

## Tech Tip Tuesday—September 12, 2023

### Tech Tip is back!

Although the Tech Tip was off for the summer, we haven't stopped working on improving and extending the functions of Livery Coach, and we will highlight some of those enhancements in the weeks to come. But this week, we have an important announcement regarding our QuickBooks integration. Note that this only applies to Desktop QuickBooks—if you are running QuickBooks Online (QBO), your integration works differently, and this should not affect you.

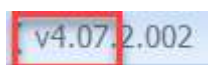
### CD/NLA Show in Orlando

Livery Coach will be attending the CD/NLA Show in Orlando on October 22-25. If you are attending, please stop by and see us at Booth 5 (turn right as you walk in—we're right there!). We will not be having a user meeting at this show, but plan to have one as usual in Las Vegas.

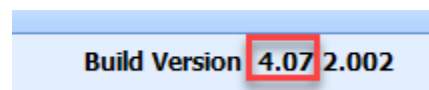
### Livery Coach integration with QuickBooks--IMPORTANT

**Summary:** The Livery Coach application is “code-signed” with an encrypted security certificate, which means that a bad actor can't create a virus that could infect your Livery Coach application and do harm. Recently our certificate expired and we replaced it with a new, enhanced certificate. Unfortunately, the consequence is that, starting with Livery Coach version 4.07, you will need to re-register your TripBook users. The good news is that the new certificate is good for 3 years, so you won't have to deal with this again until the year 2026.

You can tell what version of Livery Coach you are running by looking at the top banner of the screen, or by clicking on Help->About Livery. The digits after the 4.07 do not matter for this purpose. If you are running 4.06 or lower, you are not ready to re-register with QuickBooks, as your version still has the old certificate.



v4.07.2.002



Build Version 4.07 2.002

**The details (read only if you have interest):** As you know, Livery Coach's QuickBooks integration means that Livery Coach can send transactions directly into QuickBooks so you don't have to manually enter sales receipts and invoices.

In order for the integration to work, each TripBooks user must be registered with QuickBooks, which is typically done by logging into QuickBooks as Admin and also logging into Livery Coach and navigating to Security. There, you can select each user in turn, and “Register with QuickBooks”. We have covered this in more detail in a [previous Tech Tip](#).

Back when we first created the integration, QuickBooks would give a warning that the application did not have a certificate.

CERTIFICATE INFORMATION

**This application does not have a certificate. QuickBooks cannot verify the developer's identity.**

To increase security, and not alarm users with this warning, about three years ago we went through the process of registering and obtaining a Certificate, so that our users could be assured that it was really Livery Coach trying to connect to QuickBooks. When registering, you would see this information:

CERTIFICATE INFORMATION

Description:

Developer: Livery Coach Solutions, LLC

Developer identity has been verified by:

Sectigo RSA Code Signing CA

However, the 3 years are up, and our certificate has expired. Because of changes in the way certificates work, and for enhanced security and reassurance, we went through the process of obtaining an "Extended Validation (EV)" Certificate, which meant we had to prove who we were with more rigor. We now have a new EV Certificate, which, when registering with QuickBooks, presents itself as follows:

CERTIFICATE INFORMATION

Description:

Developer: Livery Coach Solutions, LLC

Developer identity has been verified by:

Sectigo Public Code Signing CAEV R36

The issue is that when QuickBooks sees the new Certificate, it can't match it with the existing Integrated User with the old Certificate, so you have to register that user again. Obviously, if you are running Livery Coach with multiple owners, and use multiple different QuickBooks files, then you will have to run through this process for each Owner.

If you fail to do this in advance, you maybe be prompted when you open TripBook, and if you aren't able to open QuickBooks as Admin on that machine, you will not be able to properly close trips.

If you have any questions or need further information regarding this, please do not hesitate to contact our support team.