

## Tech Tip Tuesday—September 10, 2024

### 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. In the meantime, some news and announcements!

### CD/NLA Show in National Harbor, MD (Washington DC)

Livery Coach will be exhibiting at CD/NLA Show in National Harbor, MD (right outside Washington DC) on October 13-16. If you are attending, please stop by and see us at Booth 83 at the very back (near the lunch area), right next to the GroundWidgets booth. We will not be having a user meeting at this show, but do expect to have one at the next show in Las Vegas. Hope to see you all next month.

### OAG/Flightview changes

We have heard through the grapevine that OAG/Flightview is changing the way they will be billing for flight queries (both verification and flight tracking), and will no longer have an "unlimited" option. If you have been notified that your Flightview bill will be going up dramatically, please let us know. We understand that a number of Santa Cruz customers have also received notification of price increases, and we are working with GroundWidgets to try to temper any proposed increases.

In the meantime, there are settings in the LCComm that we can change which will reduce the number of queries (for example, changing the settings so that it checks on flights every 5 or 6 minutes instead of every 2 or 3), and to start checking on flights 6 or 8 hours before scheduled arrival instead of 12. Over the next few weeks we will be making those changes in your system for those of you who have the FlightView option. If you don't want us to change your settings, or have specific values you want, please let us know.

### Do you know where your backups are?

We have covered this topic before, but it's worth bringing up again. Over the summer, we had more than one client suffer data loss because they didn't have good backups. No computers are infallible, and there can be virus infections, hardware failures, or other various mishaps that can corrupt your data or system, no matter the age. Think about backups as good insurance—you hope you'll never need them, but better to have them and not need them than need them and not have them.

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 (or places) 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 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 host with a 3<sup>rd</sup> party, be sure you understand what their backup procedures are, and maybe even ask them if you can get a copy at least every week or two. That way you have your own backup to their backups, so in the event of a true disaster, at least you shouldn't lose everything.

If you host with us, we back up all hosted databases every 15 minutes, and save copies of those backups every 15 minutes to a different cloud storage device. Additionally, we do daily image server copies. That said, we still strongly recommend that you also back up your QuickBooks data file from within QuickBooks.

If you don't get a satisfactory answer on backups 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.

## **Even with a good backup, you need to bridge the gap**

Even if you have good backups taken often and saved securely, all that really means is that in the event of a failure, you should eventually get most if not all of your data restored.

But what do you do in the meantime? If it takes 2 days for your IT person to replace parts or configure a new server on which to restore your backup...what do you do while you are waiting? It's like you're driving down the road and someone covers your eyes—how long can you keep driving before something goes terribly wrong?

Luckily, Livery Coach has an answer, called the "Trip List Snapshot". Your system can be configured to automatically create and save a text file with all your reservations over a date range—say, from 1 day in the past to 3 days into the future—so that while you are waiting, you can load this file into Excel or another viewer so at least you can see the immediate trips while you are waiting to get your full system restored. In addition to saving this file, your system can also email it to you (single email address) so in an emergency it should be easy to find.

Currently, the setup for this function is in your LCComm so might not be easily accessed. While we are working on a user interface to make this easy for you to set up yourself, in the meantime we strongly recommend that you **send an email to support@liverycoach.com** and ask us to set this up for you. **Simply tell us what email address you want the snapshot to go to, and give us a few days to get it set up.** Typically we will set this up to run once an hour, for a four day range (one day back and 3 days forward). Running more often or with a larger date range will put a heavier load on your system (which could slow it down) and generally is not necessary. All you are really trying to do is bridge the gap until your system is back up, so you aren't driving blind.