GeoGraphix
Software Version 2019.4
Service Pack 3

GeoGraphix 2019

Contents

General Information

Date	**December 20, 2021**
Products	**GeoAtlas, WellBase, ZoneManager**
Version	**2019.4 Service Pack 3 for GeoGraphix®**
Build Number	**19.4.19862.0**
ECCN	**This GeoGraphix service pack is exported under license exception TSU**
Platform	**Windows® 7 or 10, 64-bit**
Prerequisite Updates	**GeoGraphix 2019.4.2 must be installed**
Supersedes Version	**None**
Compatible Releases	**2019.4.2**
Checksum for .exe (MD5)	**348802f8ba425cbe5f7dd6339d60667e Discovery2019.4.3setup.exe**

What's in this Release?

This service pack includes fixes to customer reported bugs.

Service Pack Dependencies

GeoGraphix 2019.4.2 must be installed prior to the installation of this service pack. Discovery on OpenWorks (DOW) is partially supported for this service pack, and may not work for all the workflows.

Fixed Issues

GeoAtlas

ID	Fix Description
228682	Closing GeoAtlas did not shut down the application correctly and the process kept running in Task Manager if automatic labels were used for data posting. This issue has been fixed.
228891	This bug is similar to the one above. Closing GeoAtlas did not shut down the application correctly and the process kept running in Task Manager if line and fill settings were applied on polygons. This issue has been fixed.

WellBase

ID	Fix Description
228462	The formation intercepts posting was not displayed at downhole location for proposed wells. This issue has been fixed.

ZoneManager

ID	Fix Description
228684	The filter lists were not displayed in alphabetical order. This issue has been fixed for **Select WellBase Filter** dialog box.

Install Instructions

To install:

1. **GeoGraphix 2019.4.2** must be installed.
2. Shutdown all **GeoGraphix 2019.4.2** applications and services.
3. Download **Discovery2019.4.3Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.4.3Setup.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 **Discovery 2019.4.3**.
4. Right-click, and then select **Uninstall** to remove the service pack.

DISCLAIMER

If you have any questions or encounter any problems, please visit the **GVERSE GeoGraphix website**:
http://gverse.com/
Or, contact Customer Support in your region. Refer to the **Contacting LMKR** section 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 **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.