Hotfix Readme

2017.3 HF5 for GeoGraphix

GeoGraphix 2017

Contents

General Information

Date	**Nov 29, 2018**
Product	**Discovery™ on OpenWorks® (DOW)**
Hotfix Version	**2017.3 HF5 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 HF5.zip	**b03992f4dc04d6a77fc269d1c48719e4**

What's in this Release?

This hotfix addresses the DOW schema compatibility issues with DecisionSpace® Geosciences/OpenWorks.

Hotfix Dependencies

GeoGraphix 2017.3 must be installed prior to the hotfix installation.

Fixed Issues

DOW Schema

ID	Fix Description
170796	The tables created by DOW IP Projects open correctly in OpenWorks without generating any error messages.

Installation Instructions

This hotfix must be installed on all client and server machines. The installation instructions are as follows:

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 HF5.zip and from the context menu, select **Properties.**
5. In the Properties dialog, enable the **Unblock** checkbox. (Skip this step if the content is not blocked.)
6. Extract the contents of HF5.zip.
7. Right-click **DeployHotFix.exe**, and then select **Run as Administrator** from the context menu.

Files Updated

1. GXVPrjIO.dll (32-bit & 64-bit) version 17.3.17861.5
2. WBImpExp.dll (32-bit & 64-bit) version 17.3.17861.5
3. ProjectManager.exe version 17.3.17861.5
4. 17863.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.

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)

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Canada: +1 587 233 4004

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Malaysia: +60 32 300 8777

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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.