

# LiShare FAQ

## 1. Basic Functions of the Platform

**Q: What is the core positioning of the point cloud online platform?**

**A:** As a **3D point cloud data cloud service platform**, we provide a **full-link solution**, covering:

- **Data upload** (Supported formats: LAS, Lidata, GPKG, 3DGS, GeoJSON, CityJSON, OBJ, JPG/PNG processed by LiDAR360/MLS/LiPowerline)
  - **Data sharing**
  - **Intelligent analysis**
  - **Collaborative management**
  - **Visual display**
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## 2. Service System

**Q: How is the platform account system structured?**

We offer a **dual-track service model**:

- **Experience Version:**
  - 5GB storage space
  - Basic functions
  - **30-day free trial**
- **Professional Version:**
  - Customizable storage (starting from 1TB)
  - Flexible service duration
  - Full feature suite
  - VIP technical support

For pricing details, please contact: [info@greenvalleyintl.com](mailto:info@greenvalleyintl.com)

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## 3. Data Security

**Q: How is user data security ensured?**

We implement a **triple protection system**:

1. **Transport Layer:** TLS 1.2 + encryption protocol
  2. **Storage Layer:** Microsoft Azure AES-256 encryption at rest, powered by AWS
  3. **Compliance:** ISO 27001 certified, fully GDPR compliant
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## 4. Collaborative Management

**Q: Does the platform support teamwork?**

Yes, we offer **enterprise collaboration features** including:

- Multi-role permission system (Administrator / Observer)
  - Real-time collaborative labeling
  - Version control
  - Operation log tracking
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## 5. Technical Support

**Q: How can I get help with technical issues?**

Three support channels:

1. View **FAQ** and **User Manual**
  2. Post questions in the **User Forum**
  3. Contact us via **support mailbox**
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## 6. Subscription Management

**Q: What happens to my data after the service expires?**

A **30-day data staging period** begins after service termination. During this time you can:

1. **Renew** to regain full access
  2. **Download** a local copy using LiDAR360/MLS (advance backup recommended)
  3. After 30 days, a **secure data erasure process** will be executed
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## 7. Storage Management

**Q: How can I optimize my storage usage?**

Our **storage policy** includes:

- **Dynamic capacity management:** Deleting project files instantly frees up space
- **Flexible expansion:** Elastic storage upgrades available during your service period

For details, contact: **info@greenvallleyintl.com**

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## 8. Payment Process

**Q: How do I place a service order?**

Our **standardized ordering process**:

1. Select a service package on our **official website store**
  2. Pay via **credit card** or **PayPal**
  3. Sign an **electronic contract** (with digital certificate validity)
  4. Service activates **immediately upon payment** (Invoice auto-generated)
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## 9. Troubleshooting

### Q: How to troubleshoot file upload failures?

Please follow these steps:

1. **Memory check:** Ensure sufficient storage space is available
2. **Format confirmation:** Verify data formats are supported and processed by PC software
3. **Log check:** Save error codes and timestamps
4. **Technical support:** Keep the file and contact support (include error code for faster resolution)