Kodak

Statilyzer 2.0

Crystal Enterprise Statilyzer 2.0 Setup

FileName
C:\Statilyzer\Statilyzer_Setup.doc

15 May 2007

Copyright 2007 Kodak. All rights reserved.

Revision History

Revision	Date	Author	Comments
1.00	02Mar 2007	Kevin Lysyk	Created
1.01	06 Mar 2007	Kevin Lysyk	Fixed typos Clarified event log directories for different Print Console version Specified that Print console 2.x is not supported Added info to check oldest and newest log files for versions Made note of manual error handling
1.02	25 Apr 2007	Jose Delgado	Technical review – added links
1.03	15 May 2007	Janet Waterman	Applied format, style guidelines

Kodak

Statilyzer 2.0
Device Setup

CONTENTS

Revision History i

1. Introduction 1
   1.1 Statilyzer Contacts 1

2. What Devices can be Added to Statilyzer 1

3. Adding a Device to Statilyzer 1
   3.1 Preparing the Workstation 1
      3.1.1 Moving Old Event Logs to a Different Folder 1
      3.1.2 Checking the Print Console Version 2
      3.1.3 Checking the StatEvent version 3
      3.1.4 Checking the Workstation Device Serial Number and Customer Name 3
      3.1.5 Checking that the Customer Name is Valid for Statilyzer 4
   3.2 Contacting the Service Tools Team with the Device and Site Information 4
   3.3 Setting Up the RSS Auto Download for the Site and Device 5
   3.4 Verifying that the Site has been Added to Statilyzer 5

1. INTRODUCTION

This document details the setup of a new site and device in the Statilyzer software.

Statilyzer parses the event logs of devices into a database that can generate statistical analysis reports. This document details the steps to take in order for the event logs to be processed properly by the application.

It is important to note that the handling of Statilyzer errors is a manual process that needs to be done by the development team. Following the steps in this document will be appreciated by those responsible for the error cleanup.

1.1 Statilyzer Contacts

The Service Tools team currently owns Statilyzer. Contact Jose Delgado or the Service Tools Team with questions or suggestions.

For problems with the RSS Auto Download, contact the Service Wire team.

2. WHAT DEVICES CAN BE ADDED TO STATILYZER

You can use Statilyzer with any device that generates event log files because it generically parses the log files based on event ID's. However, the workstation must have minimum version requirements, and several tasks must be completed before a device can be safely added to Statilyzer. These details are described in the next section.

3. ADDING A DEVICE TO STATILYZER

Follow these steps *carefully* to properly add a device to Statilyzer.

1. Prepare the workstation.
2. E-mail the device and site information to the Service Tools Team.
3. Set up the RSS Auto Download for the site and device.
4. Verify that the site has been added properly after the RSS download script runs.

3.1 Preparing the Workstation

3.1.1 Moving Old Event Logs to a Different Folder

Complete this process to avoid adding useless data in the Statilyzer database.

1. If the workstation has a lot of event log files, determine the length of time required for a history of the machine. A rule of thumb is to start a device with no more than two to three months of log files.

   Print Console stores the event logs in the following directories:

   Print Console 3:

   <Print Console Drive>:\PrintConsole\EventLog

Print Console 4:

<Service Shell Drive>:\Creo\PrintConsole4\EventLog

Note: The Print Console Drive and Service Shell Drive can be on C, D, or other drives of a workstation. Print Console 2.x is not supported.

2. Depending on how long the machine has been running, there can be a large number of event log files (one per day). Once the device is added to RSS for auto downloading of event log files, the oldest log files are downloaded first (up to 20 a day). This is a problem because:

   - You may have to wait days or even weeks before up-to-date log files are available in Statilyzer.
   - The database is storing data that is not needed.
   - Older log files may have been generated with an invalid version of Print Console and this will lead to errors in Statilyzer.

To ensure that RSS will only download the latest log files:

a. Make a new directory on the workstation.

   For Print Console 3:

   <Print Console Drive>:\PrintConsole\EventLogBackup

   For Print Console 4:

   <Service Shell Drive>:\Creo\PrintConsole4\EventLogBackup

b. Move any log files that are older than three months to this directory. This ensures that the log files remain on the workstation if they are needed in the future but it will prevent clutter in the Statilyzer database.

3.1.2 Checking the Print Console Version

Print Console 2.x is *not* supported by Statilyzer since it does not generate event log files.

Print Console 4.x is fully supported.

If the Print Console version on the workstation is 3.x then it must be 3.17 or later. Earlier versions have an error that caused the device serial number to be logged improperly. If the Print Console version is earlier than 3.17, install a new Controlled Release (CR).

1. Check the version by running Print Console or by opening up an event log on the workstation.
2. Search for the following entry:

```
<value StatEventsVersion="1.14" CustomerName="Appl Aprinta"
deviceSN="MT082" deviceType="Magnus VLF MCU" hardwareModel="MCE"
hardwareVersion="2.06" firmwareVersion="1.08.18" headType="3"
headFWVersion="1.05.03" headHWVersion="1.00" headSN="T02205"
PrintConsoleVersion="3.8.3.6" workstation="MAGNUS1"
SAP_BP_ShipTo_id="000000A945" />
</header>
```

3. Check both the oldest and the newest event log files that you plan to use to ensure that the Print Console version is acceptable for all the log files. Do *not* include any log files with invalid Print Console versions.

3.1.3 Checking the StatEvent version

1. Check the StatEvent version by opening up an event log file on the workstation.
2. Search for the following entry:

```
<value StatEventsVersion="1.14" CustomerName="Appl Aprinta"
deviceSN="MT082" deviceType="Magnus VLF MCU" hardwareModel="MCE"
hardwareVersion="2.06" firmwareVersion="1.08.18" headType="3"
headFWVersion="1.05.03" headHWVersion="1.00" headSN="T02205"
PrintConsoleVersion="3.8.3.6" workstation="MAGNUS1"
SAP_BP_ShipTo_id="000000A945" />
</header>
```

3. If the StatEvent version is 1.14 or earlier, send the GUID-to-Device Serial Number mapping to the Service Tools Team to avoid errors. Version 1.14 and earlier creates a filename with a 32 char long hex GUID instead of the device serial number and a mapping must be made between the GUID and the actual device serial number.

   Event log filename structure for Version 1.14 and earlier:

   events<date>_<device type>_<GUID>_<SAP ID>.xml

   Example:

   events20070119_Magnus VLF MCU_**A0DC799BB2544bd9829C1AF201BEB26A**_000000A945.xml

4. If the StatEvent version is 1.15, the file name uses the actual serial number and no action is required.

   Event log filename structure for Version 1.15 and later:

   events<date>_<device type>_<Device SN>_<SAP ID>.xml

   Example:

   events20070122_Magnus VLF MCU Left Eject_MT051_0000010133.xml

5. Check both the oldest and the newest event log files that you plan to use to ensure that the StatEventsVersion is consistent for all the log files. StatEvent version 1.15 is preferred.

3.1.4 Checking the Workstation Device Serial Number and Customer Name

The event log file name requires the serial number to be set in firmware. The header file inside the event log requires the customer name to be set in firmware.

To set the serial number and customer name on GMCE and MCE devices:

1. Open **Device Monitor** in the Service Shell Client on the device workstation.
2. To set the workstation serial number to ‘MT123’, for example, type:

   set prd SerialNumber MT123

3. To set the workstation customer name to ‘Acme Printing’, for example, type:

   set prd CustomerName Acme Printing

   Statilyzer has limitations on the characters that can be in a customer name. See 3.1.5

3.1.5 Checking that the Customer Name is Valid for Statilyzer

The event log is an XML file that can have problems with non-standard characters. Ensure that the customer name setting in the firmware does not contain ‘invalid’ characters.

Invalid Characters are defined as things such as ‘&’, ‘<’, and ‘>’

You can use all letters A-Z, a-z, numbers 0-9 and commas, periods etc.

The most common problem is the ampersand ‘&’ in a customer name. Change this to ‘and’ to avoid DOM errors.

3.2 Contacting the Service Tools Team with the Device and Site Information

Before you create an RSS Auto Download for the site, you must inform the Service Tools team of the new site and device. If this is not done, errors will occur because Statilyzer will not accept the log files.

Send an e-mail to the Service Tools Team with the following information to get the site added to Statilyzer:

- EMEAR ID (If applicable, this is needed for the mapping to the SAP ID)
- SAP ID (required)
- Customer name (required – as you want it to appear in reports)
- Install Date (Optional in YYYY-MM-DD format)
- Device SN (Required)

This information is manually entered into the database so it would be helpful to use a table or spreadsheet format like the following:

EMEAR ID	SAP ID	Customer Name	Install Date	Device SN
	11245	VON HOFFMAN Press Inc (MO)	2005-07-29	MT123
00W417	156017	WS BOOKWELL LTD. (Finland)	2005-12-19	MT007
	11715	TRANSCON PRINTING G.P #1		TS123

3.3 Setting Up the RSS Auto Download for the Site and Device

For information on how to add auto download to a device, refer to the Service Wire documentation at:

http://servicewire.creo.com/twiki/bin/view/RssSupport/Procedures#Auto_Downloads

You must schedule the download to occur after midnight (client machine time) in order for Statilyzer to obtain the previous day's full event log.

3.4 Verifying that the Site has been Added to Statilyzer

You should see the device in the Statilyzer Reports after the RSS download script runs.

For information on viewing Statilyzer reports, refer to the *Statilyzer User Guide* at

http://techplanet.creo.com/AgileContent/Extranet/731-01085A-A105416756.pdf

If the device does not show up in the report, check to make sure that the RSS download script ran in RSS. If the script ran, contact the Service Tools Team to investigate further.