



EMS/iMCM G2™

January 2014 USPS Rate Change Upgrade Installation Guide

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Table of Contents

| | | |
|-----|---|----|
| 1 | Prerequisites..... | 3 |
| 2 | Upgrade Procedure: Standalone / Client Systems | 4 |
| 3 | Upgrade Procedure: Centralized/Remote Databases | 7 |
| 3.1 | SQL Upgrade Overview..... | 7 |
| 3.2 | SQL Upgrade Procedure | 8 |
| 4 | Verify the EMS/G2 Version..... | 13 |
| | Revision History | 14 |

Read this section before starting this upgrade!

Starting with G2 version 8.37.01, a separate utility will need to be processed on EMS/G2 systems hosting a centralized or remote database. This utility will update those databases.

Please refer to [Upgrade Procedure: Centralized/Remote Databases](#) for instructions on how to do this.

1 Prerequisites

The following items are necessary prior to attempting to install the upgrade

- G2100400up.exe file (32 bit systems) or G2100400UP-64.exe (64 bit systems) downloaded from the Neopost Software website located at:
<http://www.solutions.neopost.com/software/resources/downloads/downloads-g-series-products/>
- System has a current Software Care for 2014
- System currently has version 9.10.06 or higher installed

2 Upgrade Procedure: Standalone / Client Systems

The instructions below are to be used on standalone or client systems connected to a centralized EMS/G2 database. For multi-station EMS/G2 systems, this upgrade needs to be performed on every EMS/G2 workstation—including G2 Network View systems.

To start the upgrade, perform the following steps:

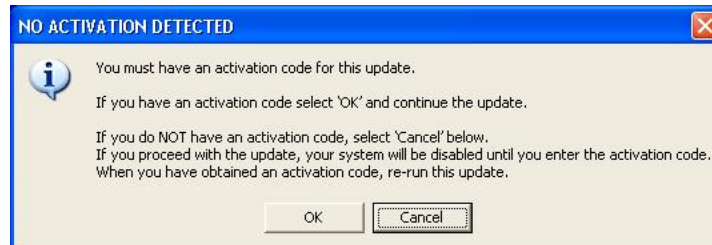
1. Verify that EMS/G2 is shut down on the workstation. If this is a multi-station EMS/G2 system, verify all workstations have been shut down.
2. Copy the G2100400up.exe file (32 bit systems) or G2100400UP-64.exe file (64 bit systems) to the system desktop.
3. Double-click on G2100400up.exe file (32 bit systems) or G2100400UP-64.exe file (64 bit systems) to start the upgrade.
4. Depending on the security settings on the PC, a “Security Warning” may be displayed. If this occurs, select “Run”.
5. The upgrade will check if there are any open applications on the PC. If one is detected, the following notification will be displayed. If this occurs, select “Cancel” to stop the installation, exit all of the open applications, and restart the installation.



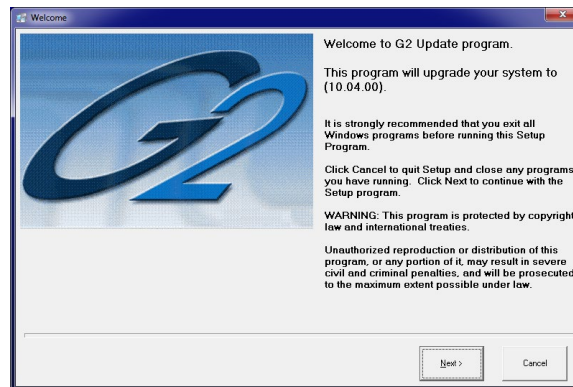
NOTE: The open applications shown in the example above will be different than what is displayed on the system you are installing on. The example is for reference only.

- The upgrade will now perform a check to see if the installation has a current Software Care contract for 2014. If one is not detected, the following message is displayed. If you have an activation code, select “OK”. Otherwise, select “Cancel” to abort the upgrade.

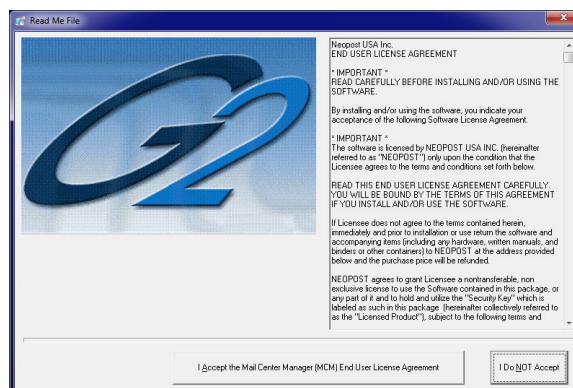
If you choose to continue, the EMS/G2 system will be disabled until a valid activation code is entered. A valid activation code will only be provided if Software Care has been purchased for 2014.



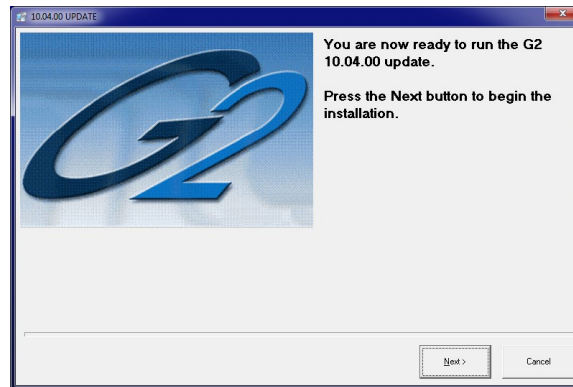
- Select “Next” on the following screen.



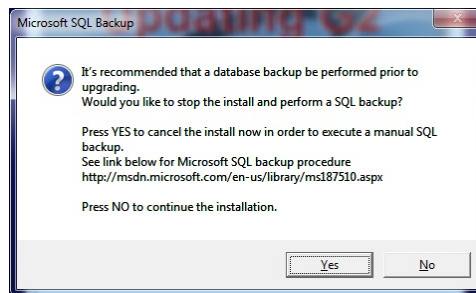
- The End User License Agreement (EULA) will now be displayed. Upon reading and accepting the terms of the license select “I Accept the Mail Center Manager (MCM) End User Agreement”.



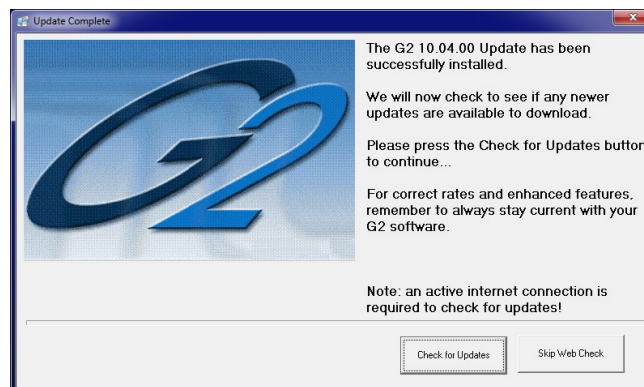
9. Select “Next” on the following screen.



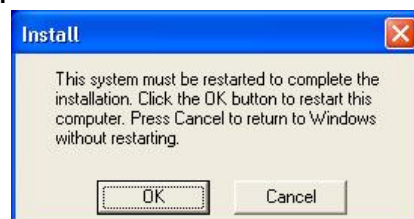
10. The system will now prompt you to confirm that a backup of the database has been made. Select “Yes” to stop the installation so that you can perform a backup. Otherwise select “No” to continue with the installation.



11. Once the upgrade is complete, the following will be displayed. Select “Skip Web Check”.



12. Upon completion of the upgrade, the system will need to be restarted. Select “OK” to restart the PC.



3 Upgrade Procedure: Centralized/Remote Databases

3.1 SQL Upgrade Overview

The following procedure is only needed on multi-station systems that have a centralized dedicated SQL server housing the database.

When an upgrade is performed on one or many EMS/G2 systems, an update to the SQL database is often initiated during that process. This update either adds to or modifies the following data:

1. Rate charts
2. Country code charts
3. Zip-to-Zone charts
4. Any necessary changes for new features or bug fixes

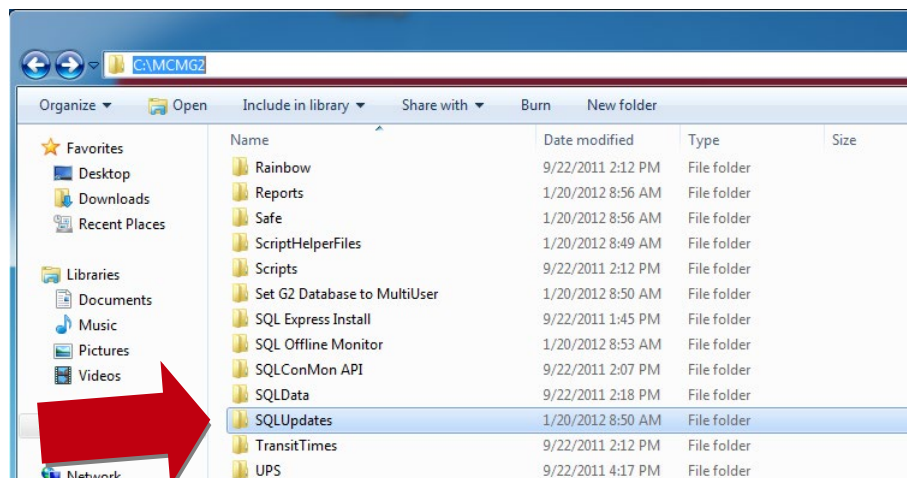
Most typical EMS/G2 installations will upgrade with no issues. But, there are exceptions. The most common exceptions are:

1. The SQL database is hosted by the customer in their database repository/server
2. It is a EMS/G2 system that hooks to a remote database
3. It is a EMS/G2 system that migrated from SQL Server 2005 to SQL Server 2008

Starting with G2 version 8.37.01, a separate utility will need to be processed on EMS/G2 systems hosting a centralized database. Performing this “SQL Update Procedure” will perform the necessary updates.

3.2 SQL Upgrade Procedure

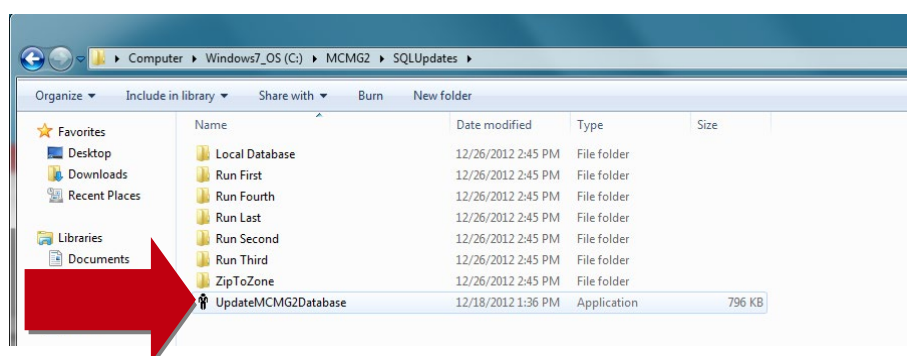
After the upgrade has been performed, the utility needed to upgrade a centralized or remote EMS/G2 database can be found on any EMS/G2 client located within the C:\MCMG2\SQLUpdates directory.



The entire “SQLUpdates” directory will need to be copied to the dedicated SQL server.

Once the directory has been copied to the dedicated SQL Server system, perform the following steps to update the EMS/G2 database.

1. Open the “SQLUpdates” directory.
2. Double-click on the “UpdateMCMG2Database.exe” to start the update procedure.



- The first step in the update procedure requires you to input the information of the SQL Server that's hosting the EMS/G2 database. The following prompt will appear.



Please enter SQL Server information

☒ Windows Authentication (default) ☐ SQL Server Authentication

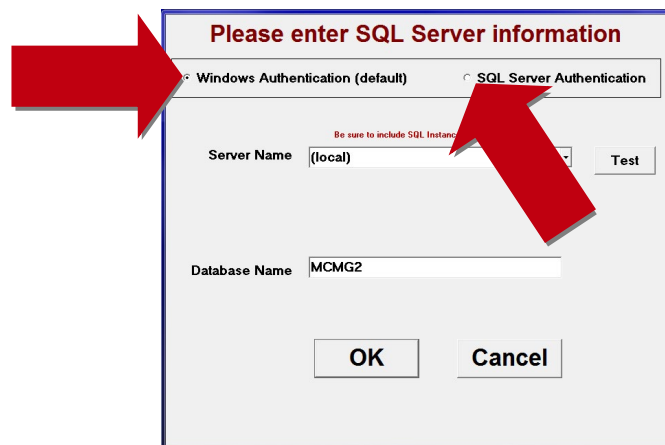
Be sure to include SQL Instance Name (if applicable)

Server Name: (local) Test

Database Name: MCMG2

OK Cancel

- Select either "Windows Authentication" or "SQL Server Authentication". This varies and depends on how SQL Server's login was configured.



Please enter SQL Server information

☒ Windows Authentication (default) ☐ SQL Server Authentication

Be sure to include SQL Instance Name (if applicable)

Server Name: (local) Test

Database Name: MCMG2

OK Cancel

- Click on the drop-down for “Server Name”. A list of any SQL Server instances that are on the network will be shown. Select the SQL Server instance that the EMS/G2 database is attached to. If the name of the database has been changed then type in the database name in the “Database Name” field. If the has not been changed proceed to the next step.

Please enter SQL Server information

☒ Windows Authentication (default) ☐ SQL Server Authentication

Be sure to include SQL Instance Name (if applicable)

Server Name: (local) (selected)
List: (local), SYS250\MCMG2, SYS401\MCMG2, SYSMBTESTER\MCMG2

Database Name: MCMG2

Buttons: OK, Cancel, Test

- If SQL Server Authentication was selected, type in the User ID and Password to that SQL Server instance. If Windows Authentication was selected, proceed to the next step since this step does not apply.

Please enter SQL Server information

☐ Windows Authentication (default) ☒ SQL Server Authentication

Be sure to include SQL Instance Name (if applicable)

Server Name: SYSMBTESTER\MCMG2

Database Name: MCMG2

Buttons: OK, Cancel, Test

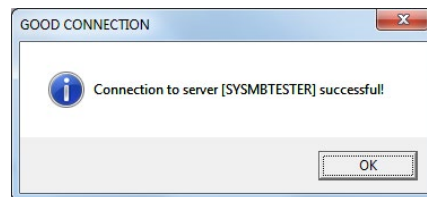
If this is a EMS/G2 database using the same credentials, those credentials are “sa” for the User ID, and “MOSMcMg2” for the Password (without the quotes).

- Click “Test” to verify that the credentials are good.

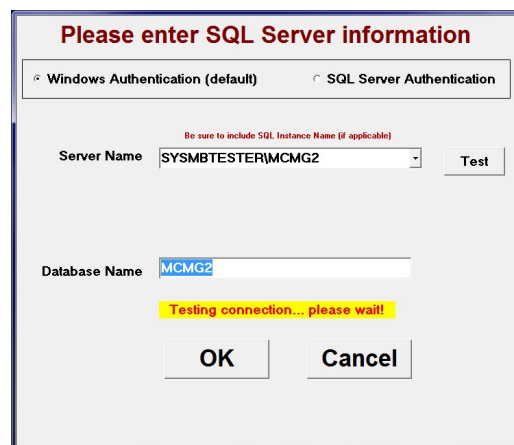


- A message box should appear if they are. Select “OK”.

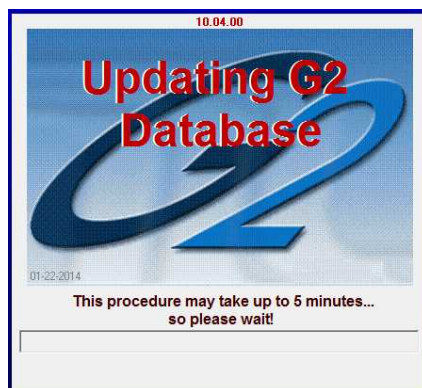
Note: If the connection is not successful, the most likely culprit is that the login credentials are incorrect. Check the credentials and try again.



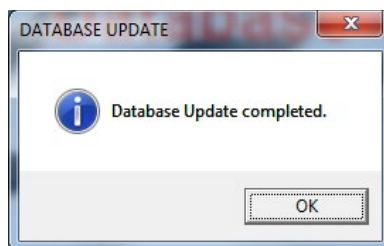
- Once the following screen is displayed select “OK”. Note in some instances the screen does not refresh and will continue to display a “Testing connection...please wait” message as shown below.



10. After “OK” is selected, the SQL Update Procedure will start. This process takes approximately up to 5 minutes before it’s finished.



11. Once it’s complete, a message box will appear to confirm it’s done. Select “OK”.

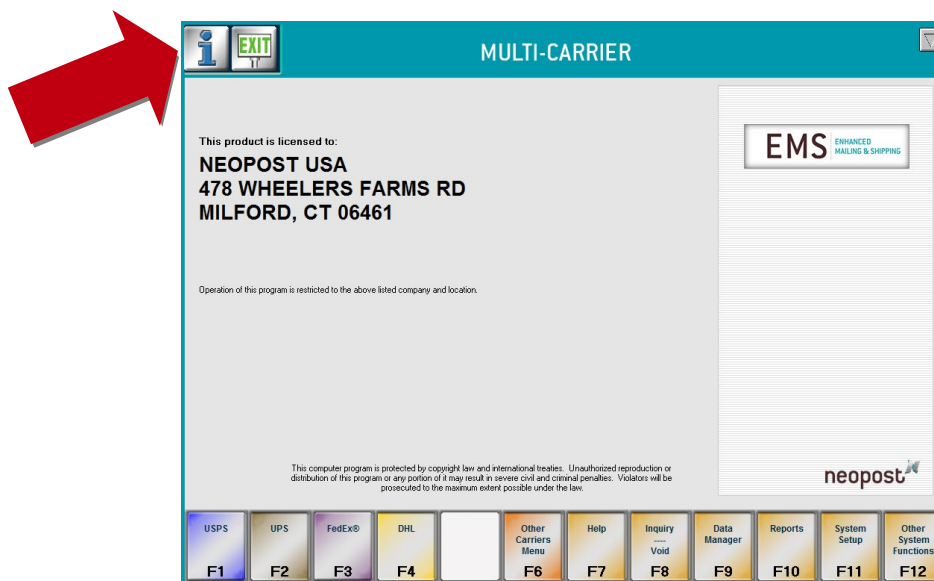


4 Verify the EMS/G2 Version

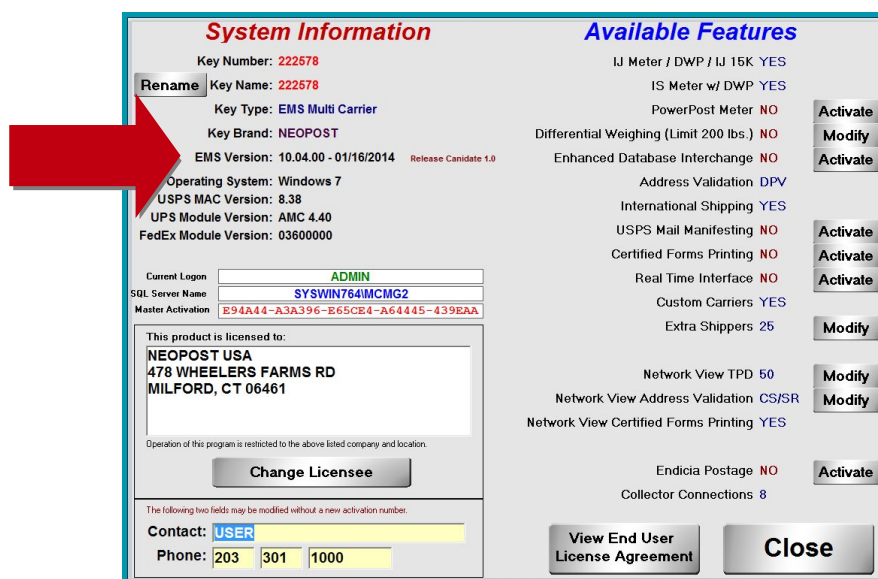
To verify what version is installed, perform the following steps:

1. From the EMS/G2 Home Screen, select the “i” button to display the system information.

Note: The following screens are from the Neopost branded EMS and are for reference only.



2. Verify that the version installed is 10.04.00.



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Revision History

| Version | Date | Author | Description |
|---------|-------------------|-------------|--|
| 1.0 | December 28, 2010 | Mike Bigica | Document Created |
| 1.1 | December 23, 2011 | Mike Bigica | Updated for 2012 UPS/FedEx RC |
| 1.2 | January 20, 2012 | Mike Bigica | Updated for 2012 USPS RC |
| 2.0 | December 27, 2012 | Mike Bigica | Updated for 2013 UPS/FedEx RC |
| 3.0 | December 26, 2013 | Mike Bigica | Updated for 2014 UPS/FedEx RC |
| 3.1 | December 26, 2013 | Mike Bigica | Updated for 2014 UPS/FedEx RC - EDITED |
| 3.2 | January 22, 2014 | Mike Bigica | Updated for 2014 USPS RC |
| 3.3 | January 22, 2014 | Mike Bigica | Updated for 2014 USPS RC - EDITED |