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Windchill Software Problem Bulletin #1181505

April 7, 2006

Dear PTC Customer,

This bulletin is to inform you of a Microsoft Internet Explorer™ and Java™ plug-in interoperability issue which is being introduced with the next cumulative security update from Microsoft of the Internet Explorer browser, scheduled for automatic distribution on April 11th 2006.

PTC products will be affected by this change, therefore it is strongly recommended that you take steps to avoid or address this issue prior to installing the Internet Explorer security update.

Problem Description:

Installing the Microsoft Internet Explorer cumulative security updates on a client workstation may cause the browser to exit when loading Java applets.

While this issue does not corrupt data, it may impact productive utilization of PTC software for many users.

Affected Releases:

This issue may affect all releases of Windchill and Windchill-based solutions, including but not limited to Windchill PDMLink, Windchill ProjectLink, Windchill Foundation & PDM, Windchill DynamicDesignLink, and Pro/INTRALINK 8.0 and higher.

This issue affects the Internet Explorer browser, including the Pro/ENGINEER Wildfire embedded browser on Windows workstations.

Problem Resolution:

Microsoft has provided information on the specific behavior that is changing, along with information on how to work around any resulting plug-in loading issues. In accordance with the instructions from Microsoft, PTC has created a server-side workaround which will avoid any issues with standard Windchill applets.
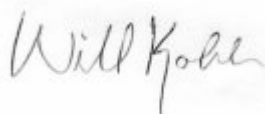
Please see the System Notice Page for further details on how this issue may be addressed:

http://www.ptc.com/support/1181505/system_notice.html

PTC recommends that you first address this Java plug-in issue, and then deploy the Internet Explorer update to user workstations. Both should be addressed as soon as possible.

We apologize for any inconvenience associated with these issues. If you have further questions regarding this bulletin, please contact PTC Technical Support. See http://www.ptc.com/support for options for contacting PTC Technical Support.

Sincerely,

Will Kohler

Vice President
Windchill Product Management
PTC