

# LiPowerline General FAQ

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### **1. The software crashes when you open it**

Check the software installation directory. If it is installed in the C drive, run the software as an administrator.

If it has been installed on other memory disks, right-click the LiPowerline software - Properties - Compatibility - Run the software in Windows7/Windows8 compatibility mode .

### **2. The software crashes after loading the point cloud**

(1) Check the software installation directory. If it is installed in the C drive, run the software as an administrator.

(2) Check whether the memory disk storing the point cloud is full. Please ensure a certain amount of memory space.

(3) Check whether the correct version of the graphics card driver is installed in the computer system. Please use the system detection tool to install the most suitable graphics card driver.

(4) Check the point cloud solution status to see if there are any point clouds that have not been solved.

### **3. After loading data, it prompts "Failed to create cache directory"**

(1) When LiPowerline is opened, it will automatically read the last configuration.

(2) If the working directory configured last time is renamed or deleted, read the document again using the correct path

(3) If you need to open new data, please manually reset the working directory.

### **4. When moving data location or modifying data name, software operation error occurs**

Do not move the data location or modify the data name while the software is running. If you need to modify the tower name, do it when editing the tower before switching files. If you need to move the data location, do it before starting the software, and pay attention to modifying the working directory/output directory.

### **5. Ground point classification/cut-off/danger point detection processes are extremely slow or impossible**

(1) Please minimize the number of other programs running when running LiPowerline,

especially those that require large amounts of memory and CPU/GPU.

(2) It is recommended to separate file cutting and classification. First cut the file, then classify it. This will reduce the amount of data to be classified and significantly shorten the time required for the classification process.

### **6. No danger point appears after danger point detection**

(1) Check whether the detection category is checked in the project configuration and whether the detection distance is set too small.

(2) Check whether the point cloud data file name is non-standard. The standard format is index1-index2 (name1\_name2), for example, "1-2 (1#\_2#)", and it cannot contain other text or symbols.

(3) Check whether the point cloud data and working directory are in a path other than the C drive. It is not recommended to process data in the C drive path.

### **7. Unable to perform insulator hanging operation**

Please check whether the tower type in the tower list is straight tower or tension tower.

### **8. It is not possible to batch generate conductors based on insulators**

(1) Check whether the ground wire is classified

(2) Check whether any insulators are missed or repeated.

(3) If you only need to batch generate simulated conductors for a few separate segments of data, please check whether the data is within the complete tension segment range.

(4) Check whether the tower type is selected correctly.

(5) Check whether the tower name serial number corresponds to the point cloud data naming.

### **9. Vector power lines have misalignment issues**

(1) Please check the position of the insulator hanging point and adjust it to the appropriate position.

(2) When misalignment occurs, it is necessary to manually delete the vector line and fit the power line based on a single insulator.

## **10. Batch generation of conductors and point cloud conductor position deviation based on insulators**

(1) Please check the position of the insulator hanging point and adjust it to the appropriate position.

(2) Please check the data quality. If the point cloud of the conductor category is sparse or missing, it will affect the effect of automatic batch fitting of conductors. Please click Power Line - Fit Power Line Based on Insulator - Fit Single Power Line, manually select insulators and power line hanging points to generate simulated conductors.

## **11. Danger point detection, only red danger area, no danger point list.**

Check whether the file cutting data name is consistent with the marked tower name. The file cutting data name is automatically generated by the software and cannot be modified manually.

## **12. Open the software, click the function menu, and please contact [info@lidar360.com](mailto:info@lidar360.com) or [info@greenvalleyintl.com](mailto:info@greenvalleyintl.com)**

LiPowerlineExe.exe in the installation directory may have been deleted by the antivirus software. You need to exit the antivirus software, or add the software installation directory to the trusted zone in 360 Security Guard. Uninstall or delete the previous installation directory and reinstall the LiPowerline software.

## **13. Generate report pops up "Program error, terminate execution"**

The coordinate system in the project configuration is not selected, reselect the corresponding coordinate system;

## **14. Open the previously classified point cloud data, the categories and colors are messed up**

Click the Reset button in the Point Cloud menu page to restart the software. This issue has been resolved in version 20230714.

## **15. The software cannot calculate the danger point, no matter how large the detection distance is set, it cannot detect the danger point**

Computer file permission issues can be solved by checking "Run this program as an administrator" in the compatibility section of the shortcut properties.

### 16. Failed to find small tower and large tower during danger point calculation

The number of marked towers and the number of cut data are inconsistent.

### 17. Open the point cloud and it will be pink .

Re-switch the file or use the clear function in the distribution network inspection.

### 18. The authorization code activation is invalid, and the software continues to pop up the authorization dialog box

(1) First, determine whether the software version and the authorization code version are consistent. If the software version is 3.0, the authorization code should also be 3.0. If the software version is 4.0, the authorization code also needs to be 4.0.

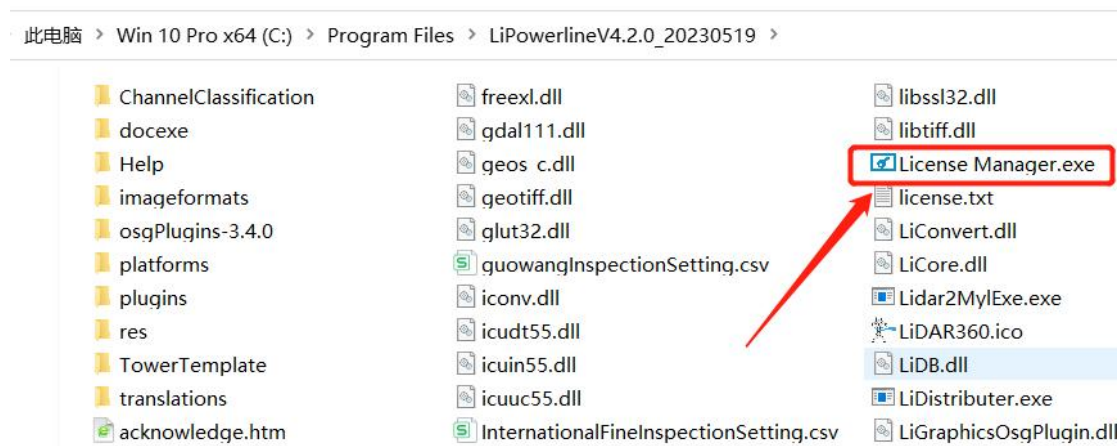
(2) If the version is correct, follow the steps below.

1. Show hidden folders.

2. Click this path C:\Users\Administrator\AppData\Roaming\GreenValley\LiPowerline and delete the LiPowerline folder.

3. Click on this path C:\ProgramData\BitAnswer and delete the BitAnswer folder. (This operation will clear the authorization code. Please write down the previous authorization code to avoid forgetting it.)

4. Open License Manager.exe in the installation directory to reactivate the authorization code



### 19. Error in generating tower refined trajectory: Tower info is not enough. Cannot

### **generate trajectory.**

Only one tower is marked. At least 2 towers need to be marked.

### **20. After loading the point cloud, the point cloud in the browsing window flashes**

(1) Check whether the computer has an independent graphics card installed.

(2) For desktop computers, check whether the HDMI cable of the screen is plugged into the independent graphics card.

### **21. Channel classification point failed**

Check whether the voltage level is selected correctly in the project configuration.

### **22. Failed to read out-bin file**

(1) Check whether the pole tower mark is marked on the pole tower

(2) Check whether the computer memory is insufficient and the number of threads should not be set too large.

### **23. Failed to open xx.las/xx.lidata**

Check whether the point cloud file name is standardized. The name cannot be too long and cannot contain special symbols.

### **24. Can't find lidata file**

Check whether the point cloud data and tower list names are consistent.

### **25. Failed to get point cloud data to classify ground**

Check whether there is a ground point category in the original point cloud file, and clear the category.