

### Moving the StarShip Server

This document outlines the procedure for moving the StarShip Server from one machine to another. The StarShip Server is comprised of the StarShip Server Manager and Core Services, the Dashboard Server and Email Server (eNotify).

The outlined steps assume that there is an existing Microsoft SQL Server instance on the network hosting the StarShip database. It also assumes that the existing StarShip Server version and the version that will be installed are the same.

If the Microsoft SQL Server 2005/2008/2012/2014 instance hosting the StarShip database is also being moved to a new Server, please review the complete *StarShip Installation Guide* (Microsoft SQL Server section) and *Moving the StarShip SQL Database* documentation.

- Section A Pre-Installation checklist
- Section B Process Overview
- Section C Install StarShip Server
- Section D De-commission existing StarShip Server
- Section E Point StarShip Client/s to the new Server
- Section F Special considerations for migrating Dashboard profile templates & Enotify SMTP settings/templates

#### Section A – Pre-Installation checklist

- ✓ Review Installation Scenarios
- ✓ Review <u>minimum system requirements</u>
- ✓ Review/Implement proxy exceptions
- ✓ StarShip Server installation file (from download link or CD)
- ✓ Serial (license) number
- ✓ UPS WorldShip cannot be installed on the destination Server machine
- ✓ The StarShip Server should not be installed on a Terminal Server or Domain Controller
- ✓ Knowledge of where the existing StarShip Server resides and the version/build

## Section B – Process Overview

Install StarShip Server	De-commission existing StarShip Server		Point StarShip «Client/s to new» Server
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#### Section C – Install StarShip Server

- 1. Download and run the *ServerSetup.exe* file for the version of StarShip you will be installing.
  - a. Unless you are upgrading prior to installing the latest version, it is required that you install the StarShip version you have existing on your network.
  - b. If you will be installing the latest version, it is required to upgrade the existing installation to the latest version first prior to the migration.
- 2. Launch the ServerSetup.exe

### 3. Click **NEXT**



When the "StarShip Server installation components" window loads, there will be a checkmark next to all requirements that have already been met. If a component does not have a checkmark, it must be installed.

4. Click "StarShip Server" to install the StarShip server

Checking System. Please wait ...



## 5. Click **CONTINUE**



6. Enter the name, company name and Product serial #, then click **NEXT** 

I StarShi	p Server X
Registration Information	
Please enter the name and company of the fields below along with the Product Serial N	registered owner of StarShip Server into the umber. All fields must be filled in to proceed.
Name: Windows User	
Company:	
Windows User	
Product Serial Number:  8888 -  8888 -  8880	
V-Technologies, LLC	
	< <u>B</u> ack <u>N</u> ext > Cancel

7. Verify the destination directory, then click **NEXT** 

G StarShip Server	x		
Destination Location	Ĩ		
Setup will install StarShip Server in the following folder.			
To install into a different folder, click Browse, and select another folder.			
You can choose not to install StarShip Server by clicking Cancel to exit Setup.			
Destination Folder C:\Program Files (x86)\V-Technologies\StarShip\Server B	rowse		
V-Technologies, LLC			
< <u>B</u> ack Next>	Cancel		

8. Specify the existing instance of Microsoft SQL Server, then click next

🖪 StarShip	Server ×
SQL Server Instance	Ĩ
Select the SQL Server instance (2005 or high StarShip Server database. If you do not see t the list below, select the checkbox and type it	he SQL Instance that you would like to use in in.
You can choose not to install StarShip Server Select SQL Server Instance from list:	by clicking Cancel to exit Setup.
SUPPORTWIN2012R\SQLEXPRESS	<ul> <li>* indicates version not available</li> </ul>
Enter computer name where SQL Server is ru	nning:
V-Technologies, LLC	< <u>B</u> ack Next > Cancel
	<u> </u>

9. Select "SQL Authentication" and enter the password for the "sa" user. V-Technologies recommends SQL authentication for the StarShip Server to connect to MS SQL Server. You can also specify the user name and password of another user with "sysadmin" rights

9	StarShip Server	x	
SQL Server Authentication		Ø	
	ation used by SUPPORTWIN2012R\SQLEXPRESS. II will also need to specify the User Name and Password o		
You can choose not to install StarShip Server by clicking Cancel to exit Setup.			
Specify Type of authentication used by SUPPORTWIN2012R\SQLEXPRESS:			
O Windows Authent	tication		
<ul> <li>SQL Authentication</li> </ul>	on		
User Name:	sa		
Password:	****		
V-Technologies, LLC	< <u>B</u> ack <u>Next&gt;</u>	Cancel	



10. If you already have a functional StarShip database on an existing SQL instance, select "Choose existing StarShip database". If the StarShip database was lost and you do not have a backup, you will need to select the option "Create new StarShip database". Click NEXT

StarShip Server	×
StarShip Database	
StarShip database(s) already exist. You can choose an ex database. If you choose to create a new database, you w	
C Create new StarShip database	
Enter new database name:	
Choose existing StarShip database StarShip	
V-Technologies, LLC < <u>B</u> ack	Next > Cancel

11. Click **NEXT** 

StarShip Server					
StarShip Server Service Log On					
Specify the account that the StarShip Server service can use to log on. Below you can choose to log on using the Local System account or specify another account.					
You will need to specify an account other than the Local System account when using Windows Authentication to connect to SQL Server or connecting to the internet through a proxy server that requires authentication. The user should have System Administrator rights.					
The StarShip Server service should log on as:					
Contract					
C This Account (enter Name if not in list i.e. domain\user or user@domain)					
Name: .\Administrator					
Password:					
V-Technologies, LLC					
< <u>B</u> ack <u>Next&gt;</u> Cancel					

Ð	StarShip Server				
Ba	nckup Replaced Files				
	This installation program can create backup copies of all files replaced during the installation. These files will be used when the software is uninstalled and a rollback is requested. If backup copies are not created, you will only be able to uninstall the software and not roll the system back to a previous state.				
	Do you want to create backups of the replaced files?				
	⊂ Yes € N <u>o</u>				
	Backup File Destination Directory				
	C:\Program Files (x86)\V-Technologies\StarShip\Server\BACKUP				
V-Teo	chnologies, LLC < <u>B</u> ack <u>Next</u> Cancel				

## 12. Click **NEXT**

Ð	StarShip Server	×
Se	elect Program Manager Group	Ó
	Enter the name of the Program Manager group to add StarShip Server icons to:	
	Accessibility Accessories Administrative Tools Exact Software NA Exact Software North America, LLC FedEx Ship Manager Maintenance Microsoft Dynamics Microsoft SQL Server 2008 Microsoft SQL Server 2012 QuickBooks	×     >
V-Teo	chnologies, LLC < <u>B</u> ack <u>Next</u> >	Cancel

# 13. Click **NEXT**

6	StarShip Server	x
Start Installation		Ó
You are now ready to install St	arShip Server.	
Press the Next button to begin information.	the installation or the Back button to reente	r the installation
V-Technologies, LLC	< <u>B</u> ack Next>	Cancel

14. Select "Direct Access", then Click **NEXT** 

C	Communication Setup	? X		
Internet Connection Methods				
To set up a connection to the UPS Data Center, you must select at least one connection method. If available, you may select both methods.				
✓ Direct Access	Recommended I have direct access to the Internet using a LAN, V cable or DSL. (If assistance is required, please con in-house, local technical support.)			
Dial-up Access	I have a modem and a phone line that can be used a dial-up connection to the Internet.	l to make		
For your convenience, if an existing Internet connection of any type is available when a request is made, it will be used automatically to communicate with UPS, even if not selected above.				
< Back	Next > Cancel Help			

Communication Setu	р	?	x
Direct Access Setup			
Proxy Information			$\neg$
Address:	Port:		
My proxy server requires Authorization information			
Authorization User ID:			
Password:			
Save Password			
By continuing or clicking the 'Test' button, Communication Sel your network to determine if the above settings are valid.	up may test	Fest	
< Back Next > Canc	el Help		

	Communication Setup	? X
- Internet Connection Methods Su	ummary	
Direct Access	Enabled	
Not using a proxy server.	Tested successfully.	
Dial-up Access	Disabled	
< Back	Finish Cancel	Help

15. Ensure that "Check for updates on the web" is selected, then Click **FINISH** 



16. Click **NEXT** to download any available updates

Che	ck for Updates to StarShip Server
	This wizard will check the Internet for any upgrades to StarShip Server. You must have a connection to the Internet configured and a working WinSock layer for this wizard to function properly.         Press the Next button to check the Internet for an upgrade to the latest version of this software. Make sure your internet connection is active before pressing the Next button.         Advanced Settings         Press the Advanced button below to view or change the proxy server you are using or the automatic prompting interval.         Advanced         Advanced         Envery You are using or the automatic prompting interval.         Advanced         Envery You are using or the automatic prompting interval.         Advanced

17. Click **OK** if no updates are found

Update checked!	x
You are currently running the latest version of StarShip Server. Please check for updates again in the future.	
OK Cancel	



Section D – De-commission existing StarShip Server

- 18. If the existing StarShip Server is still running on the network, you will need to de-commission it.
- 19. You can do this from the machine hosting the existing StarShip Server by going into the Services console (**Windows Start menu > Run**; type 'Services.msc').

		Services			_ □	x
File Action Viev	v Help					
Þ 🔿 📊 🗐	Q 🛃 🚺 🕨 🖛 🖬 🕩					
🗼 Services (Local)	Name	Description	Status	Startup Type	Log On As	Π
	🔍 SQL Server (MSSQLSERVER)	Provides storage, processing a	Running	Automatic	NT Service\MSSQLS	
	🛸 SQL Server (UPSWS2012SERVER)	Provides storage, processing a	Running	Automatic	Local System	
	🔍 鵒 SQL Server Agent (MSSQLSERVER)	Executes jobs, monitors SQL Se		Manual	NT Service\SQLSER	
	🔍 🌼 SQL Server Agent (UPSWS2012SERVER)	Executes jobs, monitors SQL Se		Disabled	Network Service	
	🔍 SQL Server Browser	Provides SQL Server connectio	Running	Automatic	Local Service	
	SQL Server Reporting Services (MSSQLSERVER)	Manages, executes, renders, sc	Running	Automatic	NT Service\ReportS	
	🔍 🤐 SQL Server VSS Writer	Provides the interface to backu	Running	Automatic	Local System	
	🛸 SSDP Discovery	Discovers networked devices a		Disabled	Local Service	
	🛄 😳 StarShip Core Service	Provides core functionality for	Running	Automatic	Local System	
	🗌 🤹 StarShip eNotify Server	This service controls the creati	Running	Automatic	Local System	
	🌼 StarShip Scale Service		Running	Automatic	Local System	
	🔍 🤐 Superfetch	Maintains and improves syste		Manual	Local System	
	🔍 🧠 System Event Notification Service	Monitors system events and n	Running	Automatic	Local System	
	🔍 🧠 Task Scheduler	Enables a user to configure an	Running	Automatic	Local System	
	🔍 🔍 TCP/IP NetBIOS Helper	Provides support for the NetBl	Running	Automatic (T	Local Service	
	🔍 🤐 Telephony	Provides Telephony API (TAPI)		Manual	Network Service	
	🔍 🤐 Themes	Provides user experience them	Running	Automatic	Local System	
	🛸 Thread Ordering Server	Provides ordered execution for		Manual	Local Service	
	🔍 🤐 TP AutoConnect Service	ThinPrint .print component for		Manual	Local System	
	🔍 😳 TP VC Gateway Service	ThinPrint component that rece		Manual	Local System	
_	NitiDev Web Server Pro	Advanced free, redistributable	Running	Manual	Local System	
	🔍 UPnP Device Host	Allows UPnP devices to be hos		Disabled	Local Service	

- 20. Right click each of the following services > Properties > Change the Startup type to "Disabled"; then click "Stop"
  - StarShip Core Service
  - UltiDev Cassini Web Server for ASP.NET 2.0

StarShip C	Core Service Properties (Local Computer)		
General Log On	Recovery Dependencies		
Service name:	StarShipServer		
Display name:	StarShip Core Service		
Description:	Provides core functionality for StarShip server.		
Path to executab ''C:\Program Files	le: s (x86)\V-Technologies\StarShip\Server\Core\ssregserv.e;		
Startup type:	Disabled 🗸		
Help me configur	e service startup options.		
Service status:	Running		
Start	Stop Pause Resume		
You can specify from here.	the start parameters that apply when you start the service		
Start parameters:			
	OK Cancel Apply		

UltiDev Web	Server Pro Properties (Local Computer)			
General Log On	Recovery Dependencies			
Service name:	UltiDev Web Server Pro			
Display name:	UltiDev Web Server Pro			
Description:	Advanced free, redistributable and lightweight web server			
Path to executabl ''C:\Program Files	e: (x86)\UltiDev\Web Server\UltiDev.WebServer.Monitor.e:			
Startup type:	Startup type: Disabled 🗸			
Help me configure	Help me configure service startup options.			
Service status: Running				
Start	Stop Pause Resume			
You can specify the start parameters that apply when you start the service from here.				
Start parameters:				
	OK Cancel Apply			
	OK Cancel Apply			

Section E – Point StarShip Client/s to the new Server

- 21. Launch the StarShip Client. This needs to be done from ALL shipping machines with the Client installed once or from within each Terminal session (if StarShip is installed on a Terminal Server).
- 22. You will receive a warning message as below; select "Yes" to specify the location of the new StarShip Server

Warning X
<ul> <li>The attempt to connect to the StarShip Server failed. This may be due to the following:</li> <li>The StarShip Core Service is not running on the machine "SUPPORTWIN2012".</li> <li>The StarShip Web Service is not running on the machine "SUPPORTWIN2012".</li> <li>The StarShip Server needs to download registration information. This can be done in the Server Manager component on the machine "SUPPORTWIN2012".</li> <li>The StarShip Server needs to download registration information. This can be done in the Server Manager component on the machine "SUPPORTWIN2012".</li> <li>The StarShip Server is not installed on the machine "SUPPORTWIN2012". Please specify a different StarShip Server location.</li> </ul>
Yes No

23. In the machine name field, specify the HOSTNAME of the new StarShip Server machine

StarShip Server Location
<ul> <li>Connect to StarShip server directly</li> <li>Connect to StarShip server through Cassini web server</li> </ul>
Machine name: SUPPORTWIN2012R
(i.e. win2003server)
Port: 8732 Assigned by server
Q Iest Connection 🔒 Save 🛛 😣 Cancel

**Section F** – Special considerations for migrating Dashboard profile templates & Enotify SMTP settings/ templates

If using StarShip branded email notification (eNotify) and Dashboard on the server being decommissioned, it is necessary to copy the eNotify and Dashboard folders to the corresponding location on the new server and restart the eNotify Email Server & UWS services. This will restore the previously configured SMTP settings, customized email templates and Dashboard templates.

24. From the server being decommissioned, locate and save a copy the entire "Enotify" and "Dashboard" folders. Location of the folders by operating system are as follows:

#### Enotify

- a. Server 2003 C:\Documents and Settings\All Users\Application Data\V-Technologies\eNotify\
- b. Server2008/Server 2012 C:\ProgramData\V-Technologies\eNotify\

Dashboard

- a. Server 2003 C:\Documents and Settings\All Users\Application Data\V-Technologies\Dashboard\
- b. Server2008/Server 2012 C:\ProgramData\V-Technologies\ Dashboard\
- 25. Save the copied folders to the corresponding location on the new server
- 26. Restart the eNotify Email Server & UltiDev Web Server Pro Services on the new server

(= =)   🖬   🛅 🦉	Q 📑 🛛 🖬 🕨 🗰 💵 🕪			
🔍 Services (Local)	🔕 Services (Local)			
	eNotify Email Server	Name A	Description	Statu
		Application Experience	Processes application compatibility cache requests for applica	. Starte
	Stop the service	Application Host Helper Service	Provides administrative services for IIS, for example configur	
	Restart the service	Application Information	Facilitates the running of interactive applications with additio	
	1	Application Layer Gateway Service	Provides support for 3rd party protocol plug-ins for Internet	
	Description:	Application Management	Processes installation, removal, and enumeration requests fo	Starte
	Processes and sends email notifications	ASP.NET State Service	Provides support for out-of-process session states for ASP.N	
	based on shipment events.	Background Intelligent Transfer Service	Transfers files in the background using idle network bandwidt	Starte
	1	Base Filtering Engine	The Base Filtering Engine (BFE) is a service that manages fire	Starte
	1	Certificate Propagation	Propagates certificates from smart cards.	Starte
	1	CNG Key Isolation	The CNG key isolation service is hosted in the LSA process. T	
	1	COM+ Event System	Supports System Event Notification Service (SENS), which pr	
	1	COM+ System Application	Manages the configuration and tracking of Component Objec	
	1	Computer Browser	Maintains an updated list of computers on the network and s	
	1	Cryptographic Services	Provides four management services: Catalog Database Servi	
	1	OCOM Server Process Launcher	Provides launch functionality for DCOM services.	Starte
	1	Operation Server Process Education	Provides Desktop Window Manager startup and maintenance	
	1	OHCP Client	Registers and updates IP addresses and DNS records for this	
	1	Diagnostic Policy Service	The Diagnostic Policy Service enables problem detection, trou	
	1	Diagnostic Service Host	The Diagnostic Service Host service enables problem detection, douting	
	1	Diagnostic System Host	The Diagnostic System Host service enables problem detectio	
	1	174	Maintains links between NTFS files within a computer or acros	
	1	Client Client Link Tracking Client		
	1	Distributed Transaction Coordinator     Optimized Transaction Coordinator	Coordinates transactions that span multiple resource manage	
			The DNS Client service (dnscache) caches Domain Name Syst	
	_	eNotify Email Server	Start Start	
		EverestACRM Service	Stop	Starte
	1	Sector Everest Job Agent	execute SQL Server Jobs	Starte
	1	Extensible Authentication Protocol	nentication Protocol (EAP) service provide	
	1	Supervision Discovery Provider Host	Pertart Inction Discovery providers.	Starte
	1	Supervision Discovery Resource Publication	uter and resources attached to this comp	
	1	Group Policy Client	All Tasks	Starte
		Health Key and Certificate Managemen	tificate and key management services for	
	1	Human Interface Device Access	Properties to administer the IIS metabase. The IIS	
		KE and AuthIP IPsec Keying Modules	Properties to administer the IIS metabase. The IIS hosts the Internet Key Exchange (IKE) a	
	1	A Interactive Services Detection	Help cation of user input for interactive services	
	1	Chread Ordering Server	Provides ordered execution for a group of threads within a s	
		TPM Base Services	Enables access to the Trusted Platform Module (TPM), which	
	· · · · · · · · · · · · · · · · · · ·	UltiDev Web Server Pro	Advanced free, redistributable and lightweight web server	Started
		UPnP Device Host Start	PnP devices to be hosted on this computer. If this se	
		User Profile Service Stop	ice is responsible for loading and unloading user prof	Started
		UWS HIPriv Services Pause	Web Server Pro high-privilege component	Starter
		UWS LoPriv Services Resume	Web Server Pro low-privilege component	Starter
	1	Wirtual Disk	management services for disks, volumes, file syste	