

Important Notice to our Customers

Product Change Notice 220517A

Date: May 17, 2022

Re: Rheo3000 2.3.4 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

New Features/Improvements Implemented:

- RSX rheometer support
- Added more privileges for Brookfield uniformity in CFR21 points
- Added SQL Server 2019 Express to Installation
- When Switched user via "Switch user", new user has the visibility of the different/previous user windows
- Added privilege will take effect only if restart the software
- Information of Spindle used in measurement could be included in the Graph
- When the unit is changed, minimum unit and maximum unit suggestions are not in same unit
- Show error on try to unlock program with wrong password

Bugs Fixed:

- No Step after Creep possible with RSX, because RSX deliver one point more than requested
- Thixotropy Jump Analysis Configuration wrong Layout, huge empty space not all info's visible
- Install Rheo3000 DB remotely fails if Rheo3000 DB already exist
- RSO Rheo3000 Frequency Sweep _ Angular Frequency rad/s Start and End values don't save properly
- Export Block let Rheo3000 crash if filename occurs in folder structure too
- Window size of the visualization configuration can't be scaled down anymore
- On expired Password no new password can be set, error "Pwd matches old ones"
- AuditTrail MainMenu integration lost, Menu->File->Save, did not work
- Error on try to open second AuditTrail view
- Auto Backup changes appear to require PC Admin rights
- On RST PO temperature control max and start temperature are not set
- Rheo3000 for RSX - Oscillation option not grayed out

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- Sometimes when pressed "switch user "Rheo3000 window will be with no User account
- OSC Amplitude Sweep CSSO Experiment with definition of "Angular Frequency" does not work
- First Name changes are not Logged in Audit Trail
- SST Block not optimal when enlarged
- Error Loading Temp Controller during startup
- Rotation Block or NOT time dependent Oscillation block stopped after time dependent Oscillation block execution
- BasisAnalysis, Calculation of "Value at point" result is wrong Dashboard and Rheo3000 sometimes not closeable
- When there is no access, user can still enter the comment in Audit trial
- After exceeding maximum login attempts, still login with correct password
- Locked Administrator user after 3 unsuccessful attempts was successfully unlocked with correct Password
- Graphing finer range with Log scale has increments looking like Linear scale
- CSS Rotation Log Torque ramp +return, program doesn't stop as it is supposed to
- The first time a graph is created, if right-click to Copy, the axis scaling changes
- RSO: CSS Rotation Log Torque ramp +return, First Ramp is skipped, Only the Return ramp is done
- Thixotropy Scaling not optimal (Thix index text too less space)
- Measuring Range Diagram not ok (RS Portable vs RST)

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 2.3.4 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.

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