Creo 3.0 Quality Agent problems – Overview

Quality Agent is a required component of all Creo Academic editions. Some hardware/software components can obstruct the PTC Quality Agent to install correctly during software installation.

Below is a list of errors you might see if it your Quality Agent did not install or start correctly:

- Creo Parametric is shutting down because it could not run the Quality Agent, which is required in Tryout Mode. If you call Technical Support about this problem, report error 6.

- Creo Parametric is shutting down because it could not run the Quality Agent, which is required in this edition. If you call Technical support about this problem, report error 0x##0000##." (Where # could be any number or letter)

- Creo Parametric is shutting down because it could not run the Quality Agent, which is required in Tryout Mode. If you call Technical Support about this problem, report error 9.

- You must register the Quality Agent in order to continue running Creo Parametric in Tryout mode; if you do not, Creo Parametric will shut down. Do you want to register the Quality Agent?

You can solve this issue by installing a newer built of the product or simply (re)installing the Quality Agent.

Install Quality Agent

Summary: this will reconfigure your current version of Creo to have the correct quality agent setup.
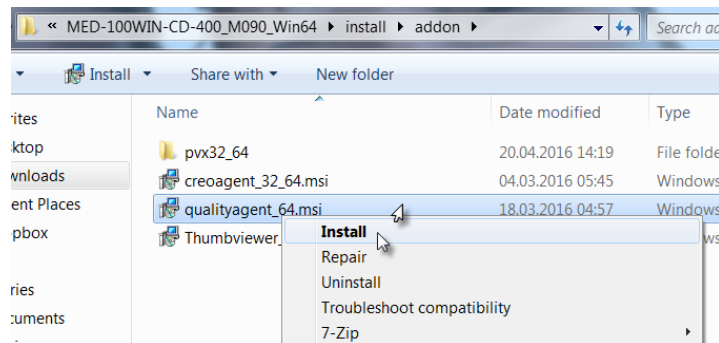
1. Uninstall the current Quality Agent:

   - From your computer's Control Panel, select **Programs and Features**.

   - Right-click **PTC Quality Agent** and select **Uninstall** from the pop-up menu:
     - Click **Yes** to confirm.

   If the PTC Quality Agent is not listed in your **Programs and Features**, *jump at the next step and before you Install the Quality Agent right click on the .msi file and select Uninstall. Then continue Installing the Quality Agent as shown below.*

2. Use Windows Explorer to open the unzipped DVD image of PTC Creo and find the qualityagent_[aa].msi ([aa] is 32 or 64 depending on your Windows) located in MED-100WIN-CD-400_Mxxx_Win[aa]\install\addon.

   - Right-click qualityagent_[aa].msi and select Install

3. From the PTC Quality Agent Setup dialog box:

- Click **Run** in the Security Warning Window.

- Click **Next**.

- **Accept** the license agreement and click **Next**.

- Click **Next**.

- Click [icon] **Install**. If the User Account Control window pops up click **Yes**.

4. After the installation is complete, click **Finish**. Your Quality Agent issue should be fixed now.

Uninstall and then reinstall all Creo 3.0 applications

Summary: this procedure will give you the latest build of Creo 3.0 which does not have this issue.

1. Uninstall all Creo 3.0 applications:

- From your computer's Control Panel, select **Programs and Features**.

- Right-click **Creo Parametric Version 3.0 Datacode [Mxxx]** and select **Uninstall** from the pop-up menu:

  o Click **Yes** to confirm.

- Uninstall all other PTC **Creo** applications, including the PTC **Diagnostic Tool**.
  Uninstall every program that has PTC listed as the publisher.

2. Use the following instructions to download and install the latest build code of your Creo edition:

- K12 Student:

  http://apps.ptc.com/schools/references/install_creo3_schools_standard.pdf

- University Student:

  http://apps.ptc.com/schools/references/install_creo3_unistudent_standard.pdf

- Premium:

  http://apps.ptc.com/schools/references/install_creo3_schools_premium.pdf