The Purpose of this document is to guide you through the installation and configuration of StarShip in a Terminal Service (TS) or Citrix based environment. In addition, the connection between StarShip and the FedEx Ship Manager Server will be reviewed. Due to all the factors associated with a VPN connection, V-Technologies does not recommend connecting to StarShip through a site to site VPN.

With the StarShip 9.1 release, an enhancement was added for remote sites accessing StarShip via Terminal Server or Citrix. Each remote site will require a StarShip Remote Site License. This license includes a new set of key codes needed for setup. Section B will walk you through the StarShip configuration for this scenario. For additional questions, please contact the Sales Department: 800.462.4016 (option 1) or sales@vtechnologies.com.

Following is an overview of sections in this document:

Section A StarShip configuration for one site running on TS/Citrix
Section B StarShip configuration for remote sites accessing StarShip via TS/Citrix
Section C Transitioning from the multi-account option to separate databases
Section D Printer Setup
Section E Scale Setup
Section F FedEx High Volume (Ship Manager Server) Setup
Section G Endicia Setup

Pre-Installation Checklist:

✓ If you plan to run multiple sessions of StarShip, the Pervasive Workgroup or Client/Server engine is required. *This should be installed prior to beginning the StarShip installation.* The Pervasive Database engine can be purchased through Pervasive; www.pervasive.com or 1-800-287-4383. We recommend purchasing the latest version of Pervasive SQL which is currently v10.xx.

Pervasive Licensing
Pervasive Workgroup: This is recommended if using 5 or less concurrent users.
Pervasive Client/Server: This is recommended if using 6 or more concurrent users.

✓ StarShip can be installed either by using Add/Remove programs (recommended) or converting the Terminal Server to Install Mode. Please note that in order for StarShip to be installed in multi-user mode, the Terminal Services component must be installed server. To manually convert the Terminal Server to Installation Mode:

❑ Open a DOS Prompt (Start > Run > Cmd)
❑ Type **chgusr /install** in the command line
❑ Install StarShip

Detailed documentation on the StarShip installation can be found at:
http://www.vtechnologies.com/webhelp/ss/index.htm#installation.htm
Other resource:
http://www.vtechnologies.com/webhelp/ss/

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Important Note: During the StarShip installation, you will be prompted to select components to be installed. This gives you the selections: StarShip and/or StarShip GTC. The StarShip GTC **MUST** be installed on a PC other than the Terminal or Citrix Servers and cannot be installed on a PC running UPS WorldShip. Because of this requirement, we recommend doing the installation of the GTC component first on the PC not running Terminal Server or Citrix.

❑ Select StarShip
Uncheck StarShip GTC

❑ Type **chgusr /execute** in the command line after StarShip installation is complete
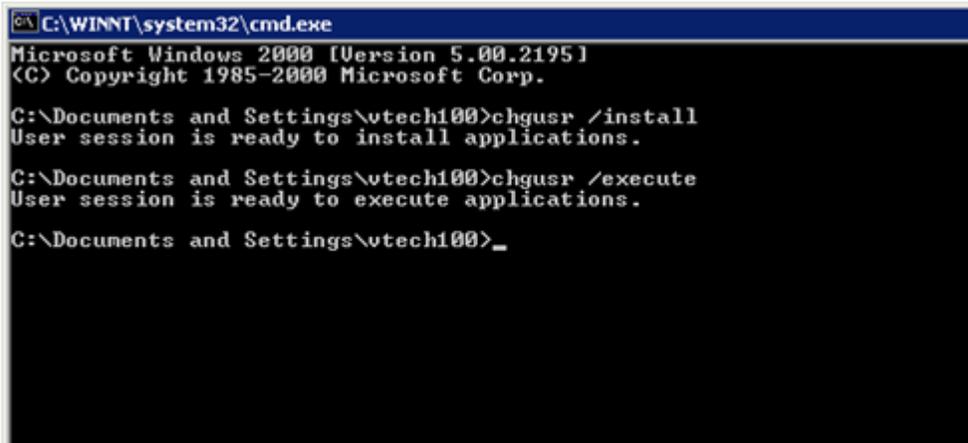
```
C:\WINNT\system32\cmd.exe

Microsoft Windows 2000 [Version 5.00.2195]
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\vtech100>chgusr /install
User session is ready to install applications.

C:\Documents and Settings\vtech100>chgusr /execute
User session is ready to execute applications.

C:\Documents and Settings\vtech100>_
```

❑ Install GTC on separate pc. This pc requires internet access.

Section A
StarShip configuration for one site running on TS/Citrix

Before you begin the StarShip configuration, please be sure to review the Pre-Install Checklist above. Follow these steps after the StarShip installation wizard:

1. When you run a TS/Citrix session and start StarShip, a dialog will appear prompting you to enter a station number. This defaults to station 0. Each session that runs StarShip needs to define a *unique* station number. Once the station number is defined, check **DO NOT DISPLAY AGAIN.** This will save that station number to the StarShip.INI file on each user's profile in the Windows Folder. It is extremely important that each user accessing StarShip over Terminal services/Citrix has its own station number. We recommend that the Administrator use station 99 so that station numbers assigned later will never run into each other.

2. To ensure tracking numbers are not duplicated, a unique Barcode Reference Number will need to be entered for this session. To modify:

    a. Start StarShip on your session

    b. Select *Carriers > UPS > Properties* and click on the Tracking Tab

```
UPS Setup                                                          [X]

General | UPS OnLine® | Tracking | UPS Hundredweight Service® | International | Accounts | Return Services |

Next Barcode Reference Number:  [87        ]

Sample User-Printed Tracking Number: 1Z1235550300000878
```
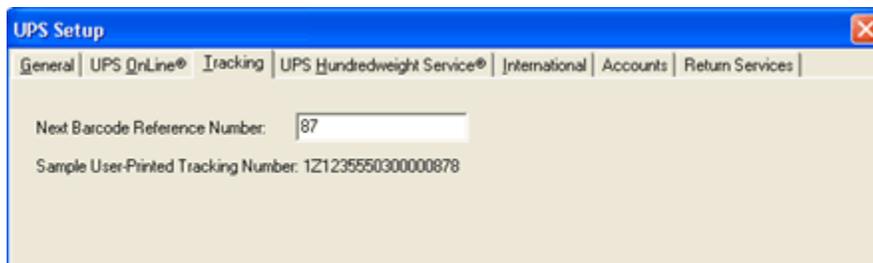
c. Enter a unique Next Barcode Reference Number for each session.

Example: Station 1 = 1000001, Station 2 = 2000002, etc.

Section B

StarShip configuration for remote site licenses accessing StarShip via TS/Citrix

Before you begin the StarShip configuration, please be sure to review the Pre-Install Checklist above. **Important Note:** You will need a separate set of Registration and Options codes for each site requiring access to StarShip via TS/Citrix. These can be obtained from the V-Technologies Sales Department: 800.462.4016 (option 1) or sales@vtechnologies.com

Follow these steps after the StarShip installation wizard:

1. Run **CompanyMgr.exe** – this file is located in the StarShip program directory (default C:\Program Files\V-technologies\Starw)

a. Click on Next

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b. In the Installed Companies screen click on New to create a company data folder for a remote site.

c. Fill in the Company Name, Registration and Options Key that you received from the Sales Department.
d. Click on Browse to specify were you would like the Company Data folder created.
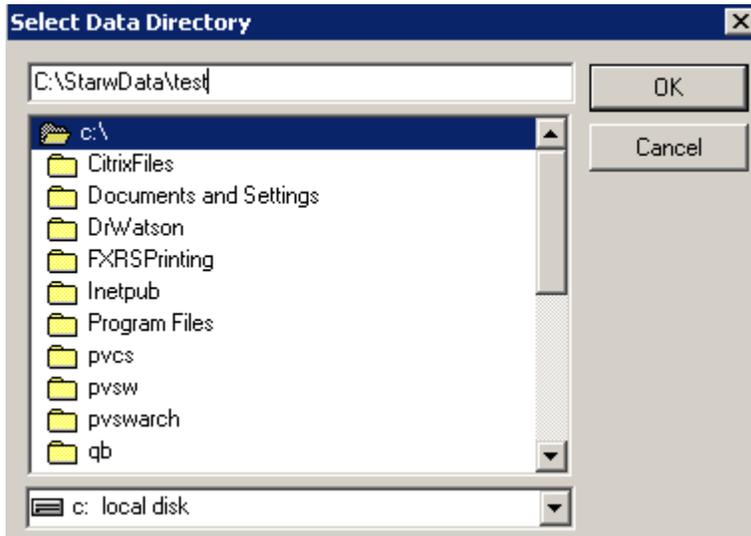
e. Put in a name for the data folder you are creating and click OK.
f. Click Create to begin creating a data folder for the remote site.

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PK45M6KJJ0N3J0

Company Data Directory

C:\StarwData\test   Browse...

< Back   Create
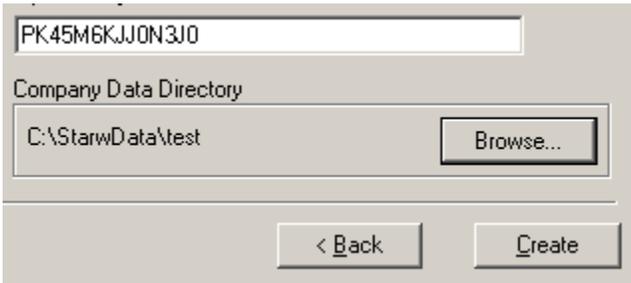
Once complete, you will see a list of ALL remote sites accessing the StarShip program on TS/Citrix. This list includes the data paths for all remote sites (Sub-companies).

Installed Companies

STARSHIP

The following companies are currently installed.

Main Company:

Citrix (C:\StarW\Data)

Sub-companies:

Lou's Specialty Shoppe (C:\StarwData\loushop)
Company 2 (C:\StarwData\data2)
Company 3 (C:\StarwData\data3)
Company 4 (C:\StarwData\baddata)
test (C:\StarwData\test)

Delete   New   Exit

g. If you have additional accounts you need to add please repeat steps **b–f** above.

h. When you are done click Exit from the Installed Companies menu.

2. When you run a TS/Citrix session and start StarShip, a dialog will appear prompting you to select a company (remote site) you will be shipping from.

Select Company

Company: Lou's Specialty Shoppe

Data Path: C:\StarwData\loushop\

☐ Don't prompt for company in the future

✓ OK   ✗ Cancel
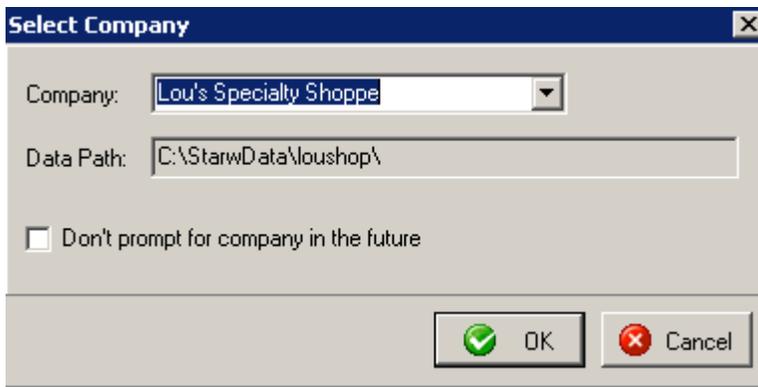
a. Select the appropriate company from the drop down list and click OK.

b. The next dialog prompts for a station number. This defaults to station 0. Each session that runs StarShip needs to define a *unique* station number. Once the station number is defined, check **DO NOT DISPLAY AGAIN.** This will save that station number to the *StarShip.INI* file on each user's local profile or roaming profile in the Windows Folder.

3. Run StarShip and complete the StarShip Setup Wizard.

4. Enter the appropriate Company Information for this specific UPS Account

5. Once you are complete it will initiate the UPS Commissioning process. Commissioning lets UPS know that you are going to begin shipping and uploading through StarShip. After successfully commissioning, UPS will return a book and page number.

Repeat Step 2 for each Session that logs on and starts StarShip.

Note: Steps 3 – 5 above only have to be done once for each remote site.
Each remote site may have **multiple UPS accounts** for shipping/billing purposes. Multiple accounts at each site require a multi-account license and new key code. Setup is done via the Accounts tab. For more information on multi-account setup, consult the StarShip Help.

6. To ensure tracking numbers are not duplicated, a unique Barcode Reference Number will need to be entered for this session. To modify:

a. Start StarShip on your session

b. Select *Carriers > UPS > Properties* and click on the Tracking Tab
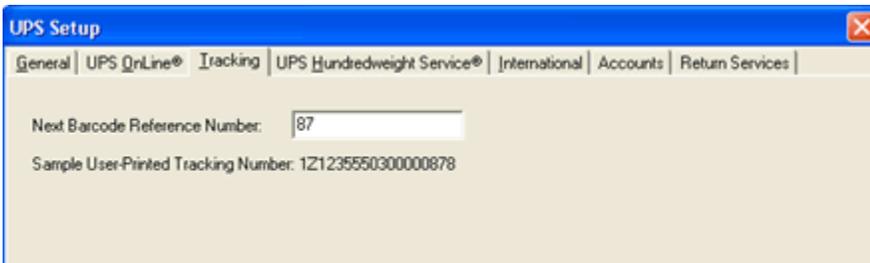
c. Enter a unique Next Barcode Reference Number for each session.

Example: Station 1 = 1000001, Station 2 = 2000002, etc.

Section C
Transitioning from the multi-account option to separate databases

StarShip 9.1 allows you to maintain separate databases for each remote site. This may be desirable if you wish to separate daily processes per site. For example, end-of-day close will only show accounts related to a particular site.

To transition:
1. Upgrade to StarShip 9.1 or higher
   Upgrade instructions are available at: http://www.vtechnologies.com/Help/SSUpgradeInstr.htm

2. Follow the instructions in Section B

3. Copy history files (INQBI.DB, INQHD.DB, INQIM.DB) from original "master" data directory to the newly created remote site data directories

4. Copy old_tran folder and its contents from original "master" data directory to the newly created remote site data directories

5. To prevent posting the same account from two remote sites, go to the StarShip main toolbar and select Carriers > UPS > Properties > Accounts tab. Disable each of the multi-accounts:

   a. Highlight the multi-account in the grid
   b. Click Edit
   c. Navigate through the next 2 dialog boxes by clicking Next
   d. Check disable account
   e. Click Finish

Section D
Printer Setup

StarShip supports thermal printers (Zebra or Eltron) for bar coded shipping labels. With the FedEx Basic module, you also have the option of printing to a laser printer. Because thermal printers are not Plug-and-Play, your session may not identify the printer automatically. If this is the case, you need to obtain the printer drivers from the manufacturer. Many times these drivers can be downloaded from the manufacturer's web site. **Once you obtain a printer driver, it must be installed on the TS/Citrix Server.**

Note: Printer setup must be done on the remote site workstation logged in to the Terminal server as the appropriate user from the machine on which the printer is physically attached or networked.

With StarShip you can define different printers for each carrier. To setup a thermal label printer:

1. Run StarShip and click "Ship" from the main toolbar

2. Select the appropriate carrier from the ship screen

3. Click "Print" or F6 then the "printers" button

4. Select "Print through Driver"

5. Select the appropriate printer from the drop down

6. Check "Thermal Barcode Printer"

7. Select the Printer-type from the drop down list

Note: Terminal Server 2000 & 2003 will log you on as a session and select your local printers with the session number that it assigned to you at logon. When you log off your TS Session and log back on again it will assign you a different session number.

To get around this we recommend doing the following:
1. Share the thermal printer on the local workstation
2. Login to your TS session and go into Printers > ADD Printer
3. Choose Network Printer and add the shared printer (setup during step 1)
4. Follow Steps 1- 7 above

Section E
Scale Setup

Typically the scale is connected to the Client using a COM port. For the scale interface to work properly, you will need to direct the Session COM port to use the Client COM port.
Notes:
- Scale setup must be done on the remote site workstation logged in as the appropriate user
- Terminal Server 2000 does not allow you to forward a port. Due to this limitation, the scale interface will not work. Using Citrix or Terminal Server 2003, will resolve this issue.

- Terminal Server 2003 automatically forwards the Client COM port at logon. See Terminal Server 2003 Setup for additional information.

1. Verify the COM port number being used for the scale (in this example, we will use COM1)

2. While on your Citrix session, open a DOS prompt (Start > Run > Cmd)

3. Type "**NET USE COM1: \\CLIENT\COM1:**" and hit Enter

4. To verify, type "**NET USE**" and hit Enter

```
C:\WINNT\system32\cmd.exe                                          _ □ X
Microsoft Windows 2000 [Version 5.00.2195]
<C> Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\vtech101>net use com1: \\client\com1:
The command completed successfully.


C:\Documents and Settings\vtech101>net use
New connections will be remembered.


Status       Local     Remote                  Network

-------------------------------------------------------------------------------
             A:        \\Client\A$             Client Network
             COM1      \\Client\COM1:          Client Network
             LPT1      \\Client\LPT1:          Client Network
             LPT2      \\Client\LPT2:          Client Network
             U:        \\Client\D$             Client Network
             U:        \\Client\C$             Client Network
The command completed successfully.


C:\Documents and Settings\vtech101>_
```

5. Setup the scale interface in StarShip by selecting
   Settings > Scale from the Ship screen.
        Click here for additional documentation.

Terminal Server 2003 Setup
Follow these steps to verify that your COM port was properly forwarded:
1. While on your TS session, open a DOS prompt (Start > Run > Cmd)

2.   Type **Change Port** and hit Enter
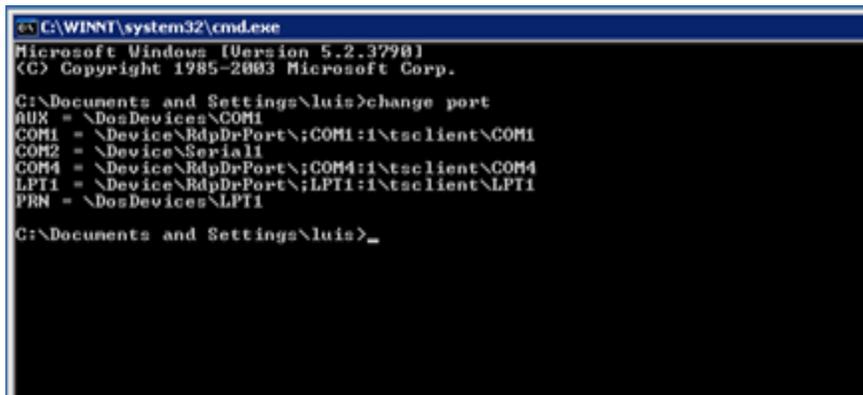
The Session ports are forwarded to the Client ports. TSCLIENT refers to the Client pc.

Section F
FedEx High Volume Setup

The FedEx High Volume option is an interface to the FedEx Ship Manager Server (FSMS). FedEx does not support the FSMS in a TS/Citrix environment. Therefore, it is required that you install the FSMS software on a separate pc. A detailed list of FSMS requirements can be found on our web site:
http://www.vtechnologies.com/requirements.htm?req&prodid=1&carrier=1

The initial purchase of the FedEx High Volume module includes an appointment with a V-Technologies' FSMS Specialist. This entitles you to a live phone consultation for installation/configuration of the FedEx Ship Manager Server software as well as integration with StarShip.

This section is meant to provide you with a few troubleshooting tips pertaining to the connection between the TS/Citrix session and the FSMS machine. More detailed documentation on StarShip's FedEx solutions is available at:
http://www.vtechnologies.com/webhelp/ss/index.htm#fedex_ship_manager_server_overview.htm

Verify that the TS/Citrix server can see other workstations on the network. Conversely, ensure that your workstations can see/connect to the TS/Citrix server. Perform the following steps for each session running StarShip and connecting to FSMS:

1. Logon to the Citrix session and start StarShip

2. Select Carriers > FedEx > Properties

3. Select "FedEx Ship Manager$^®$ Server" from the Ship Using drop down

4. Click on the FedEx Ship Manager$^®$ Server tab > Communication

5. Enter the Static IP Address or network hostname of the PC where the FedEx Ship Manager Server is installed.

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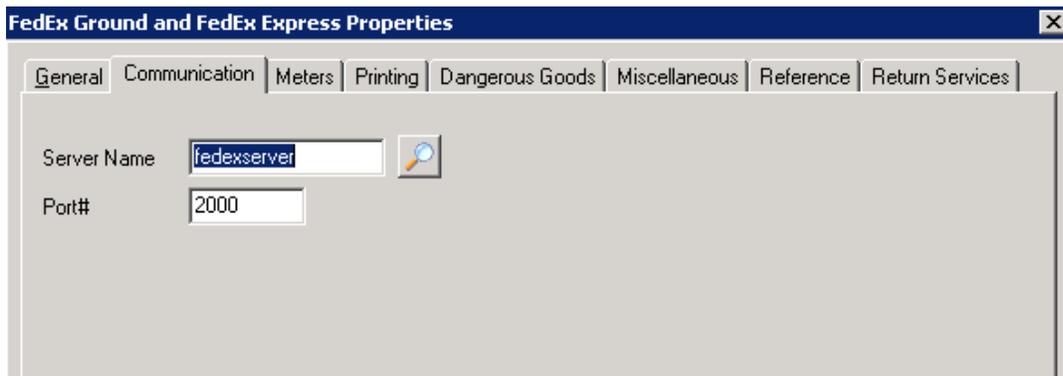
6. Click on the FedEx Ship Manager® Server tab > Meters

7. Click on "Add Meter" button and enter your FedEx Assigned Meter number. The meter id information has to be added for each remote user as this setting is specific per station number.
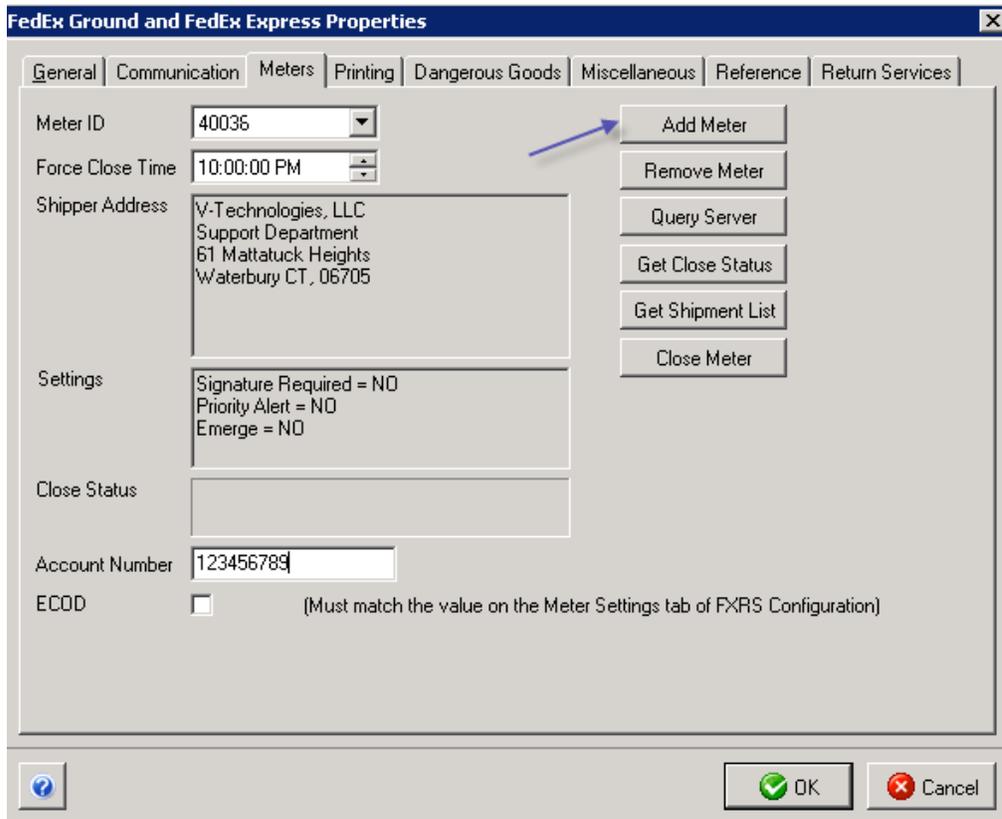
"Ship Address" and "Settings" Information will populate if the request is successful.

StarShip Printer Configuration for FSMS:
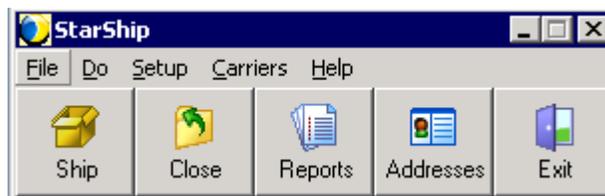
1. From the StarShip main toolbar select: ***Carriers > FedEx > Properties***

2. From the Properties dialog box, select: **FedEx Ship Manager Server > Printing > Shipping Labels**

Select your preference of how to have the Shipping labels printed under "Label is printed by:"
More on Printing with StarShip

If you select "StarShip", you must specify the UNC path for the Label File directory. This directory must be shared and accessible by the FedEx Ship Manager Server PC and all StarShip Sessions.
Use the Browse button to browse the network and specify the shared directory.

If "FedEx Ship Manager® Server" is selected the Label Printer must be shared and accessible by the FedEx Ship Manager Server PC and all StarShip Sessions.

3. Choose the appropriate label printer by selecting it from the "Label Printer" drop down menu. StarShip supports different printers for Ground and Express package labels.
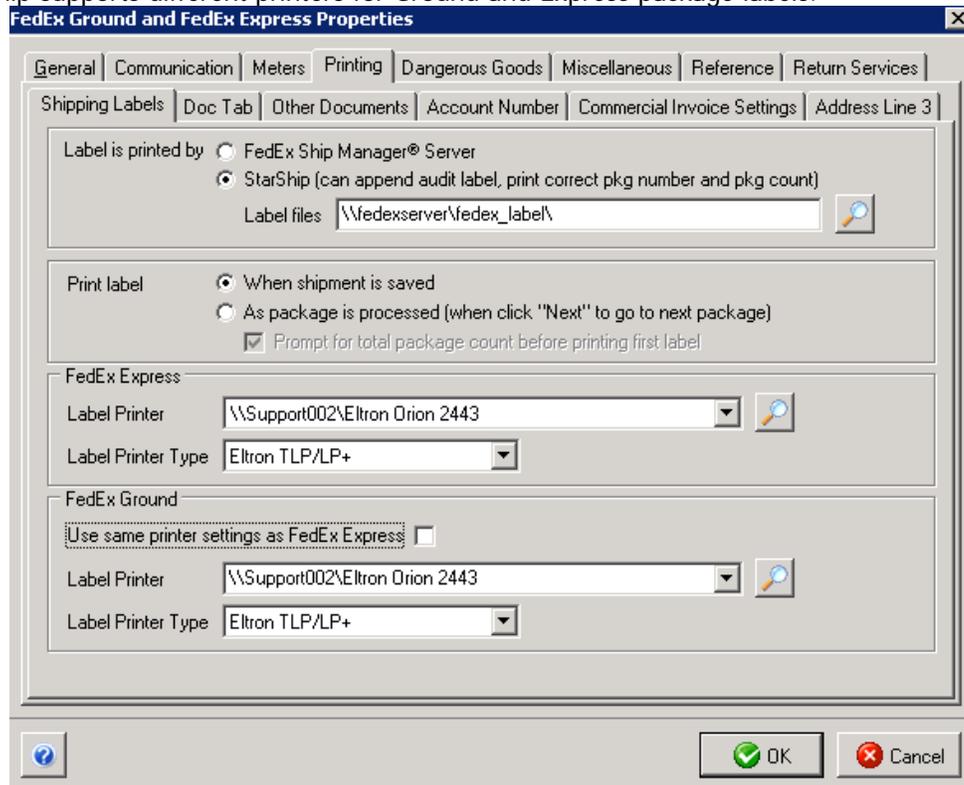
4. To print labels as you process shipments, select "As package is processed" from the Print Label section.
    Note: this setting is not available for Express International and Express COD shipments. In these instances, labels will be printed after you save the shipment.
5. To access audit label setup: go to the StarShip main toolbar, select **Setup > Preferences** and click on the audit label tab.

Section G
Endicia Setup

An enhancement was added to StarShip version 9.9.7 to allow for the printing of postage-paid shipping labels for domestic and international mail through Endicia.

This section will guide you through:

a. Adding a new Endicia drop ship or sender account

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b. Adding an existing Endicia account already setup for the primary location

Adding a new Endicia drop ship or sender account

1. You will need the following information before commencing the setup process to add a new account.
    a. *Physical address:* Your company's location.
    b. *Credit card information:* This is the credit card Endicia will use to deduct the monthly fee
    c. *Valid e-mail address:* Your new account number will be sent to this address.

2. In StarShip setup, select Endicia > Endicia Accounts. Click "New".

3. In the Add Endicia Account dialog, enter a unique Account ID. Select "Creating a new account". Click "Next".

4. Select a Sender ID with which to associate this account.

5. Type in the address and contact information for this account if it is not already filled in for you. Click "Next".

6. If the mailing address for this account is different from the physical address, select "No" and enter the mailing address information into the fields provided. Click "Next".

7. Enter the web password to use when accessing your account on Endicia.com. You must also provide a temporary pass phrase and security question and answer. *Note* that the password and pass phrase cannot be the same.

8. Enter your credit card and billing information. Click "Next".

9. Choose the postage payment method; either the credit card you entered in the previous step, or a checking account.

10. Enter a valid e-mail address where Endicia can send your account number. Then, click "Finish" to request your new Endicia account. An informational dialog appears, telling you how to proceed.

11. Note that the new account status is now "Created - Enter Account #". Once you receive the email from Endicia, select the account again in StarShip setup and click the "Edit" button.
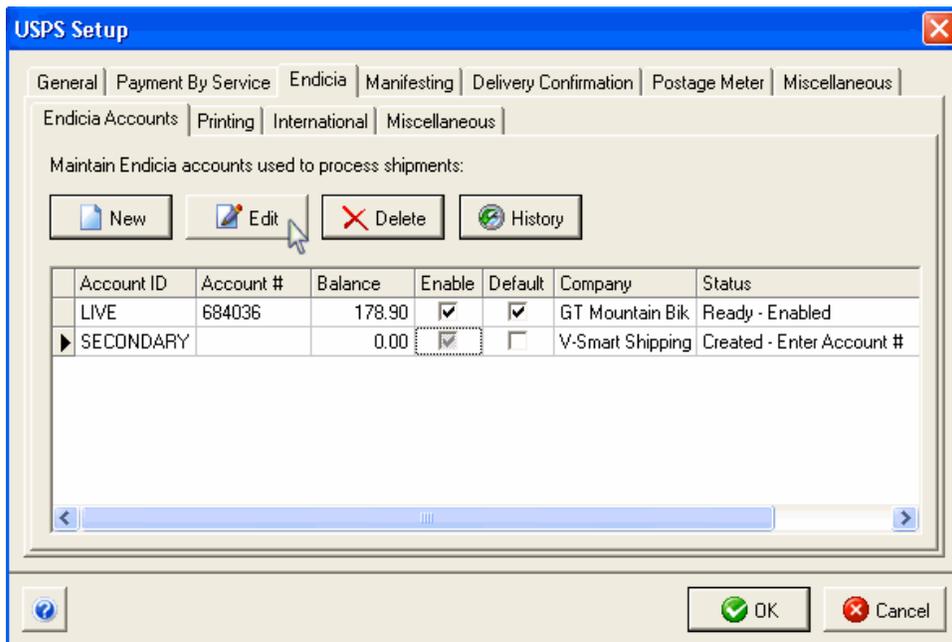
12. Enter the account number you received from Endicia in the Account Number field. Type in a new pass phrase. Click "Next".

13. Type in the amount of postage to add to this account and click the "Add Postage" button.

14. Select the default insurance method for this account. Click "Next"

15. Click "Finish". Your account is now set up. You may edit your account information at any time by selecting the account and clicking the "Edit" button.
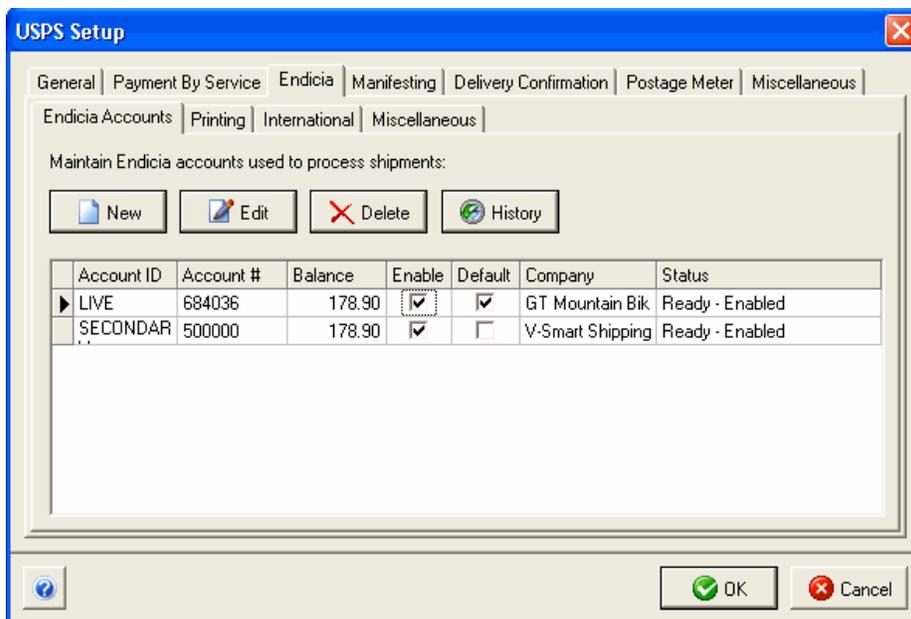
Add an existing account

16. This option can also be used in a Terminal Server/Citrix environment or StarShip installation where there are multiple data folders/companies that you want to share for the same Endicia account.

17. In StarShip setup, select Endicia > Endicia Accounts tab. Click "New".

18. Specify the unique Endicia Account ID

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19. Select "Add an existing account". Click "Next".
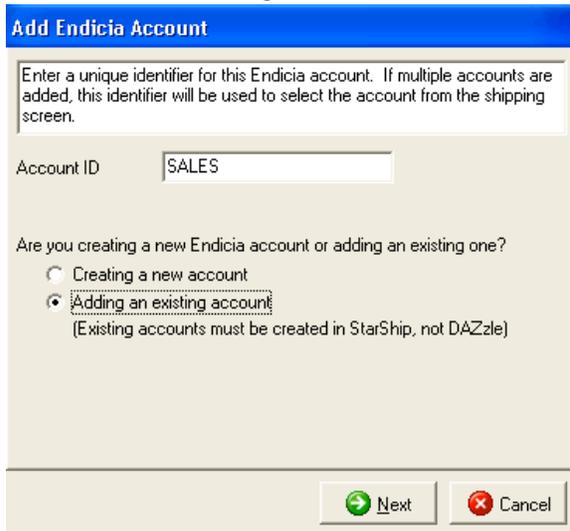
20. Enter the Account Number and Pass Phrase then click "Next".
21. Select a Sender ID (optional). Click "Next".
22. Type in the address and contact information for the new/current location. Click "Next".
23. Type in the amount of postage to add to this account and click the Add Postage button (optional).
24. Select the default insurance method for this account. Click "Next".

Endicia Printing

25. StarShip supports Eltron (EPL2), Zebra (ZPL2) and laser (PNG) label formats for Endicia shipments. Printer setup is accessed from Carriers > USPS > Properties > Endicia > Printing. From this tab, you can configure the following options:

   Select the default label format, thermal or laser. Some select services only support laser labels. You can also define the default laser label size and whether or not you would like to print or hide the postage amount.
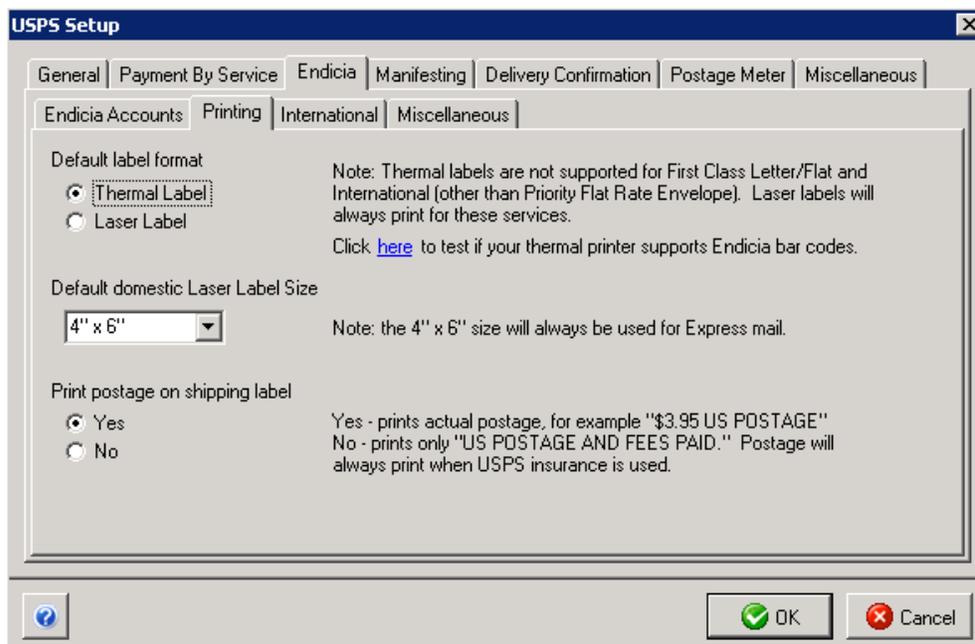
26. Endicia labels require a two-dimensional Data Matrix bar code that is not supported by all printers. Click the link to print a test label to confirm that your printer can successfully print the barcode.
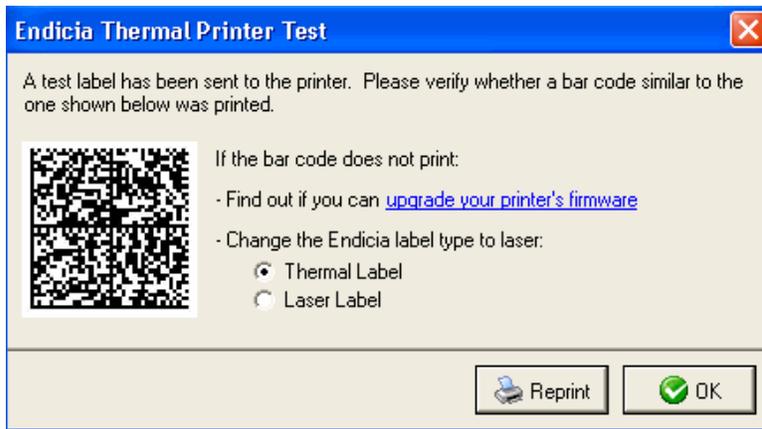
27. Click on the history button, then the settings tab to define the printer for the Scan Form, then click "ok"
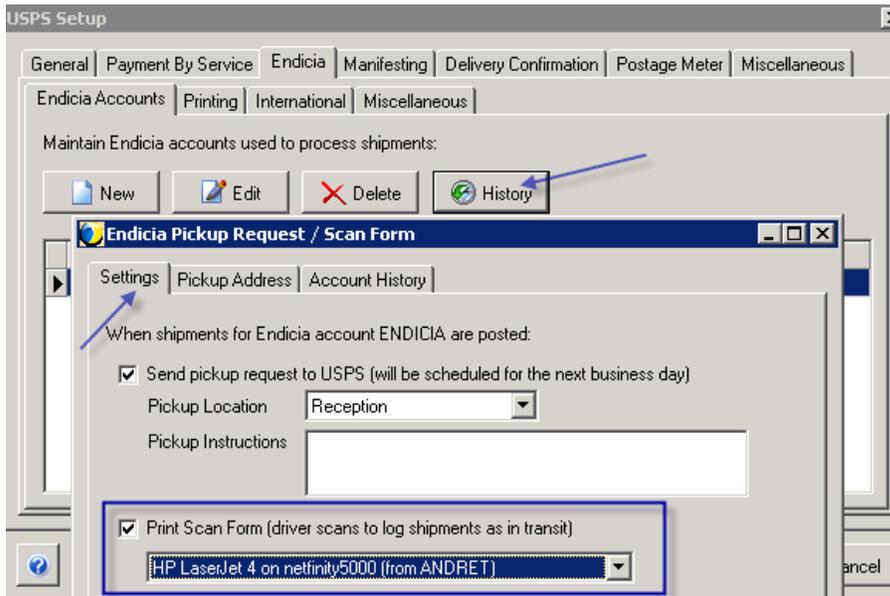
28. Log in to the Terminal server from each remote terminal as the shipping user (unique StarShip station #), select USPS as the carrier and click the "Print" or "F6" to define the thermal, laser and commercial invoice printers.

V-Technologies LLC · 675 West Johnson Ave · Cheshire, CT 06410
Phone: 800.462.4016 · www.vtechnologies.com · Fax: 203.439.3062

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