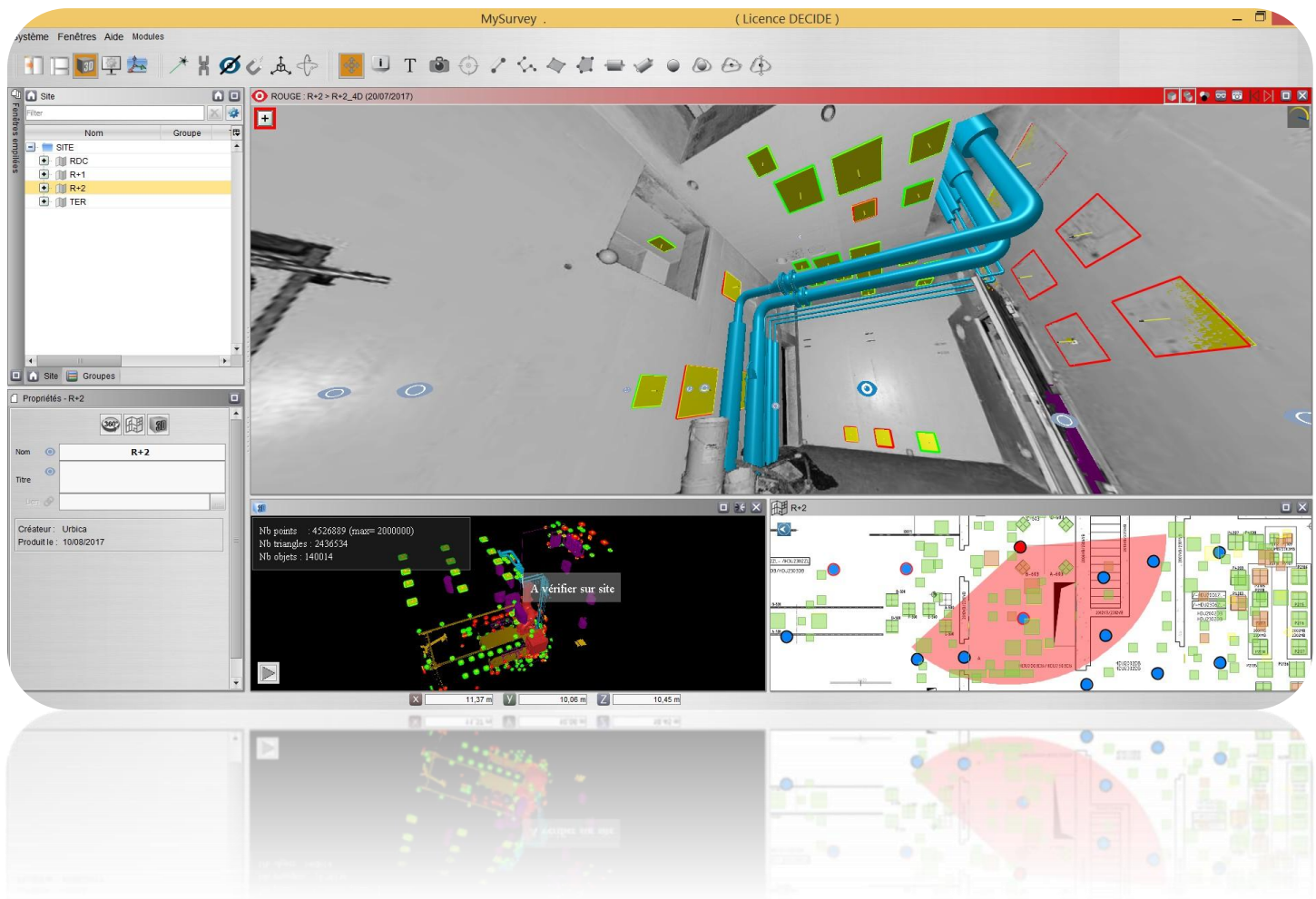




MySurvey FAQ

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MySurvey FAQ

for end users and solution administrators

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MySurvey FAQ	Online access to the support page: Support: Help centre

I. Installation and configuration

A. MySurvey installation

- **Q: How do I install MySurvey?**

A: MySurvey does not require installation. Simply extract the archive supplied and run *mySurvey.exe* (if on local disk) or *mySurvey_Network.exe* (if on network) .

- **Q: What are the minimum and recommended system requirements for MySurvey?**

R :

- o **Minimum configuration of the computer running the MySurvey software:**

- 2.3GHz dual-core processor (e.g. Intel pentium M 3550) with at least one integrated Intel 4000 series graphics chipset.
- 6-8GB of RAM
- At least 500MB free space on the C: drive (for data cache)

With such a configuration, however, certain functions may be inactive (second panoramic view, high resolution and 3D view) if the amount of memory available at launch is less than 4GB.

- o **The recommended configuration is as follows**

- Intel core i5 4th generation (Haswell) at 3.0Ghz or higher
- 16 GB RAM (more RAM may be required for larger operations)
- A dedicated Nvidia GeForce GTX 1050 or higher graphics card (GPU)
- Up-to-date graphics card drivers.
- At least 500MB free space on C drive: (for data cache)

- **Q: How can I improve performance with an Nvidia Quadro or other card?**

A: Update the drivers on the Nvidia website and configure the 3D parameters on *Workstation App - Dynamic Streaming* via the NVIDIA control panel .

- **Q: Does MySurvey require conventional installation with a setup program?**

A: No, MySurvey requires no installation. It works in portable mode. Simply extract the archive provided and run *mySurvey.exe* (for a local disk) or *mySurvey_Network.exe* (for a network disk).

- **Q: Can I run MySurvey from an external hard drive or network folder?**

A: Yes, MySurvey can be run from an external drive or network folder. However, we recommend using *mySurvey_Network.exe* for best performance if the software is stored on a network.

- **Q: What user rights do I need to launch MySurvey?**

A: MySurvey does not require administrator rights. The user only needs to have file execution rights and write rights to the user folder where the data will be stored.

- **Q: Why doesn't MySurvey launch after extracting the files?**

A: There are several reasons why MySurvey cannot be launched:

- Corrupted files: Try re-extracting the files,
- Antivirus or firewall blocking execution: Check security settings,
- Lack of execution rights: Make sure the user has the necessary permissions.

- **Q: Where should I store my projects and user data to avoid performance problems?**

A: We recommend storing projects on a fast local disk (SSD if possible) rather than on a network, to improve performance and avoid slowdowns.

- **Q: How can I update MySurvey without disrupting my working environment?**

R :

- Download the new version (access via the customer portal: FR : [Assistance : Help center](#) and EN : [Support : Help center](#)) and extract it into a new folder.
- Test the new version before deleting the old one.
- Keep a copy of the old version in case of problems.
- Make sure your projects and data are stored in a location independent of the application folder.

B. License management and activation

- **Q: How do I activate MySurvey with a PRO license?**

A: On first launch, enter your activation code received by e-mail. If your PC does not have Internet access, use manual activation via the offline activation process .

- **Q: How does license management work with CryptLex?**

A: CryptLex lets you activate licenses online or offline, with options for fixed or floating licenses .

- **Q: How do I release a license used on another workstation?**

A: Go to *Help > License* in MySurvey and click on *Deactivate via Internet* .

C. Access your user file

- **Q: How can I access my user's folder on the Windows workstation to find the objects and notes I've created?**

R :

- By default, user data is stored locally on workstations. (see default folder definition in system.conf).

This is often the default location for exports from MySurvey

To access this file :

- ✓ use the MySurvey menu: Windows/Open my user folder
 - ✓ or, using Windows Explorer, enter in the "path" field: %localappdata%\MYSURVEY_DATA and choose the folder corresponding to the project concerned
 - this is also where application logs are stored, which can be transmitted to analyze anomalies
 - By cleaning up this folder (deleting files), you can start again from scratch, i.e. return to the initial project as it was delivered to you the first time. BE CAREFUL HOWEVER, if you value your work, we advise you to make a backup copy of this folder.
-

II. Using MySurvey

A. Open and close software and projects

- **Q: I can't open the software, it seems to freeze at X% during launch. What should I do?**

A: User folder "corrupted"? Rename user folder and relaunch MySurvey

- **Q: I can't close the software, I can't quit it. What should I do?**

A: Close via the taskbar by right-clicking on the MySurvey icon and choosing "Close".

Alternatively, in the task manager the process can be called either MySurvey or the "OpenJDK Platform binary" process.

B. Navigation and interface

- **Q: How can I customize the display and navigation?**
A: Use the options in *Preferences* to change language, theme, unit of measurement and display settings .
- **Q: How do I display the XYZ coordinates of a point?**
A: Hover your mouse over the point in the 3D view, or use the localization tool in the toolbar.
- **Q : The tree structure of my project or objects is no longer visible. How can I restore it?**
A: Press the 'B' key or click on the first button to bring up the side panel with the station and group tree, and the property window.
You can also press the 'O' key that restore the full layout to default organization.
- **Q: Nothing is displayed in MySurvey's central area.**
A: All windows have been closed. Opening a station or clicking on a map will display it in the central area.
- **Q: When I click on Restore layout (or press "O"), only the plan is displayed.**
A: The red and green views have been closed, so you need to open a station to display it.
- **Q: When MySurvey is opened, the toolbar shows greyed-out icons and object creation is not possible.**
A: MySurvey may be in Quick Ride mode, press Ctrl+B to cancel this mode (also known as Quick Navigation).
- **Q: When I open MySurvey, a window informs me that MySurvey has not been properly closed and asks me whether or not I want to run Safe Mode.**
A: If the last MySurvey launch was unsuccessful, you will be prompted to open the project in safe mode: Clicking "yes" only disables advanced GPU-based functions (clash detection, virtual stations, demolition). In most cases, you should click "no": no safe mode.

C. Questions about the display in Panoramic view

- **Q: There are very few station icons and/or objects visible in my panoramic view.**
A: Stations/objects are probably more than 10 m from the current station. By going to **display parameters (keyboard shortcut "A")** and the **Object and Station Visibility** tab, you can modify the visibility distance of stations/objects. The maximum visibility distance varies according to computer power. If it has less than 4 GB RAM, the maximum viewing distance will be limited to 20 m, otherwise it is limited to 100 m.

- **Q: Some objects are not visible even though they are not hidden by any part of the scenery.**
A: As with stations, only objects more than 10 m away are visible from the current station. By going to display parameters (keyboard shortcut "A") and the Object and Station Visibility tab, you can modify the visibility distance of objects. The maximum distance varies according to the power of the computer. If you have less than 4 GB RAM, the maximum viewing distance will be limited to 12 m, otherwise it will be limited to 20 m.
- **Q: Why are some neighbor stations icons blue and others light gray?**
A: Blue icons represent stations directly visible from the current station, while light grey icons represent stations that may be behind a wall, a feature or an object.
- **Q: Images appear blurred and high quality images only load in the middle of the panorama.**
A: It may be that the "Quick walk" mode is activated. If this is the case, MySurvey's title bar will indicate [Quick Ride Mode]. To exit this mode and return to normal application performance, press the space bar. A message will appear to indicate that you have exited the walk mode.

- **Q: After changing stations, objects are no longer displayed and a forbidden symbol prevents measurements being taken.**

R :

- Walk mode is activated. In MySurvey's title bar, it will say [Quick Walk Mode]. To exit this mode and return to the object display, press the space bar. A message will appear to indicate that you have exited walk mode.
- Check that the view is SCANORAMA / Vue 360 and not UHD (Ultra High Definition photos),
- Check that there are no objects already being created, no actions in progress, and no points missing (completeness of Point Cloud visible by activating "mask" mode) under the mouse.

- **Q: When creating an object, the station icons get in the way when creating a point.**

A: Use temporary masking of stations by pressing the "ALT" key.

D. Questions about objects and their properties

- **Q: I want to change the parameters of an object in the properties window, but nothing changes.**

A: There may be several reasons for this:

- The group is locked. A padlock symbol appears next to the name of the group where the object is located. To edit a locked group, you must appropriate it (if you haven't already done so). Once appropriated, the group containing the object to be edited will be under the OBJECTS group and not under the IMPORT group. Next, unlock the group by right-clicking on it and clicking on "unlock". The parameters in the object property window will then be modifiable.
- The second reason is the position of the mouse when entering the text zone. The mouse must remain above the property window for the input zone to remain active.

- **Q: Searching for a device using the 'filter' field is unsuccessful and the software seems to be blocked.**

R :

- response time depends on the number of objects loaded in the project. You can speed up the function by restricting it to name searches (by unchecking type, id and comment searches),
- Click on the cogwheel to the right of the filter area to access the options,
- Check that the name in the filter is spelled correctly.

- **Q : I can no longer find my objects in the drop-down list in the "Groups" window.**

R: a filter must be applied to a previous search with no result, go to the filter window and delete the letters of the object entered.

E. Questions about the plan display

- **Q: objects are not displayed on the map**

R

- Check that the plan displayed is the one to which the objects are attached
- Check in the property window that the "plane" pictogram is activated for the selected group or object:



PS: Objects are displayed on the plan whose altitude range matches that of the objects to be displayed. When selecting the floor, check in the property window that the min, max and current altitudes are consistent with those of the objects.

- **Q: I've lost my plan. How can I find it again**

R

- plans are listed in the SITE tab, and selecting one automatically displays it in the PLANS view,
- from a panoramic view, by clicking on the "LOUPE" icon in the view title bar, this station is located in the plan view
- from 3D view, right-click Focus on plan view.

F. Data import and export

File formats and conversions

- **Q: What file formats are compatible with MySurvey?**

A: MySurvey supports PTX and E57 files for scans, as well as DWG files for drawings.

- **Q: How do I import a project into MySurvey?**

A: You can't import a project in a already running session of MySurvey. At Mysurvey startup you will have to choose the project to be loaded : Drag and drop your project into MySurvey or select the project folder from the opening menu .

- **Q: How do I export data from MySurvey?**

A: Select the group or item you want to export and select the System menu "export selection". There you will be able to export in different CAD format, that depends on your license :

- Standard License : CSV (Properties), MSZ (MySurvey), VSZ (ViSu)
- Expert license : Standard export + OBJ (Mesh), RVM (Aveva) , STEP, IFC, STL, VRML, COLLADA, PARASOLID, FBX

- **Q: A file is locked in the Import folder. What should I do?**

A: Imported files are locked by default.

To be able to modify objects, you need :

- ✓ make it your own (right-click, "move to my objects")
- ✓ unlock the folder thus present under the "Objects" node

G. Advanced modules

Advanced features

- **Q: How do I use the Functional Reference (RF) module?**

A: Import a CSV file with functional markers, then use the context menu to locate them in the views.

- **Q: How do I slice or segment a point cloud?**

A: You first need to create a volume object (cube, cylinder, polygon extrusion) and then choose the 'segment the cloud' option available either from the advanced context menu (right-click and activate the advanced options), or from the object properties window. This action will create a 'segmentation' object containing the cloud points contained in the volume. You can then turn off the entire cloud in the 3D view to see only your segmented object.

III. Troubleshooting and support

A. ⚠ Common problems

- **Q: MySurvey won't launch. What should I do?**

A: Check that your PC meets the minimum system requirements and that MySurvey is not blocked by your antivirus or firewall.

User folder "corrupted"? Rename user folder and relaunch MySurvey

- **Q: I have a license problem. How can I solve it?**

A : If your license is not activated, check your Internet connection. If your network is restricted, proceed with manual activation.

- **Q: How can I report a bug or ask for help?**

A: You can send a request to your MySurvey representative or administrator. If the problem is not due to incorrect handling, the administrator can open a ticket via the MySurvey interface (Help menu and "report a bug") or contact support on [Submit a ticket: Help center](#)).

B. Anomaly management (useful for MySurvey referent / administrator)

- **Q: Can you describe the tracking of anomalies with a view to resolving open support tickets (useful for the MySurvey referent, the administrator).**

- As a reminder, level 1 support is internal to EDF Energy and provides an initial qualification of the problems encountered, while level 2 support escalates to Cyclife DS (once the misuse has been ruled out by level 1 support).

A: Only reproducible anomalies duly reported by the customer via the Cyclife Digital Solutions platform ([Submit a ticket: Help center](#)) will be taken into account.

The editor, together with the customer, analyzes the Anomaly by any means at his disposal, such as telephone, e-mail, remote control. After consultation with the customer, the editor qualifies the Anomaly (minor, major or blocking). Cyclife DS will process the various types of anomalies within the scope of this contract. Three (3) phases of processing these anomalies are classified and defined as follows:

1. Phase 1: refers to the time frame in which the Cyclife Digital Solutions support team works on the problem.
2. Phase 2: Phase 2 begins at the end of phase 1 and designates the period within which Cyclife Digital Solutions must provide the customer with :

➤ In the event of a blocking fault :

a correction of the error or, if a correction is not immediately available, a corrective action plan and a workaround (temporary solution enabling the faulty function to be performed and reducing the level of urgency),

- In the event of a major or minor anomaly :

A correction of the error or, if a correction is not immediately available, information enabling end users to use the program with minimum disruption, or a request for additional information to resolve the error, or workaround.

3. Phase 3: Phase 3 begins at the end of phase 2 and refers to the period within which Cyclife Digital Solutions provides a correction of the errors, either in the form of a patch or a version of the program.

Cyclife Digital Solutions shall respond to the customer's notification of an anomaly within the response period and shall provide a correction within the correction period, as indicated in the table below, from Cyclife Digital Solutions' receipt of notification of such error:

SEVERITY LEVEL	PHASE 1	PHASE 2	PHASE 3
Blocking anomalies	4 hours	2 days	5 days*
Main	1 day	5 days	10 days **
Minor	5 days	-	Next software release

* If Cyclife Digital Solutions believes that it will not be able to resolve the error within five (5) calendar days, it will inform the customer as soon as possible.

** 10 days or in the next software release depending on customer approval.

Regardless of the number of previous interventions, if the analysis shows that the cause of the anomaly does not fall within the scope of support services - such as network or server failures - or maintenance services, Cyclife Digital Solutions reserves the right to invoice the cost of travel and service.

NB: A non-reproducible anomaly will be monitored by the customer for one week in an attempt to reproduce it. If this does not suffice, and if the editor does not reproduce the phenomenon on the test platform, the anomaly is considered resolved.

C. How to contact Cyclife Digital Solutions support

- **Q: Can you describe the Level 2 support intervention procedure, and how can I contact them?**

A: Anomalies are reported by the customer via a dedicated platform, accessible via a web browser (the link will be communicated at a later date),

- You can also send a report by e-mail to : support@cyclife-ds.com,
- The identifier for this platform is provided by Cyclife Digital Solutions to the customer when the contract is set up.

Following the declaration of the Anomaly on the dedicated platform, a Cyclife Digital Solutions employee will contact the customer and attempt, where possible, to resolve the problem directly. Due to the complexity of the Software and the multiplicity of causes of the Anomaly, the correction time cannot be defined in advance.

A telephone assistance service is available Monday to Friday from 9:00 am to 12:00 pm and from 2:00 pm to 5:00 pm (French time), excluding working days not covered (public holidays).

Can be reached on +33 (0)1 85 42 15 01 to answer any questions the customer may have concerning the use of Cyclife Digital Solutions software within the scope of the services covered by the present contract.

IV. Customer rights and obligations

A. Initial Training

- **Q:** Do I need training to use MySurvey?

A: All Authorized Users must have been trained in the use of the Software by trainers approved by Cyclife Digital Solutions or by the administrators of their organization and according to the training program provided by Cyclife Digital Solutions in the Offer, failing which the support and maintenance services provided for in the Software support and maintenance contract, if any, entered into between the customer and Cyclife Digital Solutions, will not be provided by Cyclife Digital Solutions.

Thus, subscription to at least one full training session is mandatory for the customer's staff, and only authorized users trained by Cyclife Digital Solutions-approved trainers can request support and maintenance services.

This training is provided by Cyclife Digital Solutions or any organization delegated by Cyclife Digital Solutions.