



## Document - CS261077

### Document Information

Type	Article
Date Created	19-Apr-2017
Date Last Updated	24-Apr-2017
Other Versions Available	<a href="#">Japanese</a>

### Document Details

<b>Title</b>	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
<b>Description</b>	<ul style="list-style-type: none"> <li>Windows BSOD blue screen appears when working with Creo Parametric 3.0 after installing Windows 10 update 1703 Creators Update</li> <li>Error <ul style="list-style-type: none"> <li><i>UNEXPECTED_KERNEL_MODE_TRAP</i></li> </ul> </li> <li>Issue has been reported when: <ul style="list-style-type: none"> <li>Starting Creo</li> <li>Attempting to work with Creo after it starts</li> </ul> </li> </ul>
<b>Applies To</b>	<ul style="list-style-type: none"> <li>Creo Parametric 3.0</li> <li>Windows 10 update 1703 Creators Update</li> </ul>
<b>Cause</b>	
<b>Resolution</b>	<ul style="list-style-type: none"> <li>Reported to R&amp;D as SPR 6622520</li> <li>PTC is working in tandem with Microsoft to address this issue</li> <li>Workaround <ul style="list-style-type: none"> <li>Roll back the 1703 Creators Update Windows 10 update</li> <li>Some users have avoided this issue by updating their graphics card driver</li> </ul> </li> </ul>

### SPR Information

<b>Reported Product</b>	Creo Parametric	
<b>Module</b>	Global Functions Menu	
<b>Reported Release</b>	3.0	
<b>Reported Datecode</b>	M120	
<b>Resolution Status</b>		
<b>Release</b>	<b>Status</b>	<b>Datecode</b>
3.0	Evaluating	-
Creo 4.0	Evaluating	-
Creo 5.0	Evaluating	-
<b>Product Family</b>	<a href="#">Creo</a>	

### Related Documents

Type	Number	Status	Description
SPR	<a href="#">6622520</a>	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

