



Hotfix Readme 2019.4.2 HF1 for GeoGraphix

GeoGraphix 2019

Contents

- [General Information](#)
- [What's in this Release?](#)
- [Hotfix Dependencies](#)
- [Fixed Issues](#)
- [Installation Instructions](#)
- [Files Updated](#)
- [Contact Support](#)

General Information

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|----------------------------|---|
| Date | November 15, 2021 |
| Product | WellBase, WellXchange, GVERSE® Petrophysics |
| Hotfix Version | 2019.4.2 HF1 for GeoGraphix® |
| ECCN | This GeoGraphix hotfix is exported under license exception TSU |
| Platform | Windows® 7 or 10, (64-bit) |
| Prerequisite Updates | GeoGraphix 2019.4.2 must be installed prior to the Hotfix installation |
| Supersedes Version | None |
| Compatible Release | 2019.4.2 |
| Build Number | N/A |
| Checksum (MD5) for HF1.zip | d31a179e13fa6b895f43df62d28bcbd1 |

What's in this Release?

This hotfix includes fixes for some customer reported bugs.

Hotfix Dependencies

GeoGraphix 2019.4.2 must be installed prior to the hotfix installation.

Fixed Issues

WellBase

| ID | Fix Description |
|--------|--|
| 222423 | After GeoGraphix projects were upgraded from version 2019.3 to 2019.4 and if a proposed survey existed for a well, the bottom hole symbol would be displayed at the well's surface hole location on WellBase layers. The users can now bulk recalculate wells with proposed surveys to fix this issue. |
| 226201 | The zero marker intervals could not be imported using the Spreadsheet Import. This issue has been fixed. |

GVERSE Petrophysics

| ID | Fix Description |
|--------|---|
| 226920 | Loading a saved cluster analysis sometimes resulted in the GVERSE Petrophysics application to crash. This issue has been fixed. |
| 227372 | The GVERSE Petrophysics application crashed while importing multiple LAS files into an existing curve set that had a different interval (Start/Stop/Step). This issue has been fixed. |
| 227671 | Clicking the Reset button in Step 4 of the Cluster Analysis wizard while editing a saved cluster analysis resulted in the GVERSE Petrophysics application to crash. This issue has been fixed. |



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GeoGraphix 2019

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| 227672 | Memory leak was observed when LAS files were bulk imported in an existing curve set. This usually occurred when the Stop immediately (handle manually during import) option was selected to handle the unassociated wells. This issue has been fixed. |
|--------|--|

WellXchange

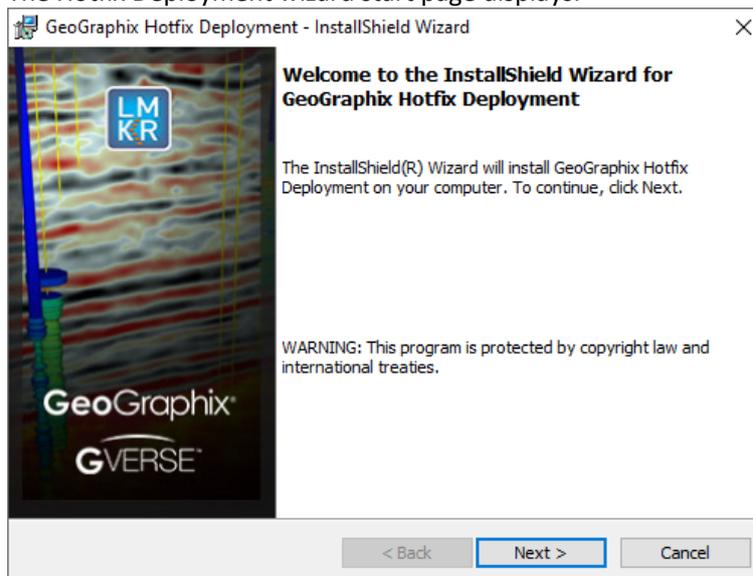
| ID | Fix Description |
|--------|--|
| 226919 | At times, the well log curve data could not be transferred from source GXDB project to target GXDB project. This issue has been fixed. |

Installation Instructions

To install this hotfix:

1. GeoGraphix 2019.4.2 must be installed.
2. Shutdown all running GeoGraphix 2019.4.2 applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Extract the contents of HF1.zip.
5. Right-click **InstallHotfix.exe**, and then select **Run as Administrator** from the context menu.

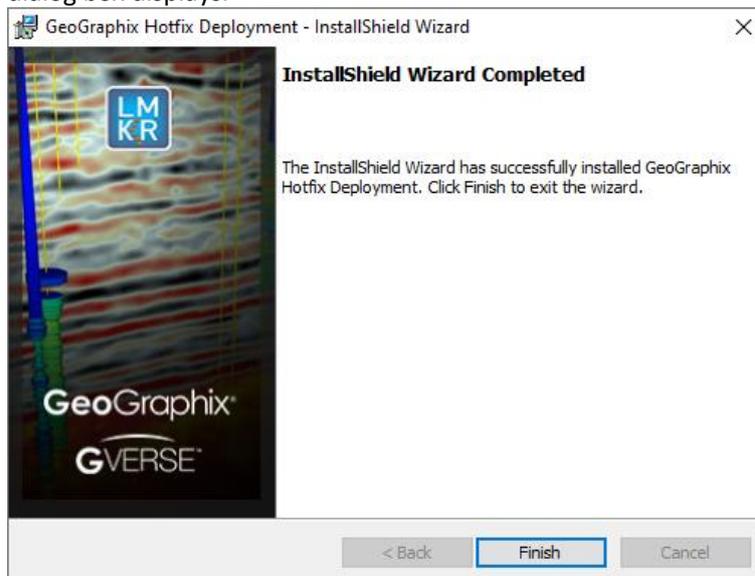
The Hotfix Deployment wizard start page displays.



6. Click **Next** to advance to the next step of the wizard.



7. Click **Install** to begin installing the deployment utility on your machine. The wizard installs the required files on your system. Once the installation is complete, the following dialog box displays.



8. Click **Finish** to close the wizard. The required files are automatically deployed at their respective location.

Files Updated

1. LogRend.dll version 19.4.19860.1 (32-bit and 64-bit)
2. CurveAccLoaderGXDB.dll version 19.4.19860.1 (32-bit and 64-bit)
3. CurveAcc.dll version 19.4.19860.1 (32-bit and 64-bit)
4. GGXDataFactory.dll version 19.4.19860.1 (32-bit and 64-bit)
5. LGImpExp.dll version 19.4.19860.1 (32-bit and 64-bit)



6. LMKR.PetroPhysics.App.dll
7. LMKR.PetroPhysics.Interaction.dll
8. WellBase.exe
9. gxdb.xla

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 **GVERSE GeoGraphix Support website**: <https://gverse.com/support>

Or, contact Customer Support in your region. Refer to the section [Contacting LMKR](#) for details.

Contacting GVERSE GeoGraphix

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 GVERSE GeoGraphix Support Analyst.

*Contact Us:

North & South America

Toll Free (US/Canada): + 1 855 449 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 **GVERSE GeoGraphix Customer Support Portal**: <https://gverse.com/support>

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.