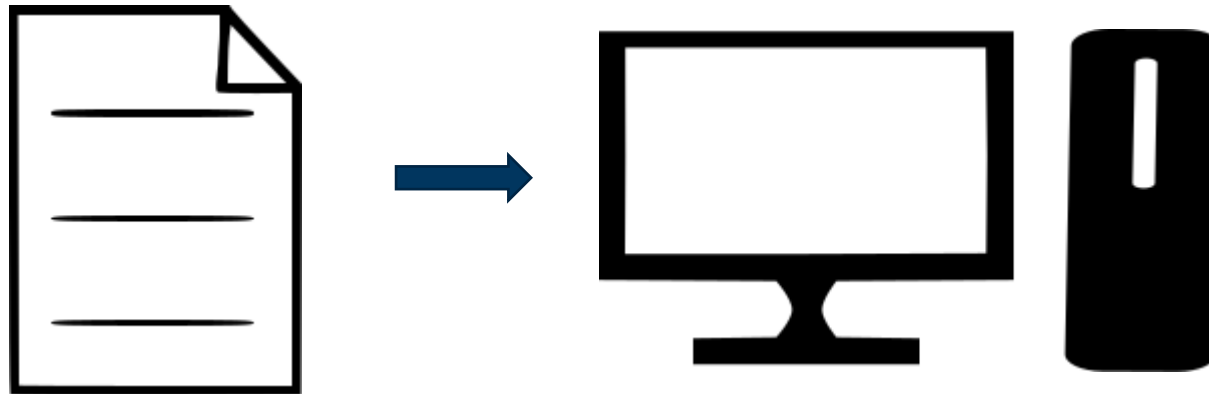


Installing Mathcad Prime with a Locked license



What is a Locked license:

- License can be used on one workstation only
- Host ID (mac address) for the workstation and the license file must be the same

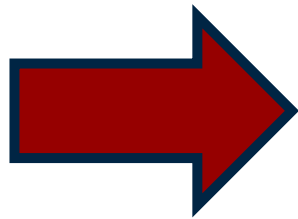


Information on how to get the latest license file can be found on the INNEO support page:

- See the document on how to set up a PTC account if you do not have one
- See the document on how to request the latest license file
- **You must already have a PTC account and retrieved your license file before continuing with these instructions.**
- Use the following link to get to any of the support documents listed above..

Open the license pack email and save the license.zip file to the user machine

- Unzip the file to extract the two license files



[RMX:AL] License Pack for A0-B1-C2-D3-E4-F5 , PTC Support Case Number - 123456

do_not_reply@ptc.com
To : CUSTOMER

License.zip
47 KB

Dear PTC Customer,

Attached you will find the requested license file for the PTC HOSTID A0-B1-C2-D3-E4-F5

Please read the instructions carefully before attempting to use the license files as this email contains information and links to instructions for multiple PTC products.

New PTC customers are encouraged to consult the PTC FlexNet Licensing and Installation FAQ page https://support.ptc.com/appserver/wcms/standards/freefull_cs.jsp?&im_dbkey=116182&im_language=en.

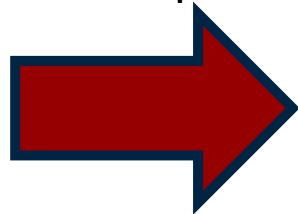
TECHNICAL SUPPORT



For assistance installing these licenses, please contact PTC Technical Support via the Web or Phone at <https://support.ptc.com/appserver/support/csguide/csguide.jsp>

Two files from the zip file

- Use license file:
 - Im_<number>.txt to allow license borrowing (only for Floating licenses)
 - Im_<number>_standard.txt to not allow license borrowing

Example:

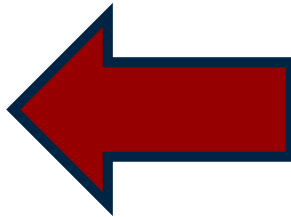


Name
 Im_16726193_3937799.txt
 Im_16726193_3937799_standard.txt

Verify that the host ID (mac address) in the license file and Mathcad workstation is the same.

- Open the license file and find the host ID (mac address)

```
#-----  
#Your call number is 000000000  
#-----  
#-----  
#License Pack for Request ID 0000000  
#This License pack was requested by: PTC Host ID A0-B1-C2-D3-E4-F5  
#-----
```

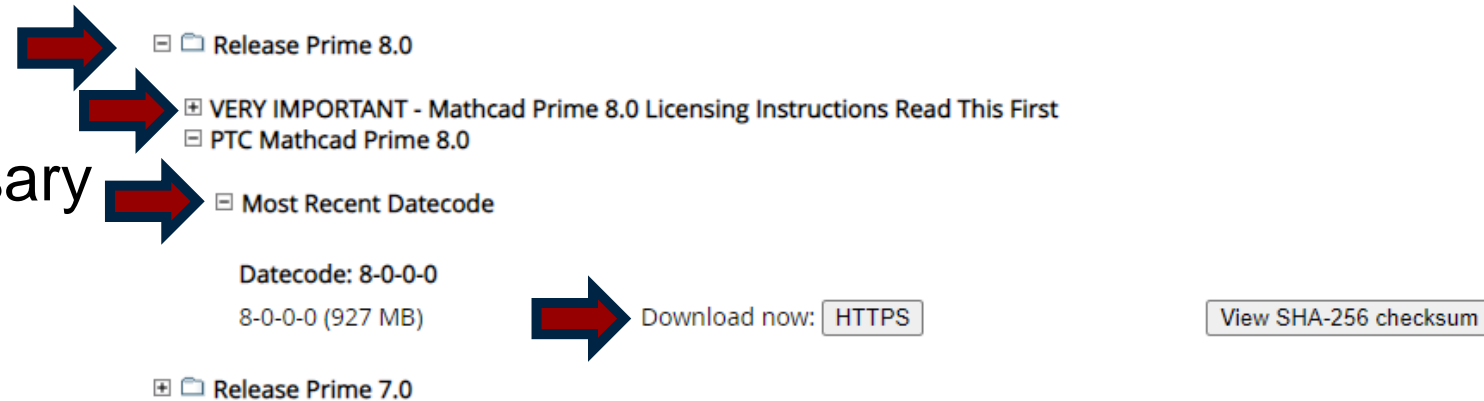


- Compare the host ID in the license file to the workstation host ID by following the step below:
 - Run command prompt and type **ipconfig /all** and compare

Download the required version of Mathcad Prime from the PTC website using the link below

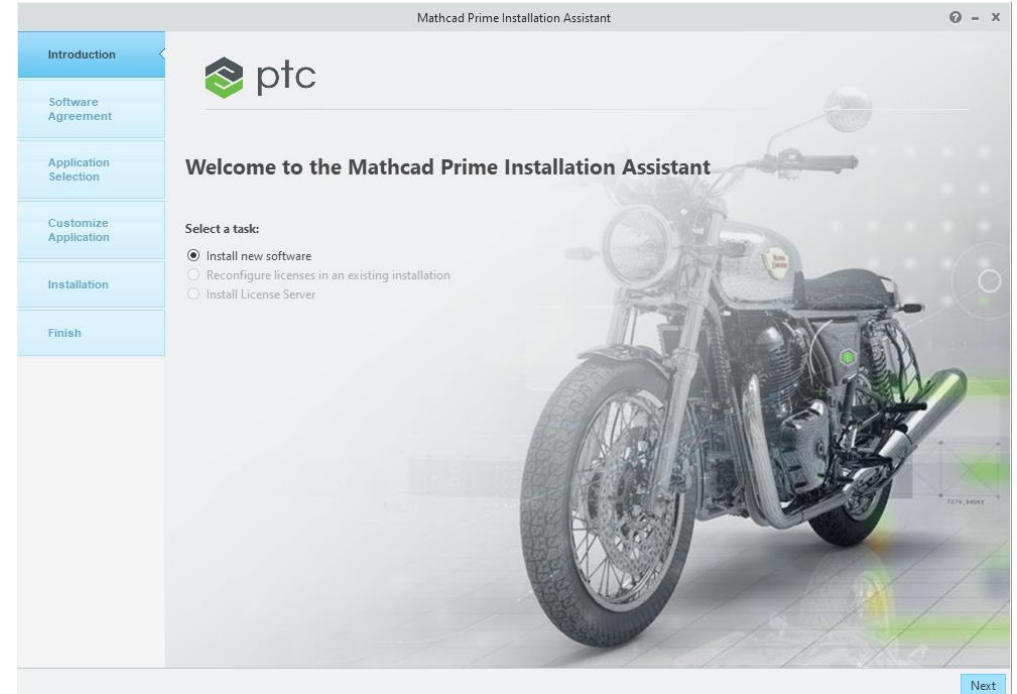
- [PTC Software Download – MathcadPrime](#)

- Select the version
- Download instructions if necessary
- Select Most Recent Datecode
- Click on download now HTTPS
- Download and unzip



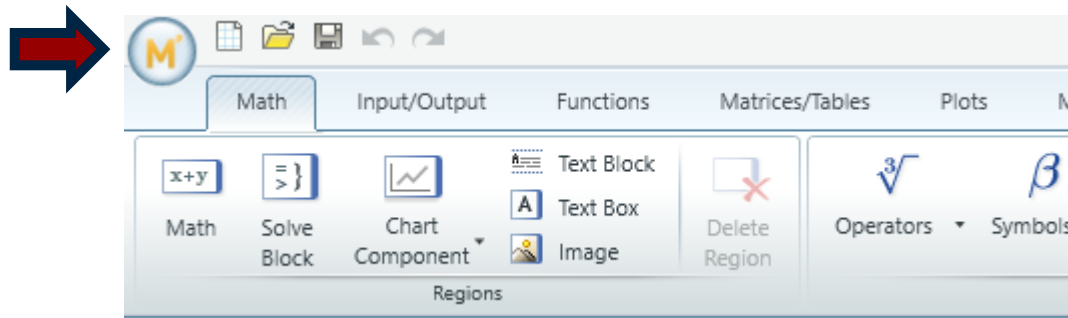
Install Mathcad Prime on the user machine

- From the extracted Mathcad Prime installation files
 - Run the **setup.exe**
- Click on install new software if necessary
- Click on Next
- Accept the license and the export agreement
- Click on Next
- Confirm the install location
- Click on Next
- Click on Install

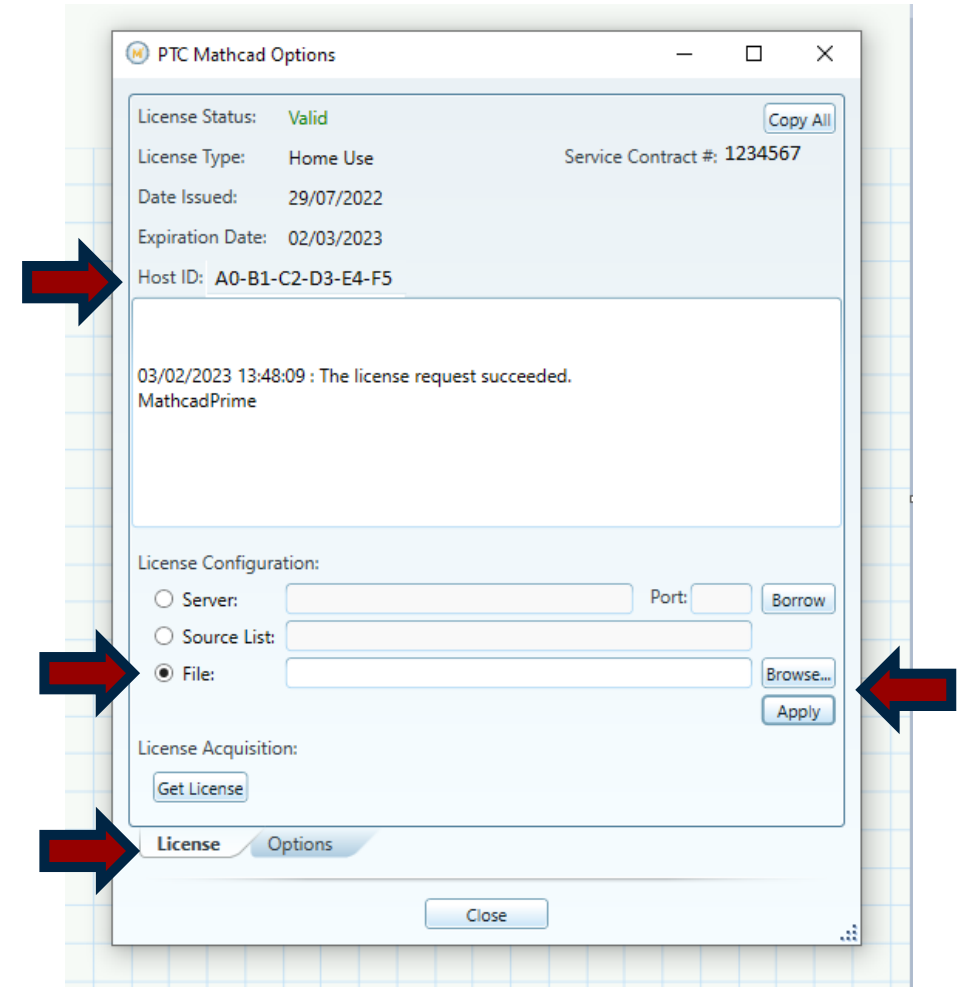


Installing Mathcad Prime with a locked license

- Click on the Mathcad Prime Icon on the Desktop to open the software.
- Once open, click on the Mathcad orb (top left), then Options



- Click on the License tab
- Check the Host ID matches the License File
- Click on the File radio button then Browse
- Browse to the License File you saved earlier
- Click Apply





Thank you!