

## Tech Tip Tuesday—January 5, 2021

### Happy New Year!

Well, somehow we have made it through the end of 2020—let’s hope that we’ll see our industry recover sooner rather than later, and business returns. So, Happy New Year (a wish).

### A note about the next Livery Coach update

We are in the process of readying the next update for distribution soon, but need to alert you to a few important considerations.

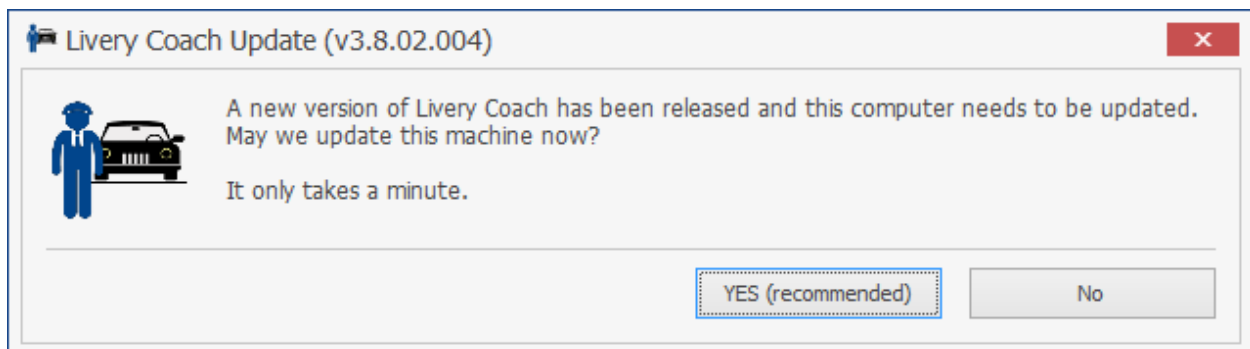
Some of the major improvements in this update are “behind the scenes”. We have upgraded a major development tool that we use to code the system, and have also upgraded the reports engine. Both of these upgrades will improve both speed and capabilities, giving us a more modern platform with which to continue to develop future improvements.

The practical significance of this upgrade means that, when you are prompted for an update, there will be more steps (shown below) and it will take a few extra minutes.

Also, once one person takes the upgrade, everyone needs to take the upgrade, or reports will not work. We will set the system to “force” the upgrade, but please be aware. Also, if you run Terminal Services or are in a hosted environment, every user must be out of Livery Coach in order to perform the upgrade. Our technical support team will be coordinating the timing of this upgrade with each of you to minimize any downtime (which should, in any case, be no longer than about 15 minutes).

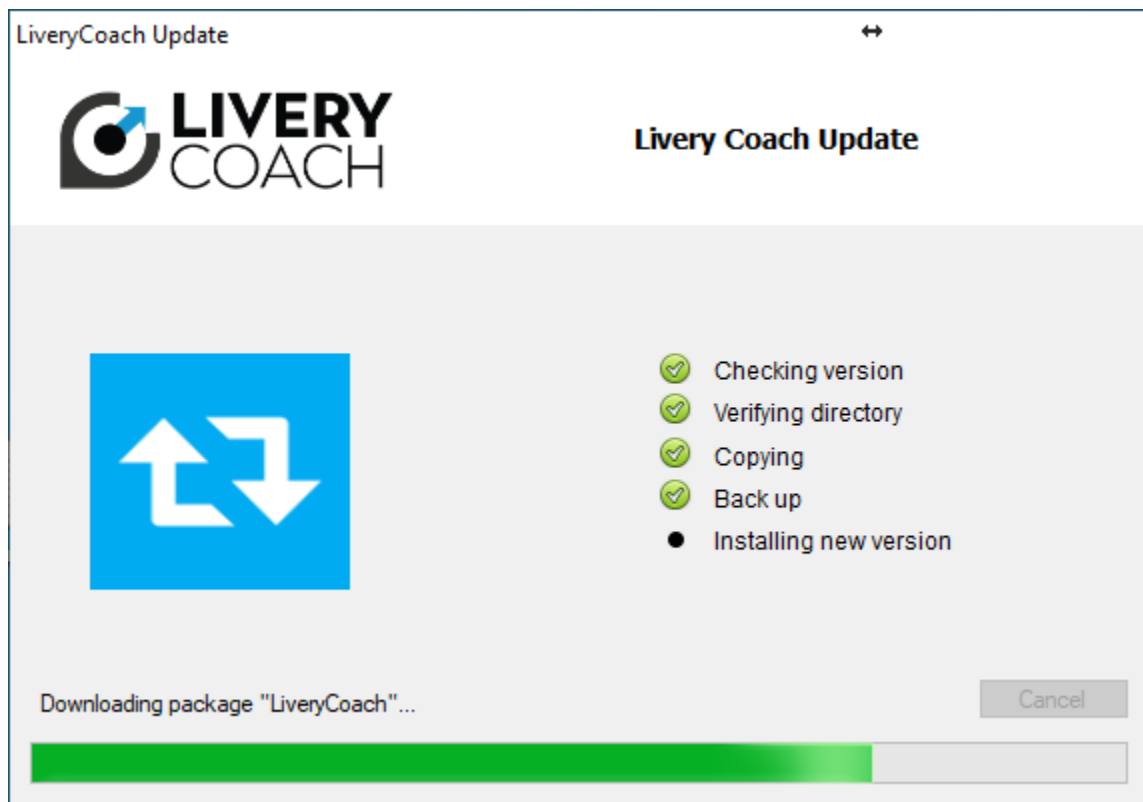
### The Upgrade Process

First of all, you will be shown the standard upgrade notice. (If our tech team has made the update mandatory, this screen might not appear).

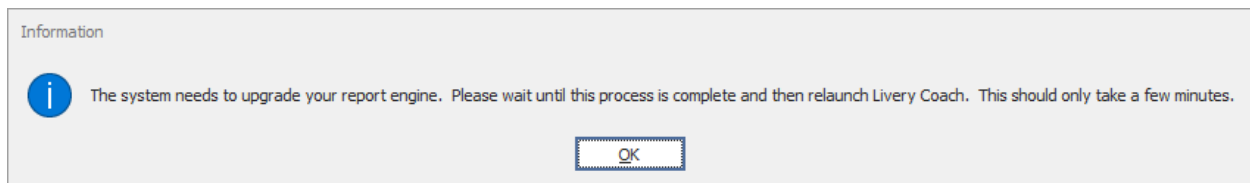


Please Click **YES**.

Once clicked, you will get then see the normal upgrade screen, but the process of doing the “backup” and the download/install might take a few extra minutes. You will see a progress bar, but please be patient.

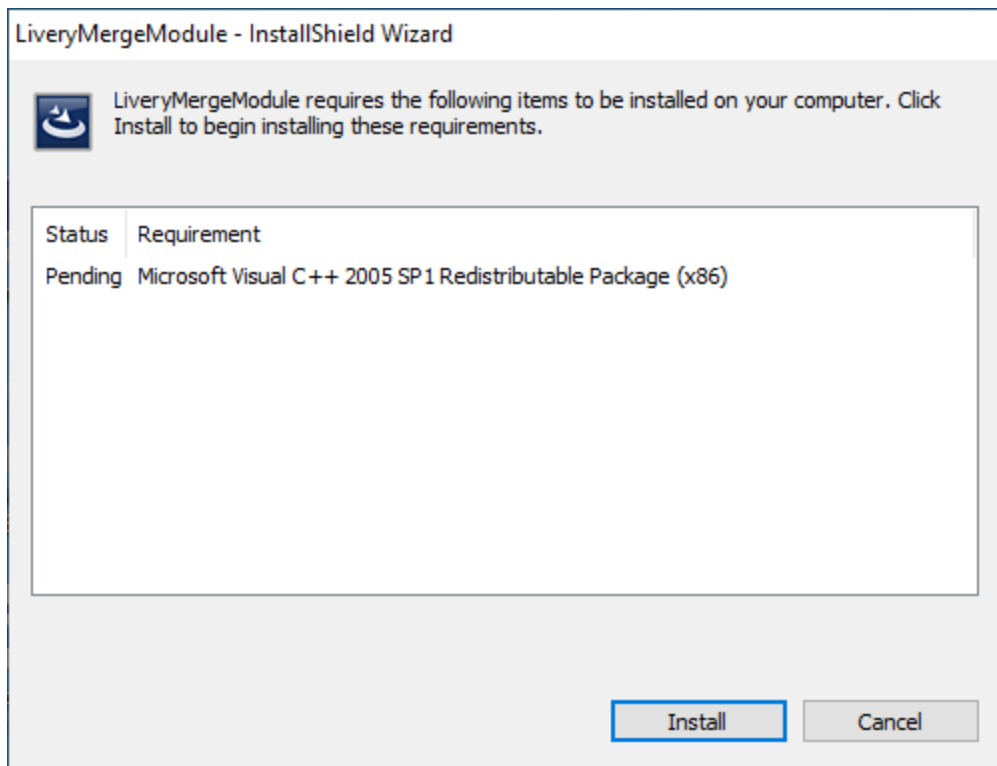


You will then be presented with a message to upgrade the Report Engine.



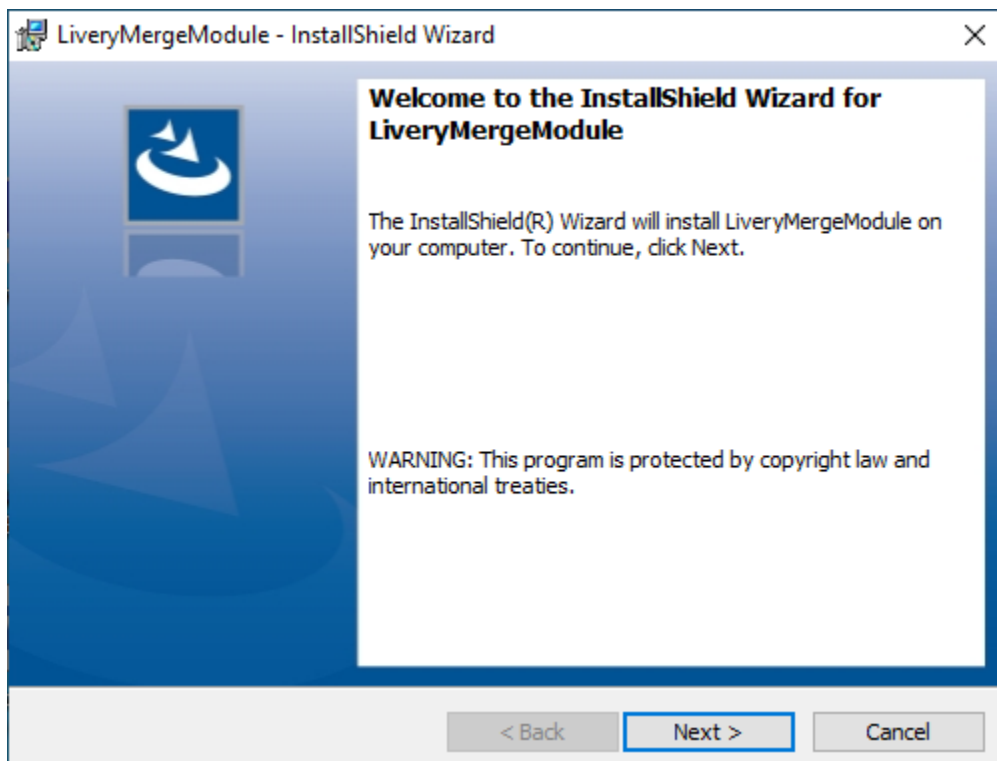
Please click **OK** (and if you are on a Terminal Server or hosted environment, everyone else must be logged out of Livery Coach for this to be successful).

The system will then present you with a screen that requires the Microsoft Visual C++ 2005 SP1 Redistributable Package (x86) to be installed.



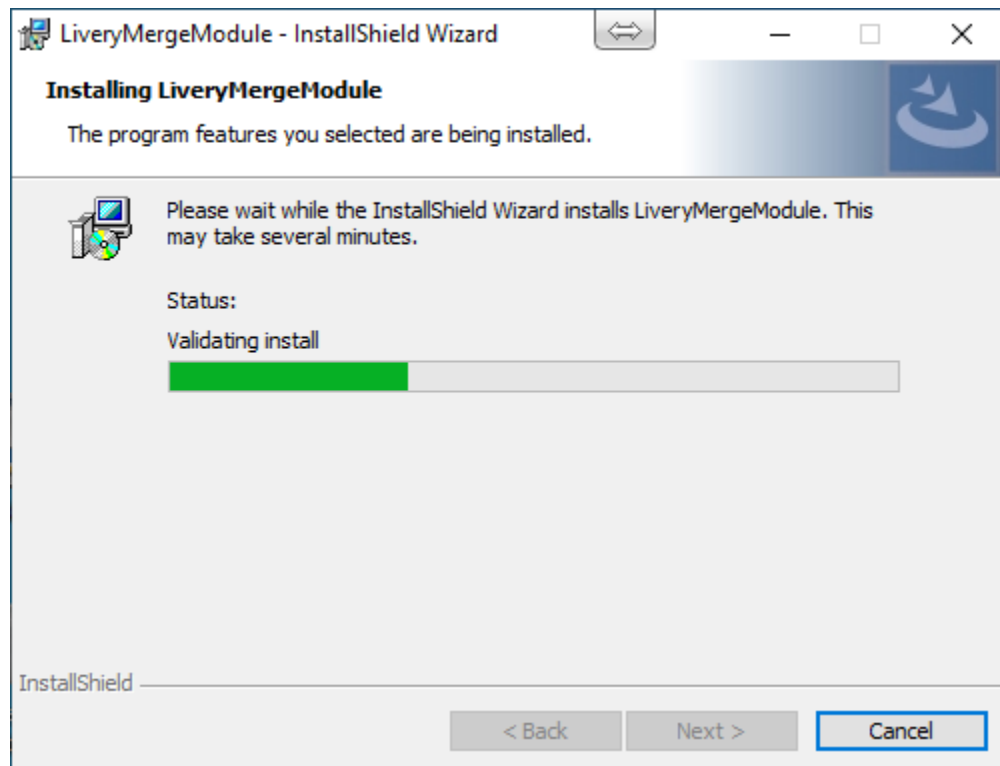
Please click on **Install**.

Finally, you will get an install window for something called the “LiveryMergeModule”. This program will perform the actual reports engine upgrade.

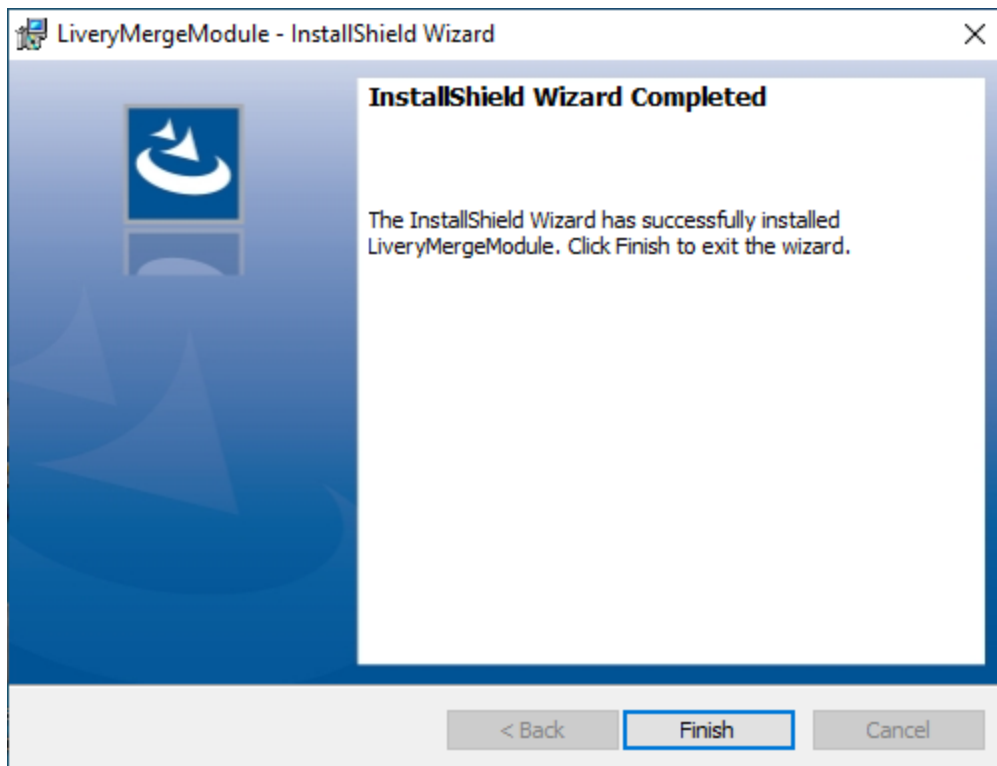


Please click **Next**.

The install will take a few minutes.



When it completes, you will see a Success screen.



Click on **Finish**, and then click on the Livery Coach icon to launch your upgrade version of Livery Coach.

If you have any issues or see any failure messages, please let us know and we will be happy to work with you to resolve them.

Thank you for your patience and your support.