e-Parcel®

e-Parcel Secure Data Delivery Service
Enterprise - Software

e-Parcel VCN-CommCenter 8.0

Installation Manual

(for advance preparations)

May, 2023

e-Parcel Corporation

1 System Requirements

To start the e-Parcel Secure Data Delivery Service - Enterprise Software, this section below describes system specifications for e-Parcel VCN-CommCenter.

eP Software Name………e-Parcel VCN-CommCenter 8.0

eP OS………
Microsoft Windows XP or later / Windows 2000 Server or later (64bit or 32bit)

*VCN-CommCenter 8.0.8023 (Released on April 1, 2022) or later is compatible with Windows11 / Windows server 2022.

*Available display languages are listed below for VCN-CommCenter GUI:
   [Japanese, English, French, German, Spanish, Chinese-simplified, Chinese-traditional]

eP Network………Internet Connection to the e-Parcel servers
*If your computer or network environment 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**].

eP Computer Memory (RAM)…64 MB RAM or more for application

eP Disk Space………15 MB Disk Space or more for installation (Plus, additional disk space required for delivery items while sending and receiving.)

eP Recommended…To use efficiently, recommend near the latest version of OS and browser application, computer memory and disk space as much as possible.

Installing e-Parcel Client Digital Certificate

1.
To install (import) the e-Parcel client digital certificate in Windows, **sign in Windows with a user account which runs VCN-CommCenter.**
Launch browser application. (*Microsoft Edge is recommended.*)
Visit "The e-Parcel Secure Enterprise - Software Download Site" URL at
https://www.e-parcel.ne.jp/

2.
①On the Web site, select "Download & Install Software" menu.

①On the Web site, select "Download & Install Software" menu.
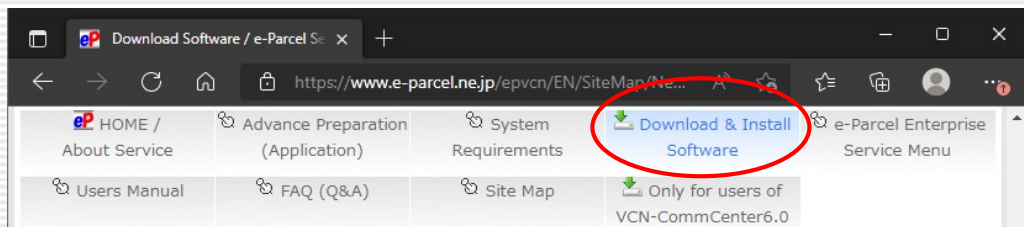
②Carefully read and then click "Download e-Parcel Software" button
on the bottom of the displayed webpage.

3.
[STEP 1]
Enter your e-Parcel ID (e-mail address) & the default password notified,
and then click "Login" button.

[STEP 2]

Select one of the e-Parcel VCN-CommCenter8.0 which conforms to Windows operating system type (either 64bit or 32bit) of your computer. And then, click "Next" button.

2 Select client software

Dear John e-Parcel

Select one of the e-Parcel client software listed below.
* To download software at the later STEP 6, check OS about your computer in advance.
  Then, select one of the e-Parcel client software which conforms to Windows operating system type (either 64bit or 32bit) of your computer.
  If you are unsure, refer to this Q&A page.

e-Parcel VCN-CommCenter 8.0
(Standard client software)

* The e-Parcel VCN-CommCenter have been upgraded from ver.7.0 to ver.8.0. For new users, install ver.8.0. For ver.7.0 users, updating from ver.7.0 to ver.8.0 is available. The data delivery on ver.8.0 is also available as usual.

○ e-Parcel VCN-CommCenter 8.0 (64bit / Multilingual application)
○ e-Parcel VCN-CommCenter 8.0 (32bit / Multilingual application)

Select OS type 64bit or 32bit.

Click the "Next" button when your selection is made.

<< Back　Next >>

Click "Next" button on the bottom of webpage.

[STEP 3]

To be sure of the security of this website, follow the instructions on the webpage. And then click "Next" button.

3 Check the security of this site!

To take secure downloading from this site on the later steps, check the organizational identity with right organization name and the server certificate verified by trusted certificate authority.

Confirm whether the Trusted Web seal that "Cybertrust" (The certificate authority which validate EV SSL certificate) issued to "e-Parcel Corporation" (The organization name of this site) is shown just below in this webpage.
This site has introduced the server certificate verified by Cybertrust for identifying the organizational identity and coding the communications.
* Click the Trusted Web seal to confirm the validation result.
* If the Trusted Web seal is not shown in this webpage because of JavaScript disabled, click the lock icon (View site information) in the URL address bar to confirm the validation result.

www.e-parcel.ne.jp
cybertrust
extended validation
secured web site
Click to verify ►
05/01/23 05:30 GMT

When your confirmation is made, click the "Next" button to proceed to STEP 4.

<< Back　Next >>

[STEP 4]

To Download & install (import) the e-Parcel client digital certificate, click "Download" button.

Follow the instructions on the webpage to install (import) the e-Parcel client digital certificate in Windows.

Attention 1) For Windows 10 or later, choose the "Current user" as Store Location on the "Welcome to the Certificate Import Wizard".

Attention 2) On the "Private Key Protection" while Import Wizard, enter a password which is the same one as you previously used at STEP 1. Login. Also, you need to place a check in the checkbox "Mark this key as exportable...". (Set checked for auto-setup software at the later STEP6.)

After installation of the e-Parcel client digital certificate in Windows, click "Next" button.
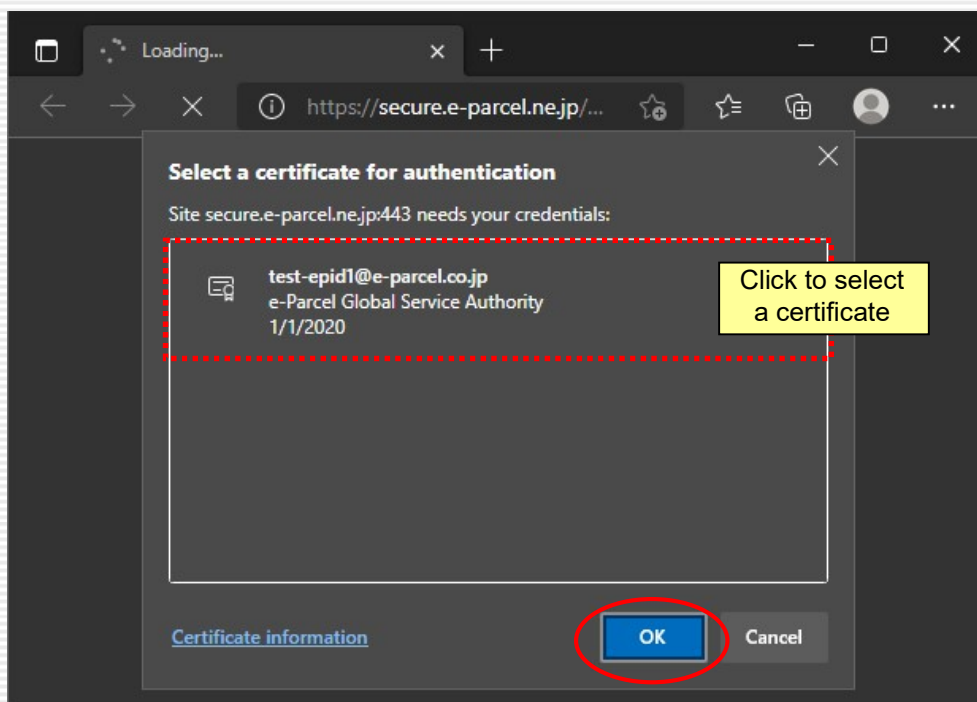

　　　　4

[STEP 5]

Ensure your client digital certificate installed in Windows appropriately and Internet connection to the e-Parcel servers.

Click "e-Parcel Web Browser" button on the webpage.

The e-Parcel site requires a certificate for authentication.
Click to select your client digital certificate installed previously, and then click "OK" button.

[When you succeeded in accessing]

New tab "The e-Parcel Secure Enterprise - Web Browser" is opened. (*see diagram below) You have successfully accessed to the e-Parcel site with your client digital certificate for authentication.

Proceed to the next page for the remaining operations of password change and STEP 6. software installation.
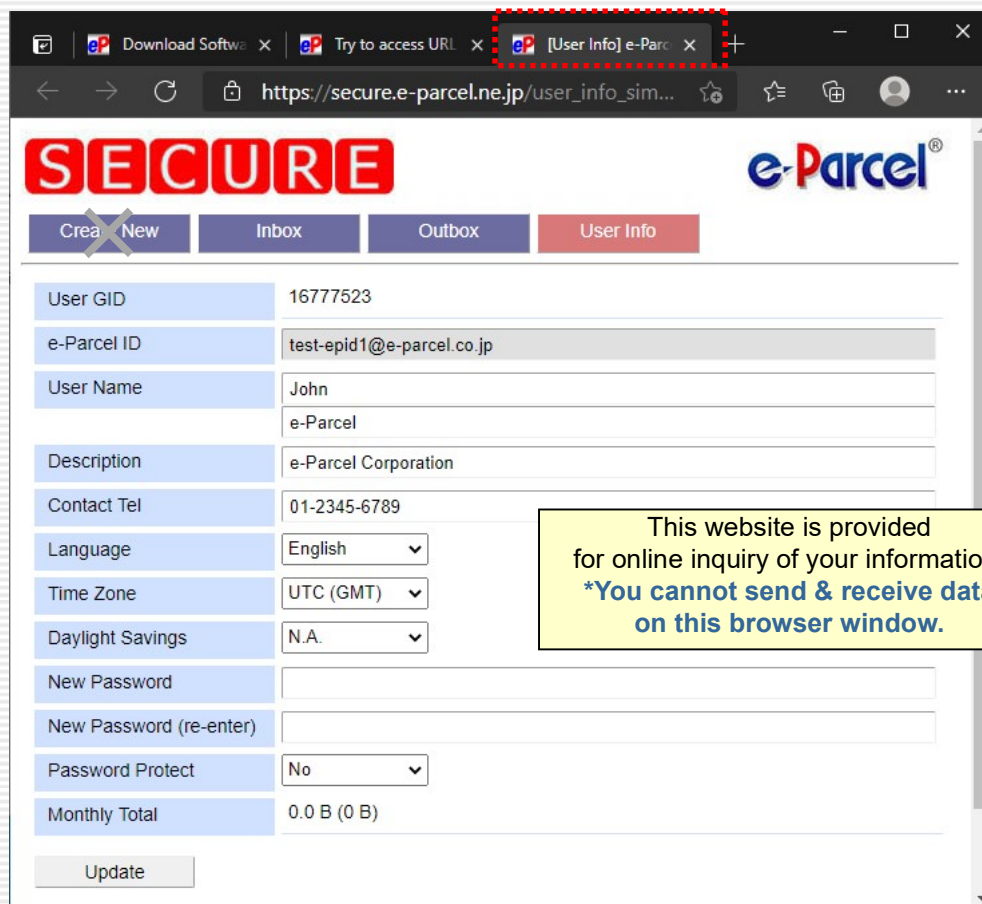
[If you were rejected to access]

*If you failed to open "The e-Parcel Secure Enterprise - Web Browser" window
   (*see diagram above), at first, would you please confirm SSL connections to the e-Parcel service domains in your network?
   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.). If you are not clear about that, please consult your network administrator to modify the network settings.

*After confirmed SSL connections to the e-Parcel service domains,
   if you are still rejected to access URL of the site in spite of certificate installed in Windows, return to the previous tab of STEP5 page. Then, click "Access Failure" button on the middle of the displayed webpage, and then carefully read the description in the Q&A page.

3 *Changing password*

1. On "The e-Parcel Secure Enterprise - Web Browser" window,

view "User Info" menu.

Attention 1) After password changed, you return to the previous tab of STEP5 page
to proceed to the last STEP 6. software operation required.
Therefore, don't close the previous tab of STEP5 page in browser.

Attention 2) For software users, don't send data from "Create New" menu
on "The e-Parcel Secure Enterprise - Web Browser" window.
(Note that "Create New" menu won't be shown after software installation.)
On the site, you can view / edit "User Info", change password, and inquire
into "Inbox" & "Outbox" histories recorded for the selected period.

2. To change password, enter a new password

in both "New Password" and "New Password (re-enter)" fields,

and then click "Update" button.

*Password must be between 8 - 20 half-width alphanumeric characters.
Note that password is case-sensitive, and contains no spaces.

When Process Result shows OK, you updated password successfully.

You finished the operation on "The e-Parcel Secure Enterprise - Web Browser" window. Return to the procedures for installing the client software.

3.

To return, switch to the previous tab of STEP5 page in browser. Click "Next" button on the bottom of the displayed webpage to proceed to STEP6.

Switch to the previous tab of STEP5.
Then, click "Next" button.
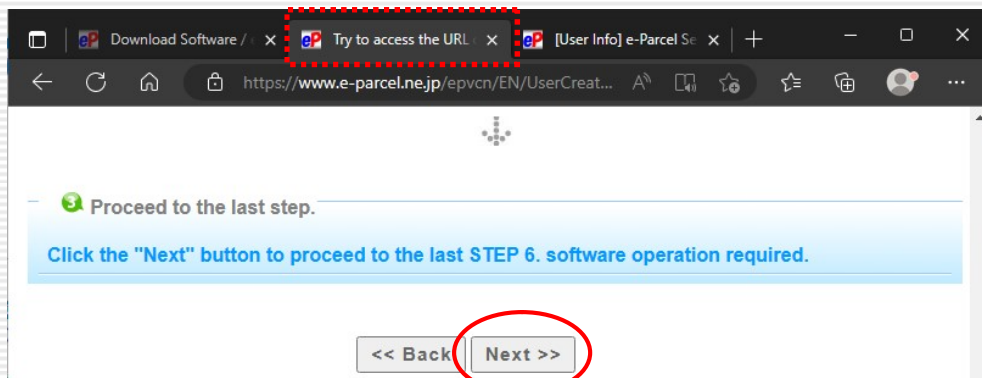
4 Downloading e-Parcel Client Software

> The client software installation **requires the administrative privilege**.
>
> If you sign in Windows with a standard user account without the administrative privilege, prepare **an administrator account name** (administrator ID) and **password** in advance. When executing installation, you are **required to input** both.
>
> [For Windows 2000, XP, 2003]
> Log on Windows with either an administrator account or a user account with the administrative privilege in advance.

1.

[STEP 6]

To download the executable file of the e-Parcel VCN-CommCenter 8.0, click "Download" button.
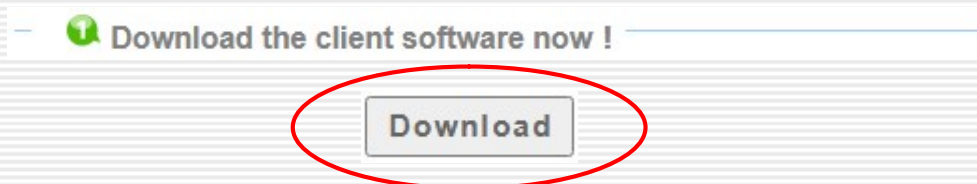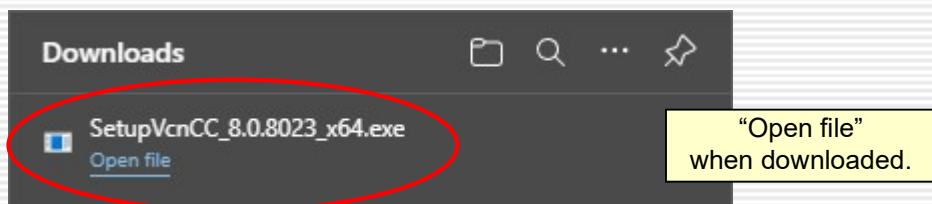

2.

Browser application shows the download notification bar.
It often starts promptly to download (save) an executable file to
This PC > "Downloads" folder. (*with the default settings of Edge)

On the download notification bar, click "Open file" shown immediately after downloaded.

[For Microsoft Edge]

"Open file" when downloaded.

5 Installing e-Parcel Client Software

1. When you open the executable file of the e-Parcel VCN-CommCenter 8.0, InstallShield Wizard starts.

Attention) If the Security Warning appears prompting you to install this application, allow executing.
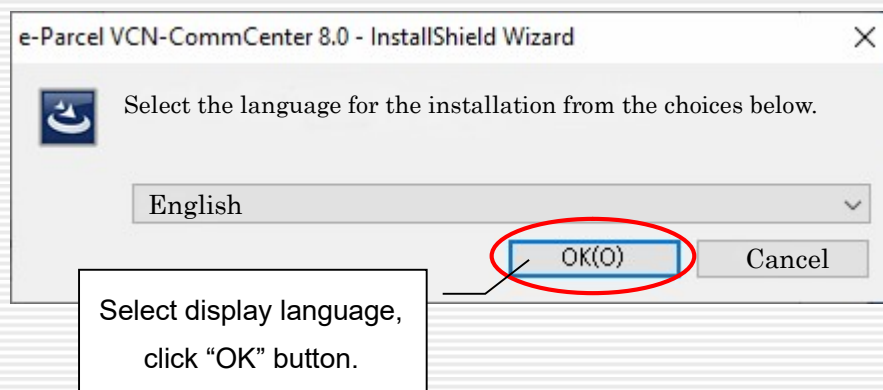
Follow the instructions on the webpage to install the e-Parcel client software.

— ② Install the client software.

*If you locate the executable file downloaded in the "Downloads" folder, the executable file name (either 64bit or 32bit) is as the diagram below. To open it, double-click.

SetupVcnCC_x.
x.xxxx_x64.exe

SetupVcnCC_x.
x.xxxx.exe

2. Select display language for installation from pull-down menu. And then, click "OK" button.

e-Parcel VCN-CommCenter 8.0 - InstallShield Wizard   ✕

Select the language for the installation from the choices below.

English   ⌄

OK(O)   Cancel

Select display language, click "OK" button.

*You will be able to change the setting of display language for VCN-CommCenter GUI after software gets started. To change the setting, select from menu Tool > Option > Option Config "Language Setting".
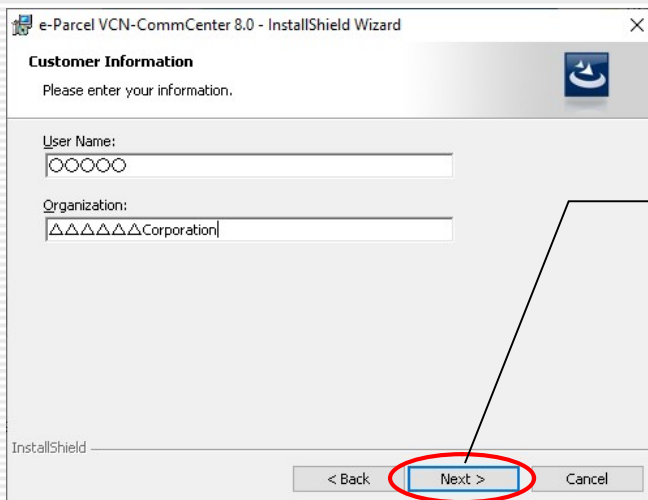
3.

InstallShield Wizard will guide you through the installation processes.
Click "Next" button to continue.
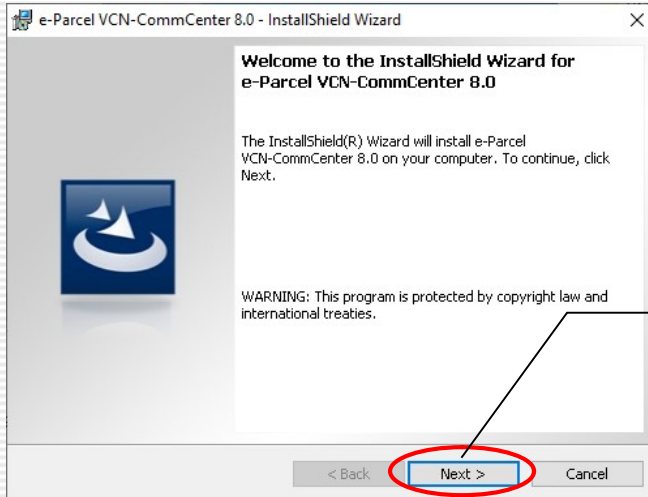
Welcome to
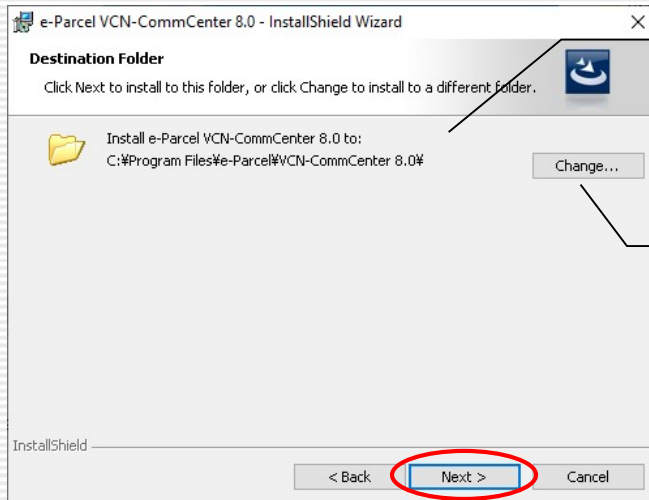InstallShield Wizard.
Click "Next" button.
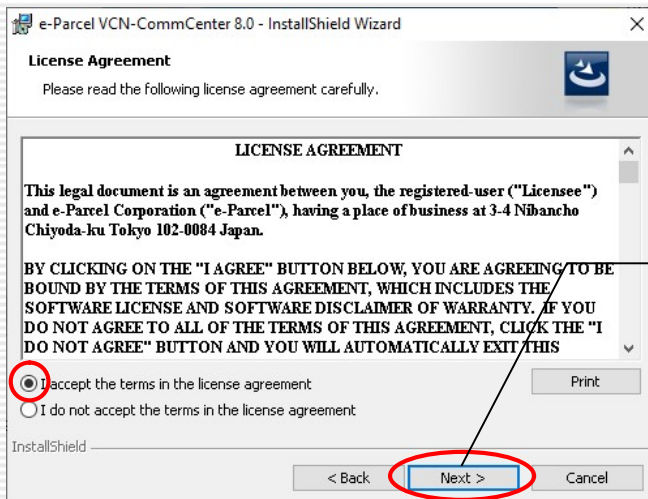
Read carefully
License Agreement.
To continue,
choose "I accept…" and
click "Next" button.

It shows Customer
Information configured
in your computer.
(Sometimes it may be
blanks.)
Click "Next" button.

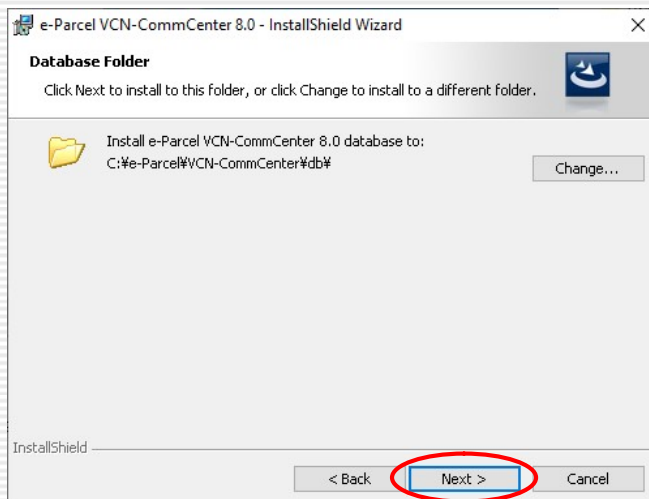## Destination Folder for installation of VCN-CommCenter 8.0
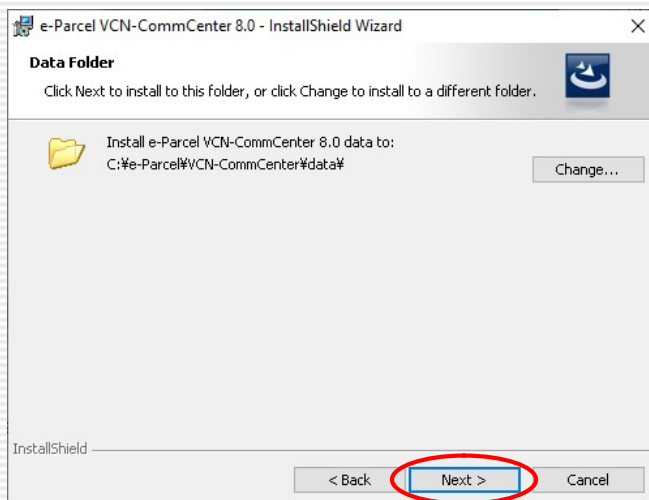

Confirm each folder location (by default), click "Next" button.

* If you want to install to a different folder, click "Change" button. Specify another folder, and then click "Next" button. (folders below as well)
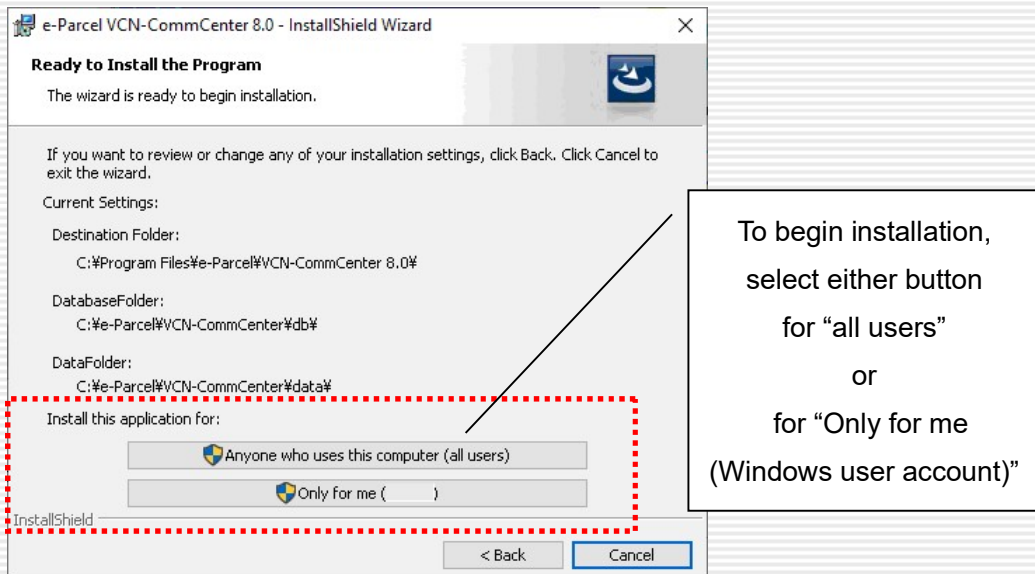
Database Folder of VCN-CommCenter 8.0 (Database Location)

Data Folder of VCN-CommCenter 8.0 (Data Storage Path)

When it shows "Ready to Install the Program", select for which you want to install the e-Parcel software with your installation settings.

To begin installation,
select either button
for "all users"
or
for "Only for me
(Windows user account)"

*To use VCN-CommCenter 8.0 in a same computer with multiple Windows user accounts, choose the "Anyone who uses this computer (all users)" button. The software must be installed just once by the first Windows user account. When any other user accounts sign in Windows, install (import) the client digital certificate only, and then launch the existing VCN-CommCenter to auto-setup. Select Tools > Auto Setup.
(For more details, refer to User Manuals or Q&A page on the Web site.)
https://www.e-parcel.ne.jp/

When it begins installation…

The "User Account Control (UAC)" dialog is shown. In the case of sign in Windows with an administrator account, select the "Yes (Allow)" button to allow. Or, in the case of sign in Windows with a standard account without the administrative privilege, an administrator account name (administrator ID) and password are required to input.

[For Windows 2000, XP, 2003]
Log on Windows with an administrator account or a user account with the administrative privilege. And then, try to install again.

While it shows "Installing…", wait for software installation processing.

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When the e-Parcel client software installation finished,
it shows "InstallShield Wizard Completed".

To exit Wizard,
click "Finish" button.
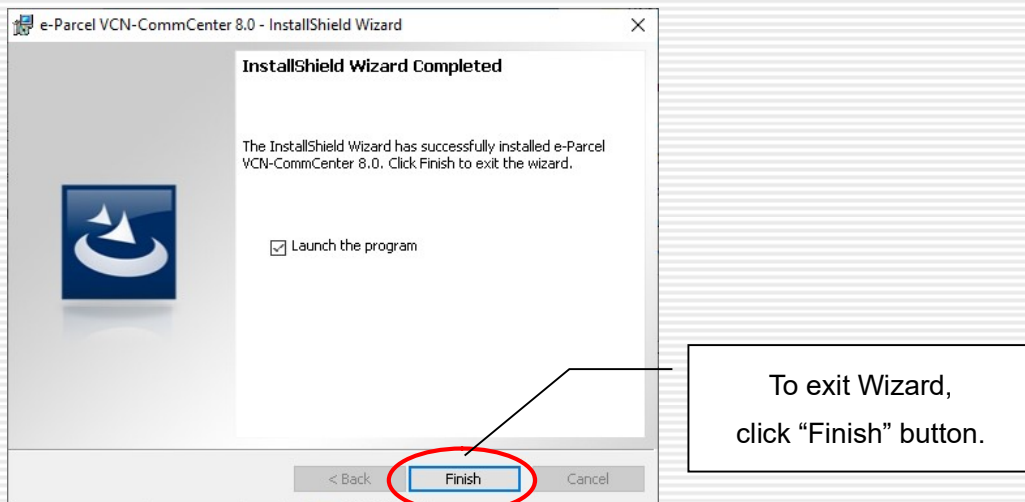
The e-Parcel VCN-CommCenter gets started to auto-setup promptly.
The "Auto Setup" function attempts to automatically detect the e-Parcel
client digital certificate installed and your computer's proxy settings.

*If the proxy server configured to your computer's proxy settings (Windows)
   requires user authentication, the "Proxy Authentication Required" dialog
   may appear. Take either one below depending on the proxy authentication
   methods.

[In the case of NTLM or Integrated Windows Authentication]
Leave blank in the proxy credentials (User name, Password, Checkbox
"Remember this…"). Then, click "OK" button. (*Because Windows Single
Sign On function will work to automatically apply Windows user account
name and password for proxy authentication.)

[In the cases of the other authentication methods than the above]
Input the proxy credentials (User name, Password), then click "OK" button
to authenticate. (*If you are not sure of the proxy credentials, please
contact your network administrator to obtain the correct information.)

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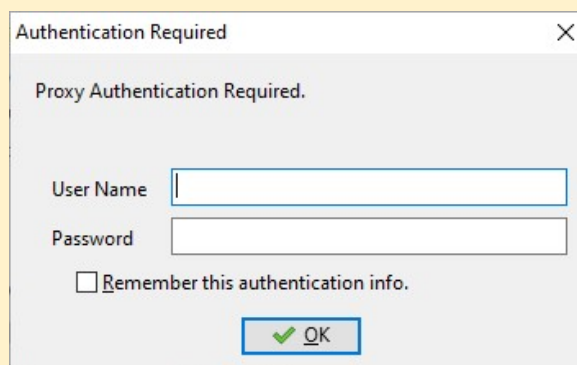
4.   When auto-setup completed, VCN-CommCenter GUI is opened.

You usually operate to send and receive data using this application window.

∗Once auto-setup and login to the e-parcel server have completed successfully, it should come online. Make sure that the system status "Online" is shown on the bottom right of VCN-CommCenter GUI. The e-Parcel service is ready for use.

Check system status
"Online"
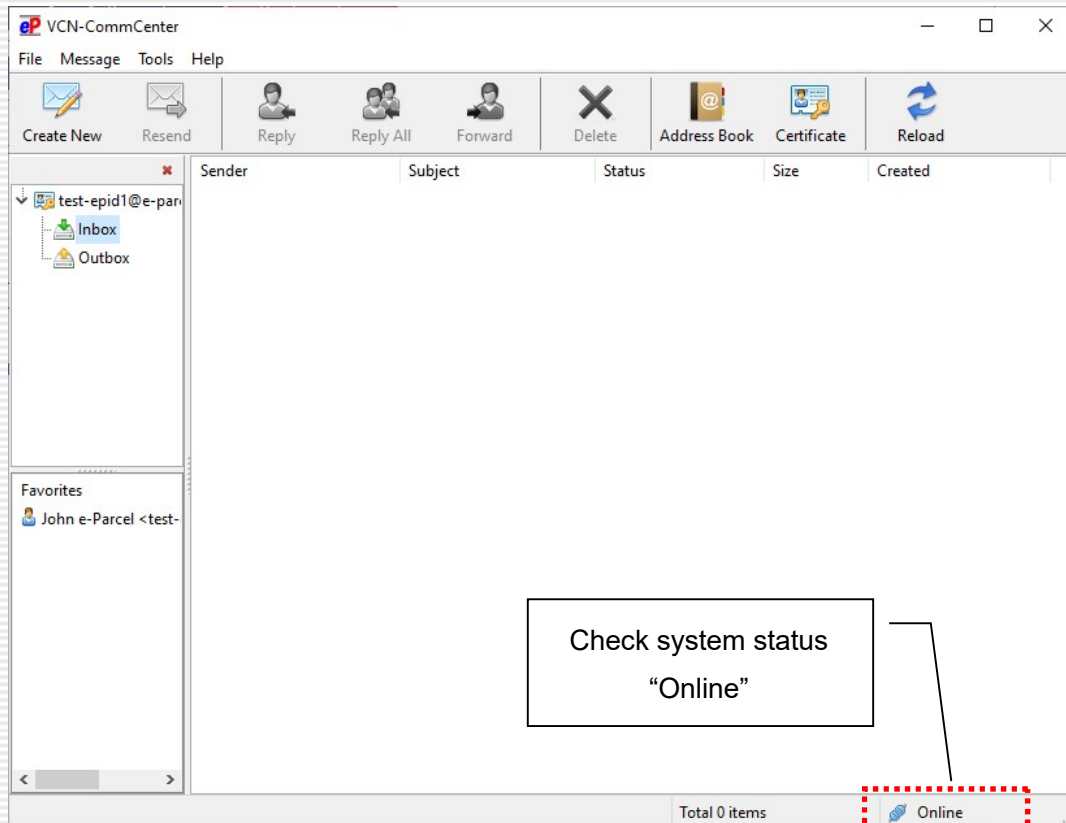
*In addition, it is recommended that Windows always shows the e-Parcel icon (e-Parcel CommCenter 8.0) in the notification area on the taskbar. This e-Parcel icon will flash up in the notification area when data received (When the status "Delivery Confirmed").

[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")
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-CommCenter 8.0" toggle to apply change to "On".
*For more information, get help out of Windows.

Note: Please be sure to read below in order to use software comfortably.

Attention 1) The e-Parcel service has adopted the digital certificate for mutual recognition between the server and a client. (Authentication) Therefore, you can NOT set up a same e-Parcel ID (e-Parcel client digital certificate) to the e-Parcel VCN-CommCenter in multiple computers.
One e-Parcel ID must be available to use in only one computer.

Attention 2) Before sending and receiving data via the e-Parcel service, both sender and recipient must register an e-Parcel ID each with the e-Parcel service and must complete to install the e-Parcel client certificate and software in a computer each in order to ensure the high security levels in advance. Therefore, you can NOT send data to the e-Parcel ID that is not registered or has not completed installation yet. If addresses include such an e-parcel ID without satisfaction of the above conditions, the delivery status will be "Unknown Recipient" in outbox to fail in sending.

Attention 3) 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.). If you are not clear about that, please consult your network administrator to modify the network settings.

The operation has been completed for installing the e-Parcel client software. In the next page, we are going to briefly explain about how to operate VCN-CommCenter GUI.

For more details in configuring and using, get help out of the Web site below. User manuals and frequently asked questions (Q&A) pages are available.
"The e-Parcel Secure Enterprise - Software Download Site" URL:
https://www.e-parcel.ne.jp/

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6 *Using e-Parcel Client Software*

At last, we are going to briefly explain about how to operate for sending and receiving data on VCN-CommCenter GUI.

Sending: Click "Create New" button to open "Send Dialog".

Receiving: It automatically starts to download in case of "Online".

*Downloading data must be made within 31 days from Created date (Sent date).

[[×] : To close window]
Click the [×] close button at the upper right corner of GUI to close VCN-CommCenter GUI (window). VCN-CommCenter is continuously running as background application.
*The e-Parcel icon is shown continuously in Windows taskbar notification area. It can automatically receive data as usual.

*To exit (shutdown) VCN-CommCenter application, select "File" > "Exit" from the menu bar of GUI. It cannot receive data until the next time restarting. In the case of just after sending new items, please wait to exit until the status "Waiting Download" in outbox. However, if you might exit while uploading (before the status "Waiting Download"), it will automatically resume to upload on re-startup.

[To send data:] Marked with asterisk (*) : Required
1. Click "Create New" button.
2. On "Send Dialog", input recipient's e-Parcel ID in "TO" field.*
3. Attach data.* (using "Select File" or "Select Folder" button)
4. Click "Send" button. (*It starts encrypting and uploading.)
5. Check outbox status "Waiting Download". (Uploaded)
*Delivery status is updated after recipients download. (Tracking)

[To receive data:]
It automatically starts to download data in case of "Online".
*Downloading data must be made within 31 days from Created date (Sent date).
1. Check inbox status "Delivery Confirmed". (Downloaded)
2. Double-click an item "Delivery Confirmed". ("Item Opened")
3. Click "Move File" button to save data. ("Item Moved")

e-Parcel Secure Data Delivery Service

Enterprise - Software

e-Parcel VCN-CommCenter 8.0

Installation Manual

(for advance preparations)

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