



TS Bulletins

Windows 10 Creators Update (1703) may cause blue screen system shut down with Creo Parametric 3.0

Customers who install Microsoft *Windows 10, version 1703, Creators Update*, and start Creo Parametric 3.0, may experience Windows blue screen. PTC has reported this issue to Microsoft and is awaiting resolution. PTC recommends customers do not upgrade to *Windows 10, version 1703, Creators Update*, until this issue is resolved.

For additional information and suggested workarounds, see Support document:

[After Windows 10 upgrade 1703 Creators Update, getting error "UNEXPECTED_KERNEL_MODE_TRAP" and blue screen resulting in system exit with Creo Parametric 3.0](#)