

## **Tech Tip Tuesday—May 16, 2017**

### **REMINDER: CREDIT CARD PROCESSING IN “OLD” LIVERY WILL STOP WORKING SOME TIME IN JUNE**

As a follow-up to our March tech tip, we are reminding you that PayPal (used for credit card processing) is upgrading their security standards in June so that all transactions must be encrypted using something called “TLS 1.2”. Therefore, in order to process credit cards (including deposits), you must be running LiveryCoach.net on Windows 7 or newer. Please contact our tech support if you have any questions regarding this.

### **The Livery Slowness, and Google—an update**

As many of you know, last night (Monday, May 15) at around 9pm Eastern, many Livery Coach users experienced a sudden slowdown in performance when opening a trip or creating a new trip. All hands were on deck as we received many calls, and we appreciate your patience as we couldn’t answer every call at once. We investigated the issue and quickly identified this issue as a problem related to the Google API.

Our development team devised an emergency patch within 90 minutes and the entire team began installing the fix to the affected customers, and also emailed self-help instructions on how to apply the patch.

Much later last evening, we determined that the initial fix, while effective, only fixed in-house trips, and there was still an issue with farmed out trips. Our development team created an expanded patch which the team began deploying late last night, with efforts continuing since early this morning.

Our development team worked through the night on a more permanent fix that would restore Google mapping and gps functionality to your systems but avoid any slowness. That fix was completed this morning, and is now being tested. We expect to be able to start rolling out this new version late today.

We have also begun a technical review, including reaching out to Google, to determine exactly what happened and why, and are also reexamining our system to ensure that a third-party change or failure should not have such a sudden and dramatic effect on Livery Coach functionality going forward.

Rest assured that our priorities are always with our customers. We thank Frank, Jim, John, and the rest of our support and development team for staying up nearly all night last night, and continuing to work hard since very early this morning, in an effort to restore full functionality to all our your systems.

We sincerely apologize for any difficulties this has caused, and thank you for your patience.