General Support Instructions

This document provides a guideline for efficiently contacting the *RIEGL* Support Team.

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1 POINT OF CONTACT

If you have any queries concerning the functioning, performance, or operation of your *RIEGL* product or if you encounter any problems in connection with your *RIEGL* product, please contact

support@riegl.com

1.1 FOLLOW-UP

Please always make sure to include the unique ticket ID (RIEGL#xxxxxxxxxxxx) in the subject field of your e-mail in any follow-up communication of any ongoing request.

In order to help you as quickly as possible, we ask that you follow the guidelines listed below.

1.2 GENERAL INFORMATION

Please let us have the following information:

- **instrument type**
- **serial number**
- license keys
- your name
- your company's name
- reseller's name
- **detailed description of the problem**
- information whether additional data has already been uploaded

2 HARDWARE PROBLEMS

Please let us have the following information:

2.1 *RIEGL* STATIC (TLS) SCANNERS (V-LINE)

- serial number of the *RIEGL* instrument
- detailed description of the problem (exact wording / screenshot of the error message)
- example dataset clearly showing the reported problem
- exact timestamp (date / time) when the reported behaviour occurred
- is it a recurring problem / is it a problem that occurred only once

Additional please provide the LOG files of the instrument, depending on the instrument type as listed below

VZ-i Series
Please run wizard CW_VZ-xxxi_Hxxxxxxx_error_analyze and provide the result file: https://nextcloud.riegl.com/index.php/s/7zxnZ2FYjdtCdKx

VZ-Series
Please run wizard CW_V-Line_Sxxxxxxx_error_analyze and provide the result file: https://nextcloud.riegl.com/index.php/s/7zxnZ2FYjdtCdKx

2.2 *RIEGL* KINEMATIC SCANNERS (V-LINE) FOR ALS, MLS, UAV APPLICATIONS

- serial number of the *RIEGL* instrument
- used software packages and versions
- detailed description of the problem (exact wording / screenshot of the error message)
- clear communication of the troubleshooting steps taken (to make sure you are not asked to repeat the same steps)
- example dataset clearly showing the reported problem
- exact timestamp (date / time) when the reported behaviour occurred

Additional useful information:

- is it a recurring problem / is it a problem that occurred only once
- information on system setup
- has anything been changed recently in the system setup?
- are any "unusual" system components installed?

2.2.1 OPERATED WITH RIACQUIRE

Generating a Compressed Project:
The compressed project can be created without the need of the system. As only project related data is collected, neither Integration Settings nor a RiACQUIRE license are required for this step. It is not mandatory to use the acquisition computer for creating a compressed project.

Please

- **Start *RiACQUIRE*** and
- go to '***Help'*** >> '***Compress Projects…***'
- A new window will pop up.
- Press the '***+***' icon and navigate to the projects root directory and choose the ***rpp file***.
- Note: You can add multiple projects if required.

Output

- At '***Output File***' select the output file location and
- output option '***Essential'*** to provide only the essential project log files (this is preferred in most troubleshooting cases).

Options

- Check the box to '***Add existing problem reports***' **only** if RiACQUIRE has crashed.

Generating a System Documentation:

- To create the System Documentation, the entire system must be accessible for RiACQUIRE.
- Please **start the system** as usual and create new or **open** an existing **project**.
- ***Initialize the system*** and wait until **all components are fully *initialized***.
- Then go to '***Help***' >> '***System documentation***' >> '***Generate system documentation***'.
- A new window will open. Choose file path and the name with the button next to '***File name***' field.
- Note: all devices should always be initialized; if a device cannot be initialized, then the "***Skip devices not in initialized state***" box should be checked.

- Click '***Start***' to begin generating the system documentation. It takes about 5-30 minutes to collect all data.

For a scanner of the ***RIEGL* LMS-Q Series:**
Please run wizard LMS-QZXXX_ErrorMemory and provide the result file:
https://nextcloud.riegl.com/index.php/s/7zxnZ2FYjdtCdKx

Camera Log Files:

for *RIEGL* ALS Systems like VQ-1560-Series, VQ-1460, etc. (from Internal PC of Camera iXController)

- Please open the **windows file explorer** and enter the following address: \\192.168.0.78
- It may ask you for a login, it is '***als***' (without the apostrophes) for **user** and **password**.
- You should see a folder named '***log***', in this folder is a collection of log files.
- Please copy the entire contents of the folder to your computer.
- Use your favorite tool (e.g. 7-zip) to compress all files before providing.

for VMX / VMQ / VMY system running on Linux operating system (from Internal PC)

- Please open **folder Home** (shortcut on the desktop or via Kubuntu Start menu home\mls)
- You should see a folder named '***log***', in this folder is a collection of log files.
- Locate the files that match the date you experienced the reported issue and the date of the last time there was not an issue.
- Please copy the entire contents of the folder to your computer.
- If the logs are not already compressed, please use your favorite tool (e.g. 7-zip) to compress all files before providing.

for VMX / VMQ / VMY system running on Windows operating system (from Internal PC)

- Please open the **windows file explorer** and enter the following address: \\192.168.0.78
- It may ask you for a login, it is '**mls**' (without the apostrophes) for **user** and **password**.
- You should see a folder named '***log***', in this folder is a collection of log files.
- Locate the files that match the date you experienced the reported issue and the date of the last time there was not an issue.
- Please copy the entire contents of the folder to your computer.
- If the logs are not already compressed, please use your favorite tool (e.g. 7-zip) to compress all files before providing.

for VMQ / VMY system operated with an external acquisition PC

- Please open the **windows file explorer** and navigate to *C:\Users\[user name]\Riegl_LMS*
- Locate the files that match the date you experienced the reported issue and the date of the last time there was not an issue.
- If the logs are not already compressed, please use your favorite tool (e.g. 7-zip) to compress all files before providing.

2.2.2 OPERATED WITH CUSTOMER OWN SOFTWARE

- serial number of the *RIEGL* instrument
- detailed description of the problem (exact wording / screenshot of the error message)
- example dataset clearly showing the reported problem
- exact timestamp (date / time) when the reported behavior occurred
- If available: Logfile containing sent/received message to/from scanner.

Additional useful information

- is it a recurring problem / is it a problem that occurred only once
- information on system setup
- has anything been changed recently in the system setup?
- are any "unusual" system components installed?

Additional please provide the LOG files of the instrument, depending on the instrument type as listed below:

Scanners of the *RIEGL* V-Line Series
Please run wizard CW_V-Line_Sxxxxxxx_error_analyze and provide the result file:
https://nextcloud.riegl.com/index.php/s/7zxnZ2FYjdtCdKx
Ensure that the correct scanner IP is entered and that standard port 22 is used

Scanner of the *RIEGL* LMS-Q Series
Please run wizard LMS-QZXXX_ErrorMemory and provide the result file:
https://nextcloud.riegl.com/index.php/s/7zxnZ2FYjdtCdKx

2.3 REMOTE CONNECTION

In exceptional cases, the *RIEGL* support team may ask for direct access to the system via a remote connection.
Please note that such remote sessions can only take place during our official opening hours.

Monday – Thursday	08:00 – 12:00 and from 13:00 – 17:00 CET
Friday	08:00 – 12:00 and from 13:00 – 15:30 CET

The *RIEGL* support team will arrange a suitable time for the remote session with you / your team.

Please provide the following POC information:
Name of Contact Person
E-mail address
Phone Number

2.3.1 REQUIRED EQUIPMENT

The Support Team will inform you about the needed system components (Scanner, IMU, Camera,...), and the required system setup (network connections, *RIEGL* Debug Cable,...). These components are mandatory for the remote connection.

As certain steps cannot be executed remotely, it is necessary that a person familiar with the system is present during the entire remote session and can react to the instructions of the support team.

Ensure that there is sufficient power supply for the needed system components during the whole remote session (minimum one hour).

Please note: Only the original *RIEGL* Debug-Cables can be used, as these have a special pin-out required to access the scanner. Standard USB to micro USB cables cannot be used as a replacement for the *RIEGL* USB Debug-Cables.

2.3.2 CONNECTING YOUR SYSTEM TO THE INTERNET

Please connect the acquisition computer to your system as usual and power up the system. Please make sure to NOT change the static IP settings of the acquisition computer in order to maintain the current system setup for testing.

For establishing the internet connection, please use another network interface, for example Wi-Fi, UMTS/LTE connection, …

2.3.3 *RIEGL* QUICKSUPPORT TOOL

The easiest way to provide access to your system is using the *RIEGL* QuickSupport tool. Check if the *RIEGL*_QS tool is already installed on your controlling computer, otherwise please download and install the Riegl_QS tool from here:
https://nextcloud.riegl.com/index.php/s/BYXTWkpzijHN7nF/download

Please start the *RIEGL*_QS tool for hosting the remote session. After a short time you should see your **remote ID**. Please provide this ID to support@riegl.com
As for any follow-up communication of an on-going support ticket, please make sure to include the unique ticket ID "RIEGL#xxxxxxxxxxxxxxxx" in the subject field of e-mail.

3 SOFTWARE PROBLEMS

Please let us have the following information:

3.1 *RIEGL* TLS SOFTWARE PACKAGES

includes RiSCAN PRO, RiSOLVE, RiMINING

- licensing information
- used software packages and versions
- example dataset clearly showing the reported problem
- detailed description of the used workflow and the issue currently faced with
- whether the issue can be reproduced or occurred only once
- used program settings / dialog settings (preferably provide screenshots of the used settings)

Please provide additional LOG files of the used *RIEGL* software packages, depending on the software packages as listed below

- Support.zip
  Please start the software, open the project where you have the reported problem, and go to ‘Help’ -> ‘Create Support.zip’. The software will open the storage destination of the Support.zip which can be sent to *RIEGL*.

Scanner Raw Data
In case you are asked to provide data, please provide a small example project. This can either be a small *.RiSCAN project containing a set of Scan Positions or a RAW project (*.PROJ or *.riproject) directly from the scanner.

3.2 *RIEGL* KINEMATIC (ALS / MLS / ULS) SOFTWARE PACKAGES

includes RiPROCESS, RiUNITE, RiPARAMETER, ...

- licensing information
- used software packages and versions
- example dataset clearly showing the reported problem
- detailed description of the used workflow and the issue currently faced with
- whether the issue can be reproduced or occurred only once
- used program settings / dialog settings (preferably provide screenshots of the used settings)

3.2.1 *RIEGL INTEGRATED SYSTEM*

(Systems of the 1560-, VMX-, VMQ-, VMY-, VMZ- and VUX-SYS Series, complete platforms integrated by *RIEGL*)

Scanner Raw Data
In case you are asked to provide data, please provide a small example data set include the following:

- raw data of the scanner (*.**RXP**) (LMS-Q Series *.SDF, please compress!)
- post-processed trajectory file (***.POFX, *.POQX**)
- RiPROCESS project file (*.**RPP**)
- in case of an issue with the data export: GeoSysManager database (*.**GSFX** + all referenced *.**GSB** *.**GDF**) ,
- if used: atmospheric condition file (*.**ACL)**, …

Trajectory Raw Data
- trajectory raw data (*.**RAW**) (**VMX**.###) (**ALS**.###) (**VUX-SYS**.###) (*.MON.IGS)
- GNSS antenna lever arm information
- base station raw data (RINEX observation file: *.##O)
- base station documentation [base station coordinates + CRS information (EPSG code)]

3.2.2 CUSTOMER-OWN SYSTEM INTEGRATIONS

Scanner Raw Data and Trajectory Data
- raw data of the scanner (*.**RXP**) (LMS-Q Series *.SDF, please compress!)
- post-processed trajectory file (*.**POF**, *.**POQ, *.POFX, *.POQX**)
- RiPROCESS project file (*.**RPP**)
- system information
    - RiPROCESS project file (*.**RPP**) or
    - Scanner Mounting Matrix (*.**4X4**) and Scanner Calibration information (*.**CAL**)

  or
- technical drawing of the system setup showing the offsets between the IMU's center of computation and the SOCS

4 DATA UPLOAD

If you have already received user credentials for a FTP-support account before, please use this account. Otherwise, please contact support@riegl.com

Please always clearly label all data with the ticket ID and the S/N of the scanner.

Inform the *RIEGL* support team when the upload is complete.

5 RETURNING INSTRUMENTS FOR REPAIR / SERVICE

To send a device to RIEGL for service / repair you need a RMA (Return Materials Authorization) document. Please contact support@riegl.com before sending the device to receive this document and all necessary shipment information.

If the purpose of returning the scanner is a general maintenance service, please contact support@riegl.com in a timely manner to ensure that a service appointment is available within the desired time frame.

If you have already received an RMA for the return of your device and the return of the device must be postponed or you decide that the device will not be returned to *RIEGL*, please inform support@riegl.com immediately.