



Hotfix Readme

2017.3 HF3 for GeoGraphix

GeoGraphix
2017

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General Information

Date	Oct 30, 2018
Product	DefCon2
Hotfix Version	2017.3 HF3 for GeoGraphix®
ECCN	This GeoGraphix hotfix is exported under license exception TSU
Platform	Windows® 7 or 10, 64 bit
Prerequisite Updates	GeoGraphix 2017.3 must be installed prior to the Hotfix installation
Supersedes Version	None
Compatible Release	2017.3
Build Number	N/A
Checksum (MD5) for HF3.zip	89e2b345e4d12ec39c390c7d50a1be0a

What's in this Release?

This hotfix addresses the formation data import issues in DefCon2.

Hotfix Dependencies

GeoGraphix 2017.3 must be installed prior to the hotfix installation.

Note: In a network environment, in order for all computers to work together on shared projects, ALL computers (clients and servers) must be updated with the same hotfix otherwise, the users without the hotfix won't be able to use the shared projects.

Fixed Issues

DefCon2

ID	Fix Description
170265	The import performance of formation data using a custom template is significantly improved.
170264	The database disconnection error messages no longer display on importing formation data using the custom import option.

Installation Instructions

To install this hotfix:

1. GeoGraphix 2017.3 must be installed.
2. Shutdown all running GeoGraphix 2017.3 applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Extract the contents of HF3.zip.
5. Right-click **DeployHotFix.exe**, and then select **Run as Administrator** from the context menu.

Files Updated

1. DefconEng.dll (32-bit & 64-bit) version 17.3.17861.3
2. GXVPrjIO.dll (32-bit & 64-bit) version 17.3.17861.3
3. WBImpExp.dll (32-bit & 64-bit) version 17.3.17861.3
4. ProjectManager.exe version 17.3.17861.3
5. 17862.proc

Note: To view the file version, right-click the file, and select **Properties** from the context menu. The **Properties** dialog displays. Select the **Details** tab.

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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.