

Landmark Software Manager (LSM) Download Instructions

For Release 5000.0.0, Landmark is introducing Electronic Software Delivery. The customer interface for downloading products electronically is called Landmark Software Manager (LSM). It offers the opportunity to immediately download one or more applications or patches when it is convenient for you. LSM also gives you the opportunity to review the Release Notes and Installation Guide prior to downloading the application or patch.

LSM is available for download from *Solution ID 150523* on the Customer Support Portal.

If you are unsure how to access the portal or have any problems, please contact Landmark Customer Support at support@lgc.com.

Instructions

Access the portal <http://css.lgc.com/CustomerSupport/CustomerSupportHome.jsp> through a browser application, such as Internet Explorer 6.0 or higher.

1. Login to the portal.

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Landmark Support Portal

[Support Home](#) [Contact Support](#) [Support Service](#) [License Management](#) [Release Information](#) [R5000](#) [LSM Information](#) [Portal Help](#)

Welcome to the New Landmark Technical Support Web Portal

- Faster natural language search of multiple knowledge repositories
- Search returns more accurate and relevant solutions
- Ability to filter search result by product, software version and content type
- Support Case submission and management. Defect and enhancement status reports
- Personal profile management

Portal Registration (New Members)

If you are a new Portal user, you must register your Personal Identification Number (PIN) to access knowledge content.

- Under the Customer Support Login area, click the "Register your PIN here" link.
- Enter your PIN and company email address.
- Follow the remaining instructions to create your password.

Need a PIN?

Contact your local Technical Assistance Center (TAC) or click "Contact Us / Feedback" link.

Please Sign In

Please enter your username and password

PIN:

Password:

[Forget Your Password?](#)
[Register your PIN here](#)

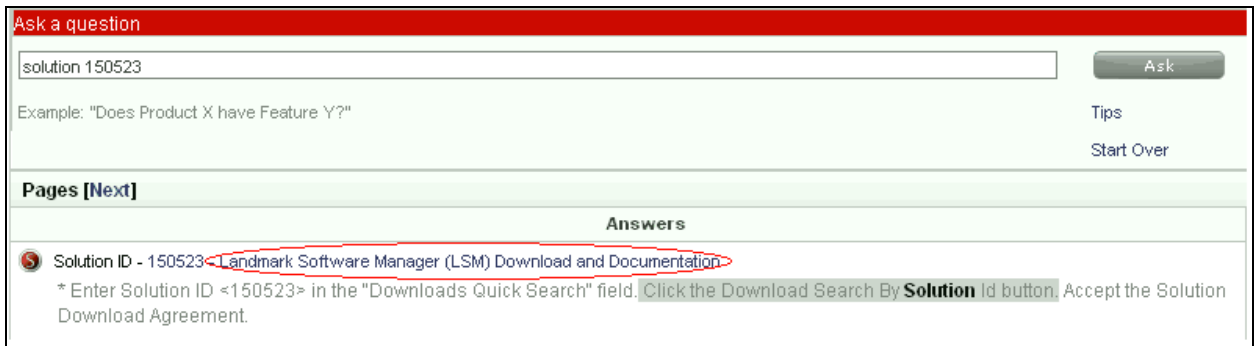
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- In the **"Ask a Question"** box enter <solution 150523>.
 - Click **Ask** button



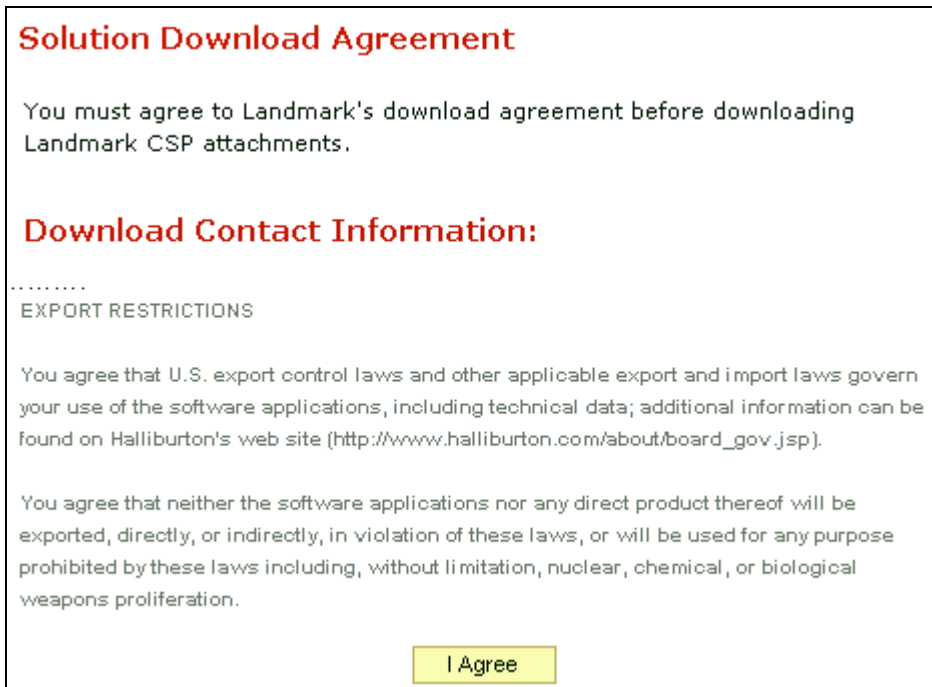
The screenshot shows a web form titled "Ask a question" with a red header. A search box contains the text "solution 150523". Below the search box is an example question: "Example: 'Does Product X have Feature Y?'". To the right of the search box is a grey "Ask" button. Below the example question are two links: "Tips" and "Start Over".

- The solution will appear at the top of the search results.
 - Click the solution title link



The screenshot shows the search results page. The "Ask a question" form is still visible at the top. Below it, the search results are displayed under the heading "Pages [Next]". The first result is titled "Solution ID - 150523 - Landmark Software Manager (LSM) Download and Documentation". A red circle highlights the title link. Below the title is a description: "* Enter Solution ID <150523> in the 'Downloads Quick Search' field. Click the Download Search By Solution Id button. Accept the Solution Download Agreement."

- Scroll to the bottom of the solution and click the Download button next to one of the available files.
 - Accept the Download Agreement.



The screenshot shows the "Solution Download Agreement" page. The title "Solution Download Agreement" is in red. Below the title is the text: "You must agree to Landmark's download agreement before downloading Landmark CSP attachments." Below this is the heading "Download Contact Information:" in red. Underneath, there is a section titled "EXPORT RESTRICTIONS" with a dotted line above it. The text reads: "You agree that U.S. export control laws and other applicable export and import laws govern your use of the software applications, including technical data; additional information can be found on Halliburton's web site (http://www.halliburton.com/about/board_gov.jsp)." Below this is another paragraph: "You agree that neither the software applications nor any direct product thereof will be exported, directly, or indirectly, in violation of these laws, or will be used for any purpose prohibited by these laws including, without limitation, nuclear, chemical, or biological weapons proliferation." At the bottom of the page is a yellow button labeled "I Agree".

5. The LSM is available for the Linux, Solaris, and Windows Operating Systems.
 - Click the Select box next to the files you want to download.
 - Click the *Download* link next to the select items.
 - Repeat this step for each file to download.

Document files will open automatically on your screen. Save the file by selecting *File – Save As* in the application.

Application files (.bin or .exe) will provide a standard browser file download prompt to select your download location.

Solution Downloads		Solution ID	150523	
<u>Solution Downloads</u>				
	Select	Type	File Name	File Attachment
1	<input checked="" type="checkbox"/>	FTP	LSM_5000_0_0_Release_Notes.pdf	Download
2	<input checked="" type="checkbox"/>	FTP	LSM_install_guide.pdf	Download
3	<input checked="" type="checkbox"/>	FTP	ESD Known Problems 01-18-08.doc	Download
4	<input type="checkbox"/>	FTP	LSM_5000.0.0_Linux_setup.bin	
5	<input type="checkbox"/>	FTP	LSM_5000.0.0_Solaris_setup.bin	
6	<input checked="" type="checkbox"/>	FTP	LSM_5000.0.0_Windows_setup.exe	Download

6. Both the Linux and Solaris files are in tar format. To extract the setup file, use the command `tar -xvf`
7. Run the LSM installation as indicated in the User Guide.

Contact Landmark Customer Support if you have any difficulties downloading the LSM from this solution due to bandwidth problems. We can arrange an alternative method of getting you this download.