ThermoFlex Family Diagnostics - Version 1.30
September 2004

Release Notes

The *ThermoFlex Family Diagnostics for Version 1.30* is added to these types of machines for the first time. The Release Notes document covers the following topics:

- Overview
- JOIND Diagnostics from the Desktop
- Diagnostics from Remote
- Diagnostics Self-Study Guide
- Coverage Level
- Feedback and Contact

Overview

The diagnostics package under ThermoFlex Version 1.30 tests the ThermoFlex 2630, ThermoFlex 4045, ThermoFlex 4048 and ThermoFlex Mid II hardware: power supplies, boards and machine subsystems - refer to the Coverage Level section. The diagnostics can be accessed either locally (on-site) or from remote (response center). The diagnostics is automatically installed during the 1.30 installation.

The diagnostics mode that is available for the ThermoFlex family is JOIND Diagnostics from the Desktop

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JOIND Diagnostics from the Desktop

Important: Before using the *Desktop JOIND Diagnostics* for the first time, you need to load the ThermoFlex application and then close it. This is required to initialize the correct registry settings.

The JOIND - Java Over the Internet Diagnostics - is a Client/Server diagnostics controller that runs locally or over a TCP/IP connection. The JOIND is the engine for running the ThermoFlex Diagnostics. The user interface of the JOIND includes two main components:

- A hierarchical tree control that represents the ThermoFlex machine hardware components.
- Menu options enable the control of operations that are done on the tree.

The *Desktop JOIND Diagnostics* is activated when the ThermoFlex application is down. After closing the Controller application, activate the diagnostics by selecting **ThermoFlex - Diag > Diagnostics** from the **Start** menu, or by double-clicking the **Diagnostics** icon from the desktop. The diagnostics startup will begin, which includes:

- Verification of communication between the PC and the machine.
- Embedded software is initialized and loaded.
- Electronic boards are initialized.
- Hardware configuration is identified.
- Diagnostics tree is adapted to the machine type.

If the startup process succeeds, a green indicator is shown in the top-right side of the diagnostics main windows. If the startup fails, a red indicator is shown and the failure results are summarized in the *Startup Process* window which is displayed automatically.

More details on the JOIND can be found in the Creo Diagnostics - The JOIND document.

Diagnostics from Remote

The diagnostics can be activated from remote. Two main advantages in running diagnostics from remote:

- Saves time when the service engineer is on site by having test results available
- Makes it possible to ship parts to the site before the engineer arrives

To run diagnostics from remote, you first need to gain connectivity to the site. The recommended way for this is using the RSS/Service Wire. More details on this can be found under the TechPlanet (in the Remote Support section, or search for Lotem RSS).

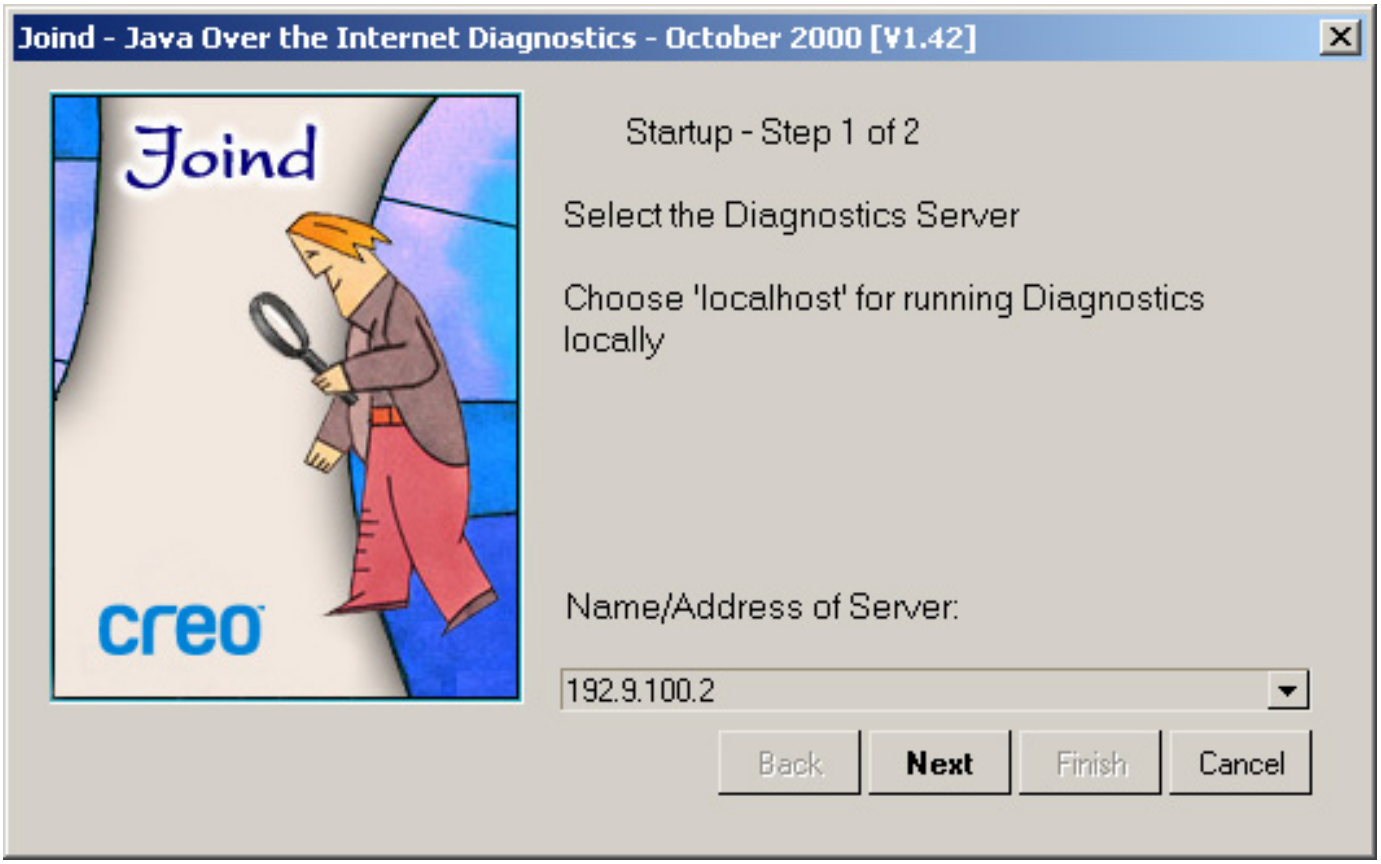
Once you have TCP/IP connectivity to the customer site, you can do one of the following:

- Control the desktop of the ThermoFlex from remote, and activate the diagnostics as described under JOIND Diagnostics from the Desktop.

- Run the JOIND as a client/server application:

  - Ask the customer to close the ThermoFlex Controller (or do it from remote using the desktop control).
  - Ask the customer to activate the **JServer** from the **Start > ThermoFlex - Diag** menu (or do it from remote using the desktop control).
  - Activate the **JOIND Client** on the remote PC (Can be downloaded from the Remote Support section in the TechPlanet).

- In **Step 1** of the JOIND Startup, type in the IP address of the ThermoFlex:



- Click **Next** and then **Finish**.

Coverage Level

The following are covered by the diagnostics:

Component	**Hardware Tree**
Power Supplies	
Distribution box (Dbox)	Yes
Electronics Box (Ebox)	Yes
Boards	
Nuc	Yes
Strobe	Yes
Local 3	Yes
Distribution	Yes

Machine	Yes
Drum System	Yes
Expose System	Yes

The following are NOT tested:

- Ebox CPU board
- MCF board
- DDB board
- Lbox power supply
- Slow rotation motor

Feedback and Contact

Diagnostics tools are developed for all Creo devices and platforms. We will continue to be in close contact with the field in order to improve the hardware coverage testing and the user interface. Your feedback on the Diagnostics is extremely important to us. Therefore, a special report template is available on the Diagnostics root directory:

- Bug Report.doc (Word format)
- Bug Report.txt (plain text format)

A filled bug report, and any other comment/request/remark/question, can be e-mailed to **diagnostics@creo.com**