# HALLIBURTON

Landmark Software & Services



DecisionSpace InSite Anywhere® and InSite Anywhere® Direct

Software Version 5000.9.5

**Installation Guide** 

February 2014

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# HALLIBURTON

| Landmark Software | & Services

# Welcome to DecisionSpace InSite Anywhere® Software

DecisionSpace InSite Anywhere® software is installed as a Web server (Tomcat). It operates as a proxy to enable client computers to access an InSite® database over the internet. InSite Anywhere® offers two types of clients: InSite Anywhere® Web and InSite Anywhere® Direct. Both clients share the same basic functionality in terms of applications and presentation displays.

•

However, there are some differences in the user interface and database access.

### InSite Anywhere® Web client

### InSite Anywhere® Direct client

Launched from the desktop

• Installed locally

- Installed on a Web server
- Launched in a Web browser
- User access is limited to IA Server data sources, and is managed using the Well Access Interface (WAI) system
- Users can connect to 3 different data source types: InSite®, InSite Anywhere® (IA)\*, and WITSML

\*Access to an IA Server data source is managed using the WAI

# **Applications Included**

Applications provided with both clients include:

- Presentation Studio (numerous wellsite data display controls)
- Well Information
- Survey Report
- Data Statistics
- Exporter
- Lithology Download
- Public Data Table Editor (PDTE)

# **Presentation Studio Example Templates**

For your convenience, several Presentation Studio example templates are provided with the installation. You can use these as a base for creating display arrangements appropriate to your business needs.

# **DecisionSpace® Well Access Interface**

The DecisionSpace ® Well Access Interface (WAI) application is used in conjunction with DecisionSpace InSite Anywhere® as the user repository and management tool. WAI is the security model which uses an LDAP (Microsoft's Active Directory) user repository to provide centralized authentication and authorization. WAI also enables centralized jobs management in which users log in using a single URL to access all assigned jobs (wells).

For more information, refer to the DecisionSpace® Well Access Interface Installation Guide.

# **Products and Licenses**

# Major Upgrade / Full Installation Only

DecisionSpace InSite Anywhere® and InSite Anywhere® Direct software version 5000.9.5 is a major upgrade with architectural changes. It can be installed *only* as a full installation by itself. Remove any previous versions before installing this release.

## **Licenses Required**

The following licenses are required to run the DecisionSpace InSite Anywhere® and Well Access Interface applications.

Product to Download	Applications Included	Licenses Required
DecisionSpace InSite Anywhere® (requires WAI)	InSite Anywhere® Server and Context	1 license
DecisionSpace InSite Anywhere® Direct	InSite Anywhere® Direct	1 license for each
(requires WAI if connecting to an IA server) DecisionSpace® Well Access Interface	(desktop application) Well Access Interface	user session 1 license
(WAI)		Tilcense
	Microsoft AD LDS (ADAM)	none

Note: IA Mobile is NOT supported in this release.

# **Obtain and Install a License**

Before running DecisionSpace® software, you must obtain and install one or more licenses. The license enables you to access the applications and features you are authorized to use. You can request a license from the **Landmark Software Manager** when you download the software, or from the Halliburton website <u>Customer Support Portal</u>.

The default location for installing the license file is C:\Landmark\LAM.

Alternately, you can install the license file on your **license server**. Be sure to edit the Environment Variable, LM\_LICENSE\_FILE, to point to the license server.

- 1. Right-click **My Computer <computer name>** and select **Properties**.
- 2. In the Control Panel, click Advanced system settings.
- 3. In the System Properties dialog, Advanced tab, click Environment Variables.
- 4. Under System variables, locate and select LM\_LICENSE\_FILE, and click Edit.
- 5. Enter the license server location as the **Variable value** and click **OK**.

	×
Computer Name Hardware Advanced Remote	Environment Variables
You must be logged on as an Administrator to make most of these changes.	User variables for LMAdmin
Performance	Variable Value
Visual effects, processor scheduling, memory usage, and virtual memory	SQLSERVER (local)\SQLEXPRESS
	TEMP %USERPROFILE%\AppData\Local\Temp
Settings	TMP %USERPROFILE%\AppData\Local\Temp
User Profiles	
Desktop settings related to your logon	New Edit Delete
Settings	System variables
	Variable Value
Startup and Recovery	INSTALLDIR C:\Landmark\DSWITSML\
System startup, system failure, and debugging information	LANDMARK C:)Landmark)
	LM_LICENSE_FILE C:\Landmark\LAM
Settings	NUMBER_OF_P 2
Environment Variables	New Edit Delete
OK Cancel Apply	OK Cancel

Landmark Graphics Corporation derives the greatest portion of its revenues from the sale and/or maintenance of software licenses. We license our clients to use our software, but we retain ownership of the software and most, if not all, of its underlying technologies. A license is both a business agreement and an electronic method for enforcing that agreement.

All DecisionSpace® software requires that one or more product-specific license keys be listed in the Landmark license file. If you do not have this information, please contact your client representative.

# License Application Manager (LAM)

The License Application Manager (LAM) 5000.0.3.0 program is required for verifying product licenses. It can be downloaded from the **Landmark Software Manager (LSM)**. On the **Available Downloads** tab, expand **Discipline - Tools**. The LAM Guide 5000.0.3.0 provides detailed instructions on how to install and configure the License Application Manager (LAM) on Windows systems.

# System Requirements

Following are the minimum hardware and software requirements for running DecisionSpace InSite Anywhere® and DecisionSpace InSite Anywhere® Direct 5000.9.5 software with the supported operating systems.

## InSite Anywhere® Server

Operating system	Windows 2008 Server* *And ALL Critical Updates as of release date
Hard disk space	40 GB minimum
Memory	2 GB minimum, 4 GB recommended
Internet browser	Internet Explorer 8.0

# **Client Applications**

Operating system	Windows 7 x64 (32 bit mode on 64 bit platform) SP 1*
	*And ALL Critical Updates as of release date
InSite Anywhere® (Web)	Java Runtime Environment – JRE 7_45
	• Internet Explorer 8.0
	Macintosh and Linux operating systems are NOT currently supported.
	Access to jobs (wells) using InSite Anywhere is managed using the <b>Well Access Interface (WAI) system</b> , which is typically installed on a separate server.
InSite Anywhere® Direct	300 MB hard disk space
	Extra hard drive space might be needed for downloading data from an IA server.
	Access to an IA Server data source is managed using the WAI.

# **Installing Full Versions**

## Install InSite Anywhere®

These instructions describe how to install DecisionSpace InSite Anywhere® software using the **InstallShield Wizard** user interface. You can also <u>install the software using the Command Line</u>.

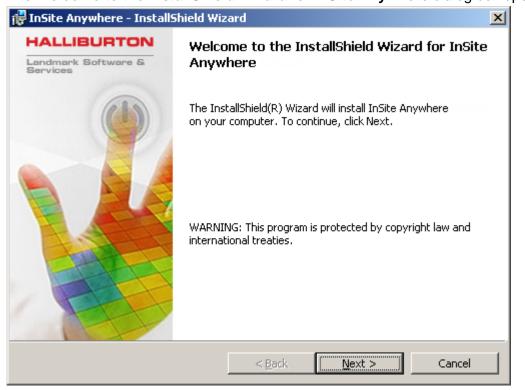
### Halliburton Internal Installations

Installations intended for Halliburton internal use must be <u>installed using the Command Line</u> to have access to features specific to Halliburton Product Service Lines (PSLs).

### Before you start

- Back up templates! If you saved any custom templates (files with extension \*.JRTD), back them up or move them before installing a new version. The default location on the IA server is, \\INSITEAnywhere\Tomcat\webapps\IA\jspHtml\Jobs\<job name in WAI>\templates. Otherwise, they could be overwritten.
- **Remove any previous versions** of InSite Anywhere.
- Close ALL applications before installing DecisionSpace InSite Anywhere® software.
- Verify the computer meets the <u>System Requirements</u> for the applicable operating system.
- Download the DecisionSpace InSite Anywhere® 5000.9.5 software from the Landmark Software Manager (LSM) under Discipline – Drilling & Completions.
   Information about LSM can be found on the Landmark Support Portal > LSM Information. The software is downloaded in a self-extracting zip file (\*.exe).
- 2. Open the folder in which you extracted the files. Locate **setup.exe** and double-click it. The **InstallShield Wizard** opens and briefly displays the message "Preparing to Install."

3. Wait a few moments for the Windows Installer to prepare. The **Welcome to the InstallShield Wizard for InSite Anywhere** dialog box opens.



4. Click Next.

The Setup Type dialog box opens.

👘 InSite Anywhe	re - InstallShield Wiz	ard		×
Setup Type				HALLIBURTON
Choose the set	up type that best suits y	our needs.		Landmark Boftware & Bervices
Please select a	setup type.			
• <u>Complete</u>	Local All program features wil	l be installed. (Res	wires the most -	diete
	space.)	i be installed, (Ket	laires the most	
🔿 IA Conte <u>x</u>	<u>i</u> t			
<b>F</b>	This option will install on resource.	ly the IA Context	locally or in a Uf	NC
🔿 IA <u>S</u> erver				
1 <sup>1</sup>	This will install the IA Se	rver in your syster	n.	
InstallShield				
		< <u>B</u> ack	<u>N</u> ext >	Cancel

### 5. Select **Complete Local**.

The other two options are not used in this release.

### 6. Click Next.

The **Destination Folder** dialog box opens.

🙀 InSite Ar	ywhere - InstallShield Wiz	ard		×
<b>Destinati</b> Click Nex	<b>on Folder</b> It to install to this folder, or clic	k Change to insta	ll to a different	HALLIBURTON
	Install InSite Anywhere to: C:\INSITEAnywhere\			<u>C</u> hange
InstallShield –		< <u>B</u> ack	Next >	Cancel

- 7. Do one of the following:
  - To install to the **default location**, go to step 10.
  - To install to a different location, click **Change**. The **Change Current Destination Folder** dialog box opens.

😽 InSite Anywhere - InstallShield Wizard	×
Change Current Destination Folder	HALLIBURTON
Browse to the destination folder.	Landmark Boftware & Services
Look in:	
iNSITEAnywhere	· E 💣
Eolder name:	
C:\INSITEAnywhere\	
InstallShield	
	OK Cancel

8. Type a new drive and/or directory path under **Folder name**, or click **to** browse and select a location.



9. Click **OK**.

The new path appears in the **Destination Folder** dialog box.

### 10. Click Next.

### The Ready to Install the Program dialog box opens.

🔂 InSite Anywhere - InstallShield Wizard	×
<b>Ready to Install the Program</b> The wizard is ready to begin installation.	HALLIBURTON Landmark Software & Bervices
Click Install to begin the installation. If you want to review or change any of your installation :	settings, click Back, Click Cancel to
exit the wizard.	-,
InstallShield	
< <u>B</u> ack	Install Cancel

### 11. Click Install.

The Installing InSite Anywhere dialog box opens and displays progress.

🙀 InSite Ar	nywhere - InstallShield Wiz	ard		
	<b>; InSite Anywhere</b> gram features you selected are	being installed.		HALLIBURTON Landmark Software 5 Bervices
17	Please wait while the InstallSl take several minutes.	hield Wizard install:	s InSite Anywl	here. This may
	Status:			
	Copying new files			
	C:\INSITEAnywhere\jdk\COPY	'RIGHT		
InstallShield -				
		< <u>B</u> ack	Next >	Cancel



After a few minutes, the message "InstallShield Wizard Completed" appears.

- 12. We recommend you leave the Launch SQL Configuration Wizard check box selected. If you do NOT want to configure the SQL server now, clear the Launch SQL Configuration Wizard check box. You can launch the Wizard later using a batch file.
- 13. Click Finish.

If you selected the Launch SQL Configuration Wizard check box, the SQL Configuration dialog opens. See instructions to <u>Configure SQL Server Properties</u>.

- 14. (recommended) Restart your PC for best results.
- 15. <u>Obtain a license</u>. A license file is required for you to access the DecisionSpace InSite Anywhere® applications and features you are authorized to use.

### **Configure SQL Server Properties**

If you selected the check box Launch SQL Configuration Wizard when completing the InSite Anywhere installation, the SQL Configuration dialog opens when you click Finish.

You can launch the dialog later after completing the InSite Anywhere installation. On the IA server, locate the batch file SQLConfigUtility.bat in the location:

\\INSITEAnywhere\Tomcat\webapps\IA\WEB-INF\Utility\. Right-click the BAT file and select Run as administrator.

QL Config	uration		
Server	localhost	Port 14	133
Instance	MSSQLSERVER	Database dt	Template
User	admin	Password **	*****
Fail O	lver Server	FailOver	
A Alias			

### 1. Complete the SQL Configuration properties.

The defaults are correct if SQL is installed *locally* (same server as IA). If SQL is installed on a *different* server (as recommended), you must edit the **Server** entry at a minimum.

Server	SQL server host name or IP address.		
Port			
Instance Name	Name of the SQL instance. Microsoft's default nar		

nstance Name	Name of the SQL instance. Microsoft's default names are
	SQLEXPRESS (for SQL Express) and MSQLSERVER (for
	Standard or other versions).
_	

- Database Name of the IA server database where templates, images, etc. are stored. Leave the default name dbTemplate.
- User / Password User name and password for the WAI database (not SQL server).

Fail Over Server	Select this checkbox if you are using a mirrored SQL environment (for failover).
Failover	Enter the Failover Server host name or IP address.
IA Alias	Enter a name for the InSite Anywhere server. This name is used for adding an IA Server in the Well Access Interface (WAI).

### 2. Click Done.

Progress is shown at the bottom of the dialog, and the IA service is started. The message "SQL configuration executed successfully" is displayed.

3. Click **OK** to close the message.

## Install InSite Anywhere® Direct

Unlike other InSite® products, there is not an Install Wizard for the DecisionSpace InSite Anywhere® Direct software. Instead, there is a compressed zip file of all the files and folders required for the application to run.

#### Before you start

Back up templates! If you saved any custom templates (files with extension \*.JRTD), back them up or move them before installing a new version. The default location is \\IADirect\IADV940\templates. Otherwise, they could be overwritten.

 Download the DecisionSpace InSite Anywhere® Direct 5000.9.5 software from the Landmark Software Manager (LSM) under Discipline – Real Time. Information about LSM can be found on the Landmark Support Portal > LSM Information. The software is downloaded in zip file.

**Important!** If your Windows 7 configuration is set to block potentially unsafe files from remote sources, <u>unblock the zip file</u> before extracting the files.

2. Right-click the downloaded file, **DSInsiteAnywhereDirect\_5000\_9\_5.zip**, and select **Extract All**.

The **Extract Compressed (Zipped) Folders** dialog box opens, displaying a default destination path and folder.

	×
🕞 🔢 Extract Compressed (Zipped) Folders	
Select a Destination and Extract Files Files will be extracted to this folder: C:\Users\Desktop\IADirect_9.5.0.22	Browse
Show extracted files when complete	
Extract	t Cancel

3. If desired, type a new path or click **Browse** to locate a different path.

- 4. Click **Extract**. The application files and subfolders are extracted to the specified folder.
- 5. <u>Obtain a license</u>. A license file is required for you to access the DecisionSpace InSite Anywhere® Direct applications and features you are authorized to use.
- 6. To launch the application open the top-level folder, locate the **IADirect.exe** file, and double-click it.

The **Please Login** pane opens.

Tip Create a shortcut of the IADirect.exe file and move it to your Desktop.

7. If no servers are listed in the **Please Login** pane, click the **Add** button and connect to a server. Refer to the Insite Anywhere® Direct online help for more information.

### InSite Anywhere® Direct Files on the IA Server

InSite Anywhere® Direct software is installed along with the InSite Anywhere® installation in a subfolder named **IADirect**. The IADirect folder can be found in the following location.

C:\INSITEAnywhere\Tomcat\webapps\IA\IADirect - 🗆 × File Edit View Favorites Tools Help » × 9 🔇 Back 👻 🕥 👻 🏂 🔎 Search 🛛 > Folders 🛛 🗟 🕑 Address C:\INSITEAnywhere\Tomcat\webapps\IA\IADirect 🔿 Go **-**| Folders × Name . 🚞 bin 🖃 🚞 INSITEAnywhere ٠ 🗋 Common 🗉 🚞 jdk 🗋 Data 🖃 🚞 Tomcat IADV940 🕀 🚞 bin 🗎 idk 🗉 🚞 Conf Programs 🚞 lib 👏 adi32.dll 🚞 logs 👏 adi841.dll 🕀 🚞 Shared 👏 adi842.dll 🗉 🚞 webapps 👏 adi950.dll 🖃 🧰 IA. 👏 adi1060.dll 🕀 📄 download 🚾 cache.ccf 🚞 IAAdminLog 👏 CheckLAM.dll 표 🧰 IADirect 👏 diCryptoSys.dll 🕀 🚞 jspHtml Exporter.exe 🛅 Style Guide 🔊 gpsvc.dll 🕀 🚞 WEB-INF 🎒 IADirect.exe 🖽 🚞 xml IADirect.ico 🕀 🦳 work TADiroch Milini ۹. 51 objects (Disk free space: 10.8 G 15.3 MB 🚽 My Computer

<install directory>\INSITEAnywhere\Tomcat\webapps\IA\IADirect

The IADirect folder is portable. You can copy it to any computer and run InSite Anywhere® Direct from there. The computer must have access to the license server, or you must install a license locally.

# Installing from the Command Line

This information is provided for those who prefer to install DecisionSpace InSite Anywhere® software from a DOS Command Prompt.

**Important!** Installations for **Halliburton internal use** must be installed using the Command Prompt to have access to features specific to Halliburton Product Service Lines (PSLs).

- 1. Copy the DecisionSpace InSite Anywhere® installation files to a folder, for example, C:\DSA\_HA. This is the **SOURCE\_DIR**.
- Open a DOS Command Prompt to Run as administrator: Select Start > Programs > Accessories. Right-click Command Prompt and select Run as. In the Run As dialog, UNcheck the option Run this program with restricted access. Click OK.
- 3. Change the prompt directory to the location in which you copied the DecisionSpace InSite Anywhere® installation files, for example, C:\DSA\_HA.
- 4. At the DOS prompt, type the install command using the **Basic Command Format** shown below.
- 5. When installing a **High Availability** setup and/or an **Upgrade**, include the appropriate additional arguments. All argument **values** must be entered in "**quotes**".

## **Basic Command Format**

msiexec /package "{Source Directory}\Insite Anywhere.msi" **INSTALLDIR**="{Local Target Directory}" **SOURCE\_DIR**="{Source Directory}" **RTO**="{RTO Mode}" /l\* "log.txt" /qr

INSTALLDIR=	Destination directory where the application files will be installed.	
SOURCE_DIR=	Directory in which the installation files are located.	
RTO=	0 - (default) Commercial install.	
	<b>1</b> - Internal use install. Includes features specific to Halliburton Product Service Lines (PSLs). This option is intended for Halliburton INTERNAL use only.	
l* "log.txt"	Creates a log file of the installation process. You can name the .txt file whatever you choose.	
	The first character (I*) is an L, as in Log.	
/qr	Switch used to install the application in non-interactive "silent" mode. Initially displays a reduced user interface, and then progresses without further user interaction.	

### **Examples for Full Installations**

The only difference between the commands for Commercial and Halliburton Internal installations is the value for the RTO argument.

#### IA Complete - Commercial

```
msiexec /package "C:\DSA_HA\Insite Anywhere.msi"
INSTALLDIR="C:\INSITEAnywhere" SOURCE_DIR="C:\DSA_HA" RTO="0" /l*
"log.txt" /qr
```

#### IA Complete - Halliburton Internal (PSL)

```
msiexec /package "C:\DSA_HA\Insite Anywhere.msi"
INSTALLDIR="C:\INSITEAnywhere" SOURCE_DIR="C:\DSA_HA" RTO="1" /l*
"log.txt" /qr
```

# **Uninstalling the Software**

### Uninstall DecisionSpace InSite Anywhere® Server

Remove the DecisionSpace InSite Anywhere® software from the server.

- On Windows 2003 select Start > Settings > Control Panel > Add or Remove Programs. The Add or Remove Programs dialog box opens.
- 2. Select InSite Anywhere.
- Click Remove.
   A message asks "Are you sure you want to remove InSite Anywhere from your computer?"
- 4. Click Yes in the confirmation dialog box.A dialog box displays progress, and then closes once the software has been removed.
- 5. Close the Add or Remove Programs dialog box.

### Uninstall DecisionSpace InSite Anywhere® Direct

The DecisionSpace InSite Anywhere® Direct installation does not appear in the **Add or Remove Programs** list. To remove DecisionSpace InSite Anywhere® Direct software, delete the top level **IADirect** folder (or whatever folder name was used) and all the contents.

# **Post Installation**

### **Disable Pop-up Blockers**

Disable all Pop-up Blockers to access all authorized windows. If a Pop-up Blocker is installed on the client machine, the pop-up windows and dialogs in InSite Anywhere® are also blocked.

## Unblock Zip File or InSite Anywhere® Direct Help Files

If your Windows 7 configuration is set to block potentially unsafe files from remote sources, the IA Direct help files could fail to open. You could get an error message such as "Navigation to the webpage was cancelled."

To prevent this, unblock the Zip file before extracting the files. If you have already extracted the files, unblock the CHM help files after extraction.

- 1. If files already extracted, navigate to the Help files location: <IA Direct folder>\IADV940\Help.
- 2. Right-click the Zip file (or each of the \*.CHM files) and select **Properties**. On the **General** tab, click **Unblock**.

Note: The Unblock button appears only if your Windows 7 is configured to block potentially unsafe files from remote sources.

🔥 DSInsiteDirect.zip Properties 🛛 🛃		
General Security Details Previous Versions		
	DSInsiteDirect.zip	
Type of file:	Compressed (zipped) Folder (.zip)	
Opens with:	😭 Windows Explorer Change	
Location:	C:\Users\RTSTech\Desktop	_
Size:	312 MB (328,003,070 bytes)	
Size on disk:	312 MB (328,003,584 bytes)	
Created:	Today, March 06, 2013, 2:15:25 PM	
Modified:	Today, March 06, 2013, 2:15:38 PM	
Accessed:	Today, March 06, 2013, 2:15:25 PM	
Attributes:	Read-only Hidden Advanced	
Security:	This file came from another computer and might be blocked to help protect this computer.	
	OK Cancel Apply	

# Edit IA Server Tomcat Memory Settings

IA services are based on Tomcat web services. The default memory settings for Tomcat on IA server are:

- Minimum 128MB
- Maximum 512MB

To optimize performance, adjust the *minimum* setting to the *average memory usage* on the IA server under an average load.

- 1. Locate the file wrapper.properties in this location: <install dir>/Tomcat\Conf\jk
- 2. Open it in **Notepad**. Scroll to the end of the document and locate the following line:

wrapper.cmd\_line=\$(wrapper.javabin) -server -Xrs -Xms128m -Xmx512m -

3. Adjust the minimum (Xms) and maximum (Xmx) settings as needed. Save the file.

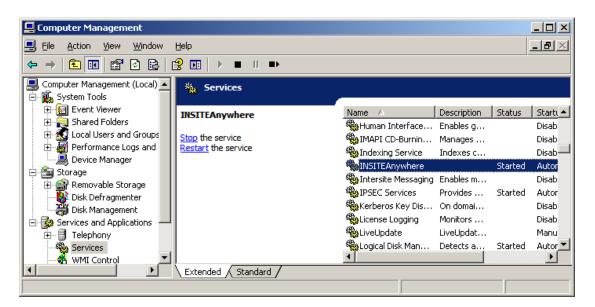
📙 wrapper.properties - Notepad 📃 🗌 🗙		
<u>File E</u> dit F <u>o</u> rmat <u>V</u> iew <u>H</u> elp		
<pre>\$(wrapper.class_path) \$(wrapper.startup_class) -config \$(wrapper.server_xml)</pre>		
wrapper.cmd_line=\$(wrapper.javabin) -server -×rs <mark>-×ms512m -×m×1024m</mark>		
-xx:HeapDumpPath=\$(wrapper.tomcat_home)\logs -xx:+HeapDumpOnOutOfMemoryError		

4. Restart IA services.

# **Restart IA Services**

You might need to restart IA services if you edit a configuration file.

- 1. Right-click My Computer and select **Manage**. The **Computer Management** window opens.
- 2. In the tree in the left pane, navigate to **Services and Applications > Services**. The **Services** information appears in the right pane.
- 3. Scroll down to locate and select **INSITEAnywhere**.
- 4. Right-click and select **Restart**, or click the **Restart** link to the left.



# Contacting Landmark Customer Support

### Landmark InSite Support

The following contact information applies specifically to DecisionSpace InSite software products.

Phone +1 713 839 2300

Email <u>247support@lgc.com</u>

Landmark operates Technical Assistance Centers (TACs) in Australia, the United Kingdom, and the United States. Additional support is also provided through regional support offices around the world.

### Support via Web Portal

Support information is always available on the Landmark Customer Support internet page. You can also submit a support request directly to Landmark Customer Support though the Landmark Customer Support Portal:

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

To request support in the Landmark Customer Support Portal:

- 1. In the **PIN** and **Password** text boxes in the Please Sign In area, enter your registered personal identification number and password.
- 2. Click the **Sign In** button.
- 3. In the Case & Defect Information area, click the **Create A New Case** link.
- 4. In the **Create Case** area, fill in the necessary information. Provide details about your technical concern, including any error messages, the workflow steps where the problem occurred, and attachments of screen shots that display the problem. To help understand the concern, you can also attach other files too, such as example data files.
- 5. Click the **Submit** button. A support analyst in the nearest Technical Assistance Center will respond to your request.

### **Technical Assistance Centers**

Asia, Pacific 8:00 am - 5:00 pm Local Time Monday-Friday, excluding holidays

**Europe, Africa, Middle East** 9:00 am - 5:30 pm Local Time Monday - Friday, excluding holidays

Latin America (Spanish, Portuguese, English) 7:00 am - 5:00 pm Local Time

North America 7:30 am - 5:30 pm Central Standard Time Monday - Friday, excluding holidays **61-8-9481-4488 (Perth, Australia)** Toll Free 1-800-448-488 Fax: 61-8-9481-1580 Email: apsupport@lgc.com

**44-1372-868686 (Leatherhead, UK)** Fax: 44-1224-723260 (Aberdeen, UK) Fax: 44-1372-868601 (Leatherhead, UK) Email: support@lgc.com

**713-839-3405 (Houston, TX, USA)** Fax: 713-839-3646 Email: soporte@lgc.com

**713-839-2200 (Houston, TX, USA)** Toll Free 1-877-435-7542 (1-877-HELP-LGC) Fax: 713-839-2168 Email: support@lgc.com

### **Regional Offices**

For contact information for regional offices, see the Contact Support page located at:

http://css.lgc.com/InfoCenter/index?page=contact&section=contact

If problems cannot be resolved at the regional level, an escalation team is called to resolve your incidents quickly.

#### **Helpful Links**

Name	Website Address
Landmark Software & Services home page	http://www.halliburton.com/landmark
Landmark Support Portal	http://css.lgc.com/InfoCenter/index?page=home
Oracle home page	http://www.oracle.com
FLEXNet Publisher (Flexera Software, Inc.)	http://www.flexerasoftware.com
Microsoft SQL Server home page	http://www.microsoft.com/sqlserver
Adobe Acrobat Reader	http://www.adobe.com
Microsoft SQL Server Express home page	http://www.microsoft.com/express/sql

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