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General Information

Date:	October 26, 2016
Product:	ProjectExplorer
Hotfix Version:	2015.1.2 HF6 for GeoGraphix
ECCN:	This GeoGraphix hotfix is exported under license exception TSU
Platform:	Microsoft Windows 7 (64 bit)
Prerequisite Updates:	GeoGraphix 2015.1 must be installed along with Service Pack 2015.1.2 prior to the Hotfix installation
Supersedes Version:	None
Compatible Release:	2015.1.2
Build Number	15083
Checksum (MD5) for HF6.zip	5623b39f9b6417ed4f4516bf4a97af3a

What's in this Release?

This hotfix addresses the project reactivation issue in a network environment.

Hotfix Dependencies

GeoGraphix 2015.1 must be installed along with Service Pack 2015.1.2 prior to the Hotfix installation.

Fixed Issue

Project Explorer

ID	Issue Description	Fix Description
101203	On a network environment, after all users have logged off from a project, the users could still see red checkmarks against projects, which would stop them from reactivating the project.	The red checkmarks no longer display once the user has logged off from a project, and the project becomes available for reactivation by other users.

Installation Instructions

To install this hotfix:

1. Both GeoGraphix 2015.1 and Service Pack 2015.1.2 must be installed.
2. Shutdown all running GeoGraphix 2015.1.2 applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Select **DeployHotFix.exe**, and then click **Run as Administrator** from the context menu.

Files Updated

Project Explorer

1. GeoSync.exe (32-bit) version 16.1.15083.3

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

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, 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.