

Tech Tip Tuesday—September 22, 2020

Upgrade Announcement, and Maintenance reminder

As mentioned in last week's tip, we have upgraded some of the underlying tools used to create Livery Coach desktop. In addition, we have also upgraded the Crystal Reports engine that is embedded into Livery Coach that generates all the reports (including confirmations and receipts).

As we roll out this update over the next few weeks, you will notice that log in to Livery Coach and it tells you there is an update, when you agree it may take a few extra minutes to perform the update, since the upgrade routine needs to uninstall some old Crystal Reports files and then install new ones.

For compatibility reasons, we also recommend that, once the update runs, all users update, so that everyone is on the same version as soon as possible. This should eliminate any potential report compatibility issues. While all your existing reports should continue to work perfectly (since the new Crystal Reports engine is backwards compatible with respect to running older reports), please let us know if you experience any specific issues with any reports.

Thank you for your patience and understanding as we continue to improve and enhance the Livery Coach system.

Important Maintenance Happening This Friday!

On **this Friday, September 25th**, starting at **10pm eastern time** and continuing until 6am Saturday (September 26th) we will be performing a network upgrade to our mobile app servers, website booking servers, and our network connectivity servers (Livery to Livery, Deem/Groundspan, GNet).

PLEASE NOTE: TO MINIMIZE DOWNTIME, WE ARE STAGING AS MUCH AS POSSIBLE AHEAD OF TIME. THEREFORE, PLEASE REFRAIN FROM MAKING ANY CHANGES TO YOUR MOBILE PANEL OR WEB RESERVATIONS SYSTEM AFTER NOON (EASTERN) ON THURSDAY, SEPTEMBER 24th. (If you do, these changes will need to be made again next week.)

This planned maintenance will not affect your ability to use Livery Coach desktop application or reach our support desk, but it will prevent chauffeurs from using the iChauffeur app, customers from viewing or booking trips via the iLivery app or web booking tools, and prevent electronic trip delivery or updates via the Livery to Livery network, including Deem, Groundspan, and GNet.

We appreciate your patience during this planned network maintenance window. We do expect to be complete well before 6am Saturday, but want everyone to be prepared just in case we need the full window.

If you have any questions prior to the planned maintenance, please contact us at 610-296-7800 or support@liverycoach.com.