

Landmark Software Manager Application Version 5000.0.3.1

Release Notes

Contents

What's In This Release	2
Introduction	3
System Requirements	4
Third Party Applications	5
International Trade Compliance	6
Installation	7
Enhancements and New Functionality	8
Fixed Problems	9
Known Problems	10
Contacting Support	11
Trademarks	17

What's In This Release

The **Landmark Software Manger 5000.0.3.1 patch release** fixes a back office problem for export compliance. It is **imperative** that all users who have downloaded and installed 5000.0.3.0 replace that version with 5000.0.3.1.

If you have installed Landmark Software Manager versions 5000.0, 5000.0.1, or 5000.0.2, the upgrade path is to skip version 5000.0.3.0 and go directly to 5000.0.3.1. Download 5000.0.3.1 with your current Landmark Software Manager application then uninstall the old version prior to installing 5000.0.3.1.

If you are new to the Landmark Software Manager application, please review Solution Document 150523 in PeopleSoft to obtain the application.

Please refer to the Landmark Software Manager Installation Guide 5000.0.3.1 for installation instructions.

What New in 5000.0.3

The **5000.0.3.0 update release** of the Landmark Software Manager application provides more performant downloading capabilities and fixes several defects.

To go directly to the enhancements, bug fixes, and known issues for the Landmark Software Manager application, click on the blue links below:

[Enhancements and New Functionality](#)

[Fixed Problems](#)

[Known Problems](#)

An [Introduction](#) to the Landmark Software Manager application, [System Requirements](#), and [Installation](#) are also provided in this document.

[← Go To "What's in this Release?"](#)

Introduction

The Landmark Software Manager application provides a new way to obtain your software from Landmark. With this application you can quickly and easily download your software which means you no longer have to wait for media to be processed and shipped to your site.

When you launch the Landmark Software Manager application, it will automatically connect to the Landmark download server. After you log in with your PeopleSoft PIN number and password, a dashboard is displayed which lists the number of Releases and Patches are available for you to download. The Landmark Software Manager application uses PeopleSoft to filter the Releases and Patches so that only the applications applicable for your company are displayed. You can then select which applications to download.

The 5000.0.3 version of Landmark Software Manager software provides faster downloads through a third party, Akamai Electronic Software Delivery, which has a network of computers around the world. You will automatically be connected to Akamai Electronic Software Delivery server closest to your location. This will decrease the time needed to download your file.

If you do not want to download your software through the Landmark Software Manager application, you can use the application to order DVDs of your products. These will be shipped to you.

[← Go To "What's in this Release?"](#)

System Requirements

The Landmark Software Manager application is a java based application that can run on any standard Release 5000.0.0 platforms. A description of the platforms is below.

<ul style="list-style-type: none"> • Microsoft Products: <i>For DecisionSpace and Select Landmark Classic Technologies</i> 		
Microsoft Windows XP and Microsoft Windows 2003 Server 32 bit	IA32	X86_64
Microsoft Windows XP and Microsoft Windows 2003 Server 64 bit	X86_64	
<ul style="list-style-type: none"> • Red Enterprise Linux 5.0 — 64-bit 		
<i>Note: This OS was built on Red Hat Enterprise Linux v4.4, but v5.0 will be tested and evaluated as it has recently become available</i>	X86_64 — (<i>Note: The supported platform will be the x86_64 architecture, but some applications will be built in a 32-bit format.</i>)	
<ul style="list-style-type: none"> • Solaris: <i>For Landmark Classic Technologies Only</i> 		
Sun Solaris 10 64 bit	SPARC (<i>Note: This supported platform will be the SPARC64 architecture, but some applications will be built in a 32-bit format.</i>)	

[← Go To "What's in this Release?"](#)

Third Party Applications

Halliburton uses various third-party applications in the development of its software.

Halliburton acknowledges that certain third party code has been bundled with, or embedded in, its software. The licensors of this third party code, and the terms and conditions of their respective licenses, may be found at the following location:

[InstallDir]\Res\Third_Party.pdf

A list of all third party code used with the Landmark Software Manager application is listed below.

Product/Package	Version
Apache Common Web Services	
FlexNet Connect	6.1
Java Runtime Environment	1.6
InstallAnywhere	8.0.2
Adobe Framemaker	8
Adobe RoboHelp HTML	7

In addition, the Landmark Software Manager application uses components from Decision Space Infrastructure. The third party information for this application is located in the Third_Party.pdf referenced above.

[← Go To "What's in this Release?"](#)

International Trade Compliance

This application is manufactured or designed using U.S. origin technology and is therefore subject to the export control laws of the United States. Any use or further disposition of such items is subject to U.S. law. Exports from the United States and any re-export thereafter may require a formal export license authorization from the government. If there are doubts about the requirements of the applicable law, it is recommended that the buyer obtain qualified legal advice. These items cannot be used in the design, production, use, or storage of chemical, biological, or nuclear weapons, or missiles of any kind.

The ECCN's provided in Release Notes represent Halliburton's opinion of the correct classification for the product today (based on the original software and/or original hardware). Classifications are subject to change. If you have any questions or need assistance please contact us at:

FHOUEXP@halliburton.com

Under the U.S. Export Administration Regulations (EAR), the U.S. Government assigns your organization or client, as exporter/importer of record, responsibility for determining the correct authorization for the item at the time of export/import. Restrictions may apply to shipments based on the products, the customer, or the country of destination, and an export license may be required by the Department of Commerce prior to shipment. The U.S. Bureau of Industry and Security provides a website to assist you with determining the need for a license and with information regarding where to obtain help.

The URL is:

<http://www.bis.doc.gov>

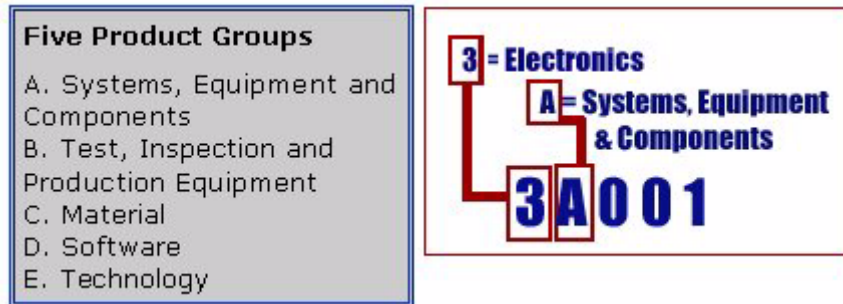
Definitions

CCATS (Commodity Classification Automated Tracking System) - the tracking number assigned by the U.S. Bureau of Industry and Security (BIS) to products formally reviewed and classified by the government. The CCATS provides information concerning export/re-export authorizations, available exceptions, and conditions.

ECCN (Export Control Classification Number) -The ECCN is an alpha-numeric code, e.g., 3A001, that describes a particular item or type of item, and shows the controls placed on that item. The CCL (Commerce Control List) is divided into ten broad categories, and each category is further subdivided into five product groups. The CCL is available on the [EAR](#)

[← Go To "What's in this Release?"](#)

[Website.](#)



The ECCN Number, License Type, and the CCATS Numbers for this product are included in the table below. Also included is the date the table was last updated.

Product/Component/R5000	ECCN Number	License	CCATS Number	Last Date Updated
Landmark Software Manager	5D002	ENC	G058319	2/11/2008

Installation

For installation instructions, please refer to the **Landmark Software Manager Installation Guide**. This guide can be accessed through your current Landmark Software Manager application or accessed through PeopleSoft Solution Document 150523.

[← Go To "What's in this Release?"](#)

Enhancements and New Functionality

The following enhancements have been made to the application.

PeopleSoft Number	Description	Solution
772700	Request that LSM download speed be improved	Landmark is now delivering software through an agreement with Akamai Technologies. Akamai has download servers located worldwide which will decrease download time.

[← Go To "What's in this Release?"](#)

Fixed Problems

The following issues were fixed for the 5000.0.3 release of the Landmark Software Manager application.

PeopleSoft Number	Description	Solution Details (if required)
775792	Installer option to add shortcuts for specific user only.	The installer determines if the user has the rights to install the shortcut for all users, if not, then the shortcut is only created for the user installing the application.
782213	Percent downloaded and downloaded indicators do not change while a transfer is running	The download indicator has been redesigned and will provide a better status
782217	If a transfer is going to overwrite an existing file then it should prompt for cancel yes/no before starting	The application now checks the download directory to determine if a file name matches the file you want to download. If the download directory has a file with the same name, a message displays asking if you want to overwrite the file. If you have changed your download directory between the downloads then the message will not be displayed.
787097	LSM file size of large files shows as blank in the DownLoad History tab	
787685	Sometimes the proxy screen cursor does not become active	
787965	Focus/timing issue with login screen and proxy screen cause proxy to not take input	
788566	File Size label says MB, numbers are in KB	File size is now in MB
789331	Problems with downloading media when customer is at two sites	
787688, 789062	When you login, the company list box should be sorted alphabetically or by customer site number	This is now sorted alphabetically and the associated site number is displayed.

Known Problems

Known issues and problems with the Landmark Software Manager application 5000.0.3 include the following.

- On Windows XP the installer requires administrator privileges to create the Desktop and Start Bar icons for all users. It is recommended that someone with Administrator privileges install the Landmark Software Manager application for this and other reasons (an account without privilege may not be able to correctly add the product to 'Add/Remove Programs', for example). If this is not possible, the install will still work, but it will finish with warnings.
 - To create a Desktop shortcut manually, navigate to the directory where the Landmark Software Manager application is installed and use the right mouse click on the "Add Shortcut on the lsm.bat" file. You can then drag this shortcut to your desktop.
 - The Landmark Software Manager application can be run by double clicking on the lsm.bat file in the LSM install directory.
- When using Exceed to remotely display on Windows from Linux or Solaris, several of the windows may display as very small or very wide. To correct the problem you can resize the window. Also, Minimizing then Restoring the window may correct the problem.
- While the Landmark Software Manager application is open it will not refresh itself with newly published updates. The workaround is to restart the Landmark Software Manager application to guarantee you have the latest available list.
- Some Landmark products do not have Install Guides and Release Notes or the documents may be combined. In these cases the two icons on the Product line in the Releases, Patches, and Download History Tabs will launch the same file.
- On Linux and Solaris, launching the PDF documents through Mozilla also may initiate a separate download window, and then the document is launched in yet another window.
- There is currently no way to restart a download at the point of failure if network problems cause a download to fail. You will need to download the entire file again.
- In certain cases, failed or cancelled downloads may leave a partial attachment file in the user's TEMP directory. These files have an '.att' extension and may be removed manually.

[← Go To "What's in this Release?"](#)

Contacting Support

Landmark software operates Technical Assistance Centers (TACs) in Australia, the United Kingdom, and the United States. Additional support is also provided through local support offices around the world. Local support office information is listed below. If problems cannot be resolved at the district level, our escalation team is called to resolve your incidents quickly.

Support information is always available on the Landmark Support internet page located at:

<http://css.lgc.com/InfoCenter/index?page=home>.

Technical Assistance Centers	
<p>North America 7:30 am - 5:30 pm Central Standard Time Monday - Friday, excluding holidays</p>	<p>713-839-2200 (Houston, TX, USA) Toll Free 1-877-435-7542 (1-877-HELP-LGC) Fax: 713-839-2168 (Houston, TX) Fax: 907-275-2655 (Anchorage, AK) Fax: 303-796-0807 (Denver, CO) Fax: 403-262-1929 (Calgary, Canada)</p> <p>Email: support@lgc.com</p>
<p>Latin America (Spanish, Portuguese, English) 7:00 am - 5:00 pm Central Standard Time Local normal business hours</p>	<p>1-713-839-3405 (Houston, TX, USA) Fax: 713-839-3646 Email: soporte@lgc.com</p> <p>Toll Free from:</p> <p>Argentina: 0800-800-5263 Brazil: 0800-891-0837 Chile: 800-201-898 Colombia: 01800-915-4743 Mexico: 001-888-438-1296 Peru: 0800-51634 Trinidad: 1-888-438-1296 Venezuela: 0-800-526-3627</p> <p>Toll Free from local area: Ecuador (Quito) (02)226-1908</p>
<p>Europe, Africa, Middle East 8:00 am - 5:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>44-1372-868686 (Leatherhead, UK) Fax: 44-1372-868601 (Leatherhead, UK) Fax: 44-1224-723260 (Aberdeen, UK) Email: support@lgc.com</p>

 [Go To "What's in this Release?"](#)

<p>Asia, Pacific 8:00 am - 5:00 pm Local Time Monday-Friday, excluding holidays</p>	<p>61-8-9481-4488 (Perth, Australia) Toll-free 1-800-448-488 Fax: 61-8-9481-1580 Email: apsupport@lgc.com</p> <p>Toll-Free from: China: 10-800-6100-253 Indonesia: 001-803-61284 Japan: 00531-61-0021 Malaysia 1800-803-687 New Zealand 0800-400-555 South Korea 00308-61-0046 Taiwan 0080-161-1350 Thailand 001-800-611-2784</p> <p>Toll Free from local area: Vietnam: 84-8-9191901 India: 91-11-622-1885 (c/o Samit Enterprises)</p>
<p>District Support Offices</p>	
<p>Algeria (Algiers) 8:30 am - 4:30 pm Local Time Saturday - Wednesday excluding holidays</p>	<p>21-337-7239 Email: support@lgc.com</p>
<p>Angola (Luanda) 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>213 2137 7239 Email: support@lgc.com</p>
<p>Argentina (Buenos Aires) 9:00 am - 6:00 pm Local time</p>	<p>54-11-4312-8411 Toll Free 0800-800-5263 Fax: 54-11-4311-9566 Email: soporte@lgc.com</p>
<p>Australia (Perth) 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>61-8-9481-4488 Toll Free 1800-448-488 Fax: 61-8-9481-1580 Email: apsupport@lgc.com</p>
<p>Brazil (Rio de Janeiro) 8:00 am - 5:30 pm Local Time</p>	<p>55-21-3974-4000 or Toll Free 0800-891-0837 Fax: 55-21-3974-4002 Email: soporte@lgc.com</p>

 [Go To "What's in this Release?"](#)

<p>Brunei (Bandar Seri Bagawan) 8:30 am - 5:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>67-3-233-5319 Email: apsupport@lgc.com</p>
<p>Canada (Calgary) 7:30 am - 5:30 pm Central Standard Time Monday-Friday, excluding holidays</p>	<p>Toll Free 1-877-435-7542 (1-877-HELP-LGC) Fax: 403-262-1929 (Calgary, Canada) Fax: 713-830-2168 (Houston, TX) Email: support@lgc.com</p>
<p>Chile (TAO TAC, Houston, Texas) Local normal business hours</p>	<p>Toll Free 800-201-898 Fax: 1-713-839-3646 Email: soporte@lgc.com</p>
<p>Colombia (Bogota) 8:00 am - 5:00 pm Local Time</p>	<p>57-1-326-4000 57-1-326-6710 Toll Free 01800-915-4743 Fax: 57-1-326-6717 Email: soporte@lgc.com</p>
<p>Ecuador (Quito) 8:00 am - 5:00 pm Local Time</p>	<p>59-32-226-1844 Toll Free from Quito (02)226-1908 Fax: 59-32-226-2590 Email: soporte@lgc.com</p>
<p>Egypt (Cairo) 8:00 am - 4:00 pm Local Time Saturday - Wednesday, excluding holidays</p>	<p>20-2-759-1717 (ask for Landmark Support) Email: support@lgc.com</p>
<p>India (New Delhi) 9:00 am - 5:30 pm Local Time Local Business Days, excluding holidays</p>	<p>91-11-622-1885 (c/o Samit Enterprises) Fax: 91-11-647-9246 Email: apsupport@lgc.com</p>
<p>Indonesia (Jakarta) 7:30 am - 4:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>62-21-3003-9039 or Toll Free 001-803-61284 Fax: 62-21-3003-9088 Email: apsupport@lgc.com</p>
<p>Japan 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>Toll Free 00531-61-0021 Email: apsupport@lgc.com</p>

 [Go To "What's in this Release?"](#)

<p>Malaysia (Kuala Lumpur) 8:30 am - 5:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>603-2164-1121 or Toll Free 1-800-803-687 Fax: 603-2164-1135 Email: apsupport@lgc.com</p>
<p>Mexico (Reynosa) 8:00 am - 6:00 pm Local Time</p>	<p>52-555-208-3533 52-555-208-3868 Toll Free 001-888-438-1296 Local Office Fax: 52-555-514-7646 Email: soporte@lgc.com</p>
<p>New Zealand (New Plymouth) 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>61-6-755-2318 Toll Free 0800-400-555 Fax: 64-6-755-2407 Email: apsupport@lgc.com</p>
<p>Nigeria (Lagos) 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>234-1-461-0780 (ask for Landmark Support) Fax: 234-1-262-0769 Email: support@lgc.com</p>
<p>People's Republic of China (Beijing) 9:00 am - 5:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>86-10-8486-4501 Toll Free 10-800-6100-253 or 10-800-810-0209 Fax: 86-10-8486-4819 Email: bjsupport@lgc.com apsupport@lgc.com</p>
<p>Peru (Lima) Local normal business hours</p>	<p>Toll Free 0800-51634 Fax: 001-713-839-9646 Email: soporte@lgc.com</p>
<p>Russia (Moscow) 7:00 am - 5:00 pm Local Time Local Business Days, excluding holidays</p>	<p>7-495-960-2926 7-495-960-2927 (ask for Landmark Support) Fax: 7-095-755-8301 Email: support@lgc.com</p>
<p>South Korea 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>Toll Free 00308-61-0046 Email: apsupport@lgc.com</p>
<p>Taiwan 8:30 am - 5:30 pm Local Time Monday-Friday, excluding holidays</p>	<p>Toll Free 00801-61-1350 Email: apsupport@lgc.com</p>

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<p>Thailand (Bangkok) 8:00 am - 5:00pm Local Time Monday - Friday, excluding holidays</p>	<p>66-2-278-8100 Toll Free 001-800-611-2784 Fax: 66-2-278-8199 Email: apsupport@lgc.com</p>
<p>Trinidad & Tobago (TAO TAC, Houston, TX) 7:00 am - 5:00 pm Central Standard Time (Houston, TX) Local normal business hours</p>	<p>Toll Free: 1-888-438-1296 Fax: 1-713-839-3646 Email: soporte@lgc.com</p>
<p>United Arab Emirates (Dubai) 7:00 am - 5:00 pm Local Time Local Business Days, excluding holidays</p>	<p>+971-4-3036446 (ask for Landmark Support) Fax: +971-4-3315837 Email: gulf_support@lgc.com support@lgc.com</p>
<p>United Kingdom 8:00 am - 5:30 pm Local Time Monday - Friday, excluding holidays</p>	<p>44-1372-868686 (Leatherhead) Fax: 44-1372-868601 (Leatherhead) Fax 44-1224-723260 (Aberdeen) Email: support@lgc.com</p>
<p>United States (Anchorage) 7:30 am - 5:30 pm Central Standard Time Monday - Friday, excluding holidays</p>	<p>Toll Free 1-877-435-7542 <i>(1-877-HELP-LGC)</i> Fax: 907-275-2655 Email: support@lgc.com</p>
<p>United States (Denver) 7:30 am - 5:30 pm Central Standard Time Monday - Friday, excluding holidays</p>	<p>Toll Free 1-877-435-7542 <i>(1-877-HELP-LGC)</i> Fax: 303-796-0807 Email: support@lgc.com</p>
<p>United States (Houston) 7:30 am - 5:30 pm Central Standard Time Monday - Friday, excluding holidays</p>	<p>713-839-2200 Toll Free 1-877-435-7542 <i>(1-877-HELP-LGC)</i> Fax: 713-839-2168 Email: support@lgc.com</p>
<p>Venezuela (Caracas) 8:00 am - 5:00 pm Local Time</p>	<p>58-212-953-0774 Toll Free 0-800-526-3627 Fax: 58-212-952-3845 Email: soporte@lgc.com</p>
<p>Vietnam (Ho Chi Minh City) 8:00 am - 5:00 pm Local Time Monday - Friday, excluding holidays</p>	<p>84-8-910-1901 Fax: 84-8-910-1902 Email: apsupport@lgc.com</p>

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3D Drill View, 3D Drill View KM, 3D Surveillance, 3DFS, 3DView, Active Field Surveillance, Active Reservoir Surveillance, Adaptive Mesh Refining, ADC, Advanced Data Transfer, Analysis Model Layering, ARIES, ARIES DecisionSuite, Asset Data Mining, Asset Decision Solutions, Asset Development Center, Asset Development Centre, Asset Journal, Asset Performance, AssetConnect, AssetConnect Enterprise, AssetConnect Enterprise Express, AssetConnect Expert, AssetDirector, AssetJournal, AssetLink, AssetLink Advisor, AssetLink Director, AssetLink Observer, AssetObserver, AssetObserver Advisor, AssetOptimizer, AssetPlanner, AssetPredictor, AssetSolver, AssetSolver Online, AssetView, AssetView 2D, AssetView 3D, BLITZPAK, CasingLife, CasingSeat, CDS Connect, Channel Trim, COMPASS, Contract Generation, Corporate Data Archiver, Corporate Data Store, Data Analyzer, DataManager, DataStar, DBPlot, Decision Management System, DecisionSpace, DecisionSpace 3D Drill View, DecisionSpace 3D Drill View KM, DecisionSpace AssetLink, DecisionSpace AssetPlanner, DecisionSpace AssetSolver, DecisionSpace Atomic Meshing, DecisionSpace Nexus, DecisionSpace Reservoir, DecisionSuite, Deeper Knowledge. 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Clean, Handheld Field Operator, HHFO, High Science Simplified, Horizon Generation, I2 Enterprise, iDIMS, Infrastructure, Iso Core, IsoMap, iWellFile, KnowledgeSource, Landmark (as a service), Landmark (as software), Landmark Decision Center, Landmark Logo and Design, Landscape, Large Model, Lattix, LeaseMap, LogEdit, LogM, LogPrep, Magic Earth, Make Great Decisions, MathPack, MDS Connect, MicroTopology, MIMIC, MIMIC+, Model Builder, Nexus (as a service), Nexus (as software), Nexus View, Object MP, OpenBooks, OpenJournal, OpenSGM, OpenVision, OpenWells, OpenWire, OpenWire Client, OpenWire Direct, OpenWire Server, OpenWorks, OpenWorks Development Kit, OpenWorks Production, OpenWorks Well File, PAL, Parallel-VIP, Parametric Modeling, PetroBank, PetroBank Explorer, PetroBank Master Data Store, PetroStor, PetroWorks, PetroWorks Asset, PetroWorks Pro, PetroWorks ULTRA, PlotView, Point Gridding Plus, Pointing Dispatcher, PostStack, PostStack ESP, PostStack Family, Power Interpretation, PowerCalculator, PowerExplorer, PowerExplorer Connect, PowerGrid, PowerHub, PowerModel, PowerView, PrecisionTarget, Presgraf, PressWorks, PRIZM, Production, Production Asset Manager, PROFILE, Project Administrator, ProMAGIC, ProMAGIC Connect, ProMAGIC Server, ProMAX, ProMAX 2D, ProMax 3D, ProMAX 3DPSDM, ProMAX 4D, ProMAX Family, ProMAX MVA, ProMAX VSP, pSTAX, Query Builder, Quick, Quick+, QUICKDIF, Quickwell, Quickwell+, Quiklog, QUIKRAY, QUIKSHOT, QUIKVSP, RAVE, RAYMAP, RAYMAP+, Real Freedom, Real Time Asset Management Center, Real Time Decision Center, Real Time Operations Center, Real Time Production Surveillance, Real Time Surveillance, Real-time View, Reference Data Manager, Reservoir, Reservoir Framework Builder, RESev, ResMap, RTOC, SCAN, SeisCube, SeisMap, SeisModel, SeisSpace, SeisVision, SeisWell, SeisWorks, SeisWorks 2D, SeisWorks 3D, SeisWorks PowerCalculator, SeisWorks PowerJournal, SeisWorks PowerSection, SeisWorks PowerView, SeisXchange, Semblance Computation and Analysis, Sierra Family, SigmaView, SimConnect, SimConvert, SimDataStudio, SimResults, SimResults+, SimResults+3D, SIVA+, SLAM, SmartFlow, smartSECTION, Spatializer, SpecDecomp, StrataAmp, StrataMap, StrataModel, StrataSim, StratWorks, StratWorks 3D, StreamCalc, StressCheck, STRUCT, Structure Cube, Surf & Connect, SynTool, System Start for Servers, SystemStart, SystemStart for Clients, SystemStart for Servers, SystemStart for Storage, Tanks & Tubes, TDQ, Team Workspace, TERAS, T-Grid, The Engineer's DeskTop, Total Drilling Performance, TOW/cs, TOW/cs Revenue Interface, TracPlanner, TracPlanner Xpress, Trend Form Gridding, Trimmed Grid, Turbo Synthetics, VESPA, VESPA+, VIP, VIP-COMP, VIP-CORE, VIPDataStudio, VIP-DUAL, VIP-ENCORE, VIP-EXECUTIVE, VIP-Local Grid Refinement, VIP-THERM, WavX, Web Editor, Well Cost, Well H. Clean, Well Seismic Fusion, Wellbase, Wellbore Planner, Wellbore Planner Connect, WELLCAT, WELLPLAN, WellSolver, WellXchange, WOW, Xsection, You're in Control. Experience the difference, ZAP!, and Z-MAP Plus are trademarks, registered trademarks, or service marks of Halliburton.

[← Go To "What's in this Release?"](#)

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<InstallDirectory>/resource/Third_Party.pdf