

Manual

USPS
USPS Provisioning Services

USPS Provisioning Services Partner Guide

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1. Introduction

Provisioning Services provides your company an AS2 interface with USPS. Here's how to set it up.

2. Enrollment

1. You will receive an invitation from the USPS DTS Team to join the trading community. A sample email is show below.



Congratulations jr, you have been invited to join the USPS eBusiness community!!

Click the following link to download.

- If you get the "There is a problem with this website's security certificate" page, click "Continue to this webpage (not recommended)"
- If clicking on the URL does not work, please cut and paste it into the browser

<https://q-mnpartner.usps.com/8443/Services/partnerEnrollment>

Here is your **Enrollment key: 7ba532cb-25b8-4043-a00f-827a576920f4**. Copy and paste this into the "Enrollment Key" field on the enrollment page.

Once you have completed the enrollment process, you will receive another email that will notify you when your USPS eBusiness gateway software is ready for download.

The remainder of this document discusses hardware and software requirements of the target installation machine.

If you have any difficulties with this process, please contact Customer Support at:

USPS DTS Operations
919-501-9850
bdm-dts-edi@usps.gov

Minimum Hardware Requirements:

- 800MHz or faster Pentium III-class processor
- 512 MB RAM, but 1 GB is recommended

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Internet Browser:

- The browser-based user interface and online help support Microsoft Internet Explorer 6 or later and Mozilla Firefox 1.0 or later.
- Pop-up blocking software in your browser may interfere with this product. You should disable or uninstall such software.

- 500MB disk space for Synchrony EndPoint installation
- 200-400MB disk space for data storage (more if you transfer lots of data)
- SVGA monitor
- TCP/IP network interface card

A note about temporary directories: the temp directory of the computer running the USPS eBusiness gateway software must have enough space to handle the largest messages traded. As a rule of thumb, the temp directory should be 5 times larger than the largest message times the number of messages being processed at the same time (i.e. concurrently).

Software Requirements:

Windows:

- Windows 7
- Windows Server 2008

Linux

- Red Hat Enterprise 5*
- SUSE Linux Enterprise Server 9, 10* and 11*

*with ability to run 32 bit executables

Internet Browser:

- The browser-based user interface and online help support Microsoft Internet Explorer 6 or later and Mozilla Firefox 1.0 or later.
- Pop-up blocking software in your browser may interfere with this product. You should disable or uninstall such software.

The following information is required from the email for the next step of enrollment.

1. Email Address this Enrollment Invitation was sent to (Your email)
 2. Enrollment link (The hyperlink in the email)
 3. Enrollment key (Bolded text in the email)
2. Copy the enrollment key.
 3. Click the enrollment link in the email. If the clicking the link does not work, copy the complete URL and paste it in the address field in any browser. The image below is what the page looks like.

From the screenshot, the Email address is the address to which the enrollment invitation was sent to. Please note that this email address can also be used as a contact email for the account or changed to a different address in the next steps of enrollment.

*Partner Name: This is the name of the trading partner as defined by the Business Unit Admin. This cannot be changed by the Trading Partner.

*Contact Name: This is where you enter your Full name or the name of the person who is the point of contact.

Contact Phone: This is the telephone number of the contact person.

*Contact Email: This is the Email address of the contact person.

6. The next step is where the partner enters the Operating System details.

Select the operating system on which the Activator will be installed.

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Trading Partner Self Enrollment

AS2 Activator Download

Please complete the information required to configure your AS2 Activator and click the "Save" button at the bottom of the page to submit the request to the Provisioning server.

Partner created

Add a custom routing ID...

Select the operating system for your software

Windows Linux

Save Cancel

7. The next page is shown below. This is a confirmation page informing the user that an email will be sent when the software is ready to be downloaded. The email contains a link to download the software. You may close this webpage. An email with download information is sent out shortly.

UNITED STATES POSTAL SERVICE®

Trading Partner Self Enrollment

Download Creation In Progress

Your request for a download has been submitted to the Provisioning Service. You will be notified by email when the software is ready for download. The email will include a link from which you can download the preconfigured software.

You may now close this browser window by clicking the "close" box at the top of the window.

3. Software Download

1. Once the partner completes the above section and the software is ready for the download, he/she will receive an email from the USPS DTS Team. The email has all the required information for downloading and installing the software. The software that will be downloaded is in a compressed format. Once the software is downloaded, any uncompressing software (like winrar, winzip or system default software) can be used to extract the files. The zip file download takes about 5 minutes to download, depending on your connection.

Note: Please do not install the software into the directory that contains spaces in the entire path or name of the parent directory.

2. Click on the download link or copy and paste it in the address field of any browser. The software download prompt will appear with various options. Click on "Save" to save the file on the computer. Please note that once the download is started it should not be interrupted.



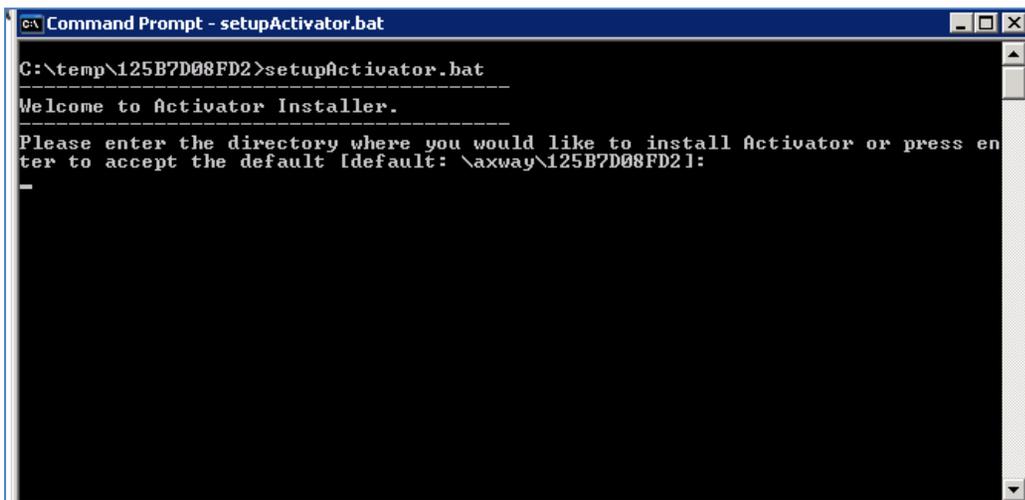
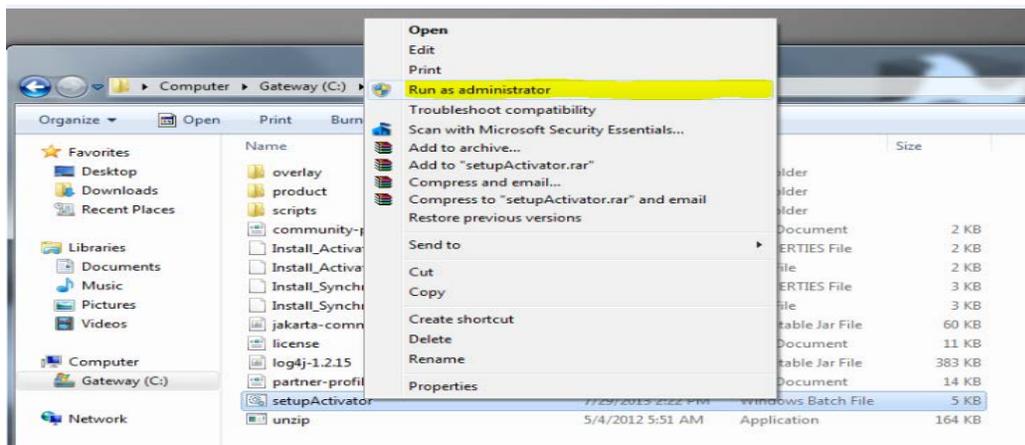
4. Installation

1. If the software in the previous section was downloaded onto a different machine, now is the time to move the software to the intended computer. You must be logged in as an Administrator or Administrative User to complete the install.
2. Navigate to the directory where the software was saved and extract to any folder (if it was not already extracted). You can use any unzipping software for this purpose.

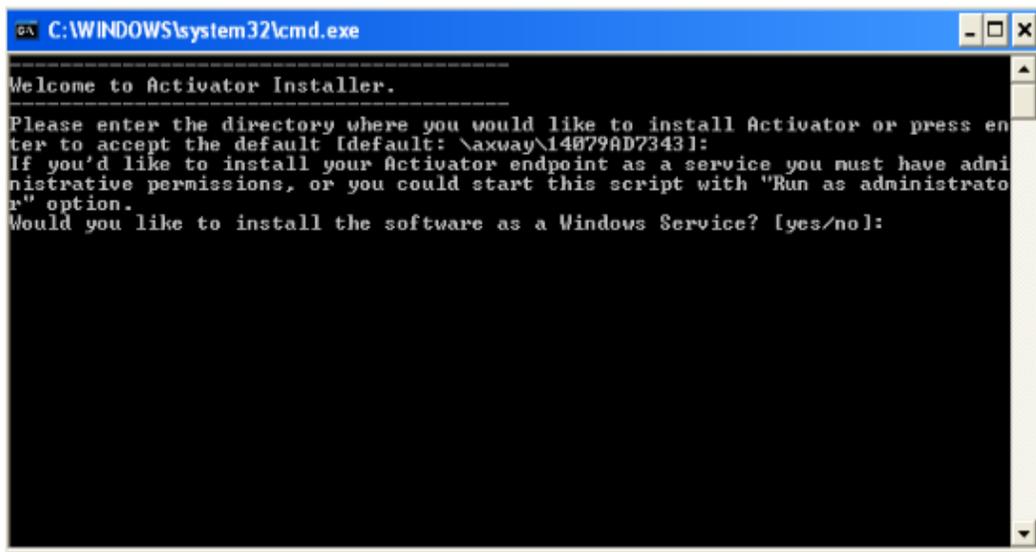
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3. Once the files are extracted, locate "setupActivator" (if Windows is the server Operating System) or "setupActivator.sh" (if UNIX is the server Operating System). This is a batch/shell script which automates the installation process.
4. Run the Activator setup script ("setupActivator" for Windows) by double-clicking the file. ***Please note for Windows 7 Operating Systems you must right click the "setupActivator" to run as administrator. Please see first image below.** The script prompts for the directory path where the Activator needs to be installed as shown below. If a pop-up window appears asking for permission to install, select "yes" button.

*Windows7



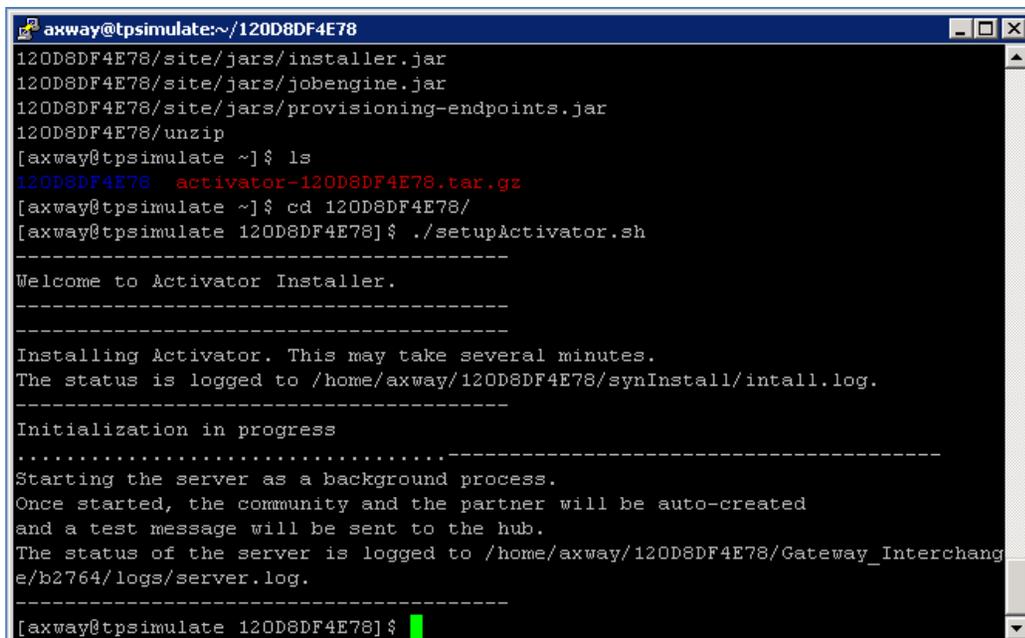
You will then be asked if you "Would like to install the software as a Window Service?" Type: yes



If a “Zone Alarm” and/or “security” alert pops up select the “Allow” button.

Note: Please **do not** install in a directory with spaces in its name.

5. The install script automatically downloads required software from provisioning server to complete the installation. **DO NOT CLOSE** any windows until you are certain the install is complete.



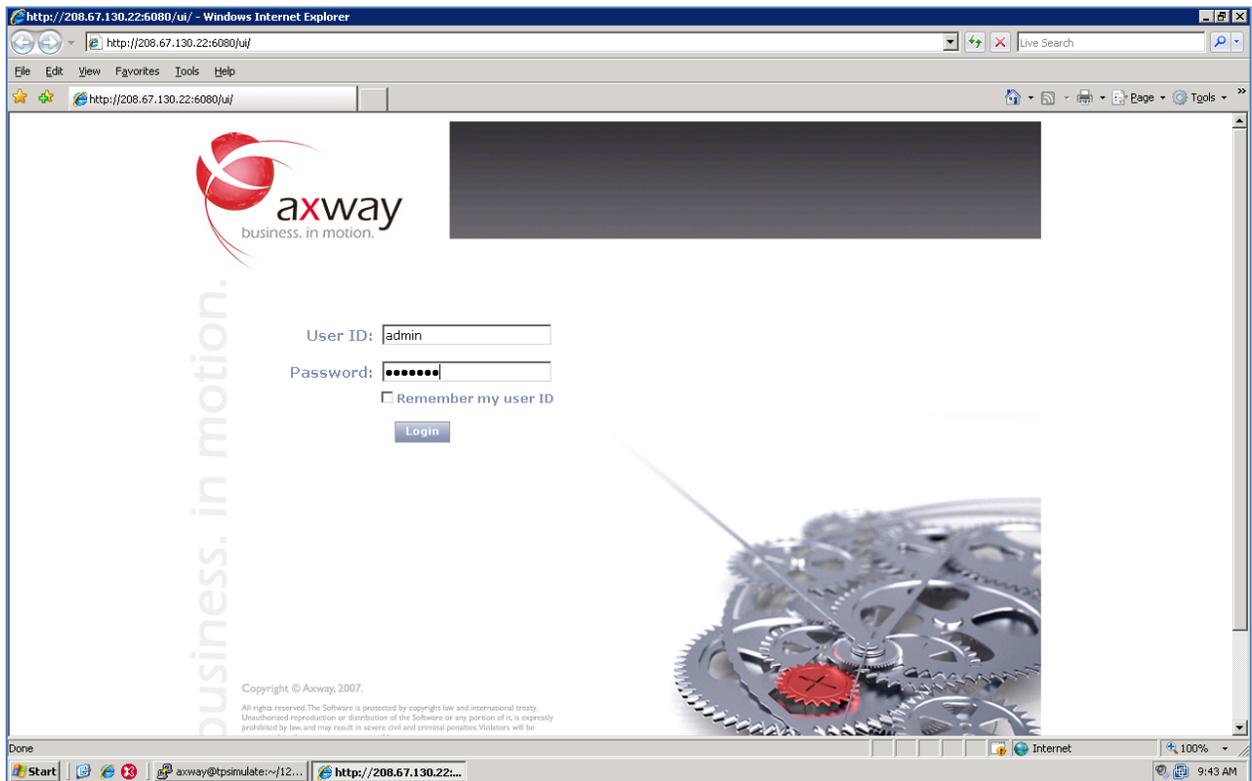
This download takes about 20 minutes to complete, depending on your connection.

In LINUX operating system, your service will be installed as a background process. The install script also creates the necessary community and partner profiles and links this instance with the hub.

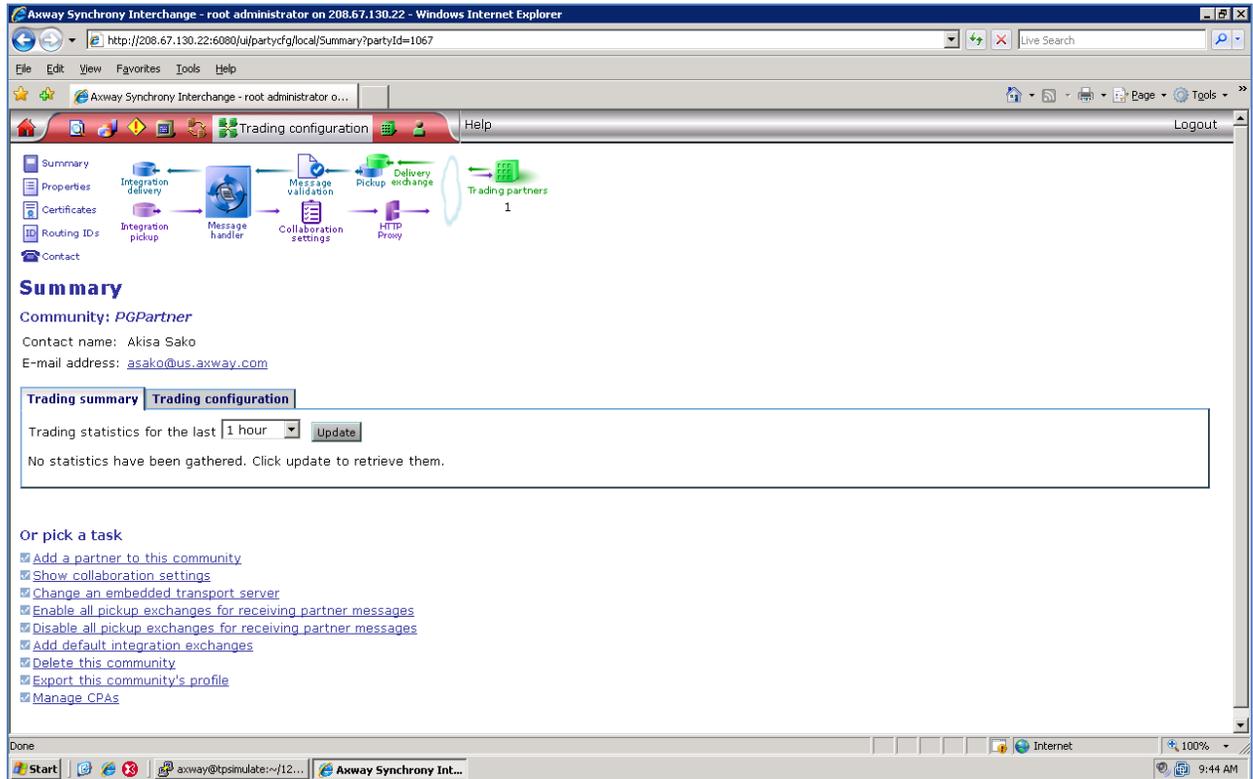
5. Post Install process

1. To verify if the required configurations on the Activator end point is complete, the partner needs to login to the Activator via a browser. Enter the server ip address followed by activator port number (6080) in the address bar. For example: <http://208.67.130.22:6080> or <http://localhost:6080> if you are on the machine where the software is installed.

The default username and password are included in the email that has software download link.

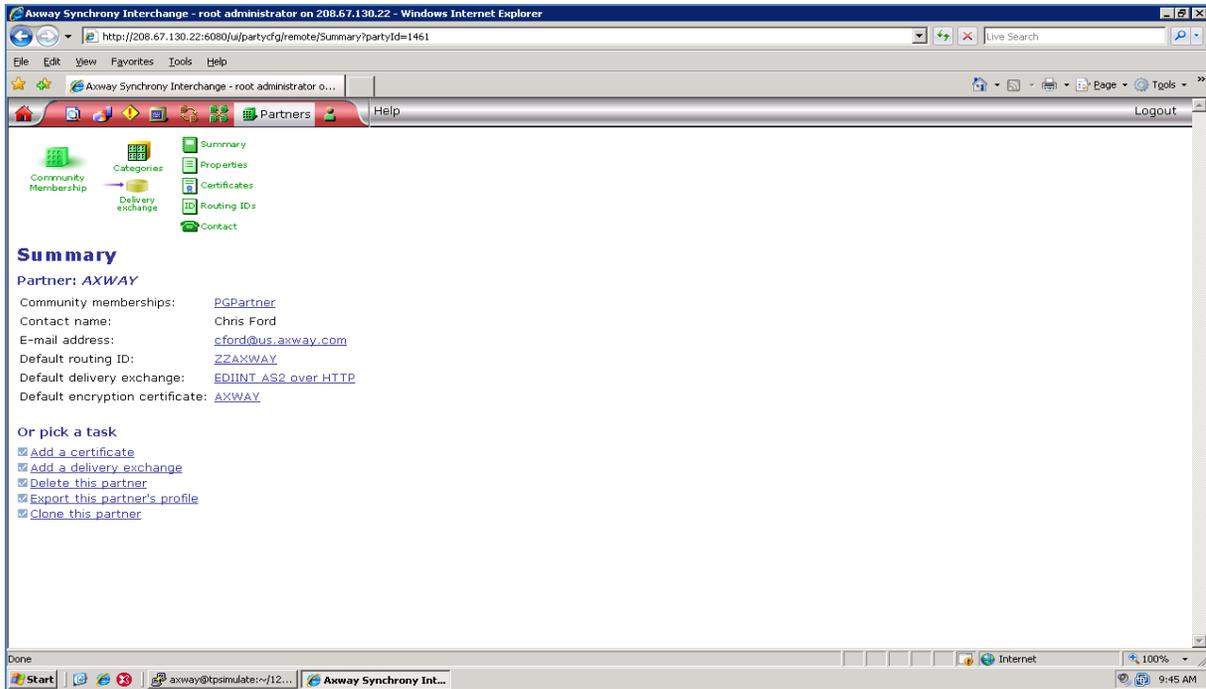


2. Upon successful login, locate the “Trading Configuration” icon from the top navigation bar and click on it. On the resulting page, a community should be listed. Click on the name of the community. The name of the community should be the trading partner name used in the enrollment process. You/Your Company is the community. The page will look like the image below.

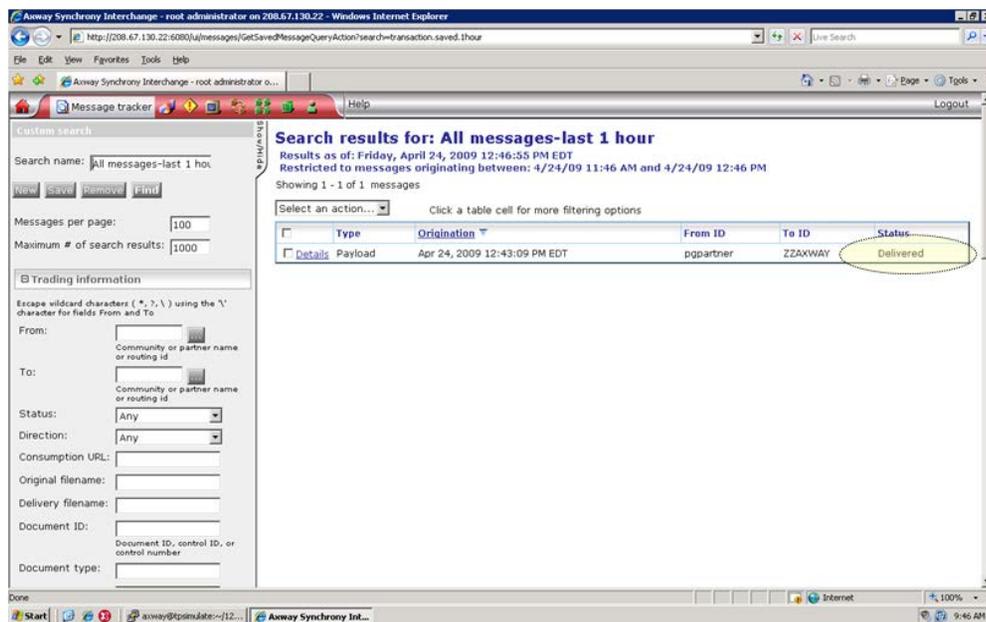


3. To verify the Trading partner configuration, click on the “Trading Partners” icon (green images on the page). USPS is the partner and is also called the hub. You can verify the information here.

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- To verify if the test message is sent to partner USPS, click on the "Message Tracker" icon (2nd icon from the top navigation). Next, select the "find" button located in custom search. The message status should say "Delivered" as indicated in the image below.



6. Common Issues

1. Clicking on the registration link or the download link in the email does not work.
Resolution: Please copy the complete URL and paste it in the address field of the browser.
2. The endpoint agent has been installed, but the Activator log is not showing that it is running.
Resolution: This is most likely because Activator has not been restarted since the agent was installed. Activator needs to be restarted for the agent to take effect. Restart Activator.
3. The Activator log shows that the endpoint agent is running, but it does not seem to be polling the update job on the provisioning server.
Resolution: The agent polls the provisioning server once a week by default and at the Activator startup. If the job was assigned to the endpoint after the Activator was last restarted, it needs to wait up to a week. Restart Activator to let the agent poll the Provisioning server immediately.
4. It is a long time since the download has started, yet the customer is not receiving the upgrade notification e-mail.
Resolution: The Activator upgrade download is approximately 426 MB for Windows and 430 MB for Linux. Depending on the bandwidth of customer's environment, it could take a very long time. If the download is significantly longer than normal, however, contact the provisioning services administrator.
5. I get an error that says, "c:\cyclone\b1630\bin (or something similar) is not a valid Activator build directory" when executing the agent install.
Resolution: When prompted for the existing Activator directory, you need to enter the Activator build directory. This is typically, c:\axway\Synchrony\Gateway_Interchange\- 6. The customer received the upgrade notification e-mail and followed the instructions, but the command prompt screen seems to be stuck at message "Installing Activator. This may take several minutes".
Resolution: The time the upgrade process will take varies depending on the host computer's performance. As the message indicates, it could take several minutes. If it is taking significantly longer than usual, navigate to the base directory (ex. c:\CardinalCSOSActivator\synInstall) and open the install.log for any errors. If there are errors that cannot be corrected immediately, report them to the provisioning services administrator.
- 7. Even after the upgrade, the help/about shows the version as the original version.
Resolution: Make sure you started the Activator from the correct shortcut or the services dialog. Check the properties of the Windows service and see if the path is pointing to the upgraded Activator rather

than the original. If it is still pointing to the old Activator, the upgrade process had not completed successfully. Navigate to the upgraded Activator's log directory indicated by the installer and open the installer.log for any errors. If there are errors that cannot be corrected immediately, report them to the provisioning services administrator.

8. The customer keeps getting an error, "Please enter a valid email address, enrollment key, and challenge", in the "Trading Partner Self Enrollment" screen.

Resolution: This is most likely because the customer is not entering the challenge (captcha) correctly. The challenge characters do not contain "i", "j", "0" (zero), and they are all upper cases.

7. Glossary

Hub: An enterprise organization that is managing the trading community. This enterprise typically provides the endpoint software to the trading partners and sets the collaboration rules for the trading community.

Service Provider: The organization that is hosting the Provisioning Services; may be the Hub or a 3rd party provider.

Community Sponsor: Synonym for Hub; typically provides the software and support to the trading partners/endpoints.

Trading Partner: An organization with which the Hub is conducting B2B operations.

Endpoint: The trading engine software, and associated configuration, the partner uses to send and receive B2B messages to and from the Hub.

Campaign: A logical division of trading partner on-boarding work. For example, if you intend to on-board 500 partners, you might want to divide the work into five campaigns with 100 partners in each campaign and assign each campaign to a manager and, perhaps, assign a planned start date and planned end date to each campaign.

Agent: A module that runs within the Endpoint software, which communicates with Provisioning Services to receive and apply modifications to Endpoint software.

SecureWebMailbox: A virtual web mailbox hosted on the Hub that allows pickup of inbound data.