

Tech Tip Tuesday—September 14, 2021

Tech Tip is back!

Although the Tech Tip was off for the summer, we certainly haven't stopped working. And at least for the time being, it looks like most of you have had a significant recovery as well. Now it seems the nearly universal challenge is finding enough chauffeurs!

We would like to take this opportunity to thank you for your patience during the last few updates. As you know, we updated the Crystal Reports engine embedded in Livery Coach to improve speed and functionality, and that was a major update that required administrative rights.

Then, we added a security signature to Livery Coach so that Windows would recognize it as a legitimately published program, which should eliminate some security warnings that some of you would get occasionally as you launched Livery Coach. The unavoidable side effect was that, to QuickBooks, it looked like a new integration, so we had to re-register all the users with QuickBooks.

Luckily, these two “disruptive” updates should be it for a while, and the next few updates should be back to routine.

In future Tech Tips we will highlight some of the enhanced and added features we have been working on.

A word about backups

Do you know where your backups are? The two key components of Livery Coach are the Microsoft SQL database (called “lcmain”) and your QuickBooks data file. Both of these data files should be backed up often, and stored in a safe place where they aren't subject to loss from hardware failure, fire, flood, or other disaster. If you don't know where your backups are, or if you even have any, please ask your IT person.

We recently had a customer who appeared to be doing everything right—their server was configured as RAID (which means a single hard drive failure wouldn't bring the system down), and backups happened regularly.

BUT, the backups were stored on a different “drive partition” on the same server. So when the server suffered a hardware failure, it rendered their entire RAID array unreadable, including backups.

We strongly suggest keeping backups in multiple places—put the primary backup on a cloud drive (such as DropBox, OneDrive, Google Drive, etc.) and maybe also on a USB thumb drive that you can take home. Storage is cheap these days, and you can't be too careful.

If you don't get a satisfactory answer from your IT person, feel free to drop us a note. While we can't take responsibility for maintaining your server and backups in most cases, we can certainly spend a few minutes seeing what you have.

Hosted Livery Coach

So maybe you don't want to worry about backups? Or even worry about having a server? We now have some cloud solutions that might be of interest to you.

As you probably know, a big part of Amazon's business is remote servers—essentially, cloud hosting. We have gained some expertise and are now able to offer hosting for our smaller clients (5 users or

fewer) for a fixed monthly price that starts under \$250 (one user). For larger clients, if you want your system in the cloud, we can help you set up and configure your cloud system (including backups) and provide consulting services for a monthly fee. We will go into more detail in a future Tech Tip about these services.

CD/NLA Show in Dallas

Livery Coach does intend to exhibit at the CD/NLA show in Dallas in October, so we hope we will see at least some of you there. We will not have a formal user meeting at this show, but, as always, we are happy to answer questions when you stop by. We will be in Booth 5, just to the left of the entrance!