Creo Service Shell

Lotem Quantum - 2.3SP2

Release Notes

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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 2.3.

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 2.3, 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/466 - Default installation parameters for Lotem Quantum (Win95 build)

Description

The Windows 95 build now has default installation parameters (registry entries, creo_deviceinfo.ini file) suitable for Lotem Quantum machines:
- use serial port COM8 and 57600 baud
- no RCON connection (RCON connection is via RCONServer)
- default to MCE (instead of MCE)

PRS Service Tool/468 - Default function keys in Monitor Applet for Lotem Quantum (Win95 build)

Description

A set of default function keys have been added to the monitor applet, to correspond with the most common operations on Lotem Quantum.

Note: if you are using an existing user profile from a previous release, you should first delete the file \ServiceShell\Bin\Service_<username>.ini
This will cause the Service Shell to recreate your user profile with the new function sbuttons (otherwise the new function buttons will not appear). Note that this will also delete any existing user profile settings (see also PR 414).

PRS Service Tool/473 - Modify script groups

Description

The Win95 build now contains a subset of the full set of script groups. Each group contains the same scripts found in the Windows2000 build. The script groups included are:
- TH2Service
- TH2Expert
- Device (which includes Quantum Series and FirmwareUpgrade scripts).

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 - Improvements to firmware download protocol

Description

Service Shell 2.3SP2 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/555 - Latest scripts and splot version

Description

Service Shell 2.3SP2 includes the latest versions of the following items (bundled into the client installer):
- TH2 scripts
- Device scripts
- Script help files
- splot 3.95D

These scripts contain all the updates included in 2.4SP1, plus some additional updates to selected scripts (e.g. FocLog.spt, ParmCheck.spt, FirmwareUpgrade.spt)

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/377 - Win95 build requires correct user login or the server will crash

Description

The Windows 95 version (server) requires that the user logs in correctly (i.e. the user must enter a network password, not press "Cancel" on the Windows95 login screen).
If the user does press "Cancel" when logging in, the service host executables (CDS and LogViewServer) will crash with a cryptic error messages when they start up.

PRS Service Tool/390 - Remote view of log files (Win95 build)

Description

Problems with the Windows95 build:
- currently active log files are not visible from the Remote view: they show up as empty files until the application is closed
- older log files are automatically renamed when the application starts up, and then are not visible in the Log File viewer.

Solution

In 2.3SP2, all contents of currently active log files and older log files are all visible from the Log Viewer, both Remote and Local views.

PRS Service Tool/399 - Downloading head firmware via MCE gives misleading error message when completed successfully

Description

When downloading head firmware via MCE, the termination sequence at the end sends "head end" a few times and then says the download was aborted (although it actually completed OK).

PRS Service Tool/407 - Service Shell client terminates if the user tries to "Browse" a script immediately after starting the script applet

Components Affected: Scripting

Description

If you click the "Browse" button while the script applet is still starting up (i.e. while the icon still has the wait cursor), the Service Shell client will display an "Internal Error" termination dialog box. The only way to recover is to click OK; the Service Shell will shut down, then it can be started up again.

Workaround

Do not click the "Browse" button on the script applet, until the applet has finished initializing' (i.e. until the "watch" cursor goes away).

Solution

This problem is fixed in Service Shell 2.3SP2 and 2.4. A dialog box is shown while the applet initializes, and the user is not able to select any scripts during this time.

PRS Service Tool/460 - Functions dialog box in monitor applet doesn't handle >12 entries

Description

The number of function buttons available in the monitor applet has been increased from 12 to 30.

PRS Service Tool/467 - Automatically close the DOS box from Start Service Host (Win95 build)

Description

The DOS box created by StartServiceHost should close itself automatically.

PRS Service Tool/470 - BugZipper function does not work (Win95 build)

Description

The BugZipper application now operates correctly on the Windows95 build.

PRS Service Tool/471 - Installer improvements for 2.3SP2 (Win95 build)

Description

The following installer improvements were made in the Windows95 build:
- the installation defaults to the C: drive
- the installer no longer updates the splot.cfg file
- splot can still run standalone after un-installing Service Shell

PRS Service Tool/472 - Firmware download for MCE ends in boot mode

Description

The Service Shell will automatically sending the "reset" command at the end of loading the MCE firmware, to bring it back out of boot mode.

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.

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 - logviewer 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/234 - Handling of very long log entries (over 4Kb)

Components Affected: Log Viewer

Description

If a remote a log file contains a long line (eg, 4Kb or longer) the logviewer displays spurious MORE lines when accessing this log.

Workaround

Download the log to the local hard drive and use the logviewer's "browse" function to read it (or download it to a local log group folder).

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/344 - splot dialog boxes sometimes get hidden behind Service Shell window

Components Affected: Scripting

Description

Sometimes splot dialog boxes get hidden behind Service Shell window, and you need to hunt behind the windows to find them.
This can make it appear like the script is hung, when in fact it's just waiting for user input.

PRS Service Tool/391 - Some settings are incorrectly labelled "DOP"

Description

Some of the system settings are incorrectly labelled "DOP". For example, the device log settings are controlled by the registry setting DOPDeviceLog.

PRS Service Tool/392 - SPLOT via Service Shell upload command causes server messages to be processed late

Components Affected: Scripting

Description

When processing messages from the upload command, the progress messages printed on the screen may appear "out of order" with the Begin message.

The swapping of messages doesn't have any effect on the upload operation results, but it is misleading.

PRS Service Tool/414 - Changes to default script groups are not propagated to existing user profiles

Description

When changes to the default script groups (e.g. addition of new script groups) are included in a new Service Shell release, these changes were not being propagated to existing user profiles. This is fixed in Service Shell 2.4; these changes are now propagated correctly.

Workaround

Changes to default script groups can be picked up by deleting the file named Service_<username>.ini (in the ServiceShell\bin directory). For example, if your user name is Fred, delete the file Service_Fred.ini. The Service Shell client will automatically re-create the file when you re-connect (however if you do have any custom user settings, they will be lost).

Solution

In release 2.4, any changes are automatically propagated to existing user profiles.

PRS Service Tool/469 - Connection slows down when 2 clients connected and lots of monitor traffic

Description

Sometimes when there are 2 clients connected (usually 1 local, 1 remote), and 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.

Some performance improvements have been made for 2.3SP2. Overall the performance still needs to be improved.



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