

LP360 Installation Guide

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Introduction

This document covers the installation, registration and licensing for the LP360 family of products, LP360 for ArcGIS[®], LP360 32-bit and LP360 64-bit.

For further information please contact QCoherent Support, support@qcoherent.com, or by phone, +1-256-461-8289.

Respectfully Yours,
The QCoherent Support Team
QCoherent Software LLC
A GeoCue Company
support@qcoherent.com

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System Requirements

System should meet all requirements of your licensed ESRI™ software, including:

Computer and Processor:	PC with a Pentium™ processor or equivalent, recommended 1 GHz Pentium III processor or above.
Memory:	512 MB of RAM required; 1 GB or more recommended.
Hard Disk:	200 MB of available hard disk space. Additional space will be required for data storage.
Drive:	CD-ROM or DVD-ROM drive.
Display:	Super VGA resolution (1024x768) or higher with 256 colors or better.
Video Card:	Open-GL 1.3 capable video card with 32 MB of memory required, 64 MB or greater recommended.
Operating System:	Windows 2000 with Service Pack 3, Windows XP or later.
ESRI Software:	ArcGIS™ Desktop 9.3 or above.
License Server and Floating/Concurrent Licensing:	TCP/IP network card and Microsoft .Net Framework 4.0 runtime.

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

Arc 9.3: <http://wikis.esri.com/wiki/display/ag93bsr/ArcGIS+Desktop>

Arc 10: <http://resources.arcgis.com/content/arcgisdesktop/10.0/arcgis-desktop-system-requirements>

To download Microsoft .NET Framework 4.0 please see the following site:

<http://www.microsoft.com/download/en/details.aspx?id=17851>

Installing and Registering LP360

LP360 may be run using either a node locked or server based floating license. Please refer to the applicable section for your license type. If unsure of your license type please contact support@qcoherent.com for assistance.

Node Locked License - Evaluation

Node locked licenses are machine based and cannot be moved or shared between computers.

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

- ArcGIS version 9.3 or later installed and licensed on the machine in question prior to installing LP360 for ArcGIS.
- Microsoft.NET Framework 4.0 – which can be downloaded from:
<http://www.microsoft.com/download/en/details.aspx?id=17851>

1. Run the latest installation file, *.MSI, (obtained via <http://qcoherent.com/evaluation.html>) on the computer on which LP360 will be used.
 - a. The License file is locked to the Machine ID, verify that the machine in question is the best choice for the software installation.

If the installation of the product is occurring on a Windows Vista, Windows 7 or Windows Server 2008 machine please make sure to install with Administrative permissions.

2. Go to Start Menu → All Programs → QCoherent → LP360 and select the LP360 License Administrator

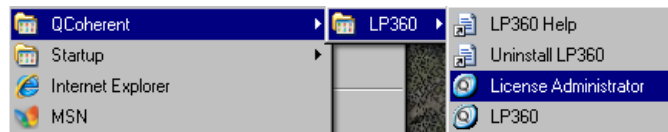


Figure 1 - LP360 License Administrator Program

3. Under the Evaluate Tab check the box for “I would like to request an Evaluation License”.

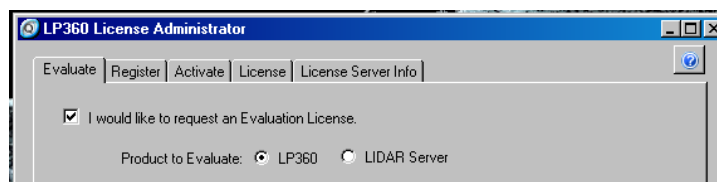
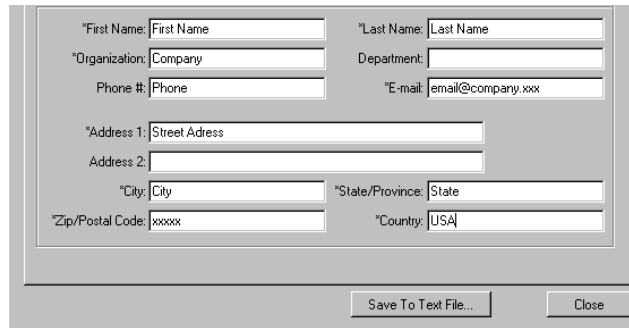


Figure 2 - Evaluate Tab

4. Fill out the form with the appropriate contact information and click **Save to Text File**.



A registration form with the following fields: *First Name: First Name, *Last Name: Last Name, *Organization: Company, Department: [blank], Phone #: Phone, *E-mail: email@company.xxx, *Address 1: Street Address, Address 2: [blank], *City: City, *State/Province: State, *Zip/Postal Code: xxxxx, *Country: USA. Buttons at the bottom: Save To Text File..., Close.

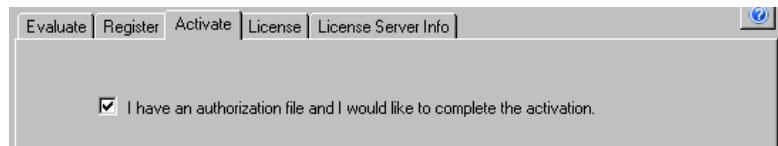
Figure 3 - LP360 License Registration

5. E-mail the saved text file to registration@qcoherent.com.
6. An authorization/license file will be sent back within 1 to 2 business days. Save this file in a location that is easily accessible.



Figure 4 - Authorization File

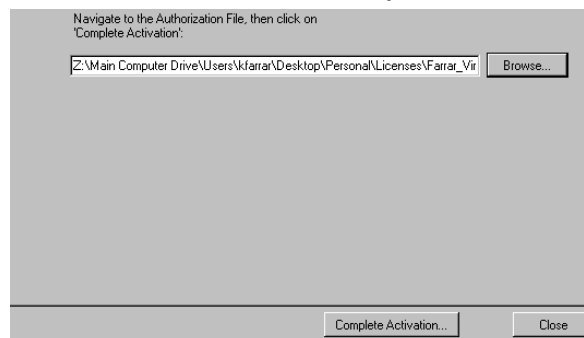
7. Once the authorization/license file is received open the License Administrator Program again and select the Activate Tab and then check the box for “I have an authorization file and I would like to complete the registration”.



License Administrator window with tabs: Evaluate, Register, Activate, License, License Server Info. A checkbox is checked with the text: I have an authorization file and I would like to complete the activation.

Figure 5 - Received Authorization File

8. Browse to the authorization/license file and select **Complete Activation....**



Dialog box for Complete Activation. Text: Navigate to the Authorization File, then click on 'Complete Activation'. Path: Z:\Main Computer Drive\Users\Farrar\Desktop\Personal\Licenses\Farrar_Vin. Buttons: Browse..., Complete Activation..., Close.

Figure 6 - Complete Registration

9. Set-up of the program is now complete.

Node Locked License - Permanent

Node locked licenses are machine based and cannot be moved or shared between computers.

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

- ArcGIS version 9.3 or later installed and licensed on the machine in question prior to installing LP360 for ArcGIS.
- Microsoft.NET Framework 4.0 – which can be downloaded from:
<http://www.microsoft.com/download/en/details.aspx?id=17851>

1. Run the latest installation file, *.MSI, (obtained via either web download or product CD) on the computer on which LP360 will be used.
 - a. The License file is locked to the Machine ID, verify that the machine in question is the best choice for the software installation.

If the installation of the product is occurring on a Windows Vista, Windows 7 or Windows Server 2008 machine please make sure to install with Administrative permissions.

2. Go to Start Menu → All Programs → QCoherent → LP360 and select the LP360 License Administrator

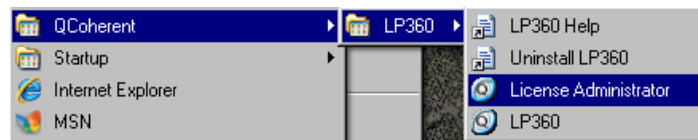


Figure 7 - LP360 License Administrator Program

3. Under the Register Tab select “I have a CD key” and input the CD key provided with the LP360 software purchase.

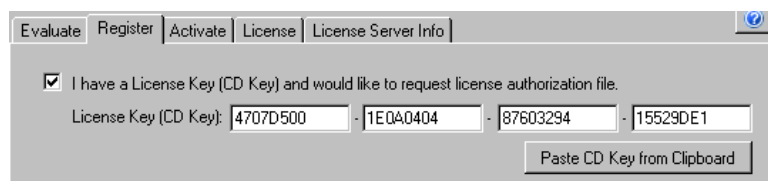


Figure 8 - CD Key Information

4. Fill out the form with the appropriate contact information and click **Save to Text File**.

*First Name: First Name *Last Name: Last Name
*Organization: Company Department:
Phone #: Phone *E-mail: email@company.xxx
*Address 1: Street Address
Address 2:
*City: City *State/Province: State
*Zip/Postal Code: xxxxx *Country: USA
Save To Text File... Close

Figure 9 - LP360 License Registration

5. E-mail the saved text file to registration@qcoherent.com.
6. An authorization/license file will be sent back within 1 to 2 business days. Save this file in a location that is easily accessible.



Figure 10 - Authorization File

7. Once the authorization/license file is received open the License Administrator Program again and select the Activate Tab and then check the box for “I have an authorization file and I would like to complete the registration”.

Evaluate | Register | **Activate** | License | License Server Info |
 I have an authorization file and I would like to complete the activation.

Figure 11 - Received Authorization File

- Browse to the authorization/license file and select **Complete Activation...**

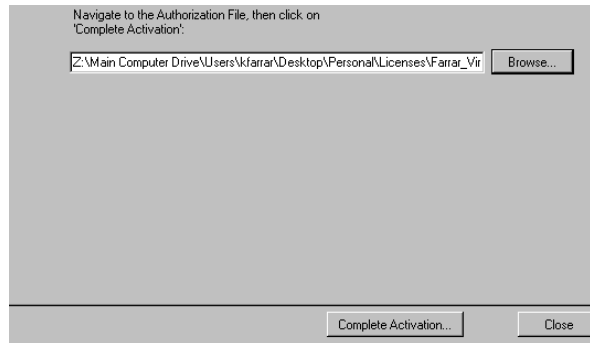


Figure 12 - Complete Registration

- Set-up of the program is now complete.

Server/Floating Based License

Server or floating licenses may be installed on a server or workstation and licenses may be checked out by software installed on the very same machine or on another machine within the same network.

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

- ArcGIS version 9.3 or later must be installed and licensed on the client machine in question prior to installing LP360 for ArcGIS.
 - ArcGIS does not have to be installed on the server machine, although it is helpful for diagnostic purposes.
 - Microsoft.NET Framework 4.0 – which can be downloaded from: <http://www.microsoft.com/download/en/details.aspx?id=17851>
 - Windows Server 2008 needs to have Microsoft.NET Framework 3.5.1 WCF Activated
1. Run the Install MSI file (obtained via either web download or product CD) on the computer on which LP360 will be used. Please remember the license file is locked to the server machine so make sure you install on the machine you want to keep it on.

If the installation of the product is occurring on a Windows Vista, Windows 7 or Windows Server 2008 machine please make sure to install with Administrative permissions

2. Add the following program to all firewalls on the machine:
 - a. LicServer.exe
3. Go to Start Menu → All Programs → QCoherent → LP360 and select the LP360 License Administrator

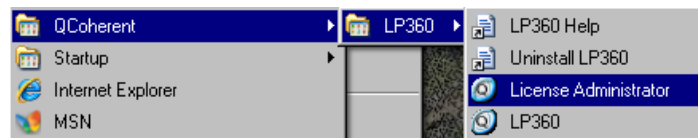


Figure 13 - LP360 License Administrator Program

4. Under the Register Tab select “I have a CD key” and input the CD key provided with the LP360 software purchase.

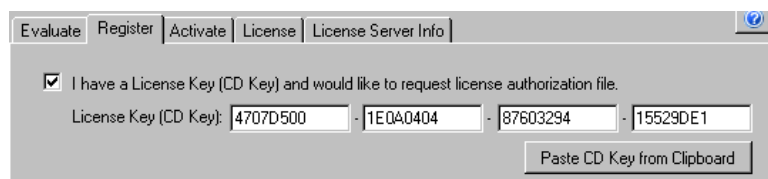
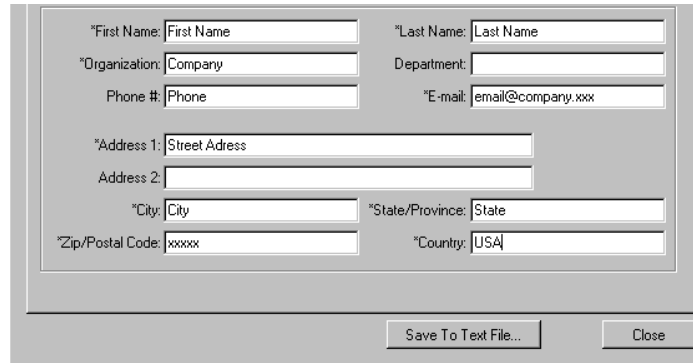


Figure 14 - CD Key Information

5. Fill out the form with the appropriate contact information and click **Save to Text File**.



A screenshot of a license registration form. The form contains several input fields with labels: *First Name, *Last Name, *Organization, Department, Phone #, *E-mail, *Address 1, Address 2, *City, *State/Province, *Zip/Postal Code, and *Country. At the bottom of the form are two buttons: 'Save To Text File...' and 'Close'.

Figure 15 - LP360 License Registration

6. E-mail the saved text file to registration@qcoherent.com.
7. An authorization/license file will be sent back within 1 to 2 business days. Save this file in a location that is easily accessible.

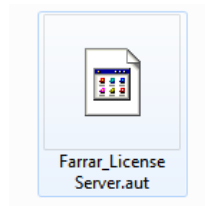


Figure 16 - Authorization File

8. Once the authorization/license file is received open the License Administrator Program again and select the Activate Tab and then check the box for "I have an authorization file and I would like to complete the registration".

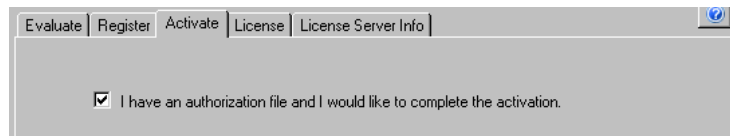


Figure 17 - Received Authorization File

9. Browse to the authorization/license file

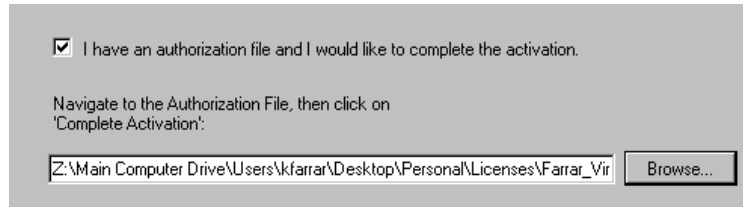


Figure 18 - Complete Registration

10. Assign the Port Number that the License Server Service will run on.

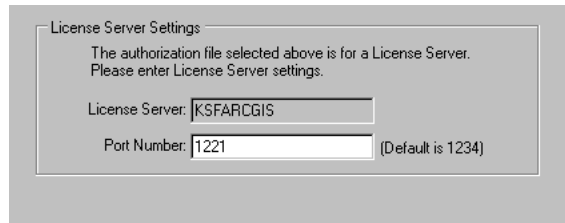


Figure 19 - Port Number

11. Select **Complete Activation**. This will install and start the LP360 License Server Service.



Figure 20 - Complete Activation

12. Open the TCP Port on all firewalls available on the machine.

Running LP360 on the Server Machine

1. Go to Start Menu → All Programs → QCoherent → LP360 and select the License Administrator

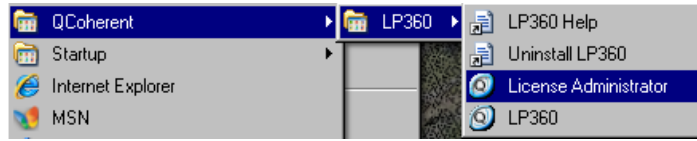


Figure 21 - LP360 License Administrator Program

2. Select the tab for License.

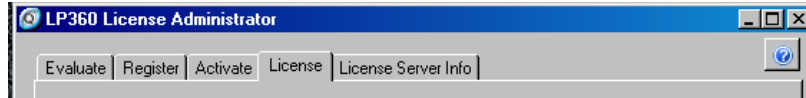


Figure 22 - License Tab

3. Select the option to Use License Server and type in the name of the License Server, the Port Number the service is running on and the Desired License Level (this is dependent upon the purchased licenses available).

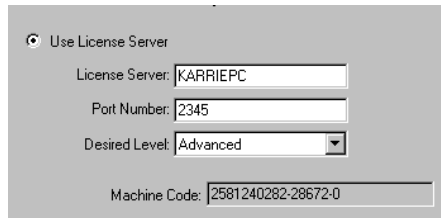


Figure 23 - License Server Set-up

4. Select **Set License Server**.

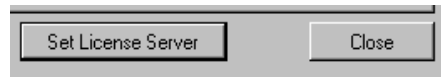


Figure 24 - Set License Server

5. The following message will be appear.

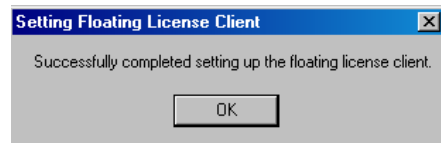


Figure 25 - Successful Setup

6. Set-up of the program is now complete.

Running LP360 on a Client Machine

1. Run the Install MSI file (obtained via either web download or product CD) on the computer on which LP360 will be used.

If the installation of the product is occurring on a Windows Vista, Windows 7 or Windows Server 2008 machine please make sure to install with Administrative permissions

2. Add the following program to all firewalls on the machine:
 - a. LicServer.exe
3. Open the TCP port number defined for the LP360 License Server, on all firewalls on the machine.
4. Go to Start Menu → All Programs → QCoherent → LP360 and select the License Administrator.

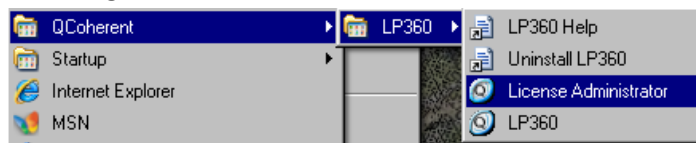


Figure 26 - LP360 License Administrator Program

5. Select the tab for License.

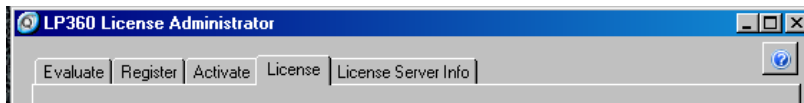


Figure 27 - License Tab

6. Select the option to Use License Server and type in the name of the License Server, the Port Number the service is running on and the Desired License Level (this is dependent upon the purchased licenses available).

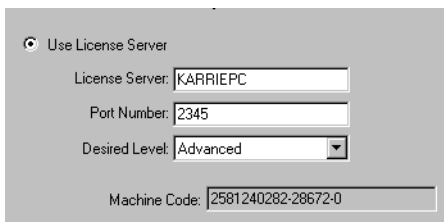


Figure 28 - License Server Set-up

7. Select **Set License Server**.



Figure 29 - Set License Server

8. The following message will be appear.

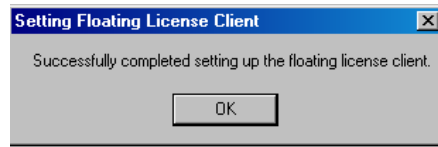


Figure 30 - Successful Setup

9. Set-up of the program is now complete.

Activating LP360 License on a Machine

Activating LP360 in ArcGIS

1. Go to Start Menu → All Programs → ArcGIS and open ArcMap.

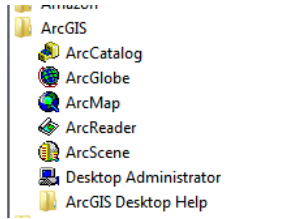


Figure 31 - Open ArcMap

2. Once ArcMap is opened go to Tools → Extensions.

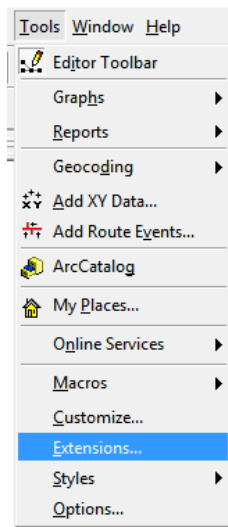


Figure 32 - Accessing Extensions

3. Check the box for the LP360 extension.

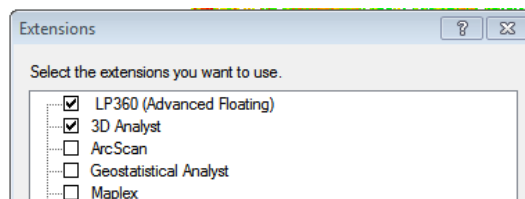


Figure 33 - LP360 Extension

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

4. Close the dialog and start using LP360.

Activating LP360 32-bit and LP360 64-bit

1. Go to Start Menu → All Programs → QCoherent → LP360 or LP360 64-bit

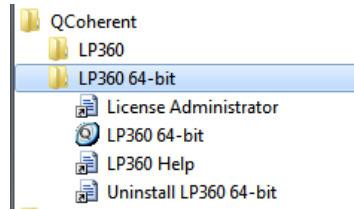


Figure 34 - Opening LP360

2. Select the License Type Tab

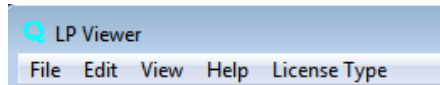


Figure 35 - License Type Tab

3. Change the option from LP Viewer to LP360: License Level

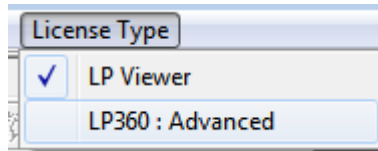


Figure 36 - Select License

4. The program is now licensed for use.

Troubleshooting

Installing LP360 on Windows Vista, Windows 7 or Windows Server 2008

Symptom:

The following warning message appears while attempting to install LP360:

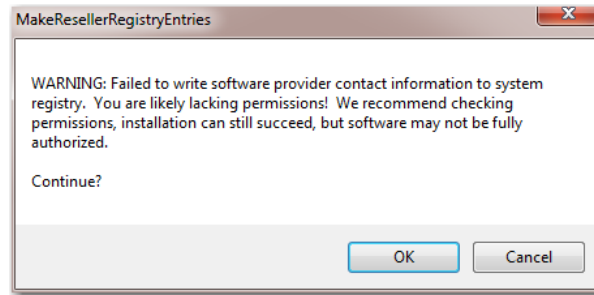


Figure 37 – Lacking permissions to write to the registry

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. Go to Start Menu → All Programs → Accessories and then right click on Command Prompt and select Run as Administrator

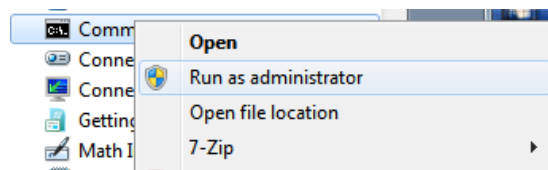


Figure 38 - Run an elevated command prompt

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



Figure 39 - 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 → Computer Management or right click on Computer and select Manage)

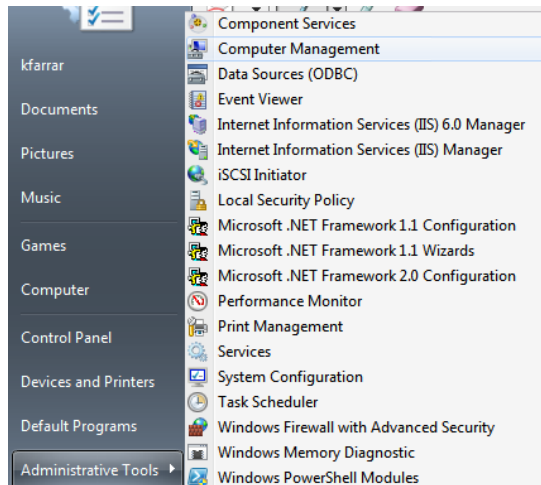


Figure 40 - Computer Management via Administrative Tools

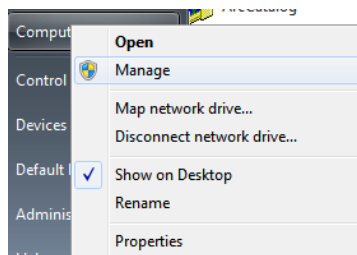


Figure 41 - Computer Management Via Manage

2. Select System Tools → Local Users and Groups → Users

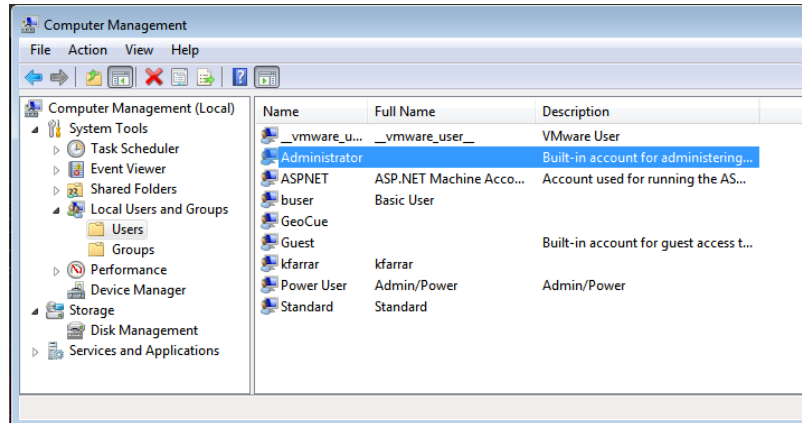


Figure 42 - Computer Management - Users

3. Right click on Administrator and select Properties

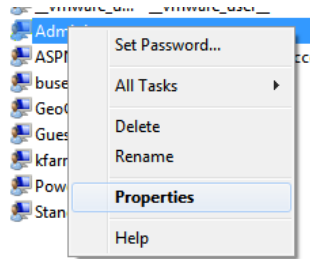


Figure 43 - Administrator Properties

4. Uncheck the box for Account is Disabled

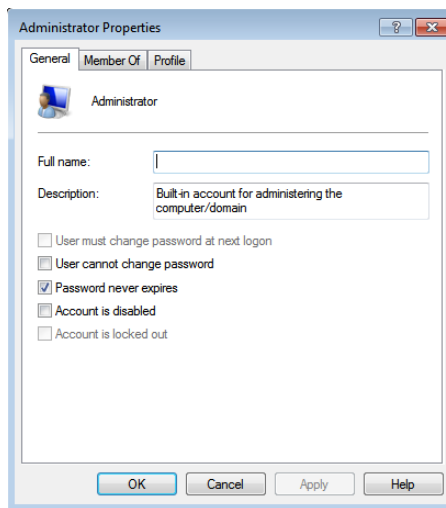


Figure 44 – Enable Administrator Account

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

5. Go to Start Menu → Switch User

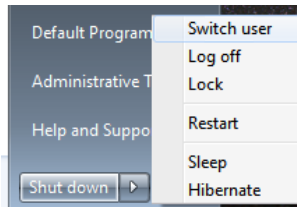


Figure 45 - Switch User

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



Figure 46 - Administrator Login

7. Run the Install MSI file (obtained via either web download or product CD).
8. Log-off from the Administrator account.
9. Disable the Administrator account.

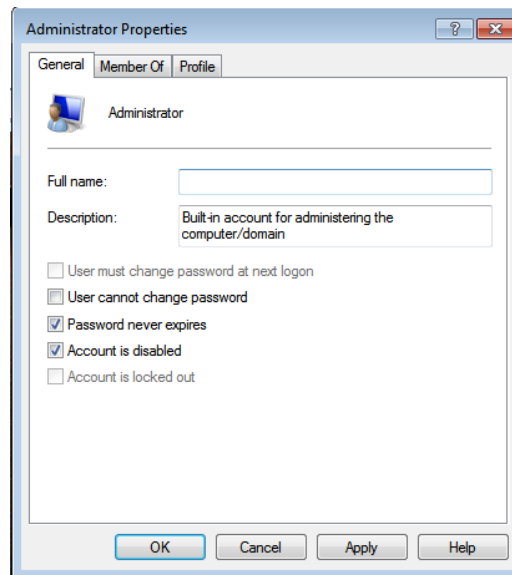


Figure 47 - Disable Administrator Account

10. Once installed return to [Installing and registering LP360](#).

Unable to Setup the Machine as a License Server

Symptom:

The following warning message is displayed while trying to setup the machine as a license server:

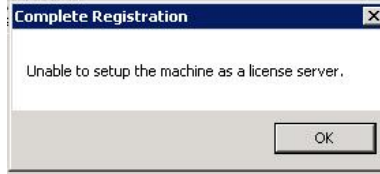


Figure 48- Error Message

Probable Resolution:

1. Go to Start Menu → All Programs → QCoherent → LP360 and right click on LP360 License Administrator and select properties.

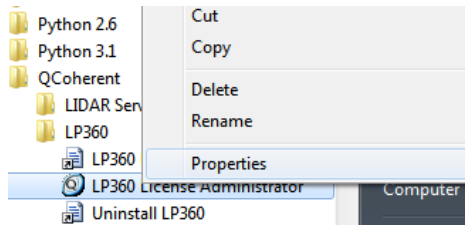


Figure 49 - LP360 License Administrator Properties

2. Select the compatibility tab.

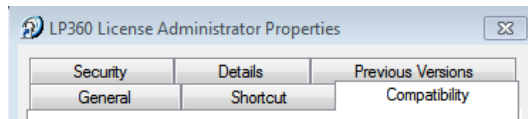


Figure 50 - Properties Compatibility

3. Select Change settings for all users.

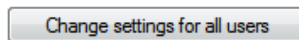


Figure 51- All Users

4. Under Privilege Level check the box to Run this program as an administrator.

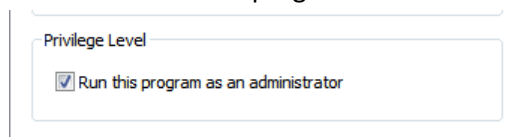


Figure 52 - Privilege Level

5. Select Ok and then Ok again to close the properties dialog. Open the License Administrator and attempt to finish registration.

Unable to Setup the Client for the License Server

Symptom:

The following warning message is displayed while trying to setup the client to connect to the License Server:

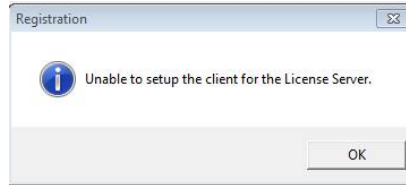


Figure 53 - Unable to setup the client

Probable Resolution:

1. Go to Start Menu → All Programs → QCoherent → LP360 and right click on LP360 License Administrator and select properties.

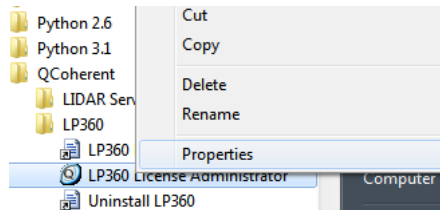


Figure 54 - LP360 License Administrator Properties

2. Select the compatibility tab.

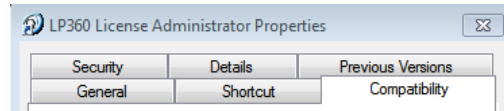


Figure 55 - Properties Compatibility

3. Select Change settings for all users.

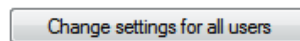


Figure 56 - All Users

4. Under Privilege Level check the box to Run this program as an administrator.

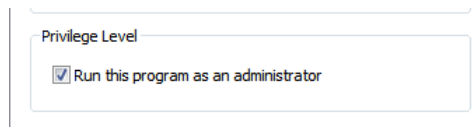


Figure 57 - Privilege Level

5. Select Ok and then Ok again to close the properties dialog.
6. Open the License Administrator and attempt to finish registration.

Error in Setting up the Floating License Client

Symptom:

The following warning message is displayed while trying to setup the client to connect to the License Server:

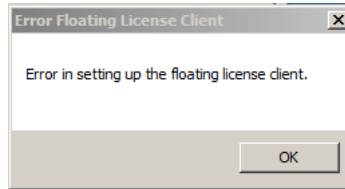


Figure 58 - Error for floating license client

Probable Resolution:

For all client machines:

1. On the client machine browse to "C:\Program Files\Common Files\QCoherent".
2. Locate and run "regall.bat" to register the necessary program DLL's on the machine.

For clients running a 64-bit operating system, it is sometimes necessary to also run steps 3 and 4 below:

3. On the client machine browse to "C:\Program Files (x86)\Common Files\QCoherent".
4. Locate and run "regall.bat" to register the necessary program DLL's on the machine.

If the installation of the product is occurring on a Windows Vista, Windows 7 or Windows Server 2008 machine please right click on the batch file(s) and select Run as Administrator. This will ensure the file has proper permissions to run on the machine.

Cannot Connect the Client Machine to the License Server

Symptom:

The following error messages occur when attempting to connect a client machine to the license server:

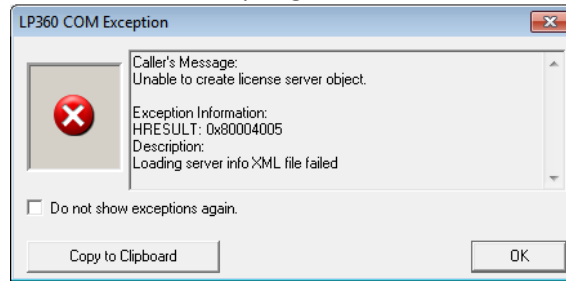


Figure 59 - Registration Error

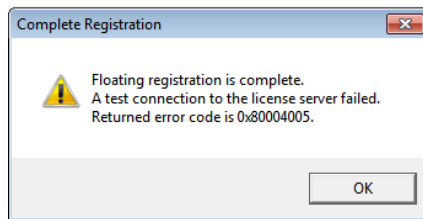


Figure 60 - Test Connection Failed

Probable Resolution:

There are three options for fixing these error messages. They go in order of what should be tried first.

Option 1:

More than likely these error messages are occurring due to the fact the LP360 License Server Service is not started on the Server Machine. This option walks through checking the Service Status.

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

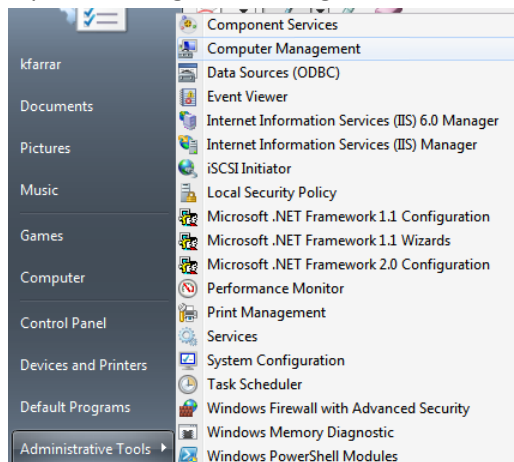


Figure 61 - Computer Management via Administrative Tools

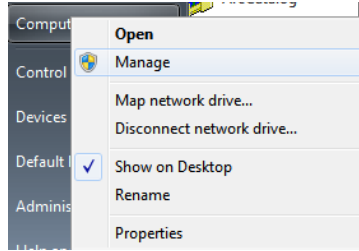


Figure 62 - Computer Management Via Manage

2. Select Services and Applications → Services

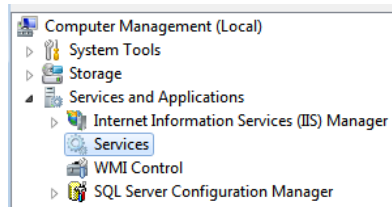


Figure 63 - Computer Management: Services

3. Locate LP360 License Server.

Name	Description	Status	Startup Type	Log On As
LP360 License Server			Automatic	Network Service

Figure 64 - License Server Service

- a. If not started then start the service.

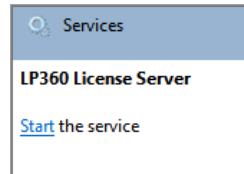


Figure 65- Start the Service

- b. If started already restart the service.

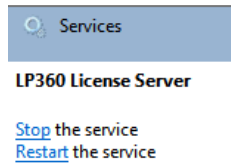


Figure 66- Restart the Service

Option 2:

The second option is to use the IP address instead of the computer name for the License Server.

1. Go to Start Menu → All Programs → QCoherent → LP360 and select the LP360 License Administrator

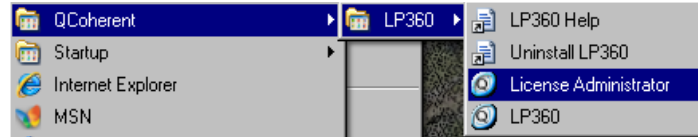


Figure 67 - LP360 License Administrator Program

2. Select the tab for License and then select the option Use License Server. Type in the IP address of the machine that contains the LP360 License Server and select Set License Server.

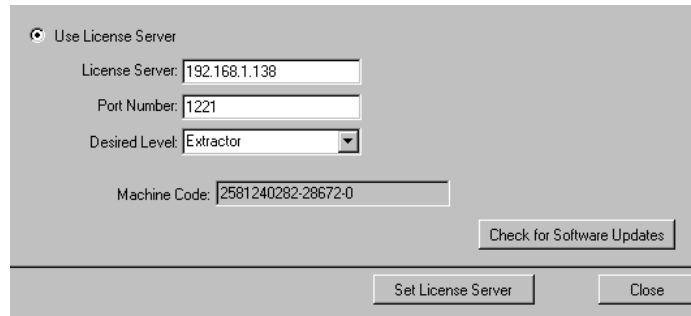


Figure 68- Using the IP Address

3. If the set-up was the successful the following message will appear.

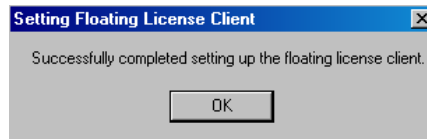


Figure 69 - Floating registration is complete

Option 3:

The other likely reason for the error messages is that there are firewalls in place that is stopping the connection between the client machine and the server machine. The steps below describe how to allow the needed programs and ports through for Windows Firewall only. If there is a separate firewall in place, local IT departments will need to be involved to add the following programs and ports through: LicServer.exe, LicServerProxy.exe and TCP Port #1234 (versions 2.0) or LicServer.exe and TCP Port assigned to LP360 License Server (versions 2011).

1. Go to Start Menu → Control Panel → System and Security → Windows Firewall



Figure 70- Windows Firewall

2. On the side panel select the option Allow a program or feature through Windows Firewall.

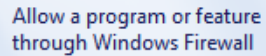


Figure 71 - Allow program

3. Select the Allow another program... button

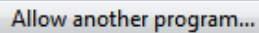


Figure 72-Allow another program...

4. Select the browse button and go to
 - a. C:\Program Files (x86)\LP360\bin (64 bit machine) or C:\Program Files\LP360\bin (32 bit machine) [Versions 2.0]
 - b. C:\Program Files\Common Files\QCoherent [Version 2011]

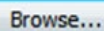


Figure 73-Browse

5. Select LicServer.exe and click Open

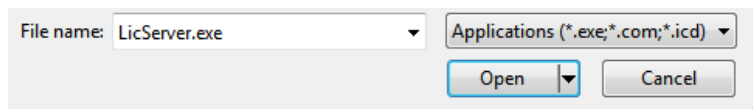


Figure 74-LicServer.exe

6. Choose the Network Location Types... and check the box to indicate which network location to allow the program through.

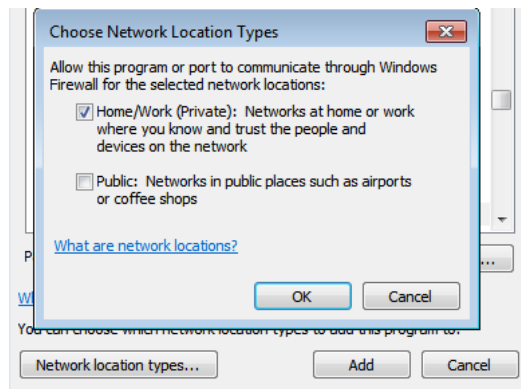


Figure 75- Network Location Type

7. Select Add.



Figure 76-Add Button

8. *Select the Allow another program button.

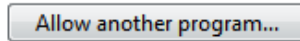


Figure 77-Allow another program...

9. Select the browse button and go to C:\Program Files (x86)\LP360\bin (64 bit machine) or C:\Program Files\LP360\bin (32 bit machine).

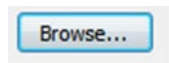


Figure 78-Browse

10. Select LicServerProxy.exe and click Open

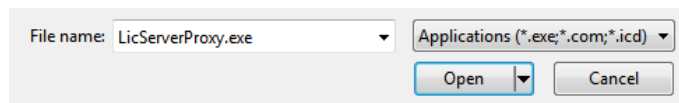


Figure 79-LicServerProxy.exe

11. Choose the Network Location Types and check the box to indicate which network location to allow the program through.

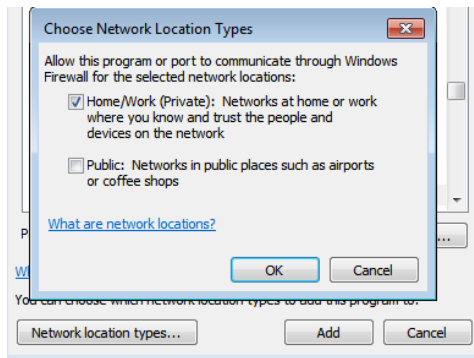


Figure 80- Network Location Type

12. Select Add.



Figure 81-Add Button

* Only necessary for LP360 Versions 2.0

13. Go back to the main Windows Firewall window.
14. Select Advanced settings

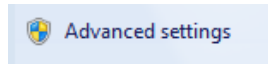


Figure 82- Advanced Settings

15. Select Inbound Rules

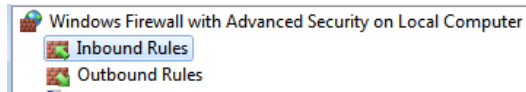


Figure 83- Inbound Rules

16. Right click and select New Rule

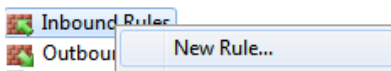


Figure 84-New Rules

17. Under What type of role would you like to create select port and then next.

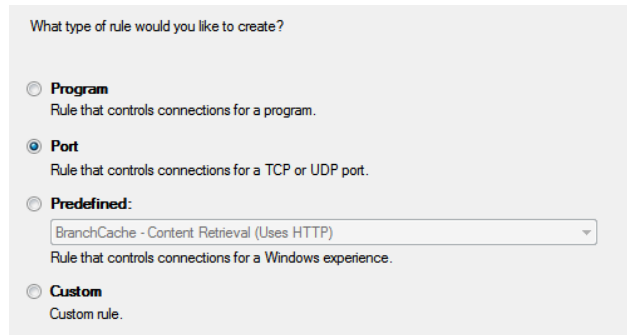


Figure 85 - Rule Type

1. Select TCP and then type in either 1234 (versions 2.0) or the port specified for the LP360 License Server (versions 2011) under Specific local ports and select next.

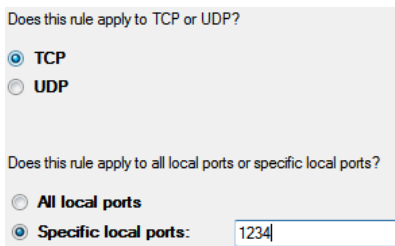


Figure 86- TCP 1234

2. Select Allow the connection and then select next.

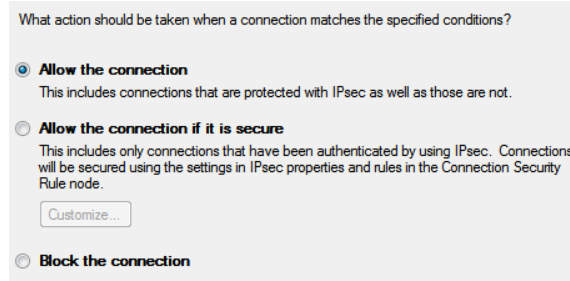


Figure 87- Allow the connection

3. Select when the rule applies on which networks and/or domains and select next.

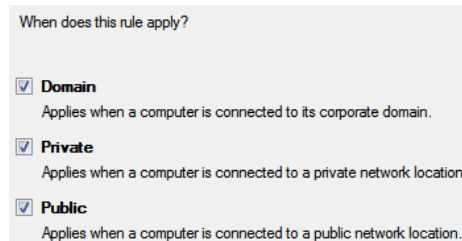


Figure 88-Rule Applies

4. Name the rule and click Finish

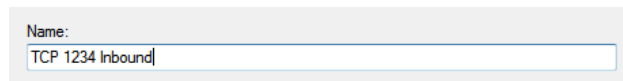


Figure 89- Rule Name

5. Select Outbound Rules

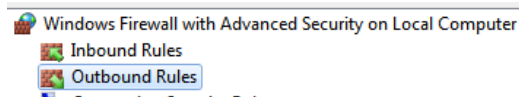


Figure 90- Outbound Rules

6. Right click and select New Rule

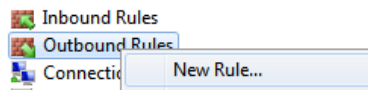


Figure 91-New Rules

7. Under What type of rule would you like to create? select port and then next.

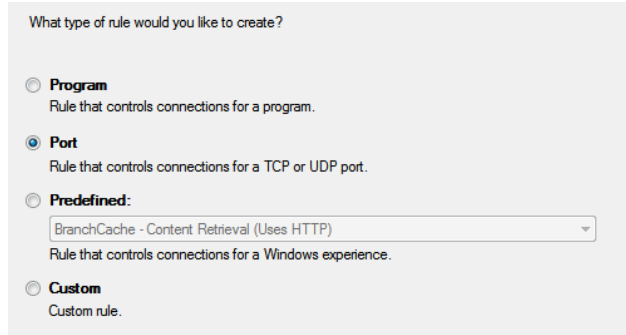


Figure 92 - Rule Type

8. Select TCP and then type in either 1234 (versions 2.0) or the port specified for the LP360 License Server (versions 2011) under Specific local ports and select next.

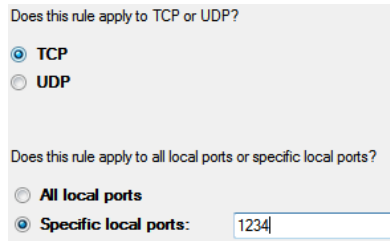


Figure 93- TCP 1234

9. Select Allow the connection and then select next.

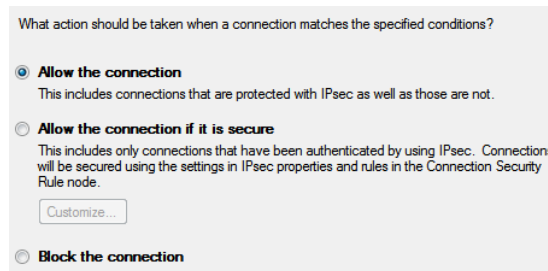


Figure 94- Allow the connection

10. Select when the rule applies on which networks and/or domains and select next.

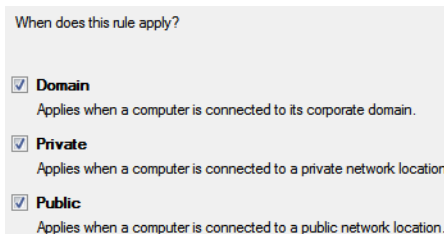


Figure 95-Rule Applies

11. Name the rule and click Finish

Name:

Figure 96 - Rule Name

12. All programs and ports necessary for LP360 have now been allowed through Windows Firewall. Attempt to connect the client through License Administrator.

License Is Not Being Checked Out In ArcGIS

Symptom:

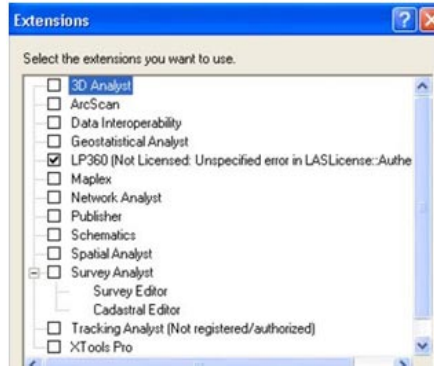


Figure 97 - LP360 Extension

There are a few select cases where the floating license for the LP360 Extension within ArcMap cannot be read. Running ArcMap as an Administrator or changing User Access Control for the system is currently the only known workarounds when the LP360 Extension cannot read the license file correctly.

Probable Resolution:

Option 1:

1. Go to Start Menu → All Programs → ArcGIS, right click on ArcMap and select Properties.

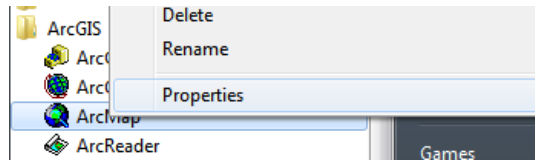


Figure 98 - ArcMap Properties

2. Select the compatibility tab.

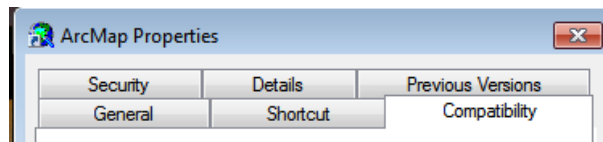


Figure 99 - Properties Compatibility

3. Select Change settings for all users.

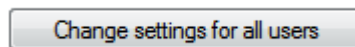


Figure 100 - All Users

4. Under Privilege Level check the box to Run this program as an administrator.

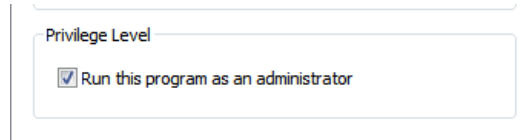


Figure 101 - Privilege Level

5. Select Ok and then Ok again to close the properties dialog.
6. Re-open ArcMap and try checking on the extension for LP360.

Option 2:

1. Go to Start Menu → Control Panel → User Accounts and Family Safety → User Accounts and then Change User Account Control Settings

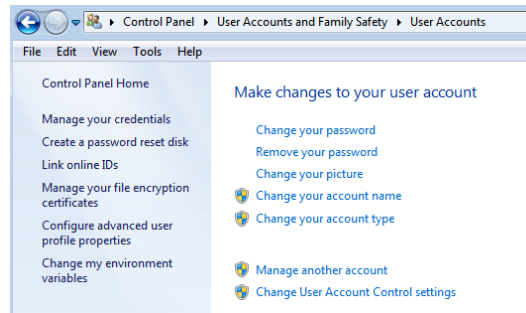


Figure 102 - User Accounts

2. Move the slider bar to either the second to last or last option. The second to last option is to **Notify me only when programs try to make changes to my computer (do not dim my desktop)**, while the last option is **Never notify me when: Programs try to install software or make changes to my computer or I make changes to Windows Settings**.

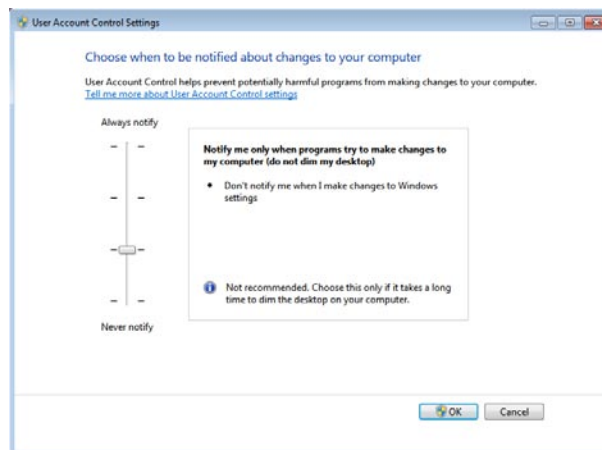


Figure 103 - User Account Control Settings

3. Select OK and restart the computer.

Error appearing when Opening ArcMap

Symptom:

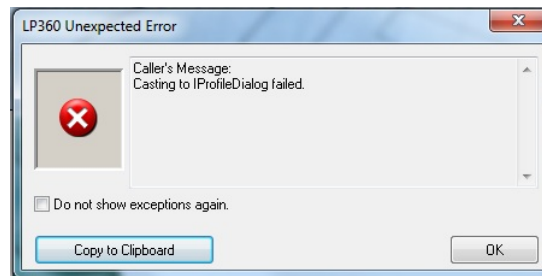


Figure 104 - Error Message

There are a few select cases where the node locked license for the LP360 Extension within ArcMap cannot be read if the user does not have Administrator permissions. Running ArcMap as an Administrator or changing User Access Control for the system is currently the only known workarounds when the LP360 Extension cannot read the license file correctly.

Probable Resolution:

Option 1:

1. Go to Start Menu → All Programs → ArcGIS, right click on ArcMap and select Properties.

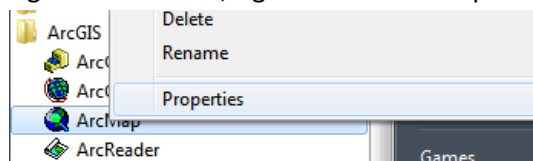


Figure 105 - ArcMap Properties

2. Select the compatibility tab.

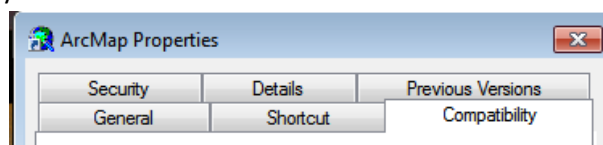


Figure 106 - Properties Compatibility

3. Select Change settings for all users.

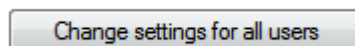


Figure 107 - All Users

4. Under Privilege Level check the box to Run this program as an administrator.

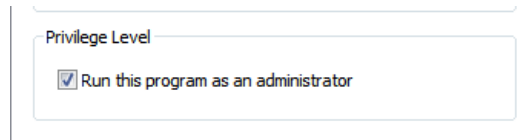


Figure 108 - Privilege Level

5. Select Ok and then Ok again to close the properties dialog.
6. Re-open ArcMap and try checking on the extension for LP360.

Option 2:

1. Go to Start Menu → Control Panel → User Accounts and Family Safety → User Accounts and then Change User Account Control Settings

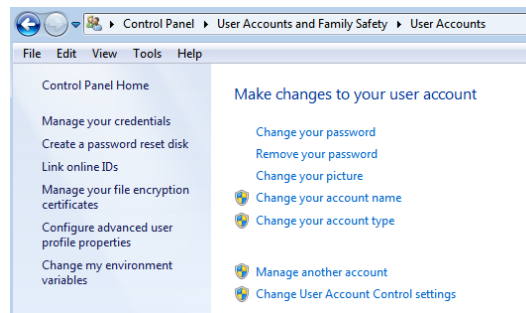


Figure 109 - User Accounts

2. Move the slider bar to either the second to last or last option. The second to last option is to **Notify me only when programs try to make changes to my computer (do not dim my desktop)**, while the last option is **Never notify me when: Programs try to install software or make changes to my computer or I make changes to Windows Settings**.

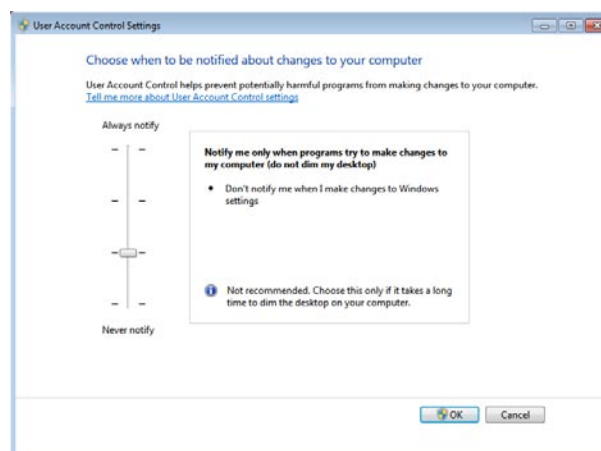


Figure 110 - User Account Control Settings

3. Select OK and restart the computer.

License Is Not Showing License Type in Standalone

Symptom:

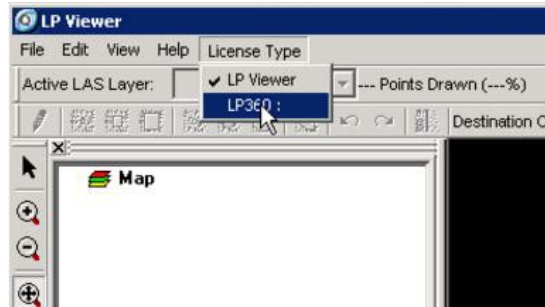


Figure 111 - License Type not shown

There are a few select cases where the floating license for the LP360 Standalone cannot be read. Running the Standalone as an Administrator or changing User Access Control for the system is currently the only known workarounds when the Standalone cannot read the license file correctly.

Probable Resolution:

Option 1:

1. Go to Start Menu → All Programs → QCoherent → LP360, right click on LP360 Standalone, LP Viewer and select Properties.

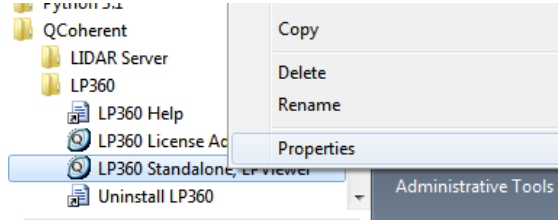


Figure 112 – LP360 Standalone Properties

2. Select the compatibility tab.

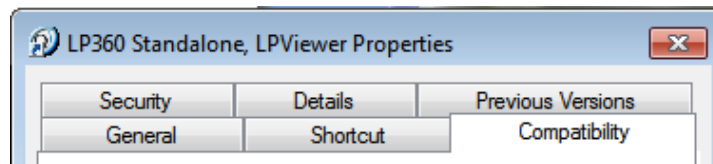


Figure 113 - Properties Compatibility

3. Select Change settings for all users.

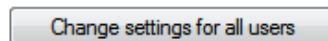


Figure 114 - All Users

4. Under Privilege Level check the box to Run this program as an administrator.

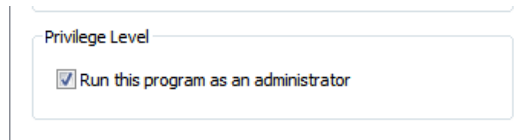


Figure 115 - Privilege Level

5. Select Ok and then Ok again to close the properties dialog.
6. Re-open the Standalone and try checking on the License Types.

Option 2:

1. Go to Start Menu → Control Panel → User Accounts and Family Safety → User Accounts and then Change User Account Control Settings



Figure 116 - User Accounts

2. Move the slider bar to either the second to last or last option. The second to last option is to **Notify me only when programs try to make changes to my computer (do not dim my desktop)**, while the last option is **Never notify me when: Programs try to install software or make changes to my computer or I make changes to Windows Settings**.

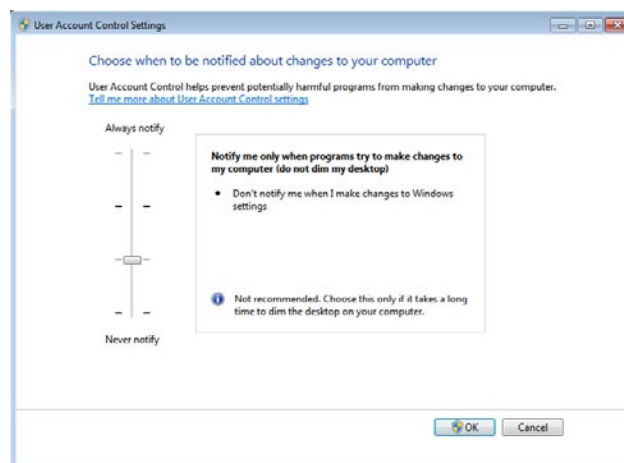


Figure 117 - User Account Control Settings

3. Select OK and restart the computer.

Adding LP360 Tools to ArcGIS Toolbox

ArcGIS 9.3

1. Open ArcToolbox right click and select new toolbox

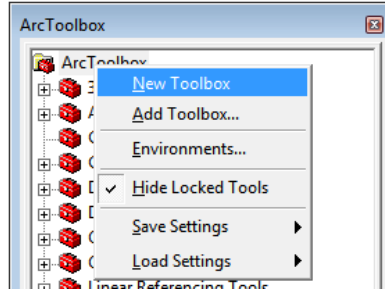


Figure 118 - Creating a New Toolbox

2. Rename the toolbox
3. Right Click on the new toolbox and select Add → Tool

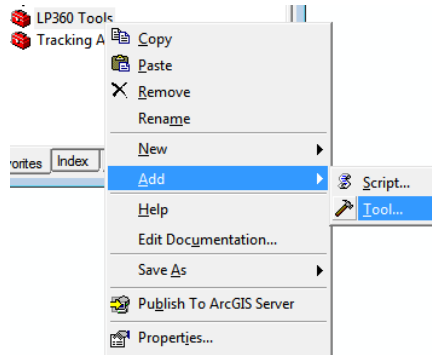


Figure 119 - Adding new Tools

4. Check the box for LP360 Tools

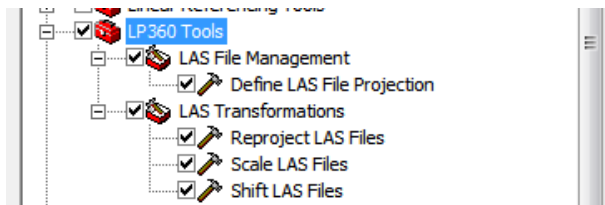


Figure 120- Adding LP360 Tools to the toolbox

5. Right click on ArcToolbox and select Save Settings → To Default

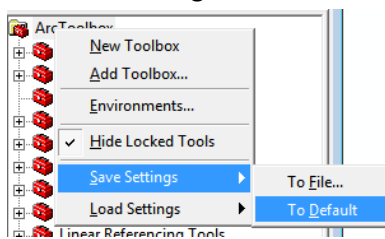


Figure 121 - Save Settings to Default MXD

ArcGIS 10.0

1. Open ArcToolbox. Go to Toolboxes → My Toolboxes. Right click and select new toolbox

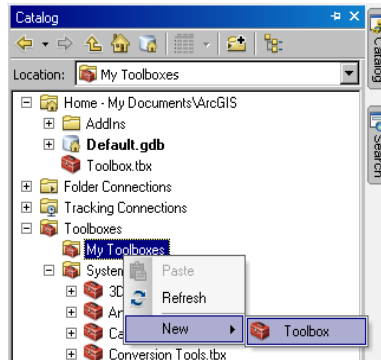


Figure 122 - Creating a New Toolbox

2. Rename the toolbox to LP360 Tools
3. Right Click on the new toolbox and select Add → Tool

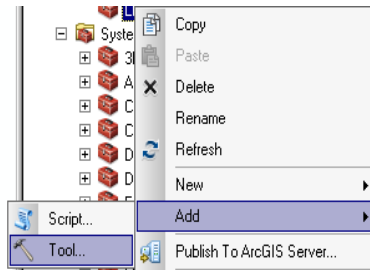


Figure 123 - Add new Tools

4. Check the box for LP360 Tools

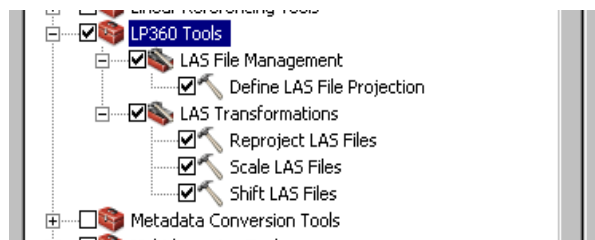


Figure 124 - Adding LP360 Tools

5. Right Click on the new toolbox and select Save As → 9.3 Toolbox

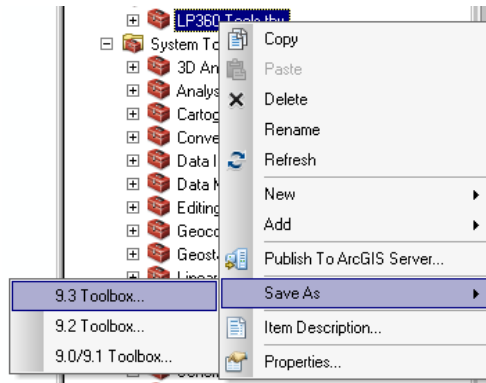


Figure 125 - Saving the Toolbox as version 9.3

6. Right Click on ArcToolbox Main menu and select Add Toolbox. Browse to the location of the toolbox saved in step 5.

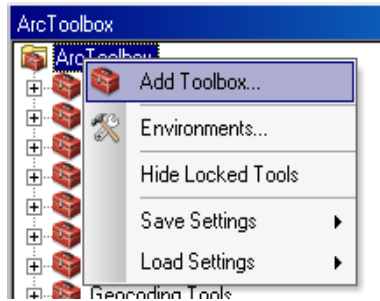


Figure 126 - Adding the newly created toolbox

7. Right click on ArcToolbox and select Save Settings → To Default

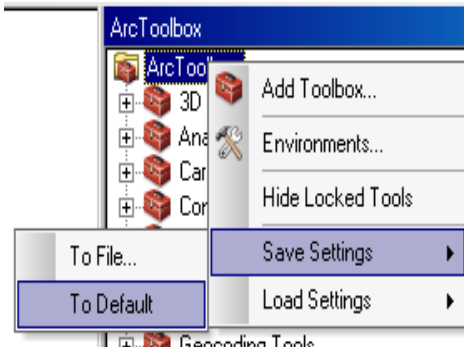


Figure 127 - Saving Toolbox to Default MXT