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Shipping & Mailing
Outbound and Inbound Package Management

SendSuite® Tracking

Client Installation Guide

Introduction

The SendSuite® Tracking Client is the inbound package processing system for the mailroom workstations. The Client uses thin client (WinForms) technology. No business logic resides on the processing station. The Client Installer is available by accessing the SendSuite Tracking server URL.

Before You Begin

You must have network access to the SendSuite Tracking server. Your administrator must provide you with the link to the installer. The link will take one of the following forms:

- http://<servername>/ClientSetup/
- https://<servername>/ClientSetup/

System Requirements

- Windows 7 32/64 bit with SP1
- Windows 8/8.1 32/64 bit
- Windows 10 32/64 bit with SP1
- You must have local Administrator rights as well as network access to the SST server.
- Microsoft Visual C++ 2010 Redistributable Package (x86). This will automatically be installed if it is not already present on your client workstation.
- ActiveSync (XP) or WMDC (Vista/7) for TAPlus synchronization via USB (Not required for SendSuite Mobile)
- Browser requirements if the processing station will be used to access SendSuite Administrator:
  - Internet Explorer 10 or 11
  - Mozilla Firefox 3 or later

Note:

Chrome and Safari are NOT supported.

Installation

1. Navigate to the URL provided by your administrator, and click the DOWNLOAD link for the SendSuite Tracking Client Installer.
2. Click **Save** or **Run**.
3. If you chose Save, locate and double-click the **SSTclient.exe** file.
4. Choose the Setup Language and click **OK**.
5. If Microsoft Visual C++ 2010 Redistributable Package (x86) is not present on the client workstation, you will be prompted to install it. If this dialog box is displayed, click Install. The required .NET Framework will be installed automatically, if needed.
6. When the InstallShield Wizard opens, click **Next**. The Destination Folder dialog box opens.
7. Enter the **name** or **IP address** of the server. This should be provided by your Administrator.

Note:

Do not include the "http" or "https" prefix when entering the server name or IP address.

8. Select the connection type. This should be provided by your Administrator.

- HTTP – Default, typical for on-premises (behind the customer's firewall) deployment on a corporate intranet.

- HTTPS – Used for on-premises (behind the customer's firewall) deployment on a corporate intranet where the web server is using a Secure Sockets Layer (SSL) certificate.

- HTTPS PBI Hosted – Used for deployments where the SST application server is hosted by Pitney Bowes.

  ○ The client key is an optional value used only when Key Exchange authentication is enabled. Key Exchange authentication is only used for deployments hosted by Pitney Bowes.

- Use default web proxy

  ○ Select this option to have the SendSuite Tracking Client use the default Windows proxy settings as configured for Internet Explorer. The option is not selected by default.

- Consult your system administrator as to whether or not this option should be used.

9. If applicable, enter the Client Key. (This is only for PBI-hosted installations.)

Note:

Key Exchange is not required for hosting.

10. Click **Next**. The Custom Setup dialog box displays.

11. Leave the settings in the Custom Setup dialog box as is unless instructed otherwise by your Administrator. Click **Next**. The Ready to Install window appears.

12. Click **Install**.

13. If you do not have ActiveSync (Windows XP) or WMDC (Windows 7), you will be reminded to download and install it for use with the TAPlus. Click **OK** to clear the reminder.

14. Click **Finish**. You can launch the SendSuite Tracking Client from the Start menu.

15. Restart the computer.

16. If you are running Windows Vista/7/8.x you must right-click the Tracking shortcut (**Start > All Programs > SendSuite Tracking > Tracking**) and select "Run as administrator."

17. Select **Utilities > Workstation**. From there you can assign peripherals, such as a label printer, to a workstation.

Note:

Steps 15 & 16 are only necessary once when first configuring the Tracking client station.