

LP360 Installation Guide

Version 2025.1.151.0

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Introduction

This document covers the installation, registration, and licensing for the LP360 family of products.

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 Support Team
GeoCue
support@LP360.com
support.LP360.com

System Requirements

Your system 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 10 (32-bit and 64-bit), Windows 11 (64-bit) and their server equivalents (Windows Server 2022 for Windows 11)**
License Server and Floating/Concurrent Licensing:	TCP/IP network card

Download LP360

1. The installer for the latest versions of LP360 can be found in the [LP360 Portal](#), and the installers for the legacy versions of LP360 on the [LP360 Installers page](#) of the searchable support knowledge base.
 - a. Go to the [LP360 Portal](#), sign in with your account credentials and navigate to the Download page. LP360 Portal is also used for: [user](#), [subscription license](#) and LP360 points management.
 - b. For legacy versions, go to the [LP360 Installers page](#), found on our searchable support knowledge base. There are multiple possible software installers from which to select.
2. Download the MSI files you want to a location on the computer, or on the network that is easily accessible to the person doing the installation.
 - a. **There are two types of installers:**
 - i. The **64-bit installer** is for LP360 (64-bit) only and is only applicable for machines running 64-bit versions of Windows.
 - ii. The deprecated **LP360 for ArcGIS installer** is for the LP360 for ArcGIS product only (deprecated after v2021.1). This installer may be installed on machines running either 32-bit or 64-bit versions of Windows operating systems and is no longer recommended.

LP360 for ArcGIS is only installed by running the 32-bit installer. This installer is required, regardless of the operating system, to run LP360 in ArcMap, as ArcMap is a 32-bit application.

Installing and Licensing LP360

All product versions of LP360 (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. Please contact support@LP360.com if you require assistance determining your license type.

Configure New Licensing

Server/Floating License

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

1. **If installed over v2018.1 or later installation** the licensing should be preserved after the update and no further configuration should be required. Open LP360 -> File -> License Manager, select the type of license you want from the **Available Licenses** list on the left, then **check out** the license. The green checkmark will indicate an active license of the type specified under Current License.
2. **If installing over a version prior to v2018.1:** Start LP360 to invoke the Credentials dialog of the [LP360 License Manager](#). Administrative rights are not required.

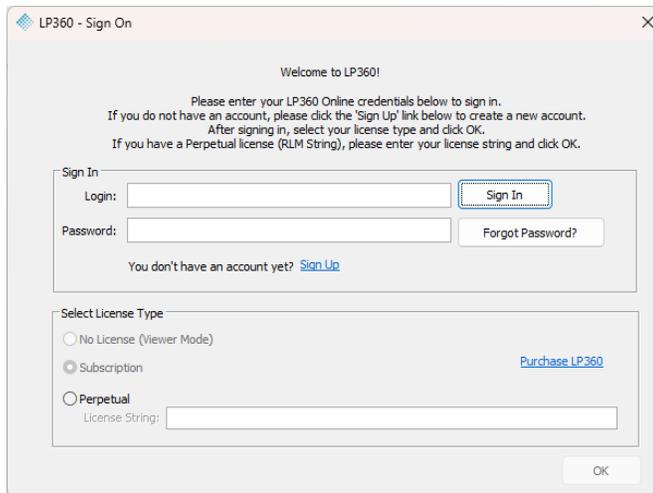


Figure 1: LP360 Credentials dialog

3. Sign In using your LP360 Online account. Ask your LP360 administrator to invite you into an existing organization or [sign up for a new account](#) if your organization is new to LP360. **Sign in is required** for Viewer and subscription licenses. Sign in is recommended but is optional for perpetual license users, however, some functionality may require the user to be signed in.
4. Select your desired license type:
 - **No License (Viewer mode):** If signed in, select to run LP360 in Viewer mode.
 - **Subscription:** If signed in, select to checkout a license from your subscription license pool.
 - **Perpetual:** Select to connect to and checkout a license from your perpetual license pool.

5. If the License String has not yet been entered on this machine, enter the License String as found in your [LP360 Portal](#) (Admin -> Organization) or as provided by GeoCue and select “Set”. This License String appears in the format: “CUSTOMER _____ isv= _____ server= _____ port= _____ password= _____”. **Note:** It is necessary to enable outbound communications on ports 5053 and one additional port, as found in your [LP360 Portal](#) (Admin -> Organization) or as specified when you receive your License String, through any firewalls for the product to communicate with the cloud hosted license server. These ports are normally open by default on most firewalls.
6. OK to close the credentials dialog and open the [LP360 License Manager](#).
7. Select the floating license level you want from your “Available Licenses” dropdown 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 requiring an internet connection. The number of days for roaming can be set between 1 and 30 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**.

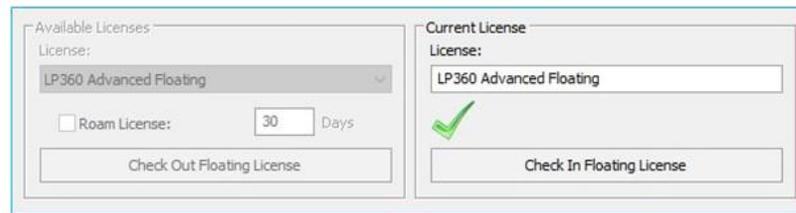


Figure 2. LP360 License Manager - Activated.

8. Select **Close** to close the License Manager and open LP360 at the license level you want.
9. You can reopen the LP360 License Manager at any time from within LP360 (File -> License Manager) to change license levels.

Node-Locked License

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

1. **If installed over v2018.1 or later installation** the licensing should be preserved after the update and no further configuration should be required. Open LP360 -> File -> License Manager, select the type of license you want from the **Available Licenses** list on the left, then **activate** the license. The green checkmark will indicate an active license of the type specified under Current License.
3. **If installing over a version prior to v2018.1:** Start LP360 to invoke the Credentials dialog of the [LP360 License Manager](#). Administrative rights are not required.

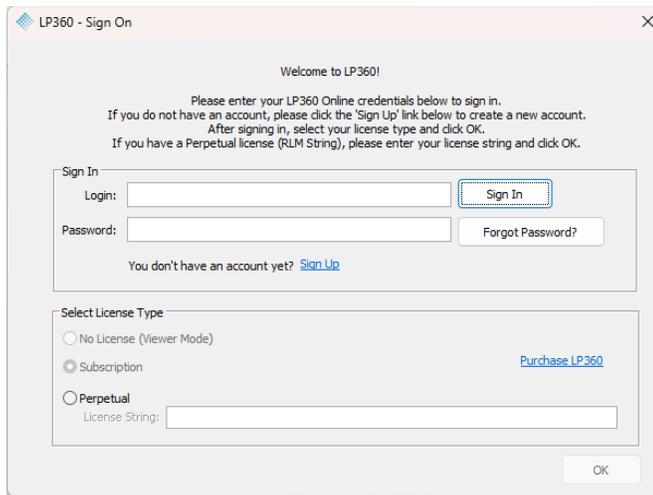


Figure 3: LP360 Credentials dialog

4. Sign In using your LP360 Online account. Ask your LP360 administrator to invite you into an existing organization or [sign up for a new account](#) if your organization is new to LP360. **Sign in is required** for Viewer and subscription licenses. Sign in is recommended but is optional for perpetual license users, however, some functionality may require the user to be signed in.
5. Select your desired license type:
 - **Perpetual:** Select to connect to and checkout a node-locked license from your perpetual license pool.
6. If the License String has not yet been entered on this machine, enter the License String as found in your [LP360 Portal](#) (Admin -> Organization) or as provided by GeoCue and select “Set”. This License String appears in the format: “CUSTOMER _____ isv= _____ server= _____ port= _____ password= _____”. **Note:** It is necessary to enable outbound communications on ports 5053 and one additional port, as found in your [LP360 Portal](#) (Admin -> Organization) or as specified when you receive your License String, through any firewalls for the product to communicate with the cloud hosted license server. These ports are normally open by default on most firewalls.
7. OK to close the credentials dialog and open the [LP360 License Manager](#).
8. Select the license level you want from your “Available Licenses” dropdown menu. By default, the license will automatically deactivate in 365 days but 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.**

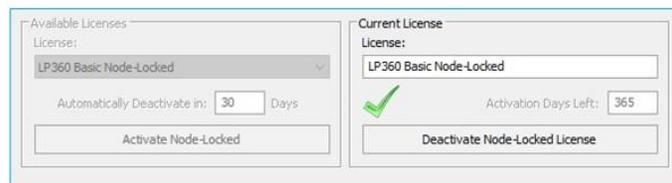


Figure 4. LP360 License Manager dialog - License activated.

9. Select **Close** to close the License Manager and open LP360 at the license level you want.

10. 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 (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 dialog during this process.
3. To change the license level, open the LP360 License Manager (File -> License Manager).

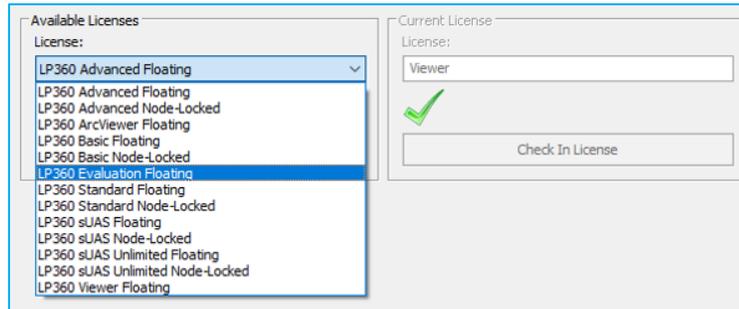


Figure 5. LP360 License Manager Available Licenses list.

- 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 6. LP360 License Manager Licenses tab.

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

Note: Installation and licensing for [LP360 Drone](#) and [LP360 Land](#) are covered in their respective user guides.

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.

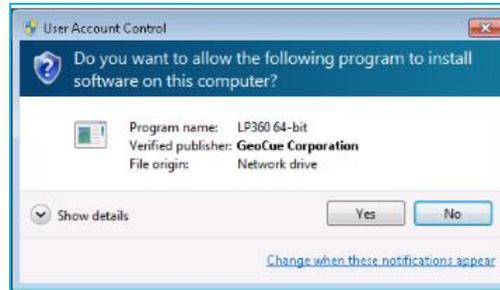


Figure 7. User Access Control (LP360 64-bit Installer).

Installing LP360 on Windows 10, Windows Server 2016 or newer

Symptom:

The following warning message appears while attempting to install LP360:

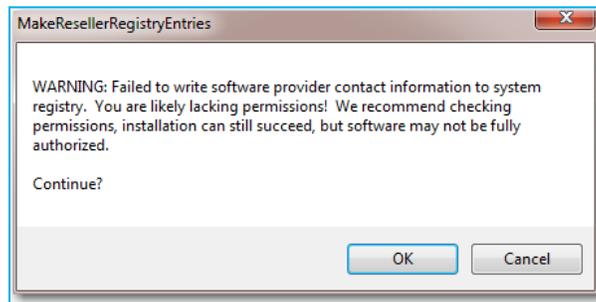


Figure 8. Lacking permissions to write to the registry.

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**.

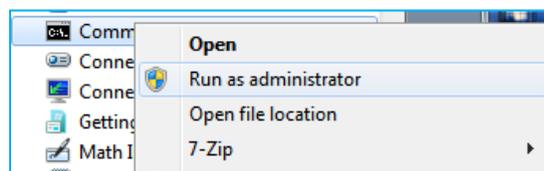


Figure 9. Run an elevated command prompt.

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

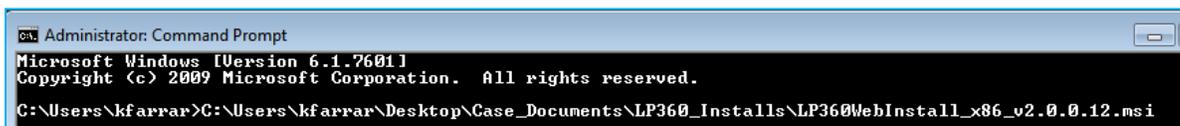


Figure 10. Installing from the elevated command prompt.

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**).

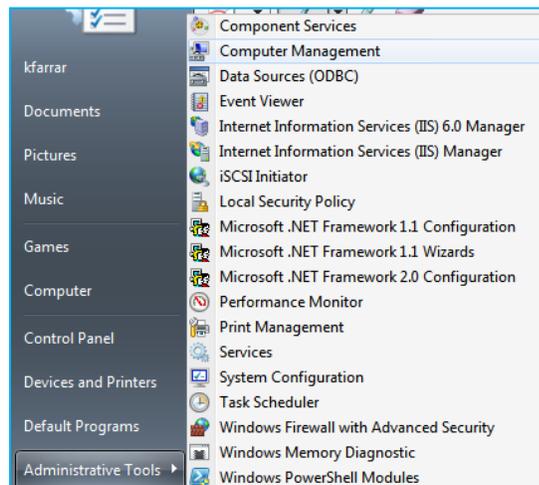


Figure 11. Computer Management through Administrative Tools.

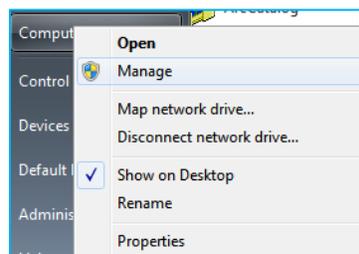


Figure 12. Computer Management through Manage.

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

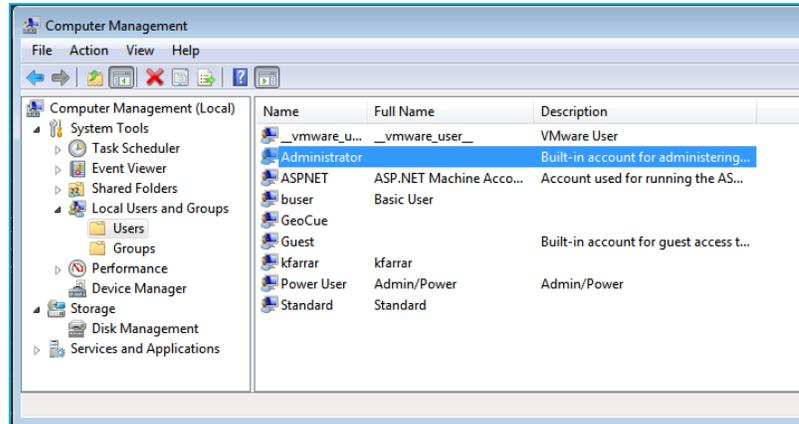


Figure 13. Computer Management – Users.

- Right-click on **Administrator** and select **Properties**.

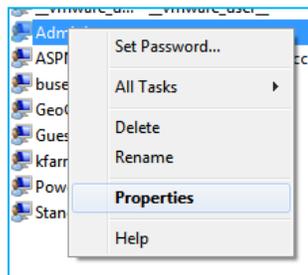


Figure 14. Administrator Properties.

- Uncheck the box for **Account is Disabled**.

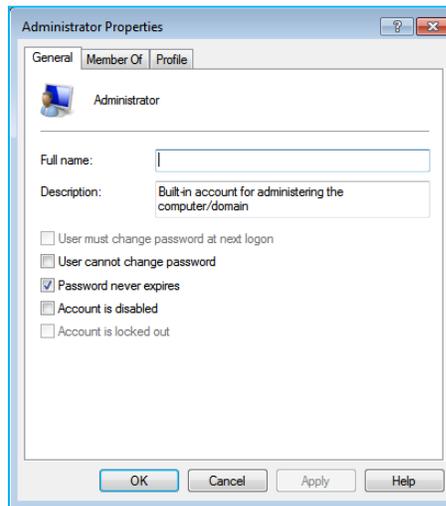


Figure 15. Enable Administrator Account.

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**.

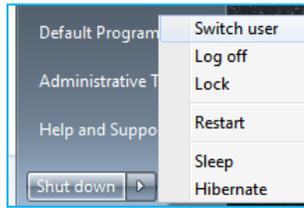


Figure 16. Switch user.

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



Figure 17. Administrator login.

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

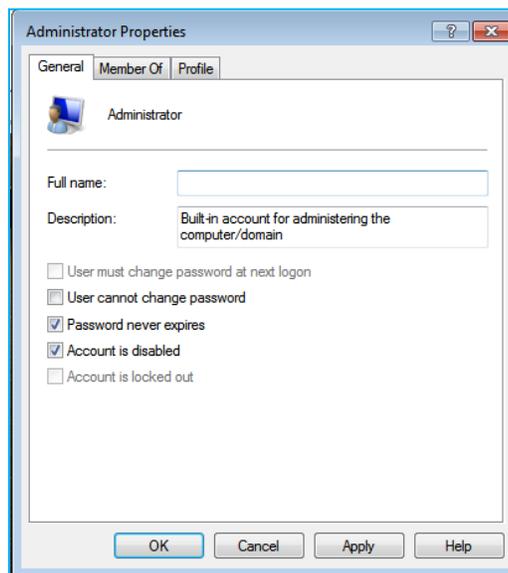


Figure 18. Disable Administrator account.

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

Error installing LP360 – Visual C++ Redistributable

Symptom:

The following error message, or similar, is received when attempting to install LP360:

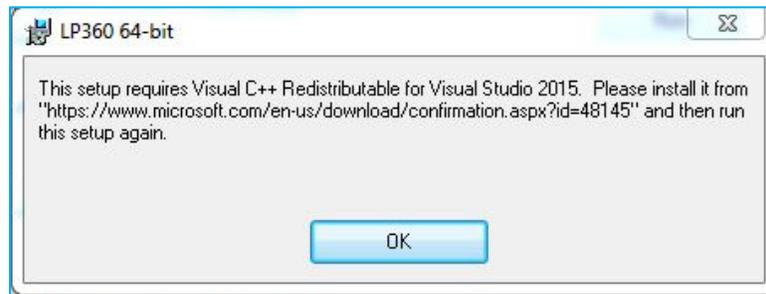


Figure 19. Setup requires Visual C++ Redistributable.

Probable Resolution:

Starting with LP360 version 2015.1.50.0, LP360 is written using Microsoft Visual Studio 2015 or later. Microsoft changed their runtime DLL structure for the applications that are built using Visual Studio 2015 and later. 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++ Redistributable for Visual Studio 2015-2022 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 redistributable will need to be separately installed. The redistributable installers will need to be downloaded directly from Microsoft at the following link:

<https://support.microsoft.com/en-us/help/2977003/the-latest-supported-visual-c-downloads>

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 20. 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 are 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.

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.

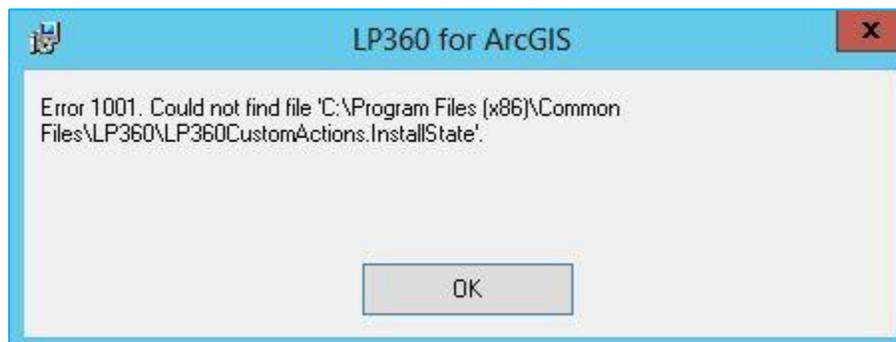


Figure 21. Error 1001: LP360CustomActions.InstallState error message

Probable Resolution:

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