GeoGraphix®

Date:	**May 8, 2015**
Product:	**GeoGraphix**
Version:	**2014.2.2 Service Pack for GeoGraphix**
ECCN:	**This GeoGraphix Service Pack is exporting under license exception TSU**
PLATFORM:	**Microsoft Windows 7 64 bit**
Prerequisite Updates:	**GeoGraphix 2014.2 must be installed along with the 2014.2.1 Service Pack prior to the installation of this Service Pack**
Supersedes Version:	**None**
Compatible Release:	**2014.2.1**
Build Number:	**10247**
ESD Checksum for .exe (MD5):	**fa66ac618113bb3327917afabb91bfb2**

What's In This Release?

This Service Pack addresses the problems causing the shifting of formation tops in XSection cross sections at some specific zoom levels.

Service Pack Dependencies

GeoGraphix 2014.2 and the Service Pack 2014.2.1 must be installed prior to the installation of this Service Pack.

Defects and Enhancements Addressed

71182: Formation tops in XSection cross sections shift their respective depths when zoom level is below 100 %. This issue has been resolved by making more precise resolution calculations based on the zoom levels applied.

71183: The depths of formation tops in XSection cross sections are shifted when the zoom level is changed to the full extent of the cross section. This issue has been resolved by improving the resolution calculations based on the different zoom levels applied.

Installation Instructions

Discovery 2014.2 must be installed with 2014.2.1 Service Pack applied prior to installing of Service Pack 2.

1. Shutdown all running **GeoGraphix 2014.2.1** applications and services.
2. Download the **Discovery2014.2.2Setup.exe** to a folder on your hard drive.
3. Right click **Discovery2014.2.2Setup.exe**.
4. Select and click the **Run as administrator** option from the context menu.

Uninstall Instructions

To uninstall the **2014.2.2 Service Pack,** follow the instructions below:

1. To begin the uninstall of **Discovery2014.2.2**, open the **Programs and Features** applet by selecting **Start >> Control Panel >> Programs**.
2. Click **View installed updates** on the right panel of **Programs and Features** applet.
3. Select **Discovery2014.2.2**.
4. Right-click and select **Uninstall** to remove **Discovery2014.2.2**.

Files Updated

1. COMLogRend.dll (32 bit & 64 bit) version 15.2.1024**7**.0
2. GesXSect.exe (32 bit) version 15.2.1024**7**.0

(**Note**: To view the file version, **right-click** on the file, and select the **Properties** option from the shortcut menu. The **Properties** dialog box displays. Select the **Details** tab).

DISCLAIMER

If you have any **questions** or encounter any **problems** with this Service Pack/point product release, 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 customer support system is accessible via **local call-in numbers*** and is an alternative way for you to submit a technical support case, and/or to 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, Middle East & Africa
UAE: +971 4 3727 999
UK: +44 20 3608 8042

Asia Pacific & Australian Continent
Malaysia: +60 32 300 8777

Southwest Asian countries
Pakistan: +92 51 209 7400

Support via Web Portal

You may 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 through the LMKR Customer Support Portal:
1. **Login** on the main support page using your registered email and password. If you are not already registered, please register your email before you access the site.
2. Select the **Case Management** tab or use the **Manage Your Cases** link on the main support page.
3. In the **Case Management** tab, click the **Create a New Case** link.
4. On the **Create Case** page, provide the required information in the relevant fields. Provide details about your technical concern including any error messages, the workflow steps where the problem occurred, and attach a screenshot displaying the problem as a visual aid. In addition, you can also attach other files such as sample data files which may aid in understanding the issue at hand.
5. Click the **Create Case** button. A support analyst in the nearest Technical Assistance Center will respond to your request at his/her earliest convenience.

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.