

CTP Service Shell Installation Procedure

Document # SS_011

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Revision History

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Introduction

This document provides procedures for installing Service Shell Client and Service Shell Host software on a new system, or upgrading a previous system.

Glossary

Item	Meaning
Device(s)	The Creo output device(s) or press that is controlled by **Service Host.**
Service Shell or Service Shell Client	A client application which connects to a **Service Host** computer and permits servicing of customer devices and software.
Service Host Software or Service Host Server Software	A set of server programs running on **Service Host** that **Service Shell** connects to. These servers include **Creo Device Server**, **LogViewServer**, and **Diag Servers.**
Service Host Computer or Service Host Workstation	A remote computer that is connected to and controls the customer device(s) to be serviced. This computer must run the **Service Host Server Software** to which Service Shell connects.
Service Shell Client Computer	A desktop computer used by response center personnel to connect remotely to a **Service Host Computer**
Service Laptop	A laptop computer used by field service personnel to connect locally or remotely to a **Service Host**
Creo Device Server	A server program running on the **Service Host Computer** that controls all traffic to and from the devices
LogView Server	A server program running on the **Service Host Computer** that exports system log files for browsing using the **Service Shell** Log Viewer applet.
Diag Server	A background program running on **Service Host** that logs device traffic and error messages to a file. There might be several Diag Servers running, each managing a different log.

Service Shell Software Delivery Contents

The Service Shell software delivery consists of documentation and installer files. All of these are available on the Service Shell page on TechPlanet:

- Service Shell Software Installation Procedure.pdf: This document.

- release_notes.pdf: Detailed notes explaining any new features, fixed problems, and known problems (the actual filename may vary depending on the release).
- ServiceShell-Client-CTP.exe: The Service Shell Client software installer; this includes the Service Shell documentation.
- ServiceShell-Host-CTP.exe: The Service Shell Server software installer

Service Shell Host software should be installed only on computers which will be physically connected to a device. This includes the remote customer workstation (the Service Host Computer), or a Service Laptop. The Service Shell Client software will most likely be installed on service laptop computers and on Service Shell client computers (e.g. response center desktop computers); it should also be installed on the Service Host Computer as well, to provide the same access and servicing facilities locally.

Recommendation: For server machine installs of the Service Shell client it is recommended that a "custom" install with no documentation be installed.

The table below summarizes typical installations:

Computer:	Install these components:
Service Host Computer	ServiceShell-Host-CTP.exe ServiceShell-Client-CTP.exe (without documentation)
Service Laptop	ServiceShell-Client-CTP.exe ServiceShell-Client-CTP.exe (if the laptop will be connected directly to devices)
Service Shell Client Computer	ServiceShell-Client-CTP.exe

Prerequisites

Please see the **Service Shell Supported Platforms Guide** (available on TechPlanet, or in Service Shell installed documentation) for detailed information about which platforms are supported by Service Shell.

Required Service Host (customer server) software:

- Windows NT SP3 (or higher) or Windows 2000.
- Windows NT Resource kit (remote customer server requires at least RCMDSVC.EXE)

- MS Internet Explorer 5.0 (or higher) if Service Shell client will be installed too.
- TCP/IP and/or NETBEUI protocol enabled on RAS connection for incoming calls (TCP/IP is preferred).

Note: Current software releases will work only for Intel-based servers. DEC-Alpha servers are not supported.

Required Service laptop or workstation (client) software:

- Windows NT SP3 (or higher) or Windows 2000.
- MS Internet Explorer 5.0 (or higher)
- TCP/IP protocol enabled on RAS connection for outgoing calls to customer server.

Installation and Upgrade Procedure

Service Host Computer

For these steps, first go to the target host computer and locate the software installers with Windows File Explorer.

1. Quit any currently running applications. If the Service Host software is running, quit the Service Host application by right-clicking the Service Host system tray icon and selecting "Close" from the menu. **Note:** *In release 2.4 or later, the Service Host installer will check if the Service Host software is running, and automatically shut it down if necessary.*
2. Open ServiceShell-Host-CTP.exe file to install the Service Host software.

   Notes: It is recommended that the default install name (\ServiceShell) be used whenever possible (the default disk drive is d: when it is available, otherwise it defaults to c: drive).

   When **upgrading** from a previous release, select the second option (**Upgrade/Reinstall**) on the maintenance mode screen. This will simply upgrade your current install to the version being installed. It is not necessary to un-install the previous version of Service Shell before upgrading to the new version.

3. Run the ServiceShell-Client-CTP.exe file to install the Service Shell client.

4. If this is a new installation, configure the software as described in the Configuration section below.
5. If necessary, click on the Service Host icon to start the Service Host software. Note that the Service Host software will be started automatically each time the system reboots.

Notes: We strongly recommend that the Service Shell client be installed in the same directory as the server.

We recommend that you install the Service Shell client on all Service Host computers, so that Service Shell features are available locally.

Service Laptop or Service Workstation Computer

For these steps, first locate the software installers with Windows File Explorer.

1. Quit any currently running applications.
2. Run the ServiceShell-Client-CTP.exe file to install the Service Shell client.

   Note: It is recommended that the default install name (\ServiceShell) be used whenever possible (the default disk drive is d: when it is available, otherwise it defaults to c: drive).

3. If you plan to connect this machine to a device (e.g. for Service Laptops), you should also install the Service Host software, as described above.

   By default, the Service Host software will startup whenever the system starts up, and it will always connect to the selected COM port. If you are installing on a laptop that has other applications that may use COM1 (Procomm, HotSync for Palm Pilot, stand alone Splot, HyperTerminal, etc), you may wish to disable the Service Host startup as follows:

   - right click on Taskbar / Properties. Click "Advanced", click "Advanced" again, and remove ServiceHost from the C:\Documents and Settings\All Users\Start Menu\Programs\Startup folder.

   If you disable the automatic startup in this way, you must manually click on the "ServiceHost" desktop icon, to start execution of the Service Host software, before clicking on "ServiceShell Client".

Remote Server Installer

A separate Service Shell Host remote installer is available for installing Service Shell Host software remotely on a workstation (e.g. from response center). Use this installer when you wish to dial-in to a customer site to install the Service Shell Host Software. The installer is packaged into a single, self-extracting exe for convenience. *The remote server installer is intended to be used by used by personnel who are familiar with the use of the utility **rcmd**.*

The Service Shell Host Remote installer comes packaged with:

- Service Shell Software Installation Procedure: This document.
- ServiceShell-RemoteHost.exe: The Service Shell Server software remote installer.
- ss_extract.bat: Batch file to extract the ServiceShell-RemoteHost.exe installer once it has been copied to the target machine.

New Install or Upgrade

1. Connect to the remote server machine using dial-up networking.

   Note: If you receive error 1326 during connection, it indicates that authentication is required to the remote server. To authenticate simply use the following:
   net use \\<servername>\ipc$
   /user:<domain>\<username>

2. Verify that the Service Shell Host Software is NOT already running on the remote system. Use the "launchservicehost -r" command using rcmd.exe to terminate the Service Shell Host Software on the remote machine.
3. Start a command session window and use rcmd.exe to create the install destination directory <DESTINATION_DIR> (for example c:\ServiceShell)
4. Map a network drive from explorer to the remote server machine and copy over the remote install files ServiceShell-RemoteHost-CTP.exe and ss_extract.bat to the remote server <DESTINATION_DIR>.
5. Run "ss_extract.bat" using the appropriate extraction directory (default is current directory). This will extract the installer files.
6. From the rcmd command session window, type "ss_install.bat" to install or upgrade the Service Shell Host Software. See usage for details (ss_install with no parameters). This should take about 20 - 30 seconds to complete (wait if necessary).

Example new installs:
MPE:ss_install installpath/d:\serviceshell dtype/MPE port1/COM4 port1_baud/9600

MCE:ss_install installpath/d:\serviceshell dtype/MCE port1/COM3 port1_baud/9600 port2/COM4 port2_baud/115200

Example upgrade:
ss_install installpath/c:serviceshell

Note: If you are upgrading you can simply specify the installpath without specifying the device type or COM port settings. The original device and COM port settings will be preserved.

7. When completed, verify creation of subdirectories:

   <DESTINATION_DIR>\bin
   <DESTINATION_DIR>\install
   <DESTINATION_DIR>\logs

   If these directories are not visible, view the ServiceShell installation log file under the OS directory (ie. c:\winnt) to verify proper installation. The log file name should be something like:

   Service Shell CTP HostRelease 2.2_4-23-2001_10-31-39.log

8. Launch the Service Shell Host Software remotely by typing "launchservicehost -i" in the rcmd command session window. This will start the Service Shell Host Software.

Uninstall

1. Connect to the remote server machine using dial-up networking.

   Note: If you receive error 1326 during connection, it indicates that authentification is required to the remote server. To authenticate simply use the following:
   net use \\<servername>\ipc$
   /user:<domain>\<username>

2. Terminate the remote Service Shell Host Software by typing "launchservicehost –r" in a rcmd command session window. This will stop the Service Shell Host Software. Note that the software will NOT be uninstalled, it will only be disabled from running.
3. To uninstall the Service Shell Host Software, use the installer batch file "ss_uninstall.bat". This will remove the Service Shell Host

Software from the workstation. Note that the root directory <DESTINATION_DIR> may not be removed, however the Service Shell Host Software will be uninstalled

Note: To verify and check the status of an existing installation, please refer to document SS_015_GEN-UG_Service_Host.doc.

Configuration

Changing Serial Port Configurations

The default Service Host software will expect an MPE device configured with a DIAG ASCII port connected to COM1, running at 9600 baud. The port settings should be updated using the **File | Preferences** menu to reflect the desired configuration.

Configuring for an MCE device

The default Service Host software will expect an MPE device. To configure for an MCE device instead, edit the bin\Creo_deviceinfo.ini file in the server install directory and follow these instructions:

;uncomment the following line for an MPE-based system

;device3=MPE

;uncomment the following line for an MCE-based system

device3=MCE

Connect the MCE's diagnostic port to the server and configure it as the ASCII Serial port, as explained above.

If the MCE has a TCP/IP control port, this port will be handled by Print Console, and does not need to be configured in Service Shell.

If the MCE has an RCON control port, uncomment the following line in the Creo_deviceinfo.ini file ([MCE] section):

;rconaddress=1.0.0

Then connect the MCE's control port to the server and configure the serial port settings, as explained above (it will appear as the RCON Serial port).

Note that the MCE configuration step is only necessary the first time you install Service Shell. Subsequent upgrades will not over-write this setting.

Working With Print Console Software

The Service Shell will work with Print Console 2.1 or higher software without any special requirements.

For the Service Shell to work with previous releases of Print Console (i.e. Version 2.0 or earlier), it must be installed in the same directory as the Print Console software. This will upgrade the v1.9.80 CreoDeviceServer shipped with Print Console 2.0 to version 2.0.1+ (compatible with the Rev2 Service Tool). The remaining Print Console 2.0 functionality will remain unchanged.

When installing the Server software on a Print Console 2.0 or earlier system, you should install the server software into the Print Console installation directory instead of "\ServiceShell".

Working with Service Host (Local Installs)

For local installs, the customer server (workstation) computers are configured to have the Service Host application startup automatically when the server boots. Service Host displays itself in the system tray area of the desktop. The Service Host icon color indicates the current state of the LaunchServiceHost service that is being run in the background (along with the Service Host application icon, the icons for the two servers, LogViewSrv and CreoDeviceServer, will also appear in the system tray). The different Service Host icon states are as follows:

Green background icon -LaunchServiceHost service is running
Red background icon -LaunchServiceHost service is stopped
White background icon -LaunchServiceHost service is not installed

When Service Host software is properly running the icon should be in a green background.

The Service Host application has several menu options that help with Service Host software management. These menu options are available with a right-click of the Service Host system tray icon.

Start Service Host

This will start the LaunchServiceHost service.

Stop Service Host

This will stop the LaunchServiceHost service. It can be used to temporarily run RCTP or other host utilities that require COM port access. The system tray icon will turn into a red background. Make sure to start the service to enable the Service Host.

About

This will show the system about box with the version of the Service Host software.

Working with LaunchServiceHost (Remote Installs)

For remote installs the Service Host application described above is NOT used. Instead the customer servers are configured to have the LaunchServiceHost service startup automatically on server boot. The service runs silently (non-interactive) in the background.

To remotely shutdown the ServiceHost software:

1. Start an RCMD session on the customer server. The remaining steps are all performed from within the RCMD session.
2. At the ServiceShell\Bin directory run "LaunchServiceHost –r". This will stop and remove the LaunchServiceHost service. To restart the Service Host software simply type "LaunchServiceHost –i" to install and start the service.
3. Use TLIST (Windows NT Resource Kit utility) to monitor the running processes. It should normally take LaunchServiceHost about 15 seconds to shutdown properly.