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Mathcad Prime 2.0 Knowledge Base Articles

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Installation ▭

1. *Frequently Asked Questions - Installation

. Where can I download Mathcad Prime 2.0 30-Day Free Trial Edition?

A 30-Day Free Trial Edition can be downloaded from the link below.
http://www.ptc.com/product/mathcad/free-trial/

The Trial version is the same as the full commercial version of Mathcad Prime exception that it will be converted to Mathcad Express in 30 days after it is licensed.

2. What is Mathcad Express?

Mathcad Express is a free version of Mathcad Prime that allows any user to utilize selected features of Mathcad Prime 2.0, for an unlimited time. Acquiring 30day trial license will enable users to get access full capabilities of Mathcad Prime 2.0 for free. However, once 30 day period is over, user may continue to use the limited functionality of Mathcad Express for an unlimited time.

3. How do I get Mathcad Prime 2.0 Trial license?

After installing Mathcad Prime 2.0, please follow the steps below to get the trial license.

1.   Launch Mathcad Prime and click on the "License status" button next to "You do not have a valid license" warning message below the ribbon user interface.

2.   Under License Acquisition, click on "Get Trial License" button

3.   Wait for few moments till the "License Status:" change to "Valid"

4. What is Mathcad Prime Product Code and where it can be located?

Product Code is 22 characters in length and is required to install Mathcad Prime 2.0 Student Edition. General format of product code is Pxxxxxxxxxxxxxx - xxxx - xxxx. If Mathcad Prime Student Edition is purchased from PTC Web Store, Product Code can be found on the Order Confirmation E-mail as "Digital Rights" or you can locate the Product Code printed in the card inserted in the DVD package.Also, customers who purchased Mathcad through the PTC Web Store can find their Product Code by entering Order Number and password at http://www.findmyorder.com/

5. What do I need to do if I missed out my Product Code of Mathcad Prime 2.0?

Customers who purchased Mathcad through PTC Web Store can find their Product Code by entering Order Number and password at http://www.findmyorder.com/ or contact PTC Web Store with your Order Number.

6. Where can I find the latest update (datecode) for Mathcad Prime 2.0 Student Edition?

Mathcad Prime updates can be downloaded from http://www.ptc.com/support/mathcad_downloads.htm by using Mathcad Prime Product code.

7. Can I install Mathcad Prime 2.0 along with previous version of Mathcad on the same machine?

Mathcad Prime 2.0 can be installed side-by-side with any previous versions of Mathcad. However, for installing Mathcad Prime 1.0 and Mathcad Prime 2.0 side-by-side, the following limitations apply:

• One must install the products in an ascending order (Mathcad Prime 1.0 and then Mathcad Prime 2.0).

• If both Mathcad Prime 1.0 and Mathcad Prime 2.0 installed on the same computer, by default Mathcad files open with the latest version. If you want files to open in Mathcad Prime 1.0, you must set file association manually.

8. Do I need to get new licenses for the previous version of Mathcad installed along with Mathcad Prime 2.0 on the same machine?

Mathcad Prime 2.0 license can be used to run the older version of Mathcad and is compatible with Mathcad 14.0 or later.

9. What are the operating systems on which I can install Mathcad Prime 2.0?

Please find the list of Supported Platforms here

2. *Frequently Asked Questions - Licensing

. How can I get Mathcad Prime 2.0 license?

a. After installing Mathcad Prime 2.0, the license can be retrieved automatically over the internet.

Steps:

1. Launch Mathcad Prime and click on the "License status" button next to "You do not have a valid license" warning message shown below the ribbon.
2. Under License Acquisition, click on "Get License" button and follow the on screen instructions

b. Log a call with PTC License Management through Web call logger to get the manual license file using the appropriate link below.

Customers purchased Mathcad Prime 2.0 Student Edition use the Case logger here

Customers purchased Mathcad Prime 2.0 with Maintenance use the Case logger here

2. How do I get the license file if online activation fails or if I do not have an internet connection?

The user can request for a license manually by providing Mathcad Prime 2.0 Product Code and physical address of Ethernet adapter LAN (MAC address) using Case logger as mentioned in the previous article. The license file will be sent via E-mail.

3. What information I need, to get a license file for Mathcad 15.0 Student Edition?

User needs to have the Mathcad Prime 2.0 Product Code and physical address of Ethernet adapter LAN (MAC address) or use Mathcad Prime 2.0 license file with Mathcad 15.0 as the license is backward compatible to use with Mathcad 14.0 or later..

4. How do I get the physical address of Ethernet adapter (MAC address)?

a. Run the setup(installer) for Mathcad Prime 2.0 and the required physical address is displayed on bottom-left of the very first screen as PTC HostID.

b. Open the command window through Start > All Programs > Accessories > Command Prompt and type ipconfig /all then press "Enter".

Note the physical address under "Ethernet adapter Local Area Connection:"

5. Can I get a Mathcad Prime license for my USB or pen drive?

No. The Mathcad Prime license file has to be generated based on Physical Address (MAC address) of the Ethernet adapter (Network Card).

6. How do I activate Mathcad after receiving the license file via email?

Steps:

1. Save the license file to any but safe location (e.g. C:\Prime_license\).

2. Launch Mathcad Prime and click on the "License status" button next to "You do not have a valid license" warning message shown below the ribbon. This brings Mathcad Options window.

3. Under License Configuration, select "File:" option and click on "Browse..." to locate the Mathcad Prime license file (saved as per step 1).

4. Click "Apply" button to complete license configuration and the "License Status:" should change "Valid" now.

7. Where the Mathcad Prime license file gets stored on the computer when license retrieved via internet?

The Mathcad Prime license file (MathcadPrimeLicense.dat) can be located under following location

1. Windows XP:

"C:\Documents and Settings\All Users\Application Data\PTC\Mathcad Prime\license\"

2. Windows Vista / Windows 7:

"C:\ProgramData\PTC\Mathcad Prime\license\"

8. Do I need to get a new license file if Mathcad Prime needs to be re-installed on the same computer?

The Mathcad Prime license file is generated based on Physical Address of the Ethernet adapter (Network Card). As long as the network card (physical address) is not changed, the same license file can be used.

9. Can Mathcad Prime Student Edition be installed on more than one machine?

The Student Edition is considered an individual license. According to the terms of the PTC License Agreement, page 3, Section: Mathcad Single User license use, the primary user may install Mathcad on one machine. To install Mathcad Prime on more than one system, you must purchase and acquire a new license.

10. Where can I find the License Agreement for Mathcad?

Clip Wrap of License agreement for Mathcad (page 3) can be found here.

11. How to get license for Mathcad 15.0 as Mathcad Prime converter needs Mathcad 15 installation to convert legacy worksheets?

Customers can use the Mathcad Prime's license file to activate Mathcad 15.0 as well and need not acquire separate license for Mathcad 15.0.

3. Activation Troubleshooting - Error "You have reached the maximum number of license files available for your license type" while retrieving Mathcad Prime license via Internet.

Users can request for a license manually by providing Mathcad Prime Product Code and Physical address of Ethernet adapter using Web case logger. The license file will be sent via E-mail.

4. Activation Troubleshooting - Error: "401: Unauthorized User".

During the automated license requests for Mathcad Prime, the customer machine will communicate with the PTC Server to request a license file.

During this process, the user needs to login with their PTC account username (usually user's complete email address) and password. If the error "401: Unauthorized User" is received, that means that the user has input an incorrect username and password. Users can contact the PTC Web Account Administration team to reset the password.

5. Activation Troubleshooting - Error: "407: proxy authentication required".

During the automated license requests for Mathcad Prime, the customer machine will communicate with the PTC Server to request a license file. If the error "407: proxy authentication required" is received, that means that the user's company firewall is preventing the license request from being completed.

To resolve this issue, the customer can either disable or re-configure his firewall setting to allow this communication with the PTC Server. . If this is not possible, you can contact the License Management department using Web call logger to request a manual license file.

6. Activation Troubleshooting - Error: "503 Error: Server Unavailable".

During the automated license requests for Mathcad Prime, the customer machine will communicate with the PTC Server to request a license file. If the error "503 Error: Server Unavailable" is received, that means that the PTC Server is down for some reason. This should not happen, but if it does please give it a moment and try again later. If the problem continues, please contact our License Management department

using Web call logger for a manual license file and the license file will sent via e-mail.

7. Installation - Error "You are running Windows XP, but do not have Service Pack 2 (SP2) or higher installed. This is a minimum system requirement for Mathcad Prime 2.0. Please upgrade your system" when installing Mathcad Prime 2.0.

The issue is noticed with specific Windows 7 machines and is not reproduced at PTC.

Cause:

Some Registry keys referring as Windows XP on Windows 7 machines

Solution 1:
Install Mathcad Prime 2.0 by directly running the "PrimeWixInstaller.msi" available under "Mathcad" folder of Prime 2.0 CD_IMAGE/Download.

Solution 2:
Disable the compatibility mode setting for Mathcad installer as follows:

   1. Right-click on setup.exe > Properties > Click on Compatibility tab
   2. Uncheck Run this program in compatibility mode for:
   3. Click OK.

8. Installation - Warning "Mathcad 15 M010 or later was not found on your system. It is required to convert older Mathcad documents to Mathcad Prime 2.0..." appears while installing Mathcad Prime 2.0.

As mentioned in the message, this warning message appears if Mathcad 15.0 M010 or later is not installed on the machine while installing Prime 2.0. Please select "OK" to continue with Mathcad Prime 2.0 installation.

You may install Mathcad 15.0 M010 or later after completing Prime 2.0 installation if you would like to convert legacy Mathcad worksheets to Mathcad Prime 2.0 and without installtion Mathcad 15.0 M010 or later Worksheet converter utility will not work.

Miscellaneous ▭

9. Can I open Mathcad 14.0 or Mathcad 15.0 worksheets in Mathcad Prime 2.0?

Mathcad 14.0 or Mathcad 15.0 worksheets cannot be opened directly in Mathcad Prime 2.0.

However, you can use the Mathcad Prime 2.0 XMCD, MCD Converter to convert .mcd, .xmcd, .mct, .xmct, and .xmcdz legacy worksheets to Mathcad Prime 2.0 .mcdx format.

10. Error "Conversion Failed. Conversion cannot be started because a previous version of Mathcad is running..." appears when trying to convert legacy Mathcad worksheet to Mathcad Prime.

Solution 1:

Mathcad Prime 2.0 converter needs Mathcad 15.0 datecode M010 or later to be installed on the same machine. If it is installed...

1. Close all instances of Mathcad.

2. Run mcregister.exe from the installation location of Mathcad 15.0.

3. Retry the XMCD, MCD converter.

Note:
Window Vista / Windows 7 users need to run "mcregister.exe" using Right Mouse Button option "Run as Administrator".

Solution 2:

Windows 64bit OS:

Update the Value data of registry key SHORTINSTALLDIR under HKEY_LOCAL_MACHINE > SOFTWARE > Wow6432Node > Mathsoft >

Mathcad 14 such that it starts with upper case letter. For example: It should be like C:\Program Files\Mathcad\Mathcad 15\

Windows 32bit OS:

Update the Value data of registry key SHORTINSTALLDIR under HKEY_LOCAL_MACHINE > SOFTWARE > Mathsoft > Mathcad 14 such that it starts with upper case letter. For example: It should be like C:\Program Files\Mathcad\Mathcad 15\

11. How to convert worksheets created in earlier versions of Mathcad to Mathcad Prime 2.0.

The legacy worksheets can be converted to Mathcad Prime format (.mcdx) using XMCD, MCD converter. Please note that you must have Mathcad 15.0 M010 or later installed on the same machine for the converter to work

Steps:

1. To start the Converter, Launch Mathcad Prime 2.0 and click XMCD, MCD Converter on the Input/Output tab
2. Click Add Worksheet. Browse and select the desired legacy worksheet/s, then and click OpenClick Add References. If the worksheet contains references to other worksheets and those worksheets will be added to the list.
3. Click on Convert to start the conversion process.

If the conversion is successful, the Status changes to Converted, otherwise it changes to Failed. For each successful conversion, the converter creates a new file with .mcdx file extension in the same folder as the source file. The source file is not modified.

To understand converter results and for more information about the converter, supported and unsupported features refer Migration Guide (available under "Getting Started" tab of Mathcad Prime).

12. Launching Mathcad Prime 2.0 F000 64bit version reports an error "Mathcad Prime has stopped working" or "Mathcad Prime auxiliary support has stopped working" or Mathcad Prime does not launch after the splash screen on specific Windows 64bit machines.

Solution:

This issue has been reported with Prime 2.0 F000 and has been fixed in Prime 2.0 M010.

Customers working with Student Edition Mathcad Prime 2.0 can download this maintenance update from the link http://www.ptc.com/support/mathcad_downloads.ht

Customer who purchased Mathcad Prime 2.0 with maintenance can download it from the link https://www.ptc.com/appserver/cs/software_update/swupdate.jsp

WORKAROUD:

Customers who do not want to upgrade to M010 may follow the steps to resolve this issue in Mathcad Prime 2.0 F000.

1. Log in as Administrator or any user with Administrator Privileges

2. Open Windows Explorer and navigate to C:\Program Files (x86)\Parametric Technology Corporation\Mathcad Engine

3. Find and rename the file efisymbolics-outofproc.exe to any other name(for example: efisymbolics-outofproc_old.exe)

4. Download the update version of efisymbolics-outofproc.exe here

5. Extract the downloaded zip file and Copy the new efisymbolics-outofproc.exe file to C:\Program Files (x86)\Parametric Technology Corporation\Mathcad Engine\

6. Launch Mathcad Prime 2.0.

13. Launching Mathcad Prime reports a warning message "You do not have a valid license" and selecting "License status", error "Invalid host..." displayed on Mathcad options window

Cause: PTC HOST ID mentioned in the license file does not match with Host ID detected by Mathcad Prime

Soultion1:

Open the license file and make sure that PTC Host ID mentioned on the license file matches with Host ID displayed on Mathcad Options window of Mathcad Prime. If it differs, please log a call with PTC License Management through Web Call logger, by providing the Host ID

detected by Mathcad Prime.

Solution 2:

The Network card for which the license is configured has to be enabled. Check the network card for which the license created is enabled. If it is disabled, enable the Network card

14. Launching Mathcad Prime reports a warning message "You do not have a valid license" and selecting "License status", error "Terminal server remote client not allowed…" displayed on Mathcad options window.

Cause: Accessing Mathcad through Windows Terminal Client.

Solution: Mathcad Prime with Student edition license / Node locked license can be launched only from the machine on which Mathcad Prime is installed. Accessing Mathcad through Windows Terminal Client / Remote Desktop using locked license is not supported.