

Dear PTC MKS Toolkit and PTC X/Server Customer,

Our CEO, Jim Heppelmann, has posted a blog article titled "[PTC's Commitment to You, Our Customers, During COVID-19](#)".

The letter is well written and talks about our employees working from home, "White Glove Support", free e-learning, but very "manufacturing" focused. I suspect that many of you work in other industries and wonder if PTC is as focused on your needs. So let me share some specifics for the PTC MKS Toolkit team.

PTC Technical Support messaging on COVID-19 resources can be found here: <https://www.ptc.com/en/support/enablement/COVID19-Resources>.

When MKS Toolkit was owned by MKS we were split between Waterloo, Ontario, Canada and Fairfax, Virginia, with sales offices in the US and Europe and partnerships in Japan. We became very used to working at home, remote tools, video conferencing and generally not being tethered to a desk or needing to travel just to meet with people. So COVID-19 is, without trying to minimize the crisis or project our experience on yours, very much "business as (un)usual" for our technical support and R&D folks.

I have "build servers" in our Fairfax office that we can access remotely (RDP over VPN), virtual machines both on my laptop and on servers in the Fairfax office, a couple of desktop machines in the Fairfax office. All of these are powered through network accessible UPSes. My only need to visit any of these is if something fails – in fact we did have a disk failure in a RAID set on our build server just 2 weeks ago and we had to visit the office while closed to replace the disk.

Enough about us, although I wanted to share with you how well connected we are and able to help you as usual. What about you? I tried to put myself in each of your shoes to see what you might need. Like all products at PTC we stand ready to offer temporary licenses for people needing PTC MKS Toolkit or PTC X/Server during this crisis. Now PTC MKS Toolkit has a lot of different uses.

Some of you are NuTCRACKER Platform customers and use PTC MKS Toolkit for Enterprise Developers to build Unix/Linux code for deployment on Windows. As long as you have access to your build servers and development machines, you just need to hear that we are open and able to help where needed.

Some of you are PTC MKS Toolkit for Developers users. Perhaps you use this as a runtime for Unix/Linux scripts for Oracle or another application, or you are a developer who uses text tools and Unix shells, ...

It comes to mind that I use SSH to access our mkssoftware.com web server in our DMZ and my configuration might be of some use to you to gain access to restricted access machines using a proxy server which can communicate. I will create a simple how-to document (and post it to PTC e-support portal as a knowledge base article) for this configuration, as anything I write here will either be too verbose for a letter or too terse for it to be usable.

There are SO many ways to use PTC MKS Toolkit...

PTC X/Server will work in an RDP session – although OpenGL and direct rendering may be a little less performant than and capable as real video hardware. Remember that if you have a program you wish to run on a remote machine to use “Remote Start” with an SSH transport to put an icon on your desktop to launch that program from your home laptop.

In all cases it seemed to me that you were probably functioning from home as long as you can see your corporate network, perhaps by working on your laptop or VPN to an office.

One of the keys to our activation technology was to be sure you were not tethered to a licensing server and were free to roam. This happens to be very useful right now, but not because we thought about a pandemic as we designed it.

One of my biggest problems is reaching all of you if we have something important to share. PTC (international company) is bound by GDPR (General Data Protection Regulation), and recently zapped all opt-in message settings; hence you may no longer be receiving notifications from us. I recently hosted a webinar describing recent changes to PTC MKS Toolkit and PTC X/Server, and asked attendees to be sure they were signed up for notifications from the PTC e-support portal. This is performed here: <https://support.ptc.com/appserver/cs/subscriptions/subscriptions.jsp>. I am distributing this note only by web page because I lack confidence that an email blast would reach everyone.

PTC MKS Toolkit does not have any e-learning resources to offer free, although I did give 2 presentations in 2015 about activation ([technical overview](#) and [installation demo](#)) and all of our documentation is online here: <https://www.mkssoftware.com/docs/>

I would love to hear from you about how you use our product, what changes you are looking for and how environments like Windows 10 are changing those needs.

Please be safe and do not hesitate to contact me (directly if you know my email address, or) by opening a support ticket here: https://support.ptc.com/apps/case_logger_viewer/cs/auth/ssl/log and I can reply directly.

Best Regards,
Alan

 **mks toolkit**[®]

Alan Brown
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