Service Shell

Release 2.5 SP2
Release Notes

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creo™

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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 2.5.2 release 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.

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 SP 2

This section lists problems resolved in the Service Shell 2.5 SP2 software.

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.

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.

Service Shell error messages when starting or exiting Windows PR6929

This problem is resolved with multi-language support in Service Shell 2.5 SP2. However, if Service Shell is installed without setting multi-language support and Japanese is subsequently set as the operating system language, Service Shell error messages may appear when starting or exiting Windows.

Note: Host Options and Logging Options are unavailable with multi-language support

Workaround

1. Right click My Computer and select Manage.
2. Select Computer Management > Services and Applications > Services.
3. Right-click LaunchServiceHost and select Properties.
4. Click the Log On tab
5. Under Local System account, clear the Allow service to interact with desktop check box.
6. Click Apply.
7. Restart Service Host

Service Shell command auto-complete should be disabled by default PR7480

The Auto-complete window can block your view of command execution. Use the button is located beside the Input Box to quickly enable or disable this feature.

Service Shell only allows short name lookup for TCP/IP connections PR7583

Previously, insufficient characters were allowed for the 'IPADDRESS=' line of creo_deviceinfo.ini and the connection failed because the address was truncated. In Service Shell 2.5 SP2, the number of characters is now set to 256.

New Features

Test Plot

- Now supports the following devices:

  MCE Spectrum
  MCE Spectrum AL
  MCE Spectrum Continuous Load
  MCE Base
  MCE Base AL
  Magnus VLF
  Magnus VLF MCU (Multi-Cassette Unit)
  MCE News SA
  MCE ThermoFlex Wide II
  MCE Gravure
  MPE TS Base
  Flat Panel Display

- Supports all previously supported media, such as Plate and Proofs, and two additional new media Flexo Sleeve and Flexo Sheet.
- Supports a new power series called Stroke Power. This new series is available on devices equipped with ThermoFlex thermal head.
- Improved usability of the Pause Between Series option. This option is now saved with the test job data and applied when the job is loaded. In earlier versions, the option was an application option that required you to remember the job setting and to update the option when selecting different jobs.
- When the media is being loaded, you can click the Cancel button to terminate the plot. When Test Plot detects the cancellation, it waits until the load is complete, then instructs the device to abandon imaging and to unload the media.
- When the media is being unloaded, you can click the Cancel button to terminate the unload operation.

SPlot Help

When using the Scripts tool, Service Shell 2.5 SP2 provides you with easy access to SPlot help. On the main menu bar, simply select Help and then SPlot Help. (This menu item is available only for the Scripts tool.) The SPlot Help System is then displayed in Internet Explorer.

Host Configuration Wizard

Service Shell 2.5 SP2 provides an upgraded Host Configuration Wizard with the following features:

- Current list of product names
- Ability to connect to a ThermoFlex thermal head device
- More usable simulation page

Known Problems

This section lists known problems in Service Shell 2.5 SP2 software. 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.

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.

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.