Creo Service Shell

CTP - 2.4SP1

Release Notes

Revised Tuesday, March 11, 2003



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Introduction

We are pleased to deliver to you the Creo Service Shell. These release notes describe the changes that have been made to the system since 2.4.

These release notes were automatically generated on 3/11/2003 1:52:01 PM

Software Versions contained in this Release

The versions of software contained in this release are listed below. If a particular component has been changed since 2.4, it is marked with an *.

- Splot 3.95D;*

Your Comments

In every design we try to anticipate the needs of our customers, but this is never enough. Your feedback and suggestions are invaluable to us and enable us to improve our products and make them more useful for you, our customer.

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Features which have been added

This section lists improvements that have been made to the capability of the system since the last release notes were published.

PRS Service Tool/551 - Print Console xml files are now included in Service Shell BugZip files

Description

The Service Shell BugZip files now contain the Print Console xml event logs.
Any xml files in the PrintConsole EventManager directory will be included.

PRS Service Tool/552 - Jump-to script documentation in script right-click menu

Description

Service Shell 2.4SP1 implements a new feature which allows the user to quickly access help for a particular script.
The help is accessed from the script applet, via the right-click menu option "Help for selected script".
Note that this menu option is only present if the script documentation is present. Not all scripts currently have documentation available.

PRS Service Tool/553 - Service Shell 2.4SP1: improvements to firmware download protocol

Description

Service Shell 2.4SP1 implements various improvements to the firmware download protocol:
- file naming conventions for TH1.7x, TH2, TFX, Fugu, FPD
- NVS RAM/flash back/restore for MCE done in boot mode
- delay when resetting MCE in boot mode
- MCE support for CEH and TH1.7 compatibility

PRS Service Tool/554 - Version checker improvements for 2.4SP1

Description

Miscellaneous improvements:
- support detection for Lotem Quantum
- add MCE Base Trendsetter
- add optional components

PRS Service Tool/555 - Latest scripts and splot version included in Service Shell 2.4SP1

Description

Service Shell 2.4SP1 includes the latest versions of the following items (bundled into the client installer):
- TH1.7 scripts
- TH2 scripts
- Device scripts
- Script help files
- splot 3.95D

Problems which have been fixed

This section lists fixes that have been made to eliminate problems which previously occurred in the system.

PRS Service Tool/302 - Splot online help not available: Double-clicking on a word in splot window causes an error.

Components Affected: Scripting

Description

Splot help files are now installed with the Service Shell client.

PRS Service Tool/469 - Connection slows down when there is lots of monitor traffic

Description

Sometimes when the traffic on the monitor is relatively heavy, the connection slows down to a very slow pace. When this happens, often the CPU usage on the host machine goes very high. This is especially noticeable when the Service Shell client is also running on the Service Host machine (because this adds extra load), and also on Lotem Quantum Windows95 machines (because of the slower CPU speed).

Some fixes have been implemented in 2.4SP1 which speed things up significantly (approximately by a factor of 5).

The monitor applet may still appear slow under heavy traffic. More performance improvements to the monitor applet may be implemented in a future release. As a workaround, you can switch away from the monitor applet (e.g. switch to Log Viewer applet) while running bandwidth-intensive scripts, and the performance should improve.

PRS Service Tool/516 - Windows2000 "SP2 plus hotfixes" causes Log Viewer to crash

Description

A certain combination of Windows 2000 SP2, plus certain Windows hotfixes, causes Service Shell client client to crash. The crash is caused by exception in the Log Viewer applet. It happens while the applet is trying to build remote files list.

PRS Service Tool/518 - Log Viewer does not allow user to jump to end of remote log file instantly.

Description

This problem occurs when text output is being added to a log file which is currently visible in the Log Viewer. In order to view the newly-added text output, the user has to keep pressing the "More" line that appears at the top/bottom of the screen to view the end of file.

In order to solve this problem, two more buttons have been added to the Log Viewer, which allow the user to go directly to the start or end of the log file.

PRS Service Tool/523 - Log Viewer crashes if number of remote logs exceed 50.

Description

The Service Shell client would crash if more than 50 log files were present.

In Service Shell 2.4SP1, there is no upper limit to the number of log files which can be handled.

PRS Service Tool/527 - Spurious control characters may be sent to the device when running an splot script

Description

Under some circumstances, extra control characters (e.g. CTRL-A, CTRL-D) may get inserted in the device monitor traffic (and sent to the device) when running an splot script.

In most cases, the device simply ignores these characters, so the user may not notice a problem. However, when running engineering/debug builds of MCE firmware, the CTRL-A character causes the MCE firmware to jump into the Nucleus debugger (DBG>> prompt).

Workaround

If the MCE firmware jumps into the Nucleus debugger (DBG>> prompt), type Q <RETURN> to return to the MCE prompt.

PRS Service Tool/533 - Default User settings not used when creating a new Service Shell user

Description

When creating a new user, the Service Shell does not correctly use the default user settings.

This results in strange behavior for users created under Service Shell 2.4, e.g.:
- Local group missing from Log Viewer
- "edit splot" setting defaults to false

Note: Service Shell users which were created under Service Shell 2.4 will continue to have incorrect default settings under Service Shell 2.4SP1. You can force Service Shell to create a new user profile as follows (Warning: this will remove any user-customized settings, such as function buttons):
- shut down Service Shell
- delete the file \ServiceShell\bin\service_<username>.ini
- start up Service Shell and connect, using the appropriate user name.

Known Problems

This section lists problems which occur in the system.

PRS Service Tool/63 - Logviewer does not size columns nicely when using large font

Components Affected: Log Viewer

Description

If you change the log viewer font in ServicePrefs.ini from height 14 to height 16 (courrier new), the logs do not display properly: the timestamp field is not large enough to display the whole timestamp.

Workaround

A simple workaround is to manually change the column width.

PRS Service Tool/140 - Log Viewer fails concurrent download operation

Components Affected: Log Viewer

Description

If you start a logfile download operation, then click on another log file in the selection bar while the download is in progress, an error will be reported and the download will stop. The system should either prevent the user from selecting the concurrent operation (e.g. by greying things out), or it should support the concurrent download.

Workaround

Concurrent log file downloads from the same client session are not yet supported. You can download multiple log files from multiple Service Shell sessions. Modem users should note however, that better download performance is achieved when only one download at a time is performed.

PRS Service Tool/168 - Copy to clipboard hangs when large amounts of text placed into clipboard

Components Affected: Log Viewer

Description

This only occurs with very large copies (e.g. 4 MB of text at once).

PRS Service Tool/215 - If a script puts up an error box while running hidden, reattaching enters an invalid state.

Components Affected: Scripting

Description

This problem can be observed if the following steps are carried out:
- Run a script that will put up an error message after completion (eg. run a script while not connected).
- Switch away to another applet view
- Wait until the script completes, and puts up the error message
- Switch back to the scripting applet
- Clear the message box

Results:
The applet thinks it is still running a script, when it is not. You will not be able to select another script, and the abort button will do nothing. The only way to get out of this mode is to switch away from the scripting applet, and switch back.

PRS Service Tool/235 - Remote group list does not include files with the same name from different folders

Components Affected: Log Viewer

Description

If the LogfileSever is configured to export logs from several folders, some of which may contain files with the same name, only one such file appears in the Remote group (i.e., files with the same name in other folders are not added to the group). Such duplicate names are handled properly for local groups.

For local groups, duplicate entries can be distinguished by looking at the tooltip info for the file, which lists the folder it came from. But this information is not saved for remote logs.

PRS Service Tool/240 - Incorrect behaviour when 2 scripting applets are running

Components Affected: Scripting

Description

Running two scripting applets at once does not work, even for scripts interacting with different devices.
There is also a related problem if you try to connect to a different server while a script is running.

PRS Service Tool/252 - Next/previous error buttons skip over "MORE" lines

Components Affected: Log Viewer

Description

The Next Error / Previous Error (red) buttons in the Logviewer's navigation palette skip over MORE lines, i.e., they do not retrieve errors from sections of the file that have not been downloaded. This can mislead the user into thinking there has been no errors. Upon reaching a MORE line, the applet should continue the search on the server, as it does for string searches.

PRS Service Tool/451 - OVERRUN error on Service Shell connected to flexo system (TFX head)

Description

This seems to occur with TFX heads which are directly connecte dto the workstation, due to the direct serial connection and high data rate.
The exact cause of this problem is not well understood. It may be related to non-optimized COM port settings. Please forward any further information to the Service Shell team.

PRS Service Tool/514 - Service Shell should install and run on WindowsXP

Description

Service Shell does not yet install and run correctly on WindowsXP.
Windows XP support is planned to be implemented in release 2.5.

PRS Service Tool/532 - Download command can not resolve path to substituted drive on Windows XP

Components Affected: Download

Description

The download command fails and complains about file not found, if the path includes a substituted drive letter. Typing the absolute path name to the same file works just fine. This works fine on NTand 2000, but not XP.



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