From: Esri Customer Care
To: Christopher Dickerson
Subject: Esri Case #03294899 - Needs Assistance with Site Scan Flight Plan Backup
Date: Wednesday, March 22, 2023 3:39:38 PM

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Hello Chris,

I just got your voicemail. I would've answered but I field calls from 1pm-2pm PT. Based on your voicemail it sounds like you have the LE version of the Site Scan app, since that one is free. Can you confirm?

If you do in fact have the LE version, then I've got some bad news. After speaking with the Site Scan subject matter expert on my team he informed me that there is no way to backup flight plans from the LE version. The full version of the app uploads all Flight Plans to the cloud, so when you transfer to a new device there is no need to back them up. However the LE version saves everything locally, and there is no method for transferring the flight plans from one LE app to another, or even from the LE app to the full version app.

I understand this information isn't ideal, but it is a known limitation. It may be best to upgrade to the full version of the app to avoid this issue in the future when upgrading tablets.

Feel free to submit this issue to the Site Scan Ideas page (URL below). If you request that this functionality be added to the free app the Site Scan team may catch wind of it and oblige.

https://community.esri.com/t5/site-scan-flight-ideas/idb-p/site-scan-flight-ideas

Let me know if you have any additional questions.

Thank you,
Lukas
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