

UPS WorldShip™ 2009

Version 11.0



Installation Guide

*An easy guide to installing and upgrading
UPS WorldShip software.*



UPS WorldShip 2009 Pre-Installation Checklist

1. Check Compatibility:

You may have integrated UPS WorldShip with a UPS Ready™ (or third-party) vendor application. Due to changes in the UPS WorldShip database structure, these applications may not be compatible with UPS WorldShip 2009.

Do not upgrade until you contact the UPS Ready (or other third-party) vendor.

UPS CrossWare customers, please contact your UPS Account Manager for assistance prior to performing an upgrade to UPS WorldShip 2009 if:

- You are using UPS WorldShip version 9.0 or below
- You plan to upgrade your operating system to Microsoft® Windows® Vista

2. Check Operating System and Service Pack:

The UPS WorldShip 2009 upgrade requires that you have either Microsoft® Windows® 2000 Service Pack 4 (upgrade only), Microsoft® Windows® XP Service Pack 2 or higher, or Microsoft Windows Vista to begin installation.

UPS WorldShip will not run properly on a 64-bit operating system (Microsoft Windows Vista x64 and Microsoft Windows XP Professional x64).

To identify which Operating System and Service Pack you have:

- Click **Start** on the Windows taskbar, point to **Programs, Accessories** and **System Tools** and select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.
- If you have Microsoft Windows 2000 and the Service Pack is lower than version 4, select the link below to download and install the Service Pack.
<http://www.microsoft.com/downloads/details.aspx?FamilyID=1001aaf1-749f-49f4-8010-297bd6ca33a0&DisplayLang=en>

- If you have Microsoft Windows XP and the Service Pack is lower than version 2, select the link below to download and install the Service Pack. The PC will be evaluated for available updates by Microsoft. Microsoft Windows XP Service Pack 2 will appear as a critical update.

<http://WindowsUpdate.Microsoft.com>

- If you wish only to install Microsoft Windows XP Service Pack 2, clear all other updates offered.

Memory recommendations:

- Windows 2000/XP (512 MB)
- Windows Vista (1 GB)

CAUTION: Do not proceed if your system is not at the proper Operating System and Service Pack version.

3. Check for Administrative Rights:

Ensure that the user account used to log into Microsoft Windows operating systems has full PC administrative rights. If unsure, consult the computer technical support staff at your company. Due to security enhancements, Microsoft Windows Vista users may be required to authenticate with administrative rights during the installation process. The User Account Control (UAC) prompt may appear several times during installation asking you for permission to let UPS WorldShip install its components. You must acknowledge the UAC prompt and allow the installation to continue.

Also, if you need to access the UPS WorldShip Support Utility for any reason, you must run this utility with administrative rights. To perform this task:

- Click **Start** on the Windows taskbar, point to **Programs** and **UPS**, right-click **UPS WorldShip Support Utility** and select **Run As**.
- In the **Run As** window, select the user to run this program.

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4. Archive UPS WorldShip Shipping History and Improve Processing:

- Start UPS WorldShip.
- Press **F3** to open the Shipping History window.
- On the **File** menu, select **Archive Shipments**.
- In the **Archive Shipments** window, click **OK**.
- In the **Save As** window, click **Save**.
- Click **Yes** in the confirmation window.
Note: The last 14 days of history will not be deleted, and the history that is deleted may be restored at any later time when needed.
- Click **Done** when 100% is reached in the **Archive Shipments** window.
- Click **Yes** in the window that appears requesting the database backup to be performed.

5. If UPS Hazardous Materials Software (HMS) is installed (WorldShip version 9.0 only), Create a Backup of the DGS Folder:

As a best practice to ensure data integrity, create a backup of the \UPS\UOWS\DGS folder on the desktop.

- Right-click **Start** on the Windows taskbar and select **Explore**.
- Navigate within the file system to locate the \UPS\UOWS\DGS folder. Generally, this involves opening Local Drive C: or Local Drive D: and opening the UPS folder, opening the UOWS folder and scrolling down to the DGS folder.
- Right-click the DGS folder and click **Copy**.
- Right-click in an empty space on the **Desktop**.
- Select **Paste** and an icon should appear indicating that the backup is available.

6. Restart the Computer.

7. Check for Anti-spyware, Anti-malware and Virus Scanner software:

Anti-spyware, anti-malware, and virus scanner software may conflict with the UPS WorldShip 2009 installation.

8. Shut Down Open Applications:

Shut down all other programs running on the taskbar, including Microsoft Outlook®, Internet Explorer®, Excel®, etc.

CAUTION: Microsoft Windows Vista users please read below.

During the UPS WorldShip installation process, your PC will be required to restart. After restart, Microsoft Windows Vista may prevent the UPS WorldShip application from automatically launching to complete the installation. Please launch UPS WorldShip using the icon on your desktop should this happen. If you chose not to place the UPS WorldShip icon on your desktop, you may launch UPS WorldShip by clicking **Start** on the Windows taskbar, pointing to **Programs** and **UPS** and selecting **UPS WorldShip**.



Upgrading

The upgrade process is uncomplicated and should not take long. However, UPS WorldShip 2009 may have different system requirements which can be found on the CD packaging or at worldship.ups.com (U.S. only).

1. Insert the UPS WorldShip CD into the CD-ROM drive. If your system supports the auto-run feature, installation begins automatically.
 - If your system does not support the auto-run feature, click **Start** on the taskbar, select **Run**, then enter the letter of the CD-ROM drive, and the word *setup*, for example: `D:\SETUP`.
 - Then click **OK**.
2. On the Language Selection screen, choose your language.
3. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
4. Accept the UPS Technology Agreement by clicking **I Accept**.
5. On the UPS WorldShip Upgrade screen, click **Continue**.
6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
8. Remove the CD from the CD-ROM drive.

Installing

You can install UPS WorldShip on a Standalone workstation or on a workstation that's part of a LAN. UPS WorldShip should not be installed on a server.

Installing on a Standalone Workstation:

1. On the Language Selection screen, choose your language.
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, select **Standalone Workstation** and then click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Destination directory — By default, UPS WorldShip will install to `C:\UPS\WSTD`. If you choose to install in another directory, click **Browse** and then select where you want UPS WorldShip installed. UPS WorldShip will create the folders `\UPS\WSTD` and place them under whatever location you choose.
 - The country or territory of installation — There are four choices: United States/Puerto Rico, Canada, Mexico and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.
6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
8. Remove the CD from the CD-ROM drive.

Note: *If you recently installed TCP/IP, Dial-Up Networking or a modem, you may see other windows or be asked for additional information.*



Installing on a Network:

If you want to allow multiple shippers to process packages using the same database, then you may install UPS WorldShip in a LAN configuration grouping. Installing UPS WorldShip in a LAN configuration requires that a single LAN Administrative workstation be installed first. After the LAN Administrative workstation has been installed, one or many LAN Remote workstations may be installed to share the database that is located on the LAN Administrative workstation. UPS WorldShip is designed to have the database reside on the LAN Administrative workstation. UPS WorldShip is not designed to have the database shared on a network file server. Additionally, a LAN configuration grouping requires that a “shared network drive folder” be defined. The shared network drive is the location for files (other than the database) that will need to be accessed by all of the workstations in the LAN configuration grouping.

Note: You can configure the *Task Scheduler* in UPS WorldShip to make daily backups of the database. Those backups could be stored on a server. For step-by-step instructions, select **UPS WorldShip Help** from the **Help** menu and type *Task Scheduler*.

Pre-Installation Instructions: Create a folder in which to install the shared UPS WorldShip files. This folder must be a shared Microsoft® folder and can reside on either the LAN Administrative workstation or on any drive that is accessible from the LAN Administrative workstation as well as the Remote workstations. These files should be installed in a different folder than the local files.

LAN Administrative Workstation:

1. On the Language Selection screen, choose your language.
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, select **LAN Administrative Workstation** and click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.

- LAN Administrative Shared Location — Browse to the location or select the folder you created when following the pre-installation instructions above. This folder will be accessed by all Remote workstations in your UPS WorldShip LAN system, and it must be different than the local destination directory.
- The country or territory of installation — There are four choices: United States/Puerto Rico, Canada, Mexico and Other Country/Territory.
- By default, a shortcut to UPS WorldShip will be created on your desktop.
- When you are finished, click **Next**.

6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
8. Remove the CD from the CD-ROM drive.

Remote Workstation(s):

By default, the Remote workstation can perform limited functionality. The LAN Administrator can configure remotes to perform additional UPS WorldShip functions.

Note: There are two methods of installing a Remote workstation: installing from the CD or installing from a shared drive.

Installing from the CD:

1. On the Language Selection screen, choose your language.
Note: You must select the language that was selected by the LAN Administrator or you will see an error message.
2. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
3. Accept the UPS Technology Agreement by clicking **I Accept**.
4. On the Installation Type Selection screen, select **LAN Remote Workstation** and click **Next**.
5. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.

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- LAN Administrative Shared Location — Browse to the location or select the folder that was set up by the LAN Administrator.
Note: You must browse to the location or select the folder that was selected by the LAN Administrator or you will see an error message.
 - The country or territory of installation — There are four choices: United States/Puerto Rico, Canada, Mexico and Other Country/Territory.
 - By default, a shortcut to UPS WorldShip will be created on your desktop.
 - When you are finished, click **Next**.
6. On the Setup Review screen, confirm your selections and click **Begin Installation**.
 7. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
 8. Remove the CD from the CD-ROM drive.

Installing from a shared drive:

You have the option of installing LAN Remote workstations from install files stored on the shared drive (the shared drive location was designated during the installation of the LAN Administrative workstation). The install files can be found in the \Remote\Install subdirectory of the shared drive folder.

1. On the Welcome to the UPS WorldShip Setup Program screen, click **Next**.
2. Accept the UPS Technology Agreement by clicking **I Accept**.
3. On the Setup Preferences screen, choose the following:
 - Local Destination Directory — By default, UPS WorldShip will install to C:\UPS\WSTD. If you choose to install in another directory, click **Browse** and select where you want UPS WorldShip installed. UPS WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.
 - LAN Administrative Shared Location — Note that this is the read-only shared location that was set up by the LAN Administrator.
 - The country or territory of installation — There are four choices: United States/Puerto Rico, Canada, Mexico and Other Country/Territory.

- By default, a shortcut to UPS WorldShip will be created on your desktop.
- When you are finished, click **Next**.

4. On the Setup Review screen, confirm your selections and click **Begin Installation**.
5. Wait while the installation process copies the files. You will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

For U.S. customers who want more detailed instructions, go to the UPS WorldShip Online Resource section of worldship.ups.com.

Setting Up Communications

UPS WorldShip requires electronic communications to transmit package and tracking information. If you do not currently have direct access or dial-up access to the Internet, the software provides access to UPS Web sites only.

Preparing for communications:

To prepare for communications, the following items must be installed on your computer:

- For Direct Access: TCP/IP.
- For Dial-up Access: TCP/IP, modem, dial-up adapter and dial-up networking.

Configuring communications:

When you start UPS WorldShip for the first time, you will see the Communications Setup window. Select at least one connection method and provide any necessary information to complete the connection setup:

- Direct Access: a direct or broadband connection to the Internet that does not require dialing, such as Local Area Network (LAN), Wide Area Network (WAN), Digital Subscriber Line (DSL) or cable. Since Direct Access generally offers the fastest connection, UPS recommends this method.
- If you select Direct Access, you may need to identify the proxy server with the URL address, port and authorization information. If a proxy server is used, you must also use specific browser settings.



- **Dial-up Access:** a dial-up connection to the Internet through your existing Internet Service Provider (ISP). If you choose this option, select your existing ISP from the phone book list.

Reconfiguring communications:

1. From the **Tools** menu, select **Communications Setup**.
2. In the Communications Setup window, make the necessary changes and click **Next**.
3. Continue making changes as needed. Click **Finish** to save your new configuration.

You should reconfigure communications when any of the following situations occur:

- Direct access to the Internet becomes available.
- You see a message that one of your phone numbers is no longer valid.
- You change Dial-up Access or you change your modem.
- You change proxy server settings for Direct Access.
- You want to select a new phone number.
- You want to add or remove a connection method.

Registering with UPS

Once the application is successfully installed, you must register with UPS in order to ship packages using UPS WorldShip.

Before you begin the registration process, make sure a printer is connected to your computer and is operational.

1. After the UPS WorldShip installation is complete and you have set up communications, the Register With UPS window appears. Enter the information about your company where your system is installed and your UPS account number, click **Finish**.
2. UPS WorldShip automatically connects to UPS and transmits your registration information.

This may take three to five minutes. Please wait until the Shipping window appears.

Congratulations! You are now a UPS WorldShip customer and are ready to process packages.

Post-Installation Checklist

1. If you disabled any anti-spyware, anti-malware or virus scanner software, please enable it.
2. If you receive a message that UPS WorldShip cannot communicate with UPS, consult the computer technical support staff at your company.
3. For UPS WorldShip LAN Administrative Workstations: Please be aware that the UPS WorldShip database will be disconnected if your LAN Administrative workstation goes into sleep mode. You must close UPS WorldShip on both the LAN Administrative and Remote workstations and relaunch the application to resolve this issue. If necessary, consult your computer technical support staff for questions about sleep mode and how to adjust this setting.
4. If you have a UPS-supplied printer, restart your printer prior to shipping by powering it off and then powering it back on. If you are on Microsoft Windows Vista and you have a UPS-supplied thermal printer (Eltron®/Zebra®/Samsung™), you must install new printer drivers. Please follow the instructions on the next page.

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Installation procedure for new Eltron/Zebra driver:

Note: The instructions below follow the "default view" format for Microsoft Windows Vista.

Remove current Eltron/Zebra Printers and Drivers.

1. Click **Start** on the Windows taskbar and select **Control Panel**.
2. Select **Printers** from the **Hardware and Sound** section.
3. Empty the printer queue for each Eltron, Zebra and UPS thermal printer (such as, UPS2844, etc.).
4. Delete all the Eltron, Zebra and UPS thermal printers. (Right-click the printer icons and click **Delete**.)
5. In the **Printers** window, right-click a blank space in the window and click **Run as Administrator, Server Properties** and the **Drivers** tab.
6. Highlight each Eltron, Zebra and UPS printer and click **Remove**.
7. Click **OK** to close the Print Server Properties window.
8. Go to C:\UPS\WSTD\FOSS\DRIVERS\ELTRON.
9. Double-click **zudrmove.exe**.
10. In the Printer Uninstall Wizard window, click **Next**.
11. Choose the Eltron printer(s) from the list and click **OK**.
12. Uninstall all Eltron, Zebra and UPS thermal printer(s) from the list and click **OK**.
13. Run **zudrmove.exe** again if necessary.
14. If no printers are listed, click **Next**; highlight EPL language and click **Remove**.
15. If present, highlight ZPL Language Monitor and click **Remove**.
16. Unplug the USB cable to the printers or power off at the back of the printers.
17. Click **Next** (Restart, if prompted).
18. If New Hardware Wizard appears, click **Cancel**.
19. Click **Finish**.

Installation Instructions to install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista with USB printers:

Note: For Serial/Parallel Printers, see next page.

1. Launch UPS WorldShip.
2. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
3. Under Label Printer, click **Label Printer Setup**.
4. Click **Change Label Printer**.
5. Click **Add Printer**, choose your printer type and click **Select**.
6. Select the language in the Language Selection window and click **OK**.
7. In the Printer Driver Setup Wizard window, click **Next**.
8. If you select USB, the drivers will be preloaded. (Do not click **Finish** at this point.)
9. Connect the USB printer.
10. In the Found New Hardware window, select **Locate** and install driver software (recommended). (Click **Continue** if prompted.)
11. Select **I don't have the disc. Show me other options**.
12. Select **Browse my computer for driver software**.
13. Browse to C:\UPS\WSTD\FOSS\DRIVERS\ELTRON. Then click **OK**.
14. Click **Next**.
15. Select first driver listed (C:\UPS\WSTD\FOSS\DRIVERS\ELTRON\ZSD.INF).
16. Click **Next**.
17. Select **Install this driver software anyway**.
18. Click **Close**.
19. Click **Finish**.
20. Click **Select**, then **Apply**, then **OK**.

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Installation Instructions to install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista with Serial/Parallel printers:

1. Launch UPS WorldShip.
2. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
3. Under Label Printer, click **Label Printer Setup**.
4. Click **Change Label Printer**.
5. Click **Add Printer**, and choose your printer type and click **Select**.
6. Select the language in the Language Selection window and click **OK**.
7. In the Printer Driver Setup Wizard window, click **Next**.
8. If you use a serial or parallel interface, select **Other Connection** and click **Next**. You will need to select the manufacturer and printer from each window and then click **Next**.
9. Select the port used by your printer and click **Next**.
10. A test page can now be sent to the printer. Click **Finish**.
11. Highlight the new printer. Click **Select**, then **Apply**.

Installation procedure for new Samsung driver:

1. Browse to C:\UPS\WSTD\FOSS\DRIVERS\SAMSUNG and double-click **setup.exe**. Follow the instructions on the screen.

Support Guides

UPS WorldShip provides a **User Guide, Installation Guide and Functions Shortcut Sheet in PDF format on ups.com®**.

To view or print these documents, install the free Adobe® Reader® software from adobe.com and then follow these steps:

1. Go to ups.com/worldship.
2. Select your country/language and then click **Go**.
3. Select **Get WorldShip Support**.
4. Select **Access User Guides**.
5. View and print the documents as needed.



Technical Help

If you have additional questions about UPS WorldShip 2009 that cannot be answered by this guide or UPS WorldShip Help, call the following numbers:

Argentina	5411-4339-2830, 5411-4339-2831, 5411-4339-2832, 5411-4339-2033	Luxembourg	FR: 0033 8050 10365
Armenia	+10 3741 27 30 90	Malaysia	1800 80 4709
Australia	1800 148 934	Mexico	01 800 714 65 35
Austria	0800 312 407	Monaco	0033 8050 10365
Azerbaijan	+10 99 412 493 39 91	Netherlands	0800 222 5587
Belarus	375-17-227-2233	New Zealand	0800 443 785
Belgium	0800 21 877	Nigeria	234 1 2704981-5, 234 1 2704992
Bosnia	033 466 310	Norway	800 32 255
Brazil	55 11 56946606	Philippines	1 800 765 8065, 1 800 808 50020
Canada	1-888-UPS-TECH (1-888-877-8324)	Poland	22 534 00 00
Chile	562-685-0765	Portugal	800 783458
China, People's Republic of	10 800 852 0698	Puerto Rico	1-888-UPS-TECH (1-888-877-8324)
Cyprus	77777200	Romania	+4021 233 88 77
Czech Republic	800 18 11 11	Russia	7 495 961 2211
Denmark	80 33 22 55	Saudi Arabia	966 1 462 6655, ext. 528 and 579
Dominican Republic	809-549-9326, 809-284-5045	Singapore	800 852 3362
Estonia	372 666 47 00	Slovakia	+421 (0)2 58250 281
Finland	0800 1 877 2255	Slovenia	04 281 12 42
France	0805 025550	South Africa	+27 11 922 9200
Germany	0800 100 2630	Spain	900 22 58 77
Greece	210-99 84 334	Sweden	020 120 2255
Hong Kong	8206 2133	Switzerland	0800 82 25 54
Hungary	36(1) 8770000	Taiwan	00801 855 662
India	00 0800 852 1113	Thailand	0 2713 6050~9 (Local), 001 800 852 3658
Indonesia	001 803 852 3670	Turkey	90 212 4440066
Ireland, Republic of	1800 202227	United Arab Emirates	971 (6) 5580456
Israel	00-972-(0) 56-890028	United Kingdom	0800 3316010
Italy	800 122 732	United States	888-553-1118
Japan	00531 85 0020	Uzbekistan	+9987 1 120 3838
Korea, South	00798 8521 3669		
Latvia	7805643		
Lithuania	+370-37-350505		