



Important Notice to our Customers

Product Change Notice 201014A

Date: October 14, 2020

Re: RheocalcT 2.1.51 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 RheocalcT software has been updated to improve functionality and customer experience.

PCN Type:

Notice of product change, encouraging customers to update all currently installations of RheocalcT software.

Product(s) Affected:

RheocalcT software

Customer Impact:

Customers are encouraged to update current installation of RheocalcT software. This release resolves important issues which include:

Release notes

Bugs Fixed:

- Fixed issue where software could not run the DVNext instrument above 200 RPM.
- Fixed issue in which an extra point was taken if the # of Points End Condition was used.
- ADVANCED EDITION: There is now always an Audit Trail entry if an instrument exits the External mode.
- ADVANCED EDITION: Made sure software maintenance never removed the Data file information of datasets where no points had been collected.
- ADVANCED EDITION: The software no longer opens if the user cancels during the resetting of an expired password.
- ADVANCED EDITION: Made sure that repeated exports of the Audit Trail always pick up the latest Audit Trail comments.
- ADVANCED EDITION: Fixed rare error which occurred if the Timed Lockout was On and the Lockout Time was set to 0 min, causing an endless loop of login requests.
- ADVANCED EDITION: Added "Incorrect Login Name" Audit Trail entry, to better distinguish between logging in with an incorrect name from logging in with an incorrect password.



- ADVANCED EDITION: Made sure that if a user was denied the "Backup the Database" permission, but granted the "Restore the Database" permission, they could still correctly access the Restore controls.
- ADVANCED EDITION: Made sure that if a user was only granted the "Change Additional Sample Info values" permission, they could not also edit the Parameter names.
- ADVANCED EDITION: If the user is granted the "Set the Step End Condition" permission, but denied the "Set Data to be Extracted to Report" permission, the "Report Last Point of Step" controls are now correctly disabled.
- ADVANCED EDITION: Searching the Audit Trail by choosing either the "Test Method Imported" or "Data File Imported" actions will now display the correct audit entries.

Customers with current installations of RheocalcT can log in to the licensing website (<https://ametekbrookfield.flexnetoperations.com/flexnet/operationsportal/logon.do>) using their existing Activation ID, download the RheocalcT 2.1.51 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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