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## ShipRite Canada Update v.10.21.2

### Overview

- Time to Download: 25-40 Seconds.
- Time to apply update: 1-3 minutes.
- It is recommended you download this at the end of day, and not as you arrive for work, unless you get to the center at least 1 hour ahead of time.
- When first opening ShipRite, the top header should read **v.10.21.2 – Build 3**. If it does not, please re-download the update.

### HOTFIX - v.10.21.2 build 3 - released 1/26/2021

- Fixed issue where tracking number field left blank in package shipped emails

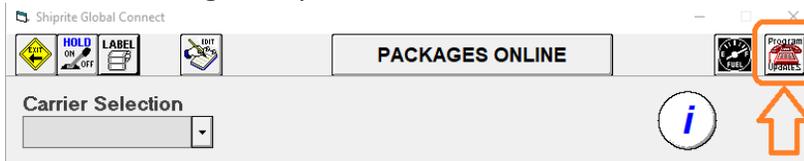
### v.10.21.2 build 1 - released 1/22/2021

- Canada Origin: Updated UPS Additional Handling / Large Package Rules

Technical Support will be available Saturday 10am – 3pm EST.  
Monday – Friday 8am-8pm EST.

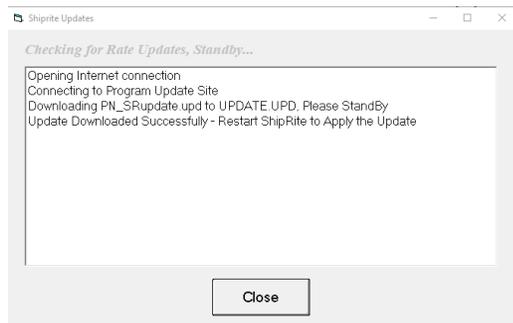
## Installation

1. Backup your ShipRite database. You should be backing up DAILY. If you are not, please go to [www.shipritesoftware.com/FAQS](http://www.shipritesoftware.com/FAQS), download the "Backup ShipRite" instructions, and then apply the backup procedure.
2. The Update has to be done on the server computer with ShipRite closed on all other workstations.
3. On the server, from the main ShipRite screen, click on the EOD button. In the top right corner, click on the Program Updates button.



**If Program Update button does NOT work, go to the next page of this document to manually download the update!**

4. A ShipRite Updates status screen will display with information that the update is being downloaded. Depending on your internet speed, this can take a few minutes to complete. When done, a message will display informing you that the Update downloaded successfully. Close the screen and close out of ShipRite completely.



5. After closing ShipRite, open it right back up from the desktop shortcut. During the initial startup, a message will appear stating the Program Update has been located. Click YES to install the update.
6. If an updated version of the ShipRiteNet 4.5 module needs to be installed, a prompt will come up to install it. Follow the prompts to install it as well.
7. After the installation is completed, start ShipRite back up from your normal icon. The first time ShipRite is started up, the software will go through a loading procedure. This is normal.

**The update is now completed.**

**If Program Update button fails to download the update:**

It's possible that a firewall or anti-virus software blocks the Program Update from being downloaded. If that is the case follow these instructions:

1. Click [<<HERE>>](#) to manually download the Canadian update.
2. SAVE to your desktop. Double click on the file name: Update\_10.21.2.exe
3. Click NEXT to start the loading process, then FINISH to complete the installation.
4. If a message comes up to install the SAP Crystal Reports Runtime Engine, follow prompts to install.
5. If you receive prompts that the ShipRiteNet 4.5 module needs to update, go ahead and click YES and continue until done. Click CLOSE when done. If prompted to Repair or Remove, select Repair.
6. Start the ShipRite Program from the normal icon. You may get a message that X number of Database fields were added. This is normal. You will be required to restart the program again.
7. At this point start up ShipRite on the workstations.

Once the ShipRite Main Menu screen pops up, you are updated.

**Workstations**

After the server is updated, start ShipRite on any additional workstation that is present.

The first time ShipRite is started up on a workstation, a popup message may appear to install the "SAP Crystal Reports Runtime Engine" on each workstation if not already installed. Follow prompts on screen to install.

Start ShipRite back up.

If the ShipRiteNet 4.5 module needs to be updated on the workstation, a popup message will appear ("Failed to Load ShipRiteNet 4.5 module"). Press YES on that pop-up dialog and follow prompts on the screen to install the current ShipRiteNet module.

**If prompted to repair or remove ShipRiteNet4.5, select Repair.**

## Fixes Included in version 21.2

Type	Module	Description
	<b>Build 1</b>	
Fix	Shipping	Updated DAS button to enable applying DAS charge for FedEx Intl destinations.
Fix	Shiplt	Updated to fix issue where FedEx Ground signature fees would show blank in Shipment History when signature added in Shipping Screen.
Fix	Shiplt	Updated FedEx Ground Home Del Convenient Delivery and Signature options screens to re-calculate fuel surcharge after making selections.
New	UPS	Canada Origin: Updated UPS Additional Handling surcharge increase if domestic package based on weight effective 12/27/2020.
New	UPS	Canada Origin: Updated UPS Large Package surcharge increase if residential package effective 12/27/2020.
Fix	Shipping	Updated Ship-Multi processing to fix issue where subsequent emails are sent with previous package info combined.
Fix	FedEx	Updated FedEx dimensional weight factor to 139 for Ground Intl service when FASC program enabled.
Fix	Net45.MailBox	Updated Package Check Out signature capture to save image as PNG to fix signature image displayed in Proof of Delivery report.
Fix	Net45.FedExHAL	Updated FedEx Publish Delivery Event request to include converted PNG image data in signature detail.
	<b>Build 3</b>	
Fix	Shipping	Updated package shipped emails to fix issue where shipment tracking number field would be left blank.