

Service Shell 2.6

Installation and Update Guide

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Revision History

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1. INSTALLING SERVICE SHELL

Wherever possible, install Service Shell 2.6 on workstations and laptops where previous versions of Service Shell exist, or in cases where Service Shell has never been installed.

Service Shell 2.6 provides a much more stable platform than previous versions and has greater functionality when communicating with the device.

1.1 Installing Service Shell From the Network

1. To install Service Shell 2.6, browse to **TechPlanet > Output > Service Tools > Service Shell Home Page**.
2. From the side menu click **Downloads**.
3. Under **Installers > Current Service Shell Release**, select the **Client**, **Host**, or both downloads. A **File Download** dialog box appears.
4. Click **Open** to launch the installer.
5. The installer will automatically check for previous versions of Service Shell and prompt you for the type of install.
6. Follow the on screen directions. Once the Service Shell component (either Client or Host) has successfully installed an **Install Shield Wizard Complete** dialog box with the **Finish** button enabled will appear.

1.2 Installing Service Shell From a CD

6. To install Service Shell 2.6 from a CD insert the CD into the target computer's CD-ROM drive.
7. From the TechPlanet CDs, browse to **Output > Service Tools > Service Shell Home Page**. From the Controlled Release CDs, locate **ServiceShell-Client-CTP.exe** and **ServiceShell-Host-CTP.exe**.
8. Double-click the file name to load the installer.
4. Click **Open** to launch the installer.
5. The installer will automatically check for previous versions of Service Shell and prompt you for the type of install.
6. Follow the on-screen directions. Once the Service Shell component (either Client or Host) is successfully installed, the Install Shield Wizard Complete dialog box appears. Click **Finish**.

2. UPGRADING SERVICE SHELL

You do not have to uninstall the previous version when you are upgrading Service Shell. (this applies to both Service Client and Service Host.) Service Shell software downloads are

available from the Service Shell **TechPlanet > Output > Service Tools > Service Shell Home Page > Downloads** page.

2.1.1 Upgrading an Existing Service Shell Client

Service Shell 2.6 Client should be installed on all workstations regardless of the current Service Shell Host installation.

1. Close any Service Shell Client applications that are running.
2. Double-click **ServiceShell-Client-CTP.exe**.
3. The installer opens with an options menu. Verify that **Upgrade/Reinstall** is selected. Click **Next**.

The installer installs Service Shell Client to the existing default directory.

An on screen prompts appears when the install is complete.

2.1.2 Upgrading an Existing Service Shell Host

Go to the target host computer and locate the software installers with Windows Explorer.

1. Quit any currently running applications. (For Service Shell 2.4 or later, Service Host Installer will automatically shut down Service Host.) For earlier versions of Service Shell, manually shut down Service Host by right-clicking the Service Host system tray and selecting **Close.**)
2. Run **ServiceShell-Host-CTP.exe** to install the Service Host software.
3. The installer opens with an options menu. Verify that **Upgrade/Reinstall** is selected. Click **Next**. Service Shell Host will now be installed to the existing default directory.
4. Follow the on-screen prompts until the install is complete. The Service Host software will automatically be started each time the system starts. All of your COM port and device settings are maintained.
5. Restart the computer.

3. SERVICE HOST AND SERVICE CLIENT CONFIGURATIONS

3.1 Service Shell Host

3.1.1 Creo Service Port

When you install Service Shell Host, a dialog box opens asking whether you want to install Creo Service Port.

Creo Service Port is a program designed to increase the reliability and security of communication to the workstation. It runs in the background and is not stopped or deleted if Service Shell is uninstalled.

The options available are:

Yes (default) Installs Creo Service Port on the workstation. This option should be selected for workstations on customer sites.

No Does not install Creo Service Port. This option should be selected for computers that are not on customer sites.

3.1.2 Multi-Language Support

When you install Service Shell Host, a dialog box appears asking if this workstation requires multi-language support.

The options available are:

Yes Support for multi-languages. Service Host menu items, Logging Options and Host Options, are unavailable when right-clicking the Service Host icon in the system tray.

No Support for multi-languages is not supported. All menu items are available when right-clicking the Service Host icon in the system tray.

3.1.3 Host Events

1. Select **Host Events** to open the Configuration Wizard.
2. Click **Next** to configure Service Host events. There are several default application events installed with Service Host 2.6, specifically settings for Media Console, Brisque Agent, ProComm, and HyperTerminal.

3.1.4 Host Configurations

1. Select **Host Configurations** to open the Configuration Wizard.
2. Click **Next.** The System dialog box appears in which you can configure Service Host device and communication settings for the output device connected to the workstation.

3.1.5 Logging Operations

Select **Logging Operations** to set Log Server options or view output messages. The **Log View Server** is minimized in the Windows taskbar.

3.1.6 About

Select to view Service Host version and copyright information.

3.2 Modifying Host Configurations

1. Right-click the **Service Host** icon in the system tray and select **Host Configurations**.
2. The Service Host Configuration Wizard appears; click **Next**.
3. In the System Selection dialog box, select the system that matches the one you are configuring. Click **Next**.

4. In the System dialog box, select the **Device Type** from the list.
5. Set the communications options either by selecting settings in the **Configuration** area or by clicking **Auto Detect**.
6. Click **Next**.

Note: For MCE devices, selecting **Enable RCON** *should only be done if a Print Console version 2.x is installed on a Think™ device* (see Section 3.3, **Modifying Host Configurations for Think Devices**). Selecting this check box instructs Service Host to establish an RCON connection. The RCON address, unlike an IP address, has three numerical values. Example: 100.0.10. If you do enable this option, enter the RCON address 1.0.0.

7. In the Simulation Settings dialog box, click **Enable** to connect to a simulator or **Disable** to connect to a real output device. Click **Next**.
8. In the TCP./IP Configuration dialog box, specify the configuration. See online help for details. Click **Finish**.
9. A Service Host message appears. Click **OK** to apply the new configuration and restart Service Host, or click **No** to exit without saving.

3.3 Modifying Host Configurations for Think Devices

To configure Service Host for a Think device, follow steps 1 to 5 in Section 3.2, **Modifying Host Configurations**. Then:

1. Select **Enable RCON**.
2. Type `1.0.0` in the **RCON Address** box.
3. In the Simulation Settings dialog box, select **Enable** to connect to a simulator or **Disable** to connect to a real output device. Click **Finish**.
4. A Service Host message appears. Click **OK** to apply the new configuration and restart Service Host, or click **No** to exit without saving.

Service Host is now configured to support a two-head device with two MCEs.

3.4 Modifying Host Configurations for MCE Two-Head Devices

To configure Service Host for a two-head, two-MCE device, follow steps 1 to 5 in Section 3.2 **Modifying Host Configurations**. Then:

1. Select **Enable Secondary MCE**. This will make the **Diagnostics Port** and **Enable RCON** check box active.
2. The diagnostic port will automatically default to **COM5**. Change this setting as required.
3. Click **Next**.

4. In the Simulation Settings dialog box, click **Enable** to connect to a simulator or **Disable** to connect to a real output device. Click **Finish**.

5. A Service Host message appears. Click **OK** to apply the new configuration and restart Service Host, or click **No** to exit without saving.

Service Host is now configured for a two-head, two-MCE device.

3.5 Modifying Service Host Events

To add, edit, or remove Service Host events:

1. Right-click the **Service Host** icon in the system tray and select **Host Events**.
2. The Service Host Configuration Wizard appears. Click **Next.** The **Events** dialog box appears.
3. Click **Add** to add a new event.
4. In the Event properties dialog box, enter the event parameters;
    - In the **Application** box type the executable file name the event is to be associated with.
    - In the **Text Message** box type the text message you want to display.
    - From the **Message Type** list select the message type.
    - In the **Event Options** list select the options triggered by the event.
5. Click **OK** to save or **Cancel** to exit without saving.

3.5.1 Editing and Deleting Service Host Events

1. To edit an event, double-click the event list entry in the Applications Monitor Events dialog box or select the event and click **Edit**. The Event Properties dialog box appears.
2. To delete an event, select the event from the event list in the Applications Monitor Events window and click **Delete**. The Delete Event dialog box appears.
3. Click **Yes** to proceed with the deletion, **No** to exit without saving.

3.6 Service Shell Client

3.6.1 Workstation Selection

When you install Service Shell Client a dialog box opens asking what type of workstation the client will be running on. The type of workstation determines the level of documentation installed.

There are various forms of documentation installed with Service Shell, some containing information that is sensitive and may be considered Intellectual Property.

The options available are:

Customer Workstation	This option does not install all documentation on the computer. Any documentation that contains help/information that is considered intellectual property is not installed.
Creo Workstation (default)	This option installs all documentation on the computer.

3.7 Scripts Backup

The latest scripts are included with Service Shell 2.6 and are installed in the same location as the previous scripts. To prevent loss of scripts as a result of the installation, all script files are backed up and are copied into the **Backup** directory in the target installation directory.