



Contents

- [General Information](#)
- [What's in this Release?](#)
- [Service Pack Dependencies](#)
- [New Features](#)
- [Fixed Issues](#)
- [Install Instructions](#)
- [Uninstall Instructions](#)
- [Files Updated](#)
- [Contact Support](#)

General Information

Date	November 13, 2019
Products	GVERSE® Geophysics, GeoAtlas
Version	2019.2 Service Pack 1 for GeoGraphix®
Build Number	19.2.19247.0
ECCN	This GeoGraphix service pack is exported under license exception TSU
Platform	Windows® 7 or 10, 64-bit
Prerequisite Updates	GeoGraphix 2019.2 must be installed
Supersedes Version	None
Compatible Releases	2019.2
Checksum for .exe (MD5)	019f686d8c074dff038e685fe1bbfcdf Discovery2019.2.1setup.exe

What's in this Release?

This service pack includes new bug fixes, features and enhancements. The Fixed Issues section highlights customer reported bugs fixed in this service pack.

Service Pack Dependencies

GeoGraphix 2019.2 must be installed prior to the installation of this service pack.

New Features

GVERSE Geophysics

Improved Integration with GVERSE® Attributes

Seismic data, horizons and wells from a GVERSE Geophysics interpretation are now transferred seamlessly to GVERSE Attributes.

Using Multiple Observations in Velocity Models

Multiple observations for formation picks in a well can now be utilized when creating Horizon-Formation Based Velocity Models resulting in a more accurate velocity model.

Formation Annotation List Sorting

The formation annotation list for vertical seismic displays can now either be sorted alphabetically, horizon association, or the order defined in the WellBase Strat Column Manager.

Display Wells by Name or UWI

In GVERSE Geophysics 3D module, wells listed in the interpretation tree and other dialogs can now be displayed by UWI, Name, or Name & Number, instead of only UWI.

More Control on Display Scale in 3D

The exaggeration for each axis in the 3D space can now be specified manually. The automatic increment has been reduced to 0.5 instead of 1 for the Z-axis.



Vertical Exaggeration for Seismic Displays

The vertical display scale can be set automatically relative to the horizontal display scale based on a vertical exaggeration factor.

Write Faults to Separate Files during Bulk Export

When exporting faults in bulk, you can now choose to export each fault as a separate file or add all faults into a single exported file.

GeoAtlas

Bug Fixes and Performance Improvements

This service pack includes bug fixes related to GeoAtlas crashes caused by excessive GDI resource usage and performance improvements when changing the active layer in GeoAtlas.

Fixed Issues

GVERSE Geophysics

ID	Fix Description
190724	Fixed zoom issues on seismic display when working with ultra-high resolution seismic data.

GeoAtlas

ID	Fix Description
14402	In certain cases, GeoAtlas crashed due to memory leaks associated with GDI resource handling. Crashes were more frequent while working with large numbers of layers, or layers that were very large in size. This issue has been fixed.
185492	In some cases, if bitmaps were used to render well symbols on WellBase layers, a rapid increase in the number of GDI resources used exceeded the limit set by Windows and caused GeoAtlas to lock up or crash. This issue has been fixed.
193563	Changing the active layer sometimes took an excessive amount of time depending on the number of layers and size of each layer. Now, it takes less than a second to switch an active layer no matter how many layers are on the map. This issue was encountered due to redundant license calls.
194243	When launching the Subsurface Hazards layer creation dialog, GeoAtlas crashed if the operating system was Windows Server 2012 R2. This issue has been fixed.

Install Instructions

To install:

1. **GeoGraphix 2019.2** must be installed.
2. Shutdown all **GeoGraphix 2019.2** applications and services.
3. Download **Discovery2019.2.1Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.2.1Setup.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 2019.2.1**.
4. Right-click, and then select **Uninstall** to remove the service pack.

Files Updated

- GVGeophysics.exe
- GVGeophysics64.exe
- GeoAtlas.exe

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

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 **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.