

Service Shell Version 3.4

Release Notes

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Revision History

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1. INTRODUCTION

These release notes document the changes in Service Shell version 3.4, the latest revision of Service Shell software.

2. WHAT IS IN THESE RELEASE NOTES

These release notes include the following sections:

New Features – describes new features and improvements added to the Service Shell software.

Problems Fixed – lists problems in the previous release of Service Shell that have been resolved in this release.

Known Problems – lists problems that have not yet been resolved.

Getting Help – provides information on where to get help with 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 3.3.14	100
Service Shell 3.4.X	N/A

3. DEVICES SUPPORTED

Service Shell Client 3.4 can be installed and used as a remote client on any system to connect to version 3.4, or previous versions of Service Host. Service Shell Client and Host should not be installed on a customer workstation *unless it is a component of a controlled release*.

Note: This version of Service Shell is compatible only with DCAPI server 2.0.8.8 and later.

4. FEATURES AND IMPROVEMENTS

4.1 Improvements

- Host Configuration Wizard
- Splot scripting and included scripts
- Test Plot Applet
- Version Checker

4.1.1 Host Configuration Wizard

Improvements in COM port scanning provide better detection of devices connected to the workstation being configured.

Magnus 400 LDA device and LDA head are added to list of supported devices and known head types.

4.1.2 Splot

Splot has been upgraded to version 5.10.

4.1.3 Splot Scripts

The following scripts have been updated:

- **profstab_include.spt**
- **stdtii_include.spt**
- **tii_db.sp**
- **tii_prm_include.spt**
- **getdiagport.spt**
- **BeamBalance.spt**

The script **scorr_mce_ts_th2.spt** has been removed and replaced with **g_mce_scorr.spt**.

4.1.4 Test Plot

The Beam Position Series has been added to Test Plot.

4.1.5 Version Checker

You can now view and compare Versioner history files.

Additional dongle driver version checks are included.

MSINFO32.exe executes twice. The information is output into two formats in the Service Host upload directory :

- a text file named **VersionerMSInfo.txt**
- a MSInfo file named **MSInfo.nfo**

5. PROBLEMS FIXED

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

On the Test Plot **Advanced** tab, you can select the separation pattern to be used. The default pattern is 50. This is only available for MPE devices.

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

This problem no longer appears to be an issue.

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

PSRM will now properly default an optional parameter not present in many of our test TIFF files.

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

Edge Detect Camera information added to the Service Shell online help.

PR 10920: Host Config Wizard does not seem to detect a device prompt when a MCE board is in post mode.
PR 11074: Host Configuration Wizard does not detect COM ports properly
PR 11279: Autodetection of MCE COM ports not reliable
PR 11359: Autodetection of MPE COM ports not reliable

Host Configuration wizard can now detect GMCE/MCE boot prompts in addition to regular prompts. Improvements have been made to the auto detection process.

PR 10789: Can crash Splot with startup sequence

Selecting a script, toggling to a terminal window, and then switching back to the first script used to cause Splot to crash. Other similar behavior may occur if Splot attempts to close the terminal window incorrectly.

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

MCE Magnus 800 and Lotem Controller devices no longer set up a TCP/IP connection. This version of Host Configuration wizard removes unused TCP/IP connections on the device that resulted from previous configuration attempts.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.4 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

6.2 Minor problems

Limited series selection using Test Plot

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 6652: 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. If a Client connects after the download has begun, a message indicates that the device is locked due to an in-progress download. However, the newly-connected Client will not display a progress bar.

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 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: TH2 expert script testall.spt can cause Splot to restart

The TH2 script **testall.spt** may cause Splot to crash and restart.

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.