

# End-of-Sale Announcement

PTC has ended 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 new subscription or subscription renewal will be PTC Mathcad Prime 7 and future versions of PTC Mathcad Prime.

## FAQ

<p><b>Q.</b></p>	<p>Why did PTC end the sale of certain versions of Mathcad?</p>
<p><b>A.</b></p>	<p>After December 31, 2021, PTC no longer has the right to sell or distribute a third-party component contained in those versions of Mathcad listed above.</p>
<p><b>Q.</b></p>	<p>What should I do if I have a subscription license(s) and I am currently using one of the end-of-sale versions of Mathcad?</p>
<p><b>A.</b></p>	<p>Customers with subscription licenses will continue to have access to Mathcad end-of-sale versions listed above during the term of your current subscription. At renewal and the start of your new subscription term the versions listed above will no longer be available. You should plan to work exclusively in Mathcad Prime 7 or one of the future versions of Mathcad Prime.</p>
<p><b>Q.</b></p>	<p>What should I do if I have a subscription license(s) and am using Mathcad Prime?</p>
<p><b>A.</b></p>	<p>Customers with subscription licenses have access to Prime 7 today. We encourage you to upgrade to Prime 7 or a future version of Mathcad Prime.</p>
<p><b>Q.</b></p>	<p>When will my end-of-sale version of Mathcad software stop working?</p>
<p><b>A.</b></p>	<p>If you have a subscription license that started in 2021 or earlier and has yet to renew the end-of-sale versions of Mathcad will continue to work until the expiration date of the subscription licenses (end of subscription term). Upon subscription renewal, a new license file will be issued which will not activate end-of-sale versions of Mathcad.</p> <p>If you have a perpetual license, the end-of-sale versions of Mathcad that you are entitled to (based on your support agreement) will continue working indefinitely.</p> <p>Continued use of end-of-sale versions of Mathcad may be impacted by changes to system software, hardware, or other system-level configurations that could impact the proper operation of Mathcad.</p>

**Q.** Will Mathcad Prime 7 and later versions open my Mathcad 15 files?

**A.** Mathcad Prime 7 and later versions have a built-in converter that will convert most Mathcad 15 files from Mathcad 15's format into Mathcad Prime's format. Converted worksheets should be carefully reviewed and there may be some rework required. Please refer to the [Mathcad Prime 7 Migration Guide](#) for more information.

**Q.** Will I be able to transfer my end-of-sale license(s) to a new computer after December 31, 2021?

**A.** Yes, licenses can be transferred for hardware replacement purposes after December 31, 2021.

**Q.** Will PTC provide technical support for Mathcad versions that are End-of-Sale?

**A.** 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 that moved to end-of-sale.

**Q.** Will PTC release software updates to end-of-sale versions of Mathcad for new versions of Microsoft Windows?

**A.** No, there will be no future releases of end-of-sale versions of Mathcad for new versions of Microsoft Windows or other operating system updates or patches.

**Q.** What happens if I need to update my Windows operating system after 2021?

**A.** We will continue to certify new versions of Mathcad Prime with new versions of Windows OS. 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 versions of Windows 10 available when they were released.

Updating or altering the operating system will introduce risk to the functionality of Mathcad 15 and Mathcad Prime 4–6 and should be avoided.

Q.

What should I do if I have perpetual licenses on maintenance and am currently using an end-of-sale version of Mathcad?

A.

Customers with perpetual licenses can continue to use end-of-sale versions of Mathcad. Remaining on old versions of Mathcad could introduce long-term risk in areas of security, hardware, and software platform support, and the end-of-sale versions will not be updated for new versions of Microsoft Windows.

Customers with active maintenance have access to new versions of Mathcad Prime released during the maintenance period and should plan to migrate to Mathcad Prime 7 or later as soon as feasible.

Q.

Exactly which versions are supported on Windows 10?

A.

The following versions of Mathcad are certified to run on versions of Windows 10 available when they were released:

Mathcad 15 M050, Mathcad Prime 4, Mathcad Prime 5, Mathcad Prime 6, and Mathcad Prime 7.

Q.

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

A.

Professor Licenses and University Edition Licenses – these licenses will follow the guidelines set forth for Mathcad commercial licenses. After January 1, 2022, subscription licenses will expire according to your current subscription term and upon renewal your licenses will entitle you to Mathcad Prime 7 or later.

If you have a perpetual license(s), you can continue to use end-of-sale versions of Mathcad. 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. We encourage Academic customers to upgrade to Mathcad Prime.

Student Licenses and K-12 Licenses – these licenses will continue to be available for purchase based on one-year periods. Licenses purchased after Jan 1, 2022 will be entitled to Mathcad Prime 7 or later. Licenses with product codes for end-of-sale versions of Mathcad will not be fulfilled.