LMKR GeoGraphix®

Contents

General Information

Date:	**December 15, 2016**
Products:	**Project Database**
Version:	**2015.1.4 Service Pack for GeoGraphix**
ECCN:	**This GeoGraphix service pack is exported under the license exception TSU**
Platform:	**Microsoft Windows 7 (64 bit)**
Prerequisite Updates:	**GeoGraphix 2015.1.x must be installed**
Supersedes Version:	**None**
Compatible Releases:	**2015.1.x**
Build Number	**15100**
Checksum for .exe (MD5)	**552455588fe0beb7293bec07a9db28c4 Discovery2015.1.4setup.exe**

What's in this Release?

This service pack enables GVERSE™ WebSteering 2016.1.2 users to access all of the curve sets from GeoGraphix.

Service Pack Dependencies

GeoGraphix 2015.1.x must be installed prior to the installation of this service pack.

Fixed Issue

The following customer reported issues are fixed in this service pack:

Project Database

ID	Issue Description	Fix Description
121245	The curve sets available in the Type Log well are not available in WebSteering.	The project scripts and web services are upgraded allowing WebSteering to access all of the curve sets from GeoGraphix. Use **Type Logs** tab > **Curve Set** drop-down list to select the required curve set in WebSteering.

Installation Instructions

1. GeoGraphix 2015.1.x must be installed.
2. Shutdown all GeoGraphix 2015.1.x applications and services.
3. Download **Discovery2015.1.4Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2015.1.4Setup.exe**, and then select **Run as Administrator** from the context menu.

Uninstall Instructions

1. Open the **Programs and Features** applet by selecting **Start > Control Panel > Programs**.
2. Click **View Installed Updates** on the right panel of the **Programs and Features** applet.
3. Select **Discovery2015.1.4.**
4. Right-click, and then select **Uninstall** to remove the service pack.

Post Service Pack Installation Instructions
You must activate the projects in GeoGraphix after the service pack installation for WebSteering 2016.1.2 to function properly.

Files Updated
Database Scripts
1. 15101.sql
2. 15101.proc

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.