Correio AVS with Correio Name Manager

Installation Instructions

Correio Software Overview

Correio Server

There are three software components that run on your Correio server:

- Correio Server (including the CorreioSvc service and the Correio AVS app)
- Correio Downloader
- SymWriterPassThrough (which runs under IIS)

The core **Correio Server** software provides the following features:

- CorreioSvc: A windows service, which listens and responds to address validation requests over http (insecure) on a user-configured port.
- Correio AVS app: A windows program, correioshell.exe, which allows you to monitor, start, restart, and update the settings for the CorreioSvc service.

The **Correio Downloader** software allows you to download USPS database updates, which are provided by CUTEK on a monthly basis.

The **SymWriterPassThrough** software is used to provide an https (secure) connection to the **Correio Server** software. It also enables cross-origin resource sharing (CORS) support for the Correio service.

All three software components can be installed or updated with a single installer, provided by CUTEK. This installer will also install the minimum IIS and .NET components needed to run the Correio software, if they are not already installed on your server.

Note: A security certificate must be installed on your Correio server to support the https connection. CUTEK does not provide a security certificate, so your credit union must obtain one for your Correio server to support an https (secure) connection.

Correreio PowerOn

The standard Correio installation includes these key features:

- The Correio Name Manager (ADDRESSCHANGE3) PowerOn demand specfile with sample plugins
- Sample validation PowerOn demand specfiles for Name and Person records
- Batch PowerOn specfiles for batch address updates

Full details on the above features are documented elsewhere.

# Prep for Your Correio Server Installation, Migration, or Upgrade

The current version of the Correio installer (CorreioBundle.exe) is available for download at https://www.cutek.com/correio-update.

Before you install the Correio software for the first time on your new Correio server, you must do the following steps:

- If you plan or need to use an https (secure) connection to your Correio server, you must obtain a security certificate for your Correio server prior to installing Correio for the first time.
- Decide which ports you will use for Correio secure and insecure connections. These must be two separate port numbers and can be any port numbers that are not already in use by other services on your Correio server. CUTEK recommends using ports in the 8080-8089 range, as they are usually available. (You can use a tool such as PortQry or PortQryUI to identify which ports are currently in use and which are available for use on your server.) If this is an upgrade for a current Correio installation or a migration to a new server, CUTEK recommends using the same ports you have been using previously.
    - o You can check run CorreioShell.exe as administrator on your Correio server to determine your current insecure port.
    - o If you have previously installed the SymWriterPassThrough software:
        - Run IIS Manager in Windows, expand the tree in the Connections panel until the SymWriterPassThrough Website site is displayed.
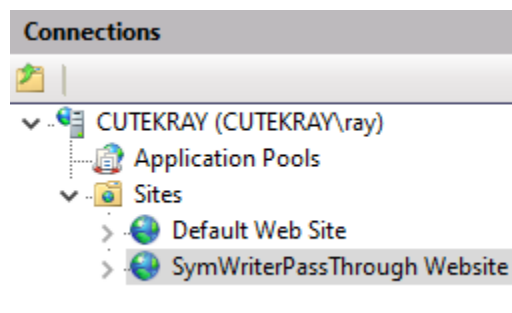
- Right-click on that site and choose the option to Edit Bindings. The port displayed is your current secure port.

Type	Host Name	Port
https	local.correioavs....	8085

- Make sure you have your current Correio Downloader registration information, including name and key. If you are migrating to a new server, you can copy this information from your old server. If you no longer have this information, please contact CUTEK support at support@cutek.com.
- Download the Correio installer from the CUTEK website.

Firewall Considerations

You may need to update your firewall software for the following:

- The Correio server must be able to connect via https to the domain, correio2024.blob.core.windows.net, to download the USPS database files and other files used by the Correio AVS software. (CUTEK provides software for these downloads, which are usually available on a monthly basis.)
- Employees using Episys Quest must be able to connect from their workstation via http or https to the Correio server on the ports you specify when you install the Correio server software.

Correio Server Installation, Migration or Upgrade

Server Software Installation

1. Run the Correio Installer (CorreioBundle.exe)
2. If you receive a "Windows protected your PC" message, there is usually a link that will allow you to run the file anyway. This option may be hidden behind a "more info" link or button.
3. The initial screen will display. This shows the installer version number. Click the Install button to proceed.
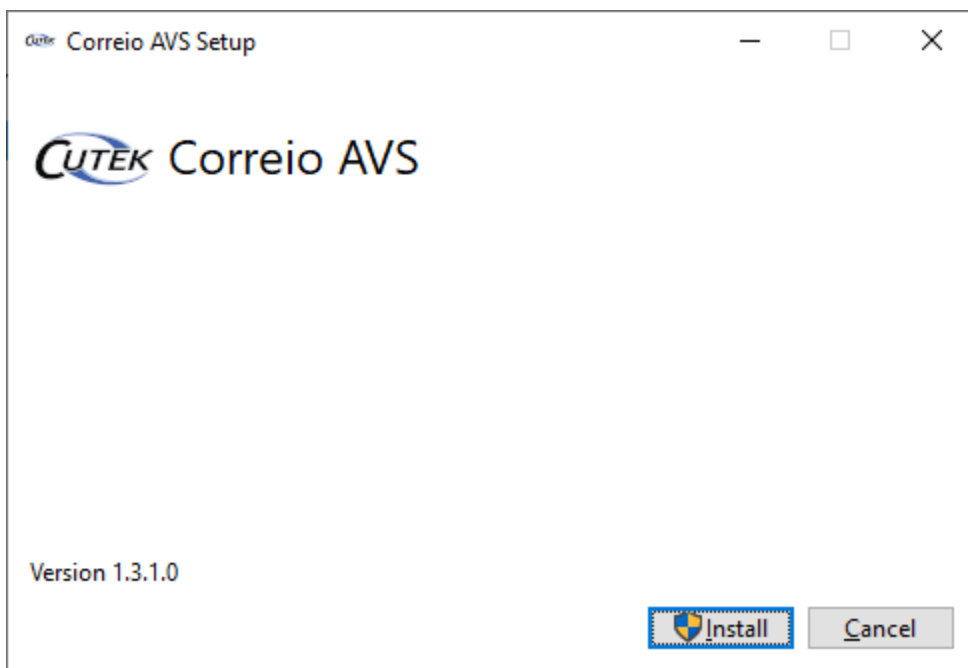
4. If User Access Control is enabled, click Yes to allow the program to make changes to your device.
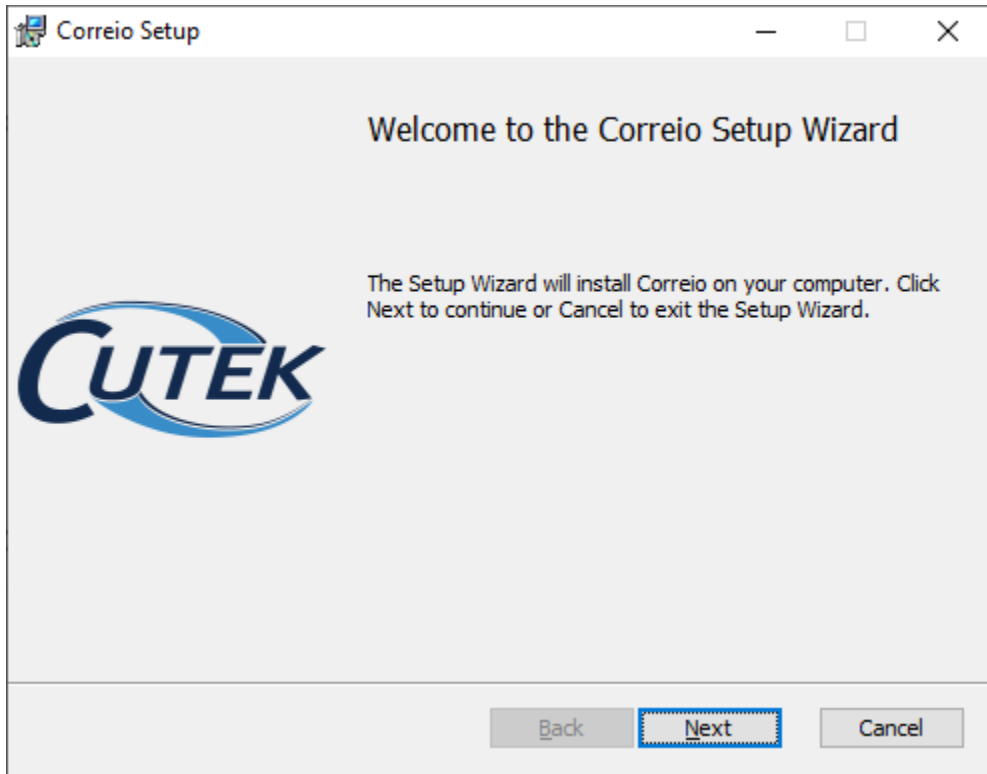
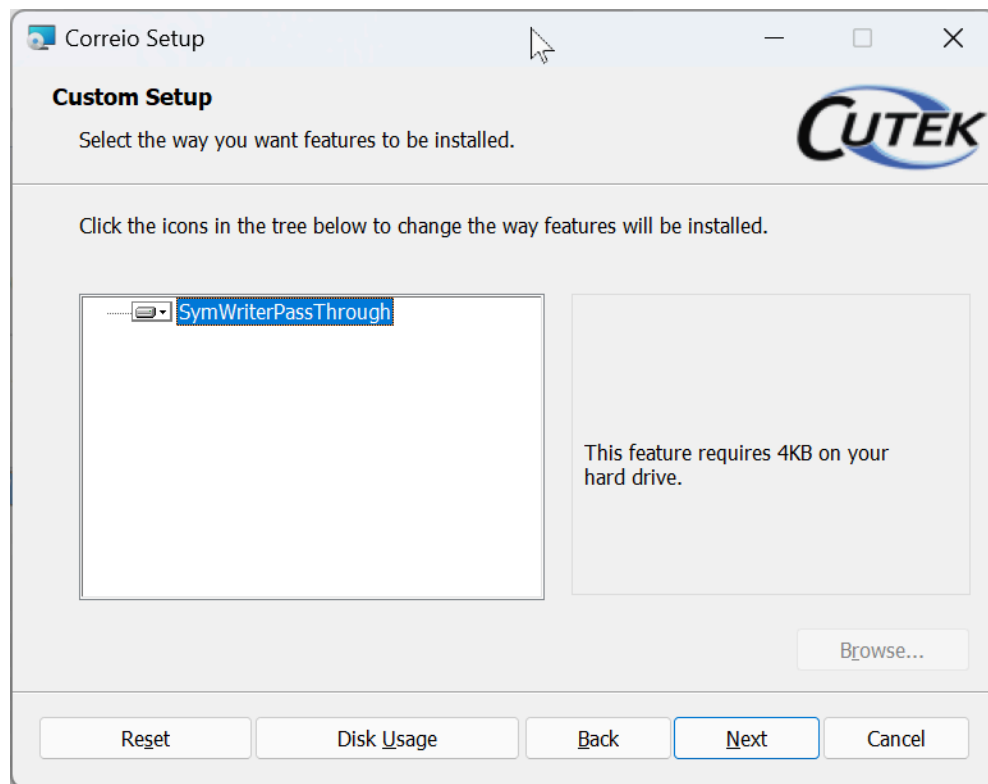5. Wait for the Setup Progress screen to evaluate your device.
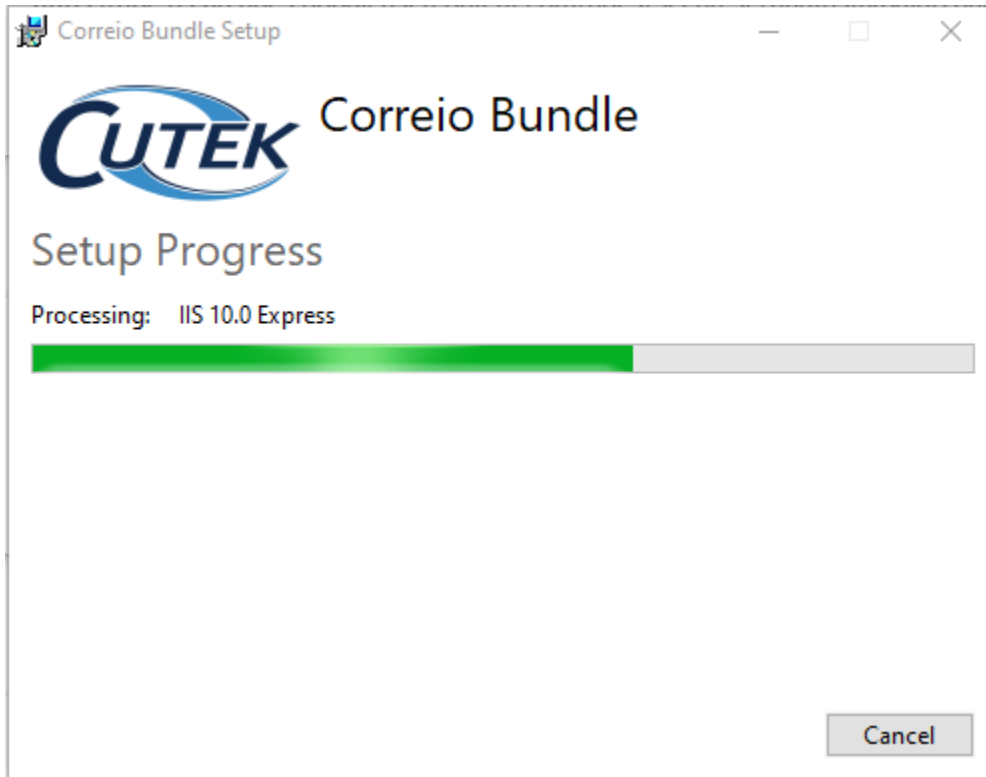
6. When the Welcome screen displays, click Next

7. When the Custom Setup screen displays, click Next to install or update all features, including the SymWriterPassThrough software.

a. If you need to display or adjust the location where Correio or Correio Downloader should be installed, click that feature and the screen will display the location and enable the Browse button to allow you to change the location.

b. If a component is already installed and is already up-to-date, that component will be skipped over. If a component is already installed but not yet up-to-date, it will be updated in place.

c. If you want to skip the install of SymWriterPassThrough, you can click on the disk drive icon to the left of the component name and choose the "Entire feature will be unavailable" option.
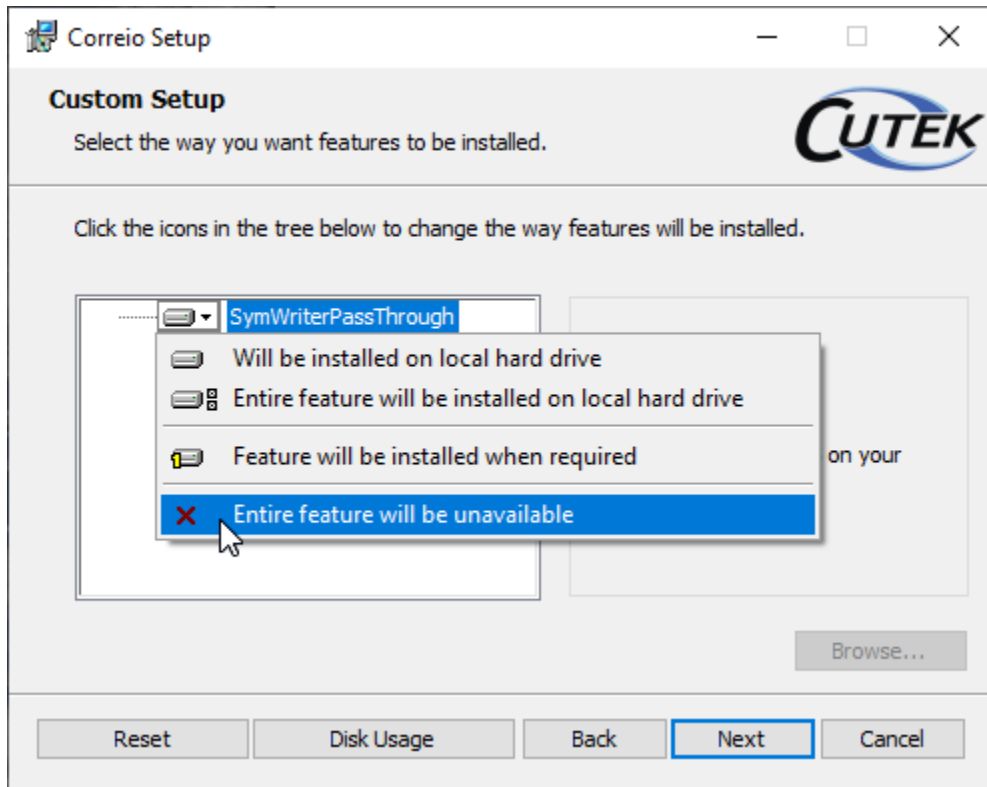
8. When the Correio Features screen displays, click Next.
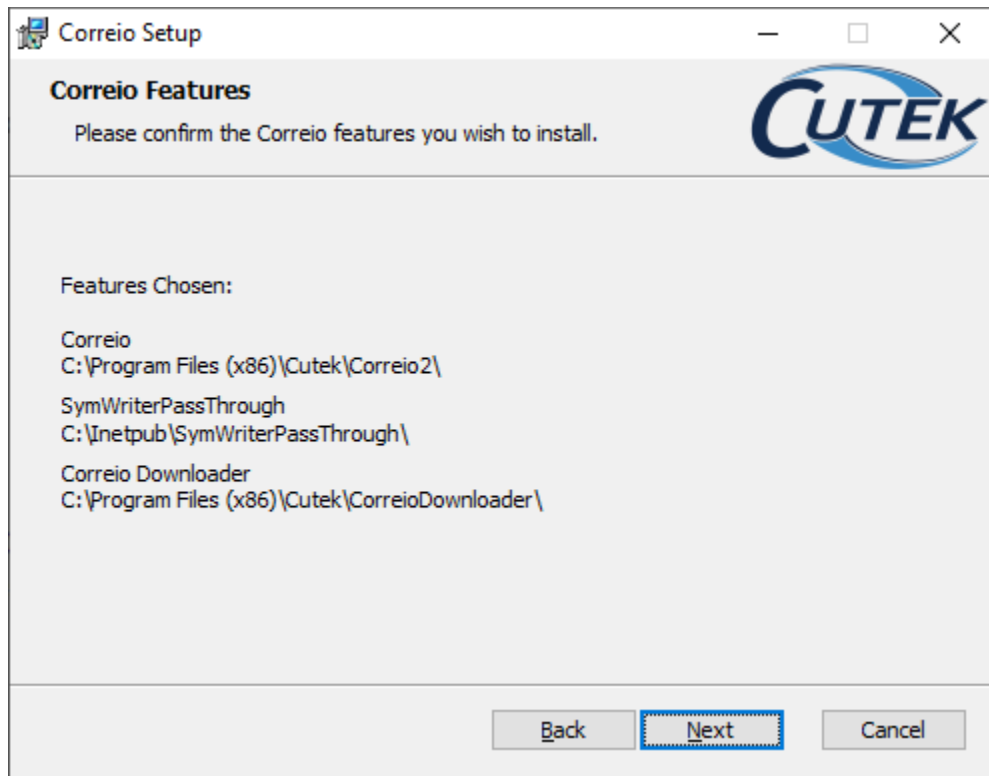
9. When the Network Configuration screen displays, change the values for the three prompts to match the ports and hostname you have decided upon. Then click Next.

a. The Secure port and the Insecure port must be two separate port numbers.
b. At the Hostname prompt, enter the FQDN for this server. This must match your security certificate.

10. When the Ready to install Correio screen displays, click Install.
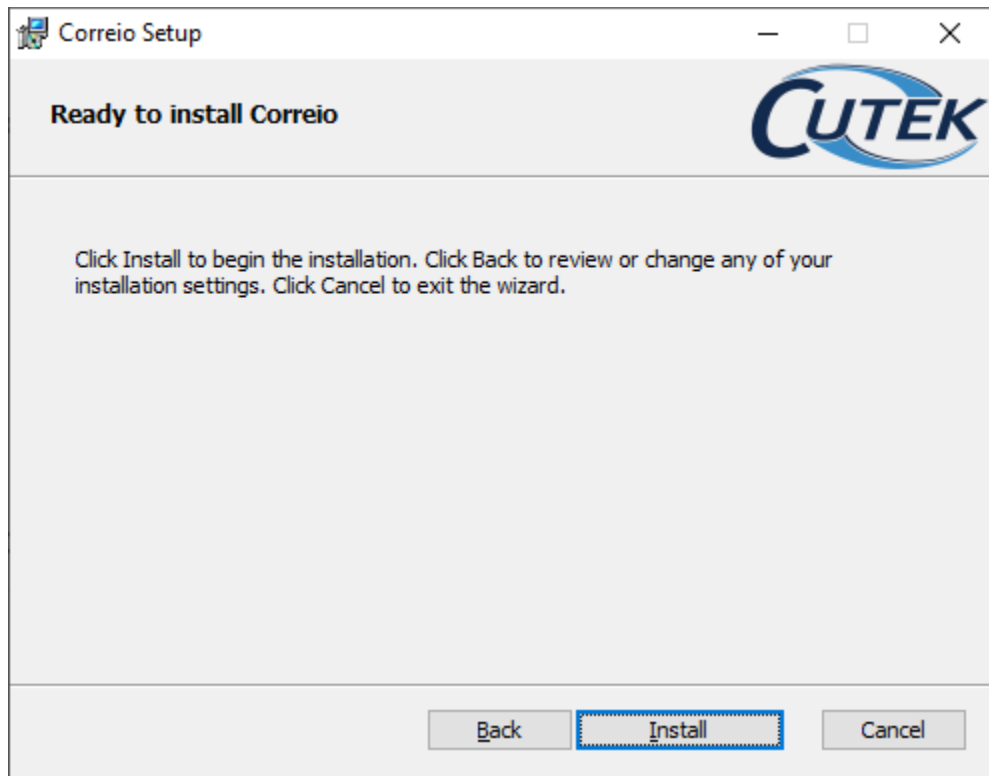
11. Wait for the Installing Correio screen to complete. This may take a few minutes.
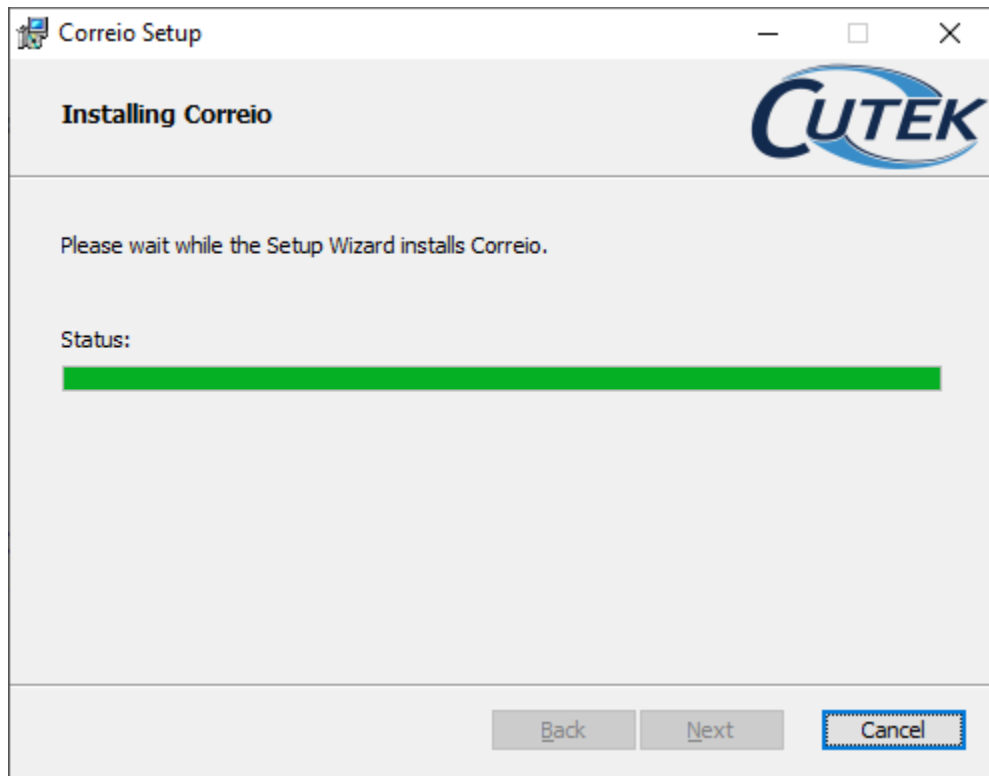
12. When the "Completed the Correio Setup Wizard" screen displays, click Finish, then click Close on the Installation Successfully Completed screen.

13. The installer will automatically launch the Correio AVS program with the Settings screen displayed. The Service Socket Port will match the insecure port you specified during the installer. Do not worry about the USPS AMS Data Directory setting or the Batch Abbreviate Street checkbox for now. Just make sure the Standard City and RDI checkboxes are checked and click OK.

14. Correio AVS will restart and, after the restart, will display the current status.

a. If the screen displays "AMS database not found", ignore that error for now. We will be downloading the AMS database and will update the settings again in a future step.
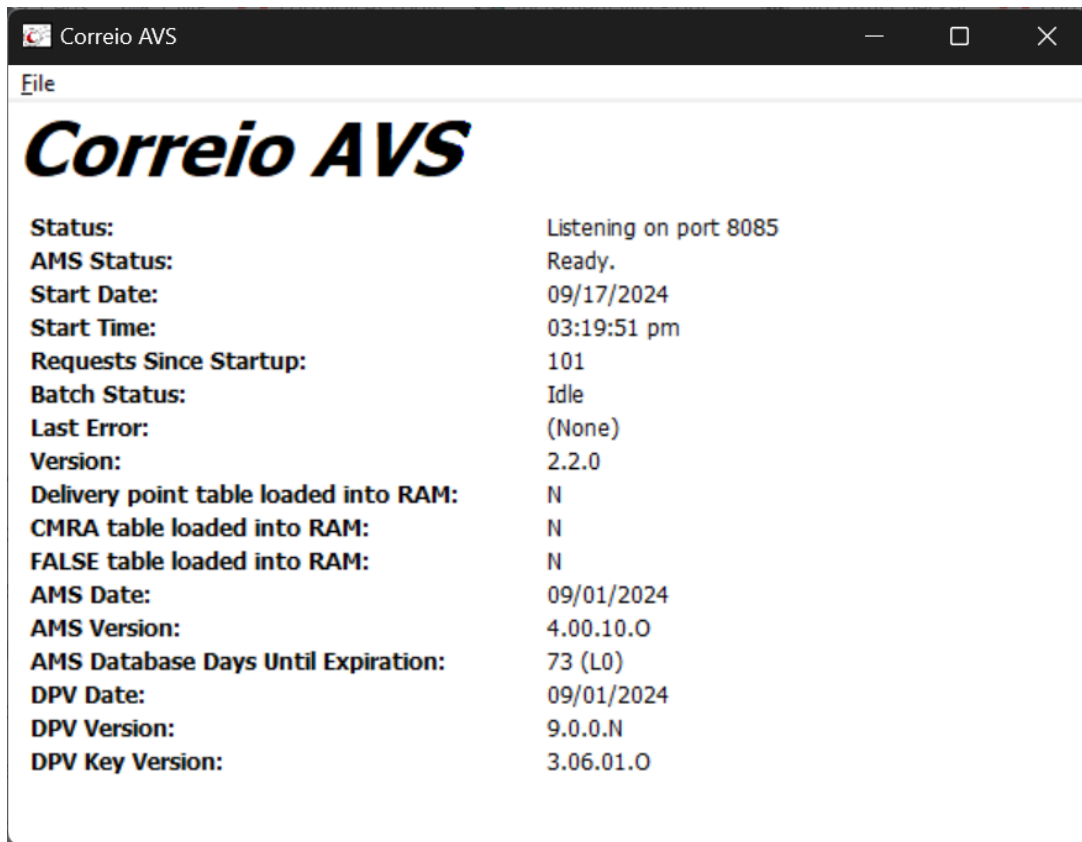
15. Follow the instructions below to download the USPS database.

Note: Depending on the speed of your internet connection, it may take several minutes or it may take several hours to download the USPS database.

Initial USPS Database Download

If this is the first time installing Correio on this server, you will need to download the AMS database.

1. Find the Correio Downloader app and launch it.
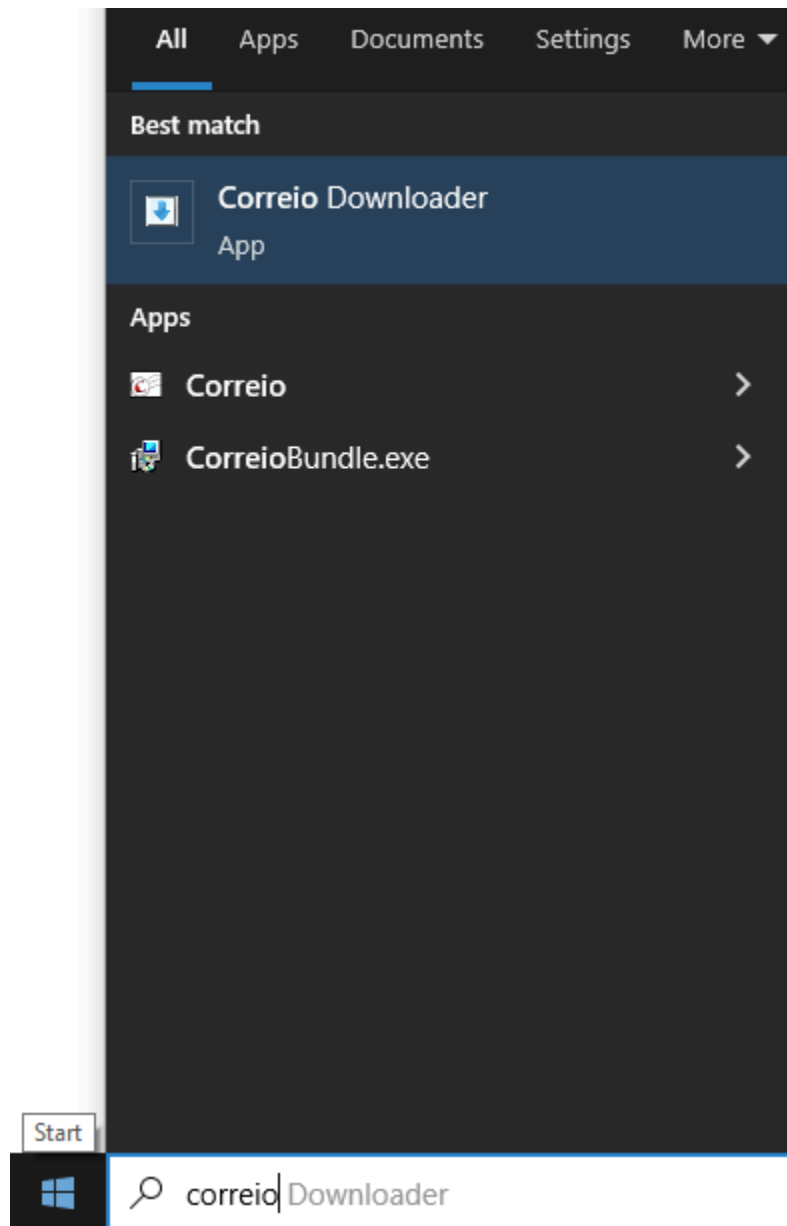
2. The program will automatically connect to the internet to retrieve the current list of download databases available. When the list populates, select the most recent database (should already be pre-selected.)
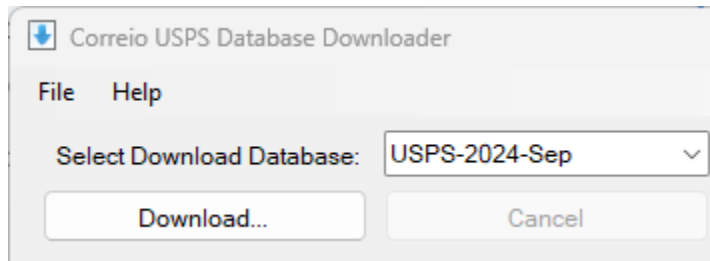
3. After you select the download database, the bottom window will list all of the files for that database with checkboxes next to them. Leave all checkboxes checked and verify there is sufficient disk space available. Press the Download button.
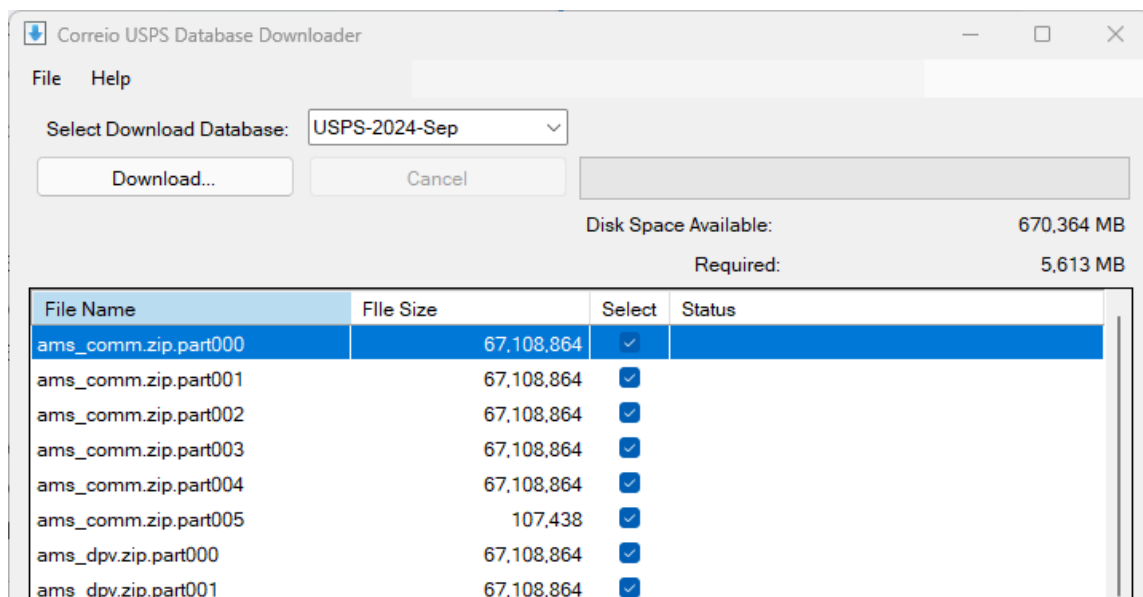
4. If your registration details are missing or incorrect, you will receive the following message:
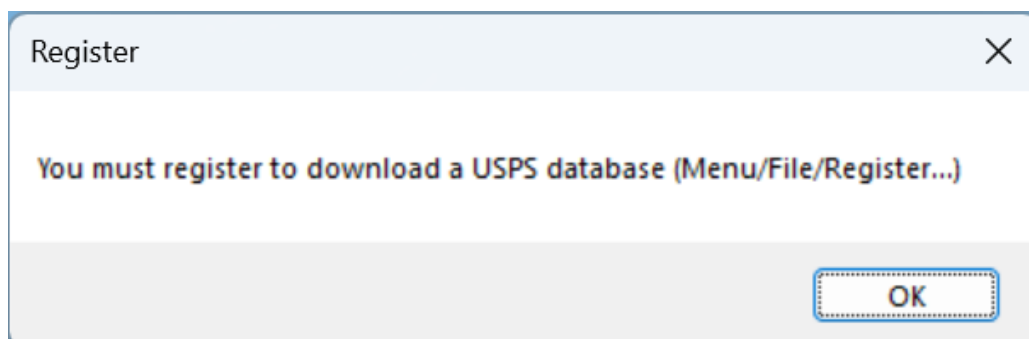
5. If you need to register to download, enter your registration details exactly as provided by CUTEK and press Okay. (Contact support@cutek.com if you do not have the registration details for your credit union.)

6. If you needed to register, press Download button again

7. When the "Browse For Folder" dialog displays, select an existing empty folder or use the Make Folder button to create a temporary folder to download the database into.

   a. Remember the folder location as you will need it later.

   b. CUTEK recommends the default location which is C:\ProgramData\Cutek\Correio\USPS-Data\USPS-YYYY-Mmm, where YYYY is the current 4-digit database year and Mmm is the first three letters of the database month. For example: C:\ProgramData\Cutek\Correio\USPS-Data\USPS-2022-Jun.

8. The program will download the files and will display the status as it goes. Due to the total size of the database, this may take some time for all files to download
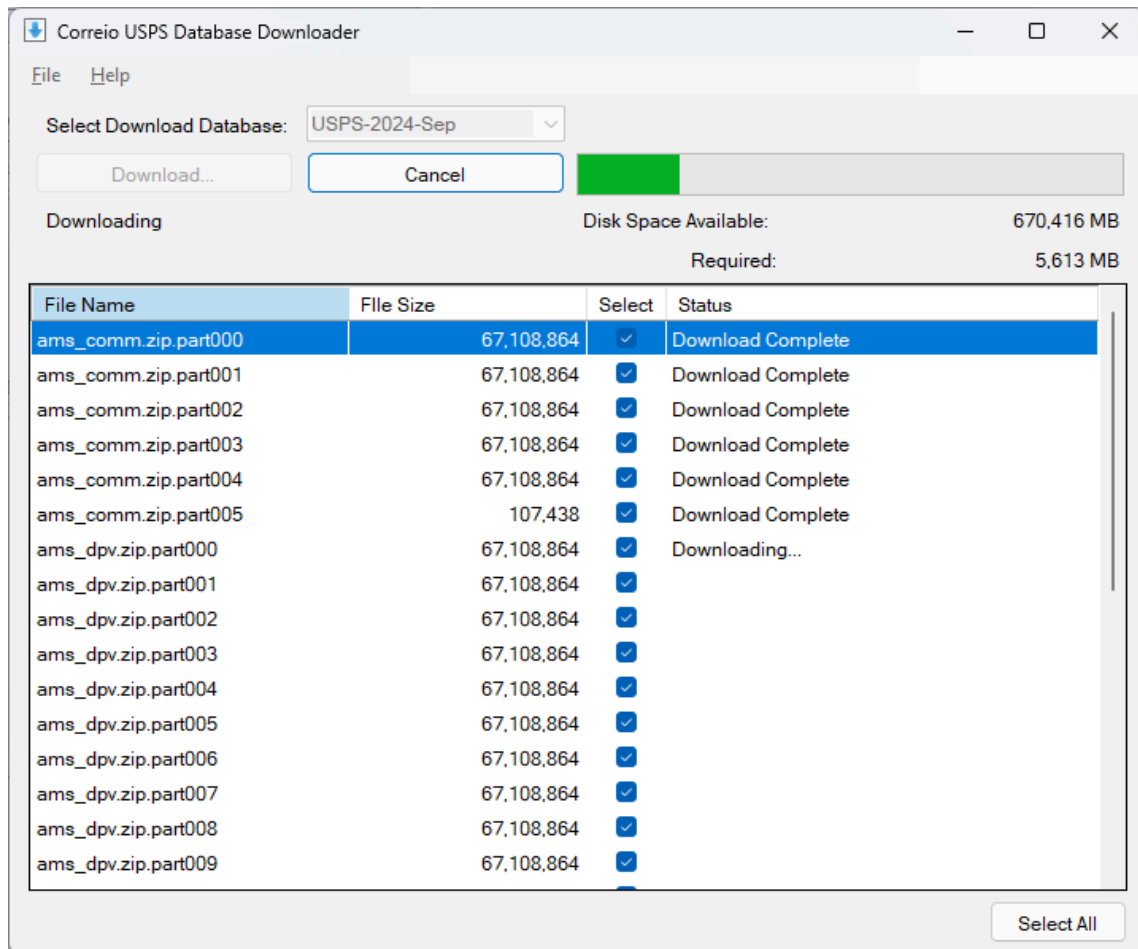
9. The green progress indicator will initially show the progress of the downloads, but after the downloads complete, it will then show an additional progress indicator while the downloaded zip file parts are joined and then unzipped. Please wait for that 2nd indicator to complete before continuing on. (This second process normally takes a few additional seconds to complete.)

10. If the program seems to get stuck or encounters any errors, you can click Cancel and adjust the checkboxes to select only the files that got stuck, exhibited errors, or still need to be downloaded. Press the Download button again and OK the Browse For Folders dialog and the program will try to download all checked files again.

11. Note: If you receive multiple errors, this can indicate a temporary network issue with our Azure cloud provider, which hosts the database files for download until they are downloaded to your Correio server. CUTEK recommends that you try again later in the day or on the next business day, before reaching out to CUTEK support.

12. When all downloads complete, the program may display the following error message that the Corrreio Downloader was unable to modify the Correio settings. This is OK and you may dismiss this error message and close the Correio Downloader.

Unable to modify Correio settings. You must update the Correio settings and restart Correio manually using CorreioShell.exe.
Access to the path 'C:\Program Files (x86)\Cutek\Correio2\Correio.ini' is denied.

OK
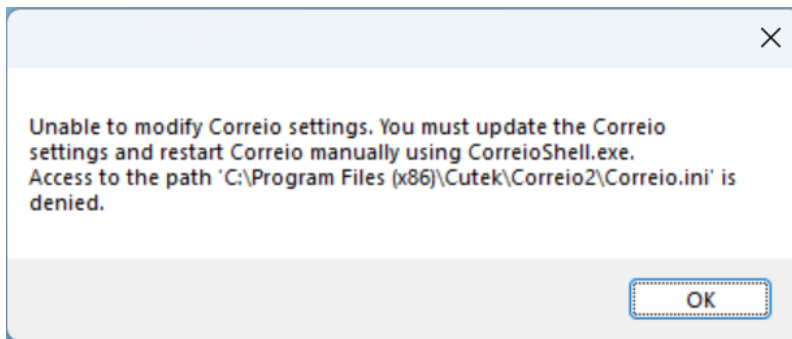
13. After the database has downloaded, go back to the Correio AVS window and click File, then Settings

   a. Update the USPS AMS Data Directory setting to point to the folder where you downloaded the current USPS database. For example:

   C:\ProgramData\Cutek\Correio\USPS-Data\USPS-2024-Sep.

Settings

Service Socket Port: 8085

USPS AMS Data Directory: C:\ProgramData\Cutek\Correio\USPS-Data\USPS-2024-

Standard City: ☑

RDI: ☑

Batch Abbreviate Street: ☑

OK   Cancel
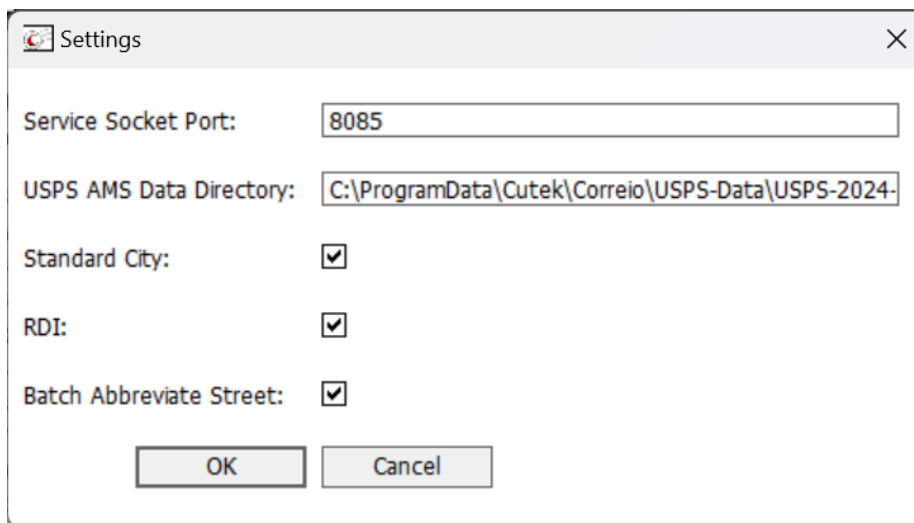
b. Verify that both Standard City and RDI boxes are checked. The Batch Abbreviate Street box may or may not be checked based on your credit union preference for batch address updates.

c. Click OK

14. The program should initially indicate "Restarting Correio Service…". It should then display the current status. Note: the actual dates and version numbers may vary from the example below.
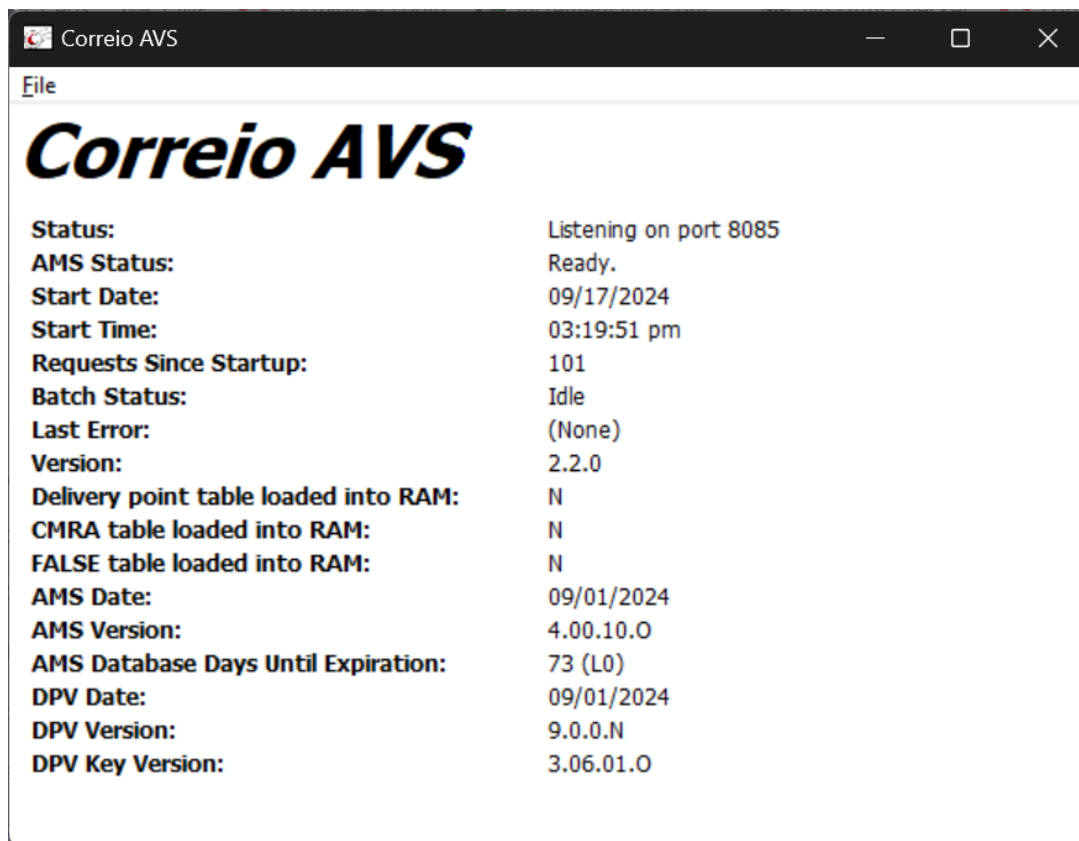
15. On your server, launch Edge or Chrome and verify the following URL:

a. http://localhost:xxxx – replace xxxx with the insecure port you selected

16. If you are updating an existing instance of Correio on your Correio server and you have previously installed a security certificate for your Correio server, On your server, launch Edge or Chrome and verify the following URL. If you receive a privacy error or the website shows as "Not Secure", please refer to the next section to install your security certificate on your Correio server using IIS.

a. https://localhost:xxxx – replace xxxx with the secure port you selected.

17. Both URLs should display a form that looks like the following. The browser should also indicate the secure or insecure status in the address bar.

Extra Address: _____

Street: _____

City: _____

State: ___

ZIP: ___

[Submit] [Clear]

Carrier Route:

Abbreviated Street:

Abbreviated City:

Primary Number:

Secondary Number:

Street Name:

Post-Directional:

County:

Congressional District:

Delivery Point Bar Code:

Business Indicator:

DPV:

Status:

Initial Security Certificate Installation

After installing the Correio server software, you must use IIS Manager to install your certificate and bind it to "SymWriterPassThrough Website"

- Install your new certificate under IIS Manager
- Update the bindings for the site labeled SymWriterPassThrough Website to:
    - Match the FQDN for your Correio server
    - Use the certificate you installed

CUTEK does not provide instructions on how to use IIS Manager. Please refer to Microsoft documentation and help files for using IIS Manager.

After performing the above steps, launch Edge or Chrome and verify the following URL:

- https://localhost:xxxx – replace localhost with your FQDN and xxxx with the secure port you selected.

Your browser should should display a form that looks like the following. The browser should also indicate a secure connection

Extra Address: [   ]
Street: [   ]
City: [   ]
State: [   ]
ZIP: [   ]

[Submit] [Clear]

Carrier Route:
Abbreviated Street:
Abbreviated City:
Primary Number:
Secondary Number:
Street Name:
Post-Directional:
County:
Congressional District:
Delivery Point Bar Code:
Business Indicator:
DPV:
Status:

Initial PowerOn Specfile Installation

CUTEK will provide you with a zip file that contains all necessary PowerOn specfiles and Help files for the Symitar portion of your Correio installation. If you have not already, please unzip the downloaded files to a folder on your computer

1. Login to a test directory on Symitar

2. Go to Manage PowerOn Specfiles, click the Open icon, type **VALIDATE+NAME** and press Enter. If there is an existing VALIDATE.NAME specfile with a red-icon next to it:

   a. Right-click **VALIDATE.NAME** and select Rename.

   b. Rename the specfile as VALIDATE.NAME.BAK to move it out of the way. (You will merge this with the Correio version later.)

   c. Repeat for each VALIDATE.something.NAME specfile with a red icon next to it, renaming each by adding **.BAK** to the end of its existing name.

3. While still in Manage PowerOn Specfiles, click the Open icon, type **VALIDATE.LOANAPP.PERSON+** and press Enter. If there is an existing VALIDATE.LOANAPP.PERSON specfile with a red-icon next to it:

   a. Right-click **VALIDATE.LOANAPP.PERSON** and select Rename.

   b. Rename the specfile as VALIDATE. LOANAPP.PERSON.BAK to move it out of the way. (You will merge this with the Correio version later.)

4. Dismiss the Open Specfile dialog and go to PC Transfer

   a. On the Local System side of PC Transfer, go to the folder that contains your downloaded files and folders.

b. Open the "Correio AVS Symitar PowerOn Specfiles" folder, select all the PowerOn specfiles in the folder and drag these files to "PowerOn Specfiles" on the Host System.
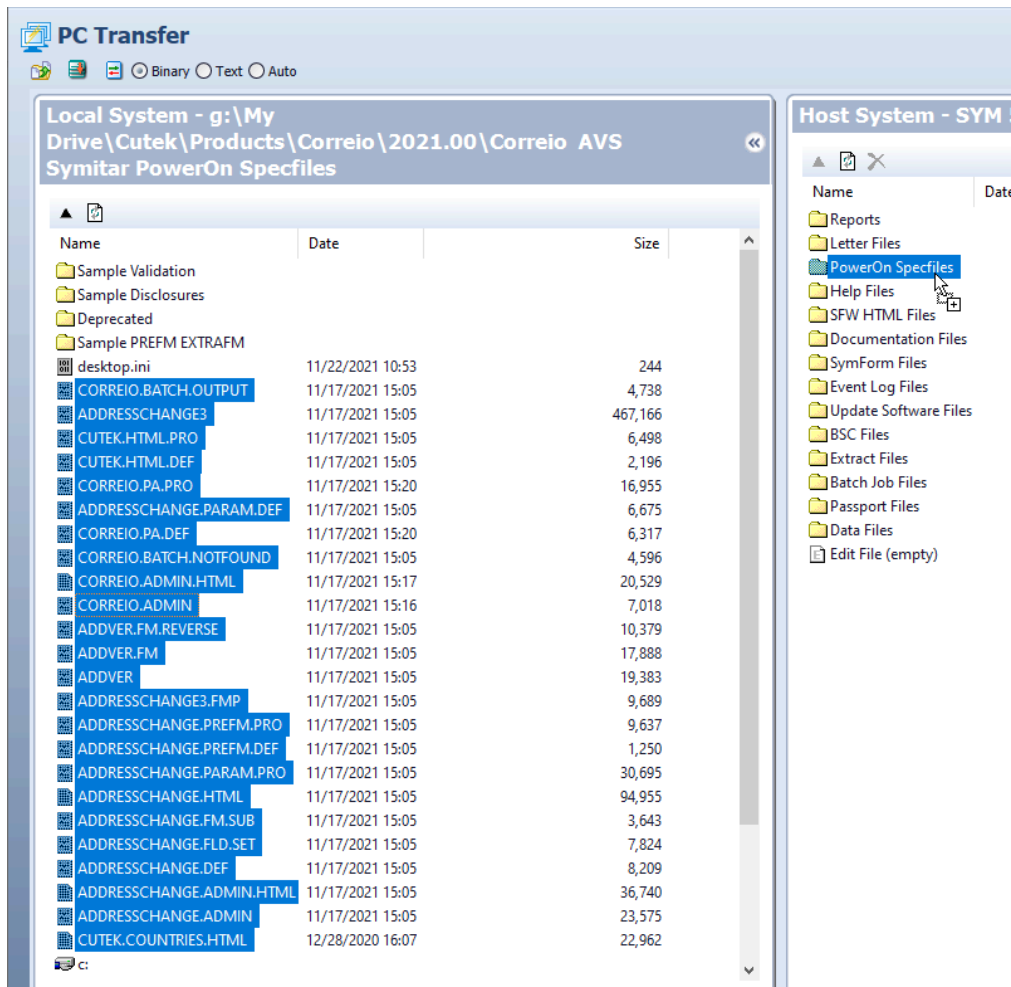
c. On the Local System side of PC Transfer, go to the subfolder named **Sample Validation**, select all the PowerOn specfiles with names beginning with VALIDATE in

the folder and drag these files to "PowerOn Specfiles" on the Host System.
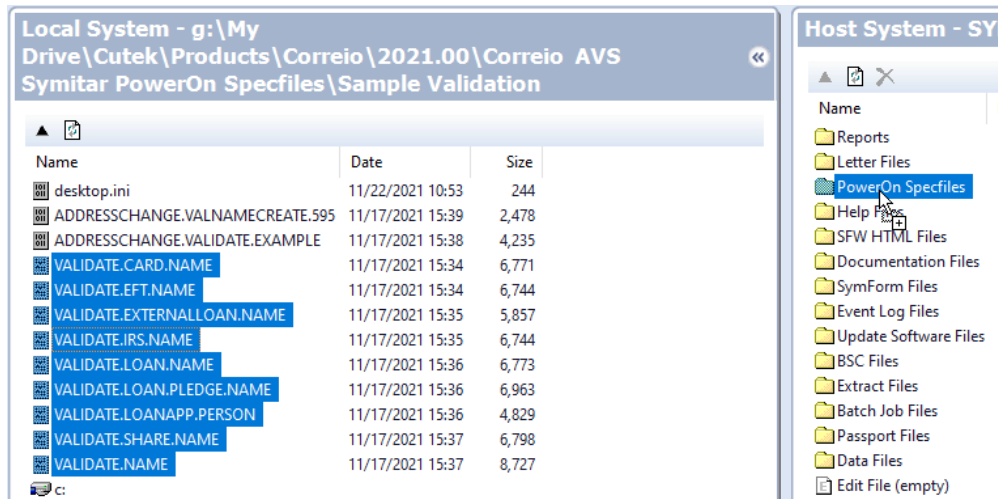
d. If you previously copied these files, answer Yes to all the "Are you sure you want to replace it?" prompts

e. If this is a test sym, use the up-arrow and double-click on Sample Disclosures if you wish to copy any of the sample disclosures for testing. CUTEK recommends copying the following files in most cases:

- A sample of an Initial Authorization Specfile plugin:
  o   ADDRESSCHANGE.AUTH
  o   ADDRESSCHANGE.AUTH.HTML
- A sample of an Authorization/Disclosure (PREFM Revision Specfile):
  o   ADDRESSCHANGEDISC2
  o   ADDRESSCHANGEDISC2.DEF
  o   ADDRESSCHANGEDISC2.PRO

f. On the Local System side, use the up-arrow and double-click to open the "Correio AVS Symitar Help files" folder. Copy the file in this folder to the Help Files folder on the Host System.

g. On the Local System side, use the up-arrow and double-click to open the "Correio AVS Symitar Letter files" folder. Copy the file in this folder to the Letter Files folder on the Host System.

5. Go to Manage PowerOn Specfiles and install the following specfiles for demand use:

- ADDRESSCHANGE.ADMIN

- ADDRESSCHANGE.FM.SUB
- ADDRESSCHANGE3
- ADDVER
- CORREIO.ADMIN
- VALIDATE.NAME (and all other VALIDATE+NAME specfiles)
- VALIDATE.LOANAPP.PERSON

6. If you are in a test sym and have copied over the sample disclosure specfiles, you should also install ADDRESSCHANGEDISC2 and ADDRESSCHANGE.AUTH for demand use.

7. Note: If you are in test sym and are testing ADDRESSCHANGEDISC2, you will need to separately copy ADDRESSCHANGEDISC2.pdf from the subfolder on your local computer to your PDF server. Also, please note that the ADDRESSCHANGEDISC2 PowerOn specfiles are SymFormPDF and SymFormPDF is not currently compatible with Quest when using the Chromium embedded option. (You should contact Jack Henry/Symitar support if you have any questions about Quest/Chromium/SymFormPDF support.)

8. Go to Account Manager or Teller Transactions, select any account and run the demand PowerOn CORREIO.ADMIN specfile:

   a. Set **Correio Host Name or IP Address** to the fully qualified domain name (FQDN) of your Correio server.

   b. Set **Correio Port** to the secure port for your Correio Server.

      i. Note: This is the port that the SymWriterPassThrough software uses and not the port specified in the Corieo AVS software (which is an insecure port).

      ii. If you don't know which port SymWriterPassThrough uses, you will need to use IIS Manager to find the binding for the "SymWriterPassThrough Website" site.

   c. Set Use HTTPS? to Yes.

   d. Leave Use local copy of Correio (for testing only)? as No.

   e. Click the link to **Verify Correio Connectivity**. A browser window should display with the Correio status screen. If it does not, you will need to resolve this issue before you can use Correio.

   f. Set the ADDRESSCHANGE parameters as desired. Please refer to the separate Correio ADDRESSCHANGE or ADDRESSCHANGE3 documentation for details.

   g. Click the Save Changes button to save your changes

9. Run the demand PowerOn ADDRESSCHANGE.ADMIN specfile:

    a. Set the parameters as desired. Please refer to the separate Correio ADDRESSCHANGE3 documentation for details.

    b. Click Submit to Host to save your changes

10. Go to Parameter Manager, Select Field Control Parameters and select Name

    a. Make sure that the following parameters are set to Validate field with specfile

        ● Require Extra Address

        ● Require Street

        ● Require City

        ● Require State

        ● Require Zip Code

11. Repeat this last step for the Application Person record

12. Repeat this last step for the Member Address record

13. Go to Account Manager and pull up any account with multiple Name records

    a. Click a Name at the Account level and try to change the address for that Name to a valid or invalid address and verify that it is interacting with Correio

    b. Try the demand PowerOn ADDRESSCHANGE3 specfile to verify that it is working with Correio. You can refer to the separate Correio ADDRESSCHANGE3 documentation for instructions.

14. If everything is working correctly:

    a. If you renamed any of your existing VALIDATE+ specfiles, you will need to merge the standard Correio versions with your back-up copies to combine any old and new validation.

    b. You may want to integrate Correio with any other specfiles that prompt or change addresses. Please refer to the Correio Technical Notes for information on how to do this.

    c. If you do not have the intermediate/advanced repgen skills required for these changes, please contact CUTEK for assistance at support@cutek.com.

Note: CUTEK provides a Letter File named CORREIO.REINSTALL.CFG, which contains the demand PowerOn specfiles in the Correio baseline. You can use this file with Install Specfiles

for Demand Use function of the Miscellaneous Processing batch program to easily reinstall all Correio demand specfiles at once. CUTEK recommends you edit this file to add in any Correio plugin specfiles you are planning to use, as well as any custom specfiles that you integrate with CORREIO.PA.DEF and CORREIO.PA.PRO to include Correio address standardization and verification functionality.

Upgrade Correio PowerOn specfiles

Important: The following instructions assume that you have a previous installation that includes the ADDRESSCHANGE3, ADDRESSCHANGE.ADMIN and CORREIO.ADMIN demand PowerOn specfiles. If you are on an older version of the Correio PowerOn specfiles that do not include these 3 PowerOn specfiles, you should follow the instructions for the initial PowerOn specfile installation above or contact CUTEK support at support@cutek.com with your current Correio details for additional assistance options.

The following instructions will replace only the *core* Correio PowerOn specfiles in your test sym. Your existing settings will be kept, but changes, fixes or enhancements since your current version may require you to adjust your settings.

1. CUTEK will provide you with a zip file that contains all necessary PowerOn specfiles and Help files for the Symitar portion of your Correio installation. If you have not already, please unzip the downloaded files to a folder on your computer.
2. Login to a test directory on Symitar
3. Go to PC Transfer
   a. On the Local System side of PC Transfer, go to the folder that contains your downloaded files and folders.

b. Open the "Correio AVS Symitar PowerOn Specfiles" folder, select all the PowerOn specfiles in the folder and drag these files to "PowerOn Specfiles" on the Host System.
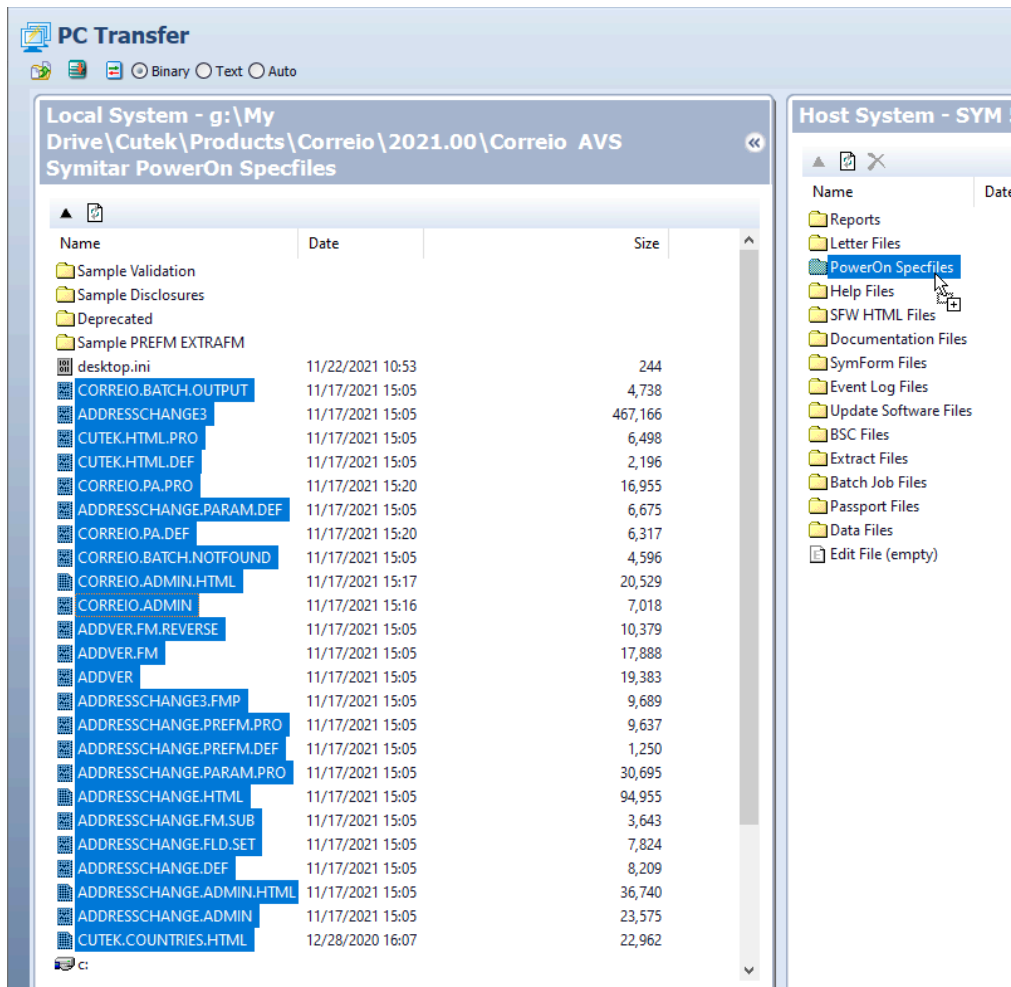
c. Answer Yes to all the "Are you sure you want to replace it?" prompts

4. Go to Manage PowerOn Specfiles and re-install the following specfiles for demand use:

    ● ADDRESSCHANGE.ADMIN

    ● ADDRESSCHANGE.FM.SUB

    ● ADDRESSCHANGE3

    ● ADDVER

    ● CORREIO.ADMIN

    ● VALIDATE.NAME (and all other VALIDATE+NAME specfiles)

    ● VALIDATE.LOANAPP.PERSON

5. As an alternative to the above step, you can use the Install Specfiles for Demand Use function of the Miscellaneous Processing batch program and the CORREIO.REINSTALL.CFG Letter File to install the demand Correio specfiles in use at your credit union.

6. Go to Account Manager or Teller Transactions, select any account and run the demand PowerOn CORREIO.ADMIN specfile. Your existing settings will be copied over.

    a. Adjust any settings, as needed. Refer to the separate Correio Parameters document for details.

    b. If this upgrade is being done to enable Chromium compliance, you should update the following settings to match your new Correio server settings:

        ● Correio Host Name or IP Address: should be set to the FQDN of your Correio server

        ● Correio Port: should be set to the "secure port" for your Correio server (please refer to the Correio Server installation section for details)

        ● Use HTTPS?: should be set to Yes

    c. After you make the changes, click the link to test Correio Connectivity

    d. Click Submit to Host to save your changes

7. Run the demand PowerOn ADDRESSCHANGE.ADMIN specfile:

    a. Make a note if there are any PowerOn specfiles listed in the Custom Plugins section of the screen, as you will need to reinstall these PowerOn specfiles before you will be able to test the ADDRESSCHANGE3 PowerOn specfile.

    b. Set the parameters as desired. Please refer to the separate Correio Parameters documentation for details.

    c. Click Submit to Host to save your changes

8. If there were any PowerOn specfiles listed in the Custom Plugins section in the previous step:

a. Go to Manage PowerOn Specfiles

b. Open the file ADDRESSCHANGE.PARAM. This file contains all of your ADDRESSCHANGE3 parameters, including the names of any PowerOn specfiles used by the program. Each line consists of a variable name followed by an equal sign, followed by the variable value.

c. Find and copy the value for any variable listed in this file with a variable name that includes "SPECFILE" into a separate text file.

d. Do not make any changes to ADDRESSCHANGE.PARAM and close that window

e. Edit the Letter File named CORREIO.REINSTALL.CFG to ensure it includes each of the PowerOn specfiles you listed in your separate text file.

f. Reinstall each PowerOn Specfile listed in your separate text file. You can do this in Manage PowerOn Specfiles or your use the Install Specfiles for Demand Use function of the Miscellaneous Processing batch program and the CORREIO.REINSTALL.CFG Letter File.

9. Go to Account Manager and pull up any account with multiple Name records

a. Click a Name at the Account level and try to change the address for that Name to a valid or invalid address and verify that it is interacting with Correio

b. Run the demand PowerOn ADDRESSCHANGE3 specfile to verify that it is working with Correio. You can refer to the separate Correio ADDRESSCHANGE3 documentation for instructions.

Note: If you have any existing demand PowerOn specfiles that use the deprecated POSTALAUTOMATION.PRO or POSTALAUTOMATION.DEF specfiles as "#INCLUDE" specfiles, you have two options:

- You can update these PowerOn Specfiles to use CORREIO.PA.DEF instead of POSTALAUTOMATION.DEF and CORREIO.PA.PRO, instead of POSTALAUTOMATION.PRO.
- You can check the Deprecated subfolder of the "Correio AVS Symitar PowerOn Specfiles" folder in the zip file to see if the versions of POSTALAUTOMATION.PRO or POSTALAUTOMATION.DEF in that folder are newer than the versions on your test sym and replace your older versions with the new versions

To identify any PowerOn specfiles using the deprecated code:

1. Login to your test sym
2. Go to Manage PowerOn Specfiles
3. Use the Find a pattern in files option to find all files that #INCLUDE any of the POSTALAUTOMATION PowerOn specfiles:
   - Leave File Name Template blank
   - Set the Search Pattern to: #INCLUDE "POSTALAUTOMATION
     Note that there is no closing double-quote in the above phrase; this is intentional.
   - Uncheck the box to List Lines and click OK

4. Note the list of files returned. You can use your mouse to select, copy and paste this information into a text file. You will probably want to investigate whether any of the files found are actually being used by your credit union. If they're no longer being used, you may want to delete them, rather than update or ignore them.
5. If there are any in use and you do not plan to update these PowerOn specfiles to use CORREIO.PA.DEF and CORREIO.PA.PRO:
   a. Go to PC Transfer
   b. Use PC Transfer in binary mode to copy the POSTALAUTOMATION.PRO or POSTALAUTOMATION.DEF files from the Deprecated folder to PowerOn Specfiles, overwriting the current versions
   c. Go to Manage PowerOn Specfiles

d.   Reinstall all files that #INCLUDE the POSTALAUTOMATION specfiles

Notes About Reinstalling Correio Specfiles

CUTEK provides a Letter File named CORREIO.REINSTALL.CFG, which initially contains all of the required demand specfiles in the Correio baseline, plus all of the Name and Loanapp Person validation specfiles. CUTEK recommends that you add the names of any Correio plugin specfiles, as well as any other demand PowerOn specfiles that your credit union integrates with Correio using CORREIO.PA.DEF and CORREIO.PA.PRO. You can use this file along with the Install Specfiles for Demand Use function of the Miscellaneous Processing batch program to easily reinstall all Correio specfiles in use at your credit union after each update.

Migration to a New Server

Note: Your Correio license allows you to install Correio and the USPS databases to a single server. If you need to migrate to a new server, you may install Correio on the new server, but you must also uninstall Correio from the old server as soon as you verify that Correio is working on the new server. A single Correio license does not allow you to run Correio on more than one server at the same time.

1. Follow the normal instructions to prep and install Correio on the new server. Use the same registration details and settings as your old server.
2. In Symitar, use the CORREIO.ADMIN demand PowerOn specfile to change the Correio Host Name or IP Address to the FQDN of your new server. Verify the server is up and running by clicking the link on the screen before submitting the change.
3. Verify that Correio is working under Quest with the new server.
4. On the old server, uninstall Correio using the Windows Control Panel

Troubleshooting

Setup Failed

If you receive any of the following messages:

- Correio Setup Wizard Ended Prematurely
- Setup Failed
- 0x80070643 - Fatal error during installation

Or any other similar message when running CorreioBundle.exe, reboot your Correio server and try running the installer again. If rebooting does not resolve the issue, try the following:

- Open a command prompt (cmd) on your server.
- Go to the folder which contains CorreioBundle.exe
- Run the following command (you can use copy and paste):

    CorreioBundle.exe /log log.txt

- Go through the installer until it completes.
- If you still get an error message, the above command will produce one or more files in the same folder, all beginning with log and ending with .txt. Please zip and email these files to support@cutek.com and await further instructions.

Open Failure or DPV Error

If, after installation, Correio displays an error similar to any of the following, you will need to contact CUTEK at support@cutek.com to obtain special keys to unlock the USPS databases:

- Open Failure [Z4CXLOG.DAT]
- DPV Error – Check DPV Error Code [DPV]

Unable to Communicate with Correio Service

The CorreioShell.exe program must be run as Administrator on some Windows security configurations or you will see this error. To fix this, use Windows Explorer to go to the folder where Correio is installed, right-click on CorreioShell.exe and select Properties. Under the Compatibility tab, click the "Change settings for all users" button, check the Privilege Level option to "Run this program as an administrator" and click OK twice. Relaunch CorreioShell.exe and it should display properly.

Correio Downloader Issues

If you receive multiple errors, this can indicate a temporary network issue with our Azure cloud provider, which hosts the database files for download until they are downloaded to your Correio server. CUTEK recommends that you try again later in the day or on the next business day, before reaching out to CUTEK support.

Finding Or Changing Settings for SymWriterPassThrough

The SymWriterPassThrough software on your Correio server is installed by the Correio installer, but runs as a site using IIS under Windows. You can use IIS Manager to identify or update any of the following:

- The security certificates used to provide https support
- The bindings (hostname and port used for https connections)
- The port that SymWriterPassThrough uses to communicate directly with the CorreioSvc Windows service

While we do provide general instructions for finding and changing the above items, IIS support is not covered under product support by the Correio product agreement. You can use the Help function within IIS manager for additional assistance with using IIS Manager.

Note: If you make any changes through IIS, you may need to refresh or restart the SymWriterPassThrough Website via IIS before the change takes effect.
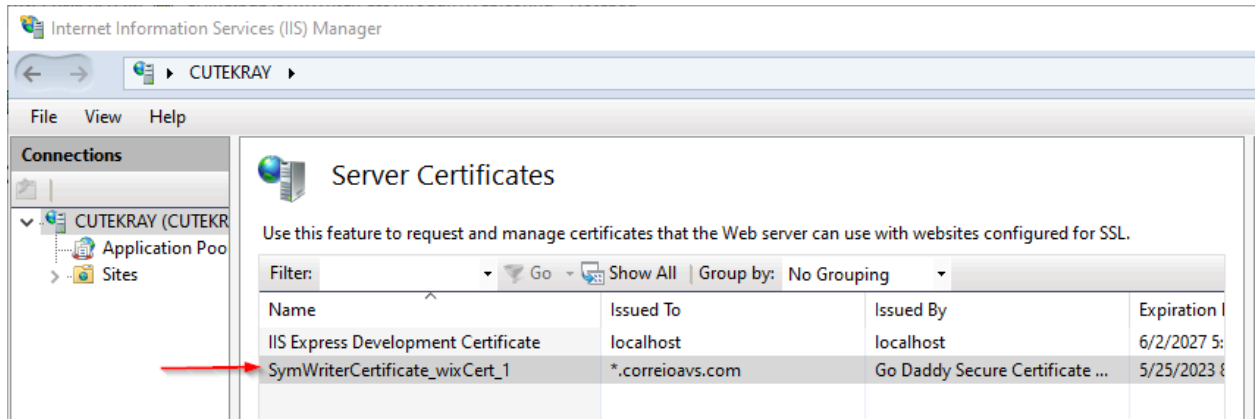
Identify or change security certificates

You can use standard IIS Manager functionality to manage this. General instructions to do this are:

- Run IIS Manager
- Double-click the Server Certificates option on the Home page

- The temporary certificate installed by the Correio installer expires in May, 2023 and is listed as in this example:

- Use the Actions menu, as needed

Note: IIS support is not covered under product support by the Correio product agreement. You can use the Help function within IIS manager for assistance with using IIS Manager. If you make any changes through IIS, you may need to refresh or restart the SymWriterPassThrough Website via IIS before the change takes effect.

Identify Or Change the Port Used for Https Connections

You can use standard IIS Manager functionality to manage this. General instructions to do this are:

- Run IIS Manager
- In the Connections panel, click the chevron down icon next to your server to expand, then click the chevron right icon next to "Sites" to expand and show your sites.
- Click the SymWriterPassThrough Website site and then click Bindings in the Actions menu
- The hostname and port used for https communication is displayed.
- You can click the https row and then click Edit to change the hostname or the port, as needed.

Note: IIS support is not covered under product support by the Correio product agreement. You can use the Help function within IIS manager for assistance with using IIS Manager. If you

make any changes through IIS, you may need to refresh or restart the SymWriterPassThrough Website via IIS before the change takes effect.

Identify Or Change the Port That SymWriterPassThrough Uses to Communicate Directly with the correiosvc Windows Service

Note: The port specified here for SymWriterPassThrough must match the port specified in the Correio AVS program settings.

You can use standard IIS Manager functionality to manage this. General instructions to do this are:

- Run IIS Manager
- In the Connections panel, click the chevron down icon next to your server to expand, then click the chevron right icon next to "Sites" to expand and show your sites.
- Right-click the SymWriterPassThrough Website site and then click Explore
- A File Explorer window will open showing several files. Locate Web.config and open the file in a text editor.
- The file is in XML format. Locate the line that looks something like this:
  `<add key="apiUrl" value="http://localhost:8080" />`
- The highlighted portion shows the port that the CorreioSvc Windows service is running on, which is (8080) in this example.
- This file is a protected file, so you will need to run your text editor as administrator if you want to change the port number specified here.

Note: IIS support is not covered under product support by the Correio product agreement. You can use the Help function within IIS manager for assistance with using IIS Manager. If you make any changes through IIS, you may need to refresh or restart the SymWriterPassThrough Website via IIS before the change takes effect.

Technical Notes

Correio AVS Settings

You can run CorreioShell as an administrator and select File and Settings to change Correio AVS settings.

- Service Socket Port: This is the insecure (http) port used by Correio AVS. If you need to change this, you will also need to [change the port that SymWriterPassThrough](#) uses to match.
- USPS AMS Data Directory: This is the location of the USPS database files. Usually, this changes each month when you download each new database.
- Standard City: This should always be checked.
- RDI: This stands for Residential Delivery Indicator and should always be checked. The current Correio Name Manager (ADDRESSCHANGE3) PowerOn specfile includes functionality to identify business addresses.

PowerOn Parameters

You must use the CORREIO.ADMIN demand PowerOn specfile to set the following Correio parameters to match your environment:

- Set **Correio Host Name or IP Address** to the host name or IP address of the PC running Correio AVS. (In a Citrix environment, you should always use the host name rather than the IP address.) If you are subscribed to the cloud-hosted version of Correio, CUTEK will provide you with the value to provide in this field.
- Set **Correio Port** to the port that Correio AVS is running on.
- Set **Use HTTPS?** to **Yes** if you are subscribed to the cloud-hosted version of Correio. Otherwise, set this to **No**.
- Set **Authorization** to the value provided by CUTEK if you are subscribed to the cloud-hosted version of Correio. Otherwise, you can leave this blank.
- Click the link to **Verify Correio Connectivity**. A browser window should display with the Correio status screen. If it does not, you will need to resolve this issue before you can use Correio.
- Leave **Use local copy of Correio** as **No** unless you are testing in a test directory with a local copy of Correio.

There are other settings available through the demand PowerOn specfile, CORREIO.ADMIN, beyond the ones above, but the above are the minimum settings required to be set to have a functioning version of Correio.

For more details on CORREIO.ADMIN, as well as details about the separate demand PowerOn specfile, ADDRESSCHANGE.ADMIN, please refer to the separate Correio Parameters documentation.

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