SendSuite Live & PB Carrier Library

SendSuite Live currently utilizes a 3rd party carrier connector, called **ConnectShip**, for the purpose of providing carrier rating, eRR and registered Mail returns, and tracking support.

Various factors have led to Pitney Bowes terminating the relationship with ConnectShip. As a result, Pitney Bowes will transition to a new solution dubbed the **PB Carrier Library (PBCL)**. The ConnectShip licensing is covered as part of the SMA contract tied to a client's lease and billed annually for clients who purchased their solutions.

Over the course of 2022, Pitney Bowes will be collaborating with SendSuite Live users to facilitate the migration away from ConnectShip and towards the PBCL. The Shim software is instrumental in this migration effort.

In preparation for the new carrier library solution replacing ConnectShip, we are implementing a phased approach for our SendSuite Live client base. The first step is to implement an update to our SendSuite Live client's software over the next few months. This will be achieved by installation of the Shim software.

What is the Shim software?

The Shim is a windows service designed to perform the following functions:

1. Configure SendSuite Live to forward requests destined for ConnectShip through the Shim before being passed along to ConnectShip.
2. Receive responses from ConnectShip before forwarding them to SendSuite Live.
3. Each request and response will be copied and forwarded to an aggregator.
4. The aggregated data will assist PB with defining the necessary carrier support requirements and the priority of each based on customer usage.
5. Once launched for your instance, the Shim will **seemlessly** facilitate redirecting requests to the PBCL instead of ConnectShip. At that time, ConnectShip will become idle.

Think of the Shim as a tunnel through which data being exchanged between SendSuite Live and ConnectShip is merely replicated and allowed to carry on in its task.

Why is the Shim required for this?

Your SendSuite Live solution is an isolated, self-hosted system that does not in any way communicate or 'phone home' to Pitney Bowes. As such, it is not possible to fully understand the real-world usage of ConnectShip amonst placements. Only by introducing a means by which data can be collected and aggregated can we understand the true needs of our users and accommodate accordingly, hence the Shim.

How does the Shim get installed?

We ask that you take one of the following actions as soon as possible:

Note: Support from your IT or software support department may be required to complete these steps.

1. Visit, read, and execute the steps in our self-service support article titled 'Installing the PB Shim Proxy Layer for SendSuite Live'.

2. Call our support center at 800-888-0286, follow the prompts for SendSuite Live support, then request the answering agent install the software for you.

As our SendSuite Live clients' contracts are coming up for renewal, our goal is to provide a clear path to a new Pitney Bowes SaaS-based solution.

Does the Shim require software updates?

Yes. The Shim checks for updated software via the aggregator URL provided later in this document. When an update is available, it will prompt with a notification. You may then follow the instructions in the article titled 'Updating the PB Shim Proxy Layer for SendSuite Live'.

Technical Overview

The Shim software is a lightweight, non-invasive windows service. It has been designed to be installed on the SendSuite Live server and is compatible with the technologies currently required and supported by SendSuite Live. Therefore, no additional platform requirements exist for installation.

Networking Requirements

To ensure successful comunications between SendSuite Live, ConnectShip, and the Aggregator service in the Cloud, the following networking requirements must be observed:

- Shim requires an open *local* port on which to operate. The default port is **8084** but *may be changed upon installation* if that port is already in use or is otherwise prohibited.
- Communications to the *Aggregator* in the Cloud are over HTTPS. Therefore, outbound external network communications will require port **443** be open.
- The URL to be whitelisted for the aggregator is:
  https://api.sendpro360.pitneybowes.com/connectship

Other Considerations

Installation of the Shim software will require providing the login and connection details for the Microsoft SQL Server instance hosting the SendSuite Live database.