

Media Console

Device Changes affecting Media Console

2003-12-15

Creo Inc.
3700 Gilmore Way
Burnaby, BC
Canada V5G 4M1
(604) 451-2700

Copyright 2003 Creo Inc. All rights reserved.

Revision History

Revision	Date	Author	Comments
draft	Nov. 17, 2003	Brian Holness	Combining separate documents into one
Draft	Nov. 21, 2003	Brian Holness	Updates to procedures

CONTENTS

Revision History i

Overview 1

1. Hardware Changes 1
   1.1 Head Swap 1
      1.1.1 Before the Head is removed: 1
      1.1.2 After Removal 2
   1.2 Media Console not Recognizing the Device 2
   1.3 No Floppy Disk Shipped with the Replacement Head 3

2. Firmware Changes 3
   2.1 Upgrading Firmware with Media Console Installed 3
      2.1.1 Saving Old Firmware Parameters 3
      2.1.2 Downloading to the Device 3
   2.2 Media Console Database Conversion Utility 4

3. Software Changes 5
   3.1 Migrating Media Settings 5
      3.1.1 Media Console Installed and Active 5

Overview

Media Console can be affected by changes to the device, either hardware, firmware or software changes. This document is designed to assist in the reconfiguring of Media Console when any of the previous listed changes take place on the device.

1. HARDWARE CHANGES

1.1 Head Swap

1.1.1 Before the Head is removed:

1. Check that **Service Shell Client** and **Service Shell Host** are installed on the workstation.
2. Start **Service Shell Client**.
3. In **Windows Explorer** check for **Media Console** installed on the system drive, **C:\Creo\MediaConsole** and the database, **C:\Creo\MediaConsole\MediaManagerDB\MediaManager.mdb** (where C:\ is the system drive). Do not start **Media Console**.
4. In **Service Shell** check that Media Manager is enabled in the firmware. Type `option media_manager`, press ENTER. The firmware will return the message of `option media_manager enabled`.
5. In **Windows Explorer** start **Print Console**, **D:\PrintConsole\bin\Begin.exe**
6. Check **Print Console** media status in **Messages View** for more than 16 media or the message `Media Support Tool is enabled`.
7. In **Windows Explorer** backup the media database, **C:\Creo\MediaConsole\MediaManagerDB\MediaManager.mdb** to a floppy disk as the database file will go with the head being removed. (Old Head)

   Note: If the database file exceeds 1.44MB be sure to compress it using a Zip utility.
8. Label the floppy containing the backed up database with the serial number of the Thermal Imaging Head still in the machine. (From the device documentation or NVS firmware enquiry)
9. In **Print Console**, go to **Message View** and print its contents, or in **Windows Explorer** locate and print out the **Print Console Log** containing the listed configured media, **C:\PrintConsole\log\debug**<YYYYMMDD-HHMMSS>**.log**.
10. Close **Print Console**, **Main Menu\Exit**.
11. In **Windows Explorer** open **Media Console**, **C:\Creo\MediaConsole\software\MCON.exe**.
12. In **Media Console**, click **Configured Media View**, and make a note of all the media on the list. You can print out the list from the menu, **File** > **Print**.

Note: All of the media on the list will have to be reconfigured for the new head, then written to the new head database.

13. Quit **Media Console**, main menu **File > Exit** or CTRL-X.
14. Locate the floppy disk shipped with the replacement Thermal Imaging Head. If there is no floppy with the replacement head go to *Section 1.3, No Floppy Disk Shipped with the Replacement Head, Step1*.
15. Confirm the serial number written on the floppy matches the serial number of the replacement head.

Note: If the numbers don't match call 1 800 472-2727 (NA) for instructions.

16. Place the new head floppy in the floppy drive.
17. Copy the new database files from **A:\MediaManager.mdb** to **C:\Creo\MediaConsole\MediaManagerDB\MediaManager.mdb**.
18. Turn off the power to the device
19. Remove the old Thermal Imaging Head following the removal instructions listed on the TechPlanet site for that Thermal Head.

1.1.2 After Removal

1. Set the old head to one side with the floppy containing the old head database. Confirm that the serial numbers on the head and floppy match.
2. Install the new Thermal Imaging Head following the installation instructions from TechPlanet.
3. Turn on the power to the device.
4. Once the device has initialized, start **Media Console.** If errors are encountered go to *Section 1.2, Media Console not Recognizing the Device*. If the start is clear of errors, continue with the next step in this procedure.
5. Go to **Supported Media View** and load the media listed from *Step 9, 1.1, Before the Head is Removed***,** on to the device.
6. Configure each loaded media from the device and store the data for the new imaging head using the procedure **Preparing to tune Configured Media** located in **Media Console Configured Media View**. From the Media Console on line Help.
7. Test each newly configured media.
8. Package the old head for shipping back to Creo. Be sure to include the service report, floppy disk containing the head database, and any reference graphs or parameter information printed during the course of the service call.

1.2 Media Console not Recognizing the Device

1. Close Media Console, if running.
2. Rename the database file **C:\Creo\MediaConsole\MediaManager\MediaManager.mdb**.

3. Make a copy of the empty database file **Empty-MediaManager.mdb** and rename it to **MediaManager.mdb**.

> **Note:** Any time the **MediaManager.mdb** file is renamed a copy of the **Empty-MediaManager.mdb** must be made and renamed to **MediaManager.mdb**

4. Restart Media Console. Media Console will automatically query the device and update the device configuration information stored in the Media Console database.
5. Harvest the device data as per the procedure **Harvesting Media Data** located in Media Console on line Help.

1.3 No Floppy Disk Shipped with the Replacement Head

1. Rename the Media Console database (.mdb file), **C:\Creo\MediaConsole\MediaManagerDB\MediaManager.mdb**.
2. Make a copy of the empty database file **Empty-MediaManager.mdb** and rename it to **MediaManager.mdb.**
3. Turn off power to the device.
4. Remove the old Thermal Imaging Head following the removal instructions listed on the TechPlanet site for that Thermal Head.
5. Continue from *Section 1.1.2, After Removal*.

2. FIRMWARE CHANGES

2.1 Upgrading Firmware with Media Console Installed

2.1.1 Saving Old Firmware Parameters

1. Quit Media Console and Print Console, if running.
2. In Windows Explorer start **Service Shell**, **D:\ServiceShell\Bin\Service.exe**.
3. Select **Scripts** from the **Default View** in the first column on the left hand side of the Service Shell window.
4. Select either **MPE** or **MCE** (device dependant) from the second column.
5. Select **Device**.
6. Select **FirmwareUpgrade.spt**.
7. Click **Run** in the upper right corner of the Service Shell window.

2.1.2 Downloading to the Device

1. Wait while Service Shell checks the device.
2. Once the check is completed, Service Shell will display the prompt `What would you like to do?`

3. Select **Upgrade Firmware**.

   Note: An automatic nvs save will be done before the new firmware is loaded.

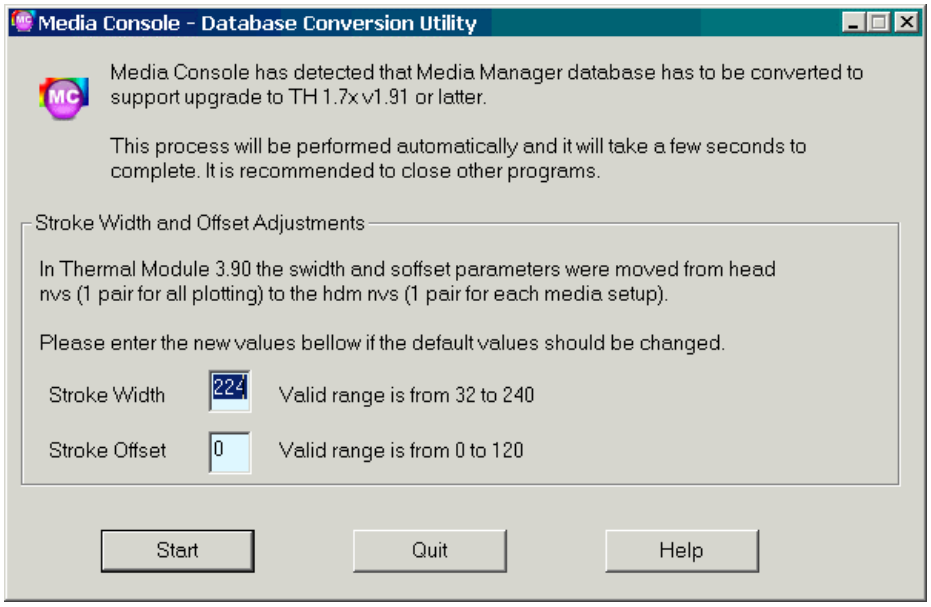
4. Browse to the location of the new firmware hex file. (*.hex where * is the firmware file name).
5. Confirm the drive, path and filename are correct.
6. Click ENTER.
7. Wait while the script downloads the new firmware to the device.

WARNING: Do not interrupt the download while in progress as the device could freeze in an unknown state.

8. When the download is complete the Service Shell progress bar will turn from blue to green.
9. Turn on unlimited media in the Firmware by typing **option media_manager enable** in the **Monitor View** of Service Shell.
10. Reset the device.
11. Test the new firmware with a test image or job file.

2.2 Media Console Database Conversion Utility

Media Console automatically recognizes the need for an updated database when the firmware is upgraded. It has a built in conversion utility that launches when Media Console is launched. The utility converts the existing database to be compatible with the new firmware and will prompt you with a **Database Conversion Utility** dialog box.



Enter the thermal imaging head stroke and offset values in the **Stroke Width** and **Stroke Offset** boxes, then click **Save**.

Media Console will save the values in the converted database and open in the **Configured Media** view.

3. SOFTWARE CHANGES

3.1 Migrating Media Settings

3.1.1 Media Console Installed and Active

The media database used by *Media Console* is Thermal Imaging Head dependant. The Media Manager database from one head can't be copied and used with another head. Each Thermal Imaging Head is shipped with its own initial database files that have to be copied to the Media Console database any time a head is swapped out. These are used as the base values to configure the media.

If the replacement head comes without a floppy disk of database files or if the files are corrupt and can't be loaded contact Creo at 1 800 472-2727. An alternative method to install the head if files are unavailable is to rename the media database file, make a copy of the empty media database file and then rename the copy **MediaManager.mdb**. When Media Console restarts it will prompt you to harvest the media data from the device. Use the procedure **Harvesting Media Data** from the on line Help then, using Media Console, capture the media parameters in the new head before tuning the media.

WARNING: If you are changing <u>any</u> media or head parameters on a device using Media Console you <u>must</u> use the Media Console program to first load the media into a device slot. (16 slots max. for most devices, 8 slots max. on some devices) The media can then be configured manually. The altered data <u>must</u> be captured through Media Console in order to be saved to the database. Failure to follow this procedure will result in loss of the configured parameters for the media.