

Important Notice to our Customers

Product Change Notice 221215A

Date: December 15, 2022

Re: Rheo3000 2.3.11 software

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 Rheo3000 software has been updated to improve functionality and customer experience, including support of the new RSX rheometer.

PCN Type:

Notice of product change, encouraging customers to update all current installations of Rheo3000 software.

Product(s) Affected:

Rheo3000 software

Customer Impact:

Customers are encouraged to update current installation of Rheo3000 software. This release implements new features and resolves important issues which include:

Release notes

Improvements:

- Yield by Deformation for Oscillation (AmpSweep) added.
- Basis Analysis: Number format is allowed for every parameter, not only one for the whole result.
- SQL Server: If not running, Rheo3000 will try to start it automatically.
- It is possible to install a database directly on a remote server via scripts.
- Database Explorer: Search function added; last tree positions are remembered.
- SQL Server: New versions can be used 2014/019.
- Oscillation with Temperature Ramp is working similar like in a standalone device now.
- Help: Smooth Acceleration description to Rheo3000 added.
- Last opened forms and windows are restored on next application start.

Bugs Fixed:

- Back-timer pie ended to fast because it did not use/add the temperature hold time.
- RSO/RSX: Device search hung for some minutes if an DV3T port was open and sent data continuously.
- No downgrade was possible after an update to v2.3.4 (because of missing RTrail database)
- Active SSO threw exception if local PC is no longer part of a domain.
- Automatic backup task could not be executed.
- SQL Server 2008: Creating of new RData, backup and restore databases didn't work.
- RST manual: "Open Coupling" error came on experiment start.
- Basic Analysis Block Configuration: Error message displayed while expanding the columns of parameter table.

Material Characterization At Its Best!™

- Cylinder Double Gap spindle was not recognized correctly.
- SSO: user login if user with same name was deleted before led to error.
- Role from a deleted user with same name was displayed in User-management.
- RC/RS device: After Running more than 250 steps (RotStairs block with > 250 steps), error occurred.
- BreakBlock at EventBlock led to program freezing.
- Searching for a created program using a key word from the database explorer led to error.
- Switching user was not working.
- Opening of measuring system properties via "Configuration -> Device and Measuring" led to error.
- On opening of license manager, activation id was always requested, even if already activated.
- In some cases, program did not end correctly, staying at e.g., 2s left.
- RSX, EventBlock: Break Block made the whole program stop.
- Timing issues on following measuring points, if Wait Block time was > 59s.
- RSO + Rheo3000, Test stopped too early.
- Excel Export via Save Block failed.
- Measurement Block: ran forever if configured with 0 measuring points.
- RSX/RSO: If the second experiment started, the time stamps in both experiments were reset and corrupted.
- RSX/RSO: on "errorMotorPowerOverload", "Remote connection lost..." error was shown instead.
- Help: some pages could not be displayed.
- A test program with only one block with "plus Return Step" timed down to 00:00:00, but didn't end, so "STOP" must be clicked to end it.
- SingleSignOne not worked (reason: veracode check blocked it).
- Recalled file: Table appeared but graph was blank.
- RSX: No Step after Creep was possible (reason: RSX delivers one point more than requested).
- VT20-10MB short vane: No Strain data in runtime table, and no data saved.
- RSO Stress Sweep: Sometimes no data were taken.
- Experiment Start-temperature was not set before "filling in substance"-step.
- Measuring system Max & Min values differed from given in the Operational Manual.

Customers with current installations of Rheo3000 can log in to the licensing website (<https://ametekbrookfield.flexnetoperations.com/flexnet/operationsportal/logon.do>) using their existing Activation ID, download the Rheo3000 2.3.11 installation, and run this installation to update their software.

Please visit the AMETEK Brookfield page at www.brookfieldengineering.com for more information on laboratory viscometers, rheometers, and software.

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.

Contact:

AMETEK Brookfield
11 Commerce Blvd.
Middleboro, MA 02346 USA
Phone: (508) 946-6200
Email: MA-MID.ccs@ametek.com

Material Characterization At Its Best!™