



# GeoGraphix Software Version 2017.3 Service Pack 1



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## General Information

Date	March 08, 2019
Products	GVERSE® Geophysics, GVERSE® Geomodeling, GVERSE® FieldPlanner, GeoAtlas, WellBase, & DefCon2
Version	2017.3 Service Pack 1 for GeoGraphix®
Build Number	17.3.17867.0
ECCN	This GeoGraphix service pack is exported under license exception TSU
Platform	Windows® 7 or 10, 64-bit
Prerequisite Updates	GeoGraphix 2017.3 must be installed
Supersedes Version	None
Compatible Releases	2017.3
Checksum for .exe (MD5)	7b31f585b90733d39852cc5774f7375a Discovery2017.3.1setup.exe

## What's in this Release?

This service pack includes new features and enhancements. The Fixed Issues section highlights customer reported bugs fixed in this service pack.

## Service Pack Dependencies

GeoGraphix 2017.3 must be installed prior to the installation of this service pack.

## New Features

### GVERSE Geomodeling

#### TGS Upgrade

TGS users can now search for the TGS logs on the R360 data server upon providing the valid login credentials.

## Fixed Issues

### GVERSE Geophysics

ID	Fix Description
175360	You can view depth information at the cursor location in time interpretations. The depth values are computed using the active velocity model.
175359	3dx files with 'US Survey feet' coordinate system are supported in the 3D module of GVERSE Geophysics.



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### GVVERSE Field Planner

ID	Fix Description
178548	GVVERSE Field Planner now uses the datum elevation for calculating kick off point (KOP) with DEM layer. Previously, the datum elevation was set at 0 feet by default which resulted in incorrect calculation of KOP.

### GeoAtlas

ID	Fix Description
175670	Improved the U.S. survey foot unit precision for .prj file in GeoAtlas. It now matches exactly with ArcMap unit conversion.
169157	Fixed the issue where GeoAtlas shut down abruptly on changing GeoGraphix project, without allowing the users to save updates to the lease layer. Users are now prompted to save any changes made to a lease layer.

### WellBase

ID	Fix Description
177861	Added the user in the database and integrated it with the Windows account in order for WellBase to launch properly. Previously, the user was unable to launch WellBase due to an ODBC error.

### DefCon2

ID	Fix Description
178373	Fixed the IHS 297 files import error in GeoGraphix. Previously, an internal inconsistency and memory shortage error generated with the import of IHS 297 files having larger datasets (surveys and core analysis records) in various projects.

## Install Instructions

To install:

1. **GeoGraphix 2017.3** must be installed.
2. Shutdown all **GeoGraphix 2017.3** applications and services.
3. Download **Discovery2017.3.1Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2017.3.1Setup.exe**, and then select **Run as Administrator** from the context menu.

## Uninstall Instructions

To uninstall the GeoGraphix service pack:

1. Open the **Programs and Features** applet by selecting **Start >> Control Panel >> Programs and Features**.
2. Click **View Installed Updates** on the left panel of the **Programs and Features** applet.
3. Select **Discovery 2017.3.1**.
4. Right-click, and then select **Uninstall** to remove the service pack.

## Files Updated

- FieldPlanner.exe
- Geosync.exe



## **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**

UK: +44 20 3608 8042

### **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.