Creo Inc.
A subsidiary of Kodak
3700 Gilmore Way
Burnaby, B.C., Canada
V5G 4M1
Tel: 1.604.451.2700
Fax: 1.604.437.9891

Request support:
ecentral.creo.com

www.creo.com

Internal: 731-00636A-EN Rev A
Release date: 22 September 2005

Product bulletin

Brisque 5.0 Alert—Preventing Unintentional File Deletion

Dear Brisque users,

Some of the information and procedures provided in this document were released as part of Brisque® version 4.1.xx. Although Brisque version 5.0 has been released for some time, we decided to publish this information again for following reasons:

1. To emphasize the importance of the relations between Brisque v5.0 and all other versions *earlier than* v4.1.76, and understand the implications of these relations.
   Version 5.0 is fully compatible with version 4.1.76. However, versions earlier than 4.1.76 that reside on the same network, may cause unexpected results if **DTManager** updates are not loaded as instructed in this document (see further details and loading instructions in the *DTManager Workflow and Updates* section below).
2. After a few cases of self-deletion of files in version 5.0, we added additional protection to the system (released as **Brisque 5 10.4 update**). To obtain this update, contact your local Creo support.

   Update 10.4 is highly recommended, and so far it has prevented unintentional file deletions that were previously experienced. However, we would like to keep monitoring this problem. If you experience an unintentional deletion of files, you must provide the information listed below **before restarting your Brisque and/or Brisque Client** (you can call the Creo Response Center to help you with this):

   - **/scitex/version/logs/brisque_check.log + Client console log** (if a particular client has crashed, we want to create the **check.log** from another station, and capture the client console log *before* the crashed client is relaunched).

     To obtain the Clients logs on Windows®, select:
     c:\programFiles\BrisqueClient\version\exec\brisque5.log (the default path), or:
     C:\VER5\version\exec\brisque5.log (a user-selected path)

     To obtain the Client logs on Mac OS® X, select:
     /Applicatios/Bclientosx.app/exec/brisque5.log (right-click on the Brisque5 client icon and select **Show contents** to get there)
   - Tar and compress *all* *.log files from **$SCI_LOGS** and attach them to your escalation call.
   - The exact date, time, and path of the files that disappeared.
   - The last action/operation that the user and the system were doing *prior* to the occurrence.
3. **Spaces in files/folder name:** Brisque v5 software can be misleading or act unpredictably if leading/trailing spaces are utilized in the file/folder name. Using leading/trailing spaces may even cause data loss in rare cases.

   Therefore, we want to reemphasize: you **MUST NOT** utilize any leading/trailing spaces in the file/folder name.
   In Brisque v5.1.x (currently in beta), the client browser will not allow inserting leading/trailing spaces in the file/folder name. However, it will still be your responsibility to avoid using these spaces when working on a Macintosh® or Windows® native browser.
   The client browser will mark in red all file/folder names that already contain leading/trailing spaces, so that you will be able to manually remove these characters or replace them with other legal characters.

Remember: Leading /trailing spaces can be invisible so you should not ignore file/folder names marked in red.

DTManager Workflow and Updates

Overview

Brisque and Brisque Serve workstations use HELIOS software to support network communication between a workstation and a Macintosh. HELIOS software provides Macintosh computers with access to files and folders that are mounted on Brisque and/or Brisque Serve workstations.

Depending on the origin of the file, HELIOS and Brisque tag each file with a unique ID. On rare occasions, and when very specific circumstances occur, the created IDs may be incorrect and therefore interfere with the identification of the file. In these cases, the files may be inaccessible.

Brisque versions 4.1.76 & 5.0 include a **DTManager** (DTM) application that provides a reliable solution for such cases. Creo strongly recommends upgrading all Brisque workstations residing on the same network to version 4.1.76 or later.

If it is not possible to upgrade all Brisque workstations to version 4.1.76 or later, and in order to ensure file integrity, the **DTManager** application should be installed on all Brisque and Brisque Serve workstations (including Ripro Server/Timna™).

Note: For further information and installation assistance, please contact your local Creo support.

Installing the DTManager Updates

Very Important Notes:

- If you don't have the *Brisque v4.1 Support Kit*, which includes the **DTManager** updates, you can obtain DTManager updates from your local Creo support.
- Reinstall the **DTManager** update after every cold start or software installation.
- DO NOT install any previous 'rsrc' update on top of the new **DTManager** update.

Loading the DTM update on Brisque v4.0.97.xx:

1. Insert the *Brisque V4.1 Additional Updates CD (#7)* into the CD-ROM drive.
2. Log out from the Brisque and reboot.
3. Log in as `root`, and type your password (`ripro`).
4. At the command prompt, type `scismit` and press **Enter** to access the SciSmit main menu.
5. From the SciSmit main menu, select **Software Handling**, and then select **Update Software Packages**.
6. Press **F4** to display the list of updates.
7. Select **Upd_Brisque4_97_DTM**, and press **Enter** twice.
   Upon completion, Brisque automatically reboots.
8. Remove the *Brisque V4.1 Additional Updates CD (#7)* from the CD-ROM drive.
9. After reboot, log in as `cdesci` and select **Station Info > More Info** to confirm the installation of **Upd_Brisque4_97_DTM.obj 4.0.97.2**.

Loading the DTM update on Brisque v3.0.38.xx:

1. Insert the *Brisque V4.1 Additional Updates CD (#7)* into the CD-ROM drive.
2. Log out from the Brisque and reboot.

3. Log in as `root` and type your password (`ripro`).
4. Type **UpdInstall Upd_Brisque3_DTM** and press **Enter**.
   Upon completion, Brisque automatically reboots.
5. Remove the *Brisque V4.1 Additional Updates CD (#7)* from the CD-ROM drive.
6. After rebooting, log in as `cdesci` and select **Station Info > More Info** to confirm the installation of **Upd_Brisque3_DTM.obj 1.2.0.0**.

Loading the DTM update on Brisque Serve v4.0.x (earlier than 4.0.35):

Note: The **DTM** solution is part of Brisque Serve v4.0.35 (Timna v4.0.37). *Do not* install the DTManager if you are already using this version.

1. Insert the *Brisque V4.1 Additional Updates CD (#7)* into the CD-ROM drive.
2. Log out from the Brisque and reboot.
3. Login as `root` and type your password (`ripro`).
4. At the command prompt, type `scismit` and press **Enter** to access the SciSmit main menu.
5. From the SciSmit main menu, select **Software Handling**, and then select **Update Software Packages**.
6. Press **F4** to display the list of updates.
7. Select **Upd_BS_DTM**, and press **Enter** twice. Upon completion, the Brisque automatically reboots.
8. Remove the *Brisque V4.1 Additional Updates CD (#7)* from the CD-ROM drive.
9. After reboot, log in as `cdesci` and select **Station Info > More Info** to confirm the installation of **Upd_BS_DTM.obj 4.0.20.1**.

Checking the Software Version Installed on Ripro Server/Timna v3.x

To verify that the correct version is installed:

1. Log out from the application and reboot.
2. Log in as `root` and type your password (`ripro`).
3. Type Scismit and press **Enter**.
4. From the Scismit menu, select **Information**, and then select **Display Software Versions**.
5. Press **F4** to display the list of updates.
6. Select **Upd*** from the list, and press **Enter** twice.
7. Verify that the correct update is listed.
   For example—if you installed the **DTManager** update on Ripro Server/Timna v3.1.7.0 + UpdTimna 3.1.7.8, then **UpdTimn_3.1.Base.obj 3.1.7.8** should appear in the list.
8. Press **F10** to exit Scismit.

Loading the DTM update on Ripro Server/Timna v3.1.7.0 + UpdTimna v3.1.8.7:

Important: Before loading **DTManager**, verify that the following versions are installed on the system:

- Timna version 3.1.7.0
- UpdTimna_3.1.Base_3.1.8.7

Note: To check which version is installed on your system, refer to *Checking the Software Version Installed on the Ripro Server/Timna v3.x*.

1. Insert the *Brisque V4.1 Additional Updates CD (#7)* into the CD-ROM drive.
2. Log out from the application and reboot.
3. Log in as `root` and type your password (`ripro`).
4. Type `smit install_latest` and press **Enter**.
5. Press **F4**, select **CD0**, and then press **Enter**.
6. Press **F4** to display the list of updates.
7. Scroll down and select **Upd_Timna_DTM**, and then press **Enter** twice.
8. At the `ARE YOU SURE?` prompt, press **Enter**.
9. Upon completion, press **F10**.

Note: If the DTM update loading failed, scroll down and look for the update information that is displayed at the bottom of the message. The process may have failed because you loaded a DTM version that is *incompatible* with your Ripro Server and Timna version. Repeat the procedure with the correct DTM update.

10. Remove the *Brisque V4.1 Additional Updates CD (#7)* from the CD-ROM drive
11. Type `lslpp -l | grep Upd` to confirm that **Upd_Timna_DTM.obj 3.1.0.2** is listed.
12. Type `exit` to return to the login prompt, and then log in as `cdesci`.

Loading the DTM update on Ripro Server/Timna v3.1.7.0 + UpdTimna v3.1.7.8:

Important: Before loading **DTManager**, verify that the following versions are installed on the system:

- Timna version 3.1.7.0
- UpdTimna_3.1.Base_3.1.7.8

Note: To check which version is installed on your system, refer to *Checking the Software Version Installed on the Ripro Server/Timna v3.x*.

1. Insert the *Brisque V4.1 Additional Updates CD (#7)* into the CD-ROM drive.
2. Log out from the application and reboot.
3. Log in as `root` and type your password (`ripro`).
4. Type `smit install_latest` and press **Enter**.
5. Press **F4**, select **CD0**, and then press **Enter**.
6. Press **F4** to display the list of updates.
7. Scroll down and select **Upd_Timna_3178_DTM**, and then press **Enter** twice.
8. At the `ARE YOU SURE?` prompt, press **Enter**.
9. Upon completion, press **F10**.

Note: If the DTM update loading failed, scroll down and look for the update information that is displayed at the bottom of the message. The process may have failed because you loaded a DTM version that is *incompatible* with your Ripro Server and Timna version. Repeat the procedure with the correct DTM update.

10. Remove the *Brisque V4.1 Additional Updates CD (#7)* from the CD-ROM drive
11. Type `lslpp -l | grep Upd` to confirm that **Upd_Timna_3178_DTM 3.1.7.1** is listed.
12. Type `exit` to return to the login prompt, and then log in as `cdesci`.

About Kodak Graphic Communications Group (GCG)

The leading provider of graphic communications solutions worldwide, Kodak's Graphic Communications Group (GCG) offers image capture systems; professional color, copydot, and high-speed document scanning systems; inkjet printing and proofing systems; workflow and color management software; thermal imaging devices for film, plates, and proofs; high-quality proofing media, printing plates, and recording film; on-demand color and black-and-white printing systems; data storage products; and professional services. Creo joined the GCG in June 2005, when it became a wholly owned subsidiary of Kodak. With corporate headquarters located in Rochester, N.Y., Kodak (NYSE: EK) had sales of $13.5 billion in 2004 and is committed to a digitally oriented growth strategy.

© 2005 Kodak. The Creo product names mentioned in this document are trademarks or service marks of Creo Inc., a subsidiary of Kodak, and may be registered in certain jurisdictions. Other company and brand, product, and service names are for identification purposes only and may be trademarks or registered trademarks of their respective holders. Data subject to change without notice.