



Contents

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

General Information

Date	April 9, 2020
Products	WellBase, GeoAtlas, IsoMap, GVERSE® Petrophysics
Version	2019.2 Service Pack 2 Preview 2 for GeoGraphix®
Build Number	19.2.19256.0
ECCN	This GeoGraphix service pack is exported under license exception TSU
Platform	Windows® 7 or 10, 64-bit
Prerequisite Updates	GeoGraphix 2019.2.x must be installed
Supersedes Version	None
Compatible Releases	2019.2.x
Checksum for .exe (MD5)	dcb7d72e8fd690aa9846be2248e326ca Discovery2019.2.2setup.exe

What's in this Release?

This service pack includes fixes to customer reported bugs.

Service Pack Dependencies

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

Fixed Issues

WellBase

ID	Fix Description
178622	In rare cases, building a WellBase layer failed due to a shapefile creation error. This issue has been fixed.

GeoAtlas

ID	Fix Description
65807	When using advanced rendering to update ArcObjects layers, rendering labels using an expression failed. This issue has been fixed.

IsoMap

ID	Fix Description
158369	When updating an IsoMap layer, the layer occasionally became corrupt with an 'out of memory' error. An archival feature is implemented that periodically saves the layer and restores it in case of a failure.



GVERSE Petrophysics

ID	Fix Description
202964	In a networked environment, creating IsoMap layers from GVERSE Petrophysics sometimes resulted in a 'server busy' message. This issue has been fixed.

Install Instructions

To install:

1. **GeoGraphix 2019.2.x** must be installed.
2. Shutdown all **GeoGraphix 2019.2.x** applications and services.
3. Download **Discovery2019.2.2Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.2.2Setup.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 2019.2.2**.
4. Right-click, and then select **Uninstall** to remove the service pack.

Files Updated

- GeoObjects.dll
- IsoMap.dll
- AOLib.dll
- GVPetrophysics.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

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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.