

# Windchill ProductPoint Retirement

## FAQ

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### Changes to Windchill ProductPoint Availability:

#### **Is PTC retiring Windchill ProductPoint?**

Yes. PTC is retiring Windchill ProductPoint and providing current customers with the opportunity to upgrade their Windchill ProductPoint licenses to Windchill PDMLink for no additional charge through December 31, 2012. This opportunity is available for customers with an active maintenance agreement.

#### **Why is PTC retiring Windchill ProductPoint?**

While Windchill ProductPoint feedback has been very positive, many customers require the broader and deeper capabilities of [Windchill PDMLink](#). With a focus on user experience, Windchill 10.0 now delivers world class ease of use and product development capabilities. As a result, we have decided to retire Windchill ProductPoint and apply many of the key benefits of Windchill ProductPoint to Windchill PDMLink.

PTC's Windchill 10.0 is a major release that not only improves the user's experience but also extends the reach of Windchill to new areas of the product's lifecycle. This new release offers small and midsize businesses (SMB's) greater capabilities that aren't available in Windchill ProductPoint, such as multi-CAD integration, workspaces, and configuration management. Additionally, with a major focus on optimizing system administration, Windchill 10.0 is easy to deploy and maintain. And as your business expands or your product development needs increase, Windchill provides a scalable platform that can grow accordingly.

#### **Will Windchill ProductPoint 2.0 be released?**

No. PTC will not be releasing Windchill ProductPoint 2.0. Windchill PDMLink includes major capabilities that were planned for delivery in Windchill ProductPoint 2.0 such as advanced attribute value search, server-side publishing of formats, off-line CAD work and a Pro/INTRALINK migration tool.

#### **Will Windchill ProductPoint 1.1 be supported?**

Yes. Windchill ProductPoint 1.1 will continue to be supported and maintained according to PTC's Standard Support [policy](#) through December 31, 2012. This will include technical support and maintenance releases.

#### **Will there be additional maintenance releases for Windchill ProductPoint 1.1?**

Yes. PTC expects to deliver 3 to 5 maintenance releases between now and December 31, 2012. The number and content of the maintenance releases will depend on a number of factors. Product release information is subject to change at PTC's discretion. However, PTC will maintain the product calendar page [here](#), for Windchill ProductPoint 1.1 maintenance releases.

**My company is planning to begin an implementation of Windchill ProductPoint. Should I continue with the planned implementation or begin with Windchill PDMLink? What is PTC's recommendation?**



There are many factors that you should consider in your implementation. Please work with your PTC reseller (or direct account representative) to determine the best approach for your specific situation.

## **License and Maintenance-related questions:**

### **Can I purchase additional Windchill ProductPoint seats?**

Yes, existing Windchill ProductPoint customers on active maintenance may purchase additional Windchill ProductPoint licenses through December 31 2012. Effective April 29, 2011, PTC will discontinue sales of Windchill ProductPoint to new customers.

### **Describe the upgrade from Windchill ProductPoint licenses to Windchill PDMLink licenses?**

As an owner of a Windchill ProductPoint perpetual license with an active maintenance agreement, you may upgrade your Windchill ProductPoint seats to Windchill PDMLink seats at no charge through December 31, 2012. That is, one Windchill ProductPoint heavy license for one Windchill PDMLink heavy license, and one Windchill ProductPoint light license for one Windchill PDMLink light license. The typically required ratio of heavy to light seats will be waived for the initial upgrade. This offer is available as long as you remain active with your Windchill ProductPoint maintenance agreement. Visit us [here](#) to learn more about Windchill 10.0 and the benefits available with this upgrade. And plan on attending the [Windchill virtual event](#) on May 10, 2011.

### **I purchased licenses for Windchill ProductPoint Workgroup Manager for AutoCAD. Can I upgrade those licenses to work with Windchill PDMLink?**

Yes. You can upgrade your Windchill ProductPoint Workgroup Manager for AutoCAD licenses to Windchill Workgroup Manager for AutoCAD at no charge through December 31, 2012.

### **What happens to my Windchill ProductPoint maintenance investment? Will it cover my upgrade to Windchill PDMLink?**

Your current Windchill ProductPoint maintenance agreement is effective for the remainder of the term of your agreement. If you upgrade your existing Windchill ProductPoint licenses to Windchill PDMLink licenses during your current maintenance agreement term, your agreement will cover the new Windchill PDMLink licenses for the term of that agreement.

### **How will my maintenance agreement be affected when I renew it, if I have upgraded to Windchill PDMLink?**

When you renew your maintenance agreement for your upgraded Windchill PDMLink licenses, you will be quoted a new price that reflects the Windchill PDMLink maintenance price that is current at that time.

### **I purchased eLearning training for Windchill ProductPoint. Will I need to purchase new eLearning training courses if I move to Windchill PDMLink?**

If you purchased an eLearning library for Windchill ProductPoint, you may upgrade to the eLearning library for Windchill PDMLink at no charge.

### **When can I order the Windchill PDMLink upgrade license?**

You may request your Windchill PDMLink upgrade license beginning May 6, 2011.



## **Upgrade-related Technical Questions:**

### **Will tools be provided to help me migrate from Windchill ProductPoint 1.1 to Windchill PDMLink?**

Yes. Migration utilities will be developed and made available to enable customers to migrate their Windchill ProductPoint 1.1 data to Windchill PDMLink 10.0. The migration utilities are planned to be made available by the end of the 2011 calendar year and will be available to customers with active maintenance agreements.

### **Can I use my existing Windows Server installation that I used with Windchill ProductPoint with Windchill PDMLink?**

Yes—provided you have a Windows Server version that is supported by the Windchill PDMLink version you are installing. Windchill 10.0 supports Windows Server 2008/2008R2 64bit. See the [Windchill 10.0](#) platform support matrix for more details.

### **Can I use my existing SQL Server installation with Windchill PDMLink?**

Yes—provided you have the SQL Server version that is supported by the Windchill PDMLink version you are installing. Windchill 10.0 supports Microsoft SQL Server 2008 64bit. See the [Windchill 10.0](#) platform support matrix for more details.