

LP360 Installation Guide

16 August 2019

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Introduction

This document covers the installation, registration and licensing for the LP360 family of products; LP360 for ArcGIS®, LP360 (64-bit), and LPViewer.

For further information or troubleshooting please refer to the latest articles on our searchable support knowledge base, support.LP360.com, or contact LP360 Support, support@LP360.com, or by phone, +1-256-461-8289.

Respectfully Yours,
The GeoCue Group Support Team
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support.LP360.com

System Requirements

Your system should meet all requirements of your licensed ESRI™ software but should be no less than:

Computer and Processor:	PC with a Pentium™ processor or equivalent, 2.2 GHz minimum; Hyper-threading or Multi-core recommended.
Memory:	2 GB of RAM required; 16 GB or more recommended.
Hard Disk:	2.4 GB of available hard disk space. Additional space will be required for data storage. An SSD is recommended.
Drive:	USB Interface port (USB 3.0 interface port recommended).
Display:	Super VGA resolution (1024x768) or higher with 256 colors or better.
Video Card:	Open-GL version 2.0 runtime minimum capable video card with 64 MB of memory required, 256 MB or greater recommended.
Operating System:	Windows 7 (32-bit and 64-bit), Windows 8.1 (32 bit and 64 bit), Windows 10 (32-bit and 64-bit)*** Microsoft .NET Framework 4.6 and above.
ESRI Software:	ArcGIS™ Desktop 9.3 or above. ArcGIS 10.5 recommended. Any license level.
License Server and Floating/Concurrent Licensing:	TCP/IP network card and Microsoft .Net Framework 4.6 runtime.

For minimum ESRI™ system requirements please refer to the following:

- [Arc 9.3.x](#)
- [Arc 10.0.x](#)
- [Arc 10.1.x](#)
- [Arc 10.2.x](#)
- [Arc 10.3.x](#)
- [Arc 10.4.x](#)
- [Arc 10.5.x](#)
- [Arc 10.6.x](#)
- [Arc 10.7.x](#)

***Windows 10 support for ESRI begins at ArcGIS 10.3.1, LP360 is fully supported on Windows 10

Installing and Licensing LP360

All product versions of LP360 (LP360 for ArcGIS®, LP360 (64-bit), and LPViewer) may be run using either a node-locked or a floating license, both come from a hosted license server. Please refer to the applicable section for your license type. If unsure of your license type please contact support@LP360.com for assistance.

Node-Locked License

Node-locked licenses are machine based and cannot be moved or shared between computers for a minimum duration of seven days. After seven days, our new licensing system allows users to re-host node-locked licenses.

Prerequisites before installing and registering LP360 for use with a node-locked license:

- ArcGIS version 9.1 or later installed and licensed on the machine in question prior to installing LP360 for ArcGIS. If ArcGIS is not available, only install the LP360 (64-bit) product.
 - Microsoft.NET Framework 4.6 – which can be downloaded from:
<https://www.microsoft.com/en-us/download/details.aspx?id=48130>
1. Installing LP360 requires Administrative permissions, on Windows 7, Windows Server 2008, or later operating systems. Please verify that the person doing the installation has Administrative permissions on the local machine.
 2. Install the software using one or more of the latest installation MSI files obtained from the LP360 Installers page on our searchable support knowledge base, <http://support.geocue.com/lp360-installers/>, on the computer on which LP360 will be used.
 - a. To install **LP360 for ArcGIS** on all operating systems, run LP360forArcGIS_v2019.1.30.0.msi. This is necessary for both 64-bit and 32-bit systems because ArcGIS is a 32-bit application.
 - b. To install **LP360 64-bit** on a 64-bit operating system, run LP360x64_v2019.1.30.0.msi.
 3. Start LP360, the LP360 License Manager dialog will appear. Note: This dialog does not require administrative rights.

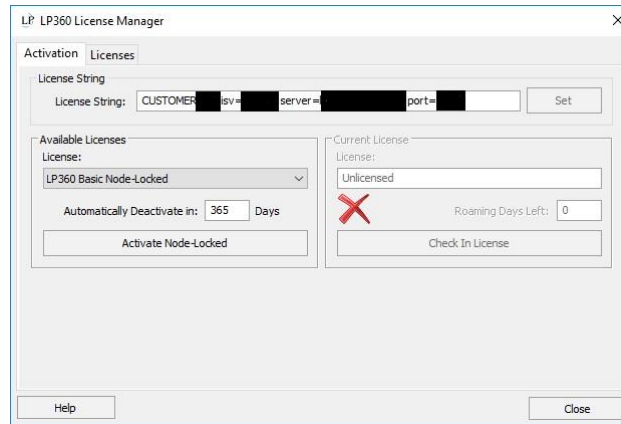


Figure 1: LP360 License Manager Dialog

4. Enter the License String provided by GeoCue and select “Set”. This License String appears in the format: “CUSTOMER _____ isv= _____ server= _____ port= _____ password= _____”.
 - a. Note: It is necessary to enable outbound communications on ports 5053 and one additional port, as specified when you receive your License String, through any firewalls for the product to communicate with the hosted license server. These ports are normally open by default on most firewalls.
5. Select your desired license level from your available licenses drop down menu. By default, the license will automatically deactivate in 365 days, but this can be modified to a minimum of seven days. Select “Activate Node-Locked”.
 - a. Note: Node-locked licenses **cannot be deactivated** for a minimum of seven days from activation on a client machine.

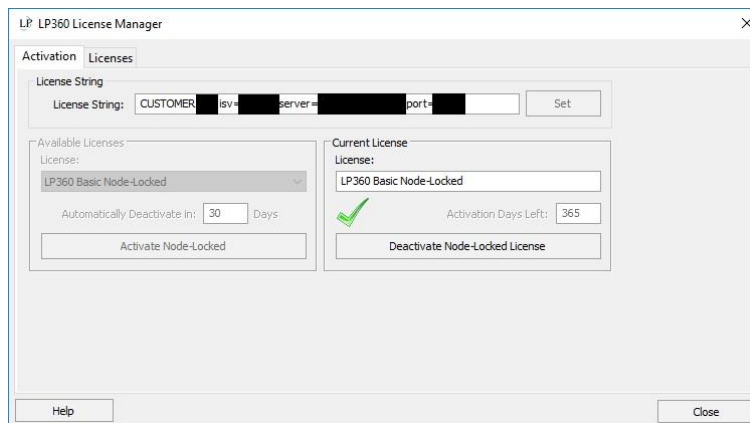


Figure 2: LP360 License Manager Dialog- License Activated

6. Select “Close” to close the License Manager and open LP360 at the desired license level.
7. You can reopen the LP360 License Manager at any time from within LP360 (File -> License Manager) to change license levels.

Server/Floating License

Server or floating licenses are hosted on the server and may be checked out or roamed by the LP360 License Manager.

Prerequisites before installing and registering LP360 for use with a server/floating license:

- ArcGIS version 9.1 or later must be installed and licensed on the machine in question prior to installing LP360 for ArcGIS. If ArcGIS is not available, only install the LP360 (64-bit) product.
 - Microsoft.NET Framework 4.6 – which can be downloaded from:
<https://www.microsoft.com/en-us/download/details.aspx?id=48130>
1. Installing LP360 requires Administrative permissions, especially on Windows 7, Windows Server 2008, or later operating systems. Please verify that the person doing the installation has Administrative permissions on the local machine.
 2. Install the software using one or more of the latest installation MSI files obtained from the LP360 Installers page on our searchable support knowledge base, <http://support.geocue.com/lp360-installers/>, on the computer on which LP360 will be used
 - a. To install **LP360 for ArcGIS** on all operating systems, run LP360forArcGIS_v2019.1.30.0.msi. This is necessary for both 64-bit and 32-bit systems because ArcGIS is a 32-bit application.
 - b. To install **LP360 64-bit** on a 64-bit operating system, run LP360x64_v2019.1.30.0.msi.
 3. Start LP360, the LP360 License Manager dialog will appear. Note: This dialog does not require administrative rights.

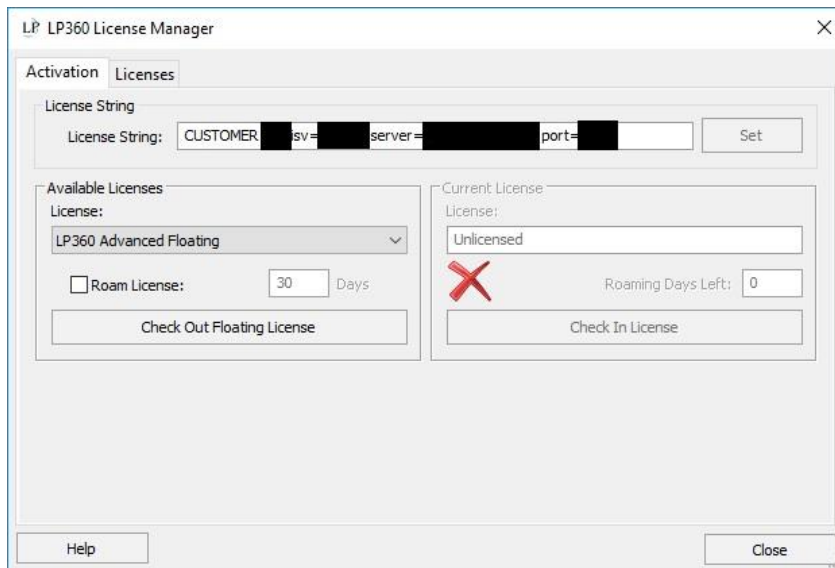


Figure 3: LP360 License Manager Dialog

1. Enter the License String provided by GeoCue and select “Set”. This License String appears in the format: “CUSTOMER _____ isv= _____ server= _____ port= _____ password= _____”.

- a. Note: It is necessary to enable outbound communications on ports 5053 and one additional port, as specified when you receive your License String, through any firewalls for the product to communicate with the hosted license server. These ports are normally open by default on most firewalls.
2. Select your desired floating license level from your available licenses drop down menu.
 - a. There is an option to make this license a “Roaming” license. Checking out a license using the Roam License option enables that machine to use the license without needing to be connected to the internet. The number of days for roaming can be set between one and thirty days. **Select “Check Out Roaming License”.**
 - b. If you do not wish to roam licenses, then leave that option unchecked, and select **“Check Out Floating License”.**

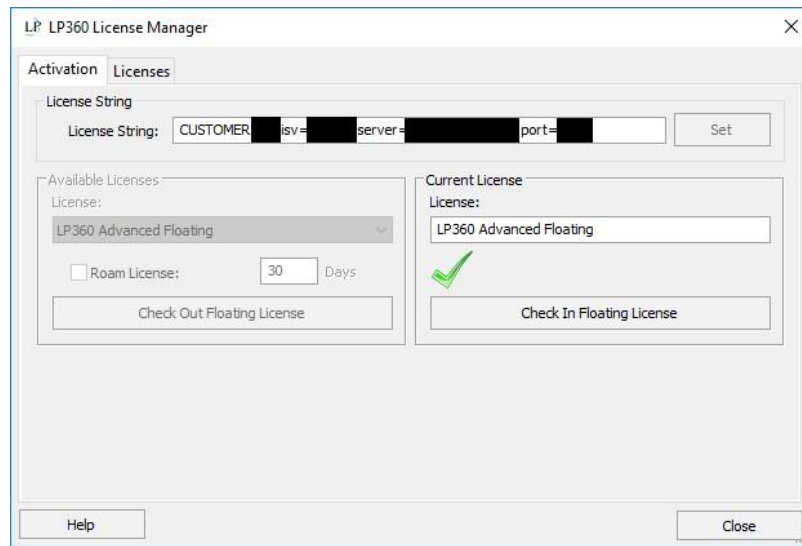


Figure 4: LP360 License Manager- Activated

3. Select “Close” to close the License Manager and open LP360 at the desired license level.
4. You can reopen the LP360 License Manager at any time from within LP360 (File -> License Manager) to change license levels.

Activating LP360 License on a Machine

Activating LP360 for ArcGIS

1. From the Start Menu → All Programs → ArcGIS, select ArcMap.

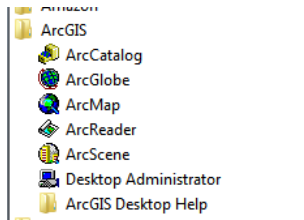


Figure 5 - Open ArcMap

2. Once ArcMap is opened select Customize → Extensions (ArcGIS 10.x).

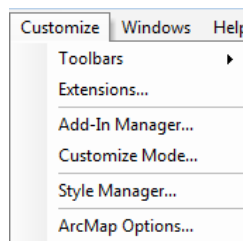
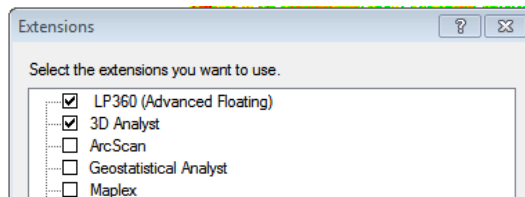


Figure 6 - Accessing Extensions

3. Check the box for the LP360 extension.



Once checked, the extension will remain active each time ArcMap is opened.

Figure 7 - LP360 Extension

4. Close the dialog and start using LP360 for ArcGIS.
5. Open the LP360 License Manager at any time from the LP360 toolbar (LP360 -> License Manager) to change license levels.

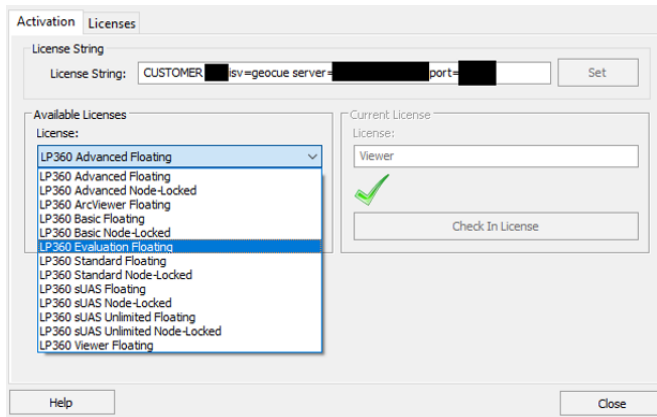


Figure 8 - LP360 License Manager Available Licenses List

- a. The Licenses tab will indicate the available license types and indicate license availability on the hosted server.

Product	Level	Type	Total	In Use	Roaming	Software Expiration	Maintenance Expiration
LP360	Standard	Floating	7	0	0	Never	October 31, 2018
LP360	Advanced	Node-Locked	10	3	3	Never	November 30, 2018
LP360	Advanced	Node-Locked	5	1	1	Never	October 31, 2018
LP360	Basic	Floating	10	0	0	Never	October 31, 2018
LP360	Basic	Node-Locked	10	1	1	Never	October 31, 2018
LP360	Advanced	Floating	10	4	1	Never	November 30, 2018
LP360	sUAS	Floating	10	0	0	Never	October 31, 2018
LP360	sUAS	Node-Locked	10	0	0	Never	October 31, 2018
LP360	sUAS Unlimited	Floating	5	0	0	Never	October 31, 2018
LP360	sUAS Unlimited	Node-Locked	5	0	0	Never	October 31, 2018
LP360	Viewer	Floating	20	0	0	Never	October 31, 2018
LP360	Standard	Node-Locked	7	0	0	Never	October 31, 2018
LP360	Evaluation	Floating	1	0	0	April 01, 2018	February 28, 2017
LP360	Advanced	Floating	5	0	0	Never	October 31, 2018

Figure 9 - LP360 License Manager Licenses tab

- 6. The program is now licensed for use at the selected license level.

Activating LP360 (64-bit)

1. From the Start Menu → All Programs → LP360, select LP360 64-bit.
2. The program will attempt to check out the license directly from the hosted License Server, unless using a roamed license, and display a brief dialogue during this process.
3. To change the license level, open the LP360 License Manager (File -> License Manager).

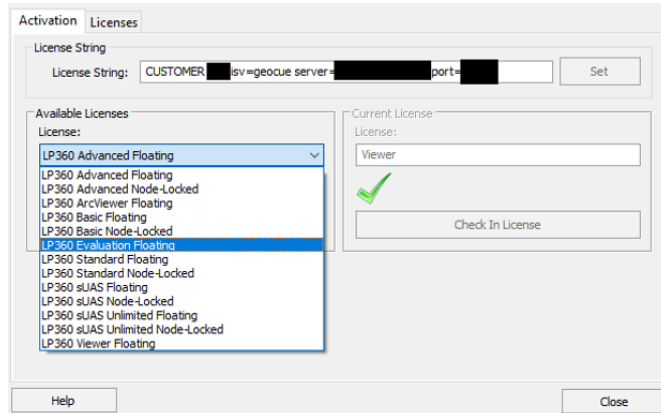


Figure 10 - LP360 License Manager Available Licenses List

- a. The Licenses tab will indicate the available license types and indicate license availability on the hosted server.

Product	Level	Type	Total	In Use	Roaming	Software Expiration	Maintenance Expiration
LP360	Standard	Floating	7	0	0	Never	October 31, 2018
LP360	Advanced	Node-Locked	10	3	3	Never	November 30, 2018
LP360	Advanced	Node-Locked	5	1	1	Never	October 31, 2018
LP360	Basic	Floating	10	0	0	Never	October 31, 2018
LP360	Basic	Node-Locked	10	1	1	Never	October 31, 2018
LP360	Advanced	Floating	10	4	1	Never	November 30, 2018
LP360	sUAS	Floating	10	0	0	Never	October 31, 2018
LP360	sUAS	Node-Locked	10	0	0	Never	October 31, 2018
LP360	sUAS Unlimited	Floating	5	0	0	Never	October 31, 2018
LP360	sUAS Unlimited	Node-Locked	5	0	0	Never	October 31, 2018
LP360	Viewer	Floating	20	0	0	Never	October 31, 2018
LP360	Standard	Node-Locked	7	0	0	Never	October 31, 2018
LP360	Evaluation	Floating	1	0	0	April 01, 2018	February 28, 2017
LP360	Advanced	Floating	5	0	0	Never	October 31, 2018

Figure 11 - LP360 License Manager Licenses tab

4. The program is now licensed for use at the selected license level.

Troubleshooting

User Account Control

If User Account Control is turned on and set at one of the higher levels the following dialog box will appear when running each installation MSI. You must select Yes to complete installation of the program.

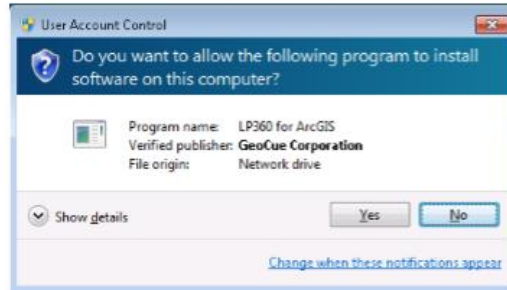


Figure 12 - User Access Control (LP360 for ArcGIS Installer)

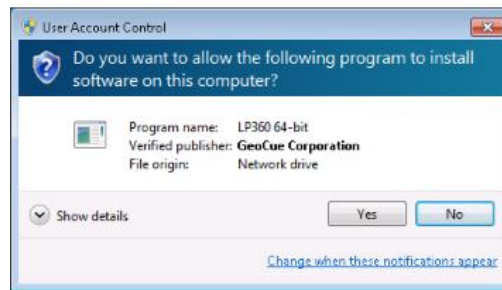


Figure 13 - User Access Control (LP360 64-bit Installer)

Installing LP360 on Windows 7, Windows Server 2008 R2 or higher

Symptom:

The following warning message appears while attempting to install LP360:

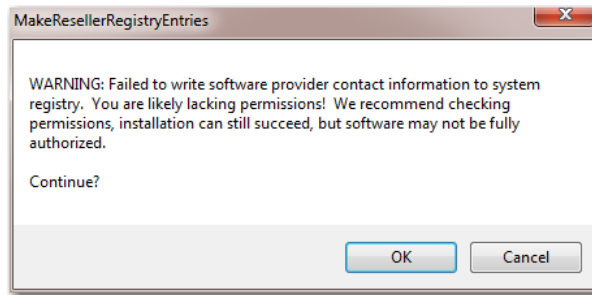


Figure 14 – Lacking permissions to write to the registry

Probable Resolution:

Due to the increased security measurements put into place by Microsoft with the release of these operating systems installing certain software requires having more user control and permissions.

The biggest problem occurs when a user, who is part of the Administrator group on the system itself; find themselves without enough permission to install software. There are several ways to work around this situation.

Here are two different options for installing LP360 on one of the above operating systems:

Option 1:

This option will install the program from an elevated command prompt that has Administrative permissions.

1. From the Start Menu → All Programs → Accessories, right-click on Command Prompt and select Run as Administrator.

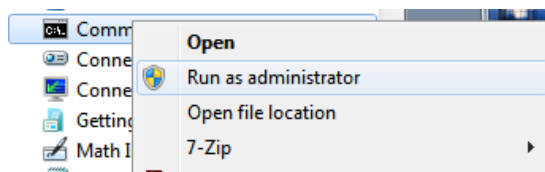


Figure 15 - Run an elevated command prompt

2. Locate the MSI installation file and drag this file into the Command Prompt.



Figure 16 - Installing from the elevated command prompt

3. Click Enter to install the program.
4. Once installed return to [Installing and registering LP360](#).

Option 2:

This option requires activating and accessing the built-in Administrator account. You will need to be part of the Administrator group in order to do the following. Please check with your IT department before using this option.

1. Open Computer Management (from the Start Menu → Administrative Tools, select Computer Management, or right-click on Computer and select Manage).

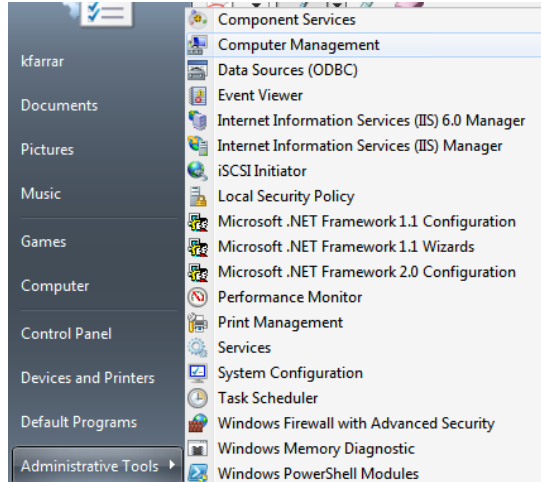


Figure 17 - Computer Management via Administrative Tools

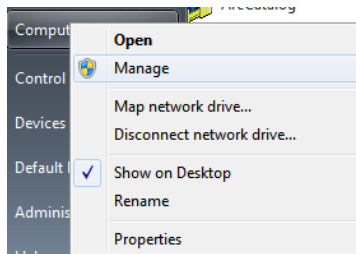


Figure 18 - Computer Management Via Manage

2. In Computer Management, browse System Tools → Local Users and Groups → Users.

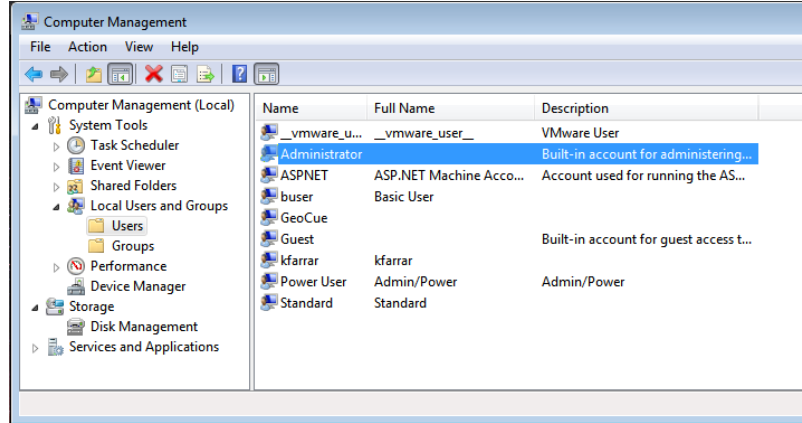


Figure 19 - Computer Management - Users

3. Right-click on Administrator and select Properties.

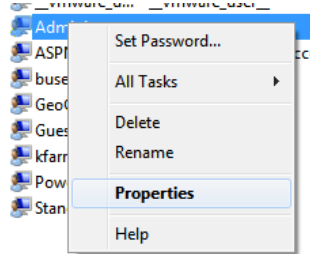


Figure 20 - Administrator Properties

4. Uncheck the box for Account is Disabled.

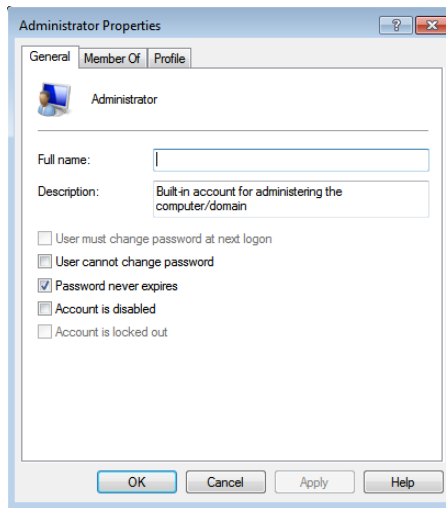


Figure 21 – Enable Administrator Account

This user does not have a password, so be careful and make sure you disable the account after installing the software

- From the Start Menu, select Switch User.

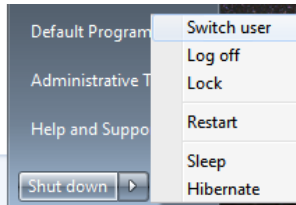


Figure 22 - Switch User

- The Administrator Account should now be visible under the login page. Select this option.



Figure 23 - Administrator Login

- Run the Install MSI file (obtained via web download).
- Log-off from the Administrator account.
- Disable the Administrator account.

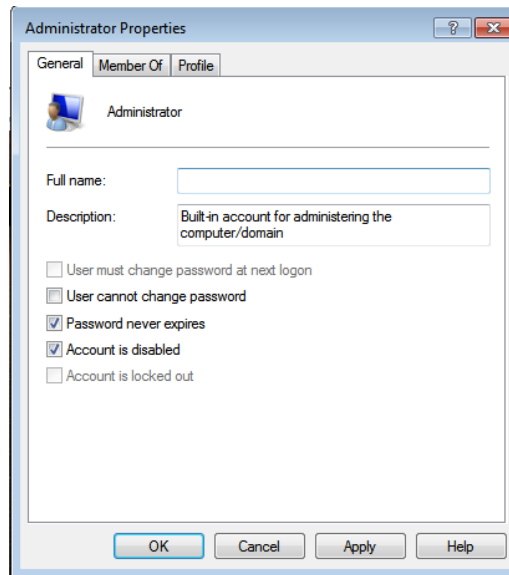


Figure 24 - Disable Administrator Account

- Once installed return to [Installing and registering LP360](#) section of this guide.

Error installing LP360 – Visual C++ Redistributable

Symptom:

The following error message is received when attempting to install LP360 on a Windows 7 or Windows 8 machine:

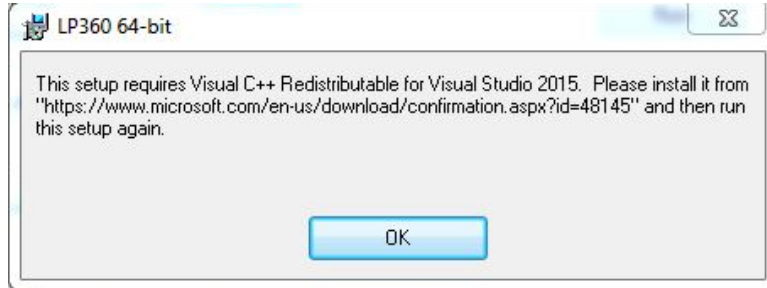


Figure 25 - Setup requires Visual C++ Redistributable

Probable Resolution:

Starting with LP360 version 2015.1.50.0, LP360 is written using Microsoft Visual Studio 2015. Microsoft changed their runtime DLL structure for the applications that are built using Visual Studio 2015. They have taken some core DLLs from runtime and created them as Universal C Runtime (UCRT).

Microsoft intends to provide UCRT through a Windows Update, and by separate executables. The Visual C++ Redistributables for Visual Studio 2015 installers are available for both 32-bit and 64-bit. If one is running both LP360 for ArcGIS (32-bit) and LP360 (64-bit) both versions of the redistributables will need to be separately installed. The redistributable installers will need to be downloaded directly from Microsoft at the following link:

<https://www.microsoft.com/en-us/download/details.aspx?id=48145>

Once the redistributables have been installed they will not need to be installed again for future LP360 releases until we move to a newer version of Visual Studio.

Failed to Checkout Floating License

Symptom:

Attempting to checkout a floating license results in an error message stating, “RLM Error: Failed to get License as there are no licenses available”.

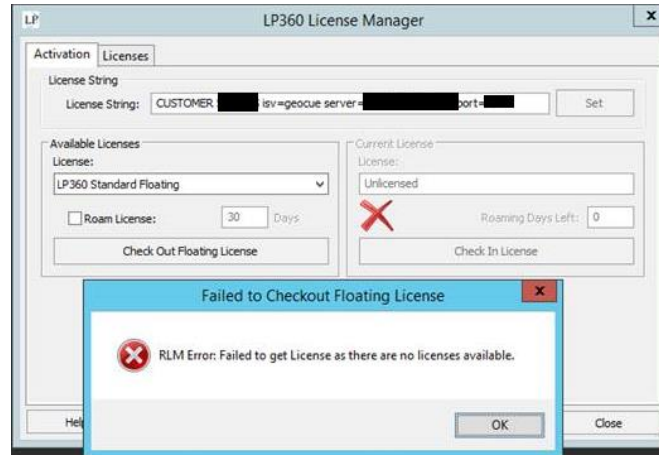


Figure 26 - Failed to Checkout Floating License

Probable Resolution #1:

Verify that there are license types available in the “Available Licenses” dropdown. If there are, then check the Licenses tab to see if there are any available licenses on your server for the desired license level. If not, have your portal admin find who has the licenses in use, and free up a license for you.

Probable Resolution #2:

If the Licenses tab shows licenses available, then verify that port 5053 and the designated additional port for your license server are allowed outbound communications on all firewalls.

Probable Resolution #3:

If no license types are in the dropdown, and the Licenses tab shows no licenses available, then contact support@LP360.com.

Creating LP360 License Failed (22633)

Symptom:

Immediately after successfully installing LP360, opening LP360 results in an error message stating, "Creating LP360 License Failed (22633)".

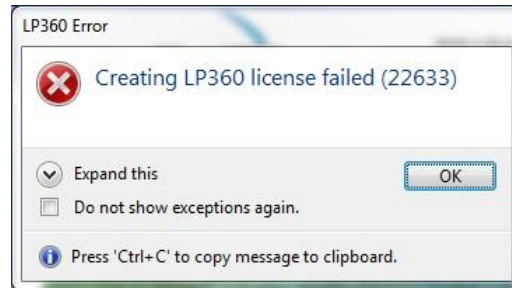


Figure 27 - Creating LP360 License Failed (22633)

Probable Resolution:

If both LP360 and LP360 for ArcGIS were both installed on this machine with a version prior to 2019.1.30.0, be sure to install both the LP360x64_v2019.1.30.0.msi and LP360forArcGIS_v2019.1.30.0.msi before attempting to open either one.

Error 1001: LP360CustomActions.InstallState error message encountered during installation

Symptom:

User encounters error message, “Error 1001. Could not find file ‘C:\Program Files (x86)\Common Files\LP360\LP360CustomActions.InstallState.” or “Error 1001. Could not find file ‘C:\Program Files\Common Files\LP360\LP360CustomActions.InstallState.’”, while attempting to install LP360 v2018.1 or later.



Figure 28 - Error 1001: LP360CustomActions.InstallState error message

Probable Resolution:

Uninstall all instances of LP360 from the machine, then attempt to install the [latest version of LP360](#).