Kodak

Service Shell Version 3.3

Release Notes

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Revision History

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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 3.3 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 3.1.21	124
Service Shell 3.2.11	47
Service Shell 3.3.X	N/A

3. DEVICES SUPPORTED

DCAPI server 2.0 is no longer required to be installed with Service Host 3.3. 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 3.3 and 3.2 have 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 the Service Shell Client 3.3 as a remote client on any system and connect to 3.3 or older versions of service host. The Service Shell Client and Host 3.3 should not be installed on a customer workstation, *unless it is part of a CR*.

4. FEATURES AND IMPROVEMENTS

Service Shell 3.3 has new features and improvements from version 3.2. The reason for this release is to provide additional support for MPE systems. This release includes changes to the Backup and Restore tool, Test Plot tool, and the Service Host Configuration wizard. Also included are updated scripts, updates to the SPlot scripting tool, and changes to address the expiry of Service Shell version 2.6 passwords.

4.1 Improvements

- Service Shell Licensing
- Host Configuration wizard
- Test Plot
- Version Checker
- Backup And Restore tool
- SPlot scripting and included scripts
- Installer

4.1.1 Service Shell Licensing

The Service Shell application includes changes to support the expiration of Service Shell version 2.6 passwords. This version includes changes to allow basic access when licensing cannot be installed. For details, contact the Response Centre or Regional Product Support.

4.1.2 Host Configuration Wizard

Host Configuration wizard now correctly sets DCAPI v0.800 registry settings for MPE devices. Changes also include handling of the expiry of version 2.6 passwords, and assorted minor improvements to wording.

4.1.3 Test Plot

Test Plot now supports Kodak® Trendsetter Spectrum® MPE devices and Trendsetter® 3244 MPE Autoloaders. Major improvements to Test Plot since Service Shell 2.6 for these devices include the ability to reuse media (plate or Spectrum media) already loaded on the drum.

4.1.4 Version Checker

Version checker now displays Versioner output information rather than gathering information itself. You can view the device version status on initial execution of the software without having to directly query the device to get device versions.

Note: You still have the option to run a version query on demand if you wish. Querying versions will launch Versioner and Versioner gathers the system versions.

4.1.5 Backup And Restore Tool

The Backup And Restore Tool now supports backing up and restoring of MPE devices. Thermal head 1.7 (TH1.7) can also be backed up and restored on MPE devices.

Note: You cannot restore a TH1.7 on an MPE device without restoring the MPE at the same time.

4.1.6 SPlot Scripting and Included Scripts

Version 5.02 of SPlot is included. Among several new features and other fixes, this version corrects several issues with array allocation. Improved script and data file security is now supported.

The latest versions of scripts have been included, and the grouping of some scripts has been changed. A few scripts have been retired and others have been added. Help files can now be accessed correctly.

4.1.7 Installer

The Installer now identifies existing Service Shell installations (version 2.5.1 or later) to incorrect locations, as well as identifying systems that are incompatible with CFL. Versioner is now included in both the client and host installation.

5. PROBLEMS FIXED

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 of the new jobs that you created. To get the new jobs you created back into Test Plot, import them and browse to them under **X:\ServiceShell\Applets\Test Plot**.

PR 10924: Improvements to delays in Service Shell due to licensing

Some users were reporting long delays in starting and closing Service Shell client. These delays should now be reduced.

PR 10924: Service Host Configuration Wizard prompts to restart unnecessarily

Service Host Configuration wizard is now much better at detecting when a Service Host restart, DCAPI restart or system reboot is actually needed.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.3 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 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 10795: Service Host IP conflict with other software

A situation exists where a user may be unable to successfully run Service Shell. This may occur if both Service Host and Kodak® Prinergy® Evo™ software are attempting to use IP port 3007.

Workaround

Start Service Host before Prinergy Evo so that Prinergy Evo will select a different port. Unfortunately, this must be done manually, and there is no way to ensure Service Host will always start before Prinergy Evo. See also http://techplanet.creo.com/output/service_tools/service_shell/content/troubleshooting/prc011.htm

PR 11339: Configuration of Magnus 800 MCE devices sets up TCP/IP connection

The Service Host Configuration wizard will incorrectly configure a null-modem connection for Kodak® Magnus™ 800 Controller MCE devices. In earlier releases this only occurred if the service dongle was plugged in during configuration; in this version, a null modem will always be configured for MCE devices.

Workaround

Currently, there is no workaround. However, the procedure describing how to remove the null-modem connection when created by earlier releases of Host Configuration wizard remain valid. See the Magnus 800 troubleshooting page: http://techplanet.creo.com/output/computer_to_plate/magnus800/nav/troubles.htm.

6.2 Minor problems

Limited series selection using Test Plot

Beam Position series and Focus Offset series are not available in Test Plot due to firmware and DCAPI limitations.

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 the 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 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 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® software.

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 6692: Service Shell Clients are not aware of in-progress firmware downloads

If a Service Shell Client is already connected to the host when a firmware download begins, a message, such as **Downloading to DNE1**, is displayed in the Client's progress bar. However if a Client connects after the download has begun, there is no indication that a download may be in progress.

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 Microsoft® 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 **Wizard** mode. Follow the instructions to upgrade the Internet Explorer tools and **Active Desktop**.

PR 6812: Some applets may crash if Host shuts down while in Options dialog

Device Monitor and other applets may crash or produce error message if Service Host is taken offline while the Service Shell Options dialog box is open. A restart of Service Shell may be required.

Workaround

Do not take the Service Host offline while the Options dialog box is open. Do not leave the Options dialog box open for longer than necessary.

PR 8847: Log Viewer applet may not display local log files

A situation exists where the log viewer does not list new local files created since they first connected. This typically only affects users who are logged in for periods of several days.

PR 9765: GMCED diagnostic connection should be locked when GMCE connection is locked

Without the GMCED locked, the Service Shell 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.

PR 9790: File Open/Save dialogs show no results when filter is changed

Occasionally when you change the file type filter in a File Open or File Save dialog, no results are shown. Changing the file type back does not resolve this issue.

Workaround

You can still open or save a file by typing in the file name.

PR 9875: Local connection should not show remote category in Log Viewer applet

Log Viewer should not show a remote log category when the connection is local.

PR 10034: Test Plot applet patterns vary by head type

The list of patterns available for MCE jobs differs from those available for GMCE jobs.

PR 10500, PR 11232: Cannot export jobs containing '/' in the file name

Loop Test and Test Plot cannot export jobs containing a slash ('/') in the file name.

PR 10507, 10789: Certain scripts can cause SPlot to restart

Certain scripts, including **testall.spt** may cause SPlot to crash and restart. This may also occur when switching between scripts, or when toggling between the normal, terminal and output views.

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.

PR 10774: Online help does not describe Edge Detect Camera applet

Edge Detect Camera information should be included in Service Shell online help.

PR 10920: Autodetection of MCE COM port not successful when board is in POST mode
PR 11279: Autodetection of MCE COM ports not reliable
PR 11359: Autodetection of MPE COM ports not reliable
PR 11074: Host Configuration Wizard does not detect COM ports properly

The Service Host Configuration wizard may not be able to accurately detect the COM port attached to the device workstation or diagnostic ports.

Workaround

Since this only affects the autodetection function, this issue can be avoided by manually selecting the correct COM ports when running Host Configuration wizard.

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.