MPE TRENDSETTER 4/8 AL CONTROLLED RELEASE 2.2

ReadMe/Release Notes

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Revision History

Revision	Date	Author	Comments
1.0	March 20, 2005	Gary Theobald	CR 2.2 Initial Draft

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1. IMPORTANT INFORMATION

Trendsetter® 400/800 Autoloader MPE Controlled Release 2.2 has a number of new features that are important to both Customer Services and Solutions (CS&S) and the customer. Familiarize yourself with this information before installing this Controlled Release.

1.1 PROVIDING FEEDBACK TO PRODUCT DEVELOPMENT

To ensure that these Release Notes are being read so that we can continue this trend (there are a number of people involved in producing, editing and publishing this document), please email gary.theobald@creo.com upon reading this document. Feel free to suggest changes to the format and quantity/quality of material.

1.2 UPGRADING TO CR 2.2

It is *recommended* for this Controlled Release that *all components be updated* to the MPE TS 4/8 AL CR 2.2 level. There is (as always) no guarantee that a partial install of this Controlled Release will be fully functional. A partial install of the Controlled Release constitutes a high risk action and may result in future service visits.

1.3 POTENTIAL BANDING ON PRESS FIXES

There is one item in MPE TS 4/8 AL CR 2.2 which could potentially fix banding issues on plates. The head firmware upgrade to 1.97 which eliminates the problem of corrupted stroke tables. For more information, see Major Features and Fixes - Thermal Head 1.x Banding due to Corrupted Stroke Tables.

1.4 POTENTIAL FIRMWARE CRASH FIX

There was a potential crash induced with CR 2.1 firmware – new firmware has been included with this release to negate this potential. For more information, see Major Features and Fixes – Message Leak Fixes Firmware Crash.

1.5 CREO CONSUMABLES CUSTOMERS

Creo Consumables customers have several new tools available for their use.

1.5.1 INVENTORY ASSIST

Inventory Assist allows the tracking of inventory levels of Creo media. More information is available below in Major Features and Fixes – Inventory Assist.

1.5.2 PROCESSOR MONITOR INTERFACE

A release of the Processor Monitor Interface is available – this software tracks the usage of chemistry by Creo plate processors – unlike MCE devices, it will not connect with Print Console to allow processor flow control of plates into the processor from an automatic device. More information is available below in Major Features and Fixes – Processor Monitor Interface.

1.6 CONTROLLED RELEASES ON WORKSTATIONS

It is best practice when a CR is updated at a customer's site by a CSE that this new CR is copied to **[system]:\\ControlledRelease** under its controlled release version to ensure others (such as the Response Center or another CSE) have access to the latest versions of software and firmware.

It is also best practice to delete the old CR in this directory once ensuring that the device is running correctly. This ensures that versions of software that are not Feature Licensed are not available for customers or third-party service personnel to downgrade and bypass security features implemented in newer Controlled Release packages.

1.7 SERVICE SHELL VERSION CHECKER

Although Service Shell Version Checker has been an integral part of Controlled Releases for quite some time, it has likely not received the attention that it deserves. Version Checker can be found in the **Tools** menu of the Service Shell Client. It is *mandatory* that the CSE installing the Controlled Release run Version Checker to check before and after a Controlled Release upgrade to show which software and firmware components need to be updated and/or are currently installed. Ensure that you have upgraded Service Host and Service Shell as well as upgraded the device version configuration file provided with each Controlled Release to ensure you are checking against the latest Controlled Release version information.

2. CONTROLLED RELEASE PACKAGE INFORMATION

2.1 COMPONENT INFORMATION

Component	**Version**
Print Console	2.4.0.4
Service Shell	2.6.0.1098
Inventory Assist **Note**: Creo Consumables Customers Only	2.0.0
Processor Monitor Interface **Note**: Creo Consumables Customers Only	2.05
MPE firmware	1.58
Thermal head 1.x firmware	1.97
Brisque Agent	1.00.057
Version config file	TS 400-800-MPE-AL.ini

CR SW KIT: 20-0193B
CR CD only: 21-0140F

2.2 DEVICE QUALIFICATION

The following devices have been qualified with this Controlled Release:

- Trendsetter 400/800 Autoloader

The following heads have been qualified with this Controlled Release:

- Thermal Head 1.7

2.3 LIMITATIONS

- DEC® Alpha not supported for Print Console
- DEC Alpha not supported for Service Shell

2.4 DEPENDENCIES

- Windows 2000 SP2 or above operating systems on Print Console workstations
- Windows NT SP4 or above operating systems on Allegro workstations
- HVD SCSI card or suitable converter on workstation
- Internet Explorer 6 or greater (necessary for Service Shell 2.6).

2.5 WORKFLOW COMPATIBILITY

Workflow items are not part of the release, but have been tested for compatibility. The controlled release has been tested with the latest released version of workflow and it is recommended that customers are brought to this level.

- Brisque® Direct 4.1
  NOTE: If using Brisque 4.1, it is mandatory to upgrade to 4.1.76 Output Update 5
- Prinergy® 2.3
- TIFF Connectivity via Print Console 3.17 (Tiff Downloader)
- TIFF Connectivity via Allegro™ Console 2.1
- Postscript Connectivity via Allegro 1.2/1.7
- CRI Workflows: Not available—CRI no longer supported with Print Console 2.1 and later

3. INSTALLATION / UPGRADING

3.1 UPGRADEABILITY

This Controlled Release has only been tested with upgrades from MCE TS 4/8 Controlled Release 3.x. It is likely that upgrades from previous versions are possible, but they have some risk level.

3.2 INSTALL / UPGRADE PROCEDURE

Total time—3 hours (minimum).

Task	Time
Dependencies Review the Dependencies before beginning.	
Patches Check the **patches** folder and apply any patches as documented in the readme files.	
Service Shell Install/upgrade Service Shell—needed for checking head/MPE firmware versions and for downloading the new firmware. Ensure that the COM ports are configured correctly.	0.5 hour
Configure Host Device Run host configuration from Service Host and configure to correct device model.	0.10 hour
Version Check After installing the SS client, start the version checker applet. Click **Config**. A dialog box prompts you for the controlled release config file. Browse to the **VersionConfig** folder on the controlled release CD, select the version config file, and click **Evaluate > Yes**. If a dialog box indicates that the device is not yet configured with controlled release version information, select **Configure System > Next**. Browse to the **VersionConfig** folder on the controlled release CD, select the version config file, and click **Finish**. For more info on Service Shell, see the Service Shell support site on TechPlanet.	0.25 hour
Firmware Use the Firmware Upgrade script in Service Shell to backup parameters and download new MPE firmware.	0.5 hour
Print Console Install/Upgrade Print Console.	0.5 hour
Consumables (Creo Consumables customers only) Install/Upgrade Inventory Assist (for Creo Consumables customers) and configure settings in Print Console/IA if necessary. Install/Upgrade Processor Monitor Interface (for Creo Plate Processor customers) if necessary.	0.5 hour
Workflow Brisque: No update necessary Prinergy: No update necessary	
Version Check After all firmware and software have been upgraded, use the Version Checker applet in Service Shell to evaluate all system versions. Ensure that there are no errors reported by the version checker.	0.25 hour
Functionality Check Check that device and all applications are functional including load/unload of small/medium/large size media	1.5 hours

4. MAJOR FEATURES AND FIXES

4.1 CONSUMABLE TOOLS FUNCTIONALITY

4.1.1 INVENTORY ASSIST

Inventory Assist is now included in the Controlled Release package. Inventory Assist (IA) is a Creo application that collects information about plate consumption on an output device and sends it to a Creo database. When Creo account managers combine consumption data with customer plate shipment data, they can accurately measure a site's plate inventory and use this information to proactively ensure that customers do not run out of plates.

The Inventory Assist feature has three components that must be installed at the customer site:

- Print controller (such as Print Console version 2.4.0 and later)
- Inventory Assist
- ServicePort (installed as part of Service Host)

For information about setting up Print Console as the print controller component of an Inventory Assist system, see the technical bulletin titled *Setting Up Print Console for Inventory Assist*, part number734-00162A-EN. For information about the entire Inventory Assist system, see the *Inventory Assist Administration Guide*, part number 719-00389A-EN.

4.1.2 PROCESSOR MONITOR INTERFACE

Processor Monitor Interface is now included as part of the Controlled Release package. Processor Monitor Interface 2.05 is a software package to allow monitoring of Creo Plate Processors. It is a software application that has both a server and client. The server must be located on the device control workstation, and the processor will be connected to this workstation by a communications cable (the option of connecting non-Creo processors to the device via a communications cable is still available).

Note: For MPE devices with PMI, there is no automatic flow control of plates into the processor via Print Console.

4.1.3 PROCESSOR MONITOR INTERFACE REMOTE CLIENT MONITORING

Processor Monitor Interface 2.05 now allows a distributed PMI install: the server side installation, as usual, will be installed on the PC connected to the processor; but now the user interface can be installed on a different PC for easier monitoring. Multiple user interfaces can be installed on multiple PCs.

The client can be started by adding an IP address as a command line parameter for PMI user interface. Example:

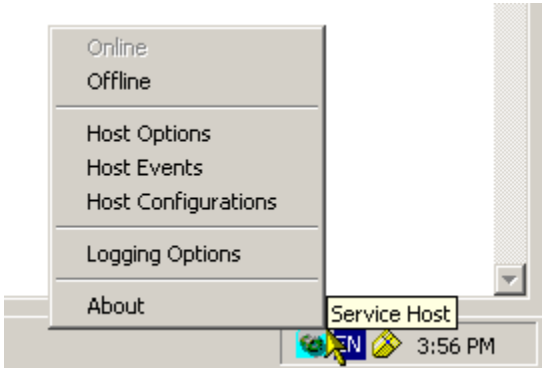
```
PMIUI2.exe server=10.1.38.212
```

When PMI is started with such a parameter, the user interface will connect to the PrAPI (Processor API) server indicated in the command line, instead of the local PrAPI server.

4.2 SERVICE TOOLS FUNCTIONALITY

4.2.1 HOST CONFIGURATION WIZARD

Service Shell's 2.6 Host Configuration Wizard allows you to automatically configure the device communication ports for your MPE/MCE device as well as the TCP/IP configuration for an MCE device. You can access Host Configuration Wizard by right clicking on the Service Host icon in the system tray of the workstation.



Host Configuration Wizard auto-detects the device COM port. The wizard notifies you of the result—if it detects the COM port, you receive confirmation; if it doesn't detect the COM port, an error message appears listing which ports are available and which are not.

Host Configuration Wizard also verifies and runs diagnostics for the COM port you select. If problems are detected, an error message appears providing you the option to resume configuration or cancel and select different port.

4.2.2 LOG SERVER OPTIONS

Service Shell 2.6—If you are connecting to Service Host 2.6 from a remote location, you can now modify the log server settings.

4.2.3 SPLOT 4.01

Service Shell 2.6—A new version of SPlot (4.01) is included with this release of Service Shell.

4.2.4 LOOP TEST

Service Shell 2.6—Loop Test no longer provides grouping. The tool interface has been upgraded for better user experience. Test options now include device locking. You can lock the device while the test is running and unlock it when it completes. Device locking also prevents Versioner from interfering with your tests. In addition, you can instantly stop a test that has paused due to a long command response from the device.

4.2.5 VERSIONER

Versioner is an automatically scheduled application that collects and stores system configuration information that you can use to quickly troubleshoot a system problem. This includes information about the device, firmware, hardware components, and software.

Versioner checks versions against the version checker configuration – it is important to use the Version Checker Applet to check the Controlled Release versions after

install/upgrade has finished. For more information on Version Checker, see Important Information – Service Shell Version Checker.

4.3 MPE FIRMWARE

4.3.1 MESSAGE LEAK FIXES FIRMWARE CRASH

Two message leaks were found in CR 2.1 TS AL firmware. These had caused unexpected firmware crashes at several sites and constituted the main reason to update the main firmware.

4.4 THERMAL HEAD FIRMWARE

4.4.1 THERMAL HEAD 1.X BANDING DUE TO CORRUPTED STROKE TABLES

Thermal 1.x heads with head firmware version 1.93, 1.95, or 1.96 *and* LVD hardware version 4 or later may see stroke corruption when switching media. In these cases the stroke table on one or more media is set to all 33s. This can cause image artifacts or banding.

Thermal 1.x head firmware version 1.97 has been released to fix this problem. All heads running firmware versions 1.93, 1.95, or 1.96 must be upgraded to firmware 1.97 as soon as possible.

Following the firmware upgrade, reset the device. The 33s in the stroke tables are active and have not been saved, so resetting the device will clear them. After resetting the device the head will perform a stroke cal automatically on the first plot as each media is selected.

5. MINOR FEATURES AND FIXES

Fixes and smaller features are documented in component release notes which are both available in the ‘Release Notes’ folder and on the component install folder on the Controlled Release CD.