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General Information

Date	September 04, 2020
Products	GVERSE® FieldPlanner, GVERSE® Geophysics, GVERSE® Petrophysics, GVERSE® NOW
Version	2019.2 Service Pack 3 for GeoGraphix®
Build Number	19.2.19272.0
ECCN	This GeoGraphix service pack is exported under license exception TSU
Platform	Windows® 7 or 10, 64-bit
Prerequisite Updates	GeoGraphix 2019.2 or 2019.2.1 must be installed
Supersedes Version	None
Compatible Releases	2019.2 and 2019.2.1
Checksum for .exe (MD5)	62b012a170feae8f5cfa3f2debd0ce13 Discovery2019.2.3setup.exe

What's in this Release?

This service pack includes fixes to customer reported bugs.

Service Pack Dependencies

GeoGraphix 2019.2 or 2019.2.1 must be installed prior to the installation of this service pack.

Fixed Issues

GVERSE FieldPlanner

ID	Fix Description
207809	Lease Planner was not working properly after recalculating blown extents. This issue has been fixed.

GVERSE NOW

ID	Fix Description
207777	In certain cases, launching GVERSE NOW in Microsoft Internet Explorer 11 displayed a browser compatibility error. This issue has been fixed.

GVERSE Geophysics

ID	Fix Description
196422	In certain scenarios, erratic display was observed on vertical sections when horizons were flattened. This issue has been fixed.

GVERSE Petrophysics

ID	Fix Description
210003	Fixed query syntax for adding import records. Previously, importing curve names with apostrophe resulted in an error message.

Install Instructions

To install:

1. **GeoGraphix 2019.2** or **2019.2.1** must be installed.
2. Shutdown all **GeoGraphix 2019.2/2019.2.1** applications and services.
3. Download **Discovery2019.2.3Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.2.3Setup.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 2019.2.3**.
4. Right-click, and then select **Uninstall** to remove the service pack.

Files Updated

- GeoObjects.dll
- SeisVision.dll (32-bit & 64-bit)
- GGXDataFactory.dll (32-bit & 64-bit)
- LGImpExp.dll (32-bit & 64-bit)

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 GVERSE GeoGraphix Support](#) for details.

Contacting GVERSE GeoGraphix Support

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): + 1 855 449 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 GVERSE GeoGraphix Customer Support by registering a case through the **GVERSE GeoGraphix Customer Support Portal**: <https://gverse.com/support>

To request support in the GVERSE GeoGraphix 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.

Live Chat

We have introduced a 24x7 live chat on the new portal. An integral part of a successful customer service toolkit, live chat helps us provide you a convenient platform to communicate in real-time.