

Service Shell 2.6 SP2

Release Notes

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Revision History

Revision	Date	Author	Comments
01	06 Feb 2006	Brent Yager	draft
A	08 Feb 2006	Janet Waterman	Added part number and reviewed for doc guidelines

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1. INTRODUCTION

We are pleased to send you the latest revision of Service Shell software. These release notes include the changes in the Service Shell 2.6 Service Pack 2 release. 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:

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 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 2.6 SP2	722

3. PROBLEMS FIXED

This section lists problems resolved in the Service Shell 2.6 SP2 software.

Service Shell 2.6 should include license definition files including 'Advanced User' access level
PR 10070

In Service Shell 3.0 and later, the feature licensing access levels for service license was changed to include **Advanced User** and **Service Engineer**. Service Shell 2.6 SP2 includes these access levels so that appropriate licenses can be delivered before the password expires.

Default number of device logs should be 10 on a new install of Service Host
PR 9536

On a new install of **Service Host**, the default number of device logs is set to 2. It should be set to ten.

Modify BugZipperArchive.bat file to pick up .dmp files from PC log folder
PR 9486

The **printconsole\log** folder may contain crash dump (.dmp) files, starting from PC 3.16.5+. **Bug Zipper** now includes these files when creating a bugzip.

The version checker requires an input buffer for each device rather than one single buffer
PR 8310

Version checker cannot distinguish between the output of two different devices, MCE/MCE2 or MCE/TFX.

This results in the failure to query the same component on both devices. **Version checker** cannot distinguish the difference between the outputs of either device.

Host configuration COM port auto detect fails with Magnus VLF firmware
PR 9066

Host configuration COM port auto detect fails with Magnus firmware because the prompt exceeds ten characters.

Service Shell client installer requires reboot warning
PR 9280

Since **Service Client** now installs CFL license definition files, the client installer prompts the user to reboot the workstation after installation. The installer for the **Service Client** needs a warning message box similar to the one in the host installer.

The Service Shell 2.6 SP1 client and host install invalid Service license files.
PR 9281

The CFL license files installed by Service Shell are invalid and could cause service licensing to fail. They must be updated with correct versions.

Service Host connection was broken after a remote connection was made PR 9798

When **Service Client** is forcibly disconnected from the host (client crash, network disconnection, etc.), it is possible that the host will become unresponsive and stop logging diagnostic traffic from the device. Future connections from the client may also fail.

Bug zipper is affected by the locale settings with windows 2003 and XP PR 10071

When operating **Bug Zipper** in a locale other than English (United States), **Bug Zipper** may fail to gather log files.

4. KNOWN PROBLEMS

This section lists known problems in Service Shell 2.6 SP2 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.

4.1 Major Problems

Log viewer fails concurrent download operation PR 140

If you start to download a log file, and select another log file from 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 PR 449

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 that results in 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).

Download command cannot resolve path to substituted drive on Windows XP PR 530

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 PR 6539

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 PR 8489

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.

4.2 Minor Problems

Log Viewer does not size columns correctly when using large font PR 63

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 PR 235

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 **Scripts** 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 PR 252

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 PR 256

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 PR 390

Some **SPlot** commands invoked from a script running within Service Shell cause delayed processing of the server messages. The text from the device 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
PR 426

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
PR 467

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.

Workaround

To avoid this side effect when testing with large amounts 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
PR 524

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 PR 6199

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

Workaround

Delete the existing shortcut and create a new one.

Startup View cleared after switching users PR 6404

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 PR 6407

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 PR 6421

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 PR 6461

Test Plot images a strip separator using the device settings before the series parameter is applied using pattern 150. It does not 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) PR 6516

Test Plot may list a DPI resolution not supported by the device. **Test Plot** does not support mainscan and subscan resolutions. Therefore, it assumes a square resolution for all imaging modes.

MCE devices support rectangular resolutions (different mainscan 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 an unsupported resolution.

Test Plot fails to reestablish connection to the device if the device is reset during plotting PR 6676

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

Workaround

Exit from Service Shell and restart it.

DCAPI connection closed during start up in a suspend state PR 6519

Test Plot may not prompt the user with a **Device Suspen**d state. This can cause the tool to fail to connect to the device.

Workaround

Clear the **Device Suspend** state and initialize **Test Plot** by clicking the initialize button in the **Test Plot** GUI.

Restrict creatable series minimum size to 100 X 100 mm PR 6626

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
PR 6640

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
PR 6759

Some **Service Client** subsystem functionality calls for **shell32.dll** version 4.72 or later in Windows® NT® with Internet Explorer 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.

5. 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 ODServiceTools@creo.com or contact your Response Center.