



DigitalShipper Enterprise

Update Instructions

Overview

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

Prerequisites

- Your environment(s) currently have DigitalShipper v5.9.12 or above installed.
 - To 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 (👤).
 - If you have an older version of DigitalShipper installed, reach out to DigitalShipper Support (support@digitalshipper.com) for additional instructions and prerequisites.
- Microsoft SQL Server 2016, 2017, 2019, or 2022 is required for the DigitalShipper database(s).
 - If using SQL Server 2016 or 2017, have the latest SQL Service Pack installed.
 - Make sure the database compatibility level is set to SQL Server 2016 or higher.
- Read all of the update instructions closely beforehand, including the FAQs.
 - Note the DigitalShipper installation/ update packages, including its files, have been updated, to streamline and improve the process.
 - 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 may cause issues.

Before you begin the Software Update:

1. Back up the DigitalShipper ConnectionStrings.config file located on the server:
\\inetpub\\wwwroot\\DigitalShipperEnterprise.
2. 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 Step 1.b).
3. A backup of the database, listed in the ConnectionStrings.config file, is recommended.
4. If your Production environment has the DS AppLink task configured in the application server's Task Scheduler, the task will need its Action end point modified after the update (if not on v5.9.33 or higher).
 - a. To check if the task is present, open Task Scheduler and click on 'Task Scheduler Library'.
 - b. If it is present, reach out to DigitalShipper Support for additional instructions.
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.
 - a. *The DigitalShipper Management Console component will only be listed if the environment is currently using DigitalShipper v5.9.32 or earlier.

Updating the Application:

1. Run each of the three DigitalShipper component .exe files as Administrator. Recommended order below.
 - a. Install the latest version of the DSDB component (*InstallDsDb.exe*).
 - 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 Database – 5.9.x window, confirm the SQL Server instance name, Authentication type, valid credentials (if SQL Authentication), and database name. Set the DB Action to 'Update existing DigitalShipper database'.
 - 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 version of the DSWs component (*InstallWebServices.exe*).
 - i. If an Installer Information pop up is shown related to the Virtual Directory for the "Default Web Site", click the Yes button.
 - ii. After you have installed the component, a Connection String Editor window will display. If you do not need to edit the existing connection string, close this window.
 - d. Install the latest version of the DSE component (*InstallDSE.exe*).
 - i. If an Installer Information pop up is shown related to the Virtual Directory for the "Default Web Site", click the Yes button.
 - ii. After you have installed the component, a Connection String Editor window will display. If you do not need to edit the existing connection string, close this window.
 - e. Note, if the environment's Application Pool is not named DigitalShipperAppPool, you will need to update a configuration in IIS for the DigitalShipper.WebServices and DigitalShipperEnterprise sites. See FAQ section for more information.

FAQ:

Q: What if I encounter problems during the update?

A: Confirm that during the update process you:

1. Executed the database update successfully after installing the DigitalShipper Database component.
2. For the DSWS component, that the correct Application Pool was selected and the database connection information was not altered.

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 typically takes 30 minutes or less.

Q: What if we receive an error during the database update?

A: Review the error for additional information. If the error mentions an issue with permissions, confirm the user being used to run the database update has high enough permissions to run the update tasks; if it does not, its permissions will need to be elevated or a different user used. If the error mentions a syntax issue, confirm your SQL version meets the prerequisites (*see page 1 of this document*).

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: Why doesn't the DigitalShipper Management Console component need to be updated?

A: The DigitalShipper Management Console is now included in the DigitalShipper product and therefore no longer requires a separate installation.

Q: Why did my DigitalShipper Management Console link change or not work after the update?

A: Existing bookmarks, favorites, and saved links are no longer needed because the DigitalShipper Management Console is now included in the DigitalShipper product. Users should automatically be redirected from the old Management Console URL to the new DigitalShipper login for the short term. Only the one URL is now required.

Q: What if my environment's Application Pool is not named DigitalShipperAppPool?

A: After the update components are installed, you will need to update a configuration in IIS. To do this, go to IIS > expand server name > expand Sites > expand Default Web Site > select the DigitalShipperEnterprise component > click Advanced Settings > update the Application Pool to the correct entry and click the OK button. After, do the same steps for the DigitalShipper.WebServices component.

Q: Does this update require the DigitalShipper Client Manager also be updated?

A: No. The DigitalShipper Client Manager should only need to be updated if you are directed to do so by DigitalShipper Support. If directed to do so, 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 rates or an addition before its effective date, if it has one?

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 to void the package after verifying the data).

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.