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## General Information

Date	<b>October 06, 2021</b>
Products	<b>GVERSE® Petrophysics, GVERSE® Geomodeling, GeoAtlas, WellBase, QueryBuilder, XSection, ZoneManager, Documentation</b>
Version	<b>2019.4 Service Pack 2 for GeoGraphix®</b>
Build Number	<b>19.4.19860.0</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 2019.4.1 must be installed</b>
Supersedes Version	<b>None</b>
Compatible Releases	<b>2019.4.1</b>
Checksum for .exe (MD5)	<b>2c146f823209e1c97478e25ab4954903 Discovery2019.4.2setup.exe</b>

## What's in this Release?

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

## Service Pack Dependencies

GeoGraphix 2019.4.1 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

### GVERSE Petrophysics

#### DST Posting

The users now have the ability to use customized labels for posted DSTs on the log template.

#### Date for Posted Perfs and Treatments

Date can now be displayed as label for posted Perfs and Treatments on the log template.

#### Increased Field Length

Various drop-down lists and fields have been expanded in size to accommodate longer formation, attribute and zone names.

### GVERSE Geomodeling

#### Display Well Distance Across Formations in Block Diagram

In Block diagrams, well distance can now be displayed on the basis of formations.

#### Post Duplicate Fields as Digital Headers

For cross sections, a field can now be posted multiple times in the digital header.



## Fixed Issues

### GVERSE Petrophysics

ID	Fix Description
225002	The users were unable to post or display perforation data on GVERSE Petrophysics templates (PRTs). These templates are widely used in cross sections in various other GVERSE and GeoGraphix applications such as XSection and GVERSE Geomodeling. This issue has been fixed.

### WellBase

ID	Fix Description
223990	The Add\Join Text option duplicated the suffix when joining multiple numeric fields on a WellBase layer. This issue has been fixed.
224345	For Texas data, the data date was getting modified while navigating wells in WellBase. It should only be modified when users make any change in the data. This issue has been fixed.

### GeoAtlas

ID	Fix Description
222577	The inset borders applied to an entity lost their weight/thickness when printed to PDF format. This issue has been fixed.
223105	Most of the well header postings were not available in Automatic Label entity for WellBase layers. This issue has been fixed.
223551	Automatic Labels do not display the postings on the map for LeaseMap tract fields. This issue has been fixed.

### QueryBuilder

ID	Fix Description
223997	In QueryBuilder, using the <b>Wells with Curves</b> filter in the <b>Log Data Filter</b> dialog box showed incorrect results when all the curves were deleted. This issue has been fixed.

### XSection

ID	Fix Description
224562	Displaying raster images with digital logs using the GVERSE Petrophysics template in an XSection cross section resulted in poor image quality. This issue has been fixed.
225760	Using the GVERSE Petrophysics template in an XSection cross section with multiple image tracks resulted in performance degradation. This issue has been fixed.



### ZoneManager

ID	Fix Description
224637	There was no option to disable the zone and attributes synchronization between WellBase and ZoneManager. The option has now been added.

### Documentation

ID	Fix Description
222856	Information about the latest supported versions of Spotfire for GeoGraphix was missing in the 2019.4 Release Notes document. The relevant document has now been updated.
224940	Details about importing/exporting data in ASCII5 format were missing in the help file. The help file has now been updated.

### Install Instructions

To install:

1. **GeoGraphix 2019.4.1** must be installed.
2. Shutdown all **GeoGraphix 2019.4.1** applications and services.
3. Download **Discovery2019.4.2Setup.exe** to a folder on your hard drive.
4. Right-click **Discovery2019.4.2Setup.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 2019.4.2**.
4. Right-click, and then select **Uninstall** to remove the service pack.



## 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.