

PTC Mathcad Prime Installation and Licensing



Summary of Installation & Licensing Guide

This document serves as a reference guide to help you get started with your PTC Mathcad Prime software purchase. To summarize, installing and licensing your Mathcad Prime software requires completion of the six steps below. Once these six steps have been completed, the installation is complete and no further action is required. If you need assistance with any of the steps below, refer to the relevant section in this document for additional guidance.

IMPORTANT: You need an upgraded PTC.com user account to complete the installation and licensing steps outlined below. Purchasing Mathcad Prime does not automatically create an user account.

If you already have a PTC.com account, check whether it is Basic or Upgraded (Customer) account.

If it is Basic, you will need to upgrade it. If it is already Upgraded, no further action is required.

Note: Creating a new PTC.com account using the information from the email you received after the purchase will create an Upgraded account.

Six Steps to Installing and Licensing your PTC Mathcad Software:

- 1) Login to your PTC.com user account (this must be an UPGRADED account)
- 2) Download the Mathcad application (software installer)
- 3) Generate your Mathcad license
- 4) Install Mathcad Prime
- 5) Download your Mathcad license
- 6) Attach your Mathcad license to your Mathcad application

If you need further guidance completing any of the steps above, refer to the relevant section in this document.

Table of Contents

1.	Useful Links	1
2.	PTC Customer Account.....	2
2.1	Create a New PTC Account.....	3
2.2	Upgrade your Basic PTC account	4
3.	Download the Software.....	5
4.	Generate a License	6
4.1	Generate a Node locked license to the User System.....	7
4.2	Generate a floating license for a Server	8
4.3	Installing Flexnet license server for Mathcad Prime	9
5.	Install Mathcad Prime	10
6.	License Configuration	14
6.1	Node locked license configuration	14
6.2	Floating License Configuration	14
7.	Access Learning Resource to Get Started with Mathcad Prime.....	15

1. Useful Links

The following resources provide additional information on installing, licensing, configuring, and using PTC Mathcad Prime.

- **PTC Mathcad Help Centers** – Access product documentation, reference guides, and version-specific help for Mathcad Prime.
[PTC Mathcad Help Centers](#)
- **Mathcad Prime Installation and Administration Guide** – Comprehensive guide covering software installation, licensing, deployment, and administration.
[Mathcad Prime Installation and Administration Guide](#) – (Comprehensive)
Note: This is the same guide included in the Product Resources > References section which is viewable after installing and launching Mathcad Prime.
- **Mathcad Installation & Licensing Resource Center** – Central location for installation resources, licensing information, downloads, and support articles.
[Mathcad Installation & Licensing Resource Center](#)
- **Generate a License File for a New Purchase** - Step by step instructions for creating and assigning license to a system (host) and downloading it for activation.
[How to generate license file for a new purchased order on the PTC Manage Licensing Web Application.](#)
- **Retrieve or Download a License File** - If you have already generated a license, you can use the PTC Manage Licensing application to retrieve or download your existing license file at any time.
[How to retrieve or download license file on the new PTC Manage Licensing Web Application](#)
- **PTC License Management Guide** A Comprehensive reference for managing PTC licenses, including generating and retrieving license files, creating, and modifying licensing hosts, moving licenses, configuring Home Use licenses, and other common licensing tasks. Use this guide for detailed licensing and administration information beyond the scope of this document.
[License Management Guide](#)

After purchasing Mathcad Prime from the online store, you receive an email from PTC. That email contains your sales order number (SON), customer number, and site number. It also includes the links to create or upgrade your PTC account if needed.

Welcome to PTC

Hi [REDACTED]

Your order has been confirmed for [REDACTED] - Purchase Order [REDACTED] is being prepared. You can track order status and next steps using the Fulfillment Dashboard.

[View Your Order](#)

If you don't already have a PTC account, you'll be prompted to [Create a new PTC User Account](#) before accessing order details.

If you already have a PTC account, you may need to complete a one-time update and onboarding step before accessing the portal depending on your PTC account type:

Basic Account:

- [Upgrade your PTC.com Account.](#)
(you may be asked for your Customer Number, Sales Order Number, or Site Number)
- Complete onboarding:
[Fulfillment Dashboard Onboarding](#)
- Then log in to the portal

Upgraded Account

- If you have an upgraded PTC account but have not visited the billing and fulfillment portal, complete onboarding here: [Fulfillment Dashboard Onboarding](#)

2. PTC Customer Account

You must have a PTC **Customer Account** to download software and generate licenses.

- If you do not have a PTC.com account, create one [here](#).
- If you already have Basic PTC account, you must upgrade it with your new support information detailed in the email you received after your online purchase. To do this, on the [PTC.com Accounts](#) page, click **Upgrade your Account**.

My PTC

PTC.com Accounts

Please select an option below:



Manage your existing Account
Update your name, email address, password or other personal demographic data.



Manage your Email Subscriptions
Subscribe/Unsubscribe to PTC emails or edit your subscription preferences.



Upgrade your Account
Upgrade your Basic Account to Customer or Partner level to gain access to advanced features. If you do not have an active Support agreement, please [Contact PTC Global Support](#).



Create an Account
Create a Basic, Customer or Partner level PTC.com Account.

Questions about your PTC.com Account? [Contact Us](#)

2.1 Create a New PTC Account

Select the **New Customer** account type and enter the required information. The details required to register the account can be found in the [order confirmation email](#) you received after purchasing your Mathcad Prime license. Enter the following information exactly as it appears in the email:

- Customer Number
- Sales Order Number (SON)
- Site Number

PTC.com Accounts > Create a new PTC User Account

Create a new PTC User Account

New Customer Partner Basic Education

All fields marked with a * are required.

* First Name:

* Last Name:

* Title:

* E-mail:

* Confirm E-mail:

* Telephone:

* Address:

* City:

State/Province:

Zip/Postal Code:

* Country/Region:

* Preferred Language

I would like to receive PTC product and services related e-mail: ☐ Yes ☒ No

* Password:

* Confirm Password:

You must complete this section to create a Customer Account to gain access to all Support entitled areas of PTC.com.

Customer Number:

Please supply one of the following pieces of information for verification.

Sales Order Number (SON):

or

Site Number:

Can be found within Email received for PTC order

PTC Security Challenge

Please enter the underlined numbers only, in order:

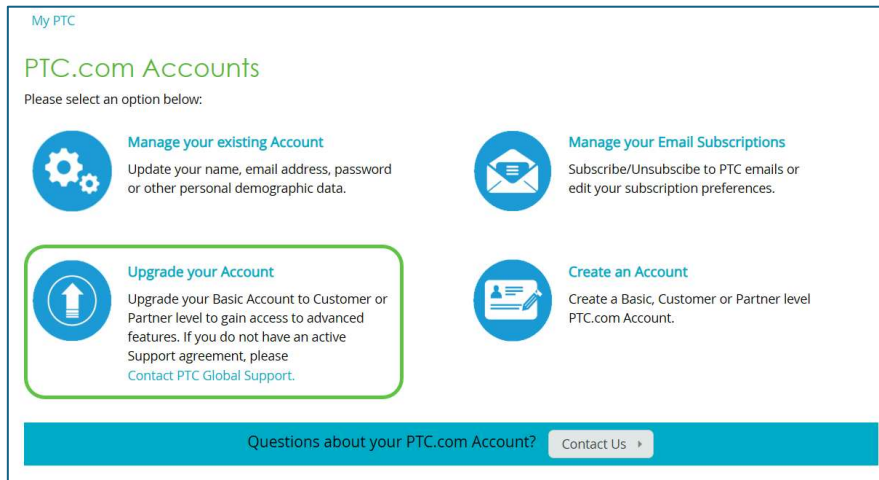
PTC collects, transfers and uses your data in accordance with PTC's [Privacy Policy](#).
By continuing you agree that you have read and agree with our Privacy Policy.

Note: With your PTC.com account, you can login to our [eSupport Portal](#) for all PTC product-related information and resources.

Note: Creating a new account with your customer number, sales order number and site number will automatically create an upgraded account. Once completed, proceed to **Step 3**.

2.2 Upgrade your Basic PTC account

If you already have a **Basic** PTC.com account, you must upgrade it with your new Support information detailed in [order confirmation email](#). To do this, on the [PTC.com Accounts](#) page, click **Upgrade your Account**.

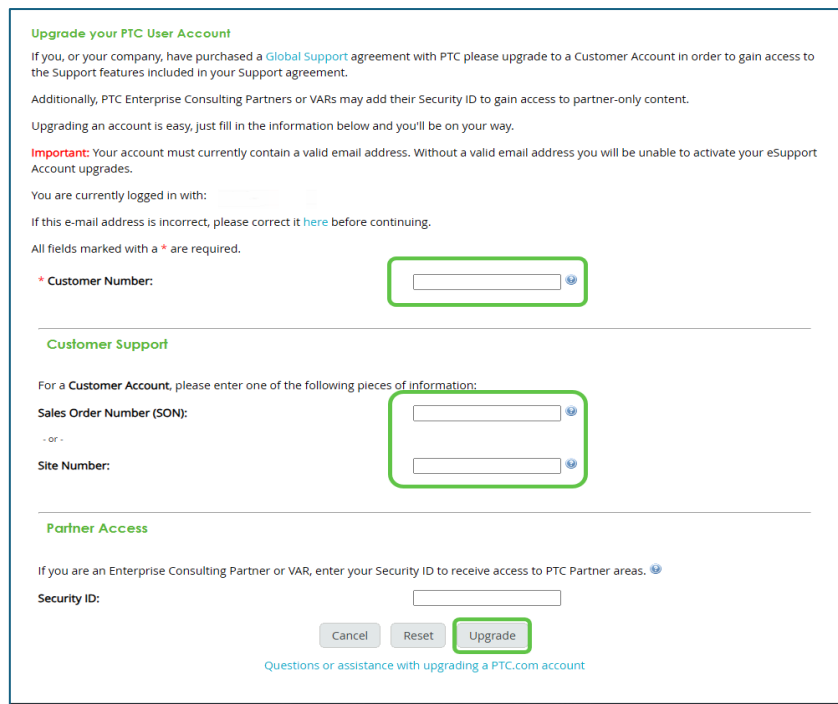


The screenshot shows the 'My PTC' section of the PTC.com Accounts page. It features a header 'PTC.com Accounts' and a prompt 'Please select an option below:'. There are four main options, each with an icon and a description:

- Manage your existing Account**: Update your name, email address, password or other personal demographic data.
- Manage your Email Subscriptions**: Subscribe/Unsubscribe to PTC emails or edit your subscription preferences.
- Upgrade your Account** (highlighted with a green border): Upgrade your Basic Account to Customer or Partner level to gain access to advanced features. If you do not have an active Support agreement, please [Contact PTC Global Support](#).
- Create an Account**: Create a Basic, Customer or Partner level PTC.com Account.

At the bottom, there is a blue bar with the text 'Questions about your PTC.com Account?' and a 'Contact Us' button.

Enter your username (email address) and password to access the **Upgrade your PTC User Account** page.



The screenshot shows the 'Upgrade your PTC User Account' page. It contains the following sections and fields:

- Upgrade your PTC User Account**: A heading followed by instructions about upgrading to a Customer Account and a note about Security ID for Enterprise Consulting Partners or VARs.
- Important**: A note stating that the account must contain a valid email address.
- You are currently logged in with:** A section for email verification.
- * Customer Number:** A text input field with a green border and a blue eye icon.
- Customer Support**: A section with the instruction 'For a Customer Account, please enter one of the following pieces of information:'. It includes two input fields: 'Sales Order Number (SON):' and 'Site Number:', both with green borders and blue eye icons.
- Partner Access**: A section for Enterprise Consulting Partners or VARs, featuring a 'Security ID:' input field.
- Buttons**: 'Cancel', 'Reset', and 'Upgrade' buttons at the bottom.
- Footer**: A link 'Questions or assistance with upgrading a PTC.com account'.

Enter your **Customer Number**, then locate and enter **any one** of the following details from your [order confirmation email](#):

- Sales Order Number (SON)
- Site Number

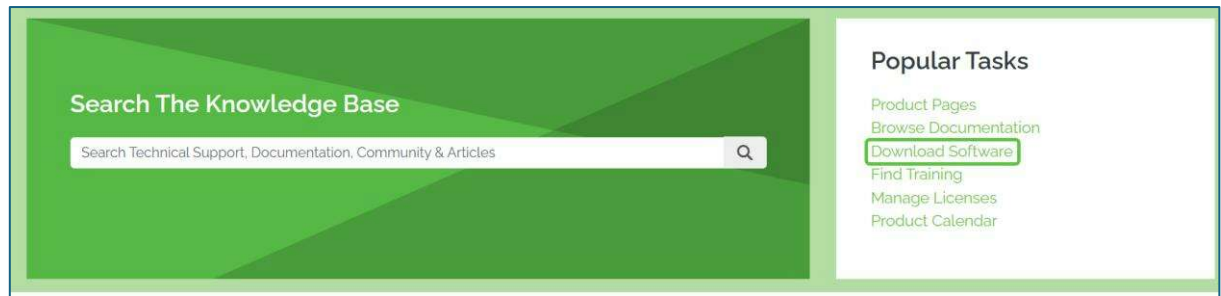
Click **Upgrade** to upgrade your account.

To complete the upgrade process, you must activate your new access by following the instructions in the e-mail you will receive.

Once successfully activated, you can download your software and generate a license.

3. Download the Software

- Sign in to your PTC [eSupport account](#).
- Navigate to the **Popular Tasks** section on the home page.
- Select [Download Software](#) to access the software available for your account.



Select **Download Software Updates**

[My PTC](#)

Download Software Updates

PTC Technical Support is pleased to provide an electronic service designed to provide an easier avenue for requesting software updates. Via the web browser or electronically downloaded without calling Technical Support.

Please note that [Parametric Technology Corporation](#) has changed its legal name to [PTC Inc.](#) effective January 28, 2013. All references to Parametric Technology Corporation in the software, including within the license agreement, are deemed to be to PTC Inc. and all contracts, agreements and notices with and from Parametric Technology Corporation are deemed to be with and from PTC Inc.

IMPORTANT NOTICE: Before downloading new software versions, please visit <https://ptc.com/log4j> for information regarding impact and remediation of Log4j vulnerabilities, which may require additional configuration steps after download. The Log4j Response Center is continually updated with the latest information available

[Download Software Updates](#)

- If multiple PTC products are used simultaneously, please review [product compatibility](#).
- The software update sent may be more recent than what is indicated.
- For any special requests, Customer Service must be contacted directly.

Download Software by Sales Order Number (SON)

- This application will allow you to view and download the original software and version purchased only.

Choose Product Family **MathcadPrime**

PTC Software Download [Help]

MathcadPrime

Choose Product Family

Step 2 : Choose Release & Download

Use the list below to select the release you desire to download. If you need assistance refer to the [help notes](#).

If there is no update for a particular release, please use the last published artifact of the respective platform (this may apply in particular to wearable devices).

For other available versions, please open a [Support Case](#).

Refer to [CS154266 - FLEXlm/FLEXnet Server Version and Flexnet enabled applications Compatibility Matrix](#) for general license manager compatibility detail and [FLEXnet hardware notes](#) (for detail and links to standalone FLEXnet installer downloads).

Release Prime 12.0

- VERY IMPORTANT - Mathcad Prime 12.0 Licensing Instructions Read This First
- PTC Mathcad Prime 12.0

Note: PTC Mathcad Prime 12.0.0.1 requires the latest Microsoft .NET Desktop Runtime 8.0.x package for Windows x64. [Download](#) and install the package and restart PTC Mathcad Prime 12.0.0.1

Most Recent Version

Version: 12-0-0-1
MathcadPrime (994 MB)

Download now: [HTTPS](#) [View SHA-256 checksum](#)

Release Prime 11.0

Release Prime 10.0

Release Prime 9.0

Release Prime 8.0

Release Prime 7.0

Related Information

- [Reference Documents](#)
- [Product Calendar](#)
- [Software Updates](#)

[Change customer](#)

Click **HTTPS** to download the **ZIP** file containing the Mathcad Prime installation package.

4. Generate a License

Based upon the type of license you purchased, either node locked license or floating licenses, generate the license file.

- **Node locked license** file is tied to the Host ID of the user system where application will be installed and used.
- **Floating license** will be installed on server system from where users can access the server and gain the license for the application.

To help determine the Host ID for your machine, refer to this article - [How to determine machine's HOST ID?](#) Alternatively, if required you can directly download the `cpu_id` utility ([download link](#)).

Note: Using the `cpu_id` utility:

- Once downloaded, open Command Prompt (using Run command `cmd`)
- Drag and drop the `.exe` file to command prompt.

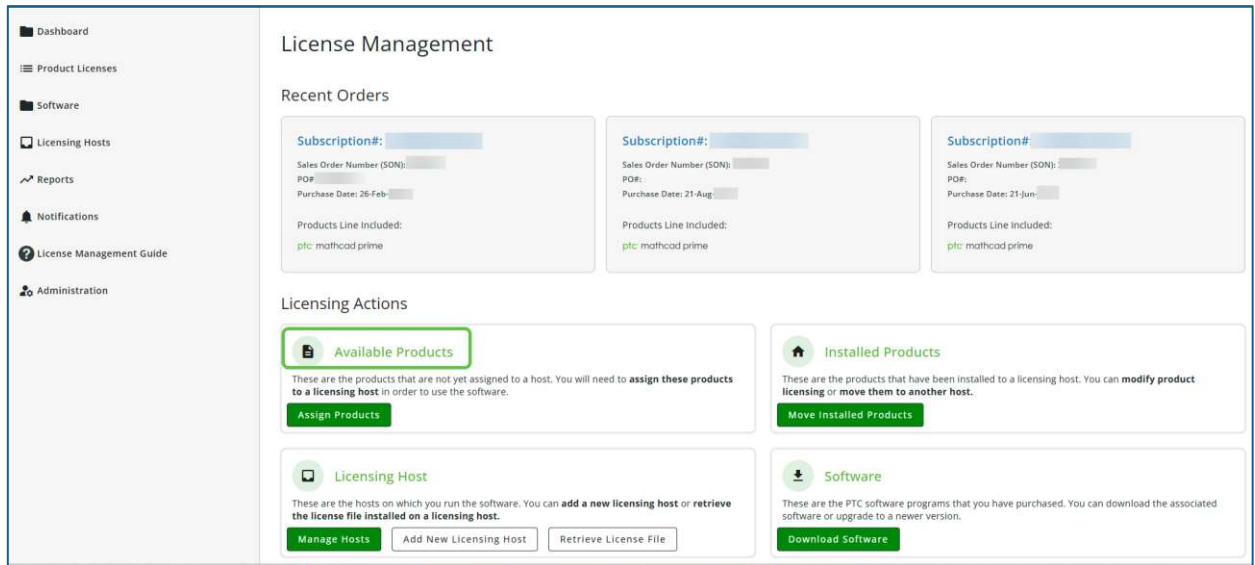
```
Microsoft Windows [Version 10.0.22631.5335]
(c) Microsoft Corporation. All rights reserved.

C:\Users\joshua\Downloads>cpu_id.exe

PTC HOSTID = MAC ADDRESS
```

Note down the PTC HOSTID. It will be used when generating your license.

Enter your username (email address) and password to access the [License Management](#) page.



Click on **Dashboard > Available Products > Assign Products**.

Select the product (Mathcad Prime) to assign to your machine.

Note: If you purchased node locked licenses proceed to **Step 4.1** and if you have purchased floating license proceed to **Step 4.2**.

4.1 Generate a Node locked license to the User System

From the list of available products, select the PTC Mathcad Prime licenses that you want to assign to your machine.

Product License Packages					
Below is the list of your purchased products which generate license files when configured to a Host. A complete list of products you own, including those which are accessed or activated elsewhere, can be found on the Product Inventory Report .					
Filter by any column					Download Excel File
Clear Filters					
☐	Product Description	Product Package Description	Status	Latest SON	Owned Quantity
☒	Mathcad Subscription	Mathcad Professional - Individual	Available		6
☐	Mathcad Prime SDK - Individual	Mathcad Professional - Individual	Available		6
☐	Mathcad Subscription	Mathcad Professional - Individual	Available		11
☐	Mathcad Prime SDK - Individual	Mathcad Professional - Individual	Available		11

- At the bottom of the page, click **Add / Move** to assign the selected licenses to your machine.
- On the **Add Quantity** page, there is a box to specify the number of licenses you want to add. For locked licenses, you will always enter 1. Duplicate this step for each system where a node locked license will be installed.
- Click **Next** to continue.

On the **Select Licensing Host** page, click **Add New Licensing Host** to create a new licensing host for the machine on which you want to activate your Mathcad Prime license.

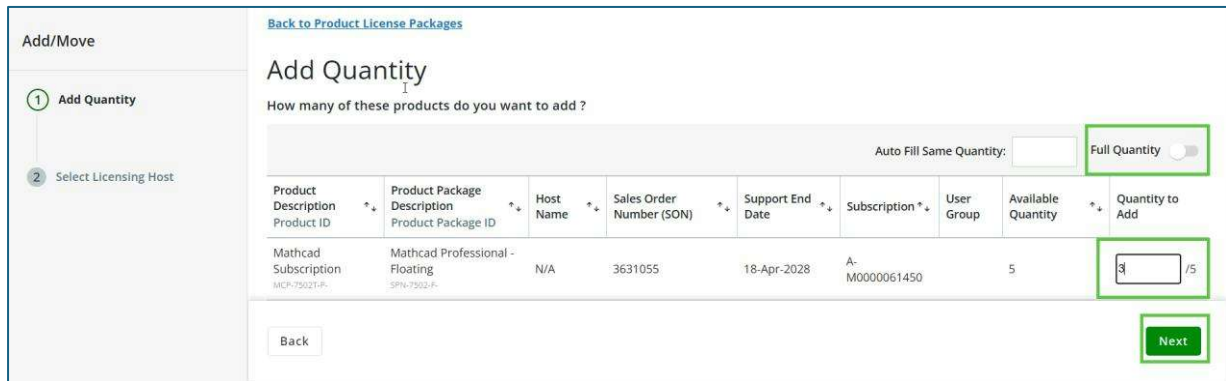
- To create a new licensing host, enter the required information:
 - **Licensing Host Name** – Enter your machine name (computer name).
 - **Host Type** – Select **Standard**.
 - **MAC Address** – Enter the **Host ID (MAC Address)** of your system that you captured earlier.
- After completing the required fields, click **Next** to continue.

4.2 Generate a floating license for a Server

From the list of available products, select the PTC Mathcad Prime licenses that you want to assign to your server system.

When assigning licenses to a license server, you can specify the number of licenses to allocate.

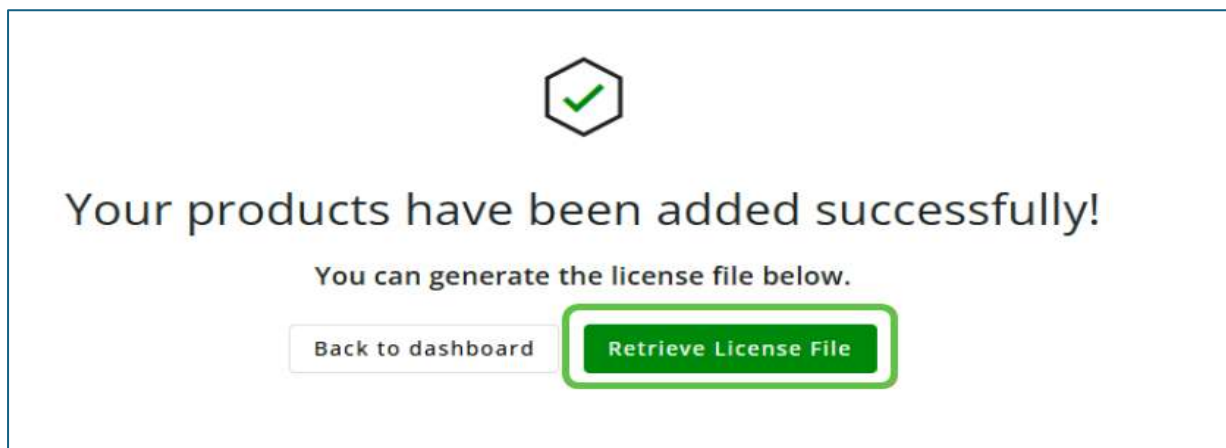
In this example, 5 Floating licenses were purchased, but only 3 licenses are being assigned to the license server. You may choose to assign any number of available licenses, up to the total quantity purchased.



The screenshot shows the 'Add Quantity' page in the PTC License Manager. On the left, there are two steps: '1 Add Quantity' and '2 Select Licensing Host'. The main area is titled 'Add Quantity' and asks 'How many of these products do you want to add?'. There is a table with the following columns: Product Description, Product Package, Host Name, Sales Order Number (SON), Support End Date, Subscription, User Group, Available Quantity, and Quantity to Add. The table contains one row for 'Mathcad Professional - Floating' with an available quantity of 5. The 'Quantity to Add' field is set to 3. There are 'Back' and 'Next' buttons at the bottom.

Product Description	Product Package	Host Name	Sales Order Number (SON)	Support End Date	Subscription	User Group	Available Quantity	Quantity to Add
Mathcad Professional - Floating	Mathcad Professional - Floating	N/A	3631055	18-Apr-2028	A-M0000061450		5	3 / 5

Your Mathcad licenses are assigned to the host ID of your server, and you can now retrieve your license file. Click **Retrieve License File** to download the license to your machine.



Extract the downloaded **ZIP** folder and save its contents to a designated location. This text license file will be used to install the **FlexNet License Server**.

For comprehensive information on PTC licensing, including license generation, license management, transfers, renewals, upgrades, and other licensing tasks, refer [license management guide](#)

4.3 Installing Flexnet license server for Mathcad Prime

Use the following resources to download, install, and troubleshoot the **FlexNet License Server** required for **Mathcad Prime Floating Licenses**.

- **Download the FlexNet License Server**

Download the latest FlexNet License Server installation media for your operating system.
[Download the Floating License Server installation media](#)

- **Install the FlexNet License Server**

Follow the step-by-step instructions to install and configure the FlexNet License Server using your generated license file.

[How to install PTC License Server with License Manager LMGRD for PTC Products](#)

- **Troubleshoot License Server Issues**

If you encounter installation, startup, or licensing issues, use the Guided Licensing & Installation Troubleshooter to diagnose and resolve common FlexNet licensing problems.

[Guided Licensing & Installation Troubleshooter for PTC Products based on FlexNet](#)

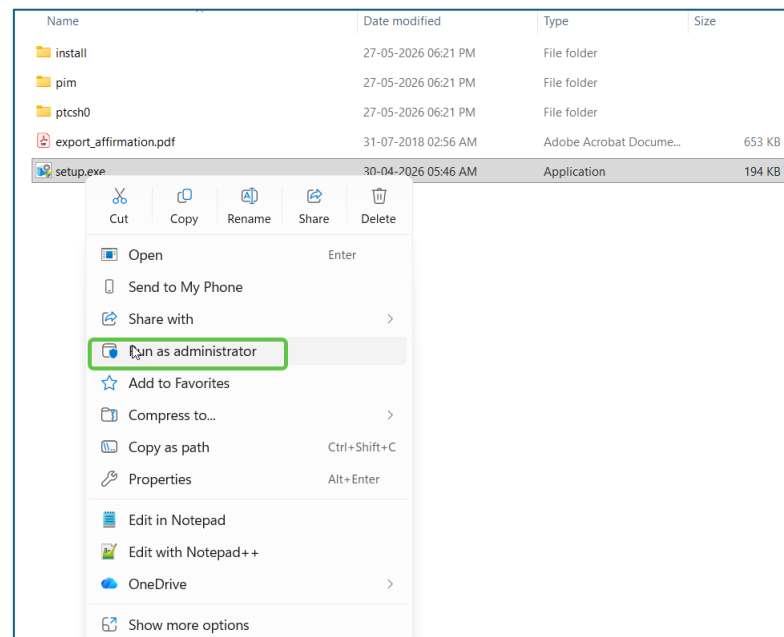
- **Need additional assistance?** Contact [PTC Technical Support](#) if you are unable to resolve the issue using the resources above.

5. Install Mathcad Prime

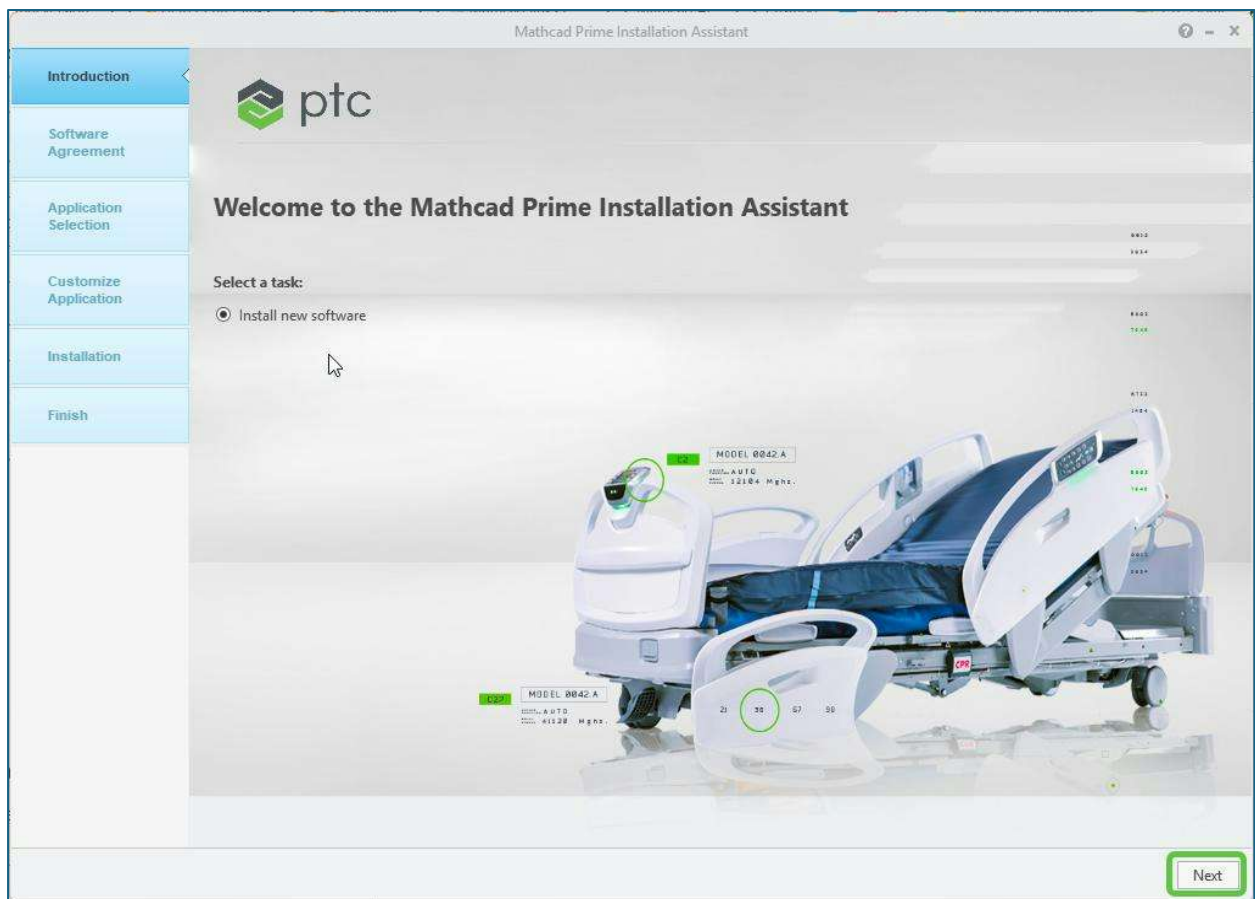
Note: Running Mathcad Prime 12 requires Microsoft .NET. If this is not installed on your system, click on the appropriate version of Microsoft .NET from the table below to install it depending on which version of Mathcad Prime 12 you are installing, then proceed with extracting the installation package.

Mathcad Prime 12.0.0.0 or 12.0.0.1	Microsoft .NET 8.0
Mathcad Prime 12.0.1.0	Microsoft .NET 10.0

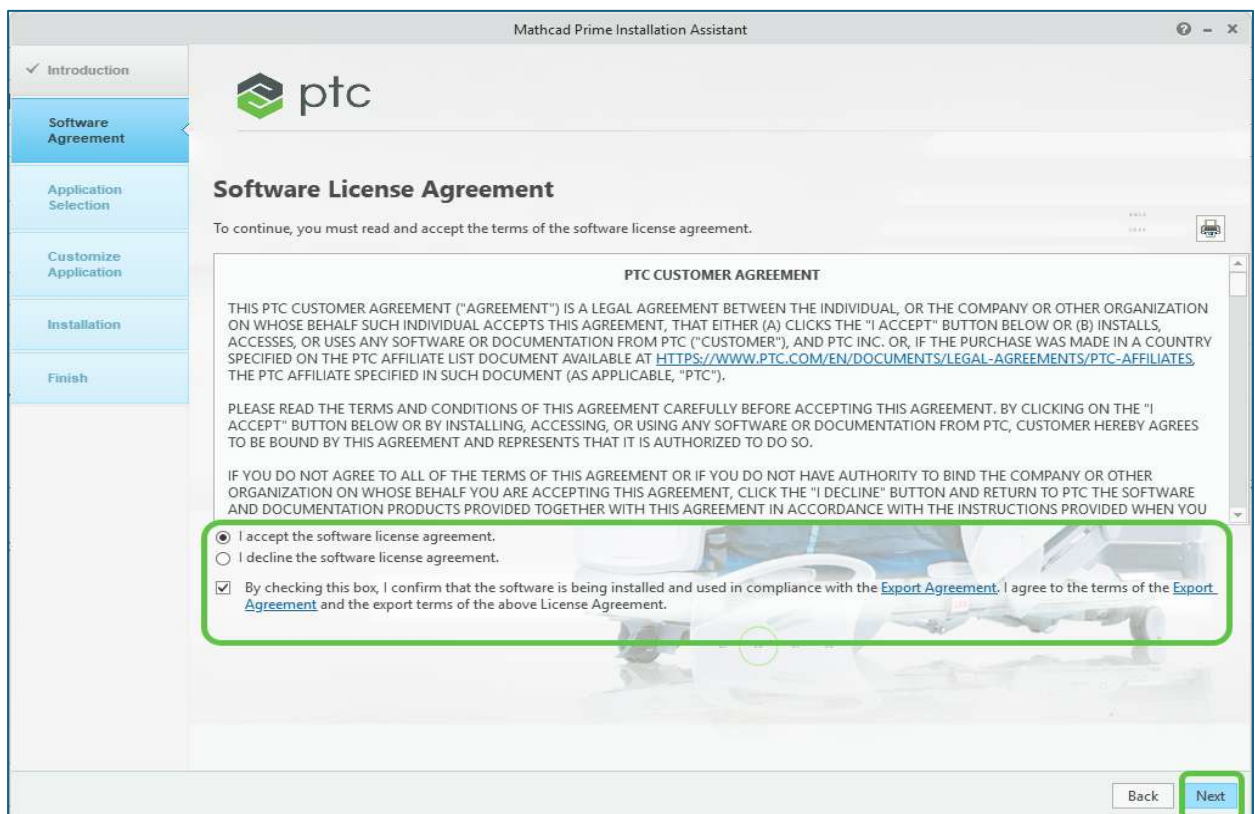
Extract the installation package you downloaded in **step 2**. From the installation folder, start **setup.exe** as administrator. To run as administrator right click on setup.exe and select Run as Administrator.



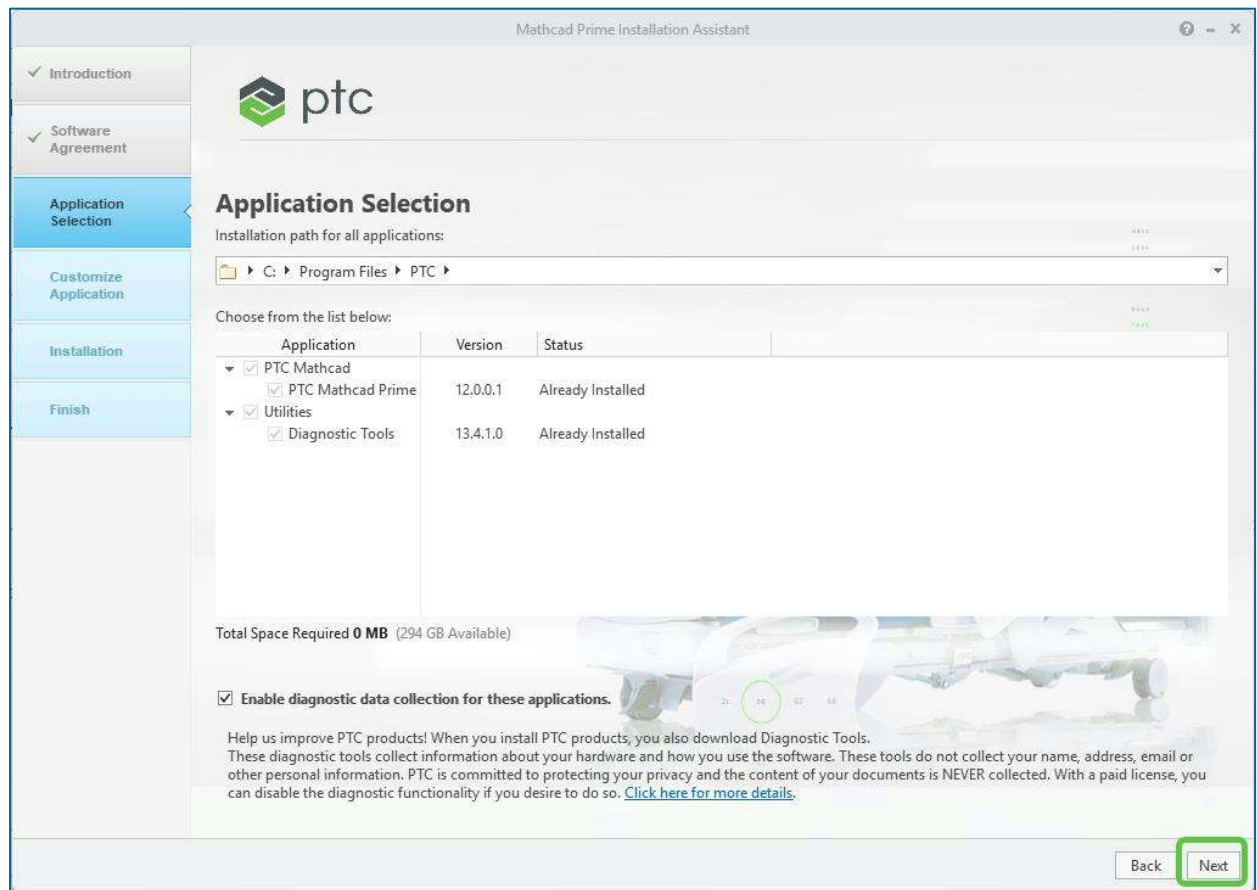
Click on Next to proceed with installation of Mathcad prime.



Review of the Software License Agreement and Export Agreement. If you accept the terms, select **I accept the software license agreement** and then check the Export Agreement box. Click **Next**.

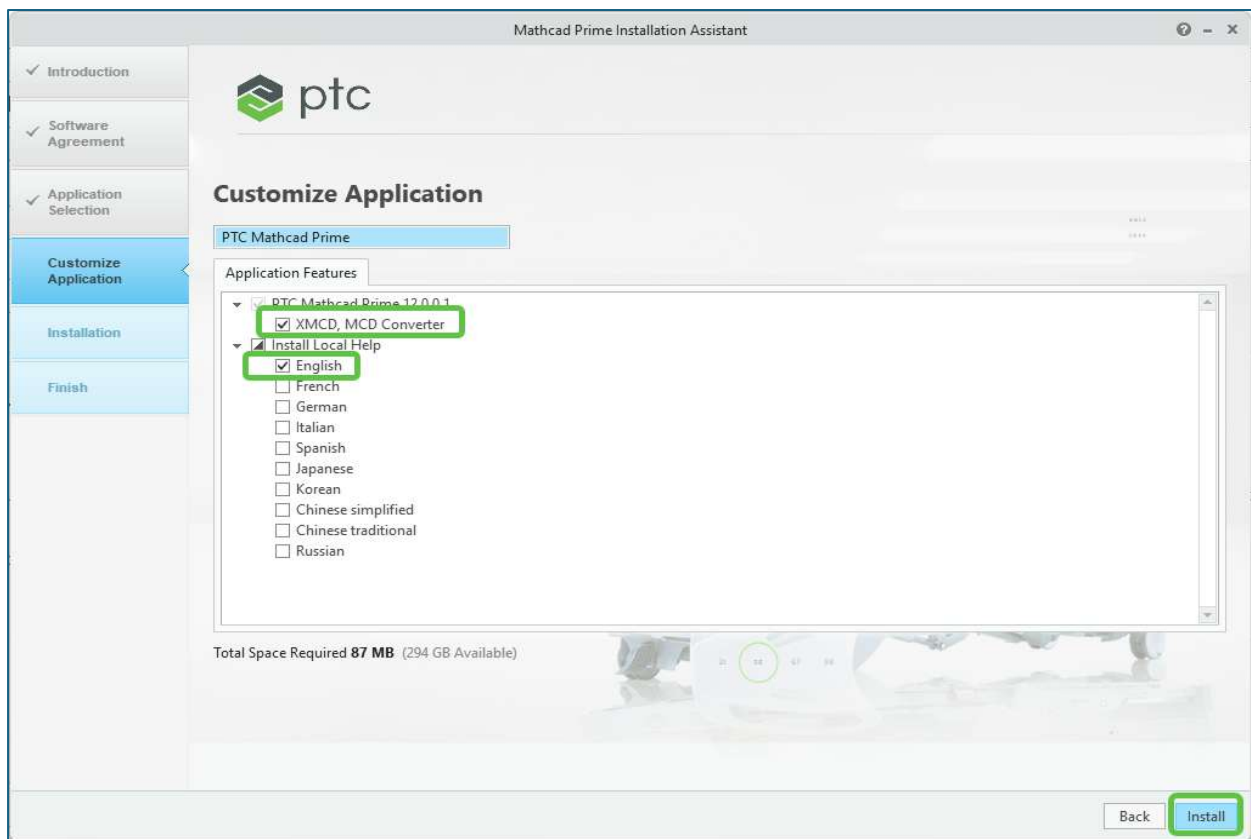


Specify the installation directory for Mathcad Prime (default is C:\Program Files\PTC). Keep the selected options. Click **Next**.

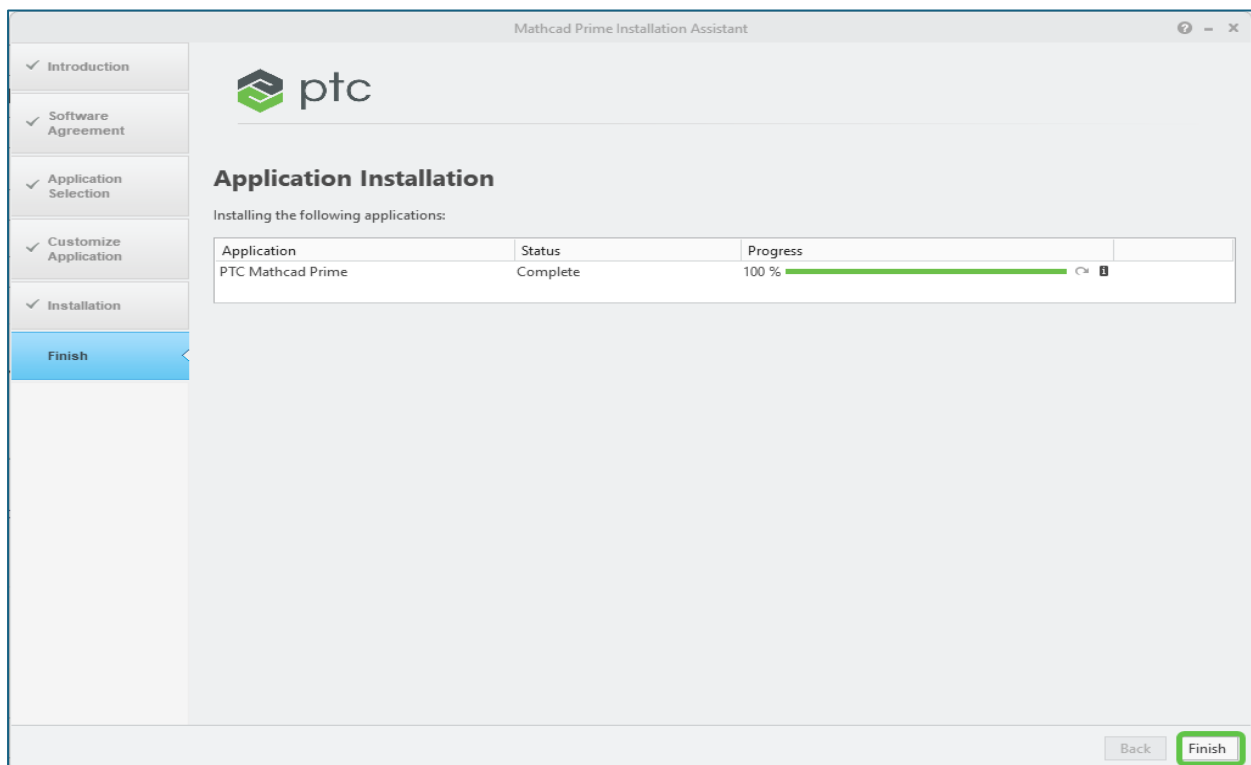


If you need to convert legacy worksheets to Mathcad Prime select the checkbox for XMCD MCD Converter and if required, install local Help in desired language. If you do not need to convert legacy worksheets, then leave the XMCD MCD Converter box unchecked.

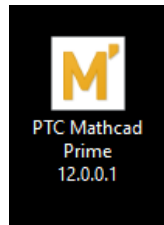
Refer [here](#) to get more details on converting Mathcad 15 worksheets to Mathcad Prime.



The installation begins and it installs Mathcad Prime in the designated installation folder. When the installation is complete, click **Finish**.



You can now start **Mathcad Prime** by clicking the icon on your desktop.



6. License Configuration

After installing Mathcad Prime, you must configure the software with the appropriate license. If you have a node locked license, follow **Step 6.1** and if you have floating license follow **Step 6.2**.

6.1 Node locked license configuration

- Launch Mathcad Prime

There are two ways you can configure your node-locked license:

- a. If the License Wizard opens automatically after Mathcad Prime is launched:
 - I. Select **Configure product to use existing license** (for 12.0.0.1 and earlier) or **Configure commercial licenses** (for 12.0.1.0 and later).
 - II. Select the **File** bubble, **Browse** to the license file saved in **Step 3**, then click on **Configure License**.
- b. If the License Wizard does not open automatically after Mathcad Prime is launched:
 - I. Click the **M icon** in the upper-left corner of the application window.
 - II. Select **Options**.
 - III. Click on **License** tab at the bottom of the PTC Mathcad Options window.
 - IV. Select the **File** bubble, **Browse** to the license file saved in **Step 3**, then click on **Apply**.

Short video on installing Mathcad and configuring a locked license: [How to Configure Mathcad Prime with Node Locked License](#)

6.2 Floating License Configuration

- a. If the License Wizard opens automatically after Mathcad Prime is launched:
 - I. Select **Configure product to use existing license** (for 12.0.0.1 and earlier) or **Configure commercial licenses** (for 12.0.1.0 and later)
 - II. Setup your server license using the **Server** or **Source List** options and click **Configure License**
- b. If the License Wizard does not open automatically after Mathcad Prime is launched:
 - I. Click the **M icon** in the upper-left corner of the application window.
 - II. Select **Options**.
 - III. Click on **License** tab.
 - IV. Setup your server license using the 'Server' or 'Source List' options, then click on **Apply**.

Short video on installing Mathcad Prime and configuring with floating license: [How to configure Mathcad Prime with Floating license](#)

Note: The **PTC Mathcad Prime License Wizard** is automatically launched only when Mathcad Prime is installed and started for the **first time** on the system. The **License** tab in **Options** can be used to configure or update the license after installation.

7. Access Learning Resources to Get Started with Mathcad Prime

- [Tutorials](#) & [Playlists](#): You can access the PTC Learning Connector to review available tutorials and playlists. No further licensing actions are required to access the Learning Connector.
 - [Official Mathcad YouTube Channel](#) : Watch product demonstrations, feature overviews, webinars, tutorials, and tips to help you get the most out of Mathcad Prime.
 - [PTC Mathcad Prime Worksheets Directory](#): Example worksheets spanning a variety of engineering problems from different fields.
 - [PTC Mathcad Prime Community](#): Social community for Mathcad users to exchange information, questions, ideas on using Mathcad.
-