



# Hotfix Readme

## 2017.3 HF4 for GeoGraphix

GeoGraphix  
2017

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### General Information

Date	Nov 28, 2018
Product	GVERSE® FieldPlanner, Field Planner Core, GeoGraphix List Service, SeisVision, & GVERSE Inversion
Hotfix Version	2017.3 HF4 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 HF4.zip	f02b63d8a0f991b8b8fa05e81e1dc55a

### What's in this Release?

This hotfix addresses issues fixed in GVERSE Field Planner, Field Planner Core, GeoGraphix List Service, SeisVision and GVERSE Inversion.

### Hotfix Dependencies

GeoGraphix 2017.3 must be installed prior to the hotfix installation.

### Fixed Issues

#### GVERSE Field Planner & Field Planner Core

ID	Fix Description
171932	While calculating subsurface hazards, datum elevation no longer adds to well depth. Hence, the well shows up at the correct location within the buffer boundaries and subsurface hazards are calculated properly.
168607	The application no longer crashes on creating subsurface hazard layers.
171931	A buffer is no longer added on creating a bottom hole location. Hence, the bottom hole location displays correctly in relation to the lease lines.

#### GeoGraphix List Service

ID	Fix Description
172779	The GeoGraphix List Service (Geosync.exe) no longer crashes on activating projects for which the username exceeded 32 characters.

#### SeisVision & GVERSE Inversion

ID	Fix Description
173220	SeisVision no longer crashes on launching GVERSE Inversion. Previously, the application used to crash if DT or RHOB curves were not defined in the <b>Default Curves</b> tab of the <b>Project Default</b> settings in PRIZM.



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### 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. Right-click HF4.zip and select **Properties** from the context menu.
5. In the Properties dialog, select the **Unblock** checkbox. (Skip this step if the content is not blocked.)
6. Extract the contents of HF4.zip.
7. Right-click **DeployHotFix.exe**, and then select **Run as Administrator** from the context menu.

### Files Updated

1. AOLib.dll (32-bit) version 17.3.17861.4
2. AOLib.v101.dll (32-bit) version 17.3.17861.4
3. AOLib.v102.dll (32-bit) version 17.3.17861.4
4. AOLib.v103.dll (32-bit) version 17.3.17861.4
5. AOLib.v104.dll (32-bit) version 17.3.17861.4
6. AOLib.v105.dll (32-bit) version 17.3.17861.4
7. SVSurveys.dll (32-bit & 64-bit) version 17.3.17861.4
8. GeoSync.exe version 17.3.17861.4
9. PadPlacementOptimizerEngine.dll (ANY CPU) version 1.0.5.0
10. PadPlacementOptimizerEngineNative.dll (ANY CPU) version 1.0.5.0

**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.

### 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



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### *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.