

Service Shell

Overview

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Revision History

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CONTENTS

Revision History i

1. Service Shell 2.5 Overview 1
   - 1.1 Architecture 1
   - 1.2 Tool Applications 2
   - 1.3 Service Shell Host Release 2
     - 1.3.1 Creo Service Port 2
     - 1.3.2 Host Configuration Wizard 3
     - 1.3.3 Host TCP/IP Connectivity 3
   - 1.4 Service Shell Client Release 3
     - 1.4.1 Backup of Script directory 3
     - 1.4.2 Obsolete files 3
     - 1.4.3 Help Files 3
     - 1.4.4 DCAPI Connectivity 4
   - 1.5 Tool Applications 4
     - 1.5.1 Loop Test Tool 4
     - 1.5.2 Monitor Tool 4
     - 1.5.3 Test Plot Tool 4
     - 1.5.4 Version Checker 4
     - 1.5.5 Log Viewer 5
     - 1.5.6 Script Tool 5
     - 1.5.7 Locking 5
     - 1.5.8 Help System 5

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1. SERVICE SHELL 2.6 OVERVIEW

Service Shell is a client application that connects to a Service Host Server to provide access to the Creo devices controlled by that server. The server can be local (on the same workstation as the client), or connected via network or dial up connection.

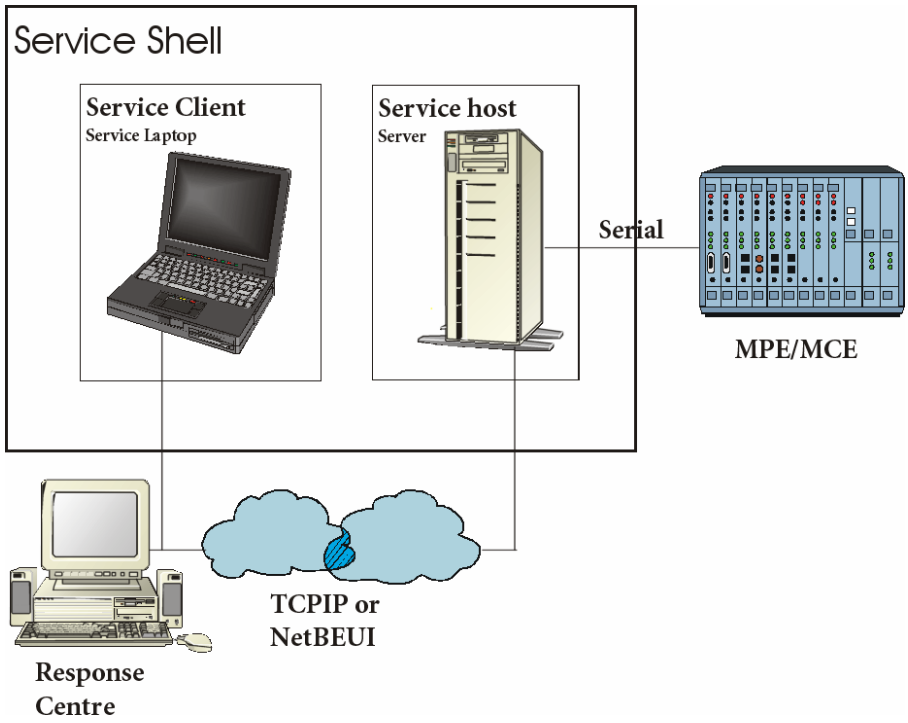
Using Service Shell you can group tool applications, change views, customize scripts and communicate directly to the device or to multiple devices.

Creo Field Service Engineers and Response Center representatives can perform remote service using Service Shell.

Service Shell is designed to provide seamless access to Creo diagnostic and service tools through a multi functional Graphical User Interface (GUI).

Service Shell is made up of two main components:

- The client, Service Client, running on the service laptop or other support system.
- The host, Service Host, running on the system directly accessing the device.

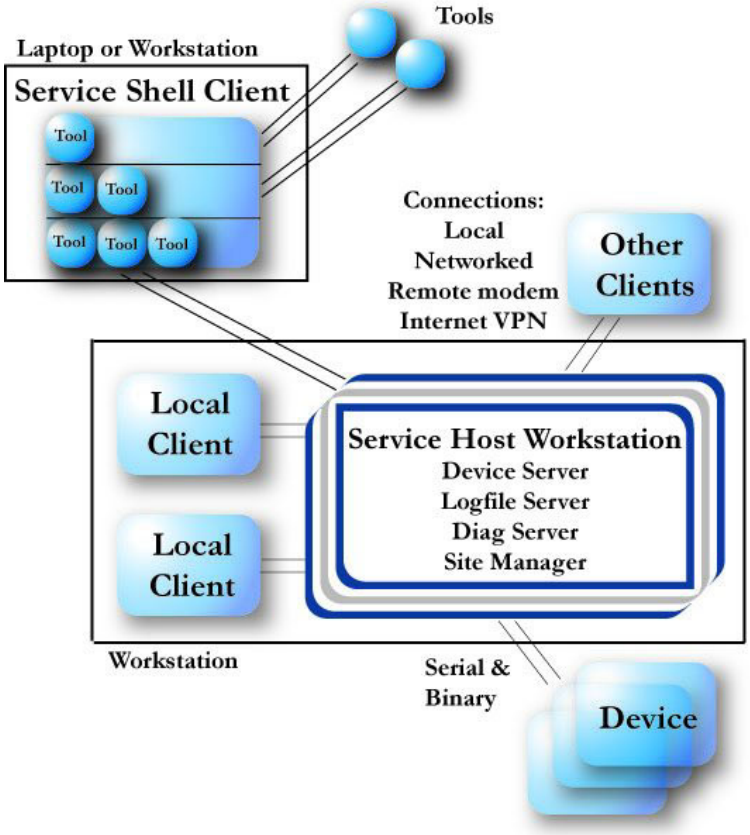


1.1 Architecture

Service Shell is the framework that runs programs with specific tasks. It's the communication portal between the device and the service engineer. The GUI of Service Shell is designed to work with the various tool applications and, at the same time, easy to send/receive information, operate tool applications, retrieve stored information and operate specific functions on a device.

1.2 Tool Applications

Tool applications are at the heart of Service Shell. The individual tools are designed to test or interact with either individual device tasks or the device as a whole. New tools can be custom designed and inserted into the Service Shell architecture as needed.



The tools can be grouped to run continuous tasks, test a wide scope of device functionality, be customized for specific testing or information gathering. Service Shell enables tool applications to communicate quickly with the target device or devices either on-site or remotely. Each tool application is fully interactive in the Service Shell View.

Note: Only experts and installers may install tool applications.

1.3 Service Shell Host Release

1.3.1 Creo Service Port

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

The Service Shell installer has an option to install Creo Service Port for first-time installations and for upgrading Service Shell.

1.3.2 Host Configuration Wizard

Service Host has its own Configuration Wizard to make configuration easier. The Service Host Wizard allows easy configuration of the host variables for simulator operation, MCE or MPE device selection, COM port settings, events messages, logging operations, and TCP/IP configuration.

Service Host 2.6 provides a configuration wizard to configure device type and workstation device communication settings. The Service Host menu gives you the ability to configure:

- Host Options
- Host Events
- Logging Options
- Host Configurations

Service Host 2.6 contains default event settings for ProComm, and HyperTerminal. Each event has a message that explains the conflicts between these applications and the corresponding Service Shell solution.

1.3.3 Host TCP/IP Connectivity

Service Host supports connections to TCP/IP enabled devices using Service Host configuration wizards, to configure TCP/IP devices. IP forwarding is not enabled for security reasons so TCP/IP connection is unavailable for TCP/IP servers that reside on a different workstation.

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 has been automated to simplify connecting an MCE device.

Note: TCP/IP configuration is protected by Creo Feature Licensing.

1.4 Service Shell Client Release

1.4.1 Backup of Script directory

During the Service Shell Client install, backups of the Script directory are made so that the user developed scripts will not be deleted after an Upgrade/Reinstall. A backup directory is created that contains all the backed up scripts. With previous installs the Scripts were moved.

1.4.2 Obsolete files

There are files from previous versions of Service Shell that are now considered obsolete. These files are automatically removed when Service Shell is installed or upgraded. If you require a list of the affected files please contact ODServiceToolsSupport@creo.com.

1.4.3 Help Files

Service Shell 2.6 has two layers of help files—customer and internal user. The customer files are general help files for use by customer and internal users. The internal help files contain Intellectual Property and as such are not customer accessible. At the time of install the program prompts for the type of workstation to be installed on, either Customer Workstation

or Creo Workstation. A Customer Workstation install will only include the customer help files.

Upgrades don't prompt for customer or internal—the installer automatically determines the previous install and downloads the correct files accordingly.

1.4.4 DCAPI Connectivity

Service Shell 2.6 Client is integrated with DCAPI to provide a robust stable communication between the device and the workstation using the workstation port. Test Plot is the first Service Shell tool to utilize the integrated DCAPI functionality. Service Shell DCAPI clients (for example, Test Plot) cannot be running at the same time as any DCAPI application (such as Print Console), nor can any DCAPI application run at the same time as Service Shell DCAPI clients.

1.5 Tool Applications

1.5.1 Loop Test Tool

Loop Test Tool tests device applications through repeated iterations. the duration of the test is adjustable and sequential testing is possible by linking command strings together. Loop Test can run both locally and remotely and the user can create as many test configurations with unlimited commands as needed. Tests created in Loop Test can be imported from and exported to other Loop Test installs.

1.5.2 Monitor Tool

In Monitor, you can move quickly and easily between devices, using the mouse buttons, or by typing in the command line. Monitor Tool sends and receives messages from one or more devices connected to the server. The input box now has a configurable auto-complete feature and a drop down with the command history. There is increased functionality for the function buttons allowing you to have unlimited button commands and interaction with the device.

1.5.3 Test Plot Tool

Test Plot is used to create a series of plotting test patterns, imaged on a single sheet or plate media. You can define the size, position, test pattern, power, and step increment. You can create and image more than one test plot series on a plate or proof, and save the created series as an individual test job. You can use the test job management tools to create, edit, delete, and image test jobs on a connected device or in offline design mode.

1.5.4 Version Checker

Version Checker Tool checks the compatibility of the various component hardware, software, and firmware versions of devices. Compatibility between components is checked and tested as part of the Controlled Release process. In some cases, untested versions of software or firmware may be available on Creo service sites. Version checker is a quick method of verifying the correct released versions for your system and to detect and confirm the current configurations installed on your system.

1.5.5 Log Viewer

Log Viewer has additional features to navigate to the top and bottom of a log file, can now "tail" a log, and has the ability to view log files from other applications while maintaining full functionality.

1.5.6 Script Tool

Script Tool has been improved to provide greater stability when communicating between SPlot and Service Shell and can now support multiple sessions of Service Shell clients to run scripts simultaneously.

1.5.7 Locking

When you are connected to a device you can lock out the device to other users during your session. Should another user want to unlock the device a message appears in Service Shell notifying you of the unlock attempt and the user ID. The unlock can't be blocked.

1.5.8 Help System

The help system is a context sensitive, user based On Line Help. The help can be launched from within tool applications, from the Service Shell main view Help icon, Options menu, Connections dialog or through Service Host. The help system contains quick starts for all the tools and applications in addition to detailed information. If you are an experienced user of Service Shell advanced information is available in the Advanced User section.