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## General Information

Date	<b>November 27, 2019</b>
Products	<b>GeoAtlas</b>
Version	<b>2017.3 Service Pack 3 for GeoGraphix®</b>
Build Number	<b>17.3.17870.0</b>
ECCN	<b>This GeoGraphix service pack is exported under license exception TSU</b>
Platform	<b>Windows® 7 or 10, 64-bit</b>
Prerequisite Updates	<b>GeoGraphix 2017.3.1 must be installed</b>
Supersedes Version	<b>None</b>
Compatible Releases	<b>2017.3.1</b>
Checksum for .exe (MD5)	<b>467ec2918c11027a9a36456ac892b2d7 Discovery2017.3.3setup.exe</b>

## What's in this Release?

This service pack includes fixed customer reported bugs.

## Service Pack Dependencies

GeoGraphix 2017.3.1 must be installed prior to the installation of this service pack.

## Fixed Issues

### GeoAtlas

ID	Fix Description
187270	An issue was identified and fixed which caused GeoAtlas to crash when system was left idle.
195376	In some cases, if bitmaps were used to render well symbols on WellBase layers, a rapid increase in the number of GDI resources used exceeded the limit set by Windows and caused GeoAtlas to lock up or crash. This issue has been fixed.
195379	Changing the active layer sometimes took an excessive amount of time depending on the number of layers and size of each layer. Now, it takes less than a second to switch an active layer no matter how many layers are on the map. This issue was encountered due to redundant license calls.
195381	When launching the Subsurface Hazards layer creation dialog, GeoAtlas crashed if the operating system was Windows Server 2012 R2. This issue has been fixed.
195447	In certain cases, GeoAtlas crashed due to memory leaks associated with GDI resource handling. Crashes were more frequent while working with large numbers of layers, or layers that were very large in size. This issue has been fixed.



## Install Instructions

To install:

1. **GeoGraphix 2017.3.1** must be installed.
2. Shutdown all **GeoGraphix 2017.3.1** applications and services.
3. Download **Discovery2017.3.3Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2017.3.3Setup.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 **GeoGraphix 2017.3.3**.
4. Right-click, and then select **Uninstall** to remove the service pack.

## Files Updated

- GeoAtlas.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.