



## Important Notice to our Customers

**Product Change Notice 211206A**

**Date: Dec. 6, 2021**

**Re: RheocalcT software (versions 1.x), end of product support**

### **To Our Valued Customers:**

We appreciate your use of AMETEK Brookfield viscometers, rheometers, and software. The purpose of this notice is to inform you that older versions of RheocalcT (versions 1.x) software will no longer be supported as of Dec. 3, 2021. Please note that this notice does not affect recent editions of RheocalcT beginning with 2.x (version 2.1.54, the latest release as of Dec. 6, 2021), available beginning in 2015.

### **PCN Type:**

Notice of end of product support, requiring customers to migrate to an equivalent product for support or service requests after Dec. 6, 2021.

### **Product(s) Affected:**

RheocalcT (versions 1.x) software

### **Customer Impact:**

As of Dec. 6, 2021, RheocalcT (versions 1.x) will no longer be supported because it relies on SQL Server 2008 R2 Express. Microsoft no longer provides support for this version of SQL Server, even for security updates: <https://docs.microsoft.com/en-us/troubleshoot/sql/general/end-support-sql-server-2008>. Customers are encouraged to migrate to the latest version of RheocalcT 2.x (version 2.1.54, as of Dec. 6, 2021). RheocalcT 2.x works with DV2T and DV3T instruments, just as RheocalcT 1.x did, as well as with the new DVNext instruments. This does not affect the DV2T and DV3T instruments operating in standalone mode.

Please visit the AMETEK Brookfield page at [www.brookfieldengineering.com](http://www.brookfieldengineering.com) for more information on this and other laboratory viscometers, rheometers, and software, or contact AMETEK Brookfield for recommendations on alternate products. Please note that this notice does not affect other currently available software, including Texture Pro and Rheo3000.

Thank you for your continued support. If we can help you with any questions, please contact us online, call us at (508) 946-6200, or email us at [MA-MID.ccs@ametek.com](mailto:MA-MID.ccs@ametek.com).

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