

## FAQ

**Function Description:** This section introduces common problems and their respective solutions during the use of LiDAR360 MLS software.

### Why does the software prompt that the trial license has expired after installing LiDAR360 MLS?



- LiDAR360 MLS cannot be tried out for the following reasons:
  - Change of system time: During the trial of LiDAR360 MLS, there may be some reasons that may cause the system time to change, causing the trial to expire.
  - Trial expiration: The trial period of each version of LiDAR360 MLS is 15 days. If the same version is installed for more than 15 days, the trial will expire.
  - Other reasons: Please send an email to [info@greenvalleyintl.com](mailto:info@greenvalleyintl.com) to apply for an extension of the trial license.

### How does LiDAR360 MLS send activation information? How to activate after receiving the license file?

- Send activation information: Click File > License or double-click License Manager.exe in the installation directory.

License Manager

## GreenValley Suite

General Information | Single Use Licensing | Concurrent Use Licensing

Name(\*):  Company(\*):

Select Product:

- LiDAR360\_Framework
- LiDAR360\_Forest
- LiDAR360\_Powerline
- LiDAR360\_Terrain
- LiDAR360\_Education
- LiDAR360\_UAV
- LiDAR360\_MINE
- LiPowerline\_Realttime Working Condition Analysis
- LiPowerline\_Early Warning Analysis
- LiPowerline\_Fine Inspection
- LiPowerline\_Capital Construction Acceptance Inspection
- LiAcquire
- LiMap

Select All  Unselect All

Activation Information:

Name:  
Company:  
Module List:

*Click the [Copy] button to copy the above information and E-mail us to get activation code.*

- enter name;
- enter the company;
- select the activation module;
- Click Copy;
- Ctrl+V paste the content into an email and send it to [info@greenvalleyintl.com](mailto:info@greenvalleyintl.com).
  - License activation:
    - Copy the authorization code in the email to the local, and the activation method can refer to the license manager.

## What features can I still use after the LiDAR360 MLS trial expires?

- After the trial period ends, the LiDAR360 MLS software cannot be used normally, and the function needs to be activated before it can be used.

## How to view the help manual?

- Click File > Help

## If the computer is damaged and the authorization code cannot be checked out, how can I use the authorization code on other computers?

- Please contact [info@greenvalleyintl.com](mailto:info@greenvalleyintl.com), we will recover the authorization code from the background, and then you can use the authorization code on other computers.

## How to check the version information of LiDAR360 MLS software?

- Click File > About to view the version information of LiDAR360 MLS software, as shown in the figure below, 2.1.0 is the software version number, and Sep 27 2023 16: 06: 45 is the compilation date.

# LiDAR360MLS V7.0



Version 7.0.0(Build Sep 27 2023 16:06:45)  
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[Visit our Web site: http://greenvalleyintl.com/](http://greenvalleyintl.com/)

[Check for Updates](#)

## How to change the language settings?

- Click File > Options > Language to switch between English and Chinese.

## Why does the software exit abnormally?

- When the software exits abnormally, please check: (1) Whether the on-screen word-taking software (such as Youdao Dictionary) is opened; (2) Whether there is enough hard disk space or memory space.

## What data formats does LiDAR360 MLS support?

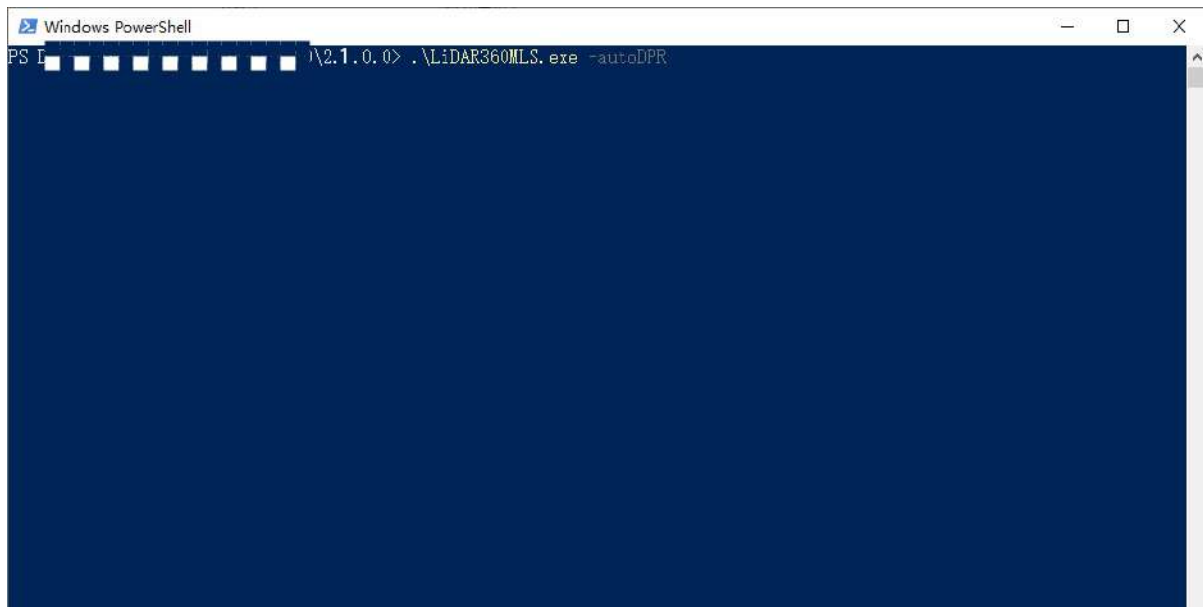
- The data types that can be imported into LiDAR360 MLS are divided into four categories: point cloud, trajectory, image and vector. The specific formats are as follows:
  - **Point cloud:** LiData file (.LiData custom point cloud format), LAS file (.las, .laz), PLY file (.ply), E57 file (.e57).
  - **Trajectory:** Trajectory data (.traj,.pos,.txt,.csv,.asc,.xyz,.pts,.out).
  - **Image:** The image data is divided into panoramic camera and plane camera. It is necessary to ensure that the image recording file [Image List File(.imglist),Leica Pegasus File(.csv),Trimble MX9 File(.csw),Riegl MMS File(.csw),LIDARUSA SNOOPY File(.txt),OrbitPos(.txt \*.csw)] and the image file storage location is accurate.
  - **vector:** vector data (Shape Files(.shp), Geojson Files(geojson), Kml File(.kml), Dxf File(dxf).
- The data formats that LiDAR360 MLS can export are as follows:
  - **Point cloud:** LiData file (.LiData custom point cloud format), LAS file (.las, .laz), ASCII file (.txt), PLY file (.ply), E57 file (.e57).
  - **Vector:** Vector data (Shape Files(.shp), Geojson Files(geojson), Kml File(.kml), Dxf File(dxf).

## LiDAR360 MLS software crashes after startup?

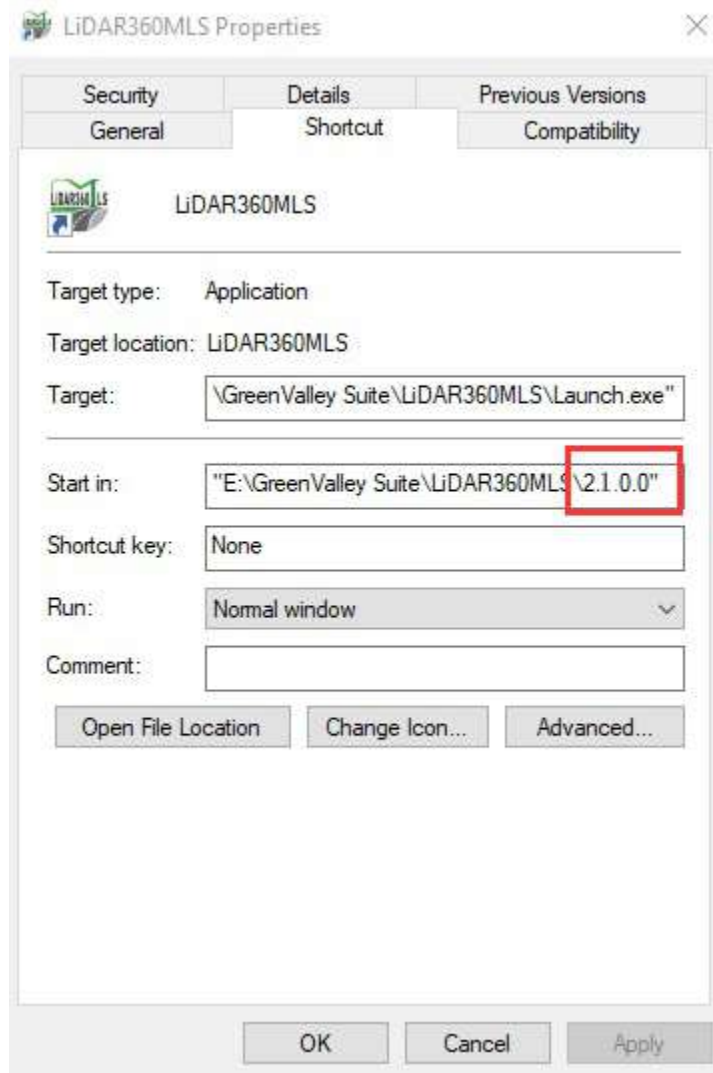
- Please check whether the computer screen is plugged in correctly. Normally, it should be plugged into the position of the graphics card connector of the host computer.

## The high-resolution screen computer software cannot be started or the software is stuck?

- Method 1: In the software installation directory (eg: D:/LiDAR360MLS/2.1.0.0/), press and hold the Shift button of the keyboard, click the right mouse button, click "Open Power Shell window here", and enter the command line in the window **.\LiDAR360MLS.exe -autoDPR**, you can start the software normally on the high-resolution screen computer.

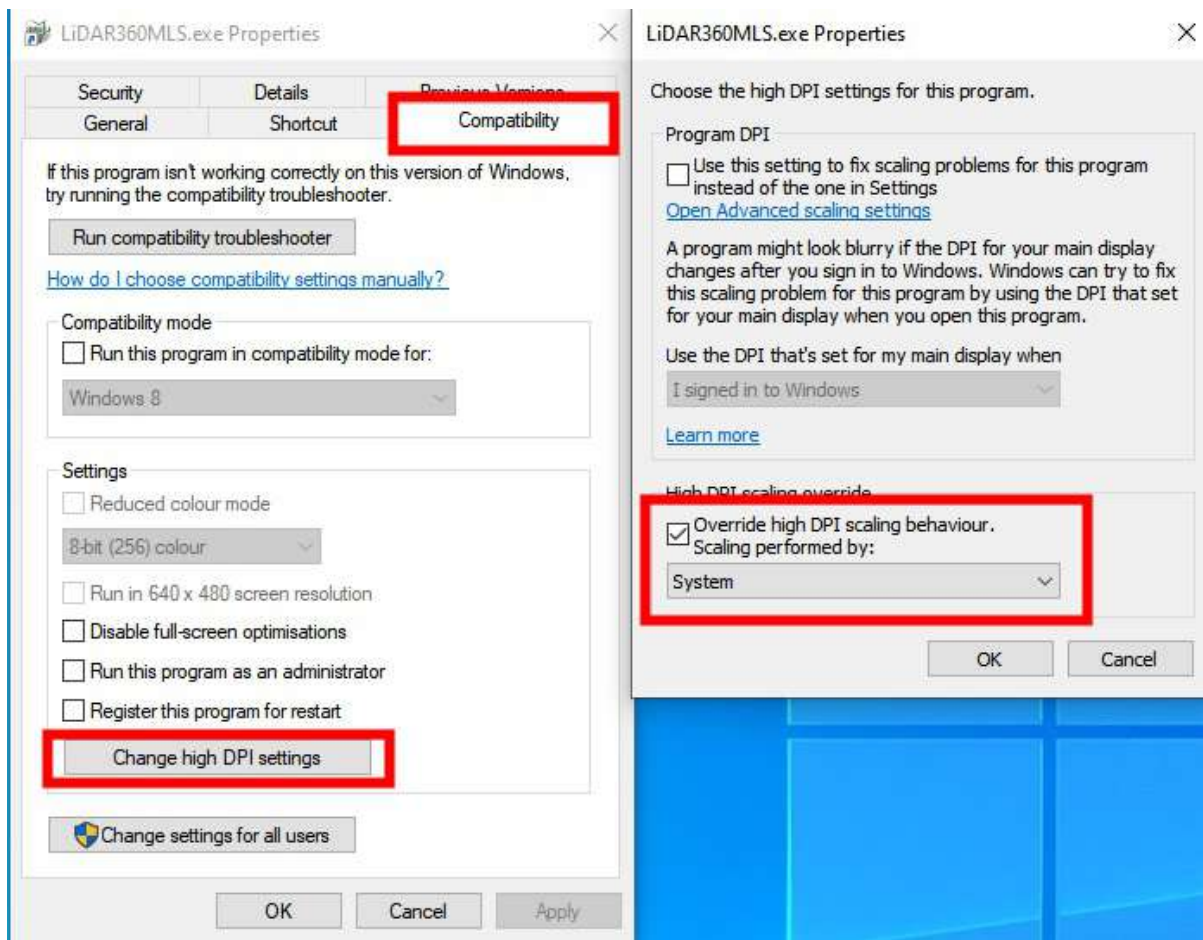


- Method 2: In the software installation directory (eg: D:/LiDAR360MLS/2.1.0.0/), send the LiDAR360MLS.exe in the directory to the desktop shortcut, then right-click the shortcut, open the properties, and at the end of the target. Add **-autoDPR**, then double-click the program to start the software normally.



**On a high-resolution screen, the software startup displays abnormally, with icons appearing unusually large.**

- Right-click on the LiDAR360MLS startup program and click on "Properties."
- Switch to the "Compatibility" panel.
- Click on "Change high DPI settings."
- In the "High DPI scaling override" section, check the scaling behavior and modify it to "System."
- After applying the changes, launch the software, and the display should be normal.



## After using the software for a long time, double-clicking to run it starts slowly?

- Prepare the software activation code
- In the ProgramData folder on the C drive, find the BitAnswer folder (C:\ProgramData\BitAnswer)

Note: The ProgramData folder is a hidden folder, you need to check the "Hidden Items" box in the view section of the folder to see the folder.

- Delete the contents of the BitAnswer folder and re-run the software to re-activate it to solve the problem of slow start-up.

## After running the software, some of the displays were found to be in the wrong place, such as the misplaced hints in the 3D window of the element extraction function

This usually happens when there are multiple graphics cards on the computer and the monitor is plugged into the integrated display.

- You can first check if the monitor socket is plugged into a unique graphics card (Nvidia is recommended), and it is recommended that the monitor is plugged into a unique graphics card.
- If you do not want to change the position of the monitor socket, you can refer to [Adjust High-Performance Graphics Mode](#) to run the software in high performance mode.

## The point cloud does not display in the new project software.

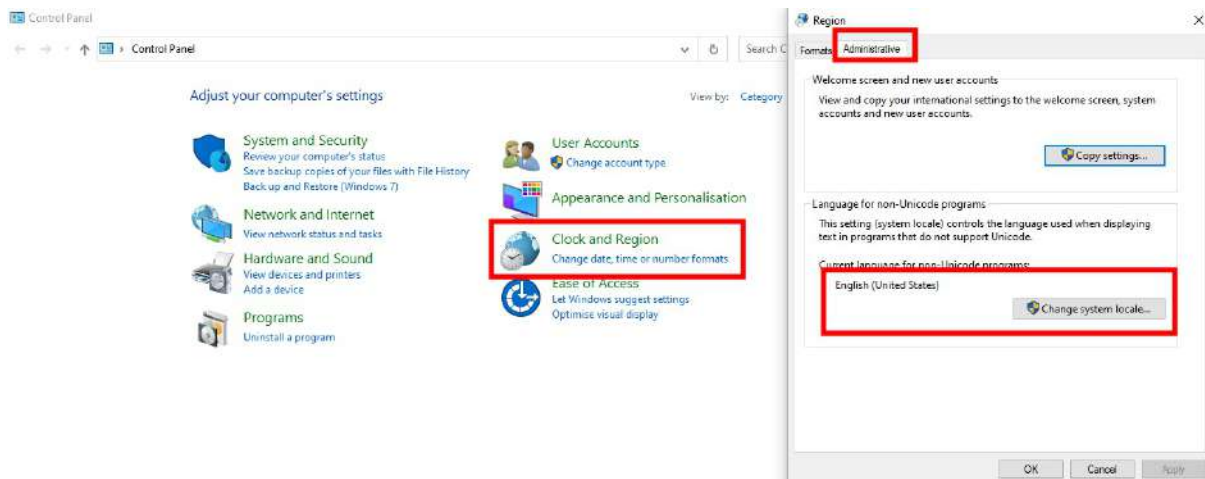
This situation usually occurs when there are more than one official NVIDIA panel, whose version is wrong. Or there is a software setting problem.

- Download the corresponding version of [on the official NVIDIA website](#) and add the corresponding path of the software.
- Software setting problem.

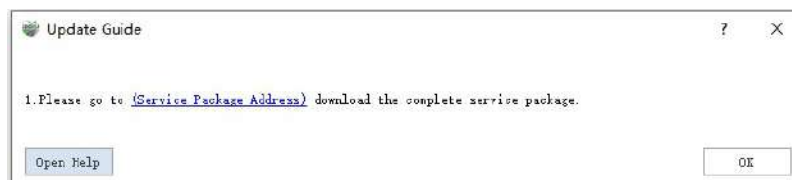
## After the software is launched, the interface displays garbled characters

This issue commonly arises due to non-Unicode program language settings on the computer.

- Open the computer control panel.
- Locate the "Clock and Region" option.
- Click on "Change date, time, or number formats."
- Switch to the "Administrative" tab.
- In the "Language for non-Unicode programs," ensure that the language used by the current system is consistent with the setting here. For English Windows systems, the default setting is usually appropriate. If language packs for other languages, such as Chinese language packs, are installed, set this option to the corresponding language pack.

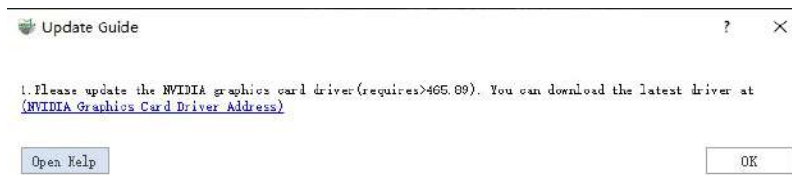


**When using Custom Deep Learning Classification, If prompted to "Please go to (service pack address) to download the complete service package," please click the link to download and install it before launching the feature.**



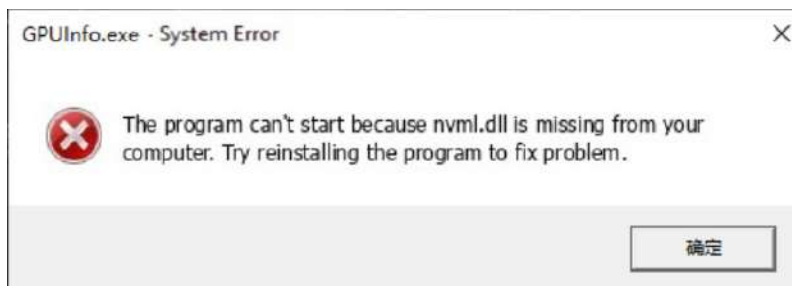
- Please click the link to download and install the complete service pack before launching the feature.

**When using Custom Deep Learning Classification, if prompted "Please update the graphics card driver (version required > 465.89), you can download the latest driver from (graphics card driver address)".**



- Please click on the graphics card driver address to download and install the latest version of the graphics card driver. This will resolve the issue.

**When using Custom Deep Learning Classification, if you get "The code cannot continue because nvml.dll was not found. Reinstalling the program may solve this problem".**



- Please first check if the graphics card driver is installed. If you have confirmed that you have installed the latest version of the graphics card driver and the issue still persists, you can add the path **C:\Program Files\NVIDIA Corporation\NVSMI** (the path may vary based on your graphics card driver installation) to the system environment variable Path.

**When running the training module, I receive the following message: "GPU driver version is too old. Please update to version 465.89 or above."**

- Please upgrade your graphics card driver to at least version 465.89.

**When running the training module, I get the message "Nvidia GPU not found or driver not installed."**

- Please make sure you have an Nvidia GPU installed and that the graphics card driver is properly installed

**When labeling training data, should the number of the same category be uniform across all the data?**

- The number of the same category must be the same, otherwise a good training model cannot be obtained. If there are data with different categories, you can use the classification function in LiDar360 MLS software to number all the data with the same categories and then train them.

**If I already have a trained model and now need to continue training it with new data, what should I do?**

- It is possible to use both old and new data as training sets and then retrain or use the existing model as a



pre-trained model to continue training.

**When using the Custom Deep Learning Classification module, I choose to train 100 rounds but why does it ends the training early without reaching 100 rounds?**

- The module has an early stop function to save training time by stopping training when the mIoU of the validation data is not improved after 10 consecutive rounds of training.

**When using the Custom Deep Learning Classification module and I terminate the training early, how do I get a report on the training sets?**

- There is a button to print the report in the training screen, click Print Report to print after terminating the training.

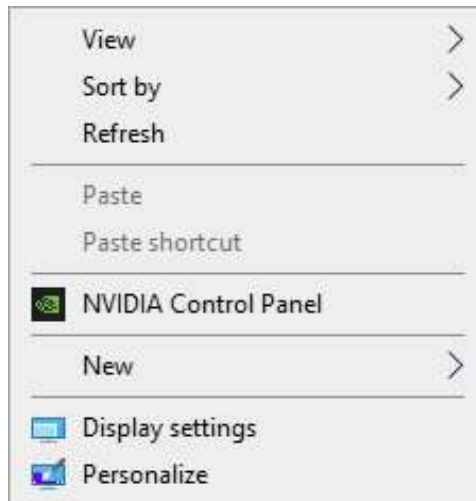
**When performing the inference process with a trained model, where can I find the data after inference?**

- After inference is finished, the source data will be overwritten. If the source data has category information, it will be replaced. So it is recommended to backup the inferred data before inference.

# Adjusting to High-Performance Display Mode

Follow the steps below to optimize the graphics mode of LiDAR360MLS.exe (for NVIDIA graphics cards).

1. Right click on the desktop and select NVIDIA Control Panel.



2. Select Manage 3D settings -> Program Settings -> Add **LiDAR360MLS.exe** to the list of high-performance graphics modes, click **Apply**.

