Setup and Daily Use Guide
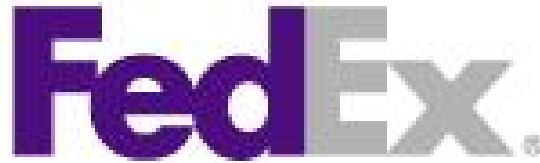
Ship Manager® Server

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Pre-requisites

- Mail Order Manager Version 7.1 or later with the Automatic Shipping Calculations Module (ASCM) and the latest M.O.M. Program Update.

- The latest FedEx Shipping Rates and Zones. This can be obtained from the support website. The files can be located under the '*Shipping Updates'* section then the '*Shipping Rates Update*' and '*Automatic Zones Setup*' download links.

- If the Advanced Warehouse Module is installed, but there is no default warehouse, you will need to create a default warehouse. See Chapter 14 of the M.O.M. Setup Guide for more information. **This requirement has been removed as of the 11/10/2009 Program Update for M.O.M. 7i.**

- A Windows Administrator login or a login with appropriate rights for FedEx Ship Manager Server installation. It is recommended this login have a password. Consult your IT/network professional for more information.

- FedEx Ship Manager Server should not be installed on a computer that already has a pre-existing installation of FedEx Ship Manager.

- The FedEx Ship Manager Server software (FSMS.exe) can be downloaded from ftp://ftp.dydacomp.com/FedEx. Please note this is a large file for download. Log in information can be obtained from Dydacomp Technical Support.

- FedEx requires telephone numbers for all ship-to addresses. FedEx also requires the company name for all shipments going to a commercial destination. The *Commercial Delivery* flag must be selected in the M.O.M. customer record.

- For SiteLINK Users, SiteLINK Version 6 is required to integrate the order tracking features of SiteLINK with your FedEx interface.

- There are many installation steps that require knowledge of the existing network and administrator rights. It is recommended that your IT/network professional be called in to assist. Dydacomp Technical Support **is not responsible** for setting up or troubleshooting networks and associated features.

- It is recommended to use a static IP address for the computer where FedEx Ship Manager Server is installed on.

- **Please refer to the FAQ at the end of this document for any FedEx Ship Manager Server hardware or software requirements.**

Windows Local Security Policy Setup

Before you can begin to install the FedEx Ship Manager Server software you must enable the ability to "Log on as a service". This is required to allow the installation of Windows FedEx services. **It is highly recommended to pick the User ID most commonly logged in to this PC. That User ID must have administrative rights to install programs and a valid password. Please consult your IT/network professional to add those rights/permissions.**
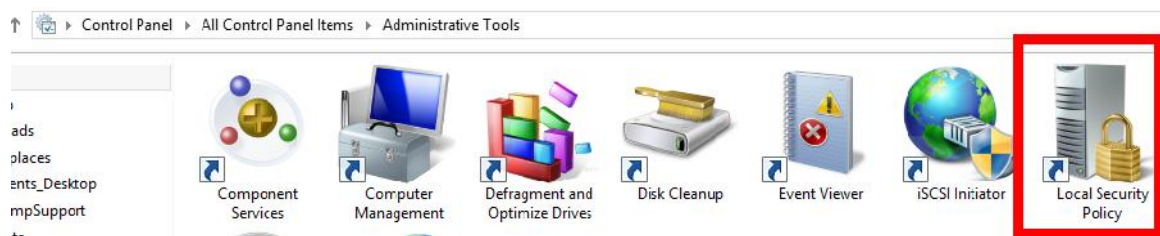
1. From your desktop, locate the **Start** button. Next choose **Control Panel.**
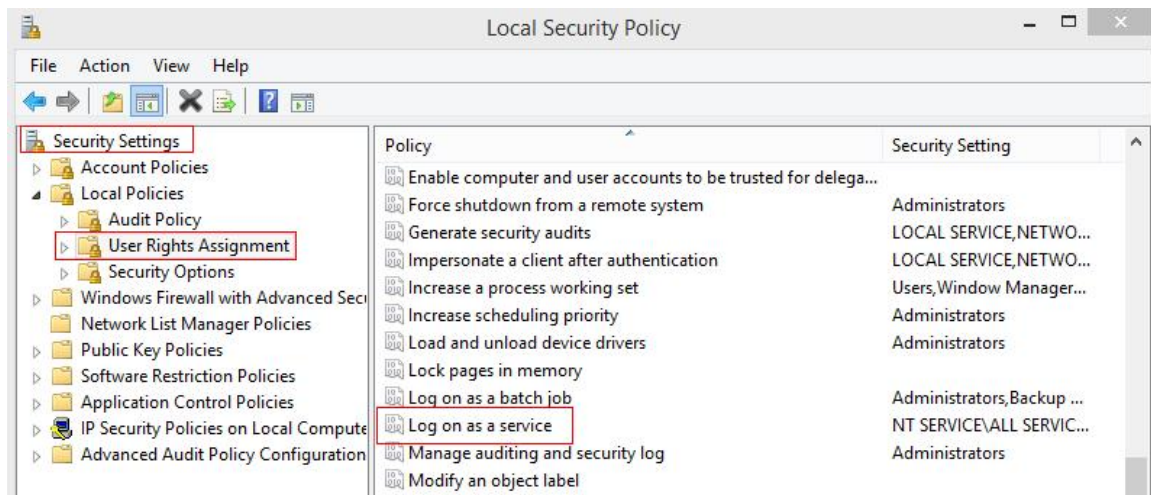

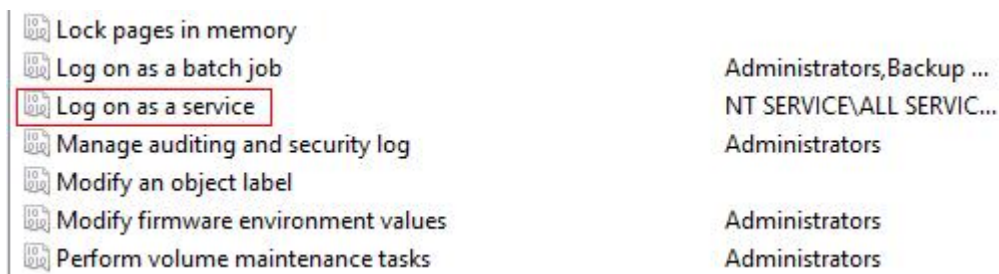2. From the **Control Panel** double left click on the **Administrative Tools** icon**.**

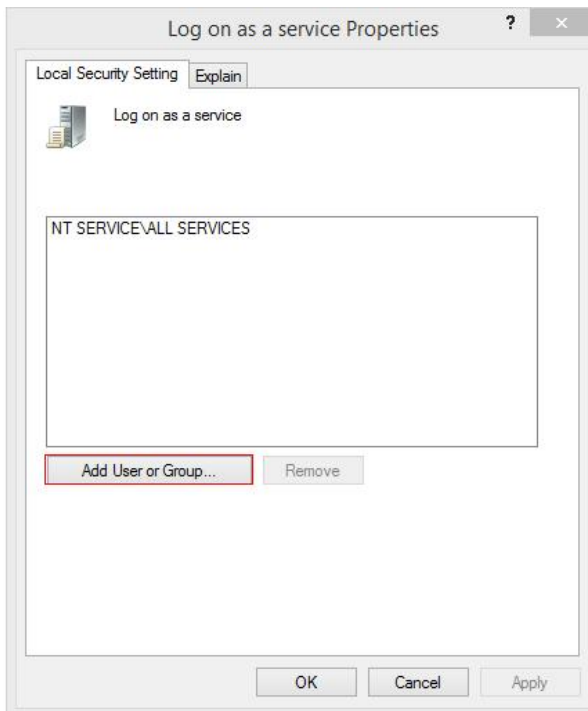3. Next double left click on **Local Security Policy** icon**.**

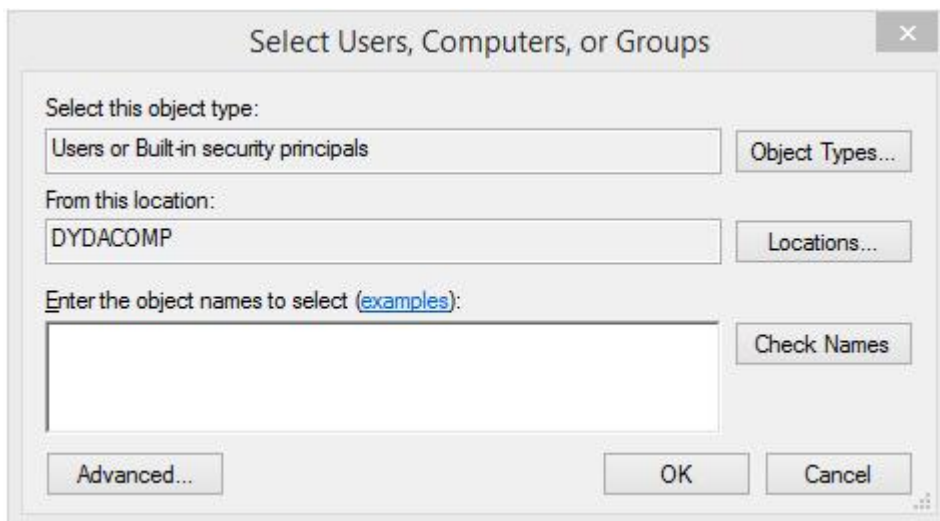4. Expand **Local Policies** and then select **User Rights Assignments.**

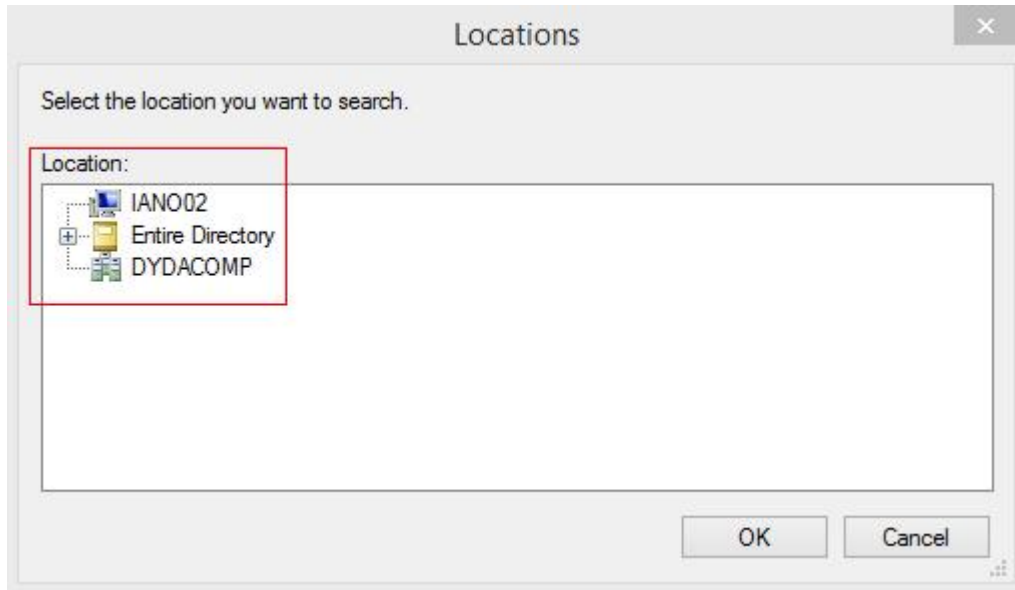5. Now look for the policy called **Log on as a service.**

6. Double left click **Log on as a service** icon. Select **Add User or Group.**

7. On the next screen make sure you have the appropriate location under **From this location**. It may be your network domain or that local computer.

8. Click on the **Locations** button to check. Left click on a different location to change it.

9. Select **OK** to go back to the previous screen. Click on the **Advanced** button to look up the appropriate administrator login.
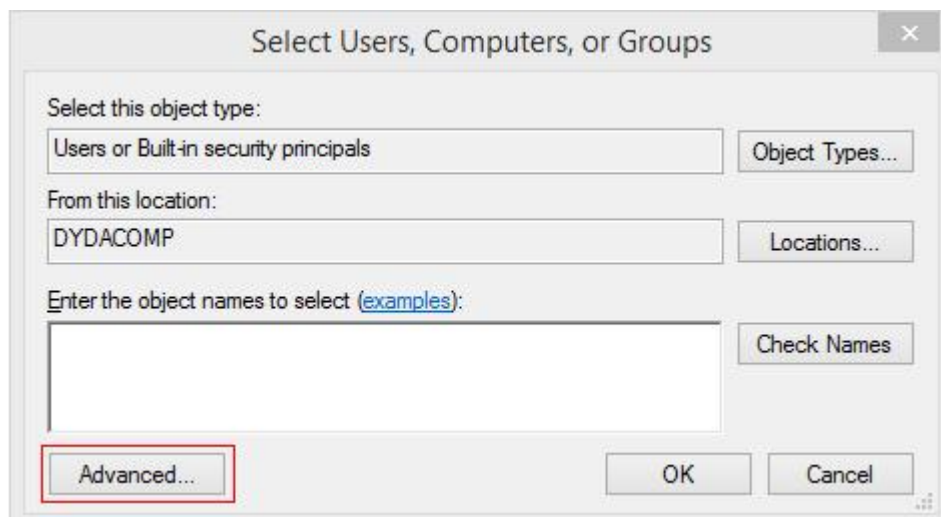
10. On the next screen click on the **Find Now** button to bring up all the user logins. It is recommended to pick the user id most commonly logged in. That user id must have administrative rights to install programs. Please consult your IT/network professional to add those rights/permissions.

11. Highlight the **Name** and click on the **OK** button**.**

12. Now you will see the login id added. Click the **Apply** button and then the **OK** button.
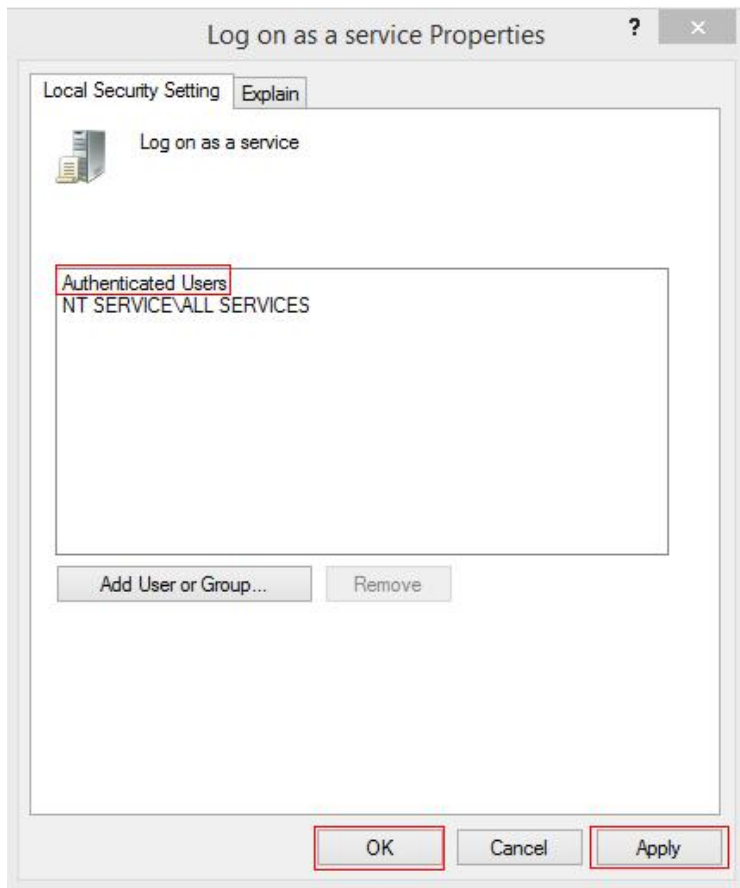
13. Close the rest of the screens.

FedEx Ship Manager Server Installation

The section Windows Local Security Setup must be completed before moving on to this step. It is **highly recommended** to log into Windows under the same user id that was added to the **Log on as a service** security policy.
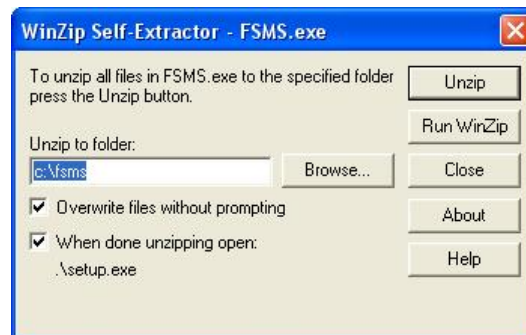
1. Download FSMS.exe from the FedEx ftp website – ftp://ftp.dydacomp.com/FedEx

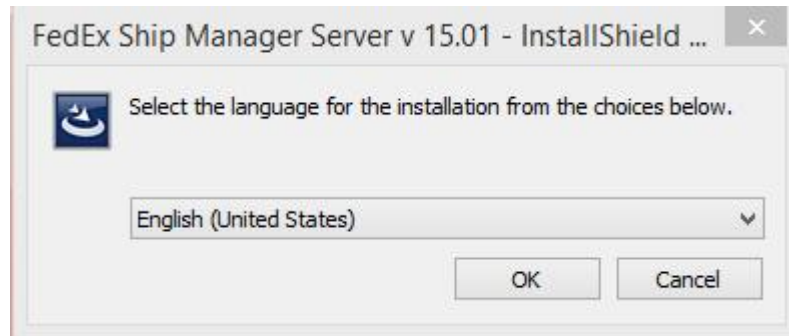2. Double click on the FSMSv15.01 icon and then choose the **RUN** option.

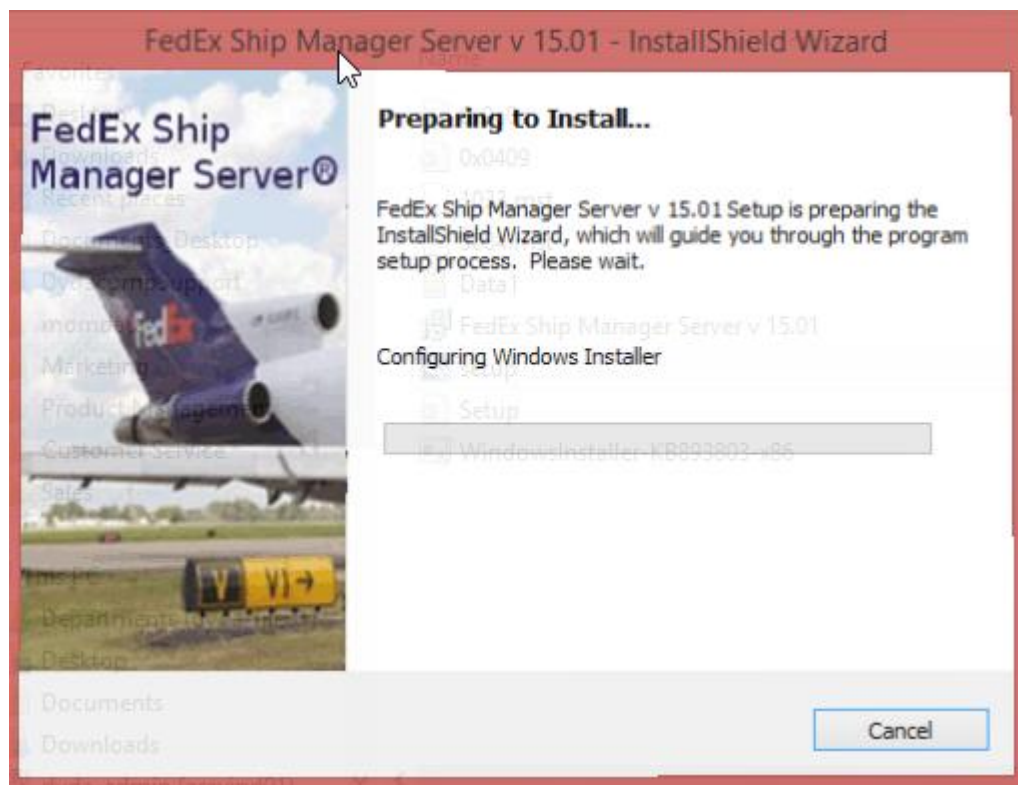3. By default M.O.M. will look to unzip this file in C:\FSMS.

4. Pick your destination and click on the **Unzip** button. After the files are unzipped setup.exe will automatically be run. You will get the screen below.
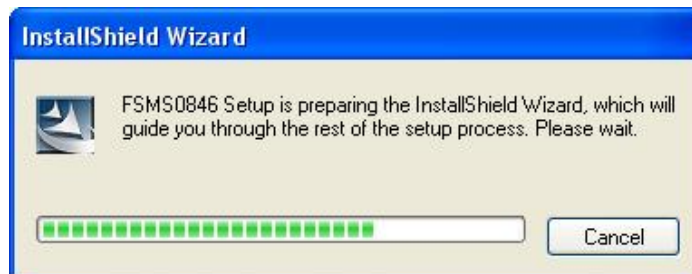
5. Choose **English** as the language for installation. The InstallShield Wizard dialog box will load.
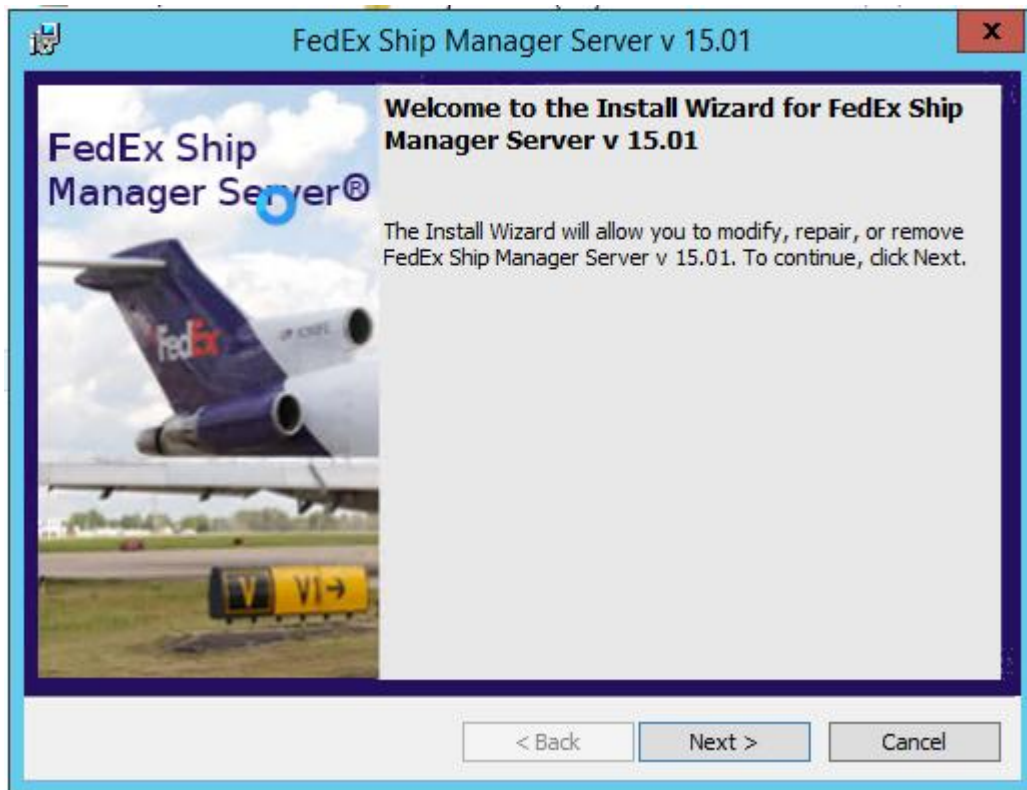

6.

7.

8. The InstallShield Wizard screen will come up. Click on the **Next** button.

9. The **Choose Destination Location** window will display.

10. Click on the **Change** button to change the default installation directory. Otherwise select **Next**. The **Start Copying Files** window will appear. Select **Back** if you need to change any settings.

11. Select **Next** to continue.

Install FedEx Ship Manager ® Server

Enter the user name and password for the FSMS Service.

Specify the user name and password of the user account that will logon to use this application. The user account must be in the form DOMAIN\Username.

User name :

DC\jan   Browse...

Password:
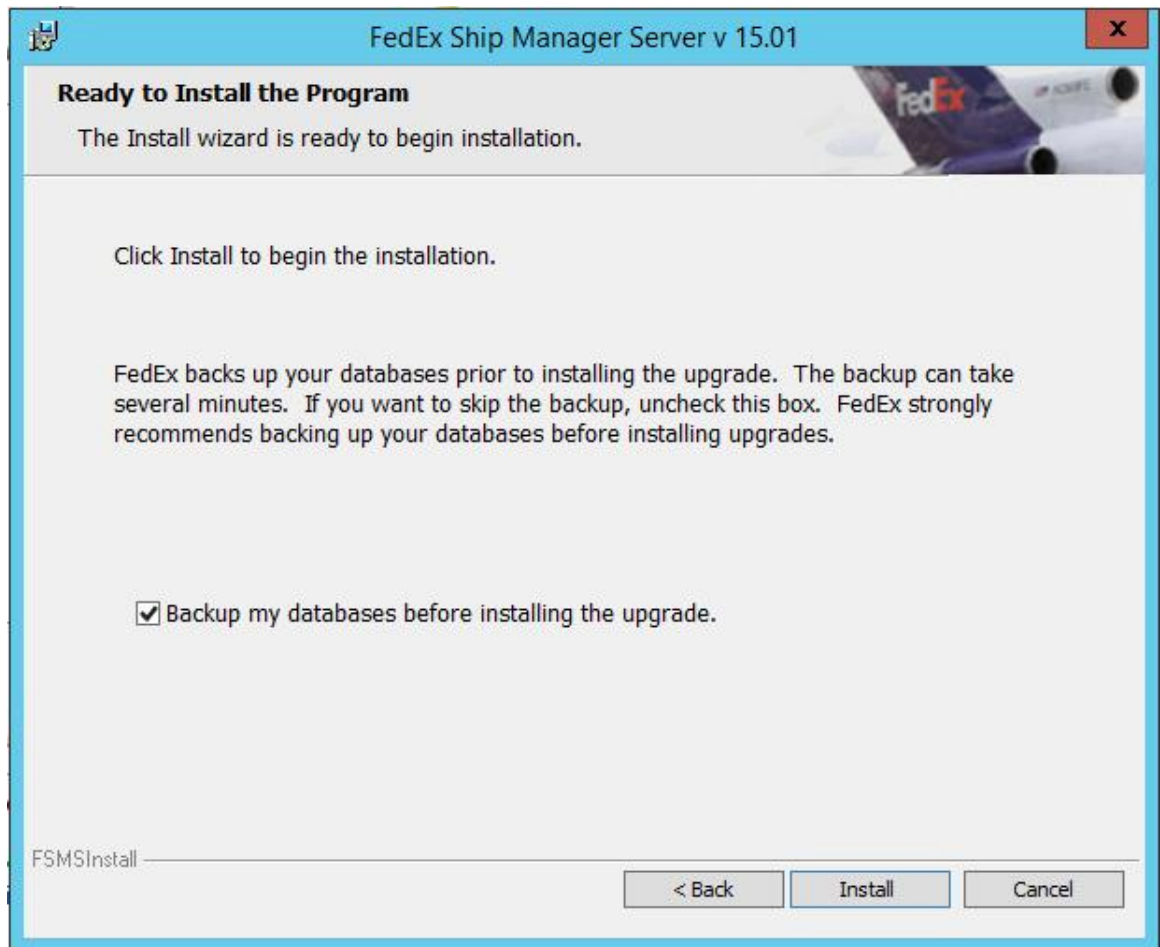
•••••••

Select the button below to specify information about a new user that will be created during the installation.

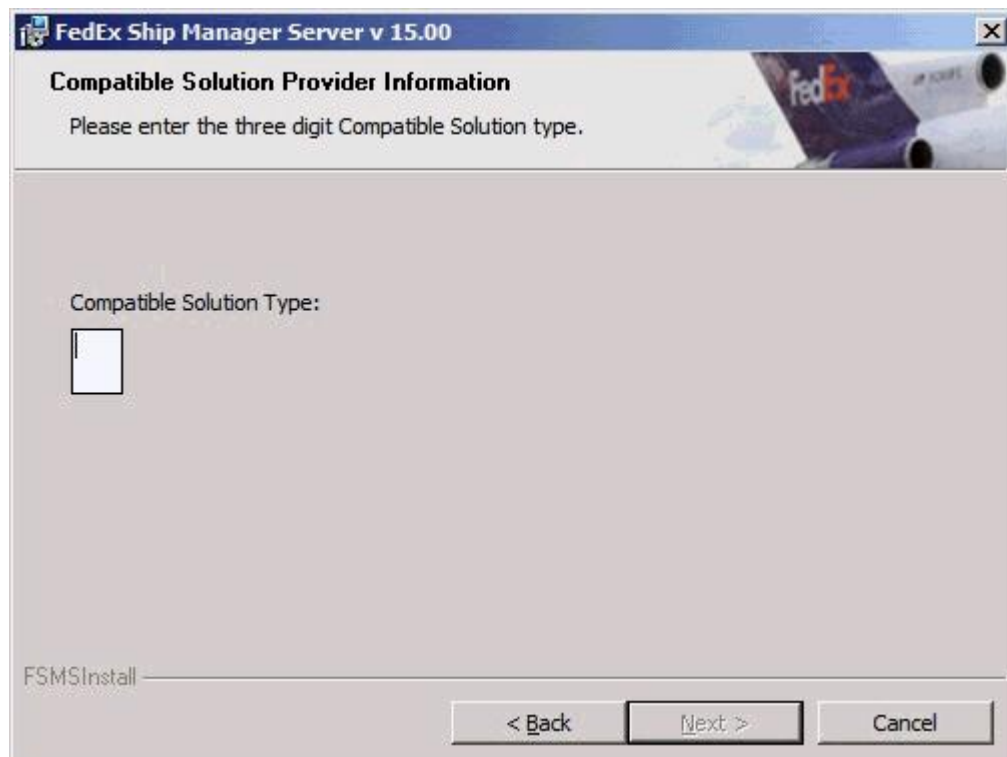FSMSInstall

< Back   Next >   Cancel

12.

13

FedEx Ship Manager Server v 15.01

Ready to Install the Program
The Install wizard is ready to begin installation.

Click Install to begin the installation.

FedEx backs up your databases prior to installing the upgrade. The backup can take several minutes. If you want to skip the backup, uncheck this box. FedEx strongly recommends backing up your databases before installing upgrades.

☑ Backup my databases before installing the upgrade.

FSMSInstall

[< Back] [Install] [Cancel]

13.

14. Once the files are copied and the installation is configured you will see the **FedEx End User License Agreement**.
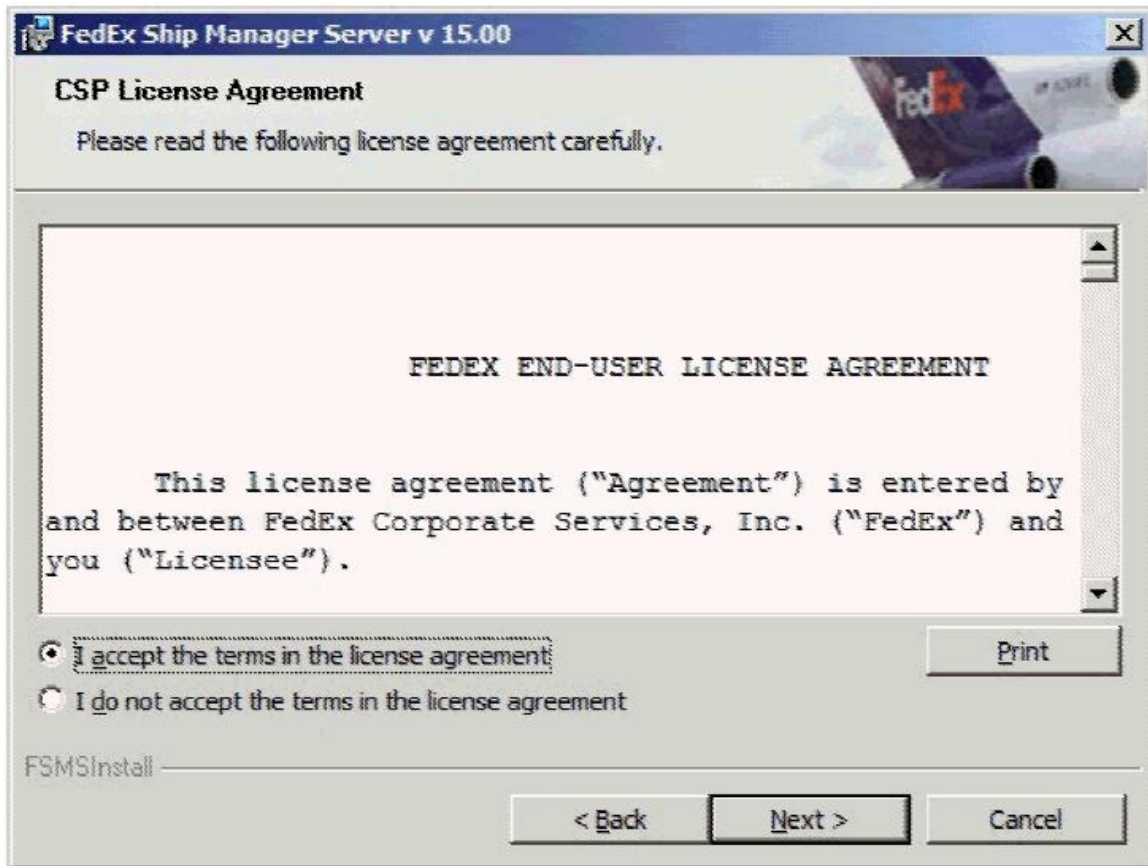
15. Click on the **Accept** button to continue. The **CSP Solution Type Information** Screen will display.

16. Enter the code of **025** and click the **Next** button. The screen will disappear **DO NOT BE ALARMED**. The **Installing Sybase** screen will display.
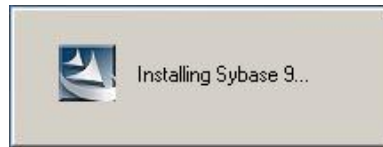

17. The **Enter Password for FSMS Services** window will display.
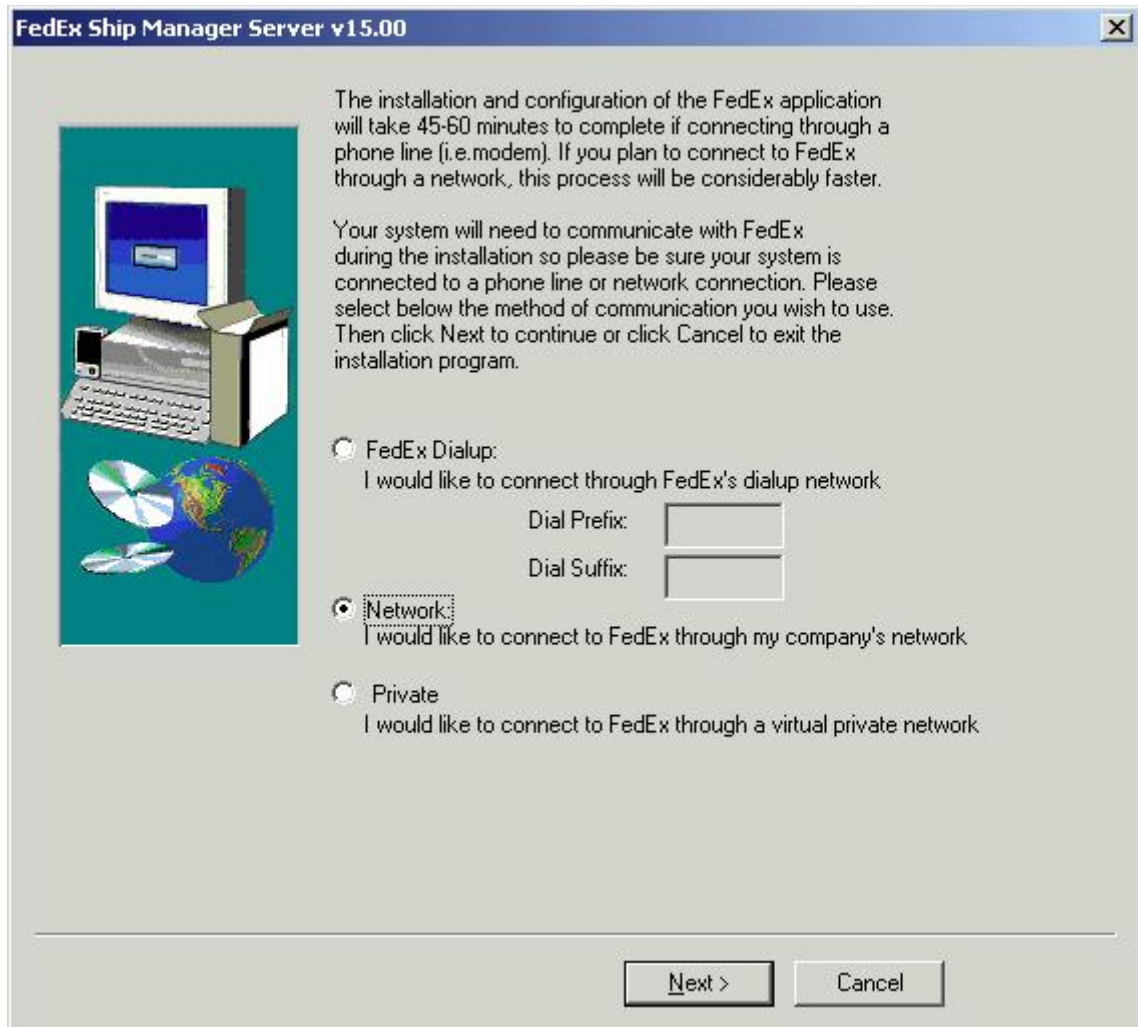

18. Enter the password of the Windows login account that is logged in now. Remember it is **highly recommended** to use the same user id added to the **Log on as a service** policy in the previous section. The password cannot be blank.

19. In **Confirm**, retype the password. Click the **Next** button to continue. The installation will continue to install the rest of the services like in the screen shot below:
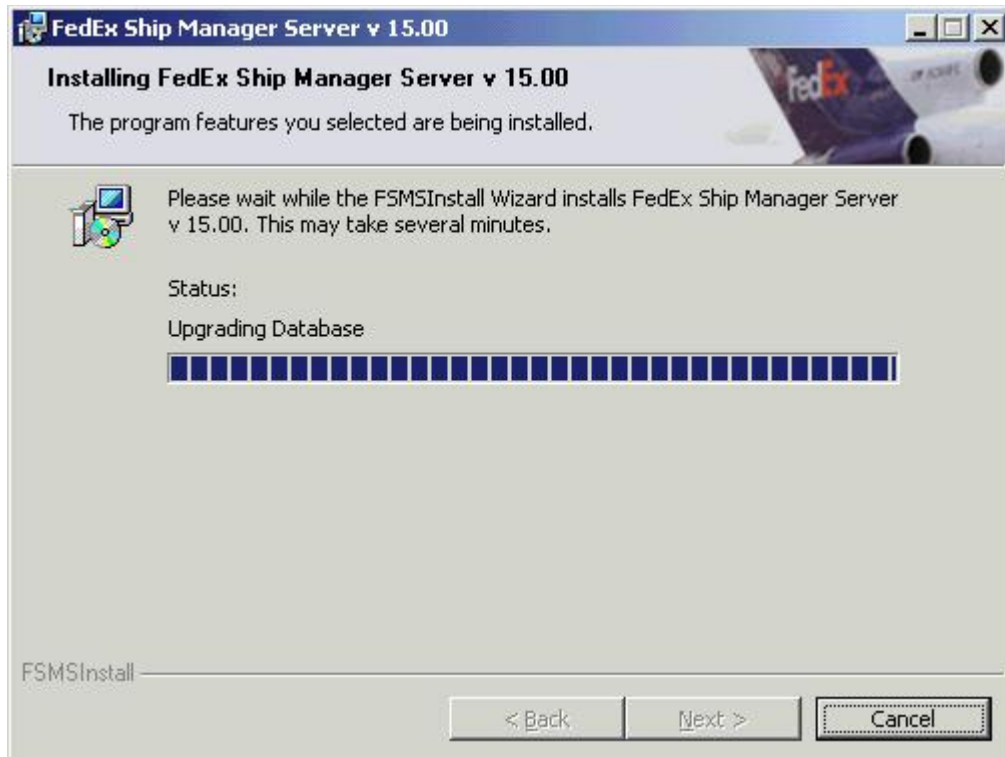
20. The **Setup Status** window is displayed. Choose the appropriate network connection type to complete the FedEx installation. The most common option is **Network**.

FedEx Ship Manager Server v15.00

The installation and configuration of the FedEx application will take 45-60 minutes to complete if connecting through a phone line (i.e.modem). If you plan to connect to FedEx through a network, this process will be considerably faster.

Your system will need to communicate with FedEx during the installation so please be sure your system is connected to a phone line or network connection. Please select below the method of communication you wish to use. Then click Next to continue or click Cancel to exit the installation program.

○ FedEx Dialup:
   I would like to connect through FedEx's dialup network

   Dial Prefix: [   ]

   Dial Suffix: [   ]

● Network:
   I would like to connect to FedEx through my company's network

○ Private
   I would like to connect to FedEx through a virtual private network
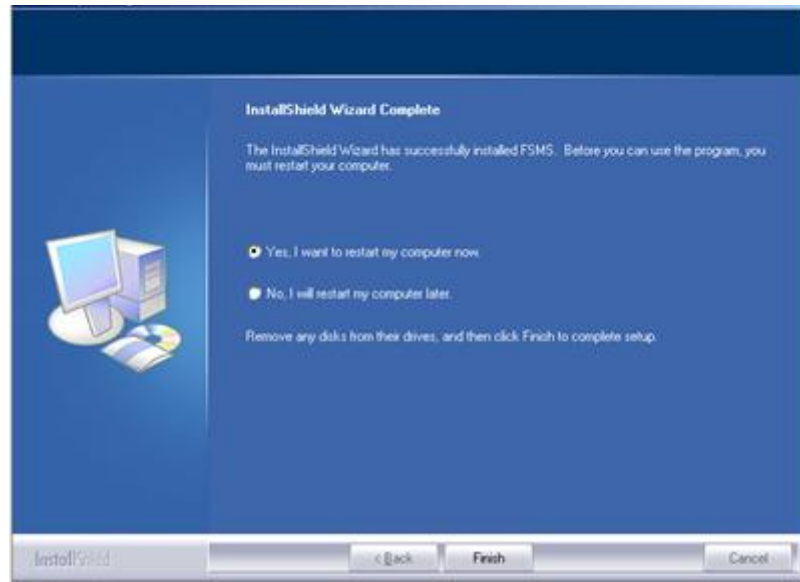
[Next >]   [Cancel]

21. Click the **Next** button to continue. If you have selected **Network** the **Direct Access Setup** screen will appear.
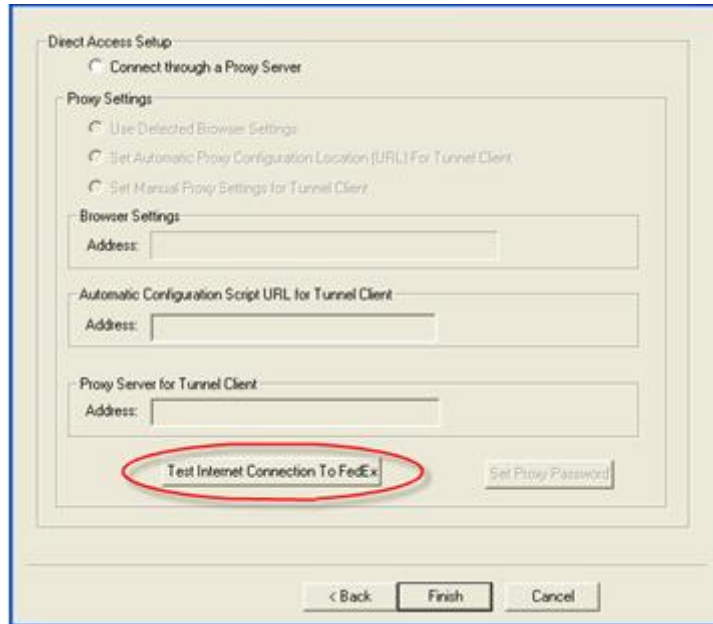
22. Click on **Test Internet Connection to FedEx** button. If the Test Connection is successful you will get the dialog box below:

23. Click on the **OK** button, then click **Finish**.

24. Click on the **Next** button. The screen below will display.

25. Click the **Finish** button and your computer will restart. Select the second radio before you click on the **Finish** button if you want to restart at your own convenience.

26. Upon log in you will see a **Ship Manager Console** screen display

27. Click the **OK** button at the **Can't Map View** screen. At the **Ship Manager Console** screen behind it, click the **Cancel** button.

28. Now let's check on the FedEx services that were installed. Right click on the **My Computer** icon and left click on the **Manage** option.

29. On the **Computer Management** screen. Expand **Services and Applications** and select the **Services** option**.**

30. On the right hand side all the installed services will be displayed in alphabetical order. Scroll down and look at the **FedEx named services**.
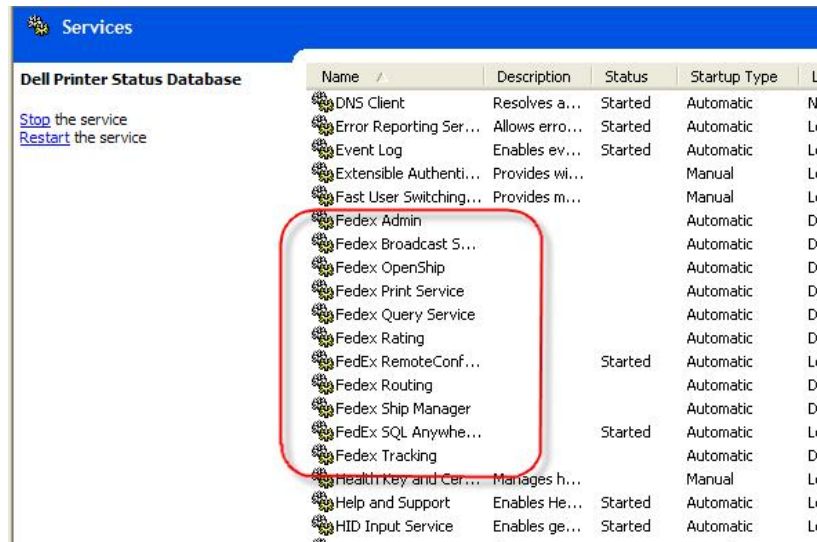
31. Select the **FedEx SQL Anywhere** service by double clicking it**.**
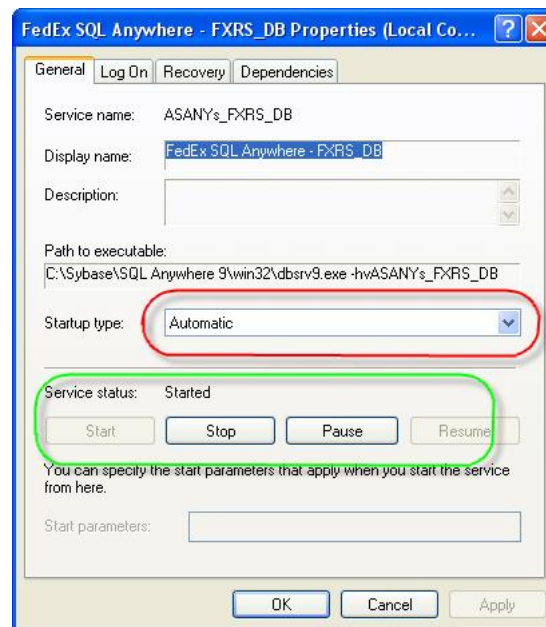
32. The service properties screen will be displayed. Startup type **must be Automatic**. To configure a service we must first stop it. Click the **STOP** button underneath the Service Status to stop the service.

Note – depending on how the computer is configured you may get prompted to disable other FedEx services when stopping the **FedEx SQL Anywhere** service. Click the **Yes** button to stop other FedEx related services.

33. Once the service is stopped select the **Recovery** tab**.**
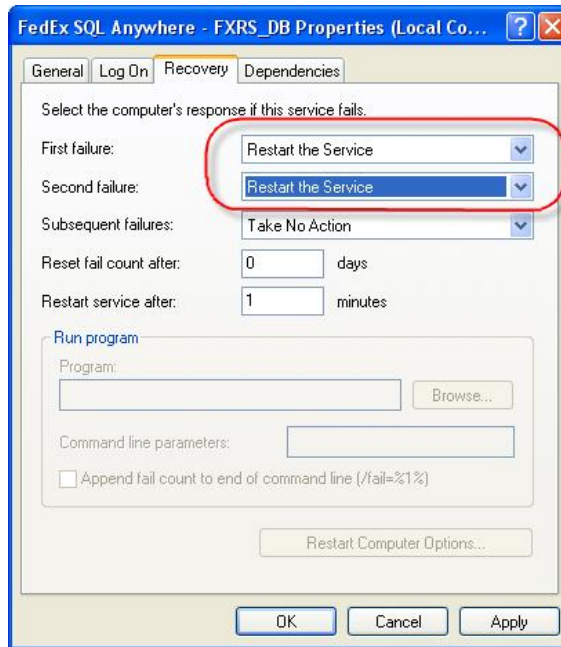
34. For the **First Failure** and **Second Failure** choose the option **Restart the Service**. Click on the **Apply** button. Next click the **Log On** tab. All the services must have the same log on option.
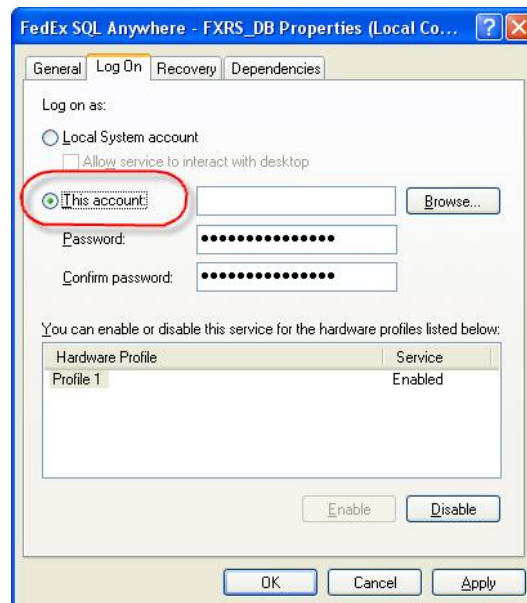
35. By default the **FedEx SQL Anywhere** and **FedEx Remote Config** services have local system account selected. Leave it as local system account.

Note – We want to make the **Log On As** account the same for all other FedEx services. By default the services should show the same account user id and password as the one you have added under the **Log on as a service** security policy and logged into Windows to start the FedEx Ship Manager Server installation.

36. Choose the radio button for **This account**. Then click the **Browse** button.
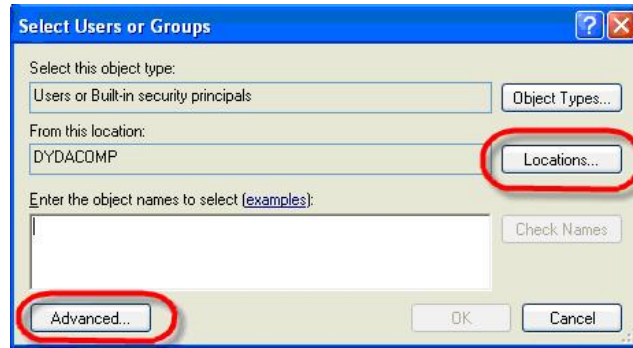
37. The **Select User** screen will display. Now click on the **Locations** button**.**
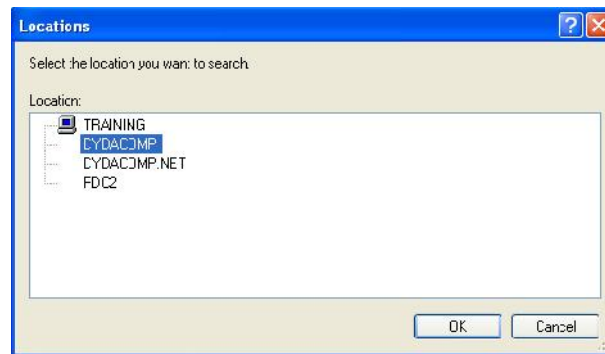
38. Choose the network domain or local pc. Network domain is **preferred** but for some customers that do not have a domain select the local pc. If you are unsure what to choose please consult with your IT/network professional.

39. Select **OK** to go back to the previous screen. Click on the **Advanced** button and on the next screen **Find Now**.

40. Select the appropriate user login and click the **OK** button. Remember this should match the user id added to the **Log on as a service** security policy.

41. The **Select User** screen will appear with the appropriate user id.
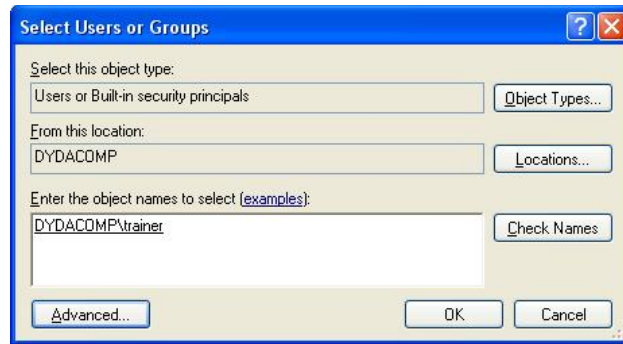
42. Select **OK** to go back to the previous screen.
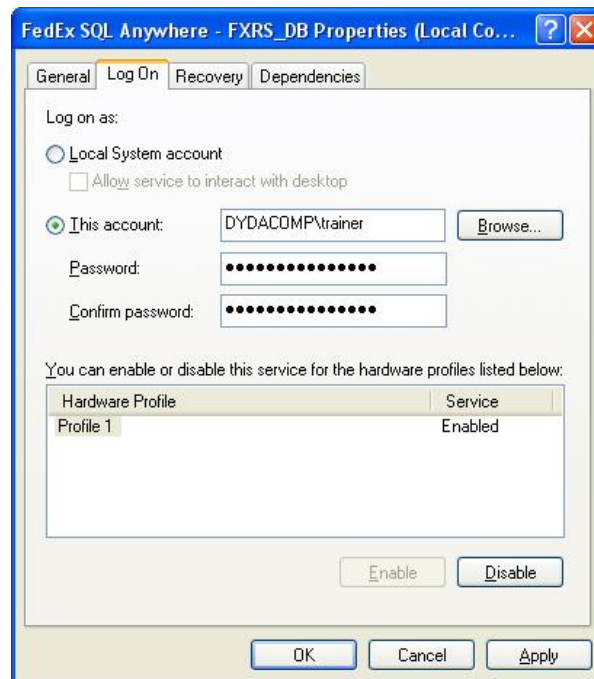
43. Wipe out the **Password** and **Confirm Password** and re-enter the password for this login. Next click the **Apply** button and **OK**. Repeat for all the services and then reboot the machine.

44. Click the **Cancel** button at the **Ship Manager Console** screen. Check to make sure all the services have started.

FedEx Ship Manager Server Meter Registration and Configuration

After all the FedEx services have been properly configured and started, we must register a meter number with your FedEx account and configure FedEx Ship Manager.

1. Look on your desktop; you should now have a **FedEx Ship Manager Server** folder.

2. Open that folder by double clicking it. You will see additional shortcuts within the folder.
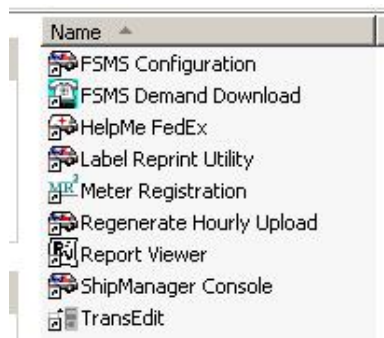
3. Double click on **Meter Registration**. The **FedEx Meter Registration Utility v15.0x** screen will appear.

4. Enter the **FedEx Account** number. Next Choose the appropriate **Country**.
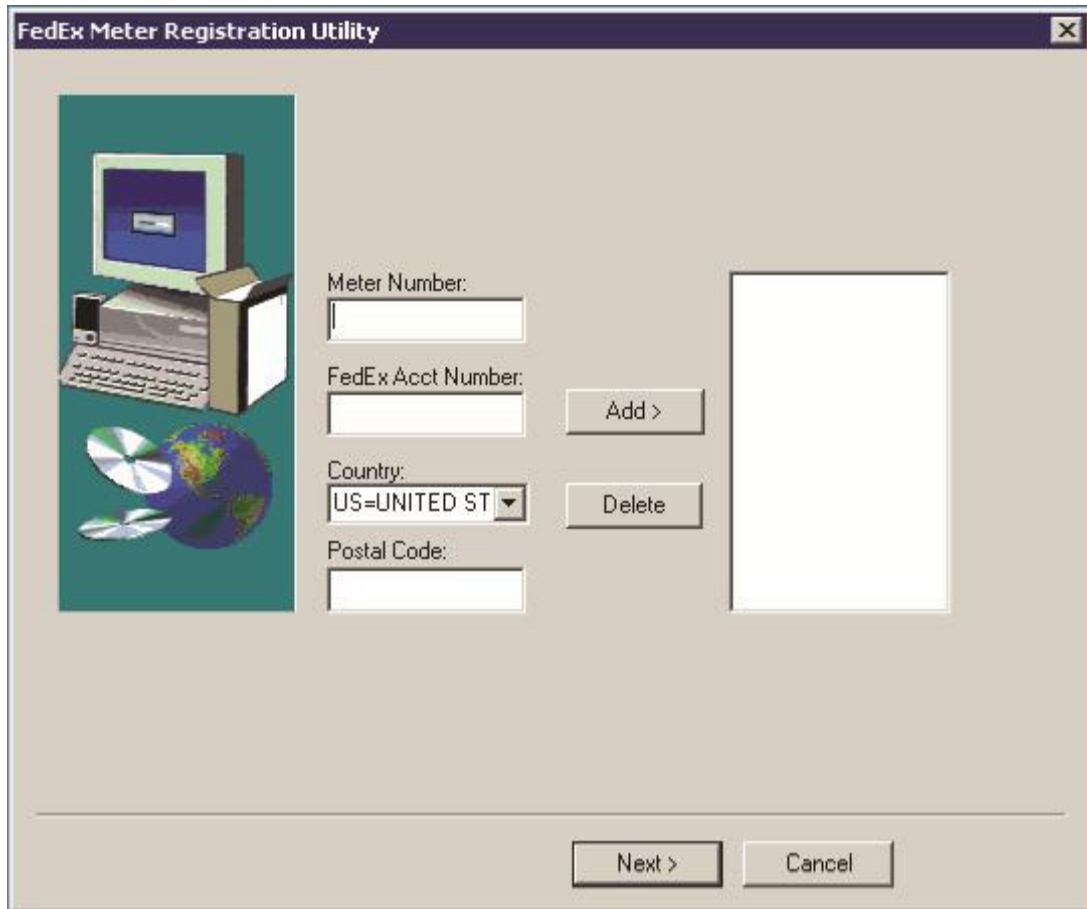
5. Enter in the **Postal Code** of your shipping location. Leave **Meter Number** blank unless you are doing a re-installation. Select **Next** to continue.

6. The **Warning** screen will display.

7. Click the **Yes** button to obtain a new meter number. Enter all the appropriate information in the **bold sections** about your shipping location.

8.

9. Click the **Next** button to continue. The previous screen will close and you will get another **FedEx Meter Registration Utility** screen.

10. FedEx Ship Manager Server is connecting to FedEx to download the appropriate account information.

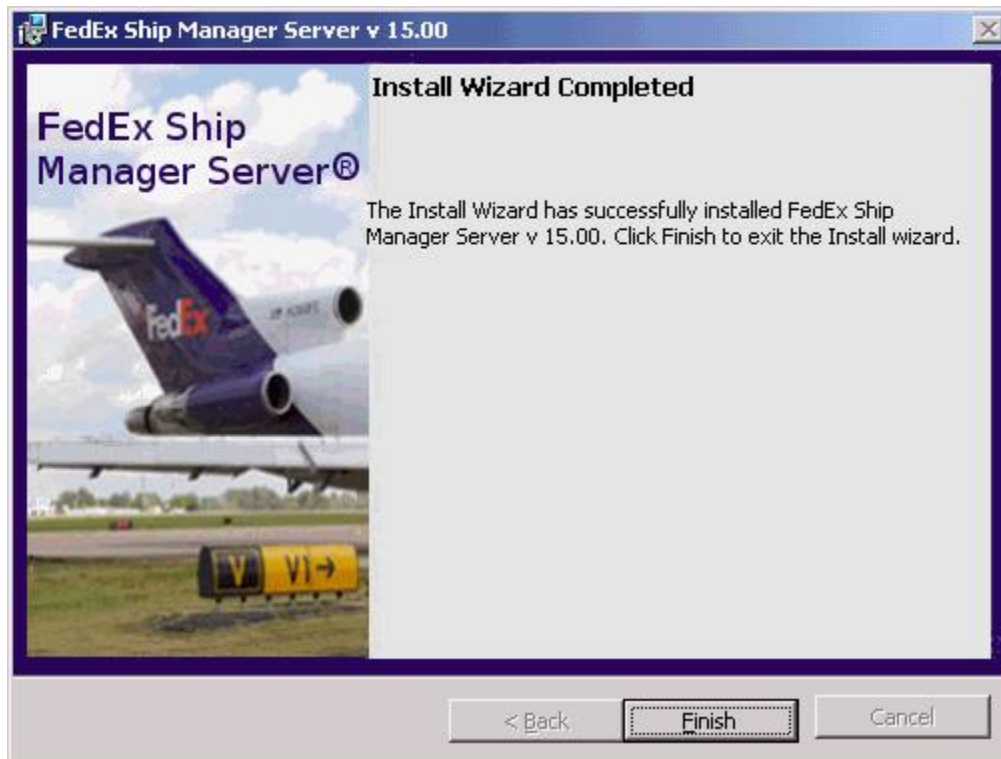11. Below is a screen shot of the same screen for a child meter number:

12. Please note which components have an **X** next to them. We can use the **FSMS Demand Download** to re-download those components.

    Note: Earned discounts may error out if none exist on that account.

- FSMS Configuration
- FSMS Demand Download
- HelpMe FedEx
- Label Reprint Utility
- Meter Registration
- Regenerate Hourly Upload
- Report Viewer
- ShipManager Console
- TransEdit

13. Click the **Finish** button to continue.

14. Now we have to configure FedEx Ship Manager Server. Locate the **FedEx Ship Manager Server folder** on the desktop. Next Double-click **FSMS configuration icon**.

15. The **FedEx Configuration screen** will appear.

16. Up top you will be able to see the **master meter number**. This is equivalent to the mailbox id with our UPSLINK integration.

17. Click on the **Label Settings** tab.

18. Look at the **Label File Directory** under the **Laser and Thermal Air Waybill Defaults**.

19. You need to create a folder on the C drive of the computer called **MOMLABELS**. It needs to be one word and it does not have to be capitalized. This **MOMLABELS** folder must also be shared over the network to be accessible by everyone. This will be covered in the section called **Label Sharing Setup**.

20. Next look under the **Thermal Type** section and choose **Zebra ZPL**.

21. Next look under the **Label Stock** section and choose **4x6 Doc Tab**.

22. Once all the options are set, select **Apply & Exit** in the lower left hand corner to save your settings and exit.

Label Sharing Setup

The following directions will guide you through creating a folder that everyone on your network will need access to, in order to use the labels created by the FedEx Ship Manager Server.

Please Note: These steps may differ depending on your network setup and your version of Windows. For further assistance contact your local IT specialist. Dydacomp Technical Support **IS NOT RESPONSIBLE** for setting up or troubleshooting networks and associated features.

Server Setup

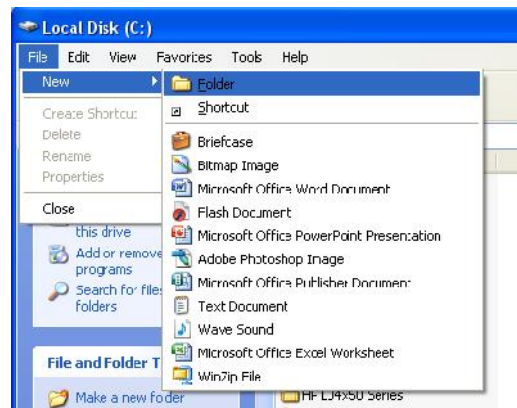1. Locate the computer that has FedEx Ship Manager Server installed.

2. Open the **My Computer** icon.

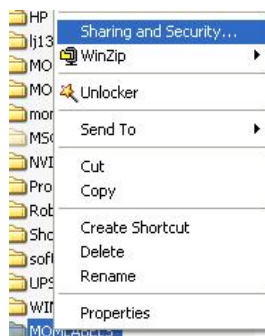3. Open the **c:\ drive** of that computer.

4. Navigate to the **File Menu** of that window, choose **New**, then choose **Folder**.
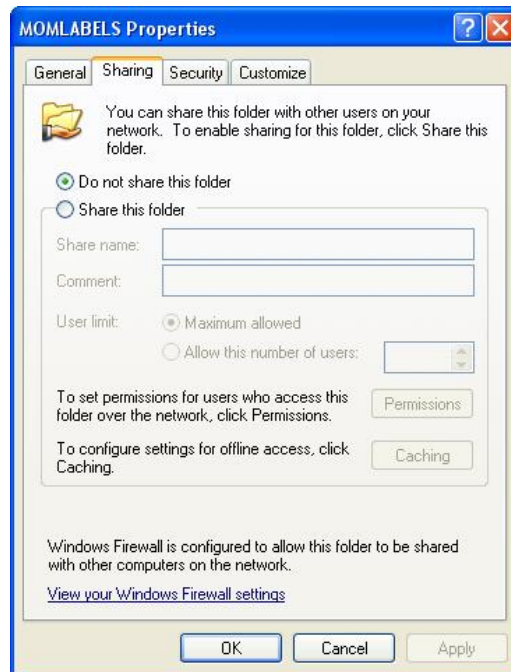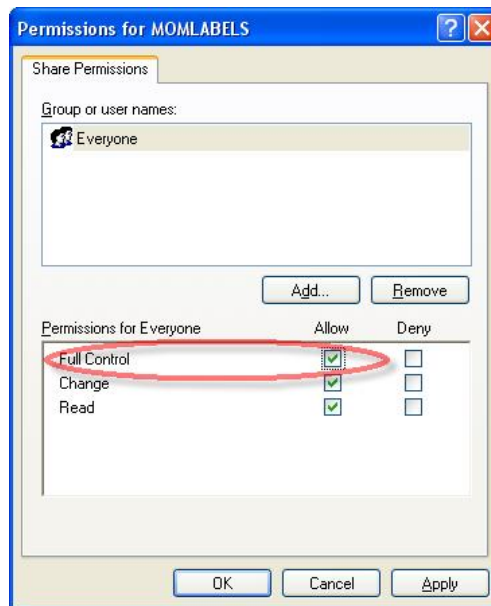

5. Name the folder <u>MOMLABELS</u>.

6. Use the Right Mouse button to select the folder and choose **Sharing and Security…**.

The Sharing and Security screen will display.

7. Choose the **Share this Folder** radio button, and then click on the **Permissions** button. The Permissions screen will display.

8. Choose **Everyone** on the top list. Then check the option **Allow** next to **Full Control**.

    Please note – depending on the network setup you may need to add each login separately

9. Select **OK** on both screens to save your changes.

Setting Up M.O.M. and FedEx SMS

1. Open the Mail Order Manager program. From the main M.O.M. screen, select **Maintain > System Information > Global Parameters > Shipping > FedEx t**ab.

2. Check the option **Use FedEX Ship Manager ® Server**. Click the **Setup** button. The FSMS setup screen is displayed.

3. Enter your company information.

- **Warehouse**- Users of the Advanced Warehouse Module must select a warehouse from the drop-down menu. **This requirement has been removed as of the 11/10/2009 Program Update for M.O.M. 6.2 & 7i.**

- **Company**- The company field is automatically filled for users of the Multi-Company Controller Module.

- **COD Type-** This selection must match the COD option, with their FedEx account. If you do not use CODs, select **Standard COD**.

- **Label Folder**- Enter the NETWORK PATH of the folder that was created in the previous section. This path can either be a mapped drive (e.g. z:\MOMLABELS where z:\ is the mapped drive to your server) or a UNC path (e.g. \\server\shareddrive\MOMLABELS). For more information on this, contact your local IT specialist.

- **FedEx® Account Information**- Enter the information for your FedEx account, each warehouse should have a separate meter number if shipping from a different location.

- **Communication Logging**- This option will create a folder (FEDEX_LOG) in your M.O.M. folder that records each transaction. Once this setup process is complete and your M.O.M. and FedEx SMS software is communicating correctly, this option should be enabled unless instructed otherwise by Dydacomp or FedEx Technical support.

- **FedEx® SMS Server Information**- Enter the IP address of the computer that has the FedEx SMS software installed and the Port that can be used to communicate with it (Default: 2000). For more information on this, contact your local IT specialist.

4. When completed, click the **Test Connection to Your SMS Server** button.
5. Click the **Save** button to save your changes.

Printer Setup in M.O.M.

Your FedEx Ship Manager Server will be generating a label and a tracking number to be sent to M.O.M. for printing. M.O.M. can print your FedEx labels on both a thermal printer and an integrated Packing Slip/Invoice from Software Forms (www.softwareforms.com) or subsequent labels on plain paper to be placed in a FedEx pouch.

Global Parameters Form Setup

1. Open the Mail Order Manager program. From the main M.O.M. screen, select **Maintain > System Information > Global Parameters > Shipping > Forms** tab.

2. On the Packing Slips stage, select a form from the drop-down menu.

- For Labels Integrated with Invoices and Packing Slips, select the appropriate form from Software Forms such as:

    a. "L – Laser with one Label (Software Forms)"

    b. "G – Laser Legal Gift with 1 label (Software Forms)"

    c. "N – Laser Legal Non-Gift w/Label (Software Forms)"

d. "W – Laser with one Label Pick & Pack (Software Forms)"

e. "S – Laser Legal with one Label Pick & Pack (Software Forms)"

- For Labels to be printed out of a thermal printer, select a form other than the integrated Invoices and Packing Slips form stated above.

Please note – If you combine Packing Slips and Invoices, the same form must be chosen for the Invoices stage.

3. Save your changes.

Subsequent Shipping Label Setup

1. From the main M.O.M. screen, select **Maintain > Shipping Information > Shipping Methods**.

2. The *Shipping Method Lookup* screen will appear. Enter the shipping method code or press **Enter** when the cursor is under the Value field to bring up all shipping methods.

3. Highlight the shipping method and click on the **Select** button.

4. Go to the *General Information* tab and choose the Label/Form Type to designate how M.O.M. will print additional box labels.

- For subsequent box labels Integrated with Invoices and Packing Slips, select **Carrier Standardized Label on Laser Packing Slip with One Label (Software Forms)**.

- For subsequent labels out of a thermal printer, select **Fedex SMS Standardized Label (Eltron)**.

- For Subsequent box labels on plain paper to be placed in a pouch, choose **Carrier Standardized Label on Plain Paper**.

Thermal Printer Setup

1. From the main M.O.M. screen, select **Maintain > System Information > Global Parameters > Printer Output** tab**.**

2. Choose your thermal printer in the **Local LPT Thermal Label Printer Device** drop down menu.

   For Best Results: Use the Zebra LP 2844 Thermal Printer.

3. Save your changes.

Using the M.O.M. System with FedEx SMS

IMPORTANT NOTE: Labels created for orders on a specific day, **MUST BE MANIFESTED** on that day. If a label is printed for an order, but the order is being shipped the following day; M.O.M. will prompt you to reprint the label.

1. Open the Mail Order Manager program. From the main M.O.M. screen, select **Order > Process Orders> Batch Order Processing**.

2. Click on the checkbox for Stage 10 '*Shipping*'. This is the stage where the FedEx shipping information will be transferred. Any boxes that have a status of 'Ready to Ship' will be processed and transferred to FedEx.

3. Click on the **Process** button.

4. If you do not have the "**box must be confirmed for shipment**" option checked in **Maintain > System Information > Global Parameters > Order Processing Design** tab, please skip to Step 5. If you do have this option checked, the *Shipment Confirmation Screen* will open. Select the packages that will be shipped, then click the **Print/Ship** button.

5. The '*FedEx SMS Shipping Manifest*' will prompt to print.
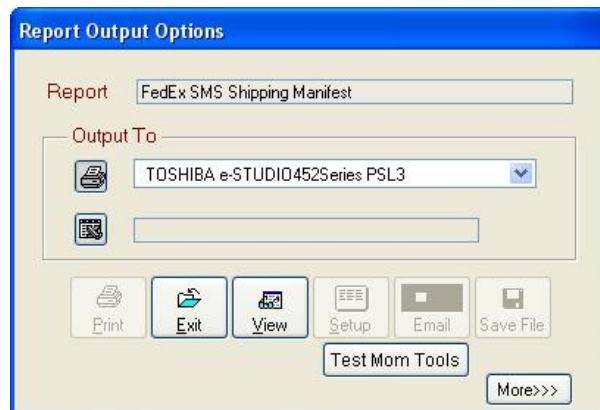
6. The *Printing Completion Status* will open asking "Were SHIPPING MANIFESTS Successfully Printed?" Click the **Yes** button.

7. The FedEx ® Ship Manager dialog box will confirm the orders before sending them over to FedEx Ship Manager Server.

Canceling a Package

This option is only available:

- For orders that have not been manifested.
- By selecting the **View/Edit** button on the **Packaging** tab of an order and not by resetting the order.

Once canceled, the cancellation will automatically be sent to your Ship Manager Server.

1. To cancel a package, open the order. The order may have a status of "*Packed Ready to Ship*"

2. Select the **Packaging** tab. Now select **View/Edit Box**.

3. Within the **Edit Box Information** screen, click on **Reset SMS Information**

4. Select **Save** to return back to the order screen. Once the order is saved, the order status will be "*Box Labels/cod Tags*"

5. Another shipping label will be generated at stage 4-5 "*Box Labels/COD Tags*" during batch order processing or via the quick print option.

Retrieving Tracking Information

1. To track a package, open the order. Select the **Packaging** tab.

2. If a package from the list has been shipped, highlight it, and click on the **Track Package** button.

3. This will open a web browser to the FedEx Tracking package web page and display the tracking information about that package, such as status, delivery date and location and who signed for the package.

   Note: To use the '*Track Package*' button, there must be a connection to the Internet for the web page to be displayed.

Package Options

To View Additional Package Options:

1. Open the order. Then Select the **Packaging** tab. Next choose the **View/Edit Box** button.

Saturday Delivery

This option enables you to ship a package that will arrive on the nearest Saturday, for a fee. When selecting Saturday Delivery, the package:

- Must be shipped on a service that can guarantee a Saturday Delivery based on the day of shipment, e.g., A Package is shipped on a Thursday using Second Day Air.

- Must be shipped and manifested on the date printed on the label.

Hold at Location

This option will instruct FedEx to hold the package at the FedEx service center nearest to the delivery point. You must enter the location information in order for this service to work correctly.

Additional Handling

The Additional Handling field allows you to enter a flat fee that will be added to the Additional Handling fees calculated by FedEx. The charge applies to:

- Any package exceeding 60 inches in length.
- Any package exceeding 130 inches in length and girth combined.
- Any article that is not fully encased in an outside shipping container.
- Any article that is encased in an outside shipping container made of metal, wood, hard plastic, or foam material, such as Styrofoam brand packaging materials.
- Any cylindrical package including, without limitation, to, cans, buckets, barrels, drums or pails that are not fully encased in a shipping container made of corrugated cardboard.

- Any cylindrical package whether or not encased in corrugated cardboard, which exceeds 18 inches in length, or 3 inches in diameter or has a diameter greater than its height.
- Any other package that would become entangled in or cause damage to other packages in the FedEx conveyance system.

Future Ship Date

Check the option and enter a date to the order being shipped and manifested until the desired date is reached. A shipping label will still be generated with the Future Ship Date e.g. 12/25/09.

Dimensional Weight

This is a standard formula that considers density when determining charges. The calculations are used to consider the amount of space a package will take up in relation to the actual weight of the package. Dimensional weight is the billable weight if the cubic size is 5,184 cubic inches or greater. Dimensional weight is determined by multiplying the package length by the width by the height, then divide by 194 ((length x width x height)/194).

FedEx Return Label

If you send a shipment via FedEx and then want the shipment to be picked up and returned to you. You can pay for the cost of the shipping and return service fee per package to have a FedEx Return Label(s) generated. Refer to your FedEx Rate and Service Guide for current rates and more information. Return Labels can be printed.

Return Service can be requested used with the following services: FedEx First Overnight, FedEx Priority Overnight, FedEx Standard Overnight, FedEx 2Day, FedEx Ground, FedEx Home Delivery, FedEx 2Day Freight and FedEx 3Day Freight.

IMPORTANT NOTE: You must create a new Stock Item in M.O.M. with the stock number *CALL TAG*, this will allow M.O.M. to place the item on the order and generate the label. **This FedEx Return Label is not the FedEx Call Tag**. We have used the built in M.O.M. Call Tag system and applied it to FedEx Return labels. Once the *CALL TAG* is entered in M.O.M. you will be prompted to select which carrier to use. Select *Ship Via FedEx*. The *Edit Box Information* screen will appear. On the right hand side under *Special Services* the *Return Label* checkbox will be selected. The only option is to print the label. Click on *Save* to exit out of the *Edit Box Information* screen.

FedEx Return Labels (Call Tags)

1. An order is created and processed through the FedEx Ship Manager Server integration:

2. The '*Call Tag*' item (a service item with the SKU "CALL TAG") is entered in.

3. The '*Edit Box Information*' will display, you need to enter a weight and choose the appropriate shipping method and then select Save. Please note – all options under Special Services are grayed out. The only available option is to print.

4. The item will have a status of '*PS*' or pending shipment. When you save out of the order and go back in it will have a status of '*Box Labels/COD Tags*'. Once this stage is processed the FedEx return shipping label will be generated.

Below is a scanned copy of a FedEx Return label. Please note at the bottom; there is a notation that reads '**RETURN MGR**'

Best Practices with FedEx Ship Manager Server and Mail Order Manager

Scenario Description #1 – if the primary shipping carrier is FedEx and the FedEx Ship Manager Server solution is used, many labels will be generated. The naming convention of the FedEx labels is the FedEx tracking number.
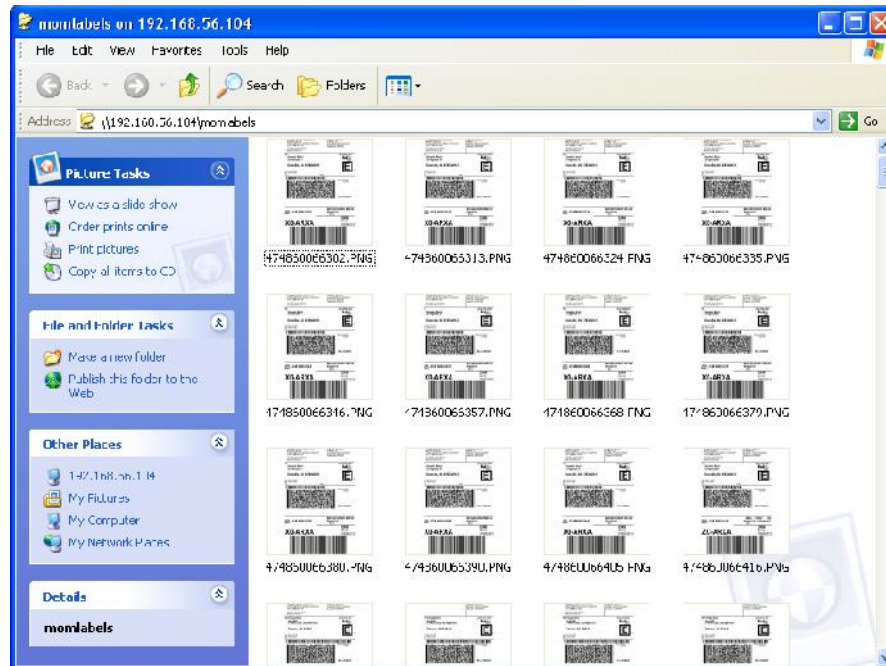
Scenario Description #2 – by default in the instructions it is recommended that the *Communication Logging* be turned on. It is up to the discretion of the M.O.M. user to decide when they should remove some of the older communication log files. The naming convention of the log files is based on the transmission date.
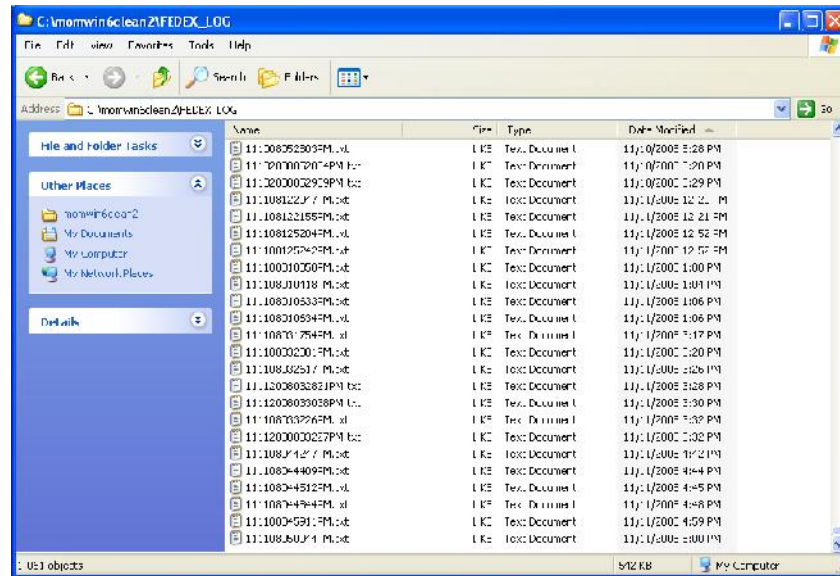
Scenario Description #3 – depending on the M.O.M. customer they may have addition FedEx shipping accounts they would like to use. They must obtain from FedEx a child FedEx Express and child FedEx Ground account numbers. Once they have these account numbers, go to the FedEx Ship Manager Server Meter Registration and Configuration on page 21 and follow the steps to register another meter number. Step #10 will show the screen that will appear when downloading components for child meters. M.O.M. will be storing only one set of FedEx Express & FedEx Ground account numbers with the meter. If M.O.M. users wish to ship with additional FedEx accounts they must have multiple companies in M.O.M.

Scenario Description #4 – When running a FedEx test shipment from M.O.M. to FedEx Ship Manager Server, users may get the transaction to pass and a label to be printed when an order is sent from a M.O.M. workstation that also has the FedEx Ship Manager Server software. If another FedEx order is attempted from a M.O.M. workstation but fails the client will want to specifically check the workstation's firewall or security software to make sure the appropriate port (specified in global parameters) is opened to allow network traffic through. The client user will be able to access over My Network the specific MOMlabels folder and be able to read and write. The transaction is passed to FedEx Ship Manager server by the default port of 2000.

FAQ (Frequently Asked Questions)

1.) What are the operating systems with FedEx Ship Manager Server?

FedEx Ship Manager Server cannot be installed on computers with Microsoft Vista or XP Home operating systems. Virtual servers are not supported.

1.1.2 Recommended Software and Hardware Requirements

Table 2 lists recommended software and hardware requirements.

Table 2. FedEx Ship Manager Server Recommended Software and Hardware

Software Requirements	

Operating System	Windows® 2008 Standard Server (64 bit)
	Windows® 7 Professional (32 bit)
	Windows® 7 Professional (64 bit)
	Windows® 2008 R2 Standard Server (64 bit)
	Windows® 8
	Windows® 8.1
	Windows® 8 Pro
	Windows® 8.1 Pro
	Windows® 8 Enterprise
	Windows® 8.1 Enterprise
	
	Note: Any updates to Microsoft's Windows® 8, Windows® 8.1, Windows® 8 Pro, Windows® 8.1 Pro, Windows® 8 Enterprise, and Windows® 8.1 Enterprise environments are also supported.
	
	Compatible Hypervisors that FedEx Ship Manager® Server supports (Virtualization lets you replicate multiple servers on a single machine, requiring less hardware):
	  • VMware ESX 3.5 and greater
	  • VMware VSphere 4 and greater
	  • Hyper-V

Hardware Requirements	
Processor	1.86 GHz or higher XEON processor
Memory	8 GB RAM
Hard Drive	80 GB or larger
Network adapter	100/1000 Mbps
CD ROM drive	Windows-compatible
Ambient Temperature	60 to 70 degrees Fahrenheit

Modified 09/21/16