DigitalShipper Enterprise

Update Instructions

Overview

The DigitalShipper update is delivered via a full DigitalShipper version update. The update includes the four components to DigitalShipper: DigitalShipper Database (DSDB), DigitalShipper Web Services (DSWS), DigitalShipper Management Console (DSMC), and DigitalShipper Enterprise (DSE). Prerequisites are required in order to proceed with the DigitalShipper update.

Prerequisites

- Have an updated license file that is compatible with DigitalShipper 5.9.12 or above.
  - An updated license file must be requested 24- to 48-hours in advance and received before proceeding with the update.
  - To request an updated license file, submit the form on our website.
- Microsoft SQL Server 2016, 2017, 2019, or 2022 is required for the DigitalShipper database(s).
- Confirm the version of DigitalShipper currently installed in your environment(s).
  - The version number is visible in in DigitalShipper Management Console, under the date in the upper left, or in DigitalShipper Enterprise, when you click on the user icon (👤).
- Read all of the update instructions closely beforehand, including the FAQs.
  - It is recommended to also read the release notes for key changes since your company's last update.
- Download and save all of the required DigitalShipper setup files for the components to the application server(s), in a dated folder within the DigitalShipperSupport directory.
- Check the file properties for the DigitalShipper setup files (from the File Explorer window) to confirm if any are not blocked in your system. If a file is, you need to check the 'Unblock' box and then Apply.
  - Not unblocking the files will cause issues.

Before you begin the Software Update:

1. Have an updated license file that is compatible with DigitalShipper 5.9.12 or above.
2. Back up the DigitalShipper ConnectionStrings.config file located on the server: \inetpub\wwwroot\DigitalShipperEnterprise.
3. Gather database connection information from the ConnectionStrings.config. Server/ instance name, login credentials (users & passwords), and database name.
   a. You may connect with either a SQL Server login or via Windows Authentication. The login must have permissions to alter both schema and data.
   b. If Windows Authentication is being used, it is recommended to log on to the server with the user that is configured for the Application Pool in IIS. Otherwise, you may need to launch the DSDB component as the different user after it has been installed (for Step1.b).
4. A backup of the database, listed in the ConnectionStrings.config file, is strongly recommended.
5. Stop the Application Pool in IIS that is being used for the DigitalShipper components. Typically, it is named: DigitalShipperAppPool. Once the update is complete (*see steps below*), start the App Pool.
6. Uninstall the DigitalShipper components using 'Add Remove Programs' or 'Apps & Features'. Uninstall the following: DigitalShipper Database, DigitalShipper Web Services, DigitalShipper Management Console, and DigitalShipper Enterprise.

Updating the Application:

1. Run the SetUp.exe as Administrator for each of the four DigitalShipper components. Recommended order: DSDB, DSWS, DSMC, DSE.
   a. Install the latest version of the DSDB component.
   b. Run the database update via the latest version of the DSDB component.
      i. After you have installed the DigitalShipper.Database, you will be provided with the utility to run the database update.
      ii. The database must be updated.
      iii. On the DigitalShipper Setup - Database v.5 window, confirm the SQL Server instance name, valid credentials, and database name.
      iv. Click 'Run' to update the database via the DSDB component.
      v. If an error occurs during the database update, it means the update is not complete.
   c. Install the latest versions of the DSWS, DSMC, and DSE components.
      i. When presented with the option to enter in the database connection information, leave the fields blank and click "Next".
      ii. Select the correct Application Pool from the dropdown list. Typically, the App Pool is named: DigitalShipperAppPool.

Installing a License:

1. If your environment was already on DigitalShipper v5.9.12 or higher and you imported the updated license file for that DigitalShipper update, then you do <u>not</u> need to import the updated license file again and you can skip the below steps.
2. The license file <u>must</u> remain zipped in order to be imported.
3. Before you import the license file, check the file's properties (from the File Explorer window) to confirm it did not get blocked in your system. If the file is, you need to check the 'Unblock' box and then Apply.
   a. <u>Not</u> unblocking the file <u>will</u> cause issues.
4. Log in to DigitalShipper Management Console.
5. Go to the 'Install a License' page, found in the Company section on the left-hand side of the window.
6. Click the 'Choose File' button, browse to the staged license file, and click the Open button.
7. A preview of the license will display. Click the Continue button to proceed.
8. A message will display when the file is successfully imported.

FAQ:

Q: What if I encounter problems during the update?
A: Confirm that during the update process you:
1. Configured the database connection information accurately.
2. Selected the DigitalShipper Application Pool for each of the DSWS, DSMC, and DSE components.
3. Executed the database update after installing the DigitalShipper Database Component.
4. Imported the updated license file.
   If you are still having problems, please contact DigitalShipper Support at support@digitalshipper.com. Note, normal business hours are 8:30 – 5:00 PM CT, Mon - Fri.

Q: When should I run the update?
A: All users must be off the system while the software update is being applied. Customers are responsible for creating and verifying database backups prior to running the update. It is recommended for the update be run any time prior to the effective date; current rates will not be affected.

Q: How long does the update take?
A: The update should only take 30 minutes.

Q: What do we do if we receive a 'Service Unavailable' HTTP Error 503 message after the update?
A: If your users receive this message on the log in page, the Application Pool selected during the update needs to be started in IIS on the server.

Q: What do we do if we receive a 'License is not valid' or 'License has expired' error after the update?
A: The updated license file must be imported on the 'Install a License' page in DigitalShipper Management Console. If you imported the updated license file but are receiving that error, confirm the file does not need to be unblocked, then try importing the license a second time.

Q: What if we are using Edge or Chrome as the browser for accessing DigitalShipper Enterprise?
A: If users utilize Edge or Chrome when shipping, they need the DigitalShipper Client Manager installed on their workstation PC computer for peripheral communication. If needed, the page to download the DigitalShipper Client Manager, along with Installation Guide and FAQs, is found off of the System Features page.

Q: How can I test the rates before the effective date?
A: Ship a package in DigitalShipper by changing the Ship Date that appears on the right side of the Shipments page to the carrier's effective date or later. View the rate in Shipment History (make sure and void the package after verifying the rate).

Q: Does the update include negotiated rates for UPS?
A: No. If you have new UPS negotiated rates, contact your carrier representative for an updated rate spreadsheet. Then contact DigitalShipper Support at support@digitalshipper.com for assistance formatting and importing your updated negotiated rates.

Q: Can the update be run multiple times?
A: Yes, but it is not necessary. The application only applies changes as needed.