

WorldShip® 2012

Installation Guide



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An easy guide to installing and upgrading
WorldShip software.

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WorldShip 2012 Pre-Installation Checklist

1. Check Compatibility:

You may have integrated WorldShip 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 2012.

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

2. Check Operating System and Service Pack:

The WorldShip 2012 upgrade requires that you have either Microsoft® Windows® XP Service Pack 2 or higher or Microsoft Windows Vista®/Windows 7 to begin installation.

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

Memory recommendations:

- **Windows XP (512 MB)**
- **Windows Vista (1 GB)**
- **Windows 7 (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 Vista/Windows 7 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 WorldShip install its 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:

- Click **Start** on the Windows taskbar, point to **Programs** and **UPS**, right-click **UPS WorldShip Support Utility** and select **Run As Administrator**.

4. Archive WorldShip Shipping History to improve performance:

- Start WorldShip.
- Press **F3** to open the Shipment History window.
- On the **File** menu, select **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 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.

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

Anti-spyware, anti-malware, and virus scanner software 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 Vista/Windows 7 users please read below.

During the WorldShip installation process, your PC will be required to restart. After restart, Microsoft Windows Vista/Windows 7 may prevent the WorldShip application from automatically launching to complete the installation. Please launch WorldShip using the icon on your desktop should this happen. If you chose not to place the WorldShip icon on your desktop, you may launch WorldShip by clicking **Start** on the Windows taskbar, pointing to **Programs** and **UPS** and selecting **UPS WorldShip**.

Upgrading

WorldShip 2012 may have different system requirements. A complete list can be found on the CD packaging or at ups.com/worldship.

Note: WorldShip 2012 will only upgrade WorldShip 2010 (v12) and WorldShip 2011 (v14).

1. Complete the End Of Day process prior to upgrading (if needed). Restart WorldShip once End Of Day has completed.
2. Insert the 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**.
3. On the WorldShip Set-up screen, choose the following:
 - Application Language — Select the language in which you want WorldShip installed.
 - Install Location — This field is read-only.

- Country/Territory of Installation — This field could be read-only.

- When you are finished, click on **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 upgrades WorldShip. 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 CD from the CD-ROM drive.

Installing

You can install WorldShip 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 CD into the CD-ROM drive. If your system supports the auto-run feature, 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 — Click on **Browse** and then select where you want WorldShip installed. WorldShip will create the folders `\UPS\WSTD` and place them under the location you choose.
 - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** tick box as needed.
 - When you are finished, click on **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 on **Next**.

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4. On the Installation Type Selection screen, select **Single Workstation** and click on **Install**.
5. Wait until the installation process has upgraded WorldShip. 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 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 WorldShip in a Workgroup configuration grouping. Installing WorldShip 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 is designed to have the database reside on the Workgroup Administrative workstation. WorldShip 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 *Task Scheduler* in WorldShip to make daily backups of the database. Those backups could be stored on a server. For step-by-step instructions, select **WorldShip Help** from the **Help** menu and 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 CD into the CD-ROM drive. If your system supports the auto-run feature, installation begins automatically.
2. On the WorldShip Set-up screen, choose the following:
 - Application Language — Select the language in which you want WorldShip installed.
 - Install Location — Click on **Browse** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the location you choose.
 - Country/Territory of Installation — Select the country/territory where WorldShip is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** tick 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 on **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 on **Browse** and select the location in the **Workgroup Admin Shared Location** box.
 - When you are finished, click on **Install**.
5. Wait until the installation process has copied 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 CD from the CD-ROM 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: There are two methods of installing a Workgroup Remote workstation: installing from the CD or installing from a shared drive.

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Installing from the CD:

1. Insert the WorldShip CD into the CD-ROM drive. If your system supports the auto-run feature, installation begins automatically.
2. On the WorldShip Set-up screen, choose the following:
 - Application Language — Select the language in which you want WorldShip installed.
 - Install Location — Click on **Browse** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the location you choose.
 - Country/Territory of Installation — Select the country/territory where WorldShip 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 on **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 installed by the Admin, click on **Browse** and select the location in the **Workgroup Admin Shared Location** box.
 - When you have finished, click on **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 CD from the CD-ROM 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 Set-up screen, choose the following:
 - Local Destination Directory — Click on **Browse** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under whatever location you choose.
 - Workgroup Administrator Shared Location — This field is read-only and displays the shared location 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 License Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the Licence Agreement** and then click on **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 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.

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Configuring communications:

When you start 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 authorisation 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 WorldShip.

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 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 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 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. If you are on Microsoft Windows Vista/Windows 7 and you have a UPS-supplied thermal printer (Eltron®/Zebra®), you must install new printer drivers. Please follow the instructions below.

Uninstall Instructions

If you uninstall WorldShip, do not delete any of its directories without first running the uninstall program. When running the uninstall program, start it from the Start menu, Programs, UPS, UPS WorldShip Uninstall.

Installation procedure for Eltron/Zebra driver:

Note: The instructions below follow the “default view” format for Microsoft Windows Vista/Windows 7.

Remove current Eltron/Zebra Printers and Drivers.

1. Click on **Start** in the Windows taskbar and select **Control Panel**.
2. Select **View Devices and 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. Go to C:\UPS\WSTD\FOSS\DRIVERS\ELTRON.
5. Double-click on **ZebraUninstaller.exe**.
6. Click on the **Analysis** button.
7. When the analysis is complete, click on **Clean**.
8. Click on **OK** to start the cleaning process.
9. When the cleaning process is complete, click on **OK**. The Zebra Uninstaller will automatically close.

Installation Instructions to install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista/Windows 7 with USB printers:

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

1. Ensure the printer is off, then plug the USB cable into the computer. Turn on the printer.
2. Launch WorldShip.
3. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
4. Under Label Printer, click **Label Printer Setup**.
5. Click **Change Label Printer**.
6. Click **Add Printer**, choose **Eltron/Zebra** as your printer type and click **Select**.
7. On the Zebra Printer Driver Installation window, click on **Install Zebra Printer**.
8. In the Selecting the printer window, select **Zebra** from the Manufacturer’s window, and then select the printer from the Printers window. Example: Select the **Zebra ZP Series-200 dpi** for the Zebra ZP450. Select **UPS Thermal 2844** for the LP2844. Click on **Next**.

9. In the Printer Options window, select the correct USB port and language.
10. Click on the **Finish** button. Windows will automatically install the printer drivers.
11. In the Printer Selection window, click on **Cancel**.
12. Click on **Change Label Printer**.
13. Select the printer name, and then click on **Select**.
14. On the Label Printer Set-up window, select the printer stock dimensions and extended area usage. Click on **Apply**.
15. On the Printing Set-up tab, click on the **Doc** and **Consignee** label tick boxes as needed, and then click on the **OK** button.
16. Turn on the printer. The “Found New Hardware” wizard appears.
17. If using Windows XP, select “No, not this time”, then click on **Next**.
18. Select “Install the software automatically”, then click on **Next**.
19. Allow the software to install, then click on **Finish**.

Installation Instructions to install Eltron/Zebra Thermal Label Printers on Microsoft Windows Vista/Windows 7 with Serial/Parallel printers:

1. Plug the cable into the computer. Turn on the printer. Restart your PC.
2. Launch WorldShip.
3. On the **Tools** menu, select **System Preferences Editor** and then select the **Printing Setup** tab.
4. Under Label Printer, click **Label Printer Setup**.
5. Click **Change Label Printer**.
6. Click **Add Printer**, and choose **Eltron/Zebra** as your printer type and click **Select**.
7. In the Zebra Printer Driver Installation window, click on **Install Zebra Printer**.
8. In the Selecting the printer window, select **Zebra** from the Manufacturer’s window, and then select the printer from the Printers window. Example: Select the **Zebra ZP Series-200 dpi** for the Zebra ZP450. Select **UPS Thermal 2844** for the LP2844. Click on **Next**.

9. In the Printer Options window, select the correct port and language.
10. Click on the **Finish** button. Windows will automatically install the printer drivers.
11. In the Printer Selection window, click on **Cancel**.
12. Click on **Change Label Printer**.
13. Select the printer name, and then click on **Select**.
14. In the Label Printer Set-up window, select the printer stock dimensions and extended area usage. Click on **Apply**.
15. On the Printing Set-up tab, click on the **Doc** and **Consignee** label tick boxes as needed, and then click on the **OK** button.

Support Guides

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. Under User Guides, select **View User Guides**.
5. View and print the documents as needed.

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Technical Help

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

Afghanistan	9647814318252	Latvia	7805643
Argentina	0 800 888 8150	Lithuania	370-37-350505
Armenia	10 3741 27 30 90	Luxembourg	FR: 00 33 8050 10365
Australia	1800 148 934	Malaysia	1800 80 4709
Austria	0800 312 407	Mexico	01 800 714 65 35
Azerbaijan	+10 99 412 493 39 91	Monaco	00 33 8050 10365
Belarus	375-17-227-2233	Netherlands	0800 222 5587
Belgium	0800 21 877	New Zealand	0800 443 785
Bosnia	033 466 310	Nigeria	234 1 2704981-5, 234 1 2704992
Brazil	55 11 569 46606	Norway	800 32 255
Canada	1-888-UPS-TECH (1-888-877-8324)	Philippines	1 800 765 8065, 1 800 808 50020
Chile	562 685 0755	Poland	022 203 0321
China, People's Republic of	10 800 852 0698	Portugal	800 783 458
Colombia	571 423 8775	Puerto Rico	1-888-UPS-TECH (1-888-877-8324)
Cyprus	77 77 7200	Romania	40 21 233 88 77
Czech Republic	800 143268	Russia	7 49 5961 2211
Denmark	80 33 22 55	Saudi Arabia	966 1 462 6655, ext. 528 and 579
Dominican Republic	809 549 2777, 829 420 7947	Singapore	800 852 3362
Estonia	372 666 47 00	Slovakia	+421 (0)2 58250 281
Finland	0800 187 722	Slovenia	04/ 281 12 42
France	0805 025 550	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	06 80016482	Taiwan	00801 855 662
India	00 0800 852 1113	Thailand	001 800 852 3658
Indonesia	001 803 852 3670	Turkey	90(212) 444 0066
Ireland, Republic of	1800 202 227	United Arab Emirates . . .	800-4774 (Local), + 971-4-339-1939
Israel	00-972-(0) 56-890028	United Kingdom	0800 331 6010
Italy	800 122 732	United States888-553-1118
Japan	00531 85 0020	Uzbekistan	+9987 1 120 3838
Korea, South	00798 8521 3669		
Kyrgyzstan	+996 312 699 988		