



FedEx Ship Manager® Software

# Installation Guide



## Before you start

Check here to see that your PC has what it needs to run FedEx Ship Manager® Software:

### Minimum System and Hardware Requirements

- Intel® Pentium® 4, 2.4 GHz recommended (Intel® Pentium 4, 1.7 GHz minimum).
- 1 GB RAM recommended (512 MB RAM minimum).
- 1 GB disk space recommended (500 MB disk space minimum).
- LAN or DSL Internet access recommended (dial-up telephone line access minimum).
- 4X CD-ROM or higher.
- Laser and/or inkjet printer for reports and labels.
- Available port if you are using a thermal printer.
- Screen resolution of 1024 x 768 pixels recommended (screen resolution of 800 x 600 pixels minimum).
- Microsoft® Internet Explorer® v. 6.0.
- Adobe® Reader®.
- One of the following operating systems:
  - Microsoft® Windows® XP with Service Pack 2.
  - Microsoft® Windows® 2000 with Service Pack 4\*.
  - Microsoft® Windows® Server 2003 with Service Pack 1.
  - Microsoft® Windows® Server 2008.
  - Microsoft® Windows® 7.
  - Microsoft® Windows® Vista® (all editions).

*FedEx Ship Manager Software is compatible with 64-bit operating systems.*

*\* If Microsoft Windows 2000 with Service Pack 4 is installed on your PC, and you experience issues communicating with FedEx, contact Microsoft and reference their Knowledge Base article 824301. FedEx Ship Manager Software version 2500 is the last version that supports Microsoft Windows 2000.*

*Note: If you need to change your screen resolution, contact your system administrator.*

## Get ready

Here is what you need to proceed:

- Your 9-digit FedEx account number.
- A dialing prefix (typically, dialing 9 for an outside line).

*Note: If you plan to use LAN Internet access to connect to FedEx, talk to your network administrator before installation.*

- Your registration product key. Call **1.877.FDX Assist 1.877.339.2774** to obtain a registration product key.

Turn off any virus protection or firewall programs on your PC. Close all open files and programs.

## Network administrator tips

To install FedEx Ship Manager Software, you must have administrator privileges on the PC on which you are installing the software. However, you do not need administrator privileges to use FedEx Ship Manager Software.

You must have port 443 open for outbound and secured communication to FedEx and port 80 open for Web browsing.

## Install printer

Because you print labels and reports with FedEx Ship Manager Software, you need to link to a printer. If you are using a laser printer, you can select your printer when you register the software.

## Thermal printer

If you do not have a thermal printer provided by FedEx and you are performing a new installation, continue to install FedEx Ship Manager Software, select a default printer and complete the online registration process. Once the installation is complete and you have registered the software, the software system number (e.g., 123456) appears in the upper left corner of the screen next to the version number. Give the system number to your FedEx account executive so they can order your thermal printer.

If you have a thermal printer provided by FedEx to print labels, first install the printer driver software on your local drive *before* you install FedEx Ship Manager Software. Installing the printer driver software first makes the installation go more smoothly. The printer driver software is available in the Printer Drivers folder on the FedEx Ship Manager Software installation CD and as a download at [fedex.com](http://fedex.com), with instructions in PDF format.

If your thermal printer arrives *after* you have installed FedEx Ship Manager Software, follow the instructions in the designated Quick Installation Guide for your printer. These guides are available in PDF format for downloading at [fedex.com](http://fedex.com).

## Network printer

If you are using a network printer, install it as a local printer on your system, using Add Printer in the Microsoft printers folder, and map it to the network printer's address. For information on LAN configuration, refer to the "Network administrator tips" on page 1 of this guide.

## Install FedEx Ship Manager Software

If you have questions along the way, call **1.877.339.2774**, Monday–Friday 7 a.m.–9 p.m. CST; Saturday 9 a.m.–3 p.m. CST.

1. Insert the FedEx Ship Manager Software CD into your CD-ROM drive.
2. As prompted by the program, select your preferred language — English, French (Canada), Portuguese (Brazil) or Spanish. Click **OK**.



3. The setup file starts an InstallShield Wizard to guide you.

*Note: During the installation, you must install and accept Microsoft Visual J#<sup>®</sup> Redistributable Package and Microsoft .NET Framework to successfully install FedEx Ship Manager Software. Be sure to download and install the latest service packs and security updates for these components.*

4. When the InstallShield Wizard has loaded, a welcome screen appears. To begin installation, click **Next**.



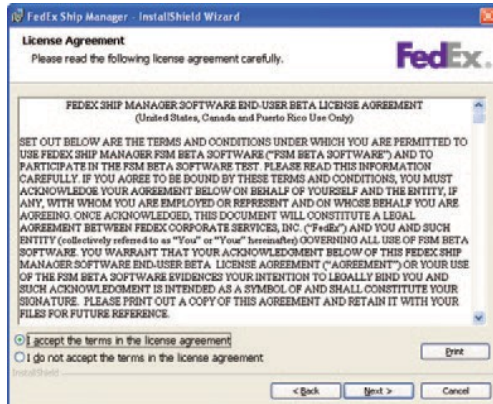


## Install FedEx Ship Manager® Software, continued

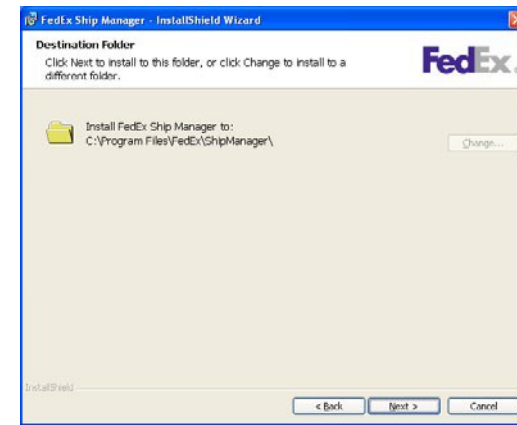
5. Select your country, and click **Next**.



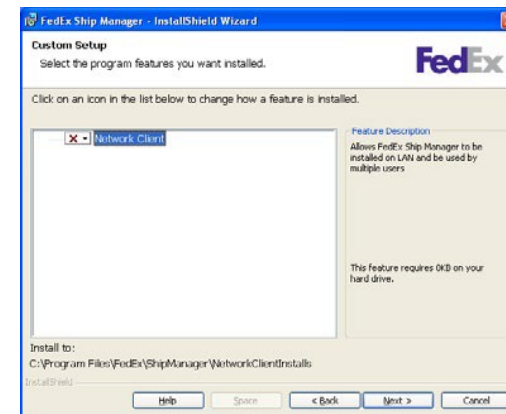
6. Review the license agreement, indicate your acceptance and click **Next**.



7. To install FedEx Ship Manager Software in the default destination folder, click **Next**. To send the software to a different folder, click **Change**, indicate the folder and then click **Next**.

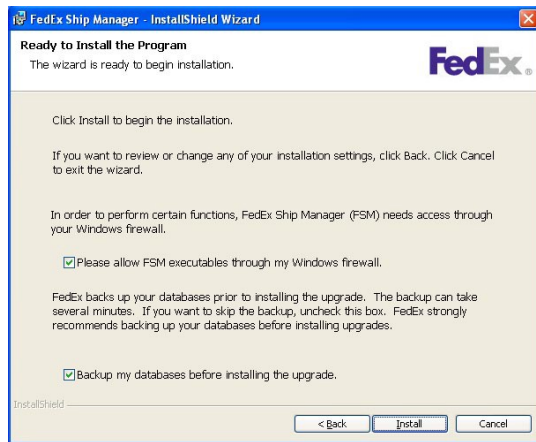


8. You can use FedEx Ship Manager Software at multiple PCs. If you plan on networking, see “Install Client PCs” at the end of this guide for more information.



## Install FedEx Ship Manager® Software, continued

### 9. Click **Install**.



### 10. A message appears to tell you the installation was successful. Click **Finish** to exit.

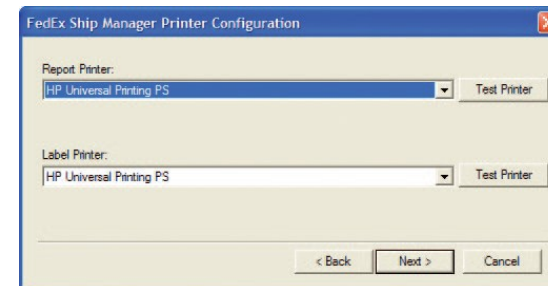
## Register your software

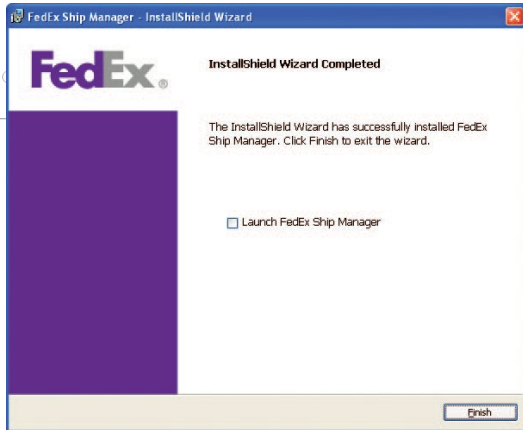
Online registration gives you a unique FedEx Ship Manager Software system number and downloads tracking numbers, rates, routing files and other key files.

1. On your desktop, double-click the new FedEx Ship Manager Software icon to register the software.
2. On the FedEx Ship Manager Software registration screen, click **Next** to display the printer configuration screen. Click your preferred printer option for shipping FedEx® packages, and click **Next**.

*Note: If you want to use a printer that is not displayed in the list of printers, verify that the printer driver is installed on your local drive.*

Select your report and label printer(s) and click **Next** to display the communication configuration screen.



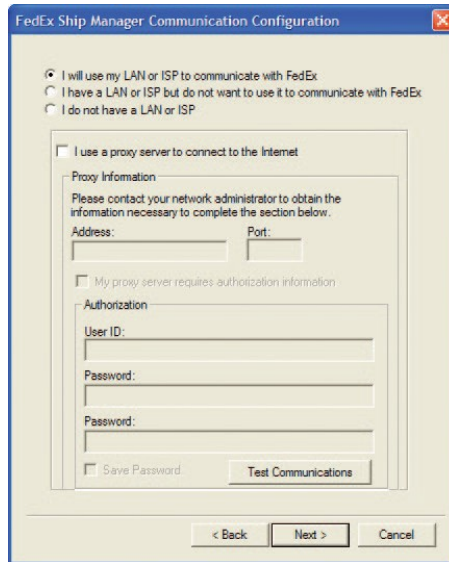


# Installation Guide

Continue on the next page.

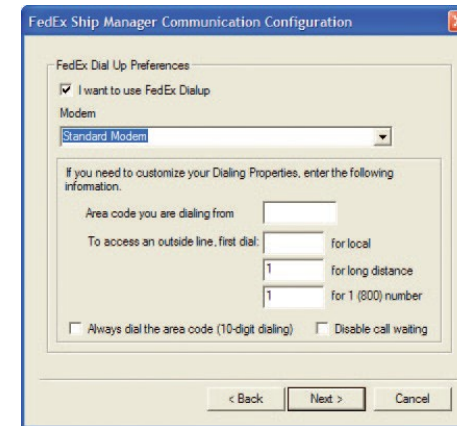
## Register your software, continued

- On the Communication Configuration screen, click to indicate your connection. If you have a LAN or ISP and use a proxy server, select the check box for using a proxy server and enter information from your network administrator.

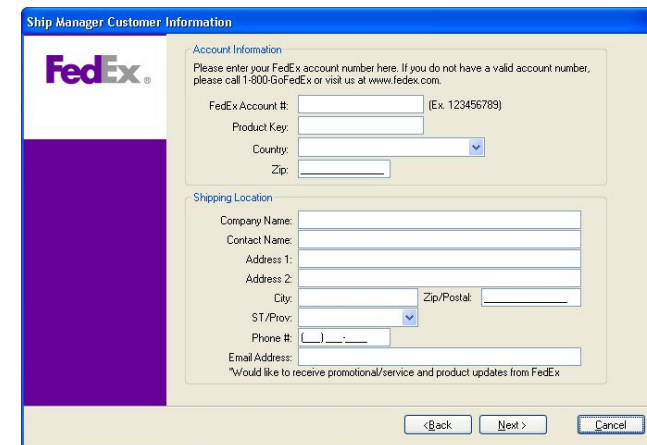


- Click **Next**. If you selected "I will use my LAN or ISP to communicate with FedEx," skip steps 5-7.
- For dial-up communication, the FedEx Dial Up Preferences screen appears. The option "I want to use FedEx Dialup" is already selected for you to use a dial-up telephone line.
- Select the name of your modem from the list and customize any dialing properties. If you need assistance, contact your network administrator.

- Click **Next** to display the information screen.



- Connect to FedEx to complete registration. On the Customer Information screen, enter your account information. Also enter your registration product key in the Product Key field. Call **1.877.FDX Assist 1.877.339.2774** to obtain a registration product key. Click **Next** to continue.



## Register your software, continued

Two optional steps:

- A. If you plan to ship internationally, enter an Employer Identification Number (EIN) or tax ID. If you lack this information at the time of installation, you can add it later using the Sender database.
  - B. FedEx Signature Release is an option for nonresidential shipments. You can add it now or later using the Sender database.
9. Click **Finish** to complete the online registration process.

## Start shipping

Now you can ship, import databases and customize your shipping preferences.

When you finish shipping for the day, click **Close** to close all shipments on all systems.

Ensure the time zone in the system clock reflects the local time zone of your device.

For information on sending shipments, importing databases and setting up shipping profiles, refer to the *FedEx Ship Manager® Software User Guide* at [fedex.com](http://fedex.com).

## Install Client PCs

If you decide to use the networking capability, follow this procedure.

### Accessing Server IP Address

On the host machine (server) for the FedEx Ship Manager Software application, obtain the server's IP address (or DNS name) to use when adding clients.

1. Click **Start > Run**. The Run popup displays.
2. Enter **cmd** in the Open field and click **OK**. The cmd.exe screen displays.
3. Enter **ipconfig /all** next to the appropriate drive prompt (e.g., C:)>**ipconfig /all**.
4. Press **Enter**. The resulting screen displays with key system information.
5. Write down or copy the numeric address listed to the right of the IP address or the DNS name listed beside Host Name.
  - If you are using a static IP address, use the IP address instead of the DNS name.
  - If you are using DHCP, use the DNS name.
6. Exit the cmd.exe screen.

### Enabling Server for Network and Client Connections

1. During the installation or modification of FedEx Ship Manager Software, you must install the Network Client feature on the server to allow interaction between the server and client.
2. The Custom Setup dialog allows you to choose to install the Network Client installation. When you select this option, the installation specifies the destination and server and deploys the Network Client installation files into the application's installation directory. You can use these installation files to install the actual client onto additional systems.



## Install Client PCs, continued

### Enabling Server for Network and Client Connections, continued

3. On the Custom Setup screen, select to install the Network Client feature and click **Next** to continue with the FedEx Ship Manager Software installation. The Ready to Install the Program screen displays to inform you that the installation is about to begin. See step 8 on page 3 for a sample Custom Setup screen and step 9 on page 4 for a sample Ready to Install the Program screen.
4. Click **Next** to begin the actual installation process.
5. Once the installation process is complete, locate the Network Client installation file in the server's installation directory. If you selected the default installation directory on the server, the setup.exe file resides in the following location:

C:\Program Files\FedEx\ShipManager\NetworkClient\Installs\FullNetworkClient\

### Installing Client

After you copy the Network Client setup.exe installation file from the server to the client, install the client as follows:

1. Run the Setup.exe file.
2. On the Choose Setup Language screen, select the Language you want to display on the screens and click **OK**. The FedEx Ship Manager Network Client – Installation Wizard screen displays.
3. Click **Next**. The InstallShield Wizard verifies that all of the requirements are available to install FedEx Ship Manager Software. If the requirements are not met, a message displays on the screen.
4. When the Client Settings screen displays, enter the IP address or DNS name of the server in the designated field and click **Next**. The resulting Client Settings screen displays with a destination folder option.
5. The destination folder option allows you to click **Change** to select a different installation directory for the client, as needed. Click **Next**. The Ready to Install the Program screen displays.
6. The Ready to Install the Program screen informs you that the installation is about to begin. Click **Next** to begin the actual installation process.
7. The Setup Progress screen displays while FedEx Ship Manager Software is actually being installed and displays "billboards" or images during the installation.
8. During the installation, the FedEx Network Client Configuration screen displays. This screen allows you to configure the network client using the IP address or DNS name provided in the Client Settings screen in step 4 above.
9. When you click **Test**, account information from the server displays on the screen showing that the client is successfully communicating with the server and allows you to configure basic settings for the client.
10. Select the desired settings and click **OK**.  
*Note: If the client is unable to communicate with the server, confirm that the server is turned on and all of the FedEx services have started. Also verify that the server's firewall is not blocking the client.*  
*If you experience issues communicating with FedEx, contact the FedEx Ship Manager Technical Support Center at 1.877.FDX Assist 1.877.339.2774 and reference Knowledge Base article 13298. Since this system is voice-activated, say "FedEx Ship Manager Software" when prompted.*
11. When the installation or upgrade for the client and server are complete, the InstallShield Wizard Completed screen displays.
12. Reboot the client before launching FedEx Ship Manager Software. Repeat this procedure for additional client installations.