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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

### Applies To

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- 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    - The caches could be out-of-date if new JSP/Tag/JSPF files deployed with wrong update stamp (older than current date).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    - The caches could be out-of-date if new XML tasks deployed with wrong update stamp (older than current date).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

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- 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

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## How to clear Windchill Caches?



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%20ar>)
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](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, privg.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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