

Service Shell Quick Start Guide

Document # SS-018

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Revision History

Revision	Date	Author	Comments
0.1	2001-10-11	Michael Joy	First draft
0.2	2001-10-16	Tim Adams	First edit

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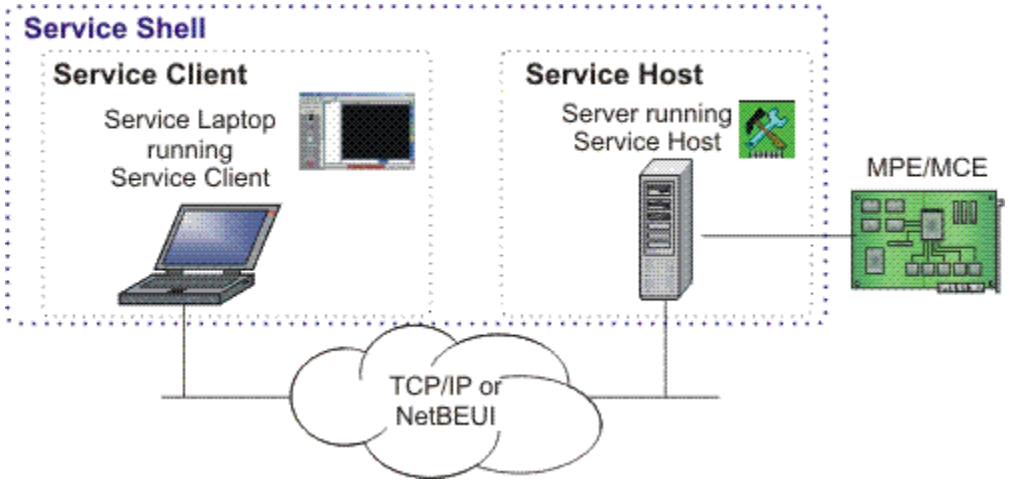
Overview

Service Shell is made up of two components:

- The Client, running on the service laptop (or other support system)
- The Host, running on the system directly accessing the device

Service Shell refers to both the client and host. Service Shell Client and Service Client are currently used interchangeably.

This guide is intended to help you get Service Shell installed, configured, and working as quickly and easily as possible. The following diagram shows a common Service Shell connection scenario.



Related documents

The following documents are available on the Technical Library site, or in the Service Shell online help (unless otherwise noted).

- Service Shell Installation Procedure (SS_011)
- Service Shell User Guide (SS_001)
- Service Shell Connection Guide (SS_003)
- Service Host User Guide (SS_015)
- Monitor Applet User Guide (SS_004).
- Downloading Firmware for Advanced Users (SS_016)
- Applet User Guide (SS_006)

How do I install Service Shell?

Service Shell includes separate installers for Service Client and Service Host.

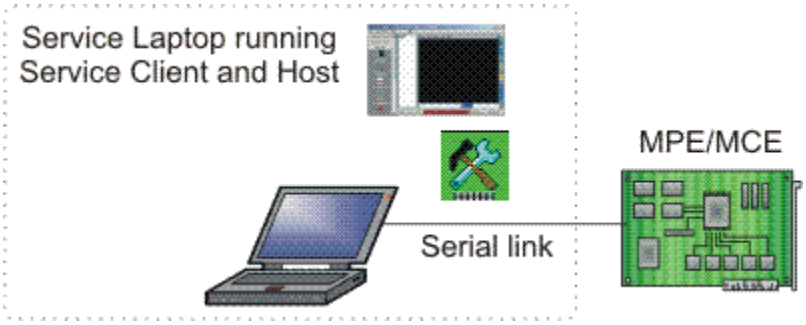
- Service Client installer includes the GUI software plus the online documentation. Most users will want to install this.
- The Service Host installer includes the server components required to connect to a serial port. You need to install Service Host if the computer will be connected to the device via serial cable.

The installers are available on the Service Shell page in the Technical Library. Installation and configuration will typically take 15 minutes or less (assuming a fast network connection).

For detailed installation information, see Service Shell Installation Procedure (SS_011).

How do I start up Service Shell Client and connect to a machine?

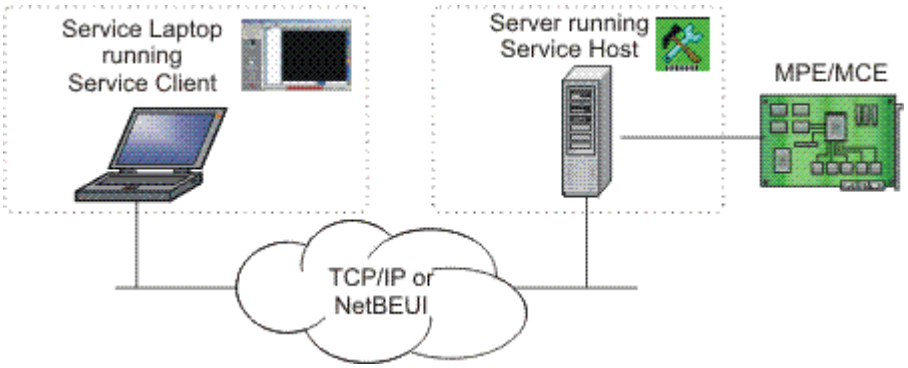
Direct serial connection to device



To connect the local computer (e.g. Service Laptop) directly to the device, follow these steps:

1. Connect the DIAG serial cable from the device to the laptop.
2. Ensure that Service Host is running on the laptop and configured with the correct COM port and device type (MPE is the default; for more information, see How do I configure the Host for an MCE device?).
3. Start the Service Shell Client and wait for the connection dialog to appear.
4. Enter your name as the username (this is only used as a text string to save your preferences and is not linked to your Windows username).
5. Enter `localhost` as the server name.
6. Click **Connect**.
7. Verify that you are connected by pressing Return in the monitor applet and ensure that the device echoes your typing.

Remote connection to device



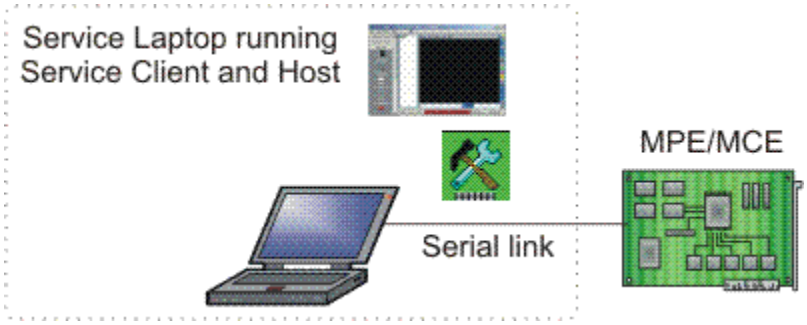
To connect to a remote device, follow these steps:

1. Establish basic TCP/IP or NETBeui connectivity.
2. Start the Service Shell Client and wait for the connection dialog to appear.
3. Enter your name as the username (this is only used as a text string to save your preferences and is not linked to your Windows username).
4. Enter the name or IP address of the remote machine as the server name.
5. Click **Connect**.
6. Verify that you are connected by pressing Return in the monitor applet and ensure that the device echoes your typing.

For more information, see the section on Starting the Service Shell in the Service Shell User Guide (SS_001), or Service Shell Connection Guide (SS_003).

How do I configure the Host for an MCE device?

If you are connecting from a laptop directly to the device (that is, running both the client and the host locally and connected via serial cable to the device), you must reconfigure the laptop's local Service Host for MCE communication. (MPE configuration is the installation default).



To change host between MPE (the default install) and MCE, follow these steps:

1. Shutdown Service Host on the laptop.
2. Edit the file creo_deviceinfo.ini, in the <INSTALLDIR>\Bin directory (using any text editor) as follows. The file contains directions on how to configure for MPE or MCE, using the comment (;) character to remove the irrelevant device:
   - For an MPE, the file should contain the following line: device3=MPE
   - For an MCE, the file should contain the following line: device3=MCE
3. Ensure that only one device3 line is present in the file without a leading comment character. If both entries are uncommented, a system error may result.

How do I tell if Service Host is running?

The easiest way is to look at the small Service Host icon in the system tray.



If Service Host is running, the icon will appear on a green background. If the service has been stopped, then the icon will appear on a red background.

For more details, see the Service Host User Guide (SS_015).

How do I turn Service Host on or off?

Right-click on the Service-Host icon in the system tray, and select **Start Service** or **Stop Service**.

For more details, including control from a remote PC, see the Service Host User Guide (SS_015).

How do I change COM port settings?

1. In the Service Client, select **Preferences** from the File menu.
2. Select the desired COM port, and click **Edit Preferences**.

For more information see the section on Setting User Preferences in the Service Shell User Guide (SS_001).

Where are the scripts and how do I run them?

In Service Client, click on the **Scripts** view. Within this view, you can select **TH1.7x scripts** or **TH2 scripts** to access the included versions of these scripts.

You can also browse to other scripts you have stored elsewhere.

For more information see the Scripting Applet User Guide (SS_006).

How do I access help from Service Shell??

Each applet has a help button that provides help for that applet.



You can access the full Service Shell documentation package by selecting **System Documentation** from the Help menu.

How do I download device firmware?

For most devices, Service Shell allows you to download device firmware by simply typing the command `download <filename>` from the monitor command prompt. The filename should be the full pathname, on the server machine, and should not contain spaces.

For more information on command syntax, see the section on Downloading Firmware in the Monitor Applet User Guide (SS_004).

Service Shell uses the filename to determine the download parameters. If you have a filename that is unknown to Service Shell, you may need to override the default download options.

For more information on special devices and overriding default options, see Downloading Firmware for Advanced Users (SS_016).

What if I want to use Hyperterminal, ProComm or Splot?

Whenever Service Host is running, it will take over the diagnostic serial port.

If you want to start up any program that requires access to the serial port, you will need to stop Service Host first.

For more information, see How do I turn Service Host on or off? or the Service Host User Guide (SS_015).