

# End-of-Sale Announcement FAQ

PTC is announcing the end-of-sale for the following versions of PTC Mathcad, effective December 31, 2021:

- Mathcad 15
- Mathcad Prime 1.0–Prime 6.0

Effective January 1, 2022, the only version of Mathcad available for subscription will be PTC Mathcad Prime 7 and future versions of PTC Mathcad Prime. After December 31, 2021, PTC will no longer have the right to distribute a component of those versions of Mathcad listed above. Our agreement with the supplier of the third-party legacy symbolic engine in older versions of Mathcad only permits us to sell and distribute versions of Mathcad that contain it until December 31, 2021. All subscriptions/renewal terms for versions moving to end-of-sale must start on or before Dec 31, 2021.

## Q&A

### Why is this happening?

After December 31, 2021, PTC will no longer have the right to sell or distribute the third-party symbolic engine contained in those versions of Mathcad listed above.

### What options will be available to continue using versions listed above after December 31, 2021?

For customers currently subscribed to Mathcad 15 and Mathcad Prime 1.0–6.0 who cannot yet move to Mathcad Prime 7, PTC is offering a multi-year renewal option. Customers who wish to take advantage of the multi-year renewal option must do so before December 7, 2021, and the associated licenses must be activated prior to December 31, 2021. At the end of the multi-year renewal term, these older versions of Mathcad will stop working and customers must move to Mathcad Prime 7 or above. This option is only available through December 7, 2021.

### What is the deadline to purchase a multi-year new subscription or multi-year renewal that will give me access to versions moving to end-of-sale?

PTC requires customers that wish to take advantage of the multi-year option to purchase any subscriptions or renewals prior to December 7, 2021, in order to ensure no issues in booking the order or with the subscription start date. PTC will need to remove the tools to purchase, download and license these versions of Mathcad on December 7<sup>th</sup>, so PTC may decline or be unable to process orders received after that date.

## What should I do if I have a subscription license(s) and I am currently using Mathcad 15?

Customers with subscription licenses will have access to download Mathcad Prime 7 in March of 2021. You should install Prime 7 and validate that Prime 7 functionalities meet your needs, including the new symbolic engine if you have symbolic calculations in your worksheets. If Prime 7 provides the functionality you need, you should upgrade to Prime 7 and convert Mathcad 15 legacy files into Prime 7 before your subscription term ends. At the start of your new subscription term, you should plan to work exclusively in Prime 7.

If Mathcad Prime 7 does not meet your calculation requirements, you should renew your subscription with a multi-year subscription option before December 7, 2021, to have continued access to Mathcad 15. Use the extra time through the multi-year subscription to assess Mathcad Prime updates and prepare for your move to Mathcad Prime. Plan to adopt the newest release of Mathcad Prime before the end of your multi-year renewal term. Note that while PTC is providing an option to continue using Mathcad 15 and Mathcad Prime 1–6, remaining on old versions does introduce long-term risks based on security, hardware, and software platform support.

## What should I do if I have a subscription license(s) and am using Prime, but do not use any symbolic engine functionality in my worksheets?

Move to Mathcad Prime 7 when it is released on March 2021.

## What should I do if I have a subscription license(s) and am using Mathcad Prime, but I use symbolic engine functionality in my worksheets?

Assess whether the new symbolic engine introduced in Prime 6 meets your needs. If for any reason it does not, renew your subscription with a multi-year renewal option to maintain access to Mathcad Prime 6, which contains the old and the new symbolic engines. The multi-year renewal must be completed by December 7, 2021. Use the extra time provided by the multi-year renewal to migrate your symbolic calculations to the new engine. Each new release of Mathcad Prime will have symbolic engine enhancements. Plan to adopt the newest release of Mathcad Prime before the end of your multi-year renewal term.

## If I have a perpetual license(s) on maintenance, will I be eligible for the multi-year renewal option for maintenance?

No, the multi-year renewal option is available for subscription licenses only. Traditional maintenance renewals will continue to be offered for one-year periods.

## If I choose to take advantage of the multi-year renewal option, do I have to renew for the full four years?

No, four years is the maximum term available. The multi-year renewal option is available for two-, three-, or four-year terms.

### Will my Mathcad software automatically stop working on December 31st, 2021?

No, Mathcad will not automatically stop working on December 31st, 2021. Subscription licenses keep working until the end of the current subscription term. Perpetual licenses continue working indefinitely provided that there are no changes to system software, hardware, or other system-level configurations that could impact the proper operation of Mathcad or the license.

### When will my Mathcad software stop working if I have subscription licenses?

Mathcad will continue to work until the expiration date of the subscription licenses (end of subscription term). Upon subscription renewal, a new license file is issued, and the licenses in the new file will work until the end of the renewed subscription term. If the renewal is completed after December 7, 2021, the new licenses will work only for Mathcad Prime 7.

### Will Mathcad Prime 7 open my Mathcad 15 files?

Mathcad Prime 7 has a built-in converter that will convert Mathcad 15 files from Mathcad 15's format into Mathcad Prime's format. After converting the Mathcad 15 files, they can be opened in Mathcad Prime 7. There may be some instances where worksheets are converted and there are display differences between the original worksheet and the new Mathcad Prime worksheet. Such display or formatting differences can be adjusted by editing the new worksheet in Mathcad Prime.

### How capable is the new symbolic engine in Prime 7?

The new symbolic engine is a complete and comprehensive engine. It contains numerous enhancements over the old engine and can therefore perform a variety of symbolic calculations that were not possible with the previous engine. Additionally, the new engine allows PTC to make updates to symbolic calculations in areas of math and UI enhancements that were not possible before. The new engine was introduced in Mathcad Prime 6 alongside the previous engine. The new symbolic engine is the only engine in Mathcad Prime 7, and the only one going forward.

### Will I be able to transfer my license(s) to a new computer after December 7<sup>th</sup>, 2021?

Yes, licenses can be transferred for hardware replacement purposes after December 7<sup>th</sup>, 2021.

### What happens if I renew my subscription with the multi-year renewal option and my computer crashes after 2021?

Contact PTC or your PTC partner to request that the license be transferred to a new computer.

### Will PTC provide technical support for Mathcad versions moving to End-of-Sale?

PTC will provide a level of support that includes support for end-user issues related to core product calculation functionality. PTC will not support end-user issues that result from operating system upgrades or other system-level upgrades that result in a system configuration that is not supported for the version of software being used. No product updates, security patches, or software downloads will be provided for versions moving to End-of-Sale.

### Will PTC release software updates to Mathcad 15 for new versions of Microsoft Windows?

No, there will be no future release of Mathcad 15 for new versions of Microsoft Windows or other operating system updates or patches.

### Will PTC release software updates to Mathcad Prime 1–6 for new versions of Microsoft Windows?

No, there will be no future release of any version of Mathcad Prime 1–6 for new versions of Microsoft Windows or other operating system updates or patches.

### Will PTC provide security patches for Mathcad versions moving to End-of-Sale?

No security patches will be provided for Mathcad versions moving to End-of-Sale.

### If I have a perpetual license(s) and am paying maintenance, will I be able to get an updated home use license with my maintenance renewal for Mathcad 15 or Prime 1–6?

New home use licenses issued per maintenance entitlement will be issued for Prime 7 starting January 1, 2022 and will only work for Prime 7.

### What happens if I utilize the multiyear renewal option and need to update my Windows operating system after 2021?

There will be no software updates to Mathcad 15 or any version of Mathcad Prime 1–6 to accommodate new versions of Windows released by Microsoft. Mathcad 15 M050 and Mathcad Prime 4–6 are certified on Windows 10. Updating the operating system or altering the operating system will introduce risk to the functionality of Mathcad 15 and Mathcad Prime 4–6 and should be avoided.

### If I utilize the multi-year renewal option and must upgrade my computer to a new version of Windows where Mathcad 15 and Mathcad Prime 1–6 are not supported, can I cancel my contract and get a prorated refund?

No refunds will be issued due to changes to hardware or software configurations. Mathcad 15 and Mathcad Prime 4-6 are certified and supported on Windows 10.

## What should I do if I have perpetual licenses on support and I am currently using Mathcad 15?

Customers using Mathcad 15 through perpetual licenses on support will have access to download Mathcad Prime 7 in March of 2021. You should install Prime 7 and validate that Prime 7 functionalities meet your needs, including the new symbolic engine if you have symbolic calculations in your worksheets. If Prime 7 provides the functionality you need, you should upgrade to Prime 7, convert all Mathcad 15 legacy files to Prime 7, and plan to use Mathcad Prime going forward.

If Mathcad Prime 7 does not meet your calculation requirements, or you choose to continue using Mathcad 15 for other reasons, please be advised that while perpetual licenses do not expire, remaining on old versions does introduce long-term risk in areas of security, hardware, and software platform support, and Mathcad 15 will not be updated for new versions of Microsoft Windows.

## How long will I be able to use my old version of Mathcad?

Whether you've taken advantage of the multi-year subscription or not, after January 1, 2022, subscription licenses will expire according to your current subscription term. If you have a perpetual license(s), you can use your old version of Mathcad indefinitely. Please note that remaining on old versions will introduce you to long-term risks based on security, hardware, and software platform support and imposes a system requirement to remain on Windows 10.

## Exactly which versions are supported on Windows 10?

Mathcad 15 M050 is supported on Windows 10. Mathcad Prime 4, Mathcad Prime 5, Mathcad Prime 6, and Mathcad Prime 7 are supported on Windows 10.

## What should I do if I am using academic licenses in a university setting?

Professor Licenses – Professor licenses will follow the guidelines set forth for Mathcad commercial licenses. The multi-year subscription/renewal option is available for Professor licenses in cases where professors require Mathcad 15 for their curriculum, research, or publications. In cases where professors are using perpetual licenses, they may continue to use their perpetual licenses indefinitely with an understanding of the long-term risks and understanding that future development of Mathcad will be exclusive to Mathcad Prime. Professors should plan to upgrade to Mathcad Prime if Mathcad Prime meets their needs, and as part of that decision-making process, should validate that the new symbolic engine introduced in Mathcad Prime 6 performs satisfactorily in worksheets used in their curriculum and in their research.

University Edition Licenses – University edition licenses will be eligible for the multi-year subscription option up to a maximum subscription term of four years. Academic settings that will require students to use earlier versions of Mathcad (Mathcad 15 or any version of Mathcad Prime 1–6) after January 1, 2022 will require subscriptions to be completed before December 7, 2021.

Student Licenses – Student licenses will continue to be available for purchase based on one-year periods. After December 7, 2021, students will be able to purchase Prime 7 or the newest release of

Mathcad Prime depending on the cycle of their purchase. The multi-year option is not available for student licenses.

K-12 – Licenses for K-12 education will continue to be available for one-year periods. After December 7, 2021, all licenses for K-12 education will be issued for Prime 7 or for the newest release of Mathcad Prime depending on when the licenses are issued.

### What's new in Mathcad Prime 7?

Mathcad Prime 7 advances your engineering calculations with key product enhancements. Start with easy conversion of your legacy Mathcad worksheets without the need to install the legacy version of the application. Next, control calculations in your worksheet with easy to create drop-down input controls for variable definitions. Save your worksheets directly in PDF format. You also have more usability improvements to experience, from Scroll and Focus behavior in worksheets for enhanced readability to removing major gridlines. Utilize the comprehensive help for the API Guide now included in Mathcad Prime.

Additionally, Mathcad Prime 7 will fully embrace the new symbolic engine that was introduced in PTC Mathcad Prime 6 (the legacy symbolic engine will be entirely removed in Prime 7). In Prime 7, this new symbolic engine contains enhancements to symbolic engine functionality over its initial release in Mathcad Prime 6. Additionally, the new engine enables PTC to be receptive to your symbolic engine needs and implement enhancements to symbolic calculations that were not possible before.

Mathcad Prime 7 will be released on March 2021.

### What benefits does Mathcad Prime deliver over Mathcad 15 and other legacy Mathcad versions?

- Modern, intuitive user interface
- New equation editor with a shallow learning curve
- Better integration with Microsoft Excel
- Enhanced focus on engineering documentation
- Custom math formatting on all math content
- New tools for matrix and table manipulation
- Updated state of the art solvers
- Support for 64-bit architecture
- Expanded units support

### What key functionality in Mathcad 15 is not yet available in Mathcad Prime 7?

- Some 3D Plot features (plot titles, plot borders, surface colormaps, axis formatting and labels, backplane settings)
- Scriptable objects and controls
- Web controls for radio buttons, checkboxes, textboxes
- In-document hyperlinks
- Customization of unit system