GMCE USB Port Driver

The GMCE USB port driver version bundled with Service Shell was updated to version 2.0.0.0

The driver can be found under:

<SystemDrive>:\ServiceShell\Drivers\FTDI-USB-PORT\2.0.0.0

This driver is necessary to configure a diagnostic connection with GMCE USB diagnostic port.

5. PROBLEMS FIXED

No major problems were resolved in this release. This release was only intended to add support for dual-head GMCE Trendsetter NEWS 200 devices. Single GMCE device support was added in release 3.1.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.2 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 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.