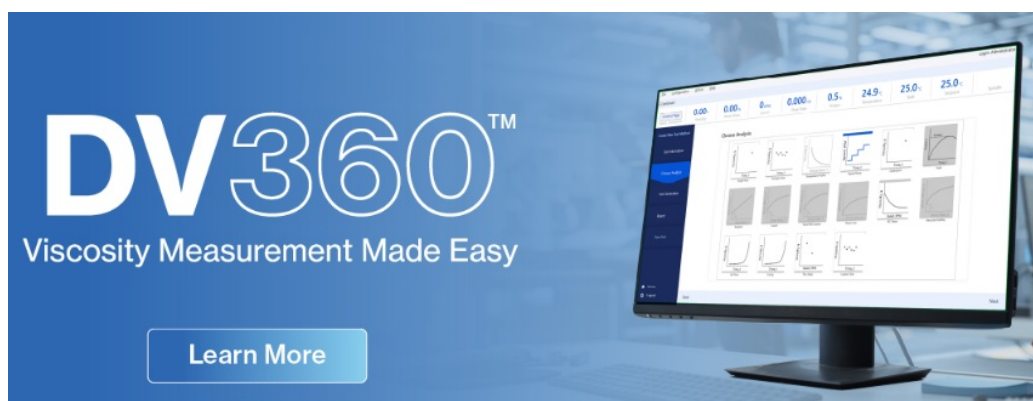


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AMETEK DV360 Advanced Viscosity Profiling Software



Product Information

Specifications:

- **Name:** DV360TM
- **Version:** Advanced Edition
- **Release Date:** April 4, 2025

How To Download, Install, & Activate

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

- **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

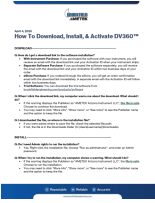
- **Q: Where do I get my Activation ID?**
Refer to the DOWNLOAD section above.
- **Q: I did not activate during the first software startup (I started the trial). How do I activate now?**
Open the software, go to the menu at the top of the screen, and click Help > License Manager to activate.
- **Q: The 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.



www.brookfieldengineering.com

Documents / Resources

	AMETEK DV360 Advanced Viscosity Profiling Software [pdf] User Guide DV360 Advanced Viscosity Profiling Software, DV360, Advanced Viscosity Profiling Software, Viscosity Profiling Software, Profiling Software, Software
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References

- [User Manual](#)

 AMETEK

 Advanced Viscosity Profiling Software, AMETEK, DV360, DV360 Advanced Viscosity Profiling Software, Profiling Software, Software, Viscosity Profiling Software

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