Kodak

Service Shell Version 3.6

Release Notes

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Revision History

Revision	Date	Author	Comments
A	04 Sept 2007	Greg Brown	First release

Kodak

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1. INTRODUCTION

These release notes document the changes in Service Shell version 3.6, 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 3.3.15	102
Service Shell 3.4.X	N/A
Service Shell 3.5.X	N/A
Service Shell 3.6 X	N/A

3. DEVICES SUPPORTED

Service Shell Client 3.6 can be installed and used as a remote client on any system to connect to Service Host version 3.6 or earlier. 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 2.0.8.19 and later.

4. FEATURES AND IMPROVEMENTS

4.1 New Features

GC Tool

A new applet called the geometric collection (GC) tool has been added. The GC tool is used to match two devices or two pin sets (for some devices) so that media imaged on either device (or pin set) will have the same registration. This tool will modify the GC settings on the device.

File Collector

File collector has been integrated into service host. This utility replaces Bug Zipper. The advantage of this tool is that the files collected are automatically sent via FTP to Kodak. You may also select different packages of files to zip.

4.2 Improvements

Test Plot

Jobs used by the GC tool have been added. The GC tool-specific jobs image the edge and pin positions of the media that are used with the GC tool.

Backup and Restore

- Back Up and Restore now executes silently on system startup and on a scheduled basis. Any components that can be backed up without talking to the device (Software database and configuration files and the GMCENVS) are backed up.
- The GMCENVS, the Bootp Server ini file, the Device Change Tracker Applet Configuration/Database files and the Media Console database file can now be backed up to an external location.
- You can now import a BART backup basket into the BART backup database.

Bug Zipper

File Collector has replaced this tool.

Script

The script tool locks the host when a script executes.

5. PROBLEMS FIXED

PR 11300: Configuring COM port connection on MCE may fail.

Configuring the MCE workstation COM port no longer fails on first-time setup.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.6 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 for 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 you 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 TFX head appears to be the only device affected. 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. This 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 Service Shell 2.4 SP1, 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 more. 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 is given 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.

PR 11468: Splot-script, include folders don't handle network folders (and user accounts)

PR 10534: Service applet access not restored after CFL restarted

When the CFL server goes down, the service applets quickly become unlicensed. You must restart the client when the server is available.

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.