



Important Notice to our Customers

Product Change Notice 200515A

Date: May 15, 2020

Re: TexturePro 1.0.15 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 TexturePro software has been updated to improve functionality and customer experience.

PCN Type:

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

Product(s) Affected:

TexturePro software

Customer Impact:

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

- Users who do not have permission to delete data are now properly blocked from doing so.
- All 21CFR11 related changes are now recorded in the Audit Trail immediately, instead of some being recorded at software shut down.
- If the user clicks cancel during the password recovery process without resetting their password, the software will now close instead of opening.
- All instrument connection events are now recorded in the Audit Trail.
- To better comply to 21CFR11, the software now saves the Data file information, even if the test run was stopped before any points were collected.
- Fixed error where sometimes the Mean Load value in Report did not match value on Analysis Screen.
- Members of the User/Power User/Administrator groups can print data reports after having that permission revoked.
- Users who do not have permission to print Data Reports are now properly blocked from printing Data Reports.
- There is no longer an error if a user happens to set their password to the same value as another user.
- Resolved issue where communications were sometimes lost if a left-hand mouse was used.
- The live temperature display now properly displays °F when that measurement unit is chosen.

Customers with current installations of TexturePro can log in to the licensing website



(<https://ametekbrookfield.flexnetoperations.com/flexnet/operationsportal/logon.do>) using their existing Activation ID, download the Texture Pro 1.0.15 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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