



Document - CS261077

Document Information

Type	Article
Date Created	19-Apr-2017
Date Last Updated	01-Jun-2017
Other Versions Available	Japanese Simplified Chinese
Rating	48 Votes

Document Details

Title	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
Description	<ul style="list-style-type: none"> Windows BSOD blue screen appears when working with Creo Parametric 3.0 after installing Windows 10 update 1703 Creators Update Error <ul style="list-style-type: none"> <i>UNEXPECTED_KERNEL_MODE_TRAP</i> Issue has been reported when: <ul style="list-style-type: none"> Starting Creo Attempting to work with Creo after it starts
Applies To	<ul style="list-style-type: none"> Creo Parametric 3.0 Windows 10 update 1703 Creators Update
Cause	
Resolution	<ul style="list-style-type: none"> Reported to R&D as SPR 6622520 PTC is working in tandem with Microsoft to address this issue <ul style="list-style-type: none"> See Microsoft Article ID: 4022973 Microsoft plans to ship a fix through Windows update estimated for June 27th Workaround <ul style="list-style-type: none"> Roll back the 1703 Creators Update Windows 10 update;How to uninstall Windows 10 Creators Update Some users have avoided this issue by updating their graphics card driver or avoiding selecting folders from the common folders area (use File > Open instead)
Related	Re: Blue Screen of Death
Others also liked..	<ul style="list-style-type: none"> "How does Creo Parametric retrieve config.pro options at startup" "How to remove legacy, invalid, default references in drawings or layouts or models in a linked session with Windchill PDMLink" "Installing Microsoft Security update KB2962872 causing exit of Internet Explorer, Creo Elements/Pro, Creo Parametric and Windchill Workgroup Manager with Windchill PDMLink" "List of executables and port numbers that need to be added to the Windows Firewall exceptions list for Flex enabled products" "Impact of Netscape Plug-in API (NPAPI) deprecation in Google Chrome, Chromium based browsers and the effect on PTC products"

SPR Information

Reported Product	Creo Parametric	
Module	Global Functions Menu	
Reported Release	3.0	
Reported Datecode	M120	
Resolution Status		
Release	Status	Datecode
3.0	Evaluating	-
Creo 4.0	Evaluating	-
Creo 5.0	Evaluating	-
Product Family	Creo	

Related Documents

Type	Number	Status	Description
SPR	6622520	Open	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