

Home (/support) > Support (/support)

This is a PDF version of Article cs103001 and may be out of date. For the latest version click [here](https://www.ptc.com/en/support/article/cs103001) (<https://www.ptc.com/en/support/article/cs103001>)

Article - CS103001

Error "Conversion failed. Could not start Mathcad conversion process" while converting legacy Mathcad 15.0 worksheets in Mathcad Prime

Created: 08-Nov-2012 | Modified: 07-Mar-2017 | Last Seen: 15-Oct-2019

Applies To

- Mathcad Prime 2.0 to 4.0

Description

- Error "**Conversion failed. Could not start Mathcad conversion process**" while converting legacy Mathcad worksheets in Mathcad Prime
- Mathcad Prime with parallel installed Mathcad 15.0 M010 does not convert .xmcd files to .mcdx with error message:
 - **Mathcad conversion process could not be started.**
- from the log.txt file :
 - *Exception data:*
System.Runtime.InteropServices.COMException (0x80004005): E_FAIL_MATHCAD_COM_WAS_NOT_STARTED --->
System.Runtime.InteropServices.COMException (0x80080005): Retrieving the COM class factory for component with CLSID {94FBBD40-E791-4E8C-8F21-FA7A724654DA} failed due to the following error: 80080005 Starten des Servers fehlgeschlagen (Exception from HRESULT: 0x80080005 (CO_E_SERVER_EXEC_FAILURE)).

Cause

Permission issue

Resolution

Option I:

1. Find **Mathcad Prime** shortcut on desktop > right mouse click > **Properties**
2. Select **Compatibility** tab
3. Under **Privilege Level** section check option check **Run this program as an administrator**
4. **Apply** > **OK**

Option II:

1. Click **Start > Programs > Administrative Tools > Component Services**
2. Under Component Services, select **Computers > My Computer > DCOM Config**
3. Select Mathcad, right-click, then select **Properties**
4. Select the **Security** tab
5. Click **Edit** under **Access Permissions**
6. Select the **System User** and allow **Remote Access** rights

Legal Policy (/documents/policies)

Was this information helpful?

No

Yes