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## Troubleshooting: "ShipTo Cannot Access UPS WorldShip database. Login failed for user 'shipto'".

Jacob Beimers - 2024-12-03 - Miscellaneous

If you find yourself receiving this error when trying to process a UPS shipment with ShipTo, this quick article will provide the steps to resolve



### **Possible causes**

This error is typically most common after applying updates to UPS Worldship or migrating SQL environments.

### **Solution**

We'll have a step-by-step guide as well as a GIF provided below.

- 1) In the ShipTo Import window, click "Show/Hide Main Window" (orange ShipTo icon).
- 2) At the top of the left main window will be a gear icon for "Configure Worldship Server". Click this. If you do not see this option, enable "Configure Worldship Server" in the Security Editor.
- 3) On this window, click "Enable ShipTo User".
- 4) Once completed, close and reopen both ShipTo and UPS Worldship.



Please contact Cavallo Support if you have any questions or run into issues.