

LP360 Software Update Guide

Version 2025.1.151.0

27 Mar 2025

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Introduction

This document covers the upgrade process for the LP360 family of products. For new installations, or troubleshooting tips, please see the full Installation Guide available from the Software Updates page. As with the releases of LP360 since v2018.1, this release includes the new licensing system. There is additional information included in the Installation Guide for changing over from the old licensing system to the new one if you are installing from a version prior to LP360 v2018.1.

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
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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 and Install

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.

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. Open an installed version of LP360 and navigate to the Support Ribbon. Select the **Check for Updates**  button on the Support Ribbon. The Select Product Installation Version dialog should appear displaying your Currently Installed Version, available Patches, the Latest Available Version, and the Available Experimental Version that is available to you for installation. Select the desired installation type (Experimental or Release) and select the Install button at the bottom of the dialog. Or select the Download button to download the installer so your IT admin team may run the installation.
 - b. Or 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.
 - c. 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. **Update Type:**
 - i. **Latest Release** is the latest version of the software which is fully supported.
 - ii. **Patches**, if available, is a small installer containing only the updates to apply to your current installation to bring it up to date with the latest service pack release.
 - iii. **Latest Service Pack Release**, if available, contains the full base installer plus the patches to improve the functionality and stability of latest release.
 - iv. **Latest Experimental**, if available, is the latest version of the software made available for beta users.

Important Note: No fixes are available for defects found in the experimental release until the next experimental release is made.

b. For each update type there are two 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 **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.

Updating LP360 from an Existing Installation

If not updating from an existing installation, please refer to the [Installation Guide](#).

1. Installing LP360 requires administrative permission on Windows 7, Windows Server 2008, or newer operating systems. Please verify that the person performing the installation has administrative permission on the local machine.
2. If updating from a version of LP360 v2018.1 or later, Open LP360 -> File -> License Manager and **check in** or **deactivate** the current license.
3. Exit all LP360 sessions.
4. If you update from a version older than LP360 2012.1, please remove all LP360 Programs, otherwise continue to step 5.
 - a. Go to Start → Control Panel → Programs and Features (Windows 7 or later).
 - b. Locate all instances of LP360 in the program list and remove them.
5. Install the new software by running one or more of the downloaded MSI files. See the Download LP360 section in this guide.
 - b. To install **LP360 64-bit** on a 64-bit operating system, run LP360x64_v2025.1.151.0.msi.
6. If User Account Control is turned on and set at one of the higher levels the following dialog box will appear for each installation MSI. Select **Yes** to complete the installation of the program.



Figure 1. User Access Control (LP360 64-bit installer).

Note: If an error message stating, "Error 1001. Could not find file 'C:\Program Files\Common Files\LP360\LP360CustomActions.InstallState.'", is encountered while attempting to install LP360 v2018.1 or later over an earlier version of the product, first uninstall all instances of LP360 from the machine, then attempt to install the latest version again.

Please refer to the [LP360 Installation Guide](#) for any other problems or questions.

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.

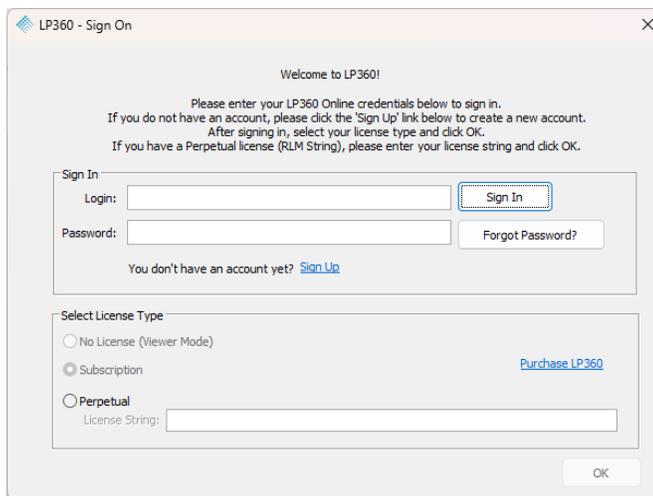


Figure 2: LP360 Credentials dialog

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**.

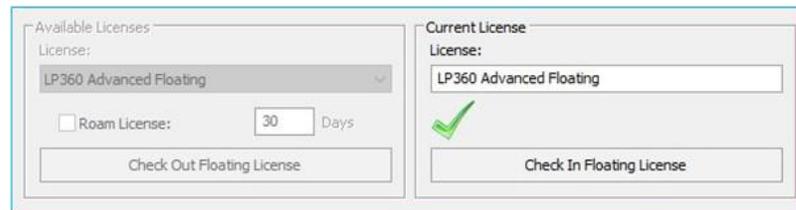


Figure 3. LP360 License Manager - Activated.

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.

LP360 - Sign On

Welcome to LP360!

Please enter your LP360 Online credentials below to sign in.
If you do not have an account, please click the 'Sign Up' link below to create a new account.
After signing in, select your license type and click OK.
If you have a Perpetual license (RLM String), please enter your license string and click OK.

Sign In

Login:

Password:

You don't have an account yet? [Sign Up](#)

Select License Type

No License (Viewer Mode)

Subscription [Purchase LP360](#)

Perpetual

License String:

Figure 4: 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.**

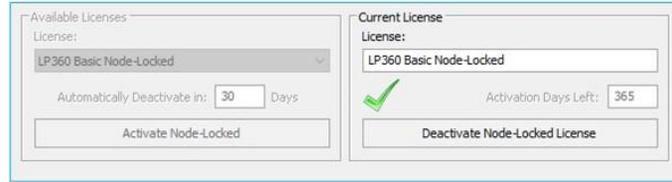


Figure 5. LP360 License Manager dialog - License activated.

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.