

NRG: Mac & FileMaker Shipping Software

Error: 250002 Invalid UserID/Password on Shipment in NRG's UPS Shipping Software

This error will occur if you perform a lost password request at UPS.com or if you login to UPS.com with the UPS Rate Code from NRG's UPS Shipping Software. The rate code (My UPS ID) should only be used with NRG's UPS Shipping Software.

First, go to NRG's preferences, and click on the Account tab.

Next, click on the Open Wizard - Add UPS Account button and re-enter your UPS Account information.

Once complete, delete the old account record.

Click on the Defaults tab and select the newly created account.

<http://www.nrgsoft.com/support/activekb/questions.php?questionid=5>