



WorldShip[®] 2017

Installation Guide

An easy guide to installing and upgrading WorldShip software.



WorldShip 2017 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 2017.

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

2. Check Operating System and Service Pack:

The WorldShip 2017 upgrade requires that you have Microsoft® Windows® 7, 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 **Programs**, **Accessories** and **System Tools** and select **System Information**.
- The Operating System version and Service Pack will display in the System Information window.

Memory recommendations:

- **Windows 7 (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/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 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:

- On Microsoft Windows 7: Click **Start** on the Windows taskbar, point to **Programs** and **UPS**, right-click **WorldShip Support Utility** and select **Run as Administrator**.
 - On Windows 8, 8.1 and 10: In the **Start** window, right-click the **UPS WorldShip Support Utility** tile and select **Run as Administrator**.
- ### 4. Archive WorldShip Shipping History to improve performance and improve processing:
- Start WorldShip.
 - On the **Home** tab, select **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/Windows 8, 8.1/Windows 10 users please read below.

At the completion of the WorldShip installation process, your PC will be required to reboot. After reboot, Microsoft Windows 7/Windows 8, 8.1/Windows 10 may prevent automatic launching of the WorldShip application. 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 as follows:

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

Upgrading

WorldShip 2017 may have different system requirements. A complete list can be found on the DVD packaging or at worldship.ups.com (U.S. only).

Note: WorldShip 2017 will only upgrade WorldShip 2015 (v18) and WorldShip 2016 (v19).

1. Complete the End of Day process prior to upgrading (if needed). Restart WorldShip once End of Day has completed.
2. Insert the WorldShip DVD into the drive.
 - If your Microsoft Windows 7 system has the auto-run feature turned on, 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**, 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 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 License Agreement screen, accept the UPS® Technology Agreement by selecting **I Accept the Terms in the License 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, you will need to log in and enter the password.
6. Remove the DVD from the drive.

Auto download upgrading

If a WebInstall package is downloaded, WorldShip 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.

Note: WebInstall is available for all systems.

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 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 installed. WorldShip will create the folders \UPS\WSTD and place them 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, 8 and 8.1 users who are upgrading, 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, 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 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 License Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the License 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 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.
7. Remove the DVD from the 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 in a Workgroup configuration:

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** 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 installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations you choose.
 - For Windows 7, 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, 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 is to be installed.
 - Select or clear the **Add Shortcut to WorldShip on Desktop** check box as needed.
 - When you are finished, click **Next**.
3. On the License Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the License 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 installed.
 - Install Location — **Optional:** Click **Options** and then select where you want WorldShip installed. WorldShip will create the folders \UPS\WSTD and place them under the two locations 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 are finished, click **Next**.
3. On the License Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the License 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 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.

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 installed. WorldShip will create the folders \UPS\WSTD and place them 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 License Agreement screen, accept the UPS Technology Agreement by selecting **I Accept the Terms in the License 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.

For U.S. customers who want more detailed instructions, go to worldship.ups.com and click **View Support Guides** in the *Guides* section and then select **Install on a Single or Workgroup Workstation**.

Setting up communications

WorldShip 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.

Preparing for communications:

To prepare for direct access communications, TCP/IP must be installed on your computer. Most newer computers are installed with TCP/IP from the manufacturer:

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

Configuring communications:

When you start WorldShip 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 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:

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 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. If the Authenticate Your Invoice Information screen appears, complete the required information and click **Submit**.
3. 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. All printer drivers are pre-installed with WorldShip.

Uninstall instructions

If you uninstall WorldShip, do not delete any of its directories without first running the uninstall program.

- When running the uninstall program on Microsoft Windows 7, click **Start** on the Windows taskbar, point to **Programs** and **UPS**, and click **UPS WorldShip Uninstall**.
- When running the uninstall program on Windows 8, 8.1 and 10, 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**.

Support guides

WorldShip provides a User Guide, Installation Guide and Shortcut and Navigation Guide 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/worldshippupport.
2. Under Guides, select **View User Guides**.
3. View and print the documents as needed.

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	Latvia.....	7805643
Albania.....	+355682048904	Lithuania.....	370-37-350505
Algeria.....	+213661342644	Luxembourg.....	FR 00 33 8050 10365
Angola.....	+244 927686126	Malawi.....	+265-1-770082
Argentina.....	0 800 122 0286	Malaysia.....	1800 80 4709
Armenia.....	10 3741 27 30 90	Mali.....	+223 2029 91 52
Australia.....	1800 148 934	Mauritania.....	+222 4529 28 89
Austria.....	0800 312 407	Mauritius.....	+230-9403449 / +230-9403433 / +230-4052925
Azerbaijan.....	+10 99 412 493 39 91 / +994-12-490 6989, +994-12-493 3991	Mexico.....	01 800 714 65 35
Bahamas.....	1-888-960-2683	Moldova.....	+373-22-403901
Belarus.....	375-17-227-2233	Monaco.....	00 33 8050 10365
Belgium.....	0800 21 877	Morocco.....	(+212) 5 22 48 36 36
Bermuda.....	1-888-960-2678	Mozambique.....	258-2130-5353
Bolivia.....	800 100 807	Netherlands.....	0800 222 5587
Bosnia.....	033 788 160	New Zealand.....	0800 443 785
Brazil.....	0800 8923328 or 55 11 569 46606	Nicaragua.....	001800 226 0452
Bulgaria.....	0700 1 8877	Nigeria.....	234 1 2704981-5, 234 1 2704992
Burundi.....	+971-4-339-1939	Northern Ireland.....	0800 331 6010
Cameroon.....	(+237) 33.43.09.73	Norway.....	800 32 255
Canada.....	1-888-UPS-TECH (1-888-877-8324)	Oman.....	+968 24683953, +968 24683951, +968 24683965
Cayman Islands.....	1-888-960-2686	Pakistan.....	+92-301-2162473
Chile.....	800 835 682	Panama.....	00800 052 1414
China, People's Republic of.....	400 013 3023 / 10 800 852 0698	Paraguay.....	009800 521 0051
Colombia.....	01800 752 2293	Peru.....	0800 009 19
Costa Rica.....	0800 052 1591	Philippines.....	1800 1855 0023 or 1800 765 2927
Cyprus.....	77 77 7200	Poland.....	022 203 0321
Czech Republic.....	800 143268	Portugal.....	800 783 458
Democratic Republic of Congo.....	+243 9918740	Puerto Rico.....	1-888-UPS-TECH (1-888-877-8324)
Denmark.....	80 33 22 55	Romania.....	40 21 233 88 77
Djibouti.....	+971-4-339-1939	Russia.....	7 49 5961 2211
Dominican Republic.....	1888 760 0095	Rwanda.....	+971-4-339-1939
Ecuador.....	1800 000 119	Saudi Arabia.....	+966-5-54656039
Egypt.....	+202-24141456, +20-2-29815099	Scotland.....	0800 331 6010
El Salvador.....	800 6191	Senegal.....	221 33 8646042
Estonia.....	372 666 47 00	Serbia.....	+381 11 2286 422
Ethiopia.....	+971-4-339-1939	Singapore.....	800 852 3362
Finland.....	0800 1 877 2255	Slovakia.....	+421 (0)2 58250 281
France.....	0805 025 550	Slovenia.....	38642811224
Germany.....	0800 100 2630	South Africa.....	+27 11 922 9200
Ghana.....	00233-302-762510	Spain.....	900 225 877 or 902 88 88 20
Gibraltar.....	+350 200 42332	Sweden.....	020 120 2255
Greece.....	210-99 84 334	Switzerland.....	0800 82 25 54
Guatemala.....	1800 835 0384	Taiwan.....	00801 855 662
Honduras.....	800-0123	Tanzania.....	+971-4-339-1939
Hong Kong.....	8206 2133	Thailand.....	001 800 852 3658
Hungary.....	06 80016482	Tunisia.....	+971-4-339-1939
India.....	91-22-2827-6111 / 00 0800 852 1113 (toll free)	Turkey.....	0090-212-413 2222
Indonesia.....	001 803 852 3670	United Arab Emirates.....	800-4774 (Local), +971-50-6534026
Ireland, Republic of.....	1800 202 227	United Kingdom.....	0800 331 6010
Israel.....	00-972-(0) 56-890028	United States.....	888-553-1118
Italy.....	800 122 732	Uruguay.....	000 405 296 651
Ivory Coast.....	+225-21-24-16-30	U.S. Virgin Islands.....	1888 877 8324
Japan.....	00531 85 0020	Uzbekistan.....	+998 (71) 1203838
Jordan.....	+971-4-339-1939	Venezuela.....	0800 100 5772
Kazakhstan.....	+7727-2644112, +7727-2644084	Wales.....	0800 331 6010
Korea, South.....	00798 8521 3669	Zambia.....	260 11 257361
Kyrgyzstan.....	+996 312 699 988 / +996-312-979713	Zimbabwe.....	+263-775 996824