

## Tech Tip Tuesday—May 21, 2019

### Tech Tip Goes on Summer Hiatus...But Watch This Space

This will be the last weekly Tech Tip until after Labor Day, as so many of you travel during the summer, and we need a break too. That said, we have started to work on planning our **next Livery Coach Boot Camp**, tentatively scheduled for some time the week of September 8<sup>th</sup>, 2019. Location, exact dates, costs, and agenda will be forthcoming as time progresses. So mark the date, and if you have any thoughts (about any of the above), please let us know. We also may send out a survey as part of the planning process, so please keep a look out for it.

Also, please note that the Livery Coach offices will be closed on Monday, May 27<sup>th</sup> for Memorial Day. As always, emergency support will be available.

### Dynamic DNS... and changing IPs.

Note: the following discussion may be a bit technical for some of you...if so, please discuss this with your IT support person—he or she will understand what we are talking about, and why.

A public “IP” (Internet Protocol) address is the address of your computer network on the internet—sort of like a full street address for your office . This address is how your network can be found. If you want to know your current public IP address, you can navigate to a site such as [www.ipchicken.com](http://www.ipchicken.com) in an internet browser and it will show your current address. An example is shown below.



# IP CHICKEN

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CURRENT IP | SECURITY PORT SCAN | HELP

## Current IP Address

**108.52.192.120**

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## Advanced

- Name Address: pool-108-52-192-120.phlpa.fios.verizon.net
- Remote Port: 59714
- Browser: Mozilla/5.0 (Windows NT 6.1; Win64; x64)  
AppleWebKit/537.36 (KHTML, like Gecko) Chrome/74.0.3729.131  
Safari/537.36

For Livery Coach functions that require connectivity to your network, such as Livery to Livery, Deem/Groundspan trips, web booking, and mobile, your IP address is entered in our systems to properly route your traffic to your network.

Unfortunately, unless you pay your internet provider extra for a “static” IP address, it is possible that, unlike your office address, your IP address may change from time to time (without notice). This can create a connectivity problem, since all our systems are still trying to connect to your old IP address while now you have a different one. To fix that, we have to go into all our systems and update your IP address with a new one.

To prevent this loss of connectivity, you can use a service that translates your IP address into a name. There is a small program that runs on one of your computers (like your lccomm, your server, or some other machine in your office that is always running), and it monitors your IP address and updates the translation whenever your IP address changes.

One example service can be found at <https://www.noip.com/free>, although there are others.

With this service, you pick a “host name” (which can be whatever you want, as long as someone else isn’t using it), and a suffix from a small list of choices.

For example, I could pick “longcarlimo.ddns.net” as a name, and then in all the Livery Coach systems, we would enter that instead of your IP address. If your IP address changes, the name would automatically update to your new IP address, and no changes would be needed to maintain connectivity.

This will keep your connectivity between our systems and yours, with little to no down time and no effort on either of our parts.