

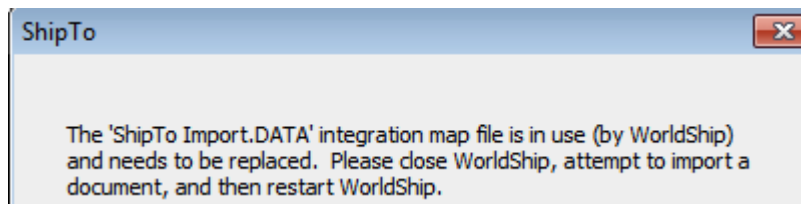


Troubleshooting Error Installing UPS WorldShip to a Mapped Folder Path

Megan De Freitas - 2024-11-22 - Miscellaneous

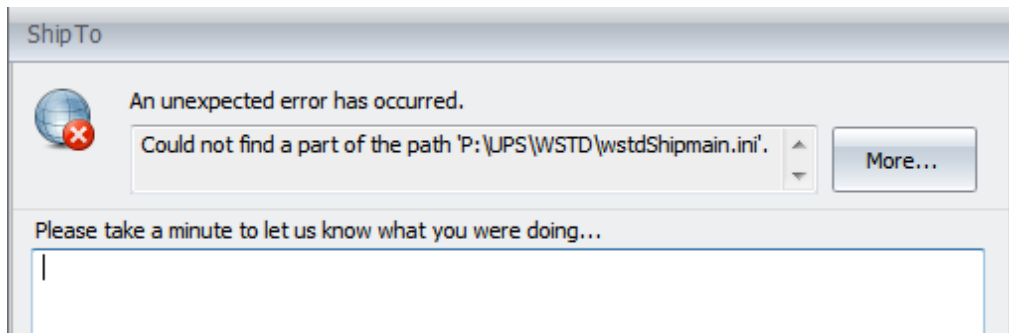
If you are installing UPS WorldShip to a mapped folder path, you may receive one of the following errors when setting up ShipTo:

1.



The 'ShipTo Import.DATA' integration map file is in use (by WorldShip) and needs to be replaced. Please close WorldShip, attempt to import a document, and then restart WorldShip.

2.



An unexpected error has occurred. Could not find a part of the path 'P:\UPS\WSTD\wstdShipmain.ini'.

These errors may result from the way UPS WorldShip is configured upon installation. ShipTo does not work well using drive letters to a mapped file path. Instead, we recommend changing these to UNC file paths in the computer registry.

The following two keys should be updated:

HKEY_LOCAL_MACHINE\SOFTWARE\UPS\INSTALLATION\SHIPMAIN

HKEY_LOCAL_MACHINE\SOFTWARE\UPS\INSTALLATION\NETWORKSHAREDIR

Windows Vista x64 stores the keys in the following locations:

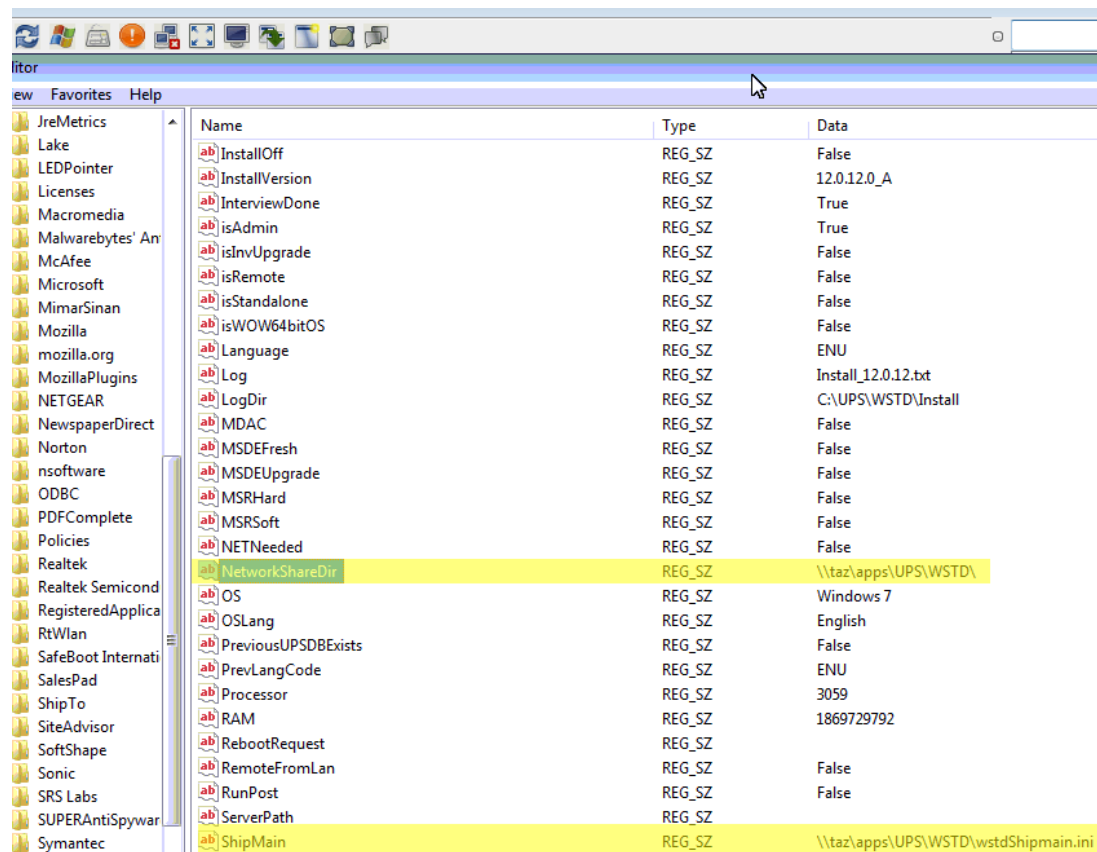
HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432NODE\INSTALLATION\SHIPMAIN

HKEY_LOCAL_MACHINE\SOFTWARE\WOW6432NODE\INSTALLATION\NETWORKSHAREDIR

The original keys should look like this:

ab) NETNeeded	REG_SZ	False
ab) NetworkShareDir	REG_SZ	P:\UPS\WSTD
ab) OS	REG_SZ	Windows Vista
ab) OSLang	REG_SZ	English
ab) PreviousUPSDbExists	REG_SZ	False
ab) PrevLangCode	REG_SZ	ENU
ab) Processor	REG_SZ	2000
ab) RAM	REG_SZ	3218485248
ab) RemoteFromLan	REG_SZ	False
ab) RunPost	REG_SZ	False
ab) ServerPath	REG_SZ	
ab) ShipMain	REG_SZ	P:\UPS\WSTD\wstdShipmain.ini
ab) Shortcut	REG_SZ	True
ab) SourceApplication	REG_SZ	C:\Users\Steve\AppData\Local\Temp\WS14\InstallManager.exe
ab) SourceDirectory	REG_SZ	C:\UPS\WSTD\INSTALLATION_14_0_15_0
ab) SQLExpressFresh	REG_SZ	True
ab) State	REG_SZ	0
ab) SystemDir	REG_SZ	C:\Windows\system32
ab) SystemLanguage	REG_SZ	ENU
ab) SystemLocale	REG_SZ	ENU
ab) TargetDirectory	REG_SZ	C:\UPS\WSTD
ab) Type	REG_SZ	0
ab) WSTDDir	REG_SZ	T...

After the change, they should look like this:



The screenshot shows the JreMetrics application window with a menu bar (File, Favorites, Help) and a toolbar. The main window displays a list of registry keys and their values. The list is organized into three columns: Name, Type, and Data. The keys are listed in the Name column, and their corresponding values are in the Data column. The Type column shows the registry value type for each key. The list includes various system and application-specific keys, such as InstallOff, InstallVersion, InterviewDone, isAdmin, isInvUpgrade, isRemote, isStandalone, isWOW64bitOS, Language, Log, LogDir, MDAC, MSDEFresh, MSDEUpgrade, MSRHard, MSRSoft, NETNeeded, NetworkShareDir, OS, OSLang, PreviousUPSDbExists, PrevLangCode, Processor, RAM, RebootRequest, RemoteFromLan, RunPost, ServerPath, and ShipMain. The NetworkShareDir and ShipMain keys are highlighted in yellow.

Name	Type	Data
ab) InstallOff	REG_SZ	False
ab) InstallVersion	REG_SZ	12.0.12.0_A
ab) InterviewDone	REG_SZ	True
ab) isAdmin	REG_SZ	True
ab) isInvUpgrade	REG_SZ	False
ab) isRemote	REG_SZ	False
ab) isStandalone	REG_SZ	False
ab) isWOW64bitOS	REG_SZ	False
ab) Language	REG_SZ	ENU
ab) Log	REG_SZ	Install_12.0.12.txt
ab) LogDir	REG_SZ	C:\UPS\WSTD\Install
ab) MDAC	REG_SZ	False
ab) MSDEFresh	REG_SZ	False
ab) MSDEUpgrade	REG_SZ	False
ab) MSRHard	REG_SZ	False
ab) MSRSoft	REG_SZ	False
ab) NETNeeded	REG_SZ	False
ab) NetworkShareDir	REG_SZ	\\taz\apps\UPS\WSTD\
ab) OS	REG_SZ	Windows 7
ab) OSLang	REG_SZ	English
ab) PreviousUPSDbExists	REG_SZ	False
ab) PrevLangCode	REG_SZ	ENU
ab) Processor	REG_SZ	3059
ab) RAM	REG_SZ	1869729792
ab) RebootRequest	REG_SZ	
ab) RemoteFromLan	REG_SZ	False
ab) RunPost	REG_SZ	False
ab) ServerPath	REG_SZ	
ab) ShipMain	REG_SZ	\\taz\apps\UPS\WSTD\wstdShipmain.ini