

Frequently Asked Questions

Q1: Can we use an off-the-shelf 9-pin RS-232/USB adapter cable to connect a scale to a computer running UPS WorldShip?

A1: No. An RS-232/USB adapter cable installs a 'virtual com port' driver on the computer. But, UPS WorldShip does not recognize virtual ports or allow any of its' four COM port selections (i.e. COM1 – COM4) to be 'virtual'. They must be physical RS-232 COM port hardware devices.

Q2: How do the current Avery Weigh-Tronix scale-driver versions relate to UPS WorldShip versions?

A2: As follows:

WorldShip Release	WorldShip Software Version	AWTX Driver Package
WorldShip 2011	v14	AWTXWS14.ZIP
WorldShip 2010	v12	AWTXWS12.ZIP
WorldShip 2009	v11	WTSCINV5.ZIP (v9.0 Beta)

Q3: Why does WorldShip stop loading at about 50% and say that there was a scale error?

A3: This is not likely to be an actual scale failure requiring servicing, but more likely a simple connection issue. When WorldShip was last closed, it remembered whether a scale was active and communicating at that time. When subsequently restarted, it attempts to make contact with the scale (at about the 55% point). Any change in the connection status of the scale will be detected and reported as a 'scale connection error'.

Typical causes are; the scale is not powered-on, the cable is not securely connected or a communication setting (e.g. protocol, baud rate, parity etc. in the scale) has been changed since the last time the scale was working with the WorldShip application.

Even after the condition is corrected, the scale will remain 'deactivated' until you 'reactivate' it through the WorldShip **System Preferences Editor – Hardware -- Electronic Scale Configuration** menu.