FCO #512-00141A
Accessories CD for Windows 95 and Windows NT

Document number: 719-00294A-EN Rev B
Release date: 07/11/2004

Applies to

- Lotem® 400
- Lotem Xpose
- Lotem 400 Quantum
- Lotem 800
- Lotem 800 Quantum
- Lotem Quantum Spectrum
- ThermoFlex® Mid
- ThermoFlex Narrow

Priority: Next failure

Machines affected	Devices in the field that run on Windows® 95 or Windows NT®
Component	Lotem 800/400 accessory CD (part number 633-00426A)
Problem	Lotem and ThermoFlex devices that run on Windows 95 and Windows NT have not been updated recently with support tools. The support tools assist in supporting the device locally or remotely.

Solution

Install the support tools on the accessory CD. The CD includes accessories that improve the support of the Lotem and ThermoFlex devices.

The CD includes the following tools for the following devices:

Tool	Device			
	400/800 fiberhead	**400/800 Quantum**	**Lotem 400 Xpose**	**ThermoFlex Mid/Narrow**
Remote Support tools				
Internet Explorer 5.5	√	√		√
Creo Service Port	√	√	√	√
Remote One-Click Activation	√	√	√	√
Real VNC 3.3.7	√	√	√	√
NetMeeting	√	√	√	√
RAS Setup			√	
Modem Drivers			√	
Lotem-related tools				
Service Shell 2.3		√		
Lotem Backup and Restore	√	√	√	√
Lotem Error Log Parser	√	√	√	√
Generic tools				
ExamDiff 1.6.5	√	√	√	√
WinZip 8.1 SR-1	√	√	√	√
Acrobat® Reader 5.0.5	√	√	√	√

Time required

N/A

Prerequisite FCOs

N/A

Parts included in FCO

Part Number	Part Name	Quantity
633-00426A	Accessories CD	1
719-00294A rev B	FCO document	1

FRU after FCO implementation

N/A

Tools required

N/A

Procedure

Internet Explorer 5.5

Internet Explorer 5.5 enables remote support of Lotem and ThermoFlex devices via NetMeeting. It replaces the current Internet Explorer 4.

Internet Explorer 5.5 on the Lotem or ThermoFlex device running under Windows 95 enables using NetMeeting for desktop sharing when the remote computer is running Windows XP.

How to install

1. Right-click the CD-ROM drive and select **Open**.
2. In the InternetExplorer directory, double-click **ie5setup.exe**.
3. Follow the installation instructions, and select **Install Now – Typical set of components**.
4. Click **Next** until the installation procedure is complete.
   Note: The installation can take 10-15 minutes.
5. Restart the computer.

Verification

> In Internet Explorer, select **Help > About Internet Explorer** and verify that the current Internet Explorer is version 5.5.

NetMeeting

NetMeeting enables Remote Desktop Sharing for technical support. It allows technical support staff to access the Lotem or ThermoFlex from a computer at another location.

NetMeeting is installed on Windows 95 and only setup is required. There is no need to install the NetMeeting unless a reinstallation is required for any reason.

How to set up NetMeeting

1. On the desktop, double-click the **NetMeeting** icon.
2. From the **Tools** menu, select **Remote Desktop Sharing**. If this is the first time that the setup is performed, the Remote Desktop Sharing wizard is launched.
3. Click **Next**.
4. In the New Password and Confirm New Password boxes, type sciremote, and click **Next**..
5. In the `Do you want to enable password-protected screen saver now?` Prompt, select **No, I will do this later**.
6. Click **Next** and then click **Finish**.
7. In NetMeeting, from the **Tools** menu, select **Remote Desktop sharing**.
8. Clear the **Enable Remote Desktop Sharing on this computer** checkbox, and click **OK**.
9. From the **Call** menu, select **Exit**..

Verification

> To verify that NetMeeting is configured correctly, refer to the RemoteOneClickActivation verification section on page 6.

Creo Service Port

Creo Service Port (CSP) is a remote agent software installed on Creo supportable equipment. CSP runs as a service and as such, it has no GUI. CSP works in conjunction with Service Wire/RSS to execute scripts for diagnostics purposes and to aid in tracking systems and their configuration.

Lotem and ThermoFlex devices without CSP can be supported by Service-Wire/RSS only with a limited set of tools. For example, mapping a Lotem drive for file transfer must be done manually, and it is not possible to view log files without full desktop control. In addition, without CSP, the device cannot be defined in the Service Wire as a stand-alone device, and it will always be hidden behind a Workflow device. This makes it difficult to locate the Lotem or ThermoFlex in the Service Wire screens.

How to install

1. Right-click the CD-ROM drive and select **Open**.
2. In the **CreoServicePort** directory, double-click **CreoServicePort.exe**.
3. Follow the installation instructions and restart the computer after the installation is completed.
   After the installation, the following message appears:
   `The Creo Service Port is being initialized and started. This will take a few minutes. Please wait…`
   Note: If this message does not appear after about 10 minutes, proceed to the Troubleshooting section, following.

Verification

To verify that CSP is installed correctly:

- Windows 95—in the registry, locate **HKEY_LOCAL_MACHINE/Software/Microsoft/Windows/CurrentVersion/Run Services** and verify that CreoServicePort appears.
- Windows NT—select **Start > Settings > Control Panel > Services** and verify that CreoServicePort appears in the list of services.

Troubleshooting

- The message `The Creo Service Port is being initialized and started. This will take a few minutes. Please wait…` does *not* appear:
  1. Press CTRL+ALT+DEL.
  2. Select **Creo Service Port Setup** and click **End Task**.
  3. Press CTRL+ALT+DEL.
  4. Select **Setup** and click **End Task**.

5. Click **End Task** again.
6. In the C drive, in the **Creo** folder, double-click the **install_creoserviceport.log** file, and check the last line of the log file:
   - If the last line of the file is ***Creo Service Port Install Completed***:
     1. Close the log file.
     2. Select **Start > Programs > MS-DOS Prompt**.
     3. In the title bar, right-click and select **Properties**.
     4. Select the **Memory** tab.
     5. In the **Initial Environment** box, select **1024** (instead of Auto) and click **OK**.
     6. Restart the computer.
   - If the last line of the file is not ***Creo Service Port Install Completed***:
     > Reinstall CSP.
7. Verify that CSP is installed correctly (as described on page 4).

- After restart, a DOS window appears with the message `Out of environment space. Bad command or filename`.
  1. In the MS-DOS window title bar, in the title bar, right-click and select **Properties**.
  2. Select the **Memory** tab.
  3. In the **Initial Environment** box, select **1024** (instead of Auto) and click **OK**.
  4. Restart the computer.
  5. Verify that CSP is installed correctly (as described on page 4).

Remote One-Click Activation

Remote One-Click Activation activates the remote tools directly from Lotem or ThermoFlex Controller.

- With the Remote One-Click Activation, the customer can easily activate VNC and NetMeeting automatically from within the Lotem or ThermoFlex application menu.
- This installation is required for synchronizing the remote activation on the Lotem or ThermoFlex with the new RealVNC.

How to install

1. Right-click the CD-ROM drive and select **Open**.
2. In the OneClick directory, double-click **OneClickUpdate.bat**.

Verification

> To verify that Remote One-Click Activation is installed correctly, in the Controller application, select **Utilities > Remote Support**, and verify that the following appear:

- **Safety dialog**
- In the service bar, two icons appear: **NetMeeting** and **VNC**

RealVNC

Virtual Network Computing (VNC) makes it possible to view and fully-interact with the Lotem from any other computer or mobile device over a TCP/IP connection. VNC software is cross-platform, allowing remote control between different types of computers. For simplicity, there is a Java viewer, so that any desktop can be controlled remotely from within a browser without having to install software.

The RealVNC replaces an old version of VNC on the Lotem for better performance over slow connections.

How to install

1. Select **Start > Settings > Control Panel > Add/Remove Programs** and remove any earlier versions of WinVNC.
2. On the CD-ROM drive, locate the **RealVNC** directory, double-click **vnc-3.3.7-x86_win.exe**, and follow the installation instructions.

Verification

> To verify that RealVNC is installed correctly, select **Start > Programs**, and look for RealVNC.

Modem Drivers

Several modems can be installed and used on the Lotem Xpose for dialup. Currently there are three analog modems and one ISDN modem that have been tested and approved to be used on the Xpose:

- SupraExpress 56e Pro analog modem—SUP2311 and SUP2312 (Catalog Number 605A70401)
- MultiTech analog modem—model MT5634ZBA (Catalog Number 94-3294)
- US Robotics analog modem—model 15630B
- ZyXEL omni.net D ISDN TA (Catalog Number 605A80370)

For remote connectivity on Lotem 400 Xpose, a modem is required. The modem drivers are located on the CD for the convenience of the field service engineer when installing one of these modems on the Lotem 400 Xpose.

How to install

> On the CD-ROM drive, locate the relevant directory according to the type of modem to find an explanation on the modem setup.
> **Note**: There are different drivers for the SupraExpress SUP2311 and 2312.

RAS

RAS (Remote Access Service) is a Windows NT feature that enables a Windows NT station to become a communication server and accept dial-up requests. RAS is used on Lotem Xpose for a direct dial-up modem connection from a remote PC.

RAS is not an installation, but rather a setup procedure documented on the CD.

How to perform setup

On the CD-ROM drive, locate the **RAS** directory and follow the guidelines in the **RAS.htm** file.
Note: At the end of the RAS.htm document, there are instructions on how to configure RAS so that it is launched automatically when restarting Lotem Xpose.

Service Shell

Service Shell is a client-server software tool that provides remote and local service capabilities. It includes a number of basic service functions, including communicating with a device, modifying device parameters, running scripts, and retrieving and viewing remote log files. Service Shell provides an architecture that allows any product group to build their own plug-in service tools, which can then be dynamically included in Service Shell.

The Service Shell replaces the Splot application for supporting thermal heads.

How to install

Before installing service shell host and client, make sure that Adobe® Acrobat® is installed so that you can read the Lotem Quantum Install Verification file, which is in **pdf** format.

1. On the CD-ROM drive, locate the **ServiceShell** directory, and open the **Lotem Quantum Install Verification** file. You can consult this file as required during the installation.
2. In the ServiceShell directory, double-click **ServiceShell-Client-Win95.exe** and follow the installation instructions.
   Note: When prompted for installation type, select **Typical**.
3. In the ServiceShell directory, double-click **ServiceShell-Host-Win95.exe** and follow the installation instructions.
   Note: When prompted for installation type, select **Typical**.

Lotem Backup & Restore

The Lotem Backup and Restore utility offers a fast and easy way to save the Lotem or ThermoFlex registry and database configuration data.

Backup and restore can prevent the need to perform a cold start. Restoring is more error-proof than a cold start and can save several hours of work.

How to install

> On the CD-ROM drive, locate the **BackupRestore** directory, double-click **Lotem Backup Install.exe**, and follow the installation instructions.

Verification

> Look for the **Backup and Restore** icon on your desktop.

Lotem Error Log Parser

The Lotem Error Log Parser is a small utility that can assist in parsing Lotem or ThermoFlex log files.

The Lotem Error Log Parser provides details of why an error message appears.

How to install

1. On the CD-ROM drive, locate the **LotemErrorLogParser** directory and double-click **CopyErrorLogParser.exe**.
2. Click **Unzip** to extract the files from the CD and save them in the **C:\Lotem\Util** directory.

Verification

> In C:\Lotem\Util check that the LotemErrorLogParser.exe file exists.

WinZip

WinZip is a compression utility for Windows.

WinZip enables uploading and downloading large files.

How to install

> On the CD-ROM drive, locate the **WinZip** directory, double-click **Setup.exe**, and follow the installation instructions.
> **Note**: At the Wizard or Classic prompt, select **WinZip Classic** and click **Next**.

Verification

> Look for the Winzip group in the **Start** menu.

ExamDiff

ExamDiff is a Windows tool for visual file comparison, with a number of simple and convenient features.

ExamDiff helps to compare files.

How to install

1. On the CD-ROM drive, locate the **ExamDiff** directory, and double-click **CopyExamDiff.exe**.
2. Click **Unzip** to extract the files from the CD and save them in the **C:\Lotem\Util** directory.
   Note: If the error message `Can't create output file` appears, check if an older version of ExamDiff with read-only permission is located in the **C:\Lotem\Util** directory, and delete it manually.

Verification

> Look for ExamDiff.exe under C:\Lotem\Util.

Acrobat Reader

Acrobat Reader is an application for viewing and printing PDF files.

Install Acrobat Reader to be able to view documents in PDF format.

How to install

> On the CD-ROM drive, locate the **Acrobat** directory, double-click **rp505enu.exe**, and follow the installation instructions.

Verification

> On the CD-ROM drive, double-click any one of the .pdf files.

Upon completion	N/A
Logistics	Approved quantities:

CSC	Quantity
CAM	350
CEU	200
CAP	50
CJP	50
CMA	50

Material disposition	N/A
See also	N/A
Technical contact	Nir Peleg
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