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TruView Enterprise for Windows 2020.0.0 Installation Guide

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Minimum Requirements

- 64-bit version of Microsoft Windows 7 or later; Microsoft Windows Server 2012 or later
- CPU: 64-bit Quad Core 2 GHz
- Memory: 8 GB
- Hard Drive: 20 GB for TruView Enterprise application and database. Additional space required to store TruView data files.
- Network: Ethernet 100 Mbit/s

Prerequisites

- Download and install "Visual C++ Redistributable for Visual Studio 2015, 64-bit". Select "vc_redist.x64.exe". https://www.microsoft.com/en-us/download/details.aspx?id=48145
- 2. Download and install Leica License Management software (CLM): https://scanswfs.leica-geosystems.com/dl/MvPW3TZsX6
- 3. A valid TruView Enterprise EID activated using the CLM for Floating Licenses program.

Installation

- 1. Download the TruView Enterprise for Windows setup program from myWorld.
- 2. Double-click the TruViewEnt360.exe file. If you receive a User Account Control notice, click Yes.
- 3. You will see the Welcome dialog. Click Next.



4. Choose "I accept the agreement" and click Next.

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5. Click Install.

🔯 Setup - Leica TruView Enterprise		-		×
Ready to Install Setup is now ready to begin installing Leica TruView Ent computer.	erprise	on your		6
Click Install to continue with the installation, or click Bac change any settings.	k if you	want to revi	ew or	
Destination location: C: \Program Files\Leica Geosystems\TruViewEnterp 	rise I		^	
<			>	
< <u>B</u> ack		Install	Car	icel

6. It will take a few moments to install TruView Enterprise for Windows on your system.



7. Click **Finish**. If you select "Open TruView Enterprise website" option, the installer will open the TruView Enterprise website in your default browser.



<mark> Setup - Leica Tru</mark> View Ent	erprise
6	Completing the Leica TruView Enterprise Setup Wizard
	Setup has finished installing Leica TruView Enterprise on your computer.
	Click Finish to exit Setup.
TruView	Open TruView Enterprise website.
Leica	
Geosystems	
	Einish

Uninstallation

1. Open the Add or Remove Programs dialog.

3	Home	Apps & features	
F	nd a setting		0/23/2010
		Leica Cyclone REGISTER 360 Leica Geosystems	8/9/2018
Ар	DS	Leica JetStream	
Ε	Apps & features	Leica Geosystems	8/14/2018
Ē	Default apps	Leica JetStream Admin Leica Geosystems	5/31/2018
₫ <u>1</u>	Offline maps	Leica JetStream Viewer Leica Geosystems	6/1/2018
Ţ.	Apps for websites	Leica TruView Enterprise version 3.6.7	1.34 GB
	Video playback	Leica Geosystems, AG. 3.6.7	8/29/2018
		Modify	Uninstall
		Modify Maps Microsoft Corporation	Uninstall 16.0 KB 4/8/2018
		Modify Maps Microsoft Corporation Messaging	Uninstall 16.0 KB 4/8/2018 56.0 KB
		Modify Maps Microsoft Corporation Microsoft Corporation Microsoft Corporation	Uninstall 16.0 KB 4/8/2018 56.0 KB 4/3/2018
		Modify Maps Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation	Uninstall 16.0 KB 4/8/2018 56.0 KB 4/3/2018 464 MB 4/10/2018
		Modify Maps Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft NET Core SDK - 2.1.104 (x64) Microsoft Corporation Microsoft Corporation Microsoft Corporation Microsoft Corporation	 Uninstall 16.0 KB 4/8/2018 56.0 KB 4/3/2018 464 MB 4/10/2018 7/18/2018
		Modify Maps Microsoft Corporation Microsoft Corporation	Uninstall 16.0 KB 4/8/2018 56.0 KB 4/3/2018 464 MB 4/10/2018 7/18/2018 4/4/2018

- 2. Select Leica TruView Enterprise entry in the list of programs.
- 3. Click Uninstall.

Notes

Uninstalling TruView Enterprise for Windows doesn't delete your TruView data.



Upgrade

Follow these instructions to upgrade to a new version of TruView Enterprise for Windows.

- 1. Download a new version of TruView Enterprise for Windows.
- 2. Verify that there is no task in the import queue.
- 3. Double-click the **TruViewEnt360.exe** file. If you receive a User Account Control notice, click **Yes**.
- 4. The installer will ask for your permission to uninstall your existing version of TruView Enterprise. Click **Yes**.

Setup		×
i	We have to uninstall previous version of TruView Enterprise first. Your data will not be deleted. Proceed?	
	Yes No	

5. Choose **Yes** when prompted to confirm uninstallation.

Leica Tru\	/iew Enterprise Uninstall	Х
?	Are you sure you want to completely remove Leica TruView Enterprise and all of its components?	
	Yes No	

6. Once uninstallation is complete, proceed to install the new version as described in the Installation section above.

Location of TruView Enterprise Application and Log Files

By default, TruView Enterprise for Windows installs its files in these sub-directories under the directory "C:\Program Files\Leica Geosystems\TruViewEnterprise".

\app\	This subdirectory contains TruView Enterprise application files
\mongodb\	Executable for the MongoDB database software.
\node\	Executable for the Node software.
\redis\	Executable for the Redis software
\tools\	Various helper utilities for the operation of TruView Enterprise for Windows.
-	

TruView Enterprise application logs can be found in these two files:

C:\ProgramData\Leica Geosystems\Logs\tvserver.log

C:\ProgramData\Leica Geosystems\Logs\node-clm_log.txt

When contacting HDS support concerning TruView Enterprise for Windows, include all log files with your email.



Location of TruView Data

When you import TruView data into TruView Enterprise for Windows, your TruView data is stored in the default directory "C:\ProgramData\Leica Geosystems\TruView". To backup your TruView data, simply copy or archive the TruView data directory and all its contents to a safe location.

TruView Enterprise stores temporary files in "C:\Windows\Temp" and "C:\Program Files\Leica Geosystems\TruViewEnterprise\app\tvserver\data\uploads" directories. You may need to periodically delete files in the temporary directory.

Changing TruView Data Location

Follow these instructions to change where TruView Enterprise for Windows stores data.

- 1. Open "C:\Program Files\Leica Geosystems\TruViewEnterprise\app\tvserver\config.json" in a text editor.
- 2. Modify the entry "location" in each file to point to the drive/directory where you want to store TruView data. Note that you must escape backslash characters (e.g. d:\\truview\\data).
- 3. Restart Leica TruView Server service.

Using Network Drive to Store Data

Additional steps are required for TruView Enterprise for Windows to store TruView data on your network drive.

The following instructions explain how to configure TruView Enterprise for Windows to store TruView data in a network drive located at <u>\\servername\sharedfolder\data</u>.

- 1. Create three subdirectories in <u>\\servername\sharedfolder\data</u>
 - locations
 - scans
 - uploads
- Create a text file containing this single line. Save it as mapdrive.bat in directory "C:\Windows\System32\GroupPolicy\Machine\Scripts\Startup". Note that you must have administrator privileges to save a file in the above directory.

net use z: \\servername\sharedfolder /user:domain\username password

- 3. Open the Local Group Policy Editor dialog.
- 4. Select Computer Configuration\Windows Settings\Scripts (Startup/Shutdown)\Startup.
- 5. Click **Add** on the Startup Properties.
- 6. Click Browse and select mapdrive.bat on the file dialog.
- 7. Restart your computer.
- 8. After restart, you will see a disconnected network drive icon. You will not be able to open or disconnect this special network drive. This is fine.

🖳 Computer	
🚢 Local Disk (C:)	
🙀 Disconnected Network Drive (Z:)	



- Change the "location" entry in "C:\Program Files\Leica Geosystems\TruViewEnterprise\app\tvserver\config.json" to "z:\\data".
- 10. Restart TruView Server service.

Windows Services

During installation, TruView Enterprise for Windows creates the following services. All three services must be running for TruView Enterprise for Windows to function properly.

- MongoDB
- Redis
- Leica TruView Server

You can start/stop/restart a service using the Services dialog.

Notes

You must always start MongoDB and Redis services first because Leica TruView Server service has runtime dependencies on MongoDB and Redis services.

Port Redirection

TruView Enterprise for Windows uses port 9000 by default. You need to specify the port number in your URL (e.g. http://1.2.3.4:9000.) However, you can configure a port redirection from 80 (which is the default HTTP port) to 9000. With port redirection, you will be able to access your TruView Enterprise for Windows website without specifying the port number.

To redirect 80 to 9000, run this command in an Administrator Command Prompt window:

```
netsh interface portproxy add v4tov4 listenport=80 listenaddress=0.0.0.0
connectport=9000 connectaddress=1.2.3.4
```

Replace "1.2.3.4" with the correct IP address of your system.

To remove the port redirection setting:

netsh interface portproxy delete v4tov4 listenport=80 listenaddress=0.0.0.0



Accessing Your TruView Enterprise for Windows Website

After installation is complete, you can access your TruView Enterprise site via a web browser at:

http://localhost:9000

Your browser will display the login page.

STruView Enterprise		
	ruView erprise	
	Leica Geosystems	
	Qe Sign In Enter Username Enter Password Remember Me Sign In	
	♣ Reset my passwori ♣ Request an accourt	d t

Default Login Credentials

The default administration credentials are:

Username: admin

Password: admin

Upon first login, you will be required to change the admin's password.



Setting License Server Hostname

Notes

You must activate a valid TruView Enterprise EID on your Leica CLM server before you can set a license server hostname.

Upon logging into TruView Enterprise, you will see the following message if the system couldn't acquire a license from a Leica CLM server.

Missing or Invalid license	×
• This server is not licensed. Navigate to the 'Licensing' section to connect to a License Server	
	ok

Follow these steps to configure a license server hostname:

- 1. Select Administration on the top nav bar.
- 2. Select Licensing.
- 3. Select License Server Info.
- 4. Enter the hostname or IP address of your Leica CLM server. Make sure you have a leading @ character (eg. @clmserver). Click OK.
- 5. Select Acquire License.
- 6. If you have a valid TruView Enterprise license, you should see the following screen after a few moments. Contact Leica support if you see an error at this step.

_icense Management		
License License Status: Vaid Importing: Enabled User Accounts: Unlimited available per Portal Portals: 10 available Expiration Date: 2020.0422	License Server Info	License Server Info
License Server; @localhost		
Clicense Acquired successfully. The new license is being applied t	o the server.	



Enabling API Access and SDK

In TruView Enterprise for Windows v3.8 and later, enabling API Access through "tvg.json" is no longer supported. API Access and SDK feature are automatically enabled if your TruView Enterprise license has an SDK option. You can verify if your license has an SDK option by checking the product description in the CLM software. See below for an example of a license that has an SDK option.

Q Client License Manager for Floating	Licenses			_	
CLM CLENT LICENSE MANAGER			- when it has to) be <mark>right</mark>	Leica Geosystems
	Installed licenses				
View installed licenses	Check all Uncheck all Collapse all Expand all		Views:	<u>Features</u>	Entitlements
Activate new licenses	Entitlements	Name	Value		
Offline license transfer <u>View licenses in use</u> Manage license server		Product family Product name Product description License version	TLS 5309897 TruView Enterprise with SDK Option (1 0.1 00106.13533.00028.84460.88EE7	yr)	
	⊕99999-99999-0DDB0-6E75F-4147F ⊕99999-99999-DC8E2-5BE8B-ACD3A	Expiration date No. licenses hybrid/overdraft Date issued Start date	6/17/2020 1 / 0 6/5/2019 6/4/2019		
Verify licenses Verify internet connection Options		License type State Fulfillment type SW version/Build date	Subscription Fully trusted Publisher activation 1.6. 11-apr-2018		
About		Version limit			
<u>Close</u>					
Recent license verification:					
3/30/2020 2:45 PM			Return licenses (rehost) Che	eck for upda	ates <u>Save as</u>
Output [3/30/2020 14:44:59] Uninitialize [3/30/2020 14:44:59] Initialize locally [3/30/2020 14:44:59] Client: v11.16.4.0. Ser [3/30/2020 14:44:50] Query installed license Query entillements [3/30/2020 14:45:18] Licenses have been v	ver:v11.16.4.0 s enfied.			 ▲ ▲ ▲ ▲ ▲ ▲ ▲ 	<u>opy to clipboard</u> ave to file lear



Setting up HTTPS Connection for TruView Enterprise for Windows

The following components need to be installed and configured to enable SSL/TLS (HTTPS) access for TruView Enterprise.

- 1. URL Rewrite and Application Request Routing Components
- 2. Configuring Reverse Proxy
- 3. SSL/TLS Certificate Installation
- 4. Configuring HTTPS Binding
- 5. HTTP to HTTPS Redirection (optional)

The following procedures configure HTTPS using Certify the Web/Let's Encrypt project Windows Server 2016/IIS 10.

URL Rewrite and Application Request Routing Components

- 1. Open Internet Information Services (IIS) Manager.
- 2. Select your IIS server on the Connections pane.
- 3. Select "Get New Web Platform Components" on the Actions pane.

Internet Information Services (IIS) Manager		- 🗆 ×
← → €C2AMAZ-OL7O48F →		🖬 🖄 🔞 •
File View Help		
Connections Conne	FITE • • •	Actions Manage Server Restart Start Stop View Application Pools View Sites Change .NET Framework Version Get. New Web Platform Components Help
	HTTP Redirect	

- 4. Click the "Install this extension" button.
- 5. Run the downloaded MSI installer. Once installation is completed, run the Web Platform Installer software.
- 6. In the Web Platform Installer window, type "url rewrite" into the search box and press Enter. You will see an item "URL Rewrite 2.1". Click Add.

0 Web Platform	Installer 5.0			-		×
Searcl	results for url rewrite		url rewrite			×
	Name	Released		Install		
	URL Rewrite 2.1	6/16/2017		A	dd	

- 7. Type "application request routing" into the search box and press Enter. You will see an entry named "Application Request Routing 3.0". Click Add.
- 8. Click Install.
- 9. Select "I Accept" when prompted.
- 10. Click Finish and Exit to close the Web Platform Installer program.
- 11. Close and start the "Internet Information Services (IIS) Manager" program again.



12. There will be two new icons "Application Request Routing Cache" and "URL Rewrite" in the IIS section.

115			
Application Request Routing Cache	Authentication	2 Compression	Default Document
Directory Browsing	Error Pages	Handler Mappings	HTTP Redirect
HTTP Response Headers	Logging	MIME Types	Modules
Output Caching	Request Filtering	Server Certificates	URL Rewrite
Referencesses			₹

- 13. Select "Application Request Routing Cache".
- 14. Select "Open Feature" on the Actions pane.
- 15. Select "Server Proxy Settings" on the Actions pane.
- 16. Check "Enable proxy" option.
- 17. Uncheck "Reverse rewrite host in response headers" option.

Application Request Routing
Use this feature to configure proxy settings for Application Request Routing.
Inable proxy
Proxy Setting
HTTP version:
Pass through \sim
✓ Keep alive
Time-out (seconds):
120
Reverse rewrite host in response headers
Custom Headers
Preserve client IP in the following header:
X-Forwarded-For
Include TCP port from client IP
Forwarding proxy header value:

18. Click Apply on the Actions pane.



Configuring Reverse Proxy

- 1. Select your TruView Enterprise site on the Connections pane. This may be "Default Web Site" if you only have one website hosted on this server.
- 2. Double click "URL Rewrite".
- 3. Select "Add Rule(s)..." on the Actions pane.

← → 😜 → EC2AMAZ-OL7O48F → Sites →	Default Web Site 🔸			5	👌 🔞 •
File View Help					
Connections				Actions	
🔍 - 🕞 🖄 😥	URL Rew	nte		Add Rule(s)	
Start Page	Provides rewriting capa	abilities based on rules for the re	quested URL address and the	Revert to Parent	
	content of an HTTP re Inbound rules that are	ponse. applied to the requested URL ad	dress:	Manage Server Variables View Server Variables	
> 🚱 Default Web Site 🗊 Server Farms	Name	Input	Match	Manage Providers View Rewrite Maps View Providers	
				Inbound Rules	۲
				Import Rules	

4. Select "Reverse Proxy" in the Inbound and Outbound Rules

Select a rule template:			
Inbound rul	es		
	<u>:</u>		
Blank rule	Rule with rewrite map	Request blocking	
Inbound and	d Outbound R	ules	
	o		
User-friendly URL	Reverse Proxy		
Outbound r	ules		
Disationals			

5. You may be prompted to enable proxy functionality. Select OK.



6. On the Add Reverse Proxy Rules window, enter "localhost:9000" in the Inbound Rules pane. Select "Enable SSL Offloading". Click OK.



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7. You will see a new Inbound rule in the table.

Name	Input	Match	Pattern	Action Type	Action URL	Stop Processing	Entry Type
🚔 ReverseProxyInboundRule1	URL path after '/'	Matches	(.*)	Rewrite	http://localhost:9000/{R:1}	True	Local



SSL/TLS Certificate Installation

- Download and install "Certify the Web" software from <u>https://certifytheweb.com/home/download</u>
- 2. Run the "Certify the Web" software.



3. You will be prompted to register a new contact. Enter your valid email address. Check "Yes, I Agree" and click REGISTER CONTACT.

4. Click New Certificate

 On Certificate Domains page, choose "Default Web Site" in the "Select Website (optional)" box. Enter your domain name for TruView Enterprise website in the "Add domains to certificate" box. Click ADD DOMAINS.

To use Certify SSL Manager a you must first register as a co	nd the free Let's Encrypt service to acquire ntact.	SSL certificates
The email address provided r if required. Invalid email addr	nay be used to notify you of upcoming cert esses will be rejected by Let's Encrypt.	tificate renewals
Email Address sam@comp Do you agree to the LetsEncry full details before proceeding	any.com /pt.org Subscriber Agreement? Refer to the . https://letsencrypt.org/repository/	ir website for
Yes, I Agree		CANCEL
Certify SSL/TLS Certifi	cate Management [Community Renew All Update Available	edition]
Filter Default Web Site Expires in 88 days	× Cert Free SSL Cert	ify th
Default Web Site	es 🔟 Delete	Contract Test
Default Web Site		
Certificate Domains Select domains from existing I These must all be domains wh temporary file on the website	nostname bindings on an website or add the ere you can validate control either via DNS o (see Authorization).	domains manually. r by creating a
Select Website (optional):	Default Web Site]
Add domains to certificate:	test.truviewportal.com	ADD DOMAINS
At least one fully qualified h required to create a certifica	iostname (e.g 'github.com') or wildcard (e.g. ate.	. '*.github.com) is



6. Your screen will appear like this. Click the Test button.

7. If the test is successful, you should see this

message.

- I test
 Request Certificate
 Show Advanced Options
 Show Advanced Options
 I certificate Domains
 I
- 8. click the Request Certificate button.
- 9. After a few moments, your screen should be like this. You can now close the "Certify the Web" software.







Configuring HTTPS Binding

- Open Internet Information Services (IIS) Manager by running "inetmgr"
- Select your TruView Enterprise site on the Connections pane. This may be "Default Web Site" if you only have one website hosted on this server.
- 3. Select "Bindings..." on the Actions pane.



5. On the "Add Site Binding" window, select the following parameters then click OK.

 Now you should be able to open your TruView Enterprise website using "<u>https://</u>".

HTTP to HTTPS Redirection (optional)









A dal Cita Din din a			2 1
Add Site Binding			• ^
Туре:	IP address:	Port:	
https 🗸	All Unassigned	~ 443	
Host name:			
test.truviewportal.co	om		
Require Server Na	ame Indication		
SSL certificate:			
test.truviewportal.co	om [Certify] - 1/24/2019 8:51:29 F 🗸	Select	View
		ОК	Cancel

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 Open Internet Information Services (IIS) Manager by running "inetmgr"

2. Select your IIS server on the Connections pane.



Best match

inetmgr Run command

- 3. Select "URL Rewrite" in the IIS section
- 4. On the URL Rewrite page, select "Add Rule(s)..." on the Actions pane.
- On the Add Rule(s) dialog, select "Blank rule" under Inbound rules. Click OK.



Application Request Routing Cache





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6. Enter the following parameters:

Name: HTTP to HTTPS Redirection Requested URL: Matches the Pattern Using: Regular Expressions Pattern: (.*) Ignore case: checked Action type: Redirect Redirect URL: https://{HTTP_HOST}{REQUEST_URI} Append query string: checked Redirect type: Permanent (301)

Edit Inbound Rule	
Name:	
Match URL	۲
Requested URL:	Using:
Matches the Pattern ~	Regular Expressions ~
Pattern:	
(.*)	Test pattern
☑ Ignore case	
Conditions	۲
Server Variables	۲
Action	۲
Action type:	
Redirect ~	
Redirect LIPL:	
https://(HTTP_HOST)(REQUEST_URI)	
Append query string Redirect type:	
Permanent (301)	~

7. Expand the Conditions pane. Click Add.

Logical grouping: Match All		
Input Typ	e Pattern	Add
		Edit
		Remove
		Move Up
		Move Down

? ×

ancel

8. On Add Condition dialog, enter the following parameters. Click OK.

> Condition input: {SERVER PORT SECURE} Check if input string: Matches the Pattern Pattern: ^0\$ Ignore case: checked

9. Click Apple on the Actions pane.

Pattern: ^0\$		Test <u>p</u> attern
☑ Ignore case		
	ОК	Cancel
Actions		
Apply		

e-mail: <u>support@lgshds.com</u> <u>euro-support@lgshds.com</u>

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Add Condition

Condition input: {SERVER_PORT_SECURE}

Check if input string:

Matches the Pattern

🖹 Cancel



Frequently Asked Questions and Common Issues

• How do I change the destination directory?

TruView Enterprise application is currently required to be installed in the "Program Files" directory. This should pose no issues to customer as all application software should be installed to the "Program Files" directory. We may add the ability to optionally install it in a different location in the next version.

• How do I resolve an "WebGL initialization failed" error?

Initialization Error	×
> WebGL initialization failed.	
	Ok

TruView Enterprise utilizes WebGL technology to display scans. This error message indicates that your browser doesn't support WebGL or it has been disabled by your IT policy.

We recommend that you use Google Chrome v70 or later.

If you use Chrome and get this error message, try the following solutions:

- Verify that the "Disable3DAPIs" registry entry is set to 0. See <u>https://www.chromium.org/administrators/policy-list-3#Disable3DAPIs</u> for details.
- Run Chrome with "--ignore-gpu-blacklist" option.
- If this is a laptop with dual graphics cards, configure your laptop to use a dedicated graphics card with Chrome.

• How do I change the sitemap image in an LGS file?

Unlike a TVG file, an .LGS file is not a zip file. Once published, the LGS file is not meant to be edited. As such, it will not be possible to manually alter the data inside an LGS.

• Can I change the location of temporary directory TruView Enterprise for Windows uses to store temporary files?

TruView Enterprise for Windows uses the system environment variable TEMP for the location of the temporary directory. This location is typically "c:\windows\temp".

You can change the temporary directory location by modifying the system environment variable TEMP on the Environment Variables dialog. After you change it, restart Leica TruView Server service.



User variables for vsam			
Variable	Value		
HDRSEE_PATH	C:\Program Files (x86)\HDRSee		
MOZ_PLUGIN_PATH	C:\Program Files (x86)\Foxit Software\Foxit Reader\plugins\		
OneDrive	C:\Users\VSAM\OneDrive		
Path	C:\Users\VSAM\AppData\Local\Microsoft\WindowsApps;C:\Progra		
TEMP	C:\Users\VSAM\AppData\Local\Temp		
TMP	C:\Users\VSAM\AppData\Local\Temp		
	New Edit Delete		
System variables	6		
Variable	Value	-	
PROCESSOR_REVISION	2d07		
PSModulePath	%ProgramFiles%\WindowsPowerShell\Modules;C:\WINDOWS\syst		
TEMP	C:\WINDOWS\TEMP		——— change this env variable
TMP	C:\WINDOWS\TEMP		
TVGSERVERIP	10.41.1.53		
USERNAME	SYSTEM		
VBOX MSI INSTALL PATH	C:\Program Files\Oracle\VirtualBox\	·	
	New Edit Delete		
	OK Cancel]	



• How do I resolve installation error "The program can't start because MSVCP140.dll is missing from your computer..."?



This error occurs because some system files required to run TruView Enterprise for Windows are missing. Follow these steps to fix the problem:

- 1. Uninstall TruView Enterprise for Windows.
- Download and install "Visual C++ Redistributable for Visual Studio 2015" package from Microsoft website at: <u>https://www.microsoft.com/en-au/download/details.aspx?id=48145</u>
- 3. Install TruView Enterprise for Windows again.

• TruView Enterprise for Windows cannot acquire a license.

The most likely cause of the problem is that the CLM software is missing or corrupt. To fix this issue, download and install Leica License Management software (CLM): <u>https://scanswfs.leica-geosystems.com/dl/MvPW3TZsX6</u>

Also, verify that there is no "clm8.js" or "clm10.js" file in the following directory: C:\Program Files\Leica Geosystems\TruViewEnterprise\app\tvserver\node_modules

Restart "Leica TruView Server" service after you install the CLM software or removal of clm8.js/clm10.js file.