

MCE TRENDSETTER UHR CONTROLLED RELEASE 1.0

ReadMe / Release Notes

Document Number
739-00184A-EN Rev A

2005-09-06

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Revision History

Revision	Date	Author	Comments
1.0	May 5, 2005	Andrew So	CR 1.0 Initial Draft
1.1	Aug 16, 2005	Andrew So	Updated version information, MS freeze solution, service licensing for Host Configuration

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Release Notes

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1. IMPORTANT INFORMATION

Trendsetter® UHR Controlled Release (CR) 1.0 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

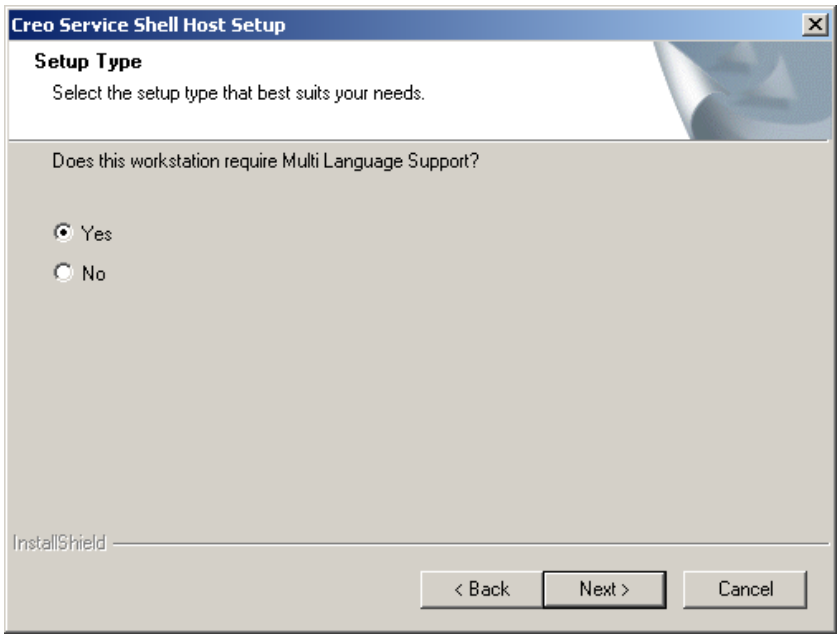
After you read these release notes, please e-mail gary.theobald@creo.com. This gives us an indication of whether people are actually reading these release notes, and allows us to assess whether it is worthwhile to continue producing them (there are a number of people involved in producing, editing, and publishing this document). Feel free to suggest changes to the format, quantity, or quality of material.

1.2 UPGRADING TO CR 1.0

It is *mandatory* for this controlled release that *all components be updated* to the Trendsetter UHR CR 1.0 level. Due to the scope of changes for Creo Feature Licensing (CFL), image mode, device model naming conventions, thermal head stroke table fixes and other features, 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 INSTALLING / UPGRADING SERVICE HOST WITH MULTILANGUAGE SUPPORT TO AVOID WINDOWS LOGOFF ISSUES

Service Shell 2.6 Host must be installed or upgraded with Multilanguage Support enabled in all cases. Customers will be unable to logoff from any accounts (for example, Administrator, pcoperator) without this feature enabled and will have to restart the computer. To enable the feature, click **Yes** on the following install screen:



1.4 CREO FEATURE LICENSING FOR SERVICE SHELL CLIENT ACCESS

Service Shell now uses the Creo Feature Licensing (CFL) service license for access to the client software without the use of a password. This is in addition to feature licensing of Service Shell's TCP/IP configuration portion of the Host Configuration.

If installing or using any of these components, the customer service engineer (CSE) will need a service dongle.

In all cases, CFL (as well as .NET architecture) must be installed. Both are included on the CR 1.0 CD.

Note: New workstations will be shipped without the TCP/IP configuration for the MCEDevice user account setup. You must have a service dongle in order to access the functionality to set up the configuration from the Host Configurations option in Service Host.

Note: If upgrading CFL from an earlier version (for example, CFL 1.1), you must uninstall the previous CFL version manually, restart, and then install CFL 2.1. Do *not* ignore any restart request from the installer. It is imperative that you do a restart before installing any newer version of CFL.

1.5 SERVICE SHELL VERSION CHECKER

Although Service Shell Version Checker has been an integral part of controlled releases for some time, it has likely not received the attention that it deserves. Find **Version Checker** on the **Tools** menu of Service Shell Client. It is *mandatory* that the CSE installing the CR run Version Checker before and after a CR 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 the device version configuration file provided with each controlled release to ensure you are checking against the latest controlled release version information.

1.6 ENABLING USB PORTS ON THE DEVICE WORKSTATION

There was an issue with some workstations not having all USB ports correctly enabled. To ensure that all USB ports are correctly enabled, please ensure you follow the *Enabling USB Ports* procedure (709-00208A-EN-A-PR01.pdf) in the **Release Notes** folder of the controlled release CD.

Note: If you are looking for ports to plug in service dongles, all GX version Dell® workstations (for example, GX270) have two USB ports on the front of the workstation underneath the light grey molded flip-up cover.

1.7 MICROSOFT WINDOWS FREEZE SOLUTION

There is an issue on Dell Optiplex® workstations due to conflicts between the SoundMAX® audio driver and other programs. This freeze occurs when you open Windows® Internet Explorer and try to go to an http address. The freeze completely locks Windows such that even Task Manager won't allow you to reset the workstation. The only way to restart is to hold down the power button until the workstation shuts down, and then push the power button to start the workstation back up.

Sound capability is not required for CTP functionality, so remove the SoundMAX driver and disable audio functionality in the BIOS.

1. Select **Start > Settings > Control Panel > Add/Remove Programs**.
2. Select **SoundMAX** from the list of programs, click **Change/Remove**, and follow the instructions in the wizard. When you click **Finish** in the wizard, the computer will restart.
3. During the Windows restart, press F2 to enter the BIOS setup.
4. In the left pane, use the down arrow to select **Onboard Device** and then press ENTER.
5. In the list under Onboard Device, select Integrated Audio. In the right pane, you will see that it is On.
6. Press ENTER, use the arrow key to select **Off**, and press ENTER again.
7. Press ESC and select **Save/Exit**. The Windows restart continues and the problem should be solved.

If you did not press F2 in time to enter the BIOS setup, the setup program will attempt to reinstall the driver. If this has occurred, follow steps 1-5, next, once the workstation restarts and the driver reinstallation box appears.

1. Click **Cancel** in the dialog box that displays a message about reinstalling the driver.
2. Select **Start > Settings > Control Panel > Administration Tools > Computer Management > System Tools > Device Manager > Sound, video and game controllers**.
3. Right-click **SoundMAX** and click **OK**.
4. In the **Device usage** box at the bottom of the **General** tab, select **Do not use this device (disable)** and click **OK**.
5. Restart Windows, and during the restart process disable audio functionality in the BIOS as described in steps 3 to 7 of the previous procedure.

For more information, see http://techplanet.creo.com/output/device_control/print_console/content/troubleshooting/prc125.htm.

2. CONTROLLED RELEASE PACKAGE INFORMATION

2.1 COMPONENT INFORMATION

Component	Version
Print Console	3.17.0.128
Service Shell	2.6.1.717
Creo Feature Licensing	2.1.5
License definition files	2.0.7
MCE firmware	1.34
MCE Xilinx	2.23
MCE Core Firmware Bundle	1.3
Thermal head 2 firmware	1.05c
Brisque Agent	1.00.057
Version config file	TS-UHR.ini

CR SW kit: 634-00352A

CR CD only: 651-00362A

2.2 DEVICE QUALIFICATION

The following devices have been qualified with this controlled release:

- Trendsetter UHR

The following heads have been qualified with this controlled release:

- Thermal head 2—12,800 dpi

2.3 LIMITATIONS

- Brisque Direct—Brisque version 5.0FP + LUT patch required.
- DEC Alpha not supported for Print Console
- DEC Alpha not supported for Service Shell
- Older Dell and Data General® workstations may have inadequate performance.

2.4 DEPENDENCIES

- Windows 2000 SP2 or Windows 2003 operating systems on workstation
- LVD SCSI card or suitable converter on workstation
- Adequate performance achieved with Dell OptiPlex GX270/GX280 (with hyperthreading, 1 GB RAM)
- Internet Explorer 6 or higher

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 5.0
  Note: It is recommended that Brisque 5.0 is upgraded to Update 10. It is mandatory to upgrade to load the LUT patch.

- TIFF Connectivity via Print Console 3.17 (TIFF Downloader)

3. INSTALLATION / UPGRADING

3.1 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.	
Creo Feature Licensing Ensure that Microsoft .NET framework is installed. Ensure that USB ports are enabled. Install/upgrade Creo Feature Licensing. Install/upgrade license definition files.	0.5 hour
Service Shell Install/upgrade Service Shell—needed for checking head/MCE firmware versions and for downloading the new firmware. Ensure that the COM ports are configured correctly.	0.5 hour
Configure Host Device Run the host configuration from Service Host and configure to correct device model.	0.10 hour
Version Check After installing the Service Shell client, start the Version Checker applet. Click **Config**. A dialog box prompts you for the controlled release config file. Locate the **VersionConfig** folder on the controlled release CD, select the version config file, and select **Evaluate > Yes**. If a dialog box indicates that the device is not yet configured with controlled release version information, select **Configure System > Next**. Locate the **VersionConfig** folder on the controlled release CD, select the version config file, and click **Finish**. For more info about Service Shell, see the Service Shell support site on TechPlanet.	0.25 hour
Firmware Use the firmware upgrade script in Service Shell to back up parameters and download all new MCE Main, PDB, and GENINE firmware.	0.5 hour

Print Console Install/Upgrade Print Console.	0.5 hour
Workflow Brisque: Update versions as documented and reconfigure devices	
Version Check After all firmware and software have been upgraded, use Version Checker in Service Shell to evaluate all system versions. Ensure that Version Checker reports no errors.	0.25 hour
Functionality Check Check that the device and all applications are functional, including loading and unloading of small, medium, and large media.	1.5 hours

4. NEW FEATURES

4.1 CROSS COMPONENT FUNCTIONALITY

4.1.1 CREO FEATURE LICENSING

MCE Trendsetter UHR CR 1.0 licenses the service usage of Service Shell Host Configuration TCP/IP wizard.

SERVICE USAGE LICENSES

The service dongle or a service license is required to run the TCP/IP configuration portion of Service Shell's 2.6 Host Configuration Wizard and to use Service Shell Client without password protection.

Note: If upgrading CFL from an earlier version (for example, CFL 1.1), it is required to uninstall the previous CFL version manually, restart, and then install CFL 2.1. Do *not* ignore any restart request from the installer. It is imperative that a restart be done before installing any newer version of CFL.

4.2 PRINT CONSOLE FUNCTIONALITY

4.2.1 PRINT CONSOLE GUI AND OPERATOR PROMPTS AVAILABLE IN EIGHT LANGUAGES

In Print Console version 3.17, operators can view the GUI and operator prompts in English, French, Italian, German, Spanish, Traditional Chinese, Simplified Chinese, or Japanese.

If you select Traditional Chinese, Simplified Chinese, or Japanese as your language preference, you must install Far East language files. The files are located on a Windows CD or on recent workstations in the **[system]:\I386\ folder**. Select the appropriate locale.

For more information, see the *Print Console 3.17 Installation Guide* (731-00253A), available on the Print Console installation CD, TechPlanet, and eCentral™.

4.2.2 ABILITY TO KEEP OS X HIDDEN FILES OUT OF HOT FOLDERS

Print Console 3.17—When a Mac OS X system creates TIFF files, it stores resource information within the file. When that file is sent to a Windows-based computer—for example, dropped into a Print Console hot folder—it shows up as two files:

- The file that is to be imaged: **<file name>.TIFF**
- Another file containing the resource information, named: **.<filename>.TIFF** or **._<file name>.TIFF**

These hidden files containing the resource information accumulate in Print Console queues as failed jobs that the operator must periodically delete.

Starting in Print Console 3.17, service engineers can edit the registry on the Windows workstation running Print Console to identify and block the hidden files. This workaround can be set up remotely by dialing in and editing the registry. In a future release, service engineers will be able to use a feature in the **Service** panel to filter the file patterns of the Mac OS X hidden files so that they do not enter a hot folder. The procedure for editing the registry to block the hidden files is in the *Blocking Hidden Mac OS X Files From Print Console Hot Folders* technical bulletin (734-00200A-EN), available on TechPlanet.

4.2.3 WARNING WHEN OPERATOR DELETES FILE

Print Console 3.17—This new feature protects operators from accidentally deleting a TIFF file that they still want. If operators delete a job from the **Processed** queue that is the last job that references a given TIFF file, the deletion of the job also deletes the TIFF file. When they delete such a job, they now receive a warning.

4.2.4 PASSWORD CONTROL ON CONFIGURATION HIDING

Print Console 3.17—This feature allows system administrators to hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can be accessed either through the **View** menu or by using CTRL+ALT+C. In either case, the operator must now enter a password to view the pane.

If system administrators select the **Enable Configuration Button hiding** option, they can also select:

- The **Show button password** box and change the password that users must enter to show the **Configuration** button
- The **Make job properties read only** box to make the Job Properties dialog box read-only when the **Configuration** button is hidden

4.2.5 CHECK FOR INVALID MEDIA THICKNESS

The Print Console 3.17 registry now has a valid range of media thicknesses for each class of device, and it uses that information to validate the thickness values entered in **Device Media**.

4.2.6 VIEW MENU

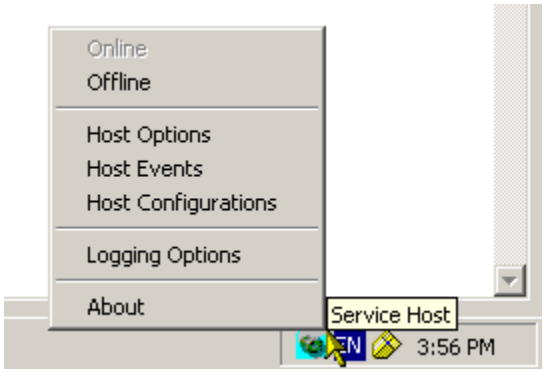
Print Console 3.17 now has a **View** menu, where you can select panes that are hidden during normal use. Previously, these hidden panes were accessible only with keystrokes and, in the case of the **Service** pane, a password.

- System administrators can hide the **Configuration** pane to prevent accidental modification of configurations. If hidden, it can now be accessed either from the **View** menu or by pressing CTRL+ALT+C. In either case, the operator must now enter a password to view the pane.
- The **Service** pane is normally hidden. It can now be accessed either from the **View** menu or by pressing CTRL+ALT+S, and then entering a password.

4.3 SERVICE TOOLS FUNCTIONALITY

4.3.1 HOST CONFIGURATION WIZARD

Service Shell 2.6 Host Configuration Wizard allows you to automatically configure the device communication ports for your device as well as the TCP/IP configuration for an MCE device. You can access Host Configuration Wizard by right-clicking 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.

MCE TCP/IP CONFIGURATION

TCP/IP configuration for MCE-based systems is now available in the Host Configuration wizard. This page is available only with a service license—see New Features—Creo Feature Licensing. Configuring the workstation port, MCE user, IP pool, and Remote Access Service (RAS) is automated, to simplify connecting an MCE device.

4.3.2 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.

4.3.3 TEST PLOT APPLET

Service Shell 2.6: Test Plot applet has improved in reliability and setup. The applet now has a new imaging option, **Default Strokecal**, to perform stroke calculations that can be saved to a test job file.

You can also modify a plot series after it has been created. Previous versions forced you to recreate the series.

4.3.4 SPLOT 4.01

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

4.3.5 LOOP TEST

Service Shell 2.6: Loop Test no longer provides grouping. The tool interface has been upgraded for a 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.

4.3.6 VERSIONER

Service Shell 2.6: Versioner is automatically scheduled software 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 Version Checker to check the controlled release versions after install/upgrade has finished. For more information about Version Checker, see Important Information—Service Shell Version Checker.

5. FIXES AND SMALL FEATURES

Fixes and smaller features are documented in component release notes, both available in the **Release Notes** folder and on the component install folder on the controlled release CD.