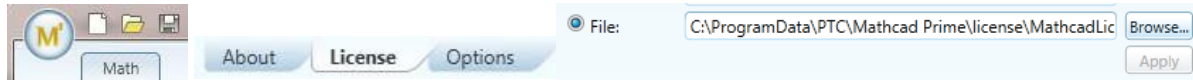


PTC Mathcad Prime 5.0.0.0 – license retrieval instructions for active Global Support customers

These instructions will explain how active Global Support customers can retrieve their license file to activate PTC Mathcad Prime 5.0.0.0. These instructions are only for those active Global Support customers updating from PTC Mathcad 14.0 or later versions.

- For **Individual** licenses (license file resides on individual workstation): Go to <https://support.ptc.com/apps/licensePortal/auth/ssl/index> and follow the online instructions to retrieve your existing license file. When you receive your license file via email, save it to your Desktop. Proceed with installing PTC Mathcad Prime 5.0.0.0, and then open the software. Click on the PTC Mathcad orb, then Options..., and then the License tab. Browse to the license file saved on your Desktop and then click Apply.



- For **Floating** licenses (license file resides on server for multi-user access): Go to <https://support.ptc.com/apps/licensePortal/auth/ssl/index> and follow the online instructions to retrieve your existing license file. Once you have received your license file via email, proceed with installing PTC Mathcad Prime 5.0.0.0. To find instructions on configuring your FLEXnet server please see the 'License Management' section of the Installation and Administration Guide (click References on the Resources tab inside PTC Mathcad Prime 5.0.0.0).
- Note: Your customer number, sales order number, service contract number and/or product code will be displayed under Options → License.

The online tool above requires an upgraded Customer Support web account. If you have not yet upgraded your account, please visit the link below. Have ready one of the following pieces of information: Sales Order Number (SON), customer number or Service Contract Number (SCN). <http://www.ptc.com/appserver/common/account/secure/premiumAccount.jsp>

Global Support entitlements – To learn about the benefits of Global Support, please visit <https://www.ptc.com/support-services>. Benefits specific to PTC Mathcad customers include:

Home Use licenses - Home Use licenses are granted as a Global Support entitlement to Professional and University customers while on active Global Support subscriptions. They are term licenses, set to expire at the end of your current Global Support period. If you renew your Global Support, you will be able to reissue your Home Use license(s) using the license retrieval process above.

Home Use licenses are restricted to your use only, and are to be installed on a personal computer **not** located or used in the workplace. Home Use licenses are **not** allowed to be used in the workplace by additional users. If you own a Professional license, you are allowed to perform commercial/production work with Home Use licenses on your personal computer.

Converting worksheets to PTC Mathcad Prime 5.0.0.0

If you have any legacy worksheets (PTC Mathcad 15.0 and earlier versions) that you want to convert to PTC Mathcad Prime 5.0.0.0, please read the Migration Guide found in the References dropdown under the Resources tab.



It is important to realize that the worksheet conversion utility is found in PTC Mathcad 15.0, so you will need to download and install the latest version of PTC Mathcad 15.0 as well (currently PTC Mathcad 15.0 M050).

OS Support

PTC Mathcad Prime 5.0.0.0 supports the Windows 7.0 (64-bit), Windows 8.1 (64-bit) and Windows 10 (64-bit) operating systems.