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Article - CS29555

How to clean Windchill PDMLink cache or temporary files created for Tomcat, Info*Engine, Java, Workflow Expressions and Browser cache in Windchill PDMLink and Servigistics InService

Modified: 23-Sep-2021 | Last Seen: 15-Nov-2021

Applies To

- Windchill PDMLink 9.1 to 12.0

Description

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- **How to clean Windchill caches or temporary files created for following components**
 - **Tomcat**
 - JSP will translate to **Java** file and compile to **Class** file; Java and Class are stored as caches
 - The caches could be **out-of-date** if new JSP/Tag/JSPF files deployed with **wrong** update stamp (**older** than current date).
 - **Info*Engine (I*E)**
 - I*E **xml** file will translate to **Java** file and compile to **Class**; Java and Class are stored as caches
 - The caches could be **out-of-date** if new XML tasks deployed with **wrong** update stamp (**older** than current date).
 - **Java Applet Deployment Cache**
 - **Temporary Internet files (Web Browser cache)**
 - To improve access performance, browser will cache e.g. Javascript, xss, pictures in client; but they may change in Server side, e.g. upgrade, customization change, and may need clean up client cache
 - **Workflow Expressions**
- **Classification tree** in the **Manage classifications** does not appears
- **Global search tab** doesn't appears in **Product** and **Library** contexts
- Windchill **Performance** is **running slow**
- **User is unable** to create new **components Startpart** and **cannot open existing parts**

Cause

- Might be required after **update** or **upgrade** of Windchill
- Might be required after modifying **Info*Engine** configurations
- Required if **Java Server Pages (JSP)** are modified i.e. customized to achieve business requirements
- If **advised by PTC Technical Support** or in a reference document
- **Cache** need to **cleared** for the **search tab** not **occurring** issue

Resolution

Discuss this video here (<https://community.ptc.com/t5/Windchill/Article-29555-Video-Added-How-to-clean-Windchill-PDMLink-cache/m-p/749875>).

Windchill Server Side Cache/Temporary files

1. **Stop** all Windchill and related services
 - **Note:** If any services are still running post executing **Windchill Stop**, **Kill** the relevant java processes
2. Delete/clear **cache and temporary files**, delete **only** the following directories specified in **bold**
 - **Tomcat**
 - Release **10** *: <Windchill-Home>\tomcat\instances
 - Prior to Release 10: <Windchill-Home>\tomcat\work
 - **Info Engine**
 - <Windchill Home>\tasks\codebase\com\infoengine\compiledTasks
 - Workflow **Expression Cache**
 - <Windchill-Home>\codebase\wt\workflow\expr
 - **Note:** generally not necessary, **just** performed per PTC request
 - **(Optional)** <Windchill Home>\logs*
 - **(Optional)** <Windchill Home>\temp\, refer to CS136394 (<https://www.ptc.com/en/support/article/CS136394>) for detail
 - **(Optional) Microsoft Windows Server** Temporary Files
 1. Go to **Start > Run**
 2. Key in **%temp%** or **<%UserProfile%>\AppData\Local\Temp**
 3. Click **OK**
 4. Select **ALL**
 5. Delete content of this folder

Windchill Client Cache/Temporary Files

1. **Windows Temporary** Files
 1. Go to **Start > Run**
 2. Key in **%temp%** or **<%UserProfile%>\AppData\Local\Temp**
 3. Click **OK > Select ALL**
 4. Delete content of this folder
2. **Web Browser history/cache** files
 1. Internet Explorer: View and delete your browsing history in Internet Explorer (<https://support.microsoft.com/en-us/windows/view-and-delete-your-browsing-history-in-internet-explorer-098ffe52-5ac9-a449-c296-c735c32c8678#:~:text=In%20Internet%20Explorer%2C%20select%20the%20Tools%20button%2C%20point%20to%20Safety,PC%2C%20and%20then%20select%20>)
 2. Mozilla Firefox: How to clear the Firefox cache (<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>)
 3. Google Chrome: Clear cache & cookies (<https://support.google.com/accounts/answer/32050?hl=en&co=GENIE.Platform%3DDesktop>)
3. **Java Applet deployment cache**
 - Refer to How do I clear the Java cache? (https://www.java.com/en/download/help/plugin_cache.html)
 - Delete the **priv*.ser** file
 - Windows server/client Location: **%userprofile%\AppData\LocalLow\wt**
 - Where file names can be like **priv8.ser**, **priv9.ser** or **priv.se**

Notes:

- All temporary files and folders will be re-created automatically for Windchill and respective OS
 - **Workflow expression** cache: will only be regenerated after performing **verify syntax** or the **workflow processes are initiated** and not immediately after Windchill is started
- Backslashes must be replaced with forward slashes (/) On **Unix**

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