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

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.