Service Shell

Release 2.5, 2.5 SP1
Release Notes

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Introduction

We are pleased to send you the latest revision of Service Shell software. These release notes include the changes in the 2.5 release and also highlight the changes and improvements that were made in release 2.5 SP1 of Service Shell software. Where appropriate, they refer you to the online help for more information.

What Is in These Release Notes

The release notes include the following sections:

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

New Features —describes new menu commands, options, windows, or dialog boxes that were added to Service Shell software.

Improvements —describes improvements that were made to existing features.

Known Problems —lists problems that are not yet resolved.

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

Problems Fixed

Service Shell 2.5

This section lists problems resolved in the Service Shell 2.5 software.

If a script puts up an error box while running hidden, reattaching enters an invalid state
PR215

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. To get out of this mode, switch away from the scripting applet, and switch back.

Incorrect behavior when 2 scripting applets are running
PR240

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.

The problem of running two script tools in the same session still exists. Running two script tools in different Service Shell sessions has been fixed.

Service Shell should install and run on Windows XP
PR514

Service Shell did not install and run correctly on Windows XP.

SVSH ERROR - Device is not responding: Device communication settings not set accurately
PR382

The error message was supposed to appear if the device was turned on and did not respond to commands. A message informs the user to check the device communication settings.

Service Host Configuration Wizard for MPE Devices
PR7107

Service Host Configuration Wizard did not configure MPE device’s workstation port correctly.

Service Shell 2.5 SP1

This section lists problems resolved in the Service Shell 2.5 SP1 software.

Not all Creo products are in the Host Configuration Wizard
PR7307

Lotem devices were missing from the device list in the Host Configuration Wizard.

Log Viewer can't find log files
PR6824

When using the "rollover by date" method, the Log Viewer tool may not show newly created log files. The problem typically occurs on the first log file access after a daily rollover.

To solve this problem:

- Restart the Log View Server (or the whole Service Host)

Until the Log View Server is restarted, no new log files will appear in the Log Viewer.

Note: The actual symptom may be somewhat machine-dependent. This problem could cause other unstable behavior in the Log Viewer file list.

Unable to load Configuration File in Version Checker
PR6258

Version checker sometimes failed to load the configuration file. Version Checker has internal variables that get initialized at applet startup. The previous version prompted the user to start version checking/detection. If the user canceled version checking/evaluation when the applet first opened, the upload path stayed unknown. The user could not configure the device until the version checking/detection was done. The path is now populated when required by the applet.

Unnecessary step in Version Checker was removed
PR6529

If a user aborted detect versions on first execution of version checker, and configured first, then an extra step of configuration was introduced but not required.

Magnus Support in Version Checker
PR6548

Version checker did not work properly with Magnus MCE with multiple GENINE, PDB and LIONET boards.

Connection problems when changing location
PR6693

Service Shell 2.5 host pinged any client trying to connect. It got the client IP using the client machine name and the DNS server. This was a major problem in a network with one or more DCHP relay agents and DNS servers. The multiple relay agents allow machines to a get different IP address depending on where they connect from. If the DNS server did not clear its database fast enough, then subsequent resolve IP by name could yield the wrong IP address. In the case of the host connection, the host could get the wrong IP address from the DNS server, which caused the ping to fail. Consequently, the client connection request was rejected. The ping has been removed.

New Features

General Features

Safety Lockout

Service Shell 2.5 SP1 has a device communication lock feature. This feature is only available if connected to Service Shell 2.5 SP1 Host using Service Shell 2.5 SP1 Client. A user can lock the device so no other connected clients can send a command to the same device. Other connected users can view the device output, but they will receive a warning message if they attempt to send a command. The lock releases if the client that locked the device disconnects or if another connected client requests a lock override. Any connected client can unlock and lock out other users without a security check.

DCAPI Connectivity

Service Shell Client is integrated with DCAPI to provide stable communication between the device and the workstation using the workstation port. Test Plot is the first Service Shell tool to utilize the integrated DCAPI functionality. Service Shell DCAPI clients cannot be running at the same time as any DCAPI applications, nor can any DCAPI applications run at the same time as Service Shell DCAPI clients.

Service Shell Client

Service Shell 2.5

Backup of Script Directory

During the Service Shell Client installation, backups of the Script directory are made so that user-developed scripts will not be deleted after Upgrade/Reinstall. A backup directory is created that contains all the scripts.

Obsolete files

Files from previous versions of Service Shell are now obsolete. These files are automatically removed when Service Shell is installed or upgraded. If you require a list of the affected files please contact ODServiceToolsSupport@creo.com

Help Files

Service Shell 2.5 SP1 has two layers of help files; customer and internal user. The customer files are for use by customer and internal users. The internal help files contain Intellectual Property and are not customer accessible. At the time of install the program prompts for the type of workstation to be installed on, either Customer Workstation or Creo Workstation. A Customer Workstation only includes the customer help files.

Upgrades don’t prompt for customer or internal; the installer automatically determines the previous install and downloads the correct files.

Loop Test

Loop Test Tool tests device applications through repeated iterations. The duration of the test is adjustable and sequential testing is possible by linking command strings together. Loop Test can run both locally and remotely. A user can create many test configurations with unlimited commands. Tests created in Loop Test can be imported from and exported to other Loop Test installs.

Test Plot

Test Plot is used to create a series of plotting test patterns, imaged on a single sheet or plate media. You can define the size, position, test pattern, power, and step increment. You can create and image more than one test plot series on a plate or proof, and save the created series as an individual test job. You can use the test job management tools to create, edit, delete and image test jobs on a connected device or in offline design mode.

Version Checker

Version Checker checks the compatibility of the various component hardware, software, and firmware versions of devices. Compatibility between components is checked and tested as part of the Controlled Release process. In some cases untested versions of software or firmware may be available on Creo Service Sites. Version Checker is a quick method to verify the correct released versions for your system and detect and confirm the current configurations installed on your system.

Service Shell Host

Service Shell 2.5

Windows XP Compatibility

Service Shell now supports Windows XP but if a previous version of Service Shell has been installed on an XP computer, the Service Host software must be shut down before installing Service Shell 2.5 SP1. The installer for releases prior to 2.5 SP1 cannot shut down Service Host software in the Windows XP environment.

Creo Service Port

Service Shell Installer now has an option to install Creo Service Port. Creo Service Port is a program designed to increase the reliability and security of communication to the workstation.

Creo Service Port service runs in the background and is not stopped or deleted if Service Shell is uninstalled.

TCP/IP Connectivity

Service Host supports connections to TCP/IP enabled devices. Service Host configuration wizards are used to configure TCP/IP devices. IP forwarding is not enabled for security reasons so TCP/IP connection is unavailable for TCP/IP servers that reside on a different workstation.

Host Configuration Wizard and Service Host Menu

Service Host configuration wizard is used to configure device type and workstation device communication settings. Service Host menu gives you the ability to configure:

- Host Options
- Host Events
- Logging Options
- Host Configurations

Service Host contains default event settings for Print Console, Media Console, Brisque Agent, ProComm, and HyperTerminal. Each event has a message that explains the conflicts between these applications and the corresponding Service Shell solution.

Improvements

This section lists features that were improved. Features that were modified as a result of a problem in the software are described in *Problems Fixed*

Service Shell 2.5

Monitor Tool

In Monitor Tool, you can move quickly and easily between devices, using the mouse buttons, or by typing in the command line. The Monitor Tool sends and receives messages from one or more devices connected to the server. The input box now has a configurable auto-complete feature and a drop down with the command history. Function buttons have unlimited button commands and interaction with the device. The monitor auto complete style now has a window with commands history (alphabetically sorted) and auto-selects the matching text. Click Enter to select the listed text into the input field.

Log Viewer Tool

Log Viewer has additional features to navigate to the top and bottom of a log file, "tail" a log, and view log files from other applications.

Script Tool

Script Tool has been improved to provide greater stability when communicating between SPlot and Service Shell. It also supports multiple sessions of Service Shell clients to run scripts simultaneously.

Log Server

The Log Server now has options for log file creation/management. There is a new file rollover method that rolls the log file at midnight. The log files have a file name that includes the date. By default, this option is enabled.

Service Shell 2.5 SP1

Device Monitor Auto-Complete Improvement

The auto-complete feature that was introduced in the Monitor tool of Service Shell 2.5 is improved. Instead of automatically completing the text in the Command input window, a window is displayed with a history of previous commands. The selected command in the window matches the command being typed.

Test Plot Tool

The Test Plot feature set has expanded in this release. The new additions to the tool are:

- Support for two new media, Graviti and Film
- Qualified on Magnus manual load only and Gravure devices

- Support for automatic devices with multiple bays.
  Test Plot detects the best bay based on the media type, size, and number of plates, then loads the plate automatically.
- Support for plots strip overlap by allowing the user to enter negative gaps between strips.
- Over fifty default test jobs designed by the Creo integration team added
- Monitoring of DCAPI link.
  If the link goes down or device type changes, then Test Plot re-initializes to ensure the cached device configurations are not out of date.

Version Checker Tool

Version Checker performance was enhanced greatly in this release. The reuse of command response to get the version of other components with similar commands increased the version query process by a factor of ten. Version Checker is also integrated with the test team releases server. It searches the controlled release server located on CREO LAN for the latest release of the current device so that the user can configure the system without searching for configuration files.

Known Problems

This section lists known problems in Service Shell 2.5 SP1software. They may be outstanding issues from a previous release or new problems. When a problem listed here is resolved, the solution is described in *Problems Fixed*.

Major problems

Log viewer fails concurrent download operation

PRS Service Tool/140

If you start a log file download operation, then click on another log file in the selection bar while the download is in progress, an error is reported and the download stops.

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 that better download performance is achieved when downloads are done one at a time.

SPlot dialog boxes get hidden behind Service Shell window PR342

SPlot displays dialogs (including message boxes) during normal IDE events and also for script-specific dialogs/prompts. Dialogs displayed by SPlot may appear behind the Service Shell window. The parent window of the dialog determines where and how the dialog gets displayed. There are different settings for the dialog depending on what component displays it (SPlot IDE or script run-time).

OVERRUN error on Service Shell Connected to Flexo system PR449

OVERRUN error on Service Shell connected to Flexo system with TFX thermal head. TFX thermal head communicates directly via a COM port with Service Host at 115200 bps. Service Host device output logging component causes the host to process TFX output slower which causes a data overrun. The problem becomes more evident when head verbosity is increased. The problem is not fixed in this release, but it will be fixed in 2.6. To minimize the impact of this problem, reduce the head verbosity or communicate to the head using the Monitor tool to communicate with the MPE / MCE device (use redirect enable/disable commands).

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

This seems to occur with TFX heads that are directly connected to 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.

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.

Minor problems

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

If you change the log viewer font in ServicePrefs.ini from height 14 to 16 (courier 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.

Copy to clipboard hangs when large amounts of text placed on clipboard
PR168

This only occurs with very large copies (e.g. 4 MB of text at once). The application doesn't actually hang, it takes considerably more time to process all the data.

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

In the Monitor, buffered text can be selected and then copied to clipboard or saved to a file. When a selection is made and an error message from the device is appended to the buffer, the selection is lost.

Workaround

1) Retrieve information from log file(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 on the selected text.

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

This problem can be observed if the following steps are carried out:

- Run a script that will cause an error message after completion (e.g. run a script while not connected)

- Switch to another applet view
- Wait until the script completes, and displays the error message
- Switch back to the scripting applet
- Clear the message box

The applet thinks it is still running a script. 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.

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

The Next Error / Previous Error (red) buttons in the Log Viewer'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 have been 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 online help not available: Double clicking on a word in SPlot window causes an error
PR300

SPlot provides the ability to double click on a word in the script to display help on the word. Currently, double clicking on SPlot keywords are supported. These functions include the standard library functions, standard data types and keywords.

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

Some SPLOT commands invoked from a script running within Service Shell cause the server messages to be processed late. 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 really 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 on the buffer. The wheel scroll rate is much slower.

2) Select the first row of text you want selected. Using the scroll bar, wheel mouse navigate to the last line of the selection. Hold Shift and click on 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 machine CPU when processing large amounts of device output. High CPU usage slows down the communication between Server Shell client and host.

The monitor was improved slightly in 2.4 SP1 release, but it is still a problem. Service Shell 2.6 will fully address this problem. To avoid the side effect when testing with large amount of data, please 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

BugZipper utility creates an archive of log files, configuration files, etc. The archive is a .zip file. BugZipper does not have the ability to unzip the archive.

Workaround

Unzip the Bug Zipper archives using WinZip.

Upgrading 2.4 to 2.5 SP1 does not change the Service Shell Client desktop icon
PR6199

On some machines, Service Shell 2.5 SP1 client installer does not upgrade the previously installed Service Shell version 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 View and Views groups. The Options dialog (available in 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 kept. The exact details of this mechanism are as follows:

- Log files always rollover on the first log message after midnight (local time).
- At the time when the files rollover, the log mechanism will delete older log files until (i) the number of files is less than or equal to SystemLogMaxBackups, and (ii) the total file size is less than DailyLogFilesTotalMaxSize.
- Log server keeps at least 2 log files (today and yesterday) -- this rule over-rides the deletion algorithm described above.
- The content of any particular log file is never modified (in other words, it will 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 display resolution higher than 800X600.

Service Host generates an error when shutting down or restarting an XP system PR6436

LaunchServiceHost manages all the services and servers for Service Host and causes the error when shutting down the workstation. This only happens on Windows XP.

This error does not affect the system or system performance.

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 the user to image the separator with a selectable pattern.

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

Test Plot may list a DPI not supported by the device. Test Plot does not support main scan and subscan resolutions. Therefore, it assumes a square resolution for all imaging modes. MCE devices support rectangular resolutions (different main and subscan resolutions). On MCE devices, Test Plot may list a resolution that is only supported with a different resolution on the other scan. In this case, the image operation fails due to unsupported resolution. This problem will be fixed in Service Shell 2.6.

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

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

Workaround

Shutdown Service Shell and restart it.

DCAPI connection closed during start up in a suspend state PR6519

Test Plot may not pass a device suspend state causing the tool to fail to connect to the device.

Workaround

Clear the device suspend state and initialize the tool by clicking the initialize button in the tool GUI.

Command line loses caret when using left click right combo on window PR6575

The Input Box in the Monitor looses focus when the mouse is clicked in the buffered text, or the scroll bar is used to navigate. The focus has to be set back to the Input Box before commands can be entered.

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 100mm, a warning message appears. The series should be cancelled.

Workaround

Create a big series visible on the graph, and then resize it to fit your required plot size.

Service Shell Installer should find system drive PR6640

The installation program does not find the system drive automatically. 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.

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+ in Windows NT with Internet Explore4.0+. This 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 .dll, 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 IE6 SP1. In the location where the IE6Setup.exe file is located, type:

IE6Setup.exe /C:”ie6wzd /E:IE4Shell_NTx86 /I:Y”

This will launch Internet Explorer in Wizard mode. Follow the instructions to upgrade the IE Tools and Active Desktop.

Getting Help

If you encounter problems when using Service Shell, first check the online help. The help system contains detailed information on the set up and operation of Service Shell tools and applications. 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 the Creo Response Center at 1-877-788-2727.