Service Shell

Release 2.6
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 2.6 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 2.6

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

Copy to clipboard hangs when large amounts of text placed on clipboard PR167

This only occurred with very large copies (for example, 4 MB of text at once). The application didn't actually hang; it took considerably more time to process all the data. This problem is now resolved.

Message needs to be displayed when clicking on a zero length file in the Log Viewer PR168

If you select a file that has zero length (an empty file), there is now a message displayed in the Log viewer.

SPlot online help not available: Double clicking on a word in SPlot window causes an error PR300

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

Aborted firmware downloads from the GUI are reported as 100 % complete PR435

When aborting a firmware download on a MCE device, the download was reported as 100% complete. The message now states that the download was aborted.

SPlot dialog boxes get hidden behind Service Shell window PR342

SPlot displays dialogs (including message boxes) during normal IDE events and displays dialogs for script-specific dialogs and prompts. Previously, dialogs displayed by SPlot appeared behind the Service Shell window. This problem is now resolved.

Disconnecting from Service Shell while firmware downloading prompts user PR489

Previously, when a firmware download was in progress on the host and you disconnected from the host, the prompt, “Process is not yet completed. Do you want to close anyways?”, was displayed. The prompt is now rewritten to make it clearer as to whether or not disconnecting from the host will terminate the download operation.

Monitor: focus not returned to input box after selecting a device PR7868

Previously, when selecting a device from the device tree in the Monitor tool, the focus remained in the device tree. Typing commands resulted in beeps. The focus now returns to the input box after the device tree selection is made.

Features

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

New Features

Versioner

Versioner is an automatically scheduled application that collects and stores system configuration information that you can use to quickly troubleshoot a system problem. This includes information about the device, firmware, hardware components, and software.

MCE TCP/IP Configuration

TCP/IP configuration for MCE-based systems is now available in the Service Host-Configuration wizard. Configuring the workstation port, MCE user, IP pool, and Remote Access Service (RAS) is automated to simplify connecting an MCE device.

Improvements

Log Server Options

If you are connecting to Service Host 2.6 from a remote location, you can now modify the log server settings.

Operating System Requirements

Microsoft® Windows 2003 Server is now included as an option in the list of system requirements for Service Shell 2.6.

Test Plot

- Added a new imaging option, **Default Strokecal**, to perform stroke calculations that can be saved to a test job file.
- You can modify the series after it has been created. Previous versions forced you to recreate the series.

Version Checker

The Version Checker can now issue pre-amble and post-amble commands before or after the version command.

Splot 4.01

A new version of SPlot (4.01) is included with this release of Service Shell.

Host Configuration Wizard

Host Configuration Wizard auto-detects the device COM port. The wizard notifies you of the result—if it detects the COM port, you receive confirmation; if it doesn't detect the COM port, an error message appears listing which ports are available and which are not.

Host Configuration Wizard also verifies and runs diagnostics for the COM port you select. If problems are detected, an error message appears providing you the option to resume configuration or cancel and select different port.

Loop Test

Loop Test no longer provides grouping. The tool interface has been upgraded for better user experience. Test options now include device locking. You can lock the device while the test is running and unlock it when it completes. In addition, you can instantly stop a test that has paused due to a long command response from the device.

Known Problems

This section lists known problems in Service Shell 2.6 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 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 when you download 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 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

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 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

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 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 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 have not been 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, use 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 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 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 BugZipper utility creates an archive of log files, configuration files, and so forth. 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 retained. 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 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 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 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 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 IE6 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 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.