



Support Services

LP360 Product Line

GeoCue Group Inc.
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www.LP360.com
support.lp360.com



Meet the Team

Darrick Wagg, P.GEO, RPP
Support Services Manager



Karrie-Sue Simmers, M.A.
Support Services Representative



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Maintenance Agreements

- Maintenance agreements are good for a period of one year, normally corresponding with the calendar year as much as possible
- Agreements cover access to all official software releases covered by the maintenance period
- Agreements cover access to support services during the agreement period:
 - Product Defects/Change Requests/Feature Requests
 - Help with product related questions, but does not include training




Support Services

1. Customer Advisory Bulletins
2. Help Documentation
3. Online Searchable Knowledgebase
4. User Forum
5. YouTube Channel: [LIDARLab](#)
6. E-mail: support@LP360.com
7. Phone: +1-256-461-8289
8. Training***




Preferred
Contact



Customer Advisory Bulletins

- Used to communicate pertinent product information
 - Software Releases
 - Known Issues
 - Common problems
 - Etc
- Who's Affected?
- What's the Impact?
- Details

QCoherent Software, LLC
3600 Madison Blvd, Suite 100
Madison, AL 35708



QCOHERENT SOFTWARE CUSTOMER ADVISORY BULLETIN
BULLETIN NUMBER QCS2015021A

Who will be affected?
Customers with current LP360 maintenance agreements.

What is the impact?
The latest version of LP360, V2.0.0.1, is now available for customers to upgrade their current installations. Corrects some discovered defects with the initial v2 release.


Details:

Attention:

- Exit all ArcMap sessions.
- Open the QCoherent License Administrator.
- On the available tab, select "Check for Software Updates".
- Download the latest stable release from the link on the "CD Key Information and Software Updates" page that opens in the 3.
- Make sure ArcMap, LP360 License Administrator, and/or the LP Standalone/Viewer is shut down before you start the installation. This must also be logged in with administrative level permissions to the machine.
- Uninstall LP360 using the Add and Remove Programs utility (Programs and Features in Windows) from the Control Panel. If assigning on a machine running the LP360 License Server, the windows service will be stopped during the uninstall. If LP360 is not listed or installed, then please skip this step.
- Run the new installation of LP360 and complete the installation. If upgrading the machine using the LP360 License server, you must restart the windows service after the installation for the server to be fully operational.

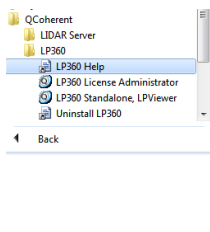
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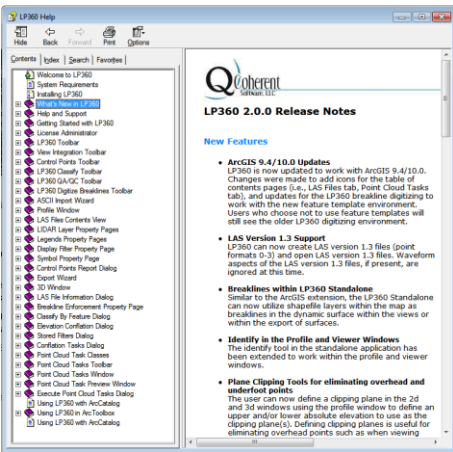
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Help Documentation

- Extensive Help Documentation installed with product
- Can be activated directly from the Start Menu or from within the program





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Context Sensitive Help

- Available for most tools
- Selecting an item points to the location in the help documentation where topic is located

Layer Properties: General | Source | Symbology | Display | Performance Options |

Elevation | Classification | Intensity | RGB Values | Contours | Point Source | Return Cox |

Point Symbol

Blue: Blue Band

Green: Green Band

Red: Red Band

LP360 Help: Selecting the Color Bands

About the Color Bands

IR points that have color values will have at least three valid bands of colors (i.e., red, green, and blue) and an optional infrared band. The red, green, blue, and infrared values within the points are measures of the amount of reflected energy within each respective portion of the light spectrum.

The color values can be used to generate colors on the screen by assigning a band to a color component. Two of the most popular examples are *true color* composites and *false color* composites. A true color composite is generated by assigning the red, green, and blue bands to their respective red, green, and blue color values that are displayed on the screen. The result is a "normal" color photograph that is typically seen with the naked eye. A false color composite or a color infrared image is generated by assigning the green, red, and infrared bands to blue, green, and red color values, respectively. Objects in a scene will be colored much differently in a false color composite than in a true color composite.

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Online Searchable Knowledgebase

GeoCue Knowledge Center | FAQs | Forums | Blog | Our Websites | Follow us on LinkedIn

Home

Search Knowledgebase and Forums...

AirGon

- AirGon Case Studies
- AirGon Installation, Licensing and Updates
- AirGon Tools, Tips and Workflows

LP360

- LP360 Case Studies
- LP360 Installation, Licensing and Updates
- LP360 Tools, Tips and Workflows

GeoCue

- GeoCue Case Studies
- GeoCue Installation, Licensing and Updates

Found at support.LP360.com

- Learn more about different GeoCue Group products
- Look up answers to frequently asked questions (FAQs)
- Get answers from other users via the forum

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Knowledgebase and Forum

- Technical Documents:
 - Include White Papers written by members of the development team.
 - Past Articles from LP360 and GeoCue Group Newsletters
 - Installation and update guides
 - Tool guides
- Technical Videos:
 - Short getting started and topical videos to introduce features are linked to our YouTube channel, LIDARLab.
 - <http://www.youtube.com/user/LIDARLAB>
- Technical Help:
 - Find answers in the forum to Frequently Asked Questions
 - Get assistance from other users




E-mail Support




support@LP360.com

- Business hours: Weekdays 0700 – 1800 CT, USA
 - If support request is received during business hours a QCoherent representative will get back to you within 4 hours.
 - If received after hours a response will be sent the following business day
- A case number is assigned to each request for tracking purposes




E-Mail Support



- To speed response time please include the following information in your request:
 - Contact information: Please include an e-mail address and phone number
 - Company name
 - Product (LP360 or LIDAR Server) version number
 - ArcGIS version number, if using LP360 for ArcGIS
 - Operating system
 - If your request includes problems pertaining to a specific error message, please include a screen shot of the error message

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Phone Support

+1-256-461-8289

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- A case number is assigned to each request for tracking purposes

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Support Procedures

- We encourage users to access the online searchable knowledgebase and forum before contacting support as more information is being added daily
- Each support request receives a case number in our system and is placed in a support queue in the order they are received
- Phone calls do not take precedence over e-mails; they are both placed in the same queue
- Cases are assigned a priority level
 - Highest priority indicates that your system is completely down and production work is completely halted
 - Middle priority indicates that you can wait a couple of days (no more than 3) to have the question and/or problem fixed
 - Low priority are generally feature or change requests that can wait until the next build of the software
- Supplying a repeatable scenario of the failure will generally shorten the solution time



Training Services

- Not covered by maintenance agreements
- Available for purchase, min rates apply
 - On-site
 - Web-based (Limited)
 - Annual training event
- Covers a wide range of products and product related training
- CEU's are available for several of the training courses and are provided by Penn State University



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