



Contents

- [General Information](#)
- [What's in this Release?](#)
- [Hotfix Dependencies](#)
- [Fixed Issues](#)
- [Installation Instructions](#)
- [Files Updated](#)
- [Contact Support](#)

General Information

Date	September 30, 2020
Product	GVERSE® Geophysics
Hotfix Version	2019.2.1 HF3 for GeoGraphix®
ECCN	This GeoGraphix hotfix is exported under license exception TSU
Platform	Windows® 7 or 10, (64-bit)
Prerequisite Updates	GeoGraphix 2019.2.1 must be installed prior to the Hotfix installation
Supersedes Version	None
Compatible Release	2019.2.1
Build Number	N/A
Checksum (MD5) for HF3.zip	380d8be64245569e1bdc904ed4ca6fcf HF3.zip

What's in this Release?

This hotfix includes support for decimals in sample interval, usability enhancements and other important bugs.

Hotfix Dependencies

GeoGraphix 2019.2.1 must be installed prior to the hotfix installation.

Fixed Issues

GVERSE Geophysics

ID	Fix Description
213752	Non-integer values can now be used as sample interval. Support for millimeters and milli-feet as sample interval units can also be used to specify fractional sampling interval for depth data.
213754	Start depth (or time) and sample interval units are now read correctly from SEG-Y header.
213755	Sample interval units are now always honored and need not be updated when switching between data loading steps.

New Features

GVERSE Geophysics

Detecting IL/XL Increments

Enhanced SEG-Y Loader capability to read and scan incremented SEG-Y data. Additionally, scanning SEG-Y data that has only one trace in the first inline populates the data grid correctly.

Interactive Header Windows

The character header and trace header windows now allow interaction with the main SEG-Y Loader UI for improved interactivity.



Hotfix Readme 2019.2.1 HF3 for GeoGraphix

GeoGraphix 2019

Start and End Depths in TVD or TVDSS

You can now enter start and end depths in TVD or TVDSS while loading SEG-Y data.

Various UI Changes in the SEG-Y Loader

Multiple UI changes have been made in the SEG-Y Loader, making the data loading process extremely easy and efficient for the user.

Installation Instructions

To install this hotfix:

1. GeoGraphix 2019.2.1 must be installed.
2. Shutdown all running GeoGraphix 2019.2.1 applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Extract the contents of HF3.zip.
5. Right-click **DeployHotFix.exe**, and then select **Run as Administrator** from the context menu.
6. Select the deployed files, right-click and select **Properties** from the context menu.
7. In the Properties dialog, enable the **Unblock** check box. (Skip this step if the content is not blocked.)

Files Updated

1. SEGYPload.exe version 19.2.19247.3

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

DISCLAIMER

If you have any questions or encounter any problems, please visit the **GVERSE GeoGraphix Support website**: <https://gverse.com/support>

Or, contact Customer Support in your region. Refer to the section [Contacting LMKR](#) for details.

Contacting GVERSE GeoGraphix

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 GVERSE GeoGraphix Support Analyst.

*Contact Us:

North & South America

Toll Free (US/Canada): + 1 855 449 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 **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.