



April 4, 2025

# How To Download, Install, & Activate DV360™

## DOWNLOAD-----

### Q: How do I get a download link to the software installation?

- **With Instrument Purchase:** If you purchased the software with your instrument, you will receive an email with the download link and your Activation ID when your instrument ships.
- **Separate Software Purchase:** If you purchased the software separately, you will receive the email with the download link and your Activation ID within two business days of your order.
- **eStore Purchase:** If you ordered through the eStore, you will get an order confirmation email with the download link immediately. A separate email with the Activation ID will follow within two business days.
- **Trial Software:** You can download the trial software from [brookfieldengineering.com/products/software](http://brookfieldengineering.com/products/software)

### Q: When I click the download link, my computer warns me about the download. What should I do?

- If the warning displays the Publisher as "AMETEK Arizona Instrument LLC", [the file is safe](#). Choose to continue the download.
- You may need to click "More info", "Show more", or "See more" to see the Publisher name and the option to keep the file.

### Q: I downloaded the file, so where is the installation file?

- If you were asked where to save the file, check the selected file path.
- If not, the file is in the Downloads folder (C:\Users{username}\Downloads).

## INSTALL-----

### Q: Do I need Admin rights to run the installation?

- Yes. Right-click the installation file, choose "Run as administrator", and enter an Admin password.

### Q: When I try to run the installation, my computer shows a warning. What should I do?

- If the warning displays the Publisher as "AMETEK Arizona Instrument LLC", the [file is safe](#). Choose to run the installation.
- You may need to click "More info", "Show more", or "See more" to see the Publisher name and the option to keep the file.



**Q: The install says the computer needs to be restarted. I restarted the computer. Now what?**

- If the installation does not automatically restart, navigate to the install file and run it again.

**Q: The installation asks if I would like to install device software.**

- If the dialog says the device software is from Brookfield AMETEK, it is safe to install.

**Q: The installation failed.**

- Gather the following information and contact Brookfield's Tech Support Team:
- Screenshots of any error messages.
- SQL Server install log files (C:\Program Files\Microsoft SQL Server\160\Setup Bootstrap\Log).
- DV360 install log file (C:\Users{username}\AppData\Local\Temp\DV360\_STD\_Install.log).

**ACTIVATE-----**

**Q: Where do I get my Activation ID?**

- Refer to the DOWNLOAD section above.

**Q: I did not activate during the first software startup (I started the trial). How do I activate now?**

- Open the software, go to the menu at the top of the screen, and click Help > License Manager to activate.

**Q: The computer where the software is installed does not have an internet connection. How do I activate the software without an internet connection?**

- Create an ID File on the offline computer, transfer it to an online computer to complete the activation, and bring back the Response file to the offline computer.
- Open the License Manager and create the ID File. Follow the "Offline Instructions.pdf" file created in the same location for detailed steps.

**Q: I've just started the trial or activated the DV360 Advanced Edition software. It is now asking me for a login and password. What login and password should I use?**

- The initial username is 'Administrator' and the initial password is 'admin'. You will be required to change this password as soon as you log in.