

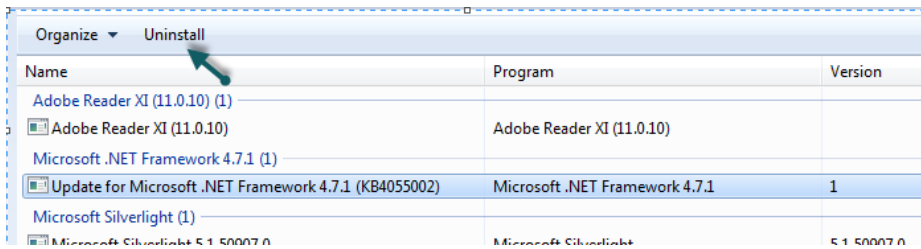


Document - CS277907

Document Information

Type	Article
Date Created	16-Jan-2018
Date Last Updated	17-Jan-2018

Document Details

Title	Mathcad Prime 4.0 does not launch after the initial splash screen if Windows update KB4055002 for Microsoft .NET Framework 4.7.1 installed on the machine.
Description	<ul style="list-style-type: none"> Mathcad Prime 4.0 does not launch after the initial splash screen if Windows security update KB4055002 for Microsoft .NET Framework 4.7.1 installed on the machine. Mathcad Prime 4.0 fails to launch after the recent Windows / .NET updates on Windows 7 x64bit
Applies To	<ul style="list-style-type: none"> Mathcad Prime 4.0
Cause	<ul style="list-style-type: none"> Windows security update KB4055002 for Microsoft.Net Framework 4.7.1 seems to be causing the issue
Resolution	<ul style="list-style-type: none"> Reported to R&D as SPR 7205757 PTC R&D is in the process of working with Microsoft to get this addressed Workaround: <ul style="list-style-type: none"> Uninstall Windows Update KB4055002 <ul style="list-style-type: none"> Steps: <ul style="list-style-type: none"> Open Windows Control Panel and navigate Windows Update > View Update history Then locate the update KB4055002 (see screenshot below) and uninstall it. 

SPR Information

Related Documents

Type	Number	Status	Description
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