



# Hotfix Readme

## 2019.3.1 HF5 for GeoGraphix

GeoGraphix 2019

### Contents

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

### General Information

Date	<b>April 26, 2021</b>
Product	<b>GVERSE® Petrophysics, WellBase</b>
Hotfix Version	<b>2019.3.1 HF5 for GeoGraphix®</b>
ECCN	<b>This GeoGraphix hotfix is exported under license exception TSU</b>
Platform	<b>Windows® 7 or 10, (64-bit)</b>
Prerequisite Updates	<b>GeoGraphix 2019.3.1 or 2019.3.2 must be installed prior to the Hotfix installation</b>
Supersedes Version	<b>None</b>
Compatible Release	<b>2019.3.1 and 2019.3.2</b>
Build Number	<b>N/A</b>
Checksum (MD5) for HF5.zip	<b>ae2caf30cca08973f0b0da016b2e7864 GeoGraphix_2019.3.1_HF5.zip</b>

### What's in this Release?

This hotfix includes fixes for a customer reported bug and an internally reported bug in an important workflow.

### Hotfix Dependencies

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

### Fixed Issues

#### GVERSE Petrophysics

ID	Fix Description
220035	<p>The 'Add to Existing Curves' option of the Data Import wizard for importing LAS files modified target curve set type to 'Computed'. This issue has been fixed.</p> <p>The 'Replace Curve Data' option for adding to an existing curve set during import of curve data from LAS files replaced all curves in the curve set instead of just the target log. This issue has been fixed.</p>

#### WellBase

ID	Fix Description
220041	<p>Users upgrading from GeoGraphix 2016.1 to 2019.3.1 or 2019.3.2 experienced slowness in navigating wells in WellBase while working with network projects. This issue usually occurred on workstations that had Windows 7 installed. This issue has been fixed.</p>



## 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 HF5.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. GVPetrophysics.exe (64-bit) version 19.3.19702.5
2. LGImpExp.dll (32-bit & 64-bit) version 19.3.19702.5
3. CurveAccLoaderGXDB.dll (32-bit & 64-bit) version 19.3.19702.5
4. CurveAcc.dll (32-bit & 64-bit) version 19.3.19702.5
5. GxdbApi.dll (32-bit & 64-bit) version 19.3.19702.5

**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.