Service Shell

Release 2.6 SP1 Build 716
Release Notes

739-00026A-EN Rev E

13 June 2005

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 2.6 Service Pack 1 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

Service Shell Releases

This section 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	716

Problems Fixed

This section lists problems resolved in the Service Shell 2.6 Service Pack 1 software.

Versioner does not handle invalid dual MCE configuration correctly
PR 8632

Previously, Versioner consumed most of the CPU bandwidth when the configured device type did not match the configuration settings in Service Host. The problem occurred on dual master control electronics (MCE) devices when the slave MCE board was not configured in Service Host.

Versioner now detects the mismatch between the device type and settings in Service Host and does not consume high CPU bandwidth during operation.

Imported and default test jobs in Service Shell Test Plot Tool are lost
PR8733

In previous releases, the Service Shell Test Plot tool lost saved sets of default test jobs and previously imported test jobs if one or more were imported or exported. Data was not lost did not happen if you exited and restarted Service Shell after every export and import. This problem was likely caused because Test Plot import and export functions used a relative path when copying the files.

Test Plot now converts the path to an absolute path to avoid data loss.

Versioner does not capture installed Prinergy EVO version number
PR8903

Versioner now captures the number of the Prinergy® Evo version installed.

Versioner displays missing components as not qualified
PR 8947

Previously the Versioner status showed missing components as Not Qualified instead of Not Found.

Versioner now shows the correct status for missing components.

Service Shell Password protection mechanism should be improved
PR8957

Service Shell 2.5 (SP1 and SP2) and 2.6 included password protection. The password was entered once and remained in effect for six months depending on the operating system. A more appropriate password was required for customer access.

New Service Shell passwords are now implemented. The software remembers the password you enter for the duration of the six-month license. When the password expires, Service Shell prompts for a different password.

Integration of Creo Feature Licensing into Service Shell
PR8958

Prior to Service Shell 2.6 SP1, there was limited Creo Feature Licensing (CFL) support. The Service Shell client would start if a valid CFL license was found; otherwise it would prompt for a password. Full CFL support was requested for the Service Shell client to bypass this password protection.

Service Shell now supports CFL 2.0. If CFL 2.0 is installed and you possess a service or customer license, Service Shell does not prompt for a password (nor does the password expire).

Versioner interferes with MCE device POST operation
PR 8985

When you restart the device (cold boot), the system performs a power on self-test (`POST`) operation on the MCE board. In the previous release of Service Shell, if Versioner was running at the same time, its command sequence caused the MCE board to skip this self-test so that on dual MCE devices, the secondary MCE board would then execute its sell f-test. This meant that the master MCE started up faster than the slave MCE, causing incorrect error reporting.

Service Host Versioner now detects if the system is executing a `POST` operation and waits for it to complete before issuing subsequent commands.

Service Host device configuration wizard does not support all MPE TS 3244
PR9005

Previously, Trendsetter® MPE TS 3244 A and B device types were not available in the Service Host MPE configuration device list. (The device list appears on the MPE Page in Service Host > Host Configurations.)

Two new MPE Trendsetter devices with A and B types are now available in this device list.

Uninstalling Service Shell client removes shared files with Versioner
PR9014

In the previous version of Service Shell, when the Service Shell client was uninstalled, the software removed the Version Checker protocol definition file. The file is required by Service Host Versioner to collect system information.

Now this file is uninstalled only when no shared components are installed.

TCPIP wizard fails to configure RAS IP pool on Windows 2000
PR9015

Previously, on computers running Microsoft® Windows® 2000 Server™ or Windows 2000 Workstation, the TCP/IP configuration wizard in Service Shell 2.6 failed to configure the RAS IP pool correctly if you entered a pool of three or fewer IP addresses. After restarting the workstation, the MCE would fail to establish a PPP connection to the workstation.

The TCP/IP configuration wizard now ensures that you enter a pool of four addresses if it is running on a Windows 2000 system.

tii_config_switch.spt is missing from fresh SS 2.6 install
PR 8652

The include file, **tii_config_switch.spt**, is used by some thermal 2 head (TH2) scripts in Service Shell. It was removed from the Service Shell 2.6 client installer because it caused some scripts to fail. Upgrading to Service Shell 2.6 did not remove this file if it was already installed. This problem affected only new installations of Service Shell 2.6.

The file, **tii_config_switch.spt**, is now installed with Service Shell client 2.6 SP1.

Service Host installer does not update multiple languages option when Service Host install is upgraded
PR 8543

If, when you installed Service Shell, you set the original install option not to support multiple languages, you would encounter problems logging off a system that has multiple language support.

The Service Shell 2.6 SP1 host installer enables the multiple languages support option by default.

Some bundled test plot jobs lose their names when Service Shell client is upgraded
PR 7930

Although test jobs are still part of test plot jobs library, the names were modified. This problem is now resolved in the Service Shell client upgrade.

Features

You will find that Service Shell 2.6 has new features and improvements from the 2.5 release. A number of improvements were developed to assist the service representatives in diagnosing device problems.

New Features

Creo Feature Licensing

Service Shell client is Creo Feature Licensed software. All client components are available without password restriction for users with Creo Service Licensing or Service Shell Customer Licensing.

Password Protection

The Service Shell 2.6 SP1 client is password protected. The password protection check is disabled if Creo Feature Licensing (CFL 2.0) is installed with a valid service dongle or Service Shell client license. Otherwise, Service Shell client has four different passwords. You must enter the correct password to use the Service Shell SP1 client. The client remembers the password. When the current password expires, you are prompted to enter the next password. Each password is valid for six months. When all four passwords terminate, Service Shell 2.6 SP1 client expires and you must use CFL service or customer license to continue to use the software.

Improvements

Bug Zipper

Bug Zipper includes up to 12 Print Console Event Logs. If there are more than 12, Bug Zipper only includes Event Logs created or modified within the past seven days.

Versioner

The Service Host Versioner software XML format file is updated with new fields that help you distinguish component types, such as workstation, operating system, and so forth

Versioner now waits for the firmware `POST` command to complete before issuing subsequent commands.

Host Configuration Wizard

- Service Host Configuration Wizard list now supports Trendsetter News SA with a Thermal Head II.
- Service Host Configuration Wizard now displays a list of available COM ports instead of all COM ports.

Thermal Head II firmware download protocol upgraded

The new protocols support Thermal Head II main firmware download on MPE and MCE based devices and issues the correct device type commands.

Known Problems

This section lists known problems in Service Shell 2.6 Service Pack 1 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* section of the release notes for the next version of the Service Shell software.

Major Problems

Log viewer fails concurrent download operation
PRS Service Tool/140

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 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 Flexo system with 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. The problem is not fixed in this release.

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.

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.

Minor 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 time stamp field is not large enough to display the whole time stamp.

Workaround

Manually change the column width.

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 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 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 the 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 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 or click **Abort** to terminate. To resolve this problem, switch away from the scripting applet, 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. Using the scroll bar, turn the mouse wheel to navigate to the last line of the selection. 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 Server Shell client and host.

The monitor was improved slightly in 2.4 SP1 release, but it is still a problem. Service Shell 3.0 will fully address this problem.

Workaround

To avoid this side effect when testing with 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 so forth. 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 start-up 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 start-up 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 exact 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 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.

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

Test Plot may list a DPI resolution 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.

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

Exit 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. This can cause 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 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.

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. 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.

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 Creo Response Center at 1.877.788.2727.