Statilyzer

Release 2.0
Release Notes

12 May 2005



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Introduction

We are pleased to send you the second release of Statilyzer software. These release notes include the changes in the 2.0 release of Statilyzer software (1.0 was the beta release). 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:

New Features — describes new menu commands, options, windows, or dialog boxes that were added to Statilyzer software.

Problems Fixed — lists problems in the previous release of Statilyzer that are now resolved.

Known Problems — lists problems that are not yet resolved.

Getting Help — provides information on where to get help using Statilyzer.

Features

Statilyzer 2.0 offers new features and enhancements that improve usability, automate data collection, and increase functionality. This release is the first phase of a series targeting PSS, PSM as well as, service and product development personnel.

New Features

Automatic data collection – PR 1123

Automatic data collection is now available using Service Wire. Once set up, event logs are automatically downloaded once a day and stored in a central location on the Creo network. Statilyzer monitors the input folder and automatically processes the event logs. Successfully processed logs are then archived in a compressed format. Corrupted or incompatible logs are stored in the separate location for further diagnosis.

- Input folder:
  \\ecstgapp1\Statilyzer\Raw.
- Error folder (PR 1123):
  \\ecstgapp1\Statilyzer\Error.
- Archive folder:
  \\ecstgapp1\Statilyzer\Archive.
- Processing component - Statilyzer Preprocessor:
  \\ecdevfile1\Statilyzer\Software\Preprocessor\.
- Archiving component - Statilyzer Archiver:
  \\ecdevfile1\Statilyzer\Software\Archiver.

Automatic and robust data storage – PR 1123

Data extracted from event logs is automatically stored in a Microsoft SQL Server 2000 database. Events are sorted by date, source and type and stored in appropriate database tables. An XML Log Parser application monitors the **New** folder and automatically processes all incoming logs, storing the relevant data in the database. Corrupted or incompatible logs are stored in the **Error** folder for further diagnosis.

- Database: Statilyzer on ECSTGDB1
- Input folder:
  \\ecstgapp1\Statilyzer\New.
- Error folder (PR 1123):
  \\ecstgapp1\Statilyzer\Error.
- Output folder:
  \\ecstgapp1\Statilyzer\Processed.
- Processing component - Statilyzer XML Log Parser:
  \\ecdevfile1\Statilyzer\Software\XLogParser\.

Data archiving

Processed logs are archived for future reference. Each log is separately compressed and can be downloaded from the Statilyzer web site.

New reports – PR 1119, 1127, 7358

11 new reports are now available. These include:

- System configuration reports:
    - Workstation and device configuration
- Device suspends reports (errors) – PR 1119:
    - Compare devices based on error frequency
    - Find top errors affecting selected devices
    - History of errors over time
- Imaging reports:
    - Compare devices based on plot status
    - Media usage over time
- Environmental reports – PR 1127:
    - Environmental sensor benchmarks
    - Environmental conditions trends over time
- Mechanical reports – PR 7358:
    - Actuator benchmarks
    - Actuator movement trends over time
- Administrative reports:
    - Print Console event logs list

Ability to drill-down reports for more details

Most reports present summary data on the main report page, and provide the ability to drill-down to obtain detailed information about a particular condition. This includes:

- An error and surrounding conditions (such as media size or type), for an given error number or date of occurrence
- Imaging details for given media size, plot result, or date of occurrence
- Temperature or air pressure variances
- Actuator movement duration for given actuator type

Ability to summarize data across multiple devices

Multiple devices can be selected for comparison reporting, either by device SN (serial number) or type. This feature is available for every report.

Ability to customize the report queries on user basis – PR 1120, 7837

Personal preferences can now be set up in Statilyzer (**Preferences > My Settings**). These are stored on your computer in a cookie. Preferences include following report settings:

- Reporting period – PR 1120: start and end dates
- Device selection: list of devices by device SN or type
- Device suspends reports settings – PR 7837:
    - Ability to show all errors
    - Ability to filter out selected errors (hide selected errors)
    - Ability to filter in selected errors (show selected errors)
    - Ability to filter out duplicate error instances

Ability to access the reports from anywhere

In this release, Creo personnel can access Statilyzer from anywhere in the world. To do so, they must first log in into the Creo network in CCA. Once logged in, they access Statilyzer by navigating to Statilyzer web site:

http://ebwin2003/statilyzer/index.htm

The Statilyzer source files are located on **ebwin2003** server (the e-Business server).

Future releases will provide access via public web site, possibly the e-Central site for Creo customers and partners.

Ability to export reports to multiple formats

Once generated, each report can be exported to the following formats:

- Crystal Reports (RPT)
- Adobe Acrobat (PDF)
- MS Word (DOC)
- MS Excel (XLS)
- Rich Text (RTF)

The reports can also be saved directly from the browser (Microsoft Internet Explorer, version 5 or later) as:

- Web page (HTML)
- Web archive (MHT)
- Text file (TXT)

Ability to access online help and interactive troubleshooting

Online help is available directly from Statilyzer menu (**Help > Contents**). It consists of the standard Contents, Index and Search items and explains all aspects of Statilyzer usage, support and troubleshooting.

In addition, Statilyzer provides access to an interactive troubleshooting page (**Help > Troubleshooting**). You can self-diagnose the most common issues:

- Database connection availability
- Cookies handling

Other issues are explained in the online help. If further support is required, users can contact ODServiceToolsSupport@creo.com.

In addition, users are informed of upcoming events like software releases or scheduled updates in the **What's New** area on the main page.

Reporting of report generation duration

Each report displays the amount of time it took to generate the report. You can use this value to determine how report settings affect the report generation time. Some reports will take longer to generate than others (the most time consuming reports are Mechanical and Environmental due to a vast amount of data). The duration time allows you to better schedule report generation.

Availability of report header and footer information

Each report (where applicable) includes the following header information:

- Report title
- Reporting period: start and end dates
- Report generation date (print date)

The report footer includes the standard copyright information.

Ability to select reports to generate

Use the standard menu system to select each report, access to preferences and online help. The menu system is built using DHTML and does not require Java.

Ability to monitor which logs are currently in the database

Create administrative report for Print Console event logs (**Reports > Administrative > Print Console Events Log List**) to:

- View last processed log date
- View list of all processed logs for given device by date
- Download each log from the archive

Added user documentation for statistic events – PR 8168

A document, *Device Statistics*, is now available, which describes all reported statistic events. This document is available on the TechPlanet Statilyzer References page.

Problems Fixed

This section lists problems resolved in the Statilyzer 2.0 software.

Rowset error on ‘Workstation and device configuration” report when no device selected – PR 8450

This error appeared when a device was not selected before generating a report.

You now specify devices for your reports under My Settings (**Preferences > My Settings**). The devices are verified when you save your settings, before you can select a report. If you forget to select one or more devices or if you specified invalid devices, the message “`Invalid entries found, please correct first`” appears. (Appropriate error messages now appear in red beside required My Setting fields)

Known Problems

This section lists known problems in Statilyzer 2.0 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

There are no known major problems at this time.

Minor problems

Allow unit of measure selection – PR 1122

Customer version of Statilyzer should allow unit of measure selection as part of preferences. This should apply to:

- Temperature (°C/°F)
- Dimension (Metric/Imperial)

Workaround

Statilyzer reports list the unit of measure used when the data was saved as in the log file.

Add system reports – PR 1126

Statilyzer should provide reporting of head and device statistics, such as device time on, laser on time, and so forth.

Add throughput reports – PR 8834

Statilyzer should provide throughput reports based on the 700+ events.

Add MTBF to Device Suspends report – PR 1129

Statilyzer should calculate MTBF (Mean Time Between Failures) for each device in all applicable Device Suspends reports.

Include error message in drill-down reports for all Device Suspends reports – PR 8830

Some error messages do not include the name of the sensor in their description (error source). It is important to be able to distinguish the error source because the same error could be generated by multiple sources

Workaround

1. Select **Reports > Device Suspends > Find Top Errors Affecting Selected Device**.
2. Locate the dates on which this error occurred. Click the error count. Another report appears with error details sorted by date.

3. Select **Reports > Device Suspends > History of Errors Over Time**.
4. Click the date of the error occurrence. Another report appears listing error details, including the error message.

Ability to generate reliable device suspend reports – PR 7837

Device suspend reports (**Reports > Device Suspends**) now summarize every error, including operator prompts such as `open the panel yields incorrect error counts`.

Workaround

In My Settings (**Preferences > My Settings**) you can hide specific errors or display only those errors of interest by specifying errors to include or exclude. You can also eliminate duplicate errors. For example, if an operator pressed Retry multiple times, you can eliminate duplication, reducing it to one occurrence.

Ideally, when the error level is fixed in firmware, you should be able to select the error level of interest (error, warning, informational messages, or trace).

Getting Help

If you encounter problems when using Statilyzer, first check the online help. The help system contains detailed information on the set up and operation of Statilyzer application. You should also check the self-troubleshooting page. If you still can't resolve the problem, contact the following personnel:

- Service Tools Team: ODServiceToolsSupport@creo.com
- Jose Delgado, Service Tools PSS at x2319