

Service Shell

Installation and Verification on Lotem Quantum

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Revision History

Revision	Date	Author	Comments
0/1	Sept. 24, 2001	M. Joy	Initial release
0/2	Oct. 30, 2001	M. Joy	Small updates and corrections
0/3	Nov.3, 2001	M. Joy	Further small updates
0/4	Jan.14, 2002	M. Joy	Updated to reference Windows95 installer
1/0	Oct.11, 2002	M. Joy	Updated for 2.3SP2

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1. OVERVIEW

1.1 Background

The Service Shell is a client-server software tool which assists service personnel and response center staff to service devices, via local or remote connection. The Service Shell is part of the planned support package for Lotem Quantum; in particular the Service Shell is important for servicing the MCE and TH2 head.

This document accompanies the Service Shell "release package" for the Lotem Quantum. It explains how to install the Service Shell using this package, and how to perform tests of basic functionality, in order to ensure that the System is operating correctly with the Service Shell.

The intent is for the Service Shell to be incorporated into the installer package for the Lotem Quantum. The Service Shell will also need to be deployed "standalone" to existing sites in the field.

1.2 Preparation

You will need the following:

- Service Shell Client and Host installers: **ServiceShell-Client-Win95.exe** and **ServiceShell-Host-Win95.exe.**
- Visual Basic run-time installer: **VBRUN60.EXE**
- You may also need the Winsock2 installer for Windows95: **W95ws2setup.exe.**
- Lotem Quantum machine, correctly configured and running the latest Lotem control software for Lotem Quantum. Modem should be set up as "normal" for Lotem Quantum configuration. You will need to know which serial (COM) port is connected to the MCE diagnostic port (the most common case is COM8).
- Remote client PC (recommend to use the "standard" desktop or laptop machine used for remote service), with modem access to the Lotem Quantum machine. You will need to know how to connect the client machine to the Lotem Quantum, and you will need to know the machine name or IP address of the Lotem Quantum machine when accessed over the modem.
- It is recommended that you read the Service Shell Quick Start Guide, located at http://techplanet.creo.com/docs/service_shell/SS_Quick_Start.pdf, if you are not familiar with the operation of the Service Shell.

2. INSTALLATION PROCEDURE

2.1 Install the software on the Lotem Quantum PC

The Service Shell is most easily installed in the directory C:\ServiceShell. In the subsequent procedure, this directory is referred to as <INSTALLDIR>.

1. Install the Service Shell Client software by running the client installer (**ServiceShell-Client-Win95.exe**). This also installs the Service Shell documentation. If you are installing an upgrade, be sure to select Upgrade/Reinstall. Usually it is sufficient to accept the installer defaults, although you may wish to change the install directory.

2. Install the Service Shell Host software by running the host installer (**ServiceShell-Host-Win95.exe**). If you are installing an upgrade, be sure to select Upgrade/Reinstall. Usually it is sufficient to accept the installer defaults. The install directory should be the same as for the Host.

3. If this is the first time you have installed the Service Shell on this computer, you should also install the Visual Basic run-time installer, by running **VBRUN60.EXE** (Note: if you forget to install this file, then BugZipper will not run correctly).

4. If this is the first time you have installed the Service Shell on this computer, you should also install Winsock2 on the computer, by running the installer called **W95ws2setup.exe**. (Note: if you forget to install this file, you may get an error message about a missing file ws2_32.dll).

5. Reboot the computer when it prompts you to do so.

6. When the computer has rebooted, check the Service Host programs are running by looking for the 2 little icons in the system tray at the bottom right corner (these icons are the CreoDevioceServer and the LogViewServer). Note: depending on the mode of the Lotem Control software, some extra keystrokes may be required to see the system tray.

7. Run the Service Shell client by double-clicking on the **Service Shell Client** icon on the desktop or the Start/Programs menu. When the connection dialog box starts up, enter user name "test". and server name "localhost". Click the "Connect" button.



8. The Service Shell is configured to use the default port for Lotem Quantum (COM8). If your machine does not use the default port, you may need to configure the COM port using the ServiceShell client, as follows:

    - From the "File" menu, choose "Preferences".
    - Select "COM Port - MCE", and click "Edit Preferences".
    - Select the COM port (default is COM8) and baud rate (default is 57600).
    - Click "OK", then click "Close".

2.2 Install the client software on the remote client PC

Repeat step 1 of the above procedure, to install the client software on the remote client PC.

3. VERIFICATION PROCEDURE

3.1 Verification on Lotem Quantum machine (local connection)

1. Start the Lotem Control software (it may already be started automatically). Verify that it starts up correctly, and that the Service Shell does not interfere with normal Lotem Control operations.

2. Run the Service Shell client by clicking on the icon (desktop or Start Menu). When the connection dialog box starts up, enter user name "test" and server name "localhost". Click the "Connect" button.

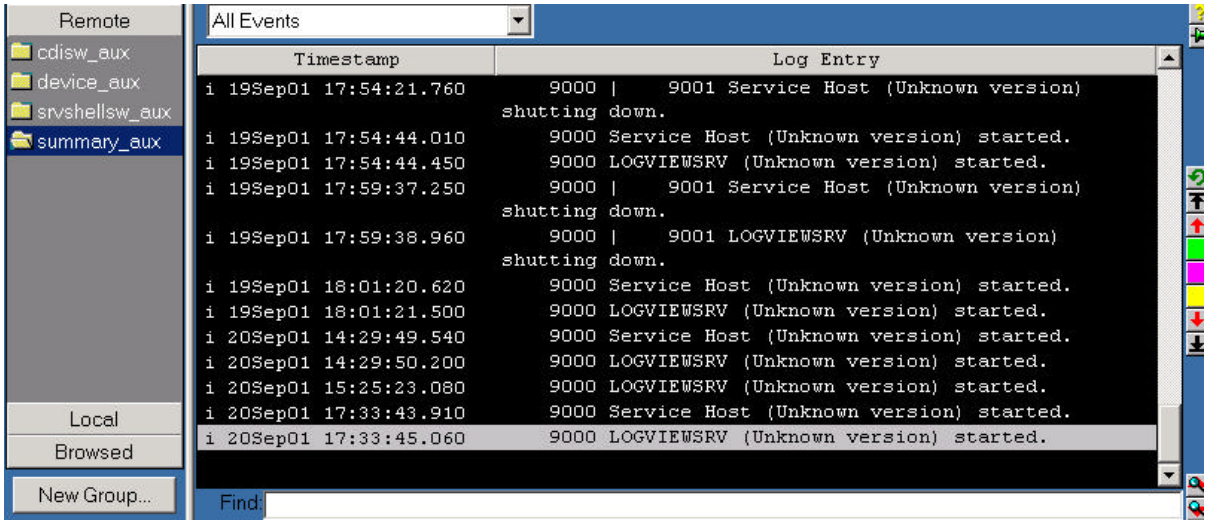
3. When the Service Shell has started up, you should see a screen which looks like the figure shown below (note: the MultiMonitor view has been removed from newer versions). Each of the icons (Device Monitor, Log Viewer, Log Viewer & Monitor, Scripts) represents a different "View" of the system. These views will be used in the procedure defined below. Each view is activated by single-clicking on the corresponding icon.



4. Test basic device connectivity as follows:

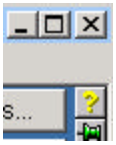
- Activate the Device Monitor view.
- Type "list version" and press "Enter"
- **Verify** that the MCE responds with device version information.

5. Test Log Viewer capability as follows:
   - Activate the Log Viewer view.
   - Click on the file named "summary_aux".
   - **Verify** that the file is displayed in the main windows (see below for sample; the contents are not expected to match this exactly).
   - Right-click on the summary_aux file, and select Download File. Browse to a filename and click "Save".
   - When the file has completed downloading, use a text editor such as Notepad to open the downloaded the file. **Verify** that the contents appear the same as the main LogViewer window.



6. Test scripting capability as follows:
   - Activate the Scripts view.
   - Click the "Quantum" scripts group, and click the Quantum Series script.
   - Click "Run".
   - **Verify** that the script runs to completion.

7. Test access to system documentation as follows:
   - From the "Help" menu, choose "System Documentation"

- **Verify** that an Internet Explorer window is activated, displaying the "Service Shell rev2 User Guide"
- Activate the Device Monitor view. Click the applet help button (small yellow question mark). 
- **Verify** that the Service Shell Monitor Applet User Guide is shown in the Internet Explorer window.

3.2 Verify on Remote Client PC (remote connection)

1. From the remote client PC, create a modem connection with the Lotem Quantum PC.
2. From the remote client PC, run the Service Shell client by clicking on the icon. When the connection dialog box starts up, enter user name "test" and the server name of the Lotem Quantum machine. Click the "Connect" button.
3. Repeat all the steps from **3.1: Verification on Lotem Quantum machine (local connection)**, starting with step 4.