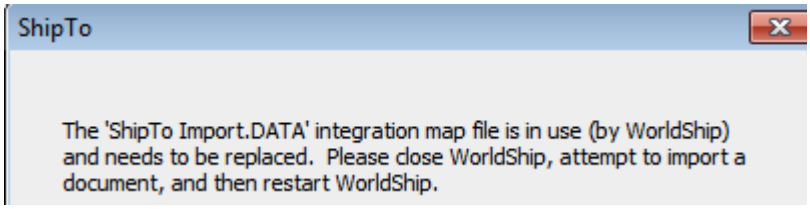
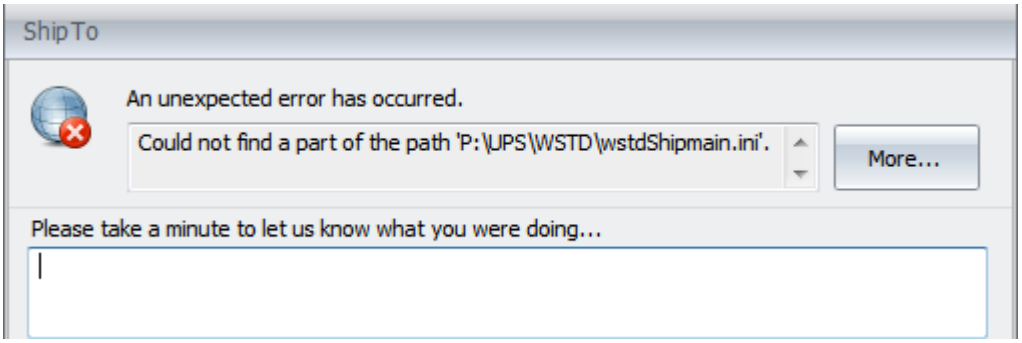
Troubleshooting Error Installing UPS WorldShip to a Mapped Folder Path

Cavallo Support - 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:

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

After the change, they should look like this:

