

## Tech Tip Tuesday—February 9, 2021

### Some Technical Notes: SendGrid, and Windows 7

#### SendGrid

Because of the cost of dedicated email addresses and mailboxes, many of you use an email service to distribute confirmations, receipts, etc. rather than using your own email provider. One of the popular services amongst our customers is a service called SendGrid.

You know you are using SendGrid if, when you navigate to Setup->Maintain->Owner List, and look at the Email Settings, you will see “smtp.sendgrid.net” at the bottom.

| Company Info           | Policy   | Credit Card Processor Setup | Email Settings                                |
|------------------------|--|-----------------------------|---|
| Confirmation:          | Confirmations@Liverycoach.com  | UserID: apikey              | Password: *****                               |
|                        | File Attachment: \\LCS-DELL\LiverySoftware\LIVERY\Reports\covid waiver.rtf |                             |   |
| Chauffeur Pay Report:  | DriverPay@Liverycoach.com  | UserID: apikey              | Password: *****                               |
| Trip Sheet:            | TripSheet@Liverycoach.com  | UserID: apikey              | Password: *****                               |
| Farm-Out Confirms:     | FarmOut@Liverycoach.com  | UserID: apikey              | Password: *****                               |
| Farm-Out Req Charges:  | Receipt@Liverycoach.com  | UserID: apikey              | Password: *****                               |
| Receipt:               | Receipt@Liverycoach.com  | UserID: apikey              | Password: *****                               |
|                        | File Attachment:   |                             |   |
| 24hr Confirmation:     | 24hrConfirm@Liverycoach.com  | UserID: apikey              | Password: *****                               |
| Chauffeur Direct:      | ChauffDirect@Liverycoach.com   | UserID: apikey              | Password: *****                               |
| Trip Status:           | TripStatus@Liverycoach.com   | UserID: apikey              | Password: *****                               |
| 2-Way Messaging:       | 2Way@Liverycoach.com   | UserID: apikey              | Password: *****                               |
| E-Livery Email:        | E-Livery@Liverycoach.com   | UserID: apikey              | Password: *****                               |
| SMTP Server IP / Port: | smtp.sendgrid.net  |                             | 587 <input type="checkbox"/> Use Relay Option |
| POP Server IP / Port:  |  |                             | <input type="checkbox"/> Use SMTP TLS         |
| IMAP IP/Port:          |  |                             |   |

SendGrid has a free tier (limited to 100 emails/day); if you send more than that, then the “Essentials 40k” gets you 40,000 emails a month for \$14.95.

SendGrid has announced a change in the way they allow emails to be sent from programs such as Livery Coach. Before the change, you could just populate the UserID and Password fields in Livery Coach with your SendGrid username and password. SendGrid has announced that they are ending this method of sending emails on February 17<sup>th</sup>.

Instead, they want you to set up an “API Key” in your SendGrid account instead, and then use that key as the password (along with the user “apikey” as a UserID).

If you are logged in to your SendGrid account, simply navigate to Settings->API Keys, then click on the button “Create API Key”. A box pops up to name the API Key (use whatever you want), and to set permissions (pick “Full Access”).

Dashboard

Email API

Marketing **NEW**

Design Library

Stats

Activity

Suppressions

**Settings**

Account Details

Alert Settings

**API Keys**

Inbound Parse

# API Keys

Create API Key

## Create API Key

API Key Name •

TechTip

API Key Permissions • ⓘ

- Full Access**  
Allows the API key to access GET, PATCH, PUT, DELETE, and POST endpoints for all parts of your account, excluding billing and Email Address Validation.
- Restricted Access**  
Customize levels of access for all parts of your account, excluding billing and Email Address Validation.
- Billing Access**  
Allows the API key to access billing endpoints for the account. (This is especially useful for Enterprise or Partner customers looking for more advanced account management.)

Cancel Create & View

Then when you click “Create and View” you will get your rather lengthy key. BE SURE AND SAVE THIS KEY SOMEWHERE as it is impossible to recover if you don’t know what it is (although it’s not hard to just create another one if needed). When you click in that long box, it will copy the key to your clipboard, and allow you to click Done.



## API Key Created

Please copy this key and save it somewhere safe.

For security reasons, we cannot show it to you again



```
SG.chjxQuNfSc2UHGK3znvayg.7Xy4dgo0n78gD9MualRdYYwqKpAOhzoFF
GMMslGsTYA
```

Done

Once you click Done, it will appear in your list of API Keys in SendGrid.

## API Keys

Create API Key

| NAME   | API KEY   | ACTION  |
|--|---|---|
| <b>TechTip</b><br>API Key ID: chjxQuNfSc2UHGK3znvayg |  ..... |  ▾ |

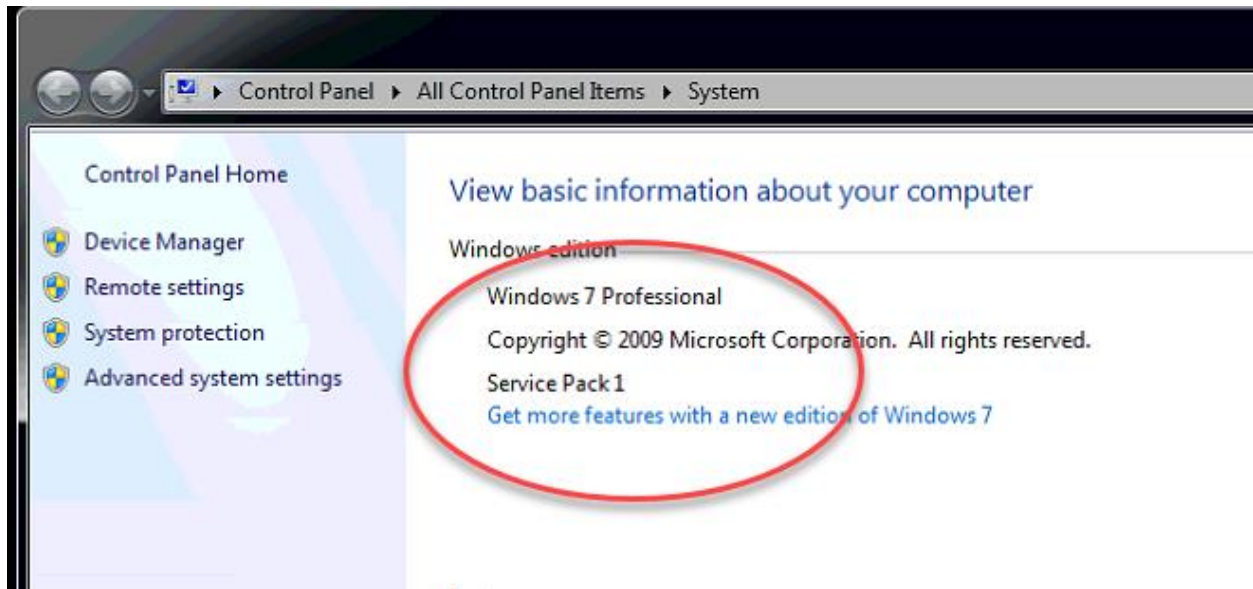
As you may have noticed, this key is long—really long. Like over 50 characters long. As most people don't have 50+ character passwords for email, we didn't make the password field that long when this screen was designed, so we've had to update Livery Coach to accommodate that lengthy password field. The new version of Livery Coach already has this update, so if you have been updated this year, you are all set to switch over to the new method. If you know you haven't been updated (or if you require us to coordinate an update with you, and haven't responded to our requests yet), please contact our support staff soon to schedule this update before February 17<sup>th</sup>.

## Windows 7

As we have been installing the latest updates at some of our customers, we have noticed that there are still some of you running old operating systems. Thankfully, we haven't come across any Windows XP workstations yet, but we have run across some computers still running versions of Windows 7.

If you are running the original Windows 7 (with no Windows updates), then the newest version of Livery Coach simply won't work—too much has changed. If you apply all the Windows updates, so that your Windows 7 is as up to date as possible (Windows 7 with Service Pack 1), then we can get things to work; that said, we recommend updating these workstations to Windows 10 (if they support it), or, if they are so old that they don't support Windows 10, consider replacing the machines. In our experience, most machines sold new in the last 10 years support Windows 10.

You can find out what your Windows 7 version is by clicking the Start button then right-click on My Computer, and view Properties. Below is an example of the screen shot.



As we keep Livery Coach updated with the latest security and other enhancements, and make sure it works on the latest version of Windows, we can lose full compatibility with the older versions of Windows.

Windows 7 was introduced over a decade ago (2009) and Microsoft ended support in January 2020. Windows 10 was introduced back in 2015, but with upgrades it is still Microsoft's current product. (We do not recommend Windows 8 nor Windows 8.1, as they were troublesome—and there was never a thing called Windows 9).

We're not saying you need to rush out and get your computers updated today, or even this month, but please start planning on this in the near future (like sometime this year). Please let us know if you have any questions or concerns.