



# Hotfix Readme

## 2019.3.1 HF3 for GeoGraphix

GeoGraphix 2019

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### General Information

Date	March 30, 2021
Product	WellBase
Hotfix Version	2019.3.1 HF3 for GeoGraphix®
ECCN	This GeoGraphix hotfix is exported under license exception TSU
Platform	Windows® 7 or 10, (64-bit)
Prerequisite Updates	GeoGraphix 2019.3.1 or 2019.3.2 must be installed prior to the Hotfix installation
Supersedes Version	None
Compatible Release	2019.3.1 and 2019.3.2
Build Number	N/A
Checksum	024fea8dfac1d7608f562e98a44ed3d7 GeoGraphix_2019.3.1_HF3.zip

### What's in this Release?

This hotfix includes a fix for a customer reported bug.

### Hotfix Dependencies

GeoGraphix 2019.3.1 or 2019.3.2 must be installed prior to the hotfix installation.

### Fixed Issues

#### WellBase

ID	Fix Description
218573	In certain scenarios, importing formation tops data using the Import Spreadsheet option fails. This issue only occurred while using Microsoft Office 64-bit and has been fixed.

### Installation Instructions

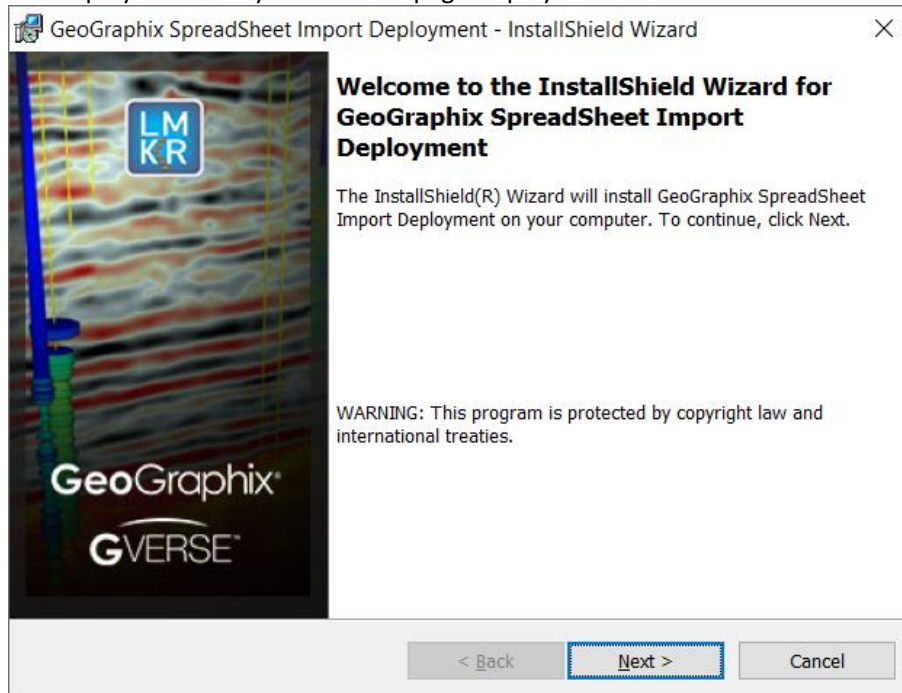
To install this hotfix:

1. GeoGraphix 2019.3.1 or 2019.3.2 must be installed.
2. Shutdown all running GeoGraphix 2019.3.1 or 2019.3.2 applications and services.
3. Download the hotfix installer to a folder on your hard drive.
4. Extract the contents of GeoGraphix\_2019.3.1\_HF3.zip.

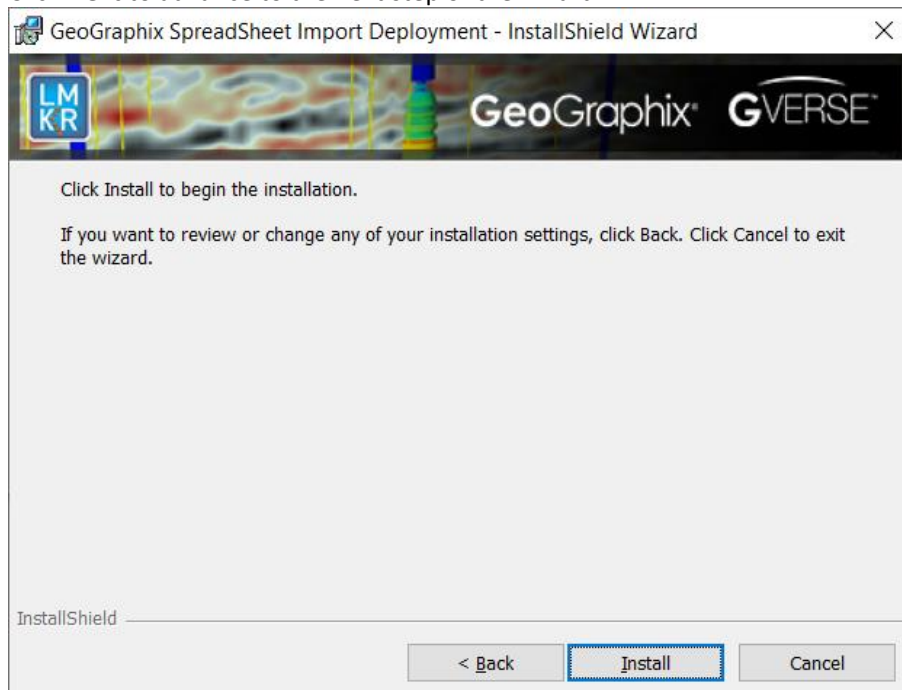


5. Right-click **DeploySpreadSheetAddin.exe**, and then select **Run as Administrator** from the context menu.

The deployment utility wizard start page displays.

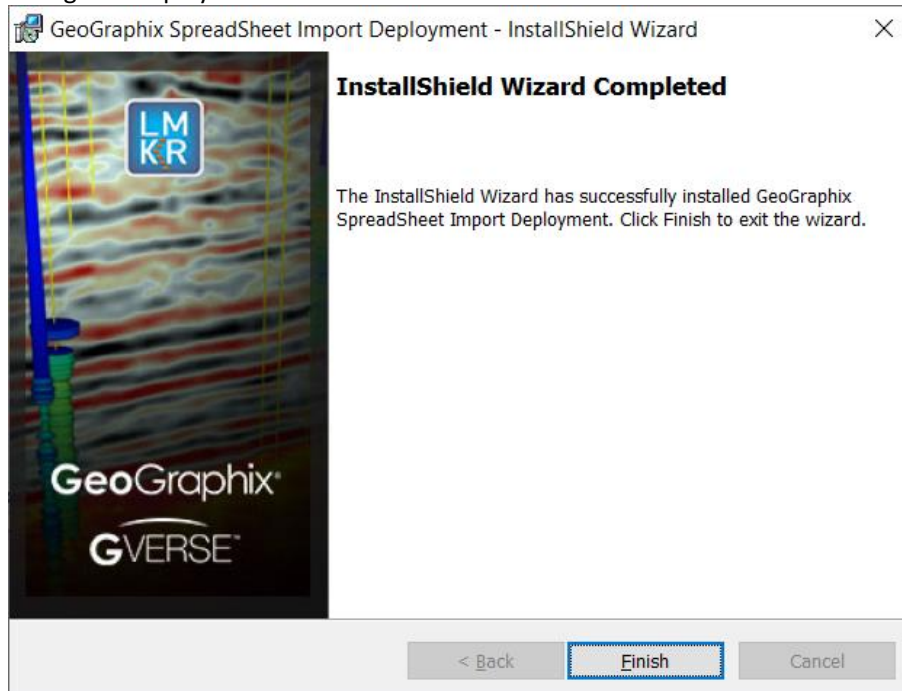


6. Click **Next** to advance to the next step of the wizard.



7. Click **Install** to begin installing the deployment utility on your machine.

The wizard installs the required files on your system. Once the installation is complete, the following dialog box displays.



8. Click **Finish** to close the wizard.  
The required files are automatically deployed at their respective location.

#### Files Updated

1. gxdb.xla



## 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.