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## General Information

Date	<b>February 02, 2021</b>
Products	<b>GVERSE® Geophysics, WellBase</b>
Version	<b>2019.3 Service Pack 2 for GeoGraphix®</b>
Build Number	<b>19.3.19706.0</b>
ECCN	<b>This GeoGraphix service pack is exported under license exception TSU</b>
Platform	<b>Windows® 7 or 10, 64-bit</b>
Prerequisite Updates	<b>GeoGraphix 2019.3.1 must be installed</b>
Supersedes Version	<b>None</b>
Compatible Releases	<b>2019.3.1</b>
Checksum for .exe (MD5)	<b>5cb919c5eed8d48d5129c935c1ae0759 Discovery2019.3.2setup.exe</b>

## What's in this Release?

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

## Service Pack Dependencies

GeoGraphix 2019.3.1 must be installed prior to the installation of this service pack. Discovery on OpenWorks (DOW) is partially supported for this service pack, and may not work for all the workflows.

## New Features

### WellBase

#### Improved Spotfire Plugin Configuration

The Spotfire plugin configuration and deployment mechanism has been improved in this release.

## Fixed Issues

### GVERSE Geophysics

ID	Fix Description
216004	In certain scenarios, time to depth conversion of seismic data was incorrect as it resulted in a slight shift of depth converted seismic data. This issue has been fixed.
216449	The IsoMap Layer to Horizon conversion method is optimized to resolve an issue where the survey and IsoMap nodes did not overlap each other.



#### WellBase

ID	Fix Description
216692	On network projects, adding attributes to a zone prompted an error. This occurred because the application tried to save the log file at a non-existent local location. This issue has been fixed.

#### Defcon

ID	Fix Description
216363	The DefCon2 templates for IHS297 and ASCII4 files had some broken field mappings in the DST record. This issue has been fixed.

### Install Instructions

To install:

1. **GeoGraphix 2019.3.1** must be installed.
2. Shutdown all **GeoGraphix 2019.3.1** applications and services.
3. Download **Discovery2019.3.2Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.3.2Setup.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 2019.3.2**.
4. Right-click and select **Uninstall** from the context menu to remove the service pack.

### Files Updated

#### GVERSE Geophysics

1. SVVelocityModelBuilder.dll version 19.3.19706.0
2. SeisVision.dll version 19.3.19706.0
3. MapUtil.dll version 19.3.19706.0

#### WellBase

1. WellBase.exe version 19.3.19706.0
2. SpotfireLib.dll version 19.3.19706.0
3. SpotfireInterop.dll version 19.3.19706.0
4. GGXSpotfirePlugin.dll version 19.3.19706.0
5. SpotfireApplicationView.dll version 19.3.19706.0

**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 website**:  
<http://gverse.com/>

Or, contact Customer Support in your region. Refer to the **Contacting LMKR** section 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 **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.