



WorldShip[®] 2018

Installation Guide

An easy guide to installing and upgrading WorldShip software.



WorldShip 2018 pre-installation checklist

1. Check Compatibility:

You may have integrated WorldShip software [or applications] with a UPS Ready® (or third-party) vendor application. Due to changes in the WorldShip database structure, these applications may not be compatible with WorldShip 2018.

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

2. Check Operating System and Service Pack:

The WorldShip 2018 upgrade requires that you have Microsoft® Windows® 7 (SP1), Windows 8, 8.1 or Windows 10 to begin installation.

To identify which Operating System and Service Pack you have (non-Windows 8 systems):

- Click **Start** on the Windows taskbar, point to **All Programs, Accessories** and **System Tools** then select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.

Memory recommendations:

- **Windows 7 (SP1) (1 GB - 32 bit and 2 GB - 64 bit)**
- **Windows 8, 8.1 (1 GB - 32 bit and 2 GB - 64 bit)**
- **Windows 10 (1 GB - 32 bit and 2 GB - 64 bit)**

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 7 (SP1)/Windows 8, 8.1/Windows 10 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 allow installation of WorldShip components. You must acknowledge the UAC prompt and allow the installation to continue.

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

- On Microsoft Windows 7 (SP1): Click **Start** on the Windows taskbar, point to **All Programs** and **UPS**, right-click **WorldShip Support Utility** and select **Run as Administrator**.
- On Windows 8 and 8.1: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and select **Run as Administrator**.
- On Windows 10, in the Start window, click **All Apps**, then **UPS**, and then right-click **UPS Support Utility** and select **Run As Administrator**.

4. Archive WorldShip Shipping History to improve performance and improve processing:

- Start WorldShip.
- On the **Home** tab, select **Search History**.
- On the **Home** tab, select **Archive/Restore** and then **Archive Shipments**.
- In the Archive Shipments window, select **All Shipments**, or specify a date range, and then 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 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. Check for anti-spyware, anti-malware and virus scanner software:

Disable anti-spyware, anti-malware and virus scanner software that may conflict with the WorldShip installation.

6. Shut Down Open Applications:

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



CAUTION: Microsoft Windows 7 (SP1)/Windows 8, 8.1/Windows 10 users please read below.

During the WorldShip installation process, your PC will be required to reboot. After reboot, Microsoft Windows 7 (SP1)/Windows 8, 8.1/Windows 10 may prevent the WorldShip application from automatically launching to complete the installation. Should this happen, use the WorldShip icon to launch the application. If you chose not to place the WorldShip icon on your desktop, you may launch the application as follows:

- On Microsoft Windows 7 (SP1): Click **Start** on the Windows taskbar, point to **All Programs** and **UPS** and select **UPS WorldShip**.
- On Windows 8 and 8.1: In the **Start** window, click the **UPS WorldShip** tile.
- On Windows 10: In the **Start** window, click **All Apps**, then click the **UPS WorldShip** tile.

Upgrading

WorldShip 2018 may have different system requirements. A complete list can be found on ups.com/worldshipsupport.

Note: WorldShip 2018 will only upgrade WorldShip 2016 (v19) and WorldShip 2017 (v20).

1. Complete the End of Day process prior to upgrading (if needed). Restart WorldShip application once the End of Day has completed.
2. Insert the WorldShip DVD into the drive. If your system supports the auto-run feature, installation begins automatically.
 - If your Microsoft Windows 7 system has the auto-run feature turned off, click **Start** on the taskbar, and, in the **Search programs and files** text box enter the letter of the DVD drive and the word *setup*, for example: *D:\SETUP*, and then press **Enter**.
 - If your Windows 8 and 8.1 system has the auto-run feature turned off, click the **Desktop** tile on the **Start** window, click the lower-right corner and then click **Search**, and enter the letter of the DVD drive and the word *setup* in the search box, and then press **Enter**.
 - If your Windows 10 system has the auto-run feature turned off, enter the letter of the DVD drive and the word *setup* in the search box and press **Enter**.

3. On the WorldShip Setup screen, choose the following:
 - Application Language — Select the language in which you want WorldShip 2018 installed.
 - Install Location — This field is read-only.
 - Country/Territory of Installation — This field could be read-only.
 - When you are finished, click **Next**.
4. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
5. Wait while the installation process completes the WorldShip upgrades. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, log in and enter the password.
6. Remove the DVD from the drive.

Auto download upgrading

If a WebInstall package is downloaded, WorldShip messaging prompts you to upgrade now or later. If you do not upgrade now, an Install button is added to the custom toolbar for your use later.



Installing

You can install WorldShip 2018 on a Single workstation or on a workstation that's part of a Workgroup. WorldShip should not be installed on a server.

Installing on a single workstation:

1. Insert the WorldShip DVD into the drive. If your system has the auto-run feature turned on, installation begins automatically.
2. On the WorldShip Setup screen, choose the following:
 - Application Language — Select the language in which you want WorldShip 2018 installed.
 - Install Location — **Optional:** Click **Options** and then select where you want WorldShip 2018 installed. WorldShip folders UPS\WSTD are then created and can be placed under the two locations you choose.
*Note: The Install Location cannot be a network, DVD, RAM, or virtual drive. While removable hard drives can be used, they are **not** recommended.*
 - For Windows 7 (SP1), 8 and 8.1 users who are upgrading, WorldShip 2018 displays the **Enable Microsoft® SQL Server® 2012 Express with WorldShip** check box. If you want to use Microsoft SQL Server 2012 Express with WorldShip 2018, select the **Enable Microsoft SQL Server 2012 Express with WorldShip** check box and then click **OK**.
*Note: Once you select the **Enable Microsoft SQL Server 2012 Express with WorldShip** check box and click **OK**, the check box is read-only.*
 - Country/Territory of Installation — Select the country/territory where WorldShip 2018 is to be installed.
 - Select or clear the **Add Shortcut to UPS WorldShip on Desktop** check box as needed.
 - Select the **Finish Moving WorldShip Data** check box to restore a previously backed up WorldShip database.
Note: Only select this check box when moving an existing WorldShip system from one PC to another PC.
 - When you are finished, click **Next**.
3. If you selected the **Finish Moving WorldShip Data** check box, the Finish Moving WorldShip Data screen appears. Complete this window and click **Next**.
4. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.

5. On the Installation Type Selection screen, select **Single Workstation** and click **Install**.

*Note: This screen does not appear if you selected the **Finish Moving WorldShip Data** check box.*

6. Wait until the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
7. Remove the DVD from the drive.

Installing in a Workgroup configuration:

If you want to allow multiple shippers to process packages using the same database, then you may install WorldShip 2018 in a Workgroup configuration grouping. Installing WorldShip 2018 in a Workgroup configuration requires that a single Workgroup Administrative workstation be installed first. After the Workgroup Administrative workstation has been installed, one or many Workgroup Remote workstations may be installed to share the database that is located on the Workgroup Administrative workstation. WorldShip 2018 is designed to have the database reside on the Workgroup Administrative workstation. WorldShip 2018 is not designed to have the database shared on a network file server. Additionally, a Workgroup 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 Workgroup configuration grouping.

*Note: You can configure the WorldShip Task Scheduler to make daily backups of the database. Those backups could be stored on a server. For step-by-step instructions, select **WorldShip** on the **Support** tab and then **UPS WorldShip Help**; type Task Schedule Editor Procedures.*

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



Workgroup Administrative workstation:

1. Insert the WorldShip DVD into the drive. If your system has the auto-run feature turned on, installation begins automatically.
2. On the WorldShip Setup screen, choose the following:
 - Application Language — Select the language in which you want WorldShip installed.
 - Install Location — **Optional:** Click **Options** and then select where you want WorldShip 2018 installed. WorldShip folders \UPS\WSTD are then created and can be placed under the two locations you choose.
 - For Windows 7 (SP1), 8 and 8.1 users, WorldShip displays the **Enable Microsoft SQL Server 2012 Express with WorldShip** check box. If you want to use Microsoft SQL Server 2012 Express with WorldShip 2018, select the **Enable Microsoft SQL Server 2012 Express with WorldShip** check box and then click **OK**.
*Note: Once you select the **Enable Microsoft SQL Server 2012 Express with WorldShip** check box and click **OK**, the check box is read-only.*
 - Country/Territory of Installation — Select the country/territory where WorldShip 2018 is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** check box as needed.
 - When you have finished, click **Next**.
3. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
4. On the Installation Type Selection screen, choose the following:
 - For the desired installation type, select **Workgroup Admin**.
 - For the location to install shared files by both the Admin and Remote, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
 - When you are finished, click **Install**.
5. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
6. Remove the DVD from the drive.

Workgroup Remote workstation(s):

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

Note: If you recently installed TCP/IP, you may see other windows or be asked for additional information.

Installing from the DVD:

1. Insert the WorldShip DVD into the drive. If your system has the auto-run feature turned on, installation begins automatically.
2. On the WorldShip Setup screen, choose the following:
 - Application Language — Select the language in which you want WorldShip 2018 installed.
 - Install Location — **Optional:** Click **Options** and then select where you want WorldShip 2018 installed. WorldShip folders \UPS\WSTD are then created and can be placed under the two locations you choose.
 - Country/Territory of Installation — Select the country/territory where WorldShip 2018 is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** check box as needed.
 - When you have finished, click **Next**.
3. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Next**.
4. On the Installation Type Selection screen, choose the following:
 - For the desired installation type, select **Workgroup Remote**.
 - For the location to install shared files that were installed by the Admin, click **Browse (...)** and select the location in the **Workgroup Admin Shared Location** box.
 - When you have finished, click **Install**.
5. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.
6. Remove the DVD from the drive.



Installing from a shared drive:

You have the option of installing Workgroup Remote workstations from install files stored on the shared drive (the shared drive location was designated during the installation of the Workgroup Administrative workstation). The install files can be found in the \UPS\WSTD\Remote\Install\Disk1 subdirectory of the shared drive folder.

1. On the WorldShip Setup screen, choose the following:
 - Local Destination Directory — **Optional:** Click **Options** and then select where you want WorldShip 2018 installed. WorldShip folders \UPS\WSTD are then created and can be placed under the two locations you choose.
 - Workgroup Administrator Shared Location — This field is read-only and displays the shared location that was set up by the Workgroup Administrator.
 - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
 - By default, a shortcut to **WorldShip** will be created on your desktop.
 - When you are finished, click **Next**.
2. On the Licence Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click **Install**.
3. Wait while the installation process copies the files. At the end of a successful installation, you will be prompted to reboot your computer. If your PC requires a password, you will need to log in and enter the password.

Setting up communications

WorldShip 2018 requires electronic communications to transmit package and tracking information. If you do not currently have direct access to the Internet, the software provides access to UPS websites only.

Configuring communications:

When you start WorldShip 2018 for the first time, you will see the Communications Setup window. Select the Direct Access 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. Direct Access generally offers the fastest connection.
- You may need to identify the proxy server with the URL address, port and authorisation information. If a proxy server is used, you must also use specific browser settings.

Reconfiguring communications:

You should reconfigure communications when your proxy server settings change.

1. On the **Tools** tab, select **More Tools** and then **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 change proxy server settings for Direct Access.
- 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 WorldShip 2018 [or processing or software or applications].

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

1. After the 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, and then click **Finish**.
2. WorldShip 2018 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 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 WorldShip 2018 cannot communicate with UPS, consult the computer technical support staff at your company.
3. For WorldShip Workgroup Administrative Workstations: Please be aware that the WorldShip database will be disconnected if your Workgroup Administrative workstation goes into sleep mode. You must close WorldShip 2018 on both the Workgroup 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. All printer drivers are pre-installed with WorldShip.

Uninstall instructions

If you uninstall WorldShip software [or technology or applications], do not delete any of its directories without first running the uninstall program.

- When running the uninstall program on Microsoft Windows 7 (SP1), click **Start** on the Windows taskbar, point to **Programs** and **UPS**, and click **UPS WorldShip Uninstall**.
- When running the uninstall program on Windows 8 and 8.1, right-click the **UPS WorldShip** tile and select **All Apps** in the **Start** window and then in the **Apps** window, under **UPS WorldShip**, select **UPS WorldShip Uninstall**.
- When running the uninstall program on Windows 10, in the Start window, click **All Apps**, then **UPS**, and then **UPS WorldShip Uninstall**.

Support guides

WorldShip User Guide, Installation Guide and Shortcut and Navigation Guide are available 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. Under Guides, select **View User Guides**.
5. View and print the documents as needed.

Installation Guide WorldShip® 2018



Technical help

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

Afghanistan	+93-79-3204045 / 9647814318252	Kuwait	+49 69 66404364
Albania	+355682048904	Kyrgyzstan	+996 312 699 988 / +996-312-979713
Algeria	+49 69 66404364	Latvia	7805643
Angola	+49 69 66404364	Lebanon	+49 69 66404364
Argentina	0 800 122 0286	Lithuania	370-37-350505
Armenia	10 3741 27 30 90	Luxembourg	FR 00 33 8050 10365
Australia	1800 148 934	Malawi	+49 69 66404364
Austria	+43 (0) 1 50 15 96 002	Malaysia	1800 80 4709
Azerbaijan	+10 99 412 493 39 91 / +994-12-490 6989, +994-12-493 3991	Mali	+223 2029 91 52
Bahamas	1-888-960-2683	Mauritania	+222 4529 28 89
Bahrain	+49 69 66404364	Mauritius	+49 69 66404364
Bangladesh	+49 69 66404364	Mexico	01 800 714 65 35
Belarus	375-17-227-2233	Moldova	+373-22-403901
Belgium	+32 (0) 22 56 66 19	Monaco	+33 (0) 157324060
Bermuda	1-888-960-2678	Morocco	+49 69 66404364
Bolivia	800 100 807	Mozambique	+49 69 66404364
Bosnia	033 788 160	Netherlands	+31 (0) 20 50 40 602
Brazil	0800 8923328 or 55 11 569 46606	New Zealand	0800 443 785
Bulgaria	0700 1 8877	Nicaragua	001800 226 0452
Burundi	+49 69 66404364	Nigeria	+49 69 66404364
Bulgaria	0700 1 8877	Northern Ireland	+44 (0) 2079490192
Cameroon	+49 69 66404364	Norway	+47 (0) 22 5777 34
Canada	1-888-UPS-TECH (1-888-877-8324)	Oman	+49 69 66404364
Cayman Islands	1-888-960-2686	Pakistan	+49 69 66404364
Chile	800 835 682	Panama	00800 052 1414
China, People's Republic of	400 013 3023	Paraguay	009800 521 0051
Colombia	01800 752 2293	Peru	0800 009 19
Congo, The Democratic Republic of	+49 69 66404364	Philippines	1800 1855 0023 or 1800 765 2927
Costa Rica	0800 052 1591	Poland	+48 (0) 222030321
Cyprus	77 77 7200	Portugal	+351 (0) 21 9407061
Czech Republic	+42 0239016468	Puerto Rico	1-888-UPS-TECH (1-888-877-8324)
Denmark	+45 (0) 35 25 65 04	Qatar	+49 69 66404364
Djibouti	+49 69 66404364	Romania	40 21 233 88 77
Dominican Republic	1-888-760-0095	Russia	7 49 5961 2211
Ecuador	1800 000 119	Rwanda	+49 69 66404364
Egypt	+49 69 66404364	Saudi Arabia	+49 69 66404364
El Salvador	800 6191	Scotland	+44 (0) 2079490192
Estonia	372 666 47 00	Senegal	221 33 8646042
Ethiopia	+49 69 66404364	Serbia	+381 11 2286 422
Finland	+358 (0) 923 11 34 07	Singapore	800 852 3362
France	+33 (0) 157324060	Slovakia	+421 2 16 877
Germany	+49 (0) 69 66 30 80 37	Slovenia	38642811224
Ghana	+49 69 66404364	South Africa	+49 69 66404364
Gibraltar	+350 200 42332	Spain	+34 (0) 917459877
Greece	210-99 84 334	Sri Lanka	+49 69 66404364
Guatemala	1800 835 0384	Sweden	+46 (0) 85 79 29 041
Honduras	800-0123	Switzerland	+41 (0) 442115700
Hong Kong	8206 2133	Taiwan	00801 855 662
Hungary	+36 (0) 17774820	Tanzania	+49 69 66404364
India	91-22-2827-6111 / 00 0800 852 1113 (toll free)	Thailand	001 800 852 3658
Indonesia	001 803 852 3670	Tunisia	+49 69 66404364
Ireland, Republic of	+353 (0) 15245447	Turkey	0090-212-413 2222
Israel	00-972-(0) 56-890028	United Arab Emirates	800-4774 (Toll Free)
Italy	+39 0248270032	United Kingdom	+44 (0) 2079490192
Ivory Coast	+49 69 66404364	United States	888-553-1118
Japan	00531 85 0020	Uruguay	000 405 296 651
Jordan	+49 69 66404364	U.S. Virgin Islands	1888 877 8324
Kazakhstan	+49 69 66404364	Uzbekistan	+998 (71) 1203838
Kenya	+49 69 66404364	Venezuela	0800 100 5772
Korea, South	00798 8521 3669	Wales	+44 (0) 2079490192
Kosovo	+381 38 24 22 22	Zambia	+49 69 66404364
		Zimbabwe	+49 69 66404364