

Service Shell

Specifications

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Revision History

Revision	Date	Author	Comments
Draft	Nov.19, 2003	Brian Holness	Initial draft for installation and operational specifications for Service Shell
Draft	Nov. 21, 2003	Brian Holness	Update to content
A	Nov. 24, 2003	Brian Holness	Edit, update, PDF
	July 7, 2004	Dilesh Dhokia	Updates for Service Shell 2.5.2
B	Nov. 26, 2004	Lynda Bennett	Revision for Service Shell 2.6

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1. SERVICE SHELL 2.6 SPECIFICATIONS

1.1 System Requirements

1.1.1 Operating System Requirements

- Microsoft® Windows XP SP1 or higher
- Microsoft Windows 2000 SP2 or higher
- Microsoft Windows 2000 Server SP4 or higher
- Microsoft Windows NT4 SP6a (minimum)
- Microsoft Windows 2000 SP2 or higher (Lotem® Quantum only, version 3.75 and higher)
- Microsoft Windows 95 (Lotem, version 3.72 and higher)
- Microsoft Windows 2003 Server

1.1.2 Companion Software

- Microsoft Internet Explorer 6.0 or later

1.1.3 Hardware Requirements

- Intel® Pentium® III processor or later
- 128 MB RAM
- 40 MB of available disk space for full install
- Serial port (exclusive use)

Service Shell is not supported on DEC Alpha computers though, Service Shell Client can connect with RCTP server running on a DEC Alpha computer.

1.1.4 Performance

Performance depends on serial port access and on whether other applications are using system resources.

Service Shell is designed to run at the same time as other applications on the same computer.

The Service Host requires exclusive access to the diagnostic (DIAG) port and may interfere with other applications that try to access the DIAG port.

1.2 Qualified Configurations

Service Shell release 2.5 and subsequent releases have been qualified to work with the following programs and platforms:

1.2.1 Allegro™

- Allegro Workstation Versions 1.2, 1.7 (Windows NT)
- Platesetter Control Software version (PCS) 2.0 (Windows NT, Windows 2000)
- Trendsetter Control Software version (TCS) 2.0 (Windows NT, Windows 2000)

1.2.2 Print Console

- 2.0.x (Windows NT)
- 2.1.x (Windows 2000, Windows NT)
- 3.X (Windows 2000, Windows NT)

1.2.3 Prinergy®

- 1.x (Windows NT)
- 2.X (Windows NT)

Note: Service Shell version 2.3 (build 212 or later) solves a serious problem involving the path variable encountered when upgrading some Prinergy systems.

Service Shell runs on machines with Windows Terminal Services enabled, with the following qualifications:

- With release 2.3 Service Pack 1 or earlier, if a remote user logs off from Terminal Services the Service Host will stop. You must restart the Service Host if this happens.
- With release 2.4 or later, this problem is fixed.

1.2.4 Brisque

- Brisque Agent b46 and higher

Note: There was an issue with serial ports and SCSI initialization, which required the Brisque agent to access the DIAG port directly. Service Shell Host no longer needs to be disabled.

1.2.5 Lotem Quantum

- Lotem Control version 3.5X, 3.6X, 3.72 (Windows 95)
- Lotem Control version 3.75 (Windows 2000)

1.2.6 Creo Recorder Interface (CRI) Connectivity

- Delta
- Rampage
- Artquest

1.2.7 Third Party TIFF Connectivity

Please contact the Service Shell team ODServiceTools@creo.com if you require a specific configuration to be qualified.

1.2.8 Think™ with Print Console

- Print Console 2.x

1.2.9 Digital On-Press (DOP)

- All DOP products