

Service Shell Version 3.0

Release Notes

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Revision History

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Service Shell Version 3.0
Release Notes

CONTENTS

Revision History i

1. Introduction 1

2. What is in these release notes 1
   - 2.1.1 Service Shell releases 1

3. Devices supported 1

4. Features and improvements 2
   - 4.1 New features 2
     - 4.1.1 Backup and restore 2
   - 4.2 Improvements 2
     - 4.2.1 Test Plot 2
     - 4.2.2 Creo Feature Licensing 2
     - 4.2.3 Service Host Configuration Wizard 3

5. PROBLEMS FIXED 4

6. KNOWN PROBLEMS 6
   - 6.1 Major Problems 6
   - 6.2 Minor Problems 8

7. GETTING HELP 13

1. INTRODUCTION

We are pleased to send you the latest revision of Service Shell software. These release notes include the changes in the 3.0 release of Service Shell software. Where appropriate, they refer you to the online help for more information.

2. WHAT IS IN THESE RELEASE NOTES

The release notes include the following sections:

New Features—describes new features and improvements that were added to Service Shell software.

Problems Fixed—lists problems in the previous release of Service Shell that are now resolved.

Known Problems—lists problems that are not yet resolved.

Getting Help—provides information on where to get help using Service Shell

2.1.1 Service Shell releases

The table below lists all supported releases of Service Shell including their build numbers:

Release	Build
Service Shell 2.4	377
Service Shell 2.4 SP1	437
Service Shell 2.5	770
Service Shell 2.5 SP1	845
Service Shell 2.5 SP2	1036
Service Shell 2.6	1099
Service Shell 2.6 SP1	717
Service Shell 3.0	N/A

3. DEVICES SUPPORTED

WARNING: This release is intended for CR 3.0 Magnus VLF and Magnus 800 installs only. Do *not* install this version on any other device platform.

DCAPI server 2.0 must be installed with Service Host version 3.0. DCAPI 2.0 conflicts with any version of Print Console except version 4, when communicating via the workstation serial port. Service Shell 3.0 does not have a solution for this problem. This problem will be resolved in a subsequent 3.x service pack or release.

You can install the Service Shell Client 3.0 as a remote client on any system and connect to 3.0 or older versions of service host. (The Service Shell Client 3.0 should not be installed on the same workstation with a version of service host, unless it is a Magnus VLF or Magnus 800 device).

4. FEATURES AND IMPROVEMENTS

Service Shell 3.0 has new features and improvements from the 2.6 SP1 release. The reason for this release is to support new GMCE Magnus VLF devices. A number of improvements will assist service representatives in diagnosing device problems.

4.1 New features

- GMCE support
- Backup and restore
- GMCE support

Each tool available in Service Shell supports the GMCE.

4.1.1 Backup and restore

Use the **Backup and Restore** tool (BART) to save or restore the operational parameters of your output device. The parameters you back up with this tool are those stored on the workstation by device control applications (such as Print Console, the Magnus 800 controller, and Service Shell) and those on the device by firmware (such as the MCE and thermal imaging heads).

4.2 Improvements

- Test Plot
- Creo Feature Licensing
- Service Host Configuration wizard

4.2.1 Test Plot

The **Test Plot** tool view has been redesigned for easier use.

Improvements include the reorganization of plotting options into easy-to-access categories such as device-specific options, global options, layout options, and advanced options.

New **Test Plot** features include:

- Text labels for test strips – the parameter value varied in the series is imaged directly on the media.
- Power/Focus ramp for TH3
- Single plots that you can use for single or multiple patterns on media (for single plots, you can also plot the entire media.)
- The ability to use custom TIFF patterns—Stacatto TIFFs can be used
- New plotting options for GMCE devices and TH3

4.2.2 Creo Feature Licensing

Creo Feature Licensing (CFL) protects Service Shell.

To access Service Shell:

- The Creo Feature Licensing Server must be installed and running on the workstation where you want to run the Service Shell client.
- You must have a valid service license. This can be any of the following:
  - A USB service dongle
  - A text based service license together with a USB customer dongle
  - A remote service dongle

For further information about service licensing and about how to configure Creo Feature Licensing, see the Creo Feature Licensing page on TechPlanet.

Access Levels

Each service license includes an access level. This access level determines which Service Shell features you can use. Kodak employees and dealers are provided with service dongles. These dongles are set with an access of either Service Engineer or Creo. Customers who require access to Service Shell and have received advanced training are provided a license with Advanced Customer access level. Other customers cannot access Service Shell.

Wizard/Tool/Function	**Authorization Required**
Host Configuration wizard	Service Engineer or Creo
Firmware download	Service Engineer or Creo
Service Shell options	Service Engineer or Creo
Test plot	Service Engineer or Creo
Scripts	Service Engineer or Creo
Backup and restore	Service Engineer or Creo
Monitor	Service Engineer or Creo Advanced Customer
Log Viewer	Service Engineer Advanced Customer
Version Checker	Service Engineer Advanced Customer
Loop Test	Service Engineer Advanced Customer

4.2.3 Service Host Configuration Wizard

The Service Host configuration wizard now requires a service license in order to execute.

There are changes to the user interface and the Service Host configuration wizard can now configure GMCE devices.

The Service Host configuration wizard also has the ability to configure the host with the workflow type and controller type that is installed on the workstation. These configurations are used by **Version Checker** to determine versions on these components.

5. PROBLEMS FIXED

This section lists problems resolved in the Service Shell 3.0 software.

Incorrect subscan image resolution set for Test Plot jobs (4800X4800 dpi)
PR6516

In previous versions of **Test Plot** you could not vary the subscan resolution.

You can select a resolution in **Test Plot** if that resolution (mainscan or subscan) is specified in the device.

DCAPI connection closed during start up in a suspend state
PR6519

In previous versions of DCAPI, DCAPI would *not* prompt the user with a suspend state if the device was suspended before DCAPI started.

DCAPI server 2.0 resolves this problem.

Test Plot may not pass a device suspend state. This can cause the tool to fail to connect to the device.
PR6519

In previous versions of DCAPI, DCAPI would *not* prompt the user with a suspend state if the device was suspended before DCAPI started.

DCAPI server 2.0 resolves this problem.

Test Plot should take the device margins into account on test plot jobs
PR6450

Test Plot would not account for the device margins when a job was submitted. This resulted in an error that indicated that the image was too large in the mainscan dimension.

Now, if a test plot is created that is the same size as the media in the mainscan dimension, the margins are removed from the mainscan size and the plate will be imaged without error.

Test Plot should have a Plot Series defined along with the other series available.
PR7660

Any job submitted by **Test Plot** required a series identifier even if the user was only plotting different patterns on the media.

Now if the user wishes to plot different patterns on some media, and not perform any type of series where a parameter is varied, they can define a **single plot only** series type.

Test Plot needs the ability to plot two patterns per strip
PR7857

Users like to plot two different patterns when doing a power series (50% and 100% or 0%). This was not possible previously unless the user specified two series where each pattern would be plotted. This was time-consuming.

This can now be done with patterns 200 and 201. A user can also specify a custom TIFF if the default plots do not support their needs.

Log Viewer default timestamp column should match the Creo default timestamp size.
PR8010

The timestamp column default size was defined smaller than the Creo default timestamp size.

The timestamp column default size has been increased. This may not fix this problem for all monitors/resolutions.

Method for producing GC plots for GMCE should be cleaned up
PR8420

You can now submit pattern 100 jobs through **Test Plot** that plot the entire media in order to GC the device. This was not previously available.

Test Plot - should default to use current value as start value when a series is created.
PR8777

Test Plot defaults to the current value as a start value when a series is created. This ensures that without any modification, the job has less chance of failing. In the past the default start setting of zero would cause power series to fail.

Service Host Configuration should include workflow type.
PR8932

The **Service Host** configuration now includes the workflow type. Based on that workflow type the **Version Checker** will check that workflow's version. Previously the **Version Checker** would check all workflow versions because it did not know which workflow the system was using.

Service Host configuration COM port auto detect fails with Magnus firmware.
PR9066

COM port auto detection was failing with Magnus VLF firmware. The COM port can now be detected successfully by the **Service Host** configuration wizard COM auto detect feature.

Update Service Host configuration known devices list to include Magnus 400.
PR9024

Magnus 400 has been added to the known devices list.

Service Shell client installer needs reboot warning
PR9280

The Service Shell client installer did not prompt the user to reboot the workstation after installation. This is a necessary step in order for feature licensing to be updated with new license definition files. A message is now displayed that warns the user to reboot the workstation after installing Service Shell client.

The Service Shell 2.6 SP1 client and host install invalid Service license files.
PR9281

The correct license definition files are now installed.

Modify BugZipperArchive.bat file to pick up .dmp files from PC log folder
PR9486

Bug Zipper now zips .dmp files from the PC log folder.

Bug Zipper needs to be accessible from the desktop
PR9490

There is now a shortcut on the desktop for **Bug Zipper**.

Remove the multi language question on host install - default to yes.
PR9644

The multi-language support question on the host install was removed. With previous versions of the host install, users were not selecting the appropriate setting for their system. If a system had multi-language packs installed and the user did not select multi-language support during the service host install, a PC operator could not log off until the service host was manually shut down. The user no longer has a choice. The default setting for the service host install is multi-language support. Using the default 'multi language supported' on all installs, Service Host will now only display the single service monitor icon in the systems tray. The Creo device server, the log server and the service monitor icon are not displayed in the systems tray.

6. KNOWN PROBLEMS

This section lists known problems in Service Shell 3.0 software. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the problem will be listed in the problems fixed section for the next version of the Service Shell software.

6.1 Major Problems

Log Viewer does not size columns correctly when using large font
PR63

If you change the **Log Viewer** type size in **ServicePrefs.ini** from a height of 14 points to 16 points (Courier New), the logs do not display properly. The timestamp field is not large enough to display the whole timestamp.

Log Viewer fails concurrent download operation
PRS140

If you start to download a log file, and select another log file in the selection bar while the download is in progress, an error is reported and the download terminates.

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. If you use a modem, you can improve download performance by downloading files one at a time.

OVERRUN error on Service Shell Connected to Flexo system PR449

An OVERRUN error occurs when Service Shell is connected to a Flexo system with a TFX thermal imaging head. The TFX thermal head communicates directly via a COM port with Service Host at 115200 bps. The Service Host device output logging component causes slower host processing of TFX output. This causes a data overrun. The problem becomes more evident when head verbosity is increased.

Workaround

To minimize the impact of this problem, reduce the head verbosity. Alternatively, you could communicate with the head using the **Monitor** tool to instruct the MPE/MCE device (use the redirect **`enable/disable`** commands).

OVERRUN error on Service Shell connected to Flexo system (TFX head) PR 451

An OVERRUN error seems to occur with TFX heads that are directly connected to the workstation. This is likely 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.

Download command cannot resolve path to substituted drive on Windows XP PR530

Substituted paths may be a problem on Windows XP. Substituted paths allow a drive (virtual) to be assigned to a path.

Workaround

Use absolute paths when navigating to a file or folder.

Cannot switch from Test Plot to Monitor window in Tools bar PR6539

You cannot switch from **Test Plot** to **Monitor** in the **Tools** bar. You must select **Device Monitor** in the **Views** bar.

Test Plot requires that the media slots be aligned on a head in order to perform correctly. PR 8073

With a **Test Plot** job, **Test Plot** uses the slot that matches the media slot when varying a head parameter.

If the slots are misaligned, the **Test Plot** will adjust parameters that match the same slot as the media, and the firmware will image using the media slot with the same name. The head

media slot that the **Test Plot** is varying and the head media slot that the firmware is using will be out of sync and the media will not be imaged correctly. After you process the media you will not find a change in the parameter you running a series on.

There is nothing to detect that this error is occurring. You will only know if you are experiencing this problem after you process the media.

Workaround

To resolve this problem, ensure that the media slot and head slot for the media you are using to image the test plot are aligned.

- The media slot and head slot for a TH1.X head must be the same number. The name and/or the color must be the same. For example: **`set media 1 name/colour`** and **`set hdm 1 <name>/<color>`**.
- The head slot for a TH2 or TH3 head must be 1 less than the media slot number. The name and/or the color must be the same. For example: **`set media 1 <name>/<colour>`** and **`set med 0 <name>/<color>`**.

Handling of plate rotation during unload in Test Plot
PR8489

Currently the device automatically loads and unloads without handling rotation of the plate. Rotation is needed when the plate is automatically fed to a processor.

The service shell download command should support the GMCE/TH3 components
PR9638

Workaround

Use the firmware installers that are part of the controlled release.

6.2 Minor Problems

User buffer selection is disturbed when receiving an error line from device
PR 207

In **Monitor**, you can select buffered text and then copy it to the clipboard or save it in a file. When you make a selection, an error message from the device is appended to the buffer and the selection is lost.

Workaround

1. Retrieve information from the log(s) using **Log Viewer**.
2. Disconnect from the host.

The buffered data is still available and selectable in the buffer. The same options are available for selected text.

Remote group list does not include files with the same name from different folders PR235

This problem can occur if you:

- run a script that causes an error message after completion (for example, run a script while not connected)
- switch to another tool view
- wait until the script completes, and displays the error message
- switch back to the scripting view
- clear the message box

The tool thinks it is still running a script. You will not be able to select another script or click **Abort** to terminate.

To resolve this problem, switch away from the **Scripts** view, and switch back.

Next/Previous error buttons skip over “MORE” lines PR252

The **Next Error** or **Previous Error** (red) buttons in the **Log Viewer**'s navigation palette skip over MORE lines. For example, they do not retrieve errors from sections of the file that were not downloaded. This can mislead you into thinking there are no errors.

Creo Device Server serial connection overlapped I/O PR256

The current implementation does support overlapped I/O, so serial communication at high baud rates may be affected. The only device that appears to be affected is the TFX head. Other MPE and MCE devices are not affected.

SPLOT via Upload command causes server messages to be processed late PR390

Some SPlot commands invoked from a script running within Service Shell cause delayed processing of the server messages. The text from the device, before the upload command is issued, appears after the upload command complete message is displayed.

Although the swapped display suggests that the output timing is swapped, it is correct but the script flow control is not. The swapping of messages is due to Service Shell SPlot integration and is only a display issue.

Scroll rate should slow down to allow easier highlighting of text PR426

When selecting text larger than one page, the scroll rate is abnormally fast. As a result, more text than needed is highlighted.

Workaround

1. If your mouse has a wheel, use the wheel to scroll up or down the buffer. The wheel scroll rate is much slower.

2. Select the first row of text you want.
3. Using the scroll bar, turn the mouse wheel to navigate to the last line of the selection.
4. Press SHIFT and click the line.
   All rows from the start row to the end row are selected. Start and end rows can be selected in any order.

Connection slows down when there is lots of monitor traffic
PR467

Service Shell monitor consumes most of the host computer CPU when processing large amounts of device output. High CPU usage slows down the communication between Service Shell client and host.

The monitor was improved slightly in 2.4 SP1 release, but it is still a problem.

Workaround

To avoid this side effect when testing with a large amount of data, select a different tool in Service Shell client until the command output is complete. Device output is always logged in Service Shell logs.

Bug Zip should also unzip
PR524

The **Bug Zipper** utility creates an archive of log files, configuration files, and more. The archive is a compressed file (.zip). **Bug Zipper** cannot uncompress the archive.

Workaround

Uncompress the **Bug Zipper** archives using WinZip®.

Upgrading 2.4 to 2.5 or later does not change the Service Shell Client desktop icon
PR6199

On some computers, Service Shell 2.5 or later client installer does not upgrade the previously installed Service Shell desktop icon. This problem does not occur on the Service Shell Host install.

Workaround

Delete the existing shortcut and create a new one.

Startup View cleared after switching users
PR6404

The Outlook bar contains a **Custom Views** group, a **View** group and a **Tools** group. The startup view setting applies only to the **Custom Views** and **View** groups. The **Options** dialog (available from the **Tools** menu) provides the ability to set the startup view (last selected or specific view) for Service Shell. This setting does not apply to the **Tools** group in Service Shell.

Log server option on single file size not working
PR6407

The sizes provided in the log file settings are a guideline used to determine the amount of log file information that is retained. The details of this mechanism are as follows:

- Log files always roll over on the first log message after midnight (local time).
- At the time when the files roll over, the log mechanism deletes older log files until the number of files is less than or equal to **SystemLogMaxBackups**, and the total file size is less than **DailyLogFilesTotalMaxSize**.
- Log server keeps at least two log files (today and yesterday)—this rule overrides the deletion algorithm described above.
- The content of any particular log file is never modified. (It does not selectively delete parts of a log file.)

Loop/Test Plot applications don't size properly for low resolution monitors
PR6421

Loop Test and **Test Plot** tools require a display resolution higher than 800 x 600.

Image separator shows different widths on positive and negative media
PR6461

Test Plot images a strip separator using the device settings before the series parameter is applied using pattern 150. It doesn't differentiate between negative and positive plots. Future releases will allow you to image the separator with a selectable pattern.

Restrict creatable series minimum size to 100 X 100 mm
PR6626

If you click in the graph area of **Test Plot** and the selected area is less than 100 x 100 mm, a warning message appears. The series should be cancelled.

Workaround

Create a big series that is visible on the graph. Then resize the series to fit the plot size you require.

Service Shell Installer should find system drive
PR6640

The installation program does not automatically find the system drive. The default install path is d:\serviceshell.

Change the path so that Service Shell will be installed on the system drive. For upgrades, the same install path is used.

Test Plot fails to reestablish connection to the device if the device is reset during plotting
PR6676

The **Test Plot** tool will not recover if the device is reset during plotting.

Workaround

Kill the application (service.exe) through the Task Manager or disconnect and reconnect the device through the DCAPI server interface. Disconnect and reconnect service shell client.

Service Shell Client Issues with Active Desktop in Windows NT 4.0 PR6759

Some Service Shell Client subsystem functionality calls for **shell32.dll** version 4.72 or later in Windows® NT® with Internet Explore 4.0 or later. The **shell32.dll** file update is not installed unless you select **Active Desktop** at the time of the Internet Explorer update. The system will continue to use the initial **shell32.dll** version 4 that was installed with Windows NT. Upgrading the service pack to 6a or 7.0 has no effect.

Workaround

Upgrade Internet Explorer to Internet Explorer 6 SP1. In the location where the **IE6Setup.exe** file is located, type:

```
ie6setup.exe /c:"ie6wzd /e:ie4shell_ntx86 /i:y"
```

Note: Copying the above text from this file and pasting it into the command prompt will not work. You must type the command line yourself.

This command line launches Internet Explorer in Wizard mode. Follow the instructions to upgrade the Internet Explorer tools and Active Desktop.

GMCE systems - Log manager creates dual log entries for diag traffic when the USB cable is connected/configured. PR9706

Workaround

Do not leave the USB cable connected when it is not required. It should only be needed in special circumstances. If the USB is connected, it will affect the device throughput.

Service host config wizard requires setup for a Satellite board device with GMCE devices. PR9747

Currently there is no way to setup a LIONEL board with the way the host is currently configured with a GMCE. There is no regular COM port setup that is required for changing the communication channel on a LIONEL board.

Workaround

Configure the service host on your laptop to MCE and set the proper communication state on the LIONEL board or use 'hyperterminal' on the customer's workstation if there is a COM port available to talk to a LIONEL board.

USB -' GMCED' - should be locked when 'GMCE' is locked PR9765

Without the GMCED locked, the host is not effectively locked. An access point is still allowed.

Workaround

Do not leave the USB cable connected when it is not required. It should only be required in special circumstances. If the USB is connected, it will affect the device throughput.

Remove Host Options Logging Options from host menu
PR 9785

These options are only available if **allow icons to interact with desktop** is enabled. This option is disabled by default. These options should be removed as they will never be available to the average user.

Host config wizard should not have the TCPIP config page as the last page. It should come before the summary page.
PR9809

Currently the MCE service Host Configuration is confusing because the TCPIP configuration page appears after the summary page.

Test Plot - series subscan dimensions reflected in the gui do not represent the proper image size. They are under estimated.
PR9868

The **Test Plot** interface misleads you into believing that they can plot more strips on a piece of media than what is actually possible. For example, if a series strip is defined as 20mm in the interface, the strip will be drawn in the interface with slightly less than 20mm. Because of this problem you can define a series to have too many strips. If you use the interface as a reference, you will think that all the strips will end up on the media. The result is that the device will suspend after the media is loaded with the following error:
' One of the series subscan image size is too large for the media size, by ‘x’ mm '

Workaround

When creating a test job, do not rely on the interface when deciding how to maximize the amount of strips to put on your media. If you want to use the interface, do not increment your number strips value so that they reach the end of the plate in the interface. Leave a margin on the away side and the device should process the job properly.

Another side effect of this issue is that you may have overlapping series on the media if two series are beside each other.

Workaround

To fix overlapping series, put a larger space between the two series.

7. GETTING HELP

If you encounter problems when using Service Shell, first check the online help. The help system contains detailed information about the setup and operation of Service Shell tools and software. Access the **Help** menu from the active application, from the main menu, or from the Service Shell window, top right corner.

If you cannot resolve the problem using the help system, contact ODServiceToolsSupport@creo.com or contact your Response Center.