

Tech Tip Tuesday—September 28, 2021

Outdated Software

As you know, the Livery Coach system doesn't operate in a vacuum—it requires an environment of hardware and software, and integrates with other products to bring you a complete solution.

Because some of you are always upgrading to the latest hardware and software, we have to continue to upgrade Livery Coach to function with the latest and greatest, as well as continually adding new features and functions.

However, we are also aware that some of you like to leave “well enough alone” and defer upgrading anything as long as possible.

While we do our best to accommodate both ends of the spectrum, sometimes it's just not possible.

Outlook: For example: we have an integration with Microsoft Outlook, for the few of you who want to send email via Outlook and not via our integrated Iccomm mail client. The current version of Outlook is called Outlook 2019; previous versions include Outlook 2016, Outlook 2013, Outlook 2010, etc.

Because Microsoft ended all support for Outlook 2010 in October 2020, integration tools no longer support Outlook 2010. Therefore, the latest updates of Livery Coach are no longer able to support Office 2010.

If you are subscribed to Office365, then Microsoft should automatically update you.

Excel: Similar to Outlook, the current version of Excel is in Office 2019. While we still try to support older versions of Excel, if you are more than a few versions back, you should consider upgrading if you do imports (Group Manifest) or Exports. We have enhanced the export tool so that some exports will create a comma separated value (CSV) file, which can be read by older versions of Excel, so if you don't use Group Manifest Import, this upgrade maybe be less important to you.

And again, if you are subscribed to Office365, then Microsoft should automatically update you.

QuickBooks: The current version of Desktop QuickBooks is QuickBooks 2021. While we currently support QuickBooks versions going all the way back to QuickBooks 2016, we cannot promise this will always be the case, as QuickBooks continues to evolve and improve. So if you are running a very old version of QuickBooks, it might be time to consider an upgrade.

Windows: Windows 10 is the current operating system for PCs, and Windows 11 is coming out. Microsoft dropped all support for the previous version (Windows 7) in January 2020. While Livery Coach still works with Windows 7, changes we might need to make for Windows 11 might cause Livery Coach to not function properly or completely on Windows 7. If you have any old machines running Windows 7, it's time to replace them. (Note that Microsoft says Windows 7 machines are more vulnerable to other types of issues, such as viruses.)

SQL: Microsoft SQL is the database system where all your Livery Coach data lives, and Microsoft continues to update this system as well. The current version of Microsoft SQL is SQL Server 2019. Previous versions include 2017, 2016, 2014, 2012, 2008R2, and 2008. While we still support all these versions, if you are running 2008R2 or 2008, you should plan to upgrade in the near future, as we can't guarantee compatibility with those aging versions. Currently, Microsoft does not offer Mainstream support on any version older than SQL Server 2017, and no support at all for versions earlier than SQL Server 2012. (Support for SQL Server 2008 and 2008R2 ended in July 2019.) If you don't know what

version of SQL you run, ask your IT person. If they have no clue (although they should), drop us a note and we can figure it out and tell you.

Mobile (Apple): We just updated our iOS (Apple) apps to work with the new Apple release (iOS15), so make sure you accept all updates to apps such as iChauffeur before updating your Apple devices. Some older Apple devices will not accept this update, as Apple limits them to compatible hardware. Currently our iOS apps will run on versions back to iOS 12, but we cannot guarantee this indefinitely. iOS 10 was released in 2016, and some early iPads are stuck at 10.3.3 (an Apple decision) so they are no longer suitable for iChauffeur.

Mobile (Android): The current version of Android is Android 12, and currently we support versions back to Android 6. But if you've got aging tablets or phones, you might want to take a look.

FlightView, ZipWhip, Credit Card Processing, GNet, etc. These systems are a "real time" service and not something you have to install separately. In these cases we work directly with the vendors to ensure that all upgrades are coordinated, so there is nothing you have to do.

The bottom line is that while we will continue to do our best to support the widest range of hardware and software as we can, if you have systems or programs that are 5+ years old, it's time to consider some upgrades. If you have any specific questions about specific hardware or software, please drop us a line at support@liverycoach.com