Contents

General Information

Date:	**May 12, 2016**
Products:	**Database**
Hotfix Version:	**2015.1.x HF4 for GeoGraphix**
ECCN:	**This GeoGraphix hotfix is exported under the license exception TSU**
Platform:	**Microsoft Windows 7 (64 bit)**
Prerequisite Updates:	**GeoGraphix 2015.1.x must be installed**
Supersedes Version:	**None**
Compatible Release:	**2015.1.x**
Build Number	**15083**
Checksum (MD5) for HF4.zip	**29776bdbd1a3402501609f4d74449a6f**

What's in this Release?

This hotfix enables GVERSE™ WebSteering 2016.1 to access GeoGraphix projects from network share.

Hotfix Dependencies

GeoGraphix 2015.1.x must be installed prior to the Hotfix installation.

Fixed Issues

Database

ID	Issue Description	Fix Description
106907	WebSteering is unable to load GeoGraphix projects from network share.	The GeoGraphix database scripts are modified to retrieve projects from network share. These modifications enable WebSteering to: • Load projects from network-attached storage devices. • Load projects from network shares that also host the GeoGraphix installation. • Load projects via GeoGraphix hosted on a separate location that accesses projects from a different network share.

Installation Instructions

To install this hotfix:

1. GeoGraphix 2015.1.x must be installed.
2. Shutdown all GeoGraphix 2015.1.x applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Select **DeployHotFix.exe**, and then click **Run as Administrator** from the context menu.

Conditions for Accessing GeoGraphix Projects

- To access projects placed on network shares from WebSteering:
    - GeoGraphix services must run under the same user who is given rights on the network shared project.
    - The GeoGraphix project home folder must be placed within the root network shared folder. If the project home folder is set as the root network shared folder, then WebSteering would not be able to access projects from it.
- Any change in following entities in the GeoGraphix project is reflected in the WebSteering interface after approximately 10 minutes.
    - Project Home
    - Project
    - AOI
    - Grid
    - Interpretation

Files Updated

Database

1. Root.db
2. Root.log

DISCLAIMER

If you have any questions or encounter any problems, please visit the **LMKR Support website**:
http://support.lmkr.com
Or, contact Customer Support in your region. Refer to the section **Contacting LMKR** for details.

Contacting LMKR

Our new dedicated system is accessible via local call-in numbers* and is an alternative way for you to submit a technical support case and/or speak directly with a GeoGraphix Support Analyst.

*Contact Us:
North & South America
Toll Free (US/Canada): + 1 855 GGX LMKR (449 5657)
Colombia: +57 1381 4908
United States: +1 303 295 0020
Canada: +1 587 233 4004

Europe, Middle East & Africa
UAE: +971 4 3727 999

Asia Pacific & Australian Continent
Malaysia: +60 32 300 8777

Southwest Asian countries
Pakistan: +92 51 209 7400

Support via Web Portal

You can also submit a support request directly to LMKR Customer Support by registering a case through the **LMKR Customer Support Portal**: http://support.lmkr.com

To request support in the LMKR Customer Support Portal:

1. In the main support page, **login** using your registered email and password. Please register your email before you access the site.
2. Select the **Case Management** tab or use the **Manage Cases** link on the main support page.
3. In the **Case Management** tab, click the **Create a New Case** link.
4. In the **Create Case** page, fill in the necessary information. Provide details about your technical concern, including any error messages, the workflow steps where the problem occurred, and attach screenshot that display the problem. You can also attach other files, such as example data files, which may help understanding the issue
5. Click the **Create Case** button. A support analyst in the nearest Technical Assistance Center will respond to your request.

We will ensure a quick and satisfactory answer to your query. If the problem cannot be resolved over the phone at the regional level, an escalation team will take over the resolution of your support case and will get back to you without delay.