e-Parcel®

VCN–AX
4.0/5.0

Quick Guide

e-Parcel VCN-AX 4.0.4014 / 5.0.5014

Introduction

We thank you for using the e-Parcel Secure Data Delivery Service - Enterprise – Software.

e-Parcel VCN-AX 4.0/5.0 Quick Guide

At the beginning of the introduction to the e-Parcel VCN-AX, this Quick Guide will briefly instruct you on usage about downloading and installing application, configuring conditions in order for HotFolder and Automation (send/receive automation) functions to work.

Product Concept of e-Parcel VCN-AX

The e-Parcel VCN-AX (Auto eXchange) of our product is designed for the secure automated data transfer between company's systems. Also, various API are available for application integration to implement into customer's server and EDI.

The automated, authenticated, encrypted secure data transfer functions facilitate the process.

*The e-Parcel VCN-AX 4.5/5.0 have been released apart from VCN-AX 4.0 as automation client software for large-scale and high-load use. When you apply for the VCN-AX at the time of contract, you can select either VCN-AX 4.0 or VCN-AX 5.0 appropriately in accordance with a usage situation.

📦 Table of Contents

📦 System Requirements

The section below describes the system specifications for e-Parcel VCN-AX.

Software Name	📦 e-Parcel VCN-AX 4.0 / 5.0
Operating System	Microsoft Windows 　XP or later / Server 2003 or later 　32bit or 64bit *Available display languages are listed below for VCN-AX: [Japanese, English] *VCN-AX 5.0.5013 / 4.0.4013 (Released on August 1, 2022) or later is compatible with Windows11 / Windows server 2022. Linux 　Red Hat Enterprise Linux (or compatible OS) 6 or later 　32bit or 64bit *VCN-AX 4.0 / 5.0 are compatible with Linux.
Network	Internet Connection to the e-Parcel servers *If your computer or network environment (the proxy server, firewall, any applications for security measures or etc.) have any access control such as block or analysis of SSL connections, you need to allow (exclude from target) HTTPS protocol communications [Port=443] to the e-Parcel service domains as of [**https://*.e-parcel.ne.jp**] and [**https://*.e-parcel.com**] (Wildcard domain: Asterisk mark [*] would be replaced with name of multiple servers via the e-Parcel service.).
Computer Memory (RAM)	64 MB RAM or more for application
Disk Space	30 MB Disk Space or more for installation *Plus, additional disk space required for delivery items while sending and receiving.
Recommended	*To use efficiently, recommend near the latest version of OS and browser application, computer memory and disk space as much as possible. *If introducing cluster constitution using WSFC (Windows Server Failover Cluster) etc., please contact the e-Parcel Customer Support by e-mail (support@e-parcel.co.jp) with your e-Parcel ID specified.

⊞ Attention Customers: about using software

Carefully read before use the e-Parcel secure data delivery service.

We would like advice you to make sure the attention below for using the e-Parcel VCN-AX with comfort.

> # Attention Customers:
> # One e-Parcel ID must be available to use
> # in only one computer.

Please carefully note:

You **can NOT set up a same e-Parcel ID** (a same e-Parcel client digital certificate) to the e-Parcel VCN-AX **in multiple computers.**

High security level (Authentication): The e-Parcel secure data delivery service has adopted the client digital certificate based on X.509 on both the server and a client. The pretender is prevented strongly using the automatic operation of mutual recognition between the server and a client.

Therefore, if a same e-Parcel ID (e-Parcel client digital certificate) is set up to the e-Parcel client software in one computer, it is made unavailable in the other computer. That must cause **the previous installation dysfunctional (offline).** Also, **the unreceived items** which are not started to download during the previous installation will be **the delivery status "Download aborted"** and no longer possible to download.

(For the reason of security through the e-Parcel service, downloading is available in only one computer activated at the time of item created.)

When you replace the computer with a new one, be sure to uninstall (delete) the existing e-Parcel client software from the previous computer.

If you have set up a same e-Parcel ID (e-Parcel client certificate) to the e-Parcel client software in multiple computers, we are afraid that any problems caused by multiple installations above are **NOT included in the e-Parcel Customer Support.** Accordingly, you need to clearly understand the installation with your e-Parcel ID for appropriate use.

*It is also placed in the FAQ webpage (URL：https://www.e-parcel.ne.jp/epvcn/en/FAQ/answer6.php).

① Check notification e-mail of e-Parcel ID

Notification of e-Parcel ID registration completed

At the beginning, upon your application for the e-Parcel Secure Data Delivery Service, e-Parcel Corporation will usually register your e-mail address as e-Parcel ID within 5 business days.
*The e-Parcel VCN-AX requires in advance to register the license count (address count) for use.

After e-Parcel ID registration completed, you will be notified of it by e-mail with credentials which you need to login to the URL of "The e-Parcel software download site".

First, confirm the incoming of notification e-mail. Then, take the following procedures to download and install both your e-Parcel client digital certificate and the e-Parcel client software on your PC.

② Access software download site

URL of e-Parcel software download site

First, sign in Windows with a user account which runs the e-Parcel client software.

1．Launch the browser application (using Microsoft Edge in this manual). Visit the URL below.
   * To launch Edge, click icon on the taskbar, double-click the desktop shortcut icon, or access Windows "Start" menu > M > Microsoft Edge.

> **URL of the "e-Parcel software download site"**: https://www.e-parcel.ne.jp/

2．See the site appeared and then **click the "Download & Install Software" menu** on the site.

3．Read the brief explanation about installation on the page appeared and then **click the "Download e-Parcel Software" button** on the bottom of the current page.

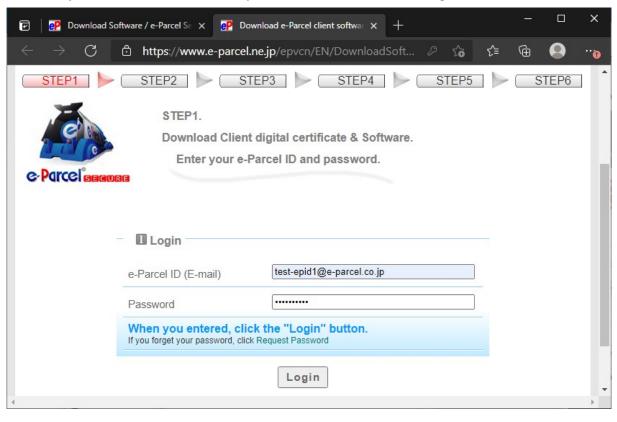|	
⚠️	**Caution:** This manual will guide you to download and install the e-parcel certificate and software using **Microsoft Edge** as a browser application. The e-Parcel software provides the "Auto Setup" function which automatically attempts to detect both a client digital certificate and your network settings from Windows at later step. Therefore, you must install (import) a client digital certificate in Windows in advance.
⚠️	**Caution:** The client digital **certificate installation** in Windows **requires to sign in Windows with a user account which runs the e-Parcel software.**
⚠️	**Caution:** If you sign in Windows with a user account without administrative privilege when certificate installation in Windows, the **software installation requires the administrative privilege** at later step. Therefore, prepare the following in advance depending on OS. [For Windows Vista or later] **Prepare an administrator account name** (administrator ID) and **password** to input when software installation. [For Windows 2000, XP, 2003] Log on Windows with either an administrator account or a user account with the administrative privilege in advance.

③ Install e-Parcel VCN-AX

Procedure to install digital certificate and software

Take the instructions on each page of web site to download and install both your e-Parcel client digital certificate and the e-Parcel client software.

Read the pages of "e-Parcel software download site"

[STEP 1]

Enter your e-Parcel ID and default password notified and then "Login" to the site.

[STEP 2]

Select the e-Parcel VCN-AX 4.0 or the e-Parcel VCN-AX 5.0 which conforms to Windows operating system type (either 64bit or 32bit) of your computer. And then, click the "Next" button.

*The e-Parcel VCN-AX 4.5/5.0 have been released apart from VCN-AX 4.0 as automation client software for large-scale and high-load use. When you select either VCN-AX 4.0 or VCN-AX 5.0, carefully review the contract between us.

*Attention: The e-Parcel VCN-AX 4.5 have been upgraded to ver.5.0 (in June 1, 2020). For ver.4.5 or 4.0 users, updating the existing e-Parcel VCN-AX to ver.5.0 is NOT available. If you wish to use ver.5.0, please newly install and configure in a computer.

[STEP 3]

Confirm the security of web site which you are accessing now and then click the "Next" button.

[STEP 4]

In the client digital certificate downloading field, confirm the default choice "For new users", and then click the "Download" button. When the browser application prompts you for what to do with download, select "Open" file in the download notification bar.

*When the "For new users" is selected, a SHA2 signed digital certificate will be downloaded. Note that e-Parcel VCN-AX 4.0.4006 (released in Mar. 1. 2015) or later supports SHA2 signed digital certificate.

*When the "For users of previous versions" is selected, a SHA1 signed digital certificate will be downloaded. (*Recommendation for users of previous versions: Updating your client software to most resent version of e-Parcel VCN-AX 4.0 is recommended.)

The Certificate Import Wizard opens. To install (import) your client digital certificate in Windows, follow the instructions described in the STEP 4 webpage.

(While the "Certificate Import Wizard", when password is required, enter default password.)

*For **Windows 10 or later**, choose the "**Current User**" as the Store Location on the Certificate Import Wizard.

Attention:

When password is required in the process of "Certificate Import Wizard",
you must **place a check in the box "Mark this key as exportable.**
This will allow you to back up or transport your keys at a later time."
(If you forget to place a check here,
you can NOT proceed to auto-setup
your client digital certificate on the e-Parcel client software.)

When the Certificate Import Wizard is finished, click the "Next" button in the STEP 4 webpage.

*If the certificate installation on Windows or web browser is not allowed, refer to the Q&A page at https://www.e-parcel.ne.jp/epvcn/en/FAQ/answer3-10.php

[STEP 5]

To ensure that your client digital certificate has been imported normally in Windows, follow the instructions described in the STEP5 webpage. First, click the "e-Parcel Web Browser" red button. The "Select a certificate" window opens for authentication. Select one and then click the "OK" button.

*If multiple e-Parcel client digital certificates are shown on the "Select a certificate" window, select a certificate of your e-Parcel ID and then click the "OK" button.

When you succeed in accessing "the e-Parcel Web Browser", view the "User Info" menu to change a password. Then, return to the STEP5 webpage and click the "Next" button.

If you failed in access, on web site STEP 5, click the "Access Failure" button and carefully read the description on the Q&A page appeared at https://www.e-parcel.ne.jp/epvcn/en/FAQ/answer1.php (It is happened often that your computer or network environment may have any access control such as block or analysis of HTTPS request [Port=443] to our e-Parcel service domain as of [https://.e-parcel.ne.jp] and [https://*.e-parcel.com] (The asterisk mark [*] will be replaced with the multiple e-Parcel servers names during the e-Parcel service communications.). Check your computer or network environment including the settings of your proxy server or any applications for security measures. You may need the setting changes to allow the connections to the e-Parcel service domain. If you are unclear on your computer or network environment, would you please consult your network administrator to change settings?)

[STEP 6]

To download and install the e-Parcel client software, click the "Download" button. The browser application will show the download notification bar. In Windows, it often downloads (saves) the executable file automatically to This PC > "Downloads" folder with the default setting.

(Or, select "Save as" or "Save" on the download notification bar.) Then, click "Open file".

*Attention: The e-Parcel VCN-AX 4.5 have been upgraded to ver.5.0 (in June 1, 2020). For ver.4.5 or 4.0 users, updating the existing e-Parcel VCN-AX to ver.5.0 is NOT available. If you wish to use ver.5.0, please newly install and configure in a computer. Carefully read the upgrade procedures in the next page before starting ver.5.0 installation.

[Executable file]

Download location (Default): C:¥Users¥(Windows user account name)¥Downloads

File name: [For 64bit: SetupVcnAx_x.x.xxxx_x64.exe] or [For 32bit: SetupVcnAx_x.x.xxxx.exe]

*If you have changed Download Location in the browser settings "Downloads", it might be saved to another location where you specified.

*To directly open the executable file in the download location, double-click.

When the executable file is opened, the "Install Shield Wizard" launches. Follow the instructions described in the STEP 6 webpage.

After the software installation, the auto-setup function (*The e-Parcel software automatically attempts to detect your client digital certificate and network settings from Windows.) will automatically start.

*If the "Confirm Certificate" or the "Select a Certificate" dialog appears, select an e-Parcel client digital certificate of your e-Parcel ID and then click the "OK" button to begin auto-setup.
[For Windows 10 or later] Click "More choices" on the "Select a Certificate" dialog to view all certificates. Then, select one.

When the auto-setup is completed, the Windows "Service" for e-Parcel VCN-AX gets started automatically. At the end of installation, the wizard shows "Install Shield Wizard Completed".
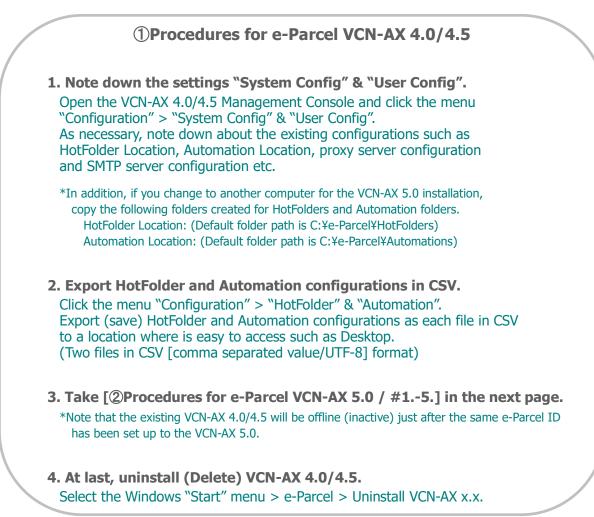
Click the "Finish" button to exit the wizard. You have done all installation procedures.

Refer to P5 Attention Customers: about using software

If your computer or network environment (the proxy server, firewall, any applications for security measures or etc.) have any access control such as block or analysis of SSL connections, you need to allow (exclude from target) HTTPS protocol communications [Port=443] to the e-Parcel service domains as of [https://.e-parcel.ne.jp] and [https://*.e-parcel.com] (The wildcard domain: The asterisk mark [*] would be replaced with a name of multiple servers via the e-Parcel service.). If you are not clear about that, please consult your network administrator to modify the network settings.

To upgrade from VCN-AX 4.0/4.5 to VCN-AX 5.0

⚠	**Caution:** For the existing ver.4.5 users, the VCN-AX 4.5 has been upgraded to ver.5.0. However, updating from the existing ver.4.5 to ver.5.0 is NOT available. Because the database format was changed. We are afraid that you cannot recover the inbox/outbox histories and configurations of ver.4.5. To upgrade from ver.4.0 and ver.4.5 to ver.5.0, please newly install ver.5.0 and reconfigure on the Management Console "Configuration". Refer to the procedure ①② below.

*For your information, due to alteration of our contract, if the existing VCN-AX ver.4.0 users change to another product ver.5.0, unless there is some particular reason, we recommend the operation procedures for just newly installing VCN-AX 5.0 and reconfiguring. (In regards to the migration of the existing inbox/outbox histories and the configurations from VCN-AX ver.4.0 to ver.5.0, please note that the performance is not guaranteed. We are afraid that any problem caused by the migration is not included in our customer support. Hereafter, you are responsible for operating the migration procedures. First, uninstall (delete) the existing VCN-AX 4.0. And furthermore, you must remember to rename a parent folder including "Database folder (¥db) & Data folder (¥data)" from [C:¥e-Parcel¥VCN-AX 4.0] to [C:¥e-Parcel¥VCN-AX 5.0]. Then, start to install VCN-AX 5.0.)

①Procedures for e-Parcel VCN-AX 4.0/4.5

1. Note down the settings "System Config" & "User Config".

Open the VCN-AX 4.0/4.5 Management Console and click the menu "Configuration" > "System Config" & "User Config".
As necessary, note down about the existing configurations such as HotFolder Location, Automation Location, proxy server configuration and SMTP server configuration etc.

*In addition, if you change to another computer for the VCN-AX 5.0 installation, copy the following folders created for HotFolders and Automation folders.
 HotFolder Location: (Default folder path is C:¥e-Parcel¥HotFolders)
 Automation Location: (Default folder path is C:¥e-Parcel¥Automations)

2. Export HotFolder and Automation configurations in CSV.

Click the menu "Configuration" > "HotFolder" & "Automation".
Export (save) HotFolder and Automation configurations as each file in CSV to a location where is easy to access such as Desktop.
(Two files in CSV [comma separated value/UTF-8] format)

3. Take [②Procedures for e-Parcel VCN-AX 5.0 / #1.-5.] in the next page.
 *Note that the existing VCN-AX 4.0/4.5 will be offline (inactive) just after the same e-Parcel ID has been set up to the VCN-AX 5.0.

4. At last, uninstall (Delete) VCN-AX 4.0/4.5.
Select the Windows "Start" menu > e-Parcel > Uninstall VCN-AX x.x.

② Procedures for e-Parcel VCN-AX 5.0

1. Newly install VCN-AX 5.0 and open the Management Console.
When the VCN-AX 5.0 Management Console opened, click the menu
"Authorization" > "Credential" to make sure the "System Status" Online.

*For more details about the Management Console,
  right-click the "e-Parcel VCN-AX 5.0" icon in the Windows taskbar notification area
  to show the pop-up menu. And then, select "Online manual".
  Refer to this "e-Parcel VCN-AX 5.0/4.0 Quick Guide"

2. Configure in the Configuration "System Config" & "User Config".
As necessary, change to the same configurations as before which have been
taken a note of ver.4.0/4.5 at above procedure ①-1.
When changes are made, click the "Apply" button on each menu to take effect.

[Confirm HotFolder and Automation Location]
Please be sure the "HotFolder Location" and "Automation Location"
in the Configuration "System Config".
*Refer to P18 5-2. Attention about HotFolder and Automation Location
*If you install VCN-AX 5.0 and set up using another temporary e-Parcel ID,
  Read carefully the Warning 1. in the next page.

[Notify Email Option] (*As necessary)
As necessary, configure SMTP Server and Notice Name (e-mail sender name)
in the Configuration "User Config" window.

3. Confirm HotFolders and Automation folders
Please be sure whether HotFolders and Automation folders exist
in the "HotFolder Location" and "Automation Location" specified
in the Configuration "System Config".

*In addition, if you have changed to another computer for the VCN-AX 5.0 installation,
  replace the following folders with the previous folders for HotFolders and Automation folders
  copied at above procedure ①-1.
    HotFolder Location: (Default folder path is C:¥e-Parcel¥HotFolders)
    Automation Location: (Default folder path is C:¥e-Parcel¥Automations)

4. Import HotFolder and Automation configurations in CSV. (Online Required)
Click the menu "Configuration" > "HotFolder" & "Automation".
Import HotFolder and Automation configurations as each file in CSV
from a location where you have saved at above procedure ①-2.
(Two files in CSV [comma separated value/UTF-8] format)

5. Check the operation by the HotFolder and Automation function.

At last, return to [①Procedures for e-Parcel VCN-AX 4.0/4.5 / #4.] in the previous
page. Please be sure to uninstall (delete) the existing VCN-AX 4.0/4.5.

	Warning 1. Due to your operational reasons, **while the Windows "Service" for VCN-AX 4.0/4.5 has been started, if you install VCN-AX 5.0 and set up using another temporary e-Parcel ID, you cannot configure the same HotFolder location for ver.5.0 as one for ver.4.0/4.5 in HotFolder Config.** Please note that the performance of HotFolder function is not guaranteed if sending data by HotFolders assigned by multiple HotFolder Config. Therefore, in this case, you should configure another HotFolder location for ver.5.0 temporarily. Then, create HotFolders for the trial operation. (After trial done, to replace a temporary ID with the original ID for the actual operation, auto-setup to detect a digital certificate pre-imported in Windows, and then take [②Procedures for e-Parcel VCN-AX 5.0 / #2.–5.] described in the previous page.)
	Note: The port number for VCN-AX 5.0 Management Console has been changed. VCN-AX 4.0：TCP/9960 ・ VCN-AX 5.0：TCP/9940 (For reference, VCN-AX 4.5：TCP/9950)

4 Open the Management Console

Once installation completed, the "VCN-AX Management Console" browser-based is provided as a tool for the system administrator. Proceed to open the "VCN-AX Management Console" for creating conditions in order for HotFolder and Automation (send/receive automation) functions to work, and customizing the application behavior as needed.

4-1. How to open the VCN-AX Management Console
for Windows

To open the "VCN-AX Management Console" (browser-based), take either way by the e-Parcel icon in the Windows taskbar notification area, or by the shortcut icon on the desktop.
Attention: It requires starting the VCN-AX "Service" to view the Management Console.

Way1. Open from the icon in the Windows taskbar notification area

When the installation and auto-setup of e-Parcel VCN-AX client software have been completed, it gets started. In addition, it is recommended that Windows always shows the 🔲 e-Parcel icon (e-Parcel VCN-AX x.x) in the notification area on the taskbar (at the lower-right of Windows).

To open the Management Console window, double-click the 🔲 icon "e-Parcel VCN-AX x.x".
[How to make Windows show icon in the notification area on the taskbar]
(By default, Windows does not show this icon on the taskbar: "Off")
[For Windows 10 or later]
1. Right-click on the taskbar, then select "Taskbar settings" from menu.
  (Or, click Windows "Start" menu > Windows System > Control Panel > Appearance and Personalization > Taskbar and Navigation)
2. On the Settings "Taskbar" window, under "Notifications Area", click "Select which icons appear on the taskbar".
3. The icons list is displayed. Turn on the "VCN-AX Manager x.x [e-Parcel VCN-AX x.x]" toggle to apply change to "On".
*For more information, get help out of Windows.
[For Windows 8 or earlier] Click the arrow next to the notification area on the taskbar. (Or, click Windows "Start" menu > Control Panel > Appearance and Personalization > "Customize icons on the taskbar".) On the "Notifications Area Icons" dialog, change the "VCN-AX Manager x.x [e-Parcel VCN-AX x.x]" to "Show icon and notifications" as the behavior.

*If you exit the VCN-AX Manager by right-click the e-Parcel icon in the Windows taskbar notification area, or if you restart a computer with being disabled "AutoRun Manager" function, it does NOT start the VCN-AX Manager. Therefore, the e-Parcel icon won't appear in the Windows taskbar notification area. In this case, to start the VCN-AX Manager, click Windows "Start" menu > e-Parcel > "VCN-AX Manager x.x" or "Launch AxManager".
[For Windows 8 or earlier] click Windows "Start" menu > All Program > e-Parcel > VCN-AX x.x > "VCN-AX Manager x.x" or "Launch AxManager".

Way1 ∗
Double-click the notification area icon on the taskbar!
(Online)

Offline: grayed-out

Way2. Open from shortcut icon on the desktop

After the e-Parcel VCN-AX client software has been installed, the "VCN-AX x.x" shortcut icon will be automatically created on the desktop. Double-click the shortcut icon "VCN-AX x.x" on the desktop to open the Management Console window.

VCN-AX 4.0   OR   VCN-AX 5.0

Way2
Double-click shortcut icon
on the desktop!

The "VCN-AX Management Console" will appear through the default browser. (See the figure below in the next page.)

4-2. Starting from the main menu "Configuration"

After the "VCN-AX Management Console" browser-based opened, you can begin to configure it in order for send/receive automation functions to work.

Click the menu "Configuration" (Figure ①) and see the sub-menu appeared in the lower line of the main menu.

[The "VCN-AX Management Console" window]

The menu "Configuration" provides the sub-menus **"System Config"** and **"User Config"** with the ability to customize the application behavior and configure optionally depending on your computer and network environment. Also, to automate the sending/receiving of data, the conditions must be created to set up rules for the **"HotFolder"** and **"Automation"** functions to follow. **(Figure ②)**

⑤ Confirm HotFolder and Automation Location

5-1. The "System Config" window

The "System Config" window (Figure ②) is shown as default. First, **confirm HotFolder Location and Automation Location** <u>as a parent folder specified where you will create a HotFolder(s) and an Automation folder(s)</u>. When you wish to change, you must specify the full path of a folder including the drive letter assignment in the "HotFolder Location" and "Automation Locations" fields.

*When changes are made, click the "Apply" button to take effect.

    ・HotFolder Location(Default)：C:¥e-Parcel¥HotFolders
    ・Automation Location(Default)：C:¥e-Parcel¥Automations

[Configuration > The "System Config" window]

5-2. Attention about HotFolder and Automation Location

When you specify the shared folders in a network computer as a HotFolder Location and/or as an Automation Location, you must give the full path of a folder location in UNC (Universal Naming Convention), NOT in network drive assignment.

[For example: Input in UNC] ¥¥NetworkServer¥Data123¥e-Parcel¥HotFolders

**Attention:
The "service" for e-Parcel VCN-AX often runs
with log on as "SYSTEM" account in a local PC by default.
Therefore, if you specify the shared folders in a network PC
as HotFolder Location, as Automation Location and
as destination folders for executing your external applications,
HotFolder and Automation function may be inoperative
due to the unauthorized logon account.
Only domain user account or local user account in a network PC
might be authorized to access the specified folders.**

In that case, **change** Windows logon account of the "service" for e-Parcel VCN-AX **to the appropriate logon account authorized to access (modify) the specified folders**, using the Windows interface of "Services" snap-in accordingly as follows.

(Default: Local System account)

*For more information, get help out of Microsoft Windows.

1. Click the Windows "Start" menu > Windows Administrative Tools > "Services".
   [For Windows 8 or earlier] Click the Windows "Start" menu > Control Panel > System and Security (Performance and Maintenance) > Administrative Tools > "Services" shortcut.

2. In the details pane of "Services", right-click "e-Parcel VCN-AX x.x", select "Properties" to view its description, and then click the "Log On" tab.

3. To change Log on account from "Local System account" (by default), select "This account", input an appropriate user account and password, and then click "Apply". To take effect, click "Restart the service" for the e-Parcel VCN-AX x.x.
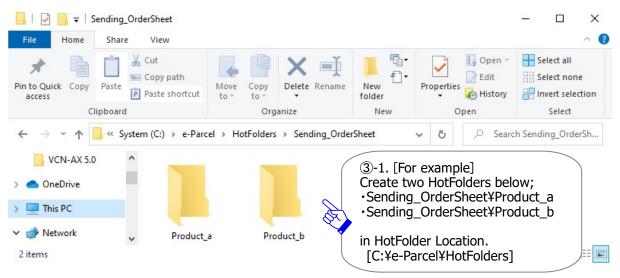
When you change the user account which the service can log on as, please be sure that **the Windows logon account must be authorized to "Modify" the specified folders as listed below.**

　·HotFolder Location [Default: C:¥e-Parcel¥HotFolders]

　·Automation Location [Default: C:¥e-Parcel¥Automations]

　·Installation folder [Default: C:¥Program Files¥e-Parcel]

　·Database Location / Data Storage Path [Default: C:¥e-Parcel]
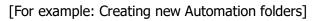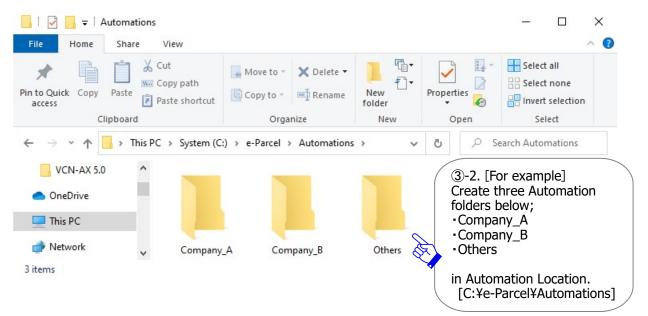
⑥ Create HotFolder and Automation Folder

Creating new folders for HotFolder and Automation

Create new folders as HotFolders in a HotFolder Location and **new folders as Automation** folders in an Automation Location as needed. **(Figure ③)**

[For example: Creating new HotFolders]

③-1. [For example]
Create two HotFolders below;
・Sending_OrderSheet¥Product_a
・Sending_OrderSheet¥Product_b

in HotFolder Location.
　[C:¥e-Parcel¥HotFolders]

[For example: Creating new Automation folders]

③-2. [For example]
Create three Automation folders below;
・Company_A
・Company_B
・Others

in Automation Location.
　[C:¥e-Parcel¥Automations]

When you have created new HotFolders and Automation folders, return to the "Configuration" menu in the "VCN-AX Management Console". Next step will be creating conditions to set up rules for each HotFolder and Automation folder to follow in order to automate data delivery.

⑦ Create HotFolder Condition

7-1. Open the "HotFolder Config" window

After new folders as HotFolders have been created, **click the "HotFolder" sub-menu** under the "Configuration" menu on the Management Console **to open the new window "HotFolder Config"**. From this new window, the HotFolder Configuration menu bar appears with various options. These menus are specifically for the setup of conditions for your HotFolders.

To create a new HotFolder condition, **click the "Add New" menu (Figure ④)** in the "HotFolder Config" window.

※**When you create a new condition, please be sure that VCN-AX must be Online. Check the System Status on the menu "Authorization" > "Credential"**.

[Configuration > The "HotFolder Config" window]

7-2. Create new HotFolder condition

Once displayed an application form for a HotFolder condition **on the "Add New" window (Figure ⑤), a condition must be entered to set up rules for a HotFolder to follow.** These rules allow a HotFolder to automate the process of sending data and starting tasks. First, enter a folder name created in HotFolder Location into the "HotFolder Name" field.

[For example: Create a HotFolder condition (entry)]

Once a condition has been created, upon copying or moving a file(s)/folder(s) to a folder specified as a HotFolder [C:¥e-Parcel¥HotFolders¥**Sending_OrderSheet¥Product_a**], the HotFolder function for this condition (entry) is applied to automatically send a file(s)/folder(s) to destination e-Parcel ID [**test-epid2@e-parcel.co.jp**] with subject and message.

[Configuration > HotFolder > The "Add New" window]

Caution: One folder as HotFolder must be specified by one HotFolder condition (one entry a HotFolder). If same "HotFolder Name" has been specified in an existing HotFolder condition, it will be overwritten by applying a new HotFolder condition with same folder name.

For more details about entry fields of HotFolder condition will be followed.

*Note that the settings followed by a red asterisk (*) are required.

Status：Choose "Active" to activate an entry. (Default setting: "Disabled")

HotFolder Name*Required：A folder specified as HotFolder
*To specify a HotFolder Name, enter a folder name with relative path from the "HotFolder Location" specified on the "System Config" window.
<div align="center">(*In the case of the HotFolder Location: [C:¥e-Parcel¥HotFolders])</div>
<div align="center">[Example of description] Sending_OrderSheet¥Product_a</div>

Destination ID*Required：Recipient e-parcel ID (Multiple ID: comma-delimited)
<div align="center">[Example of description] test-epid2@e-parcel.co.jp</div>

Subject・Message：(※Same subject and message are sent when sending from a HotFolder.)
*The parameter %FILENAME can be used to substitute for a string of attached files/folders name in Subject and Message of a HotFolder entry when sending by HotFolder function. (Multiple files/folders: comma separated value) Maximum 120 characters of a subject can be sent by HotFolder function. Note that a subject followed by 121 or more characters will be omitted.

※As necessary, configure to the following 3 fields.

Notify Email To：(※Option function: The Notify Email option can be configured to notify individuals by e-mail with the same subject, message and files/folders name as items when sending by HotFolder function. To enable this option, enter destination e-mail address to notify. (Multiple e-mil addresses: comma-delimited))
Attention: If you wish to use this option, the configuration of your SMTP server and a HotFolder Notice Name on the "User Config" window in Management Console are required in advance.

Account：An account charged for data delivery. (The setting "Default Account" of the "User Config" window is shown in this field as default value.)
(※Option function: Only if your e-Parcel ID belongs to multiple accounts, the pull-down menu is provided to change.)
*Only for the e-Parcel ID belonging to the multiple accounts, to change an account charged for sending by each HotFolder, select another account from pull-down menu. This change must affect only this HotFolder Condition when sending.

External Application：(※Option function: The External Application option can be configured to invoke automatically an application specified when the HotFolder function recognize an item to be sent. To enable this option, enter an external application file name with absolute path.)
*After it has successfully completed an external application to be processed (Return code: 0), an item from HotFolder will be sent.
*The extra command line parameters below are provided for an external application being executed.
%RECIPIENT %SUBJECT %CREATED %FILENAME %FILEPATH
[Example of description] (*When you save an external application file in C:¥e-Parcel¥HotFolders)
C:¥e-Parcel¥HotFolders¥comand_test.bat %RECIPIENT %FILENAME %CREATED

When a new HotFolder condition is made, click the "Apply" button to take effect.

A new HotFolder entry will be listed on the "HotFolder Config" window. (Figure ⑥) When the "Status (Stat)" column shows in green (●) color to be active, you are successful in creating a HotFolder condition.
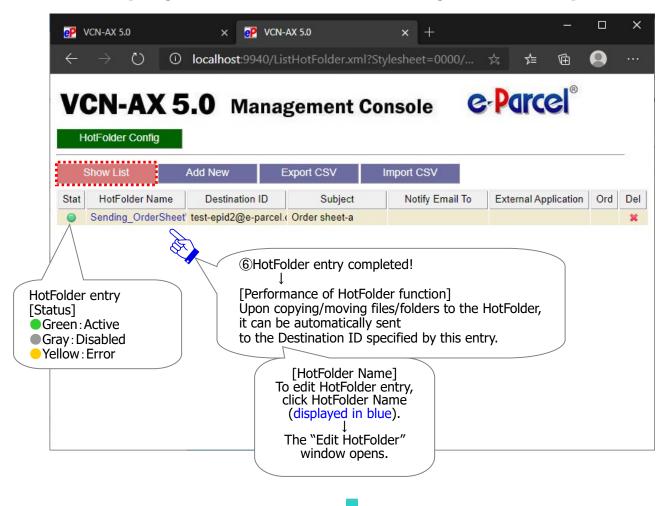
If an error message appears on the "HotFolder Config" window, carefully read and then click the "Show List" menu. A new HotFolder entry will be listed which the "Status (Stat)" column shows in yellow (●) color. This entry must need to edit appropriately.

*If you are not clear the reason why an error occurs, refer to the "Configuration" > "System Log" window. It might show the output log for resolving. Also, check that VCN-AX must be Online. [Frequently occurred error] Note that the cases below often cause error.

A specified folder in "HotFolder Name" column doesn't exist or be unauthorized to modify.
A specified e-Parcel ID in "Destination ID" column is unregistered or misspelled.
The system status of VCN-AX is offline.

To edit an entry listed, click a "HotFolder Name" (displayed in blue) column to open the "Edit HotFolder" window.

[Configuration > HotFolder > The HotFolder Config "Show List" window]

⑧ Create Automation Condition

8-1. Open the "Automation Config" window

After new folders as Automation folders have been created, **click the "Automation" sub-menu** under the "Configuration" menu on the Management Console **to open the new window "Automation Config"**. From this new window, the Automation Configuration menu bar appears with various options. These menus are specifically for the setup of conditions for your Automation folders.

To create a new Automation condition, **click the "Add New" menu (Figure ⑦)** in the "Automation Config" window.

※When you create a new condition, please be sure that VCN-AX must be Online. Check the System Status on the menu "Authorization" > "Credential".

[Configuration > The "Automation Config" window]

8-2. Create new Automation condition

Once displayed an application form for an Automation condition **on the "Add New" window (Figure ⑧), a condition must be entered to set up rules or filters for an Automation folder to follow.** These rules allow an Automation folder to automate the process of receiving data and starting tasks. Filters can be set up to move data to a predetermined folder. First, enter a folder name created in Automation Location into the "Automation Folder" name field.

[For example: Create an Automation condition (entry)]

Once a condition has been created, when an incoming item meets both two filters of the sender ID [**test-epid2@e-parcel.co.jp**] and the subject including keyword [**invoice**], the Automation function for this condition (entry) is applied to automatically move attached file(s)/folder(s) to a predetermined folder as an Automation folder [C:¥e-Parcel¥Automations¥**Company_A**].

[Configuration > Automation > The "Add New" window]

Caution: One pair of filters for Automation (Sender ID and Subject Keyword) must be specified by one Automation condition (one entry a pair of filters). If same pair of filters for Automation has been specified in an existing Automation condition, it will be overwritten by applying a new Automation condition with same pair of filters.	

For more details about entry fields of Automation condition will be followed.

*Note that the setting followed by a red asterisk (*) is required.

Status：Choose "Active" to activate an entry. (Default setting: "Disabled")

Sender ID：(※Optional: Filter for Automation) Sender e-parcel ID coincide perfectly with
　　　　　　[Example of description] test-epid2@e-parcel.co.jp

Subject Keyword：(※Optional: Filter for Automation/case-sensitive)
　　　　　　Subject includes words or phrases as keyword
　　　　　　[Example of description] invoice
*If both Sender ID and Subject Keyword are entered in an entry, it will be applied when an incoming
　item meets both filters.

Automation Folder*Required：A destination folder specified as Automation folder
*To specify an Automation Folder Name, enter a folder name with relative path from the "Automation
　Location" specified on the "System Config" window.
　　　　　　(*In the case of the Automation Location: [C:¥e-Parcel¥Automations])
　　　　　　[Example of description] Company A

※As necessary, configure to the following 4 fields.

External Application：(※Option function: The External Application option can be configured to invoke automatically an application specified when an incoming item meets an Automation condition.) To enable this option, enter an external application file name with absolute path.
*The extra command line parameters below are provided for an external application being executed.
　　%SENDER %SENDERNAME %SUBJECT %CREATED %PARCELID %INTERNALID %STATUS
　　%FILENAME %FILEPATH
Attention: The value of %FILENAME is not available in the trigger event of "Download Ready (100)". The value of %FILEPATH is not available in the trigger events of "Download Ready (100)" and "Move Item Failed (190)". If you wish to set %FILENAME and %FILEPATH in either or both trigger events, enter these parameters at the end of an External Application field.
[Example of description] (*When you save an external application file in C:¥e-Parcel¥Automations)
　　C:¥e-Parcel¥Automations¥r_comand_test.bat %SENDER %CREATED %STATUS %FILENAME

Trigger Event：(※Option function: When an external application is configured to the above field, this option will be enabled.)
The "Item Moved" is selected as default trigger event for an external application specified in Automation condition. To change it or add, select one or more of the following three trigger events.
　・Download Ready：　An external application will be triggered by being "Waiting Download(100)
　　　　　　　　　　(Download Notified)" for the status of an incoming item.
　・Move Item Failed：　An external application will be triggered by an error occurred when moving
　　　　　　　　　　an delivered item to Automation folder is failed (190).
　・Item Moved：　An external application will be triggered by being the status "Item Moved (210)"
　　　　　　　　　when an delivered item is moved to Automation folder.

・Download Error： An external application will be triggered by an error occurred when downloading an delivered item (500).

*Since e-Parcel VCN-AX 4.0.4011/5.0.5011 (2020.6.1 release), Trigger Event "Download Error" has been provided additionally.

*When the "Download Ready" is selected, an item will be started to download after it has successfully completed an external application to be processed (Return code: 0). (Attention: Once an external application has NOT been ended to be processed, downloading of the whole system will be dysfunctional. Therefore, carefully note that an external application must be ended to be processed regardless of the result.)

*When either "Move Item Failed" and/or "Item Moved" are selected, it just confirms to launch an external application without waiting for the result of process. (Attention: since e-Parcel VCN-AX 4.0.4007/4.5.4507 (2016.2.1 release) or later, if Time-Series setting of the "System Config" is enabled (change setting to "Yes"), it must wait for the result of process.)

*When "Download Error" is selected, it just confirms to launch an external application without waiting for the result of process.

	Note: The VCN-AX is a program operated by the Windows "Service". When interactive application such as command prompt is configured to the external application of Automation condition, Windows no longer allows the "Service" to interact with desktop by default. To allow the "Service" to interact with desktop is not recommended on Windows. You may sacrifice computer stability for compatibility by changing the setting from the default on Windows. For inquiry about temporally changing the setting for the trial of starting up external application in VCN-AX Automation function, please contact the e-Parcel Customer Support by e-mail (support@e-parcel.co.jp) with your e-Parcel ID specified. (Business Hours: 9:00-17:00JST/Mon-Fri)

Notify Email To：(※Option function: The Notify Email option can be configured to notify individuals by e-mail with the same subject, message and files/folders name as items when receiving by Automation function.)

To enable this option, enter destination e-mail address to notify. (Multiple e-mil addresses: comma-delimited)

Attention: If you wish to use this option, the configuration of your SMTP server and an Automation Notice Name on the "User Config" window in Management Console are required in advance.

Overwrite on Move：(※Option function: When you wish the Overwrite on Move option to apply to only this Automation condition regardless of the setting on the "System Config" window, it can be configured whether allow overwrite the existing files on move if those are same file name as an incoming item.)

The Default choice is to follow the "System Default". To change it, select one from the pull-down menu.

・System Default： Follow the setting "Overwrite on Move" on the "System Config".

・Yes： Allow overwrite existing files (same file name) on move regardless of the setting on the "System Config".

・No： Don't allow overwrite existing files (same file name) on move regardless of the setting on the "System Config".

When a new Automation condition is made, click the "Apply" button to take effect.

A new Automation entry will be listed on the "Automation Config" window. (Figure ⑨) When the "Status (Stat)" column shows in green (●) color to be active, you are successful in creating a Automation condition.

If an error message appears on the "Automation Config" window, carefully read and then click the "Show List" menu. A new Automation entry will be listed which the "Status (Stat)" column shows in yellow (●) color. This entry must need to edit appropriately.

*If you are not clear the reason why an error occurs, refer to the "Configuration" > "System Log" window. It might show the output log for resolving. Also, check that VCN-AX must be Online.
[Frequently occurred error] Note that the cases below often cause error.
A specified folder in "Automation Folder" column doesn't exist or be unauthorized to modify.
A specified e-Parcel ID in "Sender ID" column is unregistered or misspelled.
The system status of VCN-AX is offline.

To edit an entry listed, click an "Automation Folder" name (displayed in blue) column to open the "Edit Automation" window.

[Configuration > Automation > The Automation Config "Show List" window]

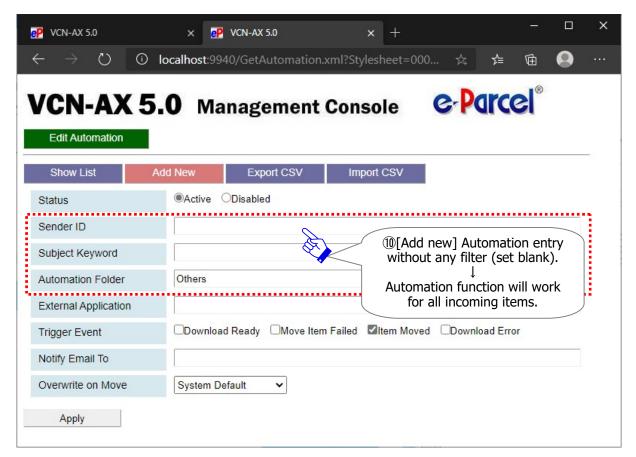|	**Caution:** About "Order" of Automation entry list
⚠️	When the multiple Automation entries are configured, the Automation function evaluates entries in an order which progresses from the top of a list to the bottom of a list. Once an incoming item meets a pair of filters of an entry, the Automation function will get started to work for this entry. At this point, the Automation function stops to evaluate the remaining entries to the bottom of the Automation list.

⬇

8-3. Recommendation for Automation conditions

Once the multiple Automation conditions (entries) have been created, those are listed up on the "Show List" window. **When Automation function get started** upon an incoming item, **it evaluates the conditions to search for a match in descending order of Automation list.** Then, upon satisfaction of both conditions predetermined in an entry, Automation function will work to execute the task assigned in this entry. Therefore, it no longer evaluates the remained entries after this.

However, if an incoming item doesn't meet any entries predetermined, the delivery status shows "Delivery Confirmed" for this item as usual. The attachments in this item are not moved to any destination folder specified in Automation entries. Therefore, you need to move (save) the attachments manually from Inbox in Management Console.
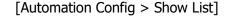
So, it is recommended that you should add an entry without any filter to the bottom of Automation list for better performance of your automation delivery system. **(Figure ⑩)** To do this, **leave the both "Sender ID" and "Subject Keyword" blank** in the entry. This entry is designed the Automation function to work for all incoming items. At last, as necessary, change the entry order to **move down this entry to the bottom of Automation list. (Figure ⑪)**
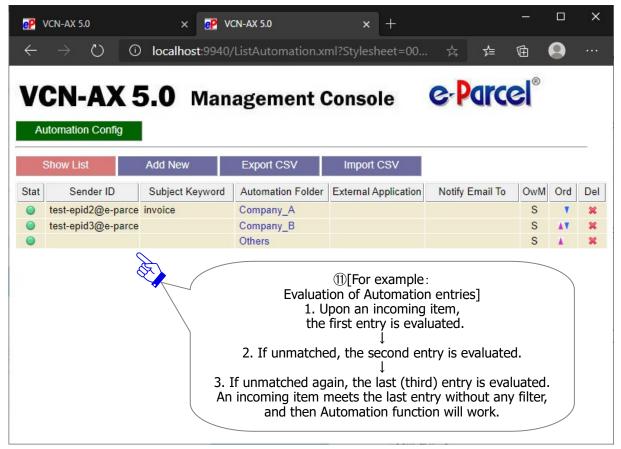
[For example: Automation > Add New]

What would happen? **The example of Automation entries described blow shows the behavior how the Automation function evaluates entries in order which progresses from the top to the bottom of list. (Figure ⑪)** Upon an incoming item, the Automation function evaluates the first entry whether an incoming item meets a pair of filters of the first entry or not. If it doesn't much, it proceeds to evaluate the second entry. If it doesn't much again, it proceeds to evaluate the last (third) entry. An incoming item must meet the last entry which you are supposed. Then Automation function will finally get started to work for an entry without any filter. Attachments of this item will be automatically moved to an Automation folder [C:¥e-Parcel¥Automations¥Others] specified in the last entry.

[Automation Config > Show List]

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⑨ Configure SMTP Server (Notify Email Option)

The "User Config" window

The Notify Email option can be configured to notify individuals by e-mail with the same subject, message and files/folders name as sending or receiving items by the HotFolder or Automation function assigned task. **The Notify Email option is enabled only when destination e-mail address is entered** in the "Notify Email To" field of HotFolder/Automation conditions. Also, **the SMTP server configurations are required in advance.** To configure your SMTP server, **click the "User Config" sub-menu** under the "Configuration" menu of the Management Console and then **enter your SMTP server settings, HotFolder Notice Name and/or Automation Notice Name** on the "User Config" window. **(Figure ⑫)**

*When changes are made, click the "Apply" button to take effect.

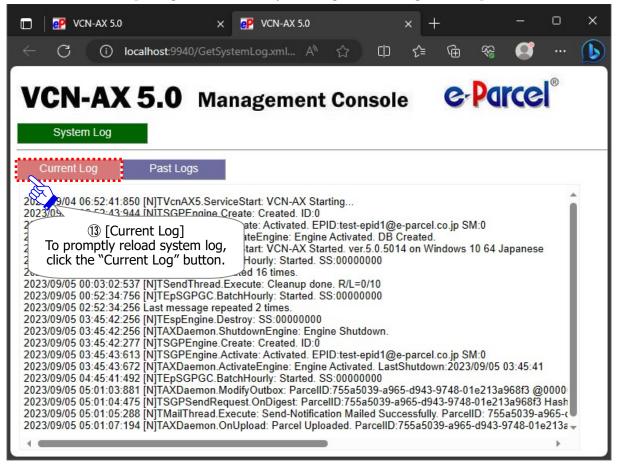[Configuration > The "User Config" window]

10 View System Log

The "System Log" window

The e-Parcel VCN-AX output application message log when the Windows "Service" is started, restarted and stopped, items are sent and received, etc. Also, this log might offer insight to recognize why certain issues are occurring.

To view system log, **click the "System Log" sub-menu** under the "Configuration" menu of the Management Console. **The new window "System Log"** will open including the menus for current log and past logs.

The System Log "Current Log" window (Figure ⑬) shows current system log which is output to a log file (vcnax.log) depends on the log level. When you stop/start the system with any change on the System Config / User Config, restart the Windows "Service" and add new entries, etc. determine to lunch the VCN-AX normally without generating any error.

[Configuration > The System Log "Current Log" window]

A log file (vcnax.log) is archived periodically depending on the log level. Log files archived to an archives directory will be listed in date archived (yyyymmdd) on **the "Past Logs" window. (Figure ⑭)** To view an archive log, choose one of files from the list.

*The System Config [Log Level (Default)]: Detailed Log (A log file is archived once a week.)

[Configuration > The System Log "Past Logs" window]

[For your information about a log file：vcnax.log]

A log file (vcnax.log) is created at the same location as database directory and then it will be archived periodically depending on the log level of the "System Config".

・**Output of current log (Default)：C:¥e-Parcel¥VCN-AX x.x¥vcnax.log**

・**Archiving destination directory (Default)：C:¥e-Parcel¥VCN-AX x.x¥logs**

[System Config - Log Level]
Normal Log: not archived / Detailed Log: archived once a week / Debug Log: archived everyday

*For your inquiry about error occurred, please attach log files output error message to your e-mail. Thereby, we might be better able to respond to you.
*For any inquiry or request, please contact the e-Parcel Customer Support by e-mail (support@e-parcel.co.jp) with your e-Parcel ID specified.
(Business Hours: 9:00-17:00JST/Mon-Fri)

⑪ View Outbox and Inbox

11-1. The "Outbox" window

Once an item has been sent by e-Parcel VCN-AX, the history of sent items is listed up on **the "Outbox" window** of the Management Console. **The "Outbox Item" window** also shows the delivery progress of a sent item (Tracking).

To view the history of sent items, **click the "Outbox" menu (Figure ⑮)** in the Management Console. The **"Status"** column in **the "Outbox" window** will show the current delivery status of your sent items. Also, this window provides the **"Delete"** outbox items function, the **"Set priority"** function for uploading items and the **"Resend"** function for upload complete items.

To open **the new window "Outbox Item**", **click the "Status" column (Figure ⑯)** of a sent item in the "Outbox". This window shows the detail of a sent item and delivery progress (**Tracking**). The "**Cancel**" sending button will be enabled until the status "Delivery Confirmed" (before an item is opened or moved by recipients).

[VCN-AX Management Console > The "Outbox" window]

11-2. The "Inbox" window

The receiving items of e-Parcel VCN-AX are listed up on **the "Inbox" window** of the Management Console. **The "Inbox Item" window** also shows the detail of a receiving item.

To view the history of receiving items, **click the "Inbox" menu (Figure ⑰)** in the Management Console. The **"Status"** column in **the "Inbox" window** will show the current delivery status of your receiving items. Also, this window provides the **"Delete"** inbox items function and the **"Set priority"** function for downloading items. The **"Reject Receiving"** function will be enabled before the status "Delivery Confirmed".

To open **the new window "Inbox Item**", **click the "Status" column (Figure ⑱)** of a receiving item in the "Inbox". This window shows the detail of a receiving item. The **"Move Files"** button will be appeared when the status is "Delivery Confirmed" or "Item Opened".

[VCN-AX Management Console > The "Inbox" window]

12 Delivery Status

12-1. Refresh Tracking

On the Management Console, the current delivery statuses of items are shown on the "Status" column of the Outbox and Inbox. Also, the lists of Outbox and Inbox items histories are available to export as a file in CSV [comma separated value/UTF-8] format. At this point, the delivery statuses are output as code below in a CSV file.

*The Management Console > Outbox/Inbox > Export CSV

The delivery status for tracking items will be refreshed by the following two (2) functions.

⚠	**Warning: Downloading data must be made within 31 days from the date of item sent (item created).** After expired, the unreceived items will automatically be deleted from the e-Parcel server. Therefore, you can NOT download the expired items any longer. Also, the delivery statuses of the expired items will be no longer updated.
⚠	**Warning:** After 31 days from the date of item sent (item created), those expired items will be excluded from tracking target through the e-Parcel service.

Auto Polling

Usually, the VCN-AX is automatically polling to the e-Parcel server at regular intervals for checking external events such as track the latest delivery status and any items pending delivery when the Windows "Service" must be started and the application is online. (Default: 5 minutes intervals)

*The Management Console > Configuration > System Config [Polling Interval (minutes)]

Reload

To promptly check incoming items or obtain the latest delivery status of the items on the Management Console, click the "Reload" button on the Outbox and Inbox to allow the VCN-AX to poll to the e-Parcel server. It provides you with real time tracking capabilities.

*The Management Console > Outbox/Inbox > [Reload] button
*The Management Console > Outbox/Inbox [Status] column > Outbox/Inbox Item> [Reload] button

12-2. Delivery Status List

Notice of change the delivery statuses for e-Parcel VCN-AX 4.0/4.5

The delivery statuses written **in blue** below have been changed since VCN-AX 4.0.4010/4.5.4510 [Released in January 1, 2019].
(This change doesn't affect use of the existing software VCN-AX 4.0.4009/4.5.4509 or lower.)

Old: VCN-AX 4.0.4009/4.5.4509 or lower

Code	Delivery Status	Outbox	Inbox
10	Waiting Request	O	O
20	Waiting Upload	O	
30	Upload Request	O	
100	Download Notified	O	O

New: VCN-AX 4.0.4010/4.5.4510

Code	Delivery Status	Outbox	Inbox
10	**Initializing**	O	
20	**Initializing**	O	
30	**Waiting Upload**	O	
80	**Waiting Download**	O	O
100	**Waiting Download**	O	O

* For more details, refer to Delivery Status List for each version e-Parcel VCN-AX 4.0/4.5/5.0.

Delivery Status List (e-Parcel VCN-AX 4.0 / 4.5 / 5.0)

Code	Delivery Status	Outbox	Inbox
0	（Nothing)	○	○
10	**Initializing**	○	―
20	**Initializing**	○	
30	**Waiting Upload**	○	
40	Uploading	○	
50	Upload Complete	○	
55	Waiting Permission	○	
60	Waiting Download	＊	
80	**Waiting Download**	○	○
90	Upload Interrupted	○	
100	**Waiting Download**	○	○
110	Downloading	○	○
120	Download Complete	○	○
125	Confirming Delivery		○
130	Delivery Confirmed	○	○
190	Request Error	○	○
200	Item Opened	○	○
210	Item Moved	○	○
290	Cancel Requested	○	
300	Canceling	○	○
310	Cancelled	○	
320	Upload Error	○	
400	Confirming Status	○	○
410	Delivery Denied	○	
420	Download Aborted	○	○
430	Item Deleted	○	＊
440	Delivery Closed	＊	
500	Download Error	○	○
510	Unknown Recipient	○	
520	No Privilege	○	

[*] mark delivery statuses are used by only the e-parcel system.
The delivery statuses written **in blue** above have been displayed since VCN-AX 4.0.4010/4.5.4510 (Released in January 1, 2019)

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Delivery Status List (e-Parcel VCN-AX 4.0.4009 or lower/4.5.4509 or lower)

Code	Delivery Status	Outbox	Inbox
0	（Nothing)	○	○
10	Waiting Request	○	○
20	Waiting Upload	○	
30	Upload Request	○	
40	Uploading	○	
50	Upload Complete	○	
55	Waiting Permission	○	
60	Waiting Download	○	
90	Upload Interrupted	○	
100	Download Notified	○	○
110	Downloading	○	○
120	Download Complete	○	○
125	Confirming Delivery		○
130	Delivery Confirmed	○	○
190	Request Error	○	○
200	Item Opened	○	○
210	Item Moved	○	○
290	Cancel Requested	○	
300	Canceling	○	○
310	Cancelled	○	
320	Upload Error	○	
400	Confirming Status	○	○
410	Delivery Denied	○	
420	Download Aborted	○	○
430	Item Deleted	○	*
440	Delivery Closed	*	
500	Download Error	○	○
510	Unknown Recipient	○	
520	No Privilege	○	

[*] mark delivery statuses are not displayed in outbox and inbox. These are used by only the e-parcel system.

e-Parcel VCN-AX 4.0/5.0

Quick Guide

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