



Important Notice to our Customers

Product Change Notice 201124A

Date: Nov. 24, 2020

Re: Rheo3000 2.2.28 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.

PCN Type:

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

Release notes

New Features and Improvements:

- Add TeamViewer Shortcut to Help->Menu
- Change "Fill in sample" to read "Load Sample" or "Please Load Sample".
- Verify the Database before Restore if possible
- Add Signal quality values for Oscillation SNR-Torque, SNR-Deformation, RawPhase
- Gamp 4 Requirement - Audit Trail Comments for everyone
- Gamp 4 Requirement - Add signing roles and a signing hierarchy
- Allow higher auto-settling time (<120s) and set default to 300
- Change default install language to English or detect OS language
- Provide the option to read the MS Barcode without need of starting a program
- Remember more than 3 old passwords and let the Admin configure how many of the old can not used
- On edit/delete data, force the user to add a comment for audit trail
- Time of experiments differ on Rheo3000 and RSO Standalone
- Allow to increase the SqlConnection Timeout for slow SQL connections
- If User does not have Run Program privilege, why not stop things and alert earlier in the process?
- Std FolderBrowserDialog not always right translated
- Allow to show custom graph title on QC Graph too
- Switch to .NET Framework 4.6.2



- Show RSO RawData Diagram
- Performance SQL Connection Test

Bugs Fixed:

- Rheo3000 crash at experiment end
- Cannot add user account in user management
- Save Export Block don't save Automatic Filename option
- Issue in input parameters, valid range differs RSO != Rheo3000
- Calculation from ShearRate to Speed does not work for Plate MS
- On Rot-Ramp start at 0 with log setting the error ist not displayed correct in block config dialog
- Graphics colors randomly change to something else, after they are carefully selected.
- Could not run the measurement with PP50 Spindle with Rheo3000 software
- Update/Install Problem with VC++ Redist
- After change language ->Autologoff timer is reset to 10s
- Application with SSO enabled does not allow to unlock App with SSO user domain password
- After EN Setup Rheo3000 open in German language
- Setup failes if vc_redist.x86.exe (needed by Flexera) try to install and a newer version is already installed
- BBT(Brabender) measuring system has Kgamma and Tpromill = 0, no calculation possible
- Action at program end dialog in JP and Chinese GUI - always in German
- Error on Wrong oscillation block configuration not displayed in ProgramEditor
- Rheo3000 hang if RSO delivers encoder reference not ready
- CLONE - Oscillation: Min/max strain outside specification
- After Win10 update -> Flexera Activation disappear

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 2.2.28 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