

Tech Tip Tuesday—October 26, 2021

Livery Coach Support ending for SQL2008, SQL2008R2

As mentioned in previous Tech Tip about outdated software, the database that stores all your Livery Coach data is called Microsoft SQL. The current version of Microsoft SQL is SQL Server 2019. Previous versions include 2017, 2016, 2014, 2012, 2008R2, and 2008. Effective January 1, 2022, we will no longer be supporting Microsoft SQL 2008R2 and Microsoft SQL 2008. If you are running these older versions, you should plan on upgrading your version of SQL. Note that Microsoft stopped supporting these versions in July 2019. Depending on your hardware, this might not necessitate a server upgrade, but if your server is more than 5 years old, it might be time. If you don't want to invest in a server either, but would prefer to host in the cloud, please email us at support@liverycoach.com and we can schedule a call to discuss hosting options with you.

If you don't upgrade your SQL, we cannot assure you that all functions in Livery Coach will continue to function properly. As Microsoft has introduced new versions of SQL over the years, they have been changing some of the commands needed to read and write data, and we need to keep our system updated to function with the current command set, which won't necessarily work with the oldest versions.

We are working on identifying our customers still using these outdated versions of SQL and will be contacting them directly in the next few weeks—we don't believe that there are that many left.

A note about ZipWhip

Like you, we just received the news that ZipWhip is discontinuing its software product. We are still evaluating what this means for texting integration so that we can explore alternate solutions as needed. Rest assured that we will stay on top of this, and that there is plenty of time and no immediate action needs to be taken. ZipWhip has committed to maintaining full service until December 1, 2022, which is more than a year away. We will keep you posted as news develops.

Creating a new user in Livery Coach

We are aware that many of you have been hiring new office employees (as best as you can) as business returns. We just wanted to remind you of a few considerations when you set up the new employee in Livery Coach.

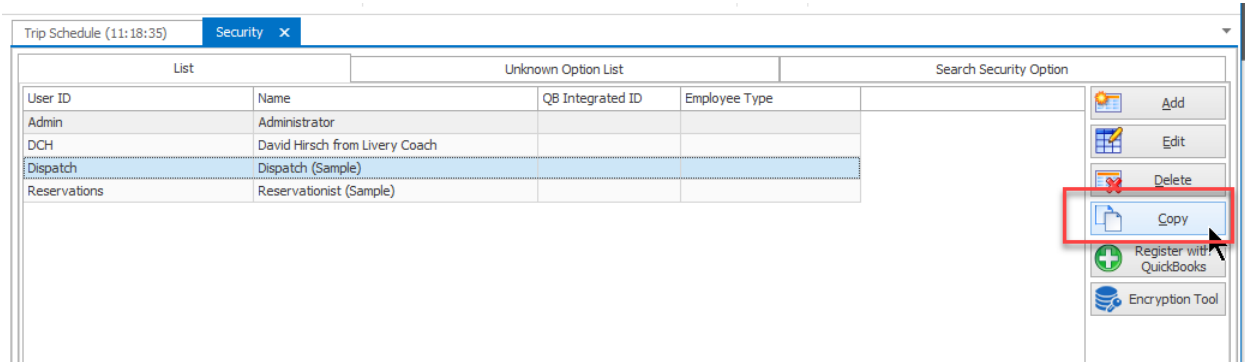
Each person should have his or her own login in Livery Coach. We strongly advise against sharing IDs. Nearly every action in Livery Coach performed by an agent is logged, and if an agent is logged in under another id, or two share, then it becomes impossible to determine who entered or changed a reservation.

There is no limit to the number of people you can have registered as users in Livery Coach. Our licensing merely controls the number of users you can have logged in *at the same time* but not the total number of users—so no need to skimp.

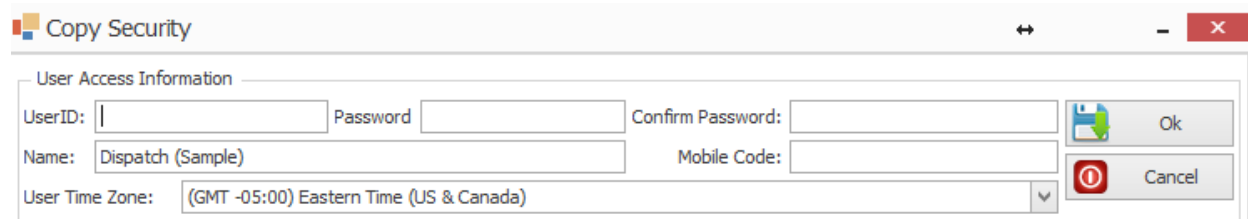
To create a new user in Livery Coach, the fastest and easiest way is to go to Setup->Maintain->Security, and click on an existing user who has the same or similar permissions as that of your new employee.

One suggestion, if you haven't already done this, is set up generic "Reservations" and "Dispatch" users so you have a nice starting template to use instead of picking an existing actual employee who might have some special permissions.

Once you have selected the source, simply click "Copy".



At the new window that pops up, enter the new user's desired UserID, Password, and Password again (in the "Confirm Password" field). Be sure to change the Name field so you remember who this user is (especially helpful if you use numbers or initials as UserIDs). Once you click OK, the new user has been created.



If you need to edit the specific permissions for the new user, you can do this now as needed. But starting from a template (rather than from a blank entry screen) is a much faster and easier way to set up a new user with the desired permissions.