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General Information

Date	November 16, 2022
Products	Architecture, GVERSE® Geo+, GeoAtlas, XSection
Version	2022.1 Service Pack 1 for GeoGraphix®
Build Number	22.1.21670.0
ECCN	This GeoGraphix service pack is exported under license exception TSU
Platform	Windows® 7 or 10, 64-bit
Prerequisite Updates	GeoGraphix 2022.1 must be installed
Supersedes Version	None
Compatible Releases	2022.1
Checksum for .exe (MD5)	6633133f6abc590dda68ce9ed2ce40f3 Discovery2022.1.1setup.exe

What's in this Release?

This service pack includes performance improvements, bug fixes and enhancements. The Fixed Issues section highlights the customer reported and critical internal bugs fixed in this service pack.

Service Pack Dependencies

GeoGraphix 2022.1 must be installed prior to the installation of this service pack.

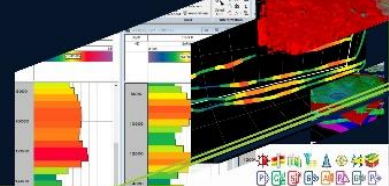
Fixed Issues

Architecture

ID	Fix Description
240855	A specific security software Nessus Tenable (if installed) conflicted with the GeoGraphix Network Access service, causing the service to crash. This issue has been fixed.

GeoAtlas

ID	Fix Description
241886	Creating a Log Map layer in GeoAtlas was slow and consumed a lot of time. This issue has been fixed.



XSection

ID	Fix Description
241605	Double clicking on any XSection cross section (.xsd) file to open it in Cross Section View resulted in an error. This issue has been fixed.
241888	Opening a cross section in an AOI was slow and consumed a lot of time. This issue has been fixed.

Install Instructions

To install:

1. **GeoGraphix 2022.1** must be installed.
2. Shutdown all **GeoGraphix 2022.1** applications and services.
3. Download **Discovery2022.1.1Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2022.1.1Setup.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 2022.1.1**.
4. Right-click and select **Uninstall** from the context menu 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

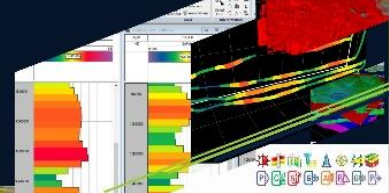
UAE: +971 4 3727 999

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.