

Mathcad 14 License Guide

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- 2 HOW TO UPGRADE YOUR PTC ACCOUNT
- 3 HOW TO REQUEST A LICENSE REPORT
- 4 HOW TO DOWNLOAD A LICENSE FILE
- 5 HOW TO TRANSFER A LICENSE



1

HOW TO CREATE A PTC ACCOUNT

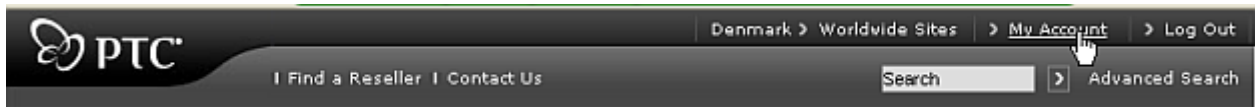
1.1

Perhaps you already have a PTC account?

If as a contact person in connection with a purchase or an upgrade from PTC, you have received an email from PTC, this will contain a link by which you can upgrade your existing account. This account will typically be the one you previously registered at Mathsoft. Click the link in this email, and your account will be ready for use. After this you can proceed to chapter 2.

1.2

If in doubt whether you have an account at PTC, go to PTC's homepage www.ptc.com and click the link **My Account**



Then click the link [E-mail Preferences](#)

PTC.com Accounts

Manage & Update Your PTC.com Account

[E-mail Preferences](#)

Unsubscribe and manage your PTC e-mail subscriptions and edit your e-mail format preferences here.

This will open a Login page:

PTC.com: Log In

NOTE: You must accept cookies to be able to access this site.

Username:

Password:

- [Create a PTC.com Account](#)
- [Reset my password](#)
- If you have any problems or questions, please contact: [Web Account Support](#)

First try if you can enter with your Username (your email address) and Password from previous registration at www.mathcad.com.

If you enter, go to chapter 2 - if not, go to 1.3 below.

1.3

If you have previously registered at www.mathcad.com, but have forgotten your password, click the link [Reset My Password](#). Enter your email address.

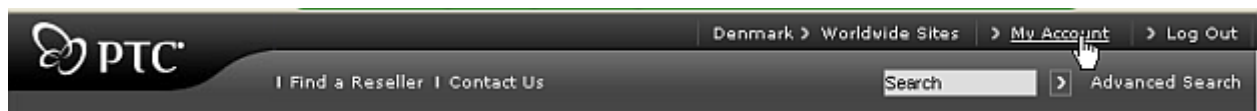
- If it doesn't exist, you will get an error message. Go to 1.4 below.
- If it exists, you must answer Password Hint Question.

If you can do that, a new password will be sent to you by email. When you have had your password, go to chapter 2.

If you cannot answer, you have to contact PTC to have your account opened.

1.4

Here you must create a completely new PTC-account. Click [My Account](#)



Click the link [New Account](#).

PTC.com Accounts

Manage & Update Your PTC.com Account

E-mail Preferences

Unsubscribe and manage your PTC e-mail subscriptions and edit your e-mail format preferences here.

[New Account](#)

Creating a PTC.com account enables you to receive e-mail from PTC, including PTC Express, our free e-mail newsletter. It also allows you to easily register for [events and Webcasts](#), receive [free downloads](#), and [discover tips, tricks, and tutorials](#).

Fill in the New Account page with Personal Information and Security Information. When you have finished, click .

When all information is accepted, a page with the following headline will appear:

New Account

Congratulations, your PTC.com account has been successfully created.

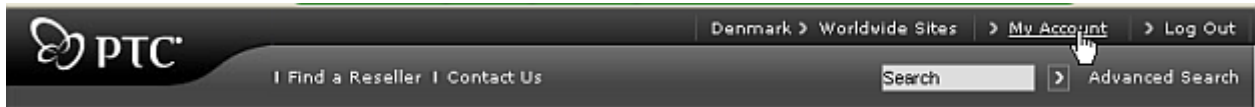
You will receive an email from PTC with the subject: '[PTC.com Account Created](#)', which contains a gratulation and a description of what your account gives access to.

2

HOW TO UPGRADE YOUR PTC ACCOUNT

2.1

Go to PTC's home page www.ptc.com and click **My Account**



and click the link [Account Management](#):

PTC.com Accounts

Manage & Update Your PTC.com Account

E-mail Preferences

Unsubscribe and manage your PTC e-mail subscriptions and edit your e-mail format preferences here.

New Account

Creating a PTC.com account enables you to receive e-mail from PTC, including [PTC Express](#), our free e-mail newsletter. It also allows you to easily register for [events](#) and [Webcasts](#), receive [free downloads](#), and discover [tips, tricks, and tutorials](#).

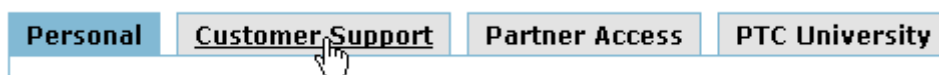
[Account Management](#) (PTC.com password required)

Change [your name, e-mail address, password, and personal demographic data](#).

If you have not already logged in, do it now from the **Log In** page which in this case will appear.

2.2

The Account Management page should now be open, and you can see all your personal information. Now click the tab **Customer Support**:



If your rights allow you to administrate license files, the right frame of the Customer Support tab will look something like this

Account Privileges	
Administrative	
Online Supervisor:	N ?
License Management	
License Management Licensing:	Y ?
License Management Reporting:	Y ?
Software Update	
Software Update Access:	Y ?
Software Update Address:	Y ?
Business Asset Summary Web Tool	
Basic Privilege:	Y ?
Order Privilege:	Y ?
Quote Privilege:	Y ?
Call Logger	
Log Calls:	Y ?
Special Access	
Maintenance Rep:	N

— **Y** meaning that you possess the right in question. You are now ready to administrate licenses, so go to chapter 3.

If you don't have the necessary rights, this message will pop up

Upgrade Your Access

If you are a PTC customer and have an active maintenance agreement with PTC, upgrade to access customer support, including the knowledge base and help desk.:

[Upgrade Your Access](#)

Follow the link [Upgrade Your Access](#), and you will be able to upgrade your rights.

Customer Number

You must enter your Customer number to upgrade your PTC.com account.

* **Customer Number:** ?

Customer Information

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

Service Contract Number (SCN): ?

- or -

Sales Order Number (SON): ?

- **Customer Number** This number will be on the delivery note
- **Service Contract number (SCN)** This number will be on the delivery note
- **Sales Order Number (SON)** This number has 9 digits. It is not the same as the Sales Ord. on the delivery note.

Click when you have filled in the acquired fields.

After a short time you will receive an email from PTC with the subject: '[Activate your PTC.com account upgrades](#)'. Just click the top link in this email, and your upgrade will be activated. If this is accepted, a new email with the subject '[Your PTC.com upgrades have been verified](#)' and an email with the subject '[Your PTC.com account details](#)'.

3

HOW TO REQUEST A LICENSE REPORT

Before you can request a license report you must have created a PTC account. How this is done you can find in the chapter 'How to create a PTC account'.

3.1

Go to PTC's home page www.ptc.com and click the **SUPPORT** tab



On the right of the next screen you'll find **LICENSING TOOLS**:



3.2

Choose **Request Detailed License Reports**. If you have not already logged in, do it now from the **PTC.com: Log In** page which in this case will appear.

The next page will look something like this

Your Information	
Name	Knud Nissen
E-Mail	knissen@ptc.com

Customer Information	
Enter Customer Number:	<input type="text" value="XXXXXX"/> <input type="button" value="Continue"/> or
Search by Customer Name:	<input type="text" value=""/> <input type="button" value="Look it up"/>

Wildcard searches can be made with '%' or '*' characters. For example, to search for the name 'smith' you can type %smith%, smith%, or smith*

check that the information is correct and click

3.3

Here you get the opportunity to have a detailed license report emailed comprising all enterprise licenses.

Request Detailed License Reports

Step 1 2 3 4 5

User Information	
Name	Knud Nissen
E-Mail	knissen@ptc.com

Select Report Format



Select Report Options

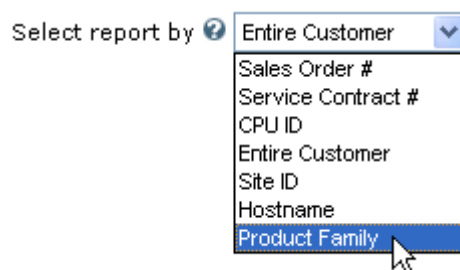


Click the button **Include Banked Items** - or you'll get a empty file.

Select Report Criteria

Select report by  Entire Customer 

In the **Select report by** drop-down box at the bottom you can limit the report. However, this is only necessary if the enterprise have other licensed PTC-products and perhaps your rights are limited to administrate Mathcad only. If no limitation is necessary, proceed to 3.4.



Most of the options require some numbers — more about this later — but if you opt **Product Family**, just select the code **MCD** for Mathcad on the next page

Click 

3.4

If **Request Details** looks like this (the last two lines **By** and **Values** may look a bit different):

Request Details	
Report Format	Microsoft Excel
Include Banked Items	Yes
Include Final Status Items	No
By	Product Family
Values	MCD

then , and a license report will be sent. You'll receive the report within an hour.

3.5

The License Report will come as a zipped file named something like cdr_1234567.xls.zip. In Windows XP you can unzip the file automatically by double-clicking it and choosing **Unpack All Files**.

In the license report the following columns are important:

- **column C: SALES ORDER #**

The Sales Order Number (**SON**) is necessary for configuring your software.

- **kolonne O: ITEM DESCRIPTION**

Here you'll typically find the following

Perpetual Mathcad Vol Lic FL	Floating Mathcad licenses for network. In column Q you can see how many licenses are available
Perpetual Mathcad Vol Lic NL	Node Locked Mathcad licenses for local installation. In column Q you can see how many licenses are available
Mathcad Extensions	Extension packs to Mathcad. These will come with Floating licenses (FL) as well as Node Locked (NL) licenses. These are available in the same number as FL and NL.
Mathcad Home Use License	Licenses for home use are available in a number corresponding to 2xFL+NL. The same goes for Mathcad Extensions

4

HOW TO DOWNLOAD A LICENSE FILE

PREPARATION:

Before you can download a license file you must have created a PTC account. How this is done you can find in chapter 1 'How to create a PTC account'.

Make sure that your rights allow you to administrate license files. See chapter 2 'How to upgrade your PTC account'.

Finally, you'll need the correct **Sales Order Numbers (SON)**. See chapter 3 'How to request a license file'.

4.1

Go to PTC's home page www.ptc.com and click the **SUPPORT** tab



4.2

On the right of the next screen you'll find **LICENSING TOOLS**:



Choose **Configure New Software**.

If you have not already logged in, do it now from the **PTC.com: Log In** page which in this case will appear.

4.3

Enter the actual SON

Configure New Software

Sales Order Number (SON):

List only those products still available to be configured through this web tool. [?]

— and click

4.4

Now you'll get a status for the SON you have entered. The example below shows information on Node Locked licenses.

It appears from the **Quantity** column how many licenses are available and from the **Status** column whether the licenses have been installed or not.

	Product	Family	License Type	Release	CPU ID/Triad	Config ID	Asset Tag	Quantity	Status	Codes
<input checked="" type="checkbox"/>	Mathcad REP	Mathcad	(32) Time-Restricted / Commercial-Government LOCKED LICENSE	14.0				85	Not Installed [?]	
<input checked="" type="checkbox"/>	Mathcad Add-On Collection	Mathcad	(32) Time-Restricted / Commercial-Government LOCKED MODULE	14.0				84	Not Installed [?]	

Check the two boxes (as shown above). It's important to check **Mathcad Add-On Collection** now as the access to these must be integrated into the license file.

Click .

4.5

Specify the number of licenses you intend to install (you'll probably see other figures)

Select the quantity for each product to be installed

Product	Family	License Type	Quantity To Install
Mathcad REP	Mathcad	(32) Time-Restricted / Commercial-Government LOCKED LICENSE	1 of 85
Mathcad Add-On Collection	Mathcad	(32) Time-Restricted / Commercial-Government LOCKED MODULE	1 <input type="button" value="v"/> of 84

Select of each item

The following rules apply:

- NL** You can only generate ONE license at a time and only for local installation. Pick only one Add-On Collection.
It means that it isn't possible to let a server administrate several Node Locked licenses — neither alone nor in combination with Floating licenses.
- FL** You may include all Floating licenses in one license file, but if you intend to split your licenses between several servers, you should only include part of the licenses. Pick the same number of **Add-On Collections** as Floating licenses.

If your license is for a local installation (NL) or for a single server (FL), choose this setting:

These products will be installed on a:

- Single Server
- Triad

Click .

4.6

The machine (pc or server) where the software will be installed, must be identified. To this end the mac address (=CPU ID) must be provided.

Configure New Software

Identify the machine where the software will be installed

Search by CPU ID [?]	<input type="text"/>	<input type="button" value="Search"/>
Search by host name [?]	<input type="text"/>	<input type="button" value="Search"/>
	Browse all servers	<input type="button" value="Browse"/>
Create a new server [?]	<input type="text" value="Enter CPU ID"/>	<input type="button" value="Create"/>

If the machine is registered you can find it by clicking . If not, it must be created. Here is how this is done:

- Find the mac address^{*)} of the computer and enter this into the **Create a new server** - field. It should look something like this (twelve characters separated in pairs by -):

Create a new server [?]	<input type="text" value="00-13-D4-94-C5-0C"/>	<input type="button" value="Create"/>
----------------------------------	--	---------------------------------------

Click .

*) See appendix 1 for finding the mac address and the host name.






4.7

Now enter the following

Hardware Information

Configure New Software

Hardware Information

CPU ID	<input type="text" value="00-13-D4-94-C5-0C"/>
Host Name 	<input type="text"/>
Manufacturer 	<input type="text" value="-----"/> 
Platform 	<input type="text" value="-----"/> 

- **Hostname:** This field is optional, and will default to the CPU ID if left blank. However, a future search might be easier if the Host Name is provided.
- **Manufacturer:** Select the Manufacturer for your hardware. At the bottom of the list you'll find UNSUPP. Use this if the Manufacturer for your hardware is not on the list.
- **Platform** Select your operating system — typically WinXP or Win-2000.

Installation Address

The address where the hardware is located. If your enterprise have several addresses, click the -button and select the actual location.

Maintenance Shipping Address

Optional.

Click , and wait a second or two until the configuration is completed.

4.8

Click the **New** buttons and

Product	Family	License Type		Quantity To Install	Config ID
Mathcad REP	Mathcad	(32) Time-Restricted / Commercial-Government	LOCKED LICENSE	1 of 85	<input type="radio"/> None <input checked="" type="radio"/> New
Mathcad Add-On Collection	Mathcad	(32) Time-Restricted / Commercial-Government	LOCKED MODULE	1 of 84	<input type="radio"/> None <input checked="" type="radio"/> New

4.9

If something has turned into red, read this section — otherwise go to 4.10.

It might happen that some additional configuration is required. Items that require additional configuration are shown in red:

Items shown below in **red** require additional configuration. Click on the 'New' link in the Config ID column to configure these items.

Product	Family	License Type	Quantity To Install	Quantity Configured	Config ID
Mathcad REP	Mathcad	LOCKED LICENSE	1	0	New
Mathcad Add-On Collection	Mathcad	LOCKED MODULE	1	0	New

Click on **New**.

In a pop up window you are requested to indicate how many licenses you intend to attach to this new **ConfigID**. In the example below you can only choose a single license, but if it has been FL licenses it would have been possible to choose more than one.

Product	Family	License Type	Licenses To Add To New Config ID	Licenses Available
Mathcad REP	Mathcad	LOCKED LICENSE	<input type="text" value="1"/>	1
Mathcad Add-On Collection	Mathcad	LOCKED MODULE	<input type="text" value="1"/>	1

Click , and wait a second until the Update has completed.

4.10

Now you should see something like this (with **A** or **B** i **ConfigID**)

Product	Family	License Type	Quantity To Install	Quantity Configured	Config ID
Mathcad REP	Mathcad	LOCKED LICENSE	1	1	A
Mathcad Add-On Collection	Mathcad	LOCKED MODULE	1	1	A

Click .

4.11

Then you'll get a last chance to control that everything is OK:

Configure New Software

Please review your transaction

The following products will be installed on CPU ID **00-13-D4-94-C5-0C**

Config ID	Product	Family	License Type	Quantity
A	Mathcad REP	Mathcad	LOCKED LICENSE	1
	Mathcad Add-On Collection	Mathcad	LOCKED MODULE	1

If OK, then click , and a license file is on the way. You'll have the license file within an hour.

4.12.

You'll receive two emails with a license file attached

- email 1: **lm_xxxx.txt**
- email 2: **lm_xxxx_standard.txt**

The license files are identical except that **lm_xxxx.txt** allows license borrowing which is not possible in **lm_xxxx_standard.txt**.

License borrowing is not important in connection with a Node Locked installation whereas it is most important regarding a Floating installation. Saving both files you can always change the decision you make now.

5

HOW TO TRANSFER A LICENS

You might need to transfer a license in connection with a change of server (FL), pc (NL) or if you've got a new home computer.

In the example below we will transfer a NL license from DELTA (mac:00-13-D4-94-C5-0C) to FOXTROT (mac 00-0E-A6-61-FA-E6)

5.1

Go to PTC's home page www.ptc.com and click the **SUPPORT** tab. On the right of the next screen you'll find **LICENSING TOOLS**:

The screenshot shows a menu titled "LICENSING TOOLS" with a plus sign icon. Below the title, there is a list of options: "Arbortext License Support", "Configure New Software", "Reconfigure Software Licenses" (which is highlighted with a mouse cursor), "Retrieve Existing License Packs", "Business Asset Summary Web Tool", "Request Detailed License Reports", "Asset Tags", "Simplify Licenses", and "Clickwrap Agreement".

5.2

Choose **Reconfigure Software Licenses**. If you have not already logged in, do it now from the **PTC.com: Log In** page which in this case will appear.

Choose **from** Single Server **to** Single Server

The screenshot shows the "Reconfigure Software Licenses" form. At the top, there is a "Transaction Type" dropdown menu with options 2, 3, 4, 5, 6, and 7. Below this is a "Select Transaction Type" section. Underneath, there is a "Move Licenses" section with two columns: "From" and "To". Both columns have two radio button options: "A Single Server" (which is selected) and "A Triad".

check the settings and click

5.3

Select the server you want to transfer **from**. Browse or search to find the server on the list of servers:

Reconfigure Software Licenses

1 Source Hardware 3 4 5 6 7 | Contact |

Identify hardware
Find the source hardware using one of the options below.

Search by CPU ID Search

Search by host name Search

Browse all servers

— and you'll immediately get this information

Reconfigure Software Licenses

1 Source Hardware 3 4 5 6 7 | Contact |

Hardware Information		Product Information	
CPU ID	00-13-D4-94-C5-0C	Number selected	0
Host Name	DELTA		
Total Number of Products	2		

Select Products to Reconfigure
Use the **Filter** and **Sort** links below the column headings to refine the list.

Product	Family	License / Module	Release	License Type	Quantity	Service Contract Number	Config ID	Asset Tag
	Filter Sort			Filter Sort		Filter Sort	Filter Sort	Filter Sort
<input checked="" type="checkbox"/> Mathcad REP	Mathcad	LOCKED LICENSE	14.0	Time-Restricted / Commercial-Government	1 of 1	2A154191	3600703	
<input checked="" type="checkbox"/> Mathcad Add-On Collection	Mathcad	LOCKED MODULE	14.0	Time-Restricted / Commercial-Government	1 of 1	2A154191	3600703	

Select All Clear All Add Selected Products

Check each product in order to transfer Mathcad and the Add-On packs at the same time.

Click

5.4

Reconfigure Software Licenses

1 2 3 Destination Hardware 5 6 7 | Contact |

Identify destination hardware
Find or create the destination hardware using one of the options below.

Now find or create a destination server. If it's new hardware, proceed as described in section 4.5. As soon as the destination server is known by the system a page like this will show up:

Reconfigure Software Licenses

1 2 3 **Destination Hardware** 5 6 7

| [Contact](#) |

Please review your transaction

The following products will be moved from CPU 00-13-D4-94-C5-0C to CPU 00-0E-A6-61-FA-E6

Product	Family	License / Module	Release	License Type	Quantity	Status	Service Contract Number	Config ID	Asset Tag
Mathcad REP	Mathcad	LOCKED LICENSE	14.0	Time-Restricted / Commercial-Government	1 of 1	Installed	2A154191	3600703	
Mathcad Add-On Collection	Mathcad	LOCKED MODULE	14.0	Time-Restricted / Commercial-Government	1 of 1	Installed	2A154191	3600703	

Check the mac addresses! Unless it's a special installation, answer **No** to the Pro/ENGINEER Wildfire 3.0 installation.

5.5

Now you must (digitally) sign **Software Deinstallation Agreement**. Read the agreement carefully before you accept it.

Reconfigure Software Licenses

1 2 3 4 5 **Deinstallation Agreement** 7

| [Contact](#) |

Software Deinstallation Agreement

By accepting this agreement, you acknowledge that you have completely deinstalled software from the source machine(s) and optionally reinstalled on the destination machine(s) using one of the procedures described below.

- Option 1: All executable files for the software have been deleted from customers disk files accessed by the CPU.
- Option 2: The **license.dat** file (codes file) for the CPU has been deleted from this server machine.
- Option 3: The **license.dat** file (codes file) for the CPU will be updated for this server machine with a new license.dat file to reflect the licensing changes.

Customer warrants that the software will not be reinstalled on the CPU without first obtaining a proper license for its use from Parametric Technology Corporation.

5.6

And finally a confirmation:

Reconfigure Software Licenses

1 2 3 4 5 6 **Confirmation**

| [Contact](#) |

Your request has been submitted. The license pack has been placed in the PTC license generator queue and will be mailed within the hour.

A call has been created to let you track the status of your request. The call number is **5630814**. Please write this number down for future reference.

[Reconfigure more licenses](#)

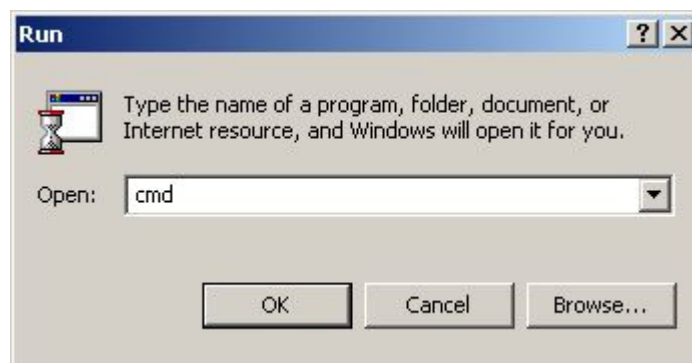
[Back to the License Management page.](#)

A1 HOW TO FIND HOSTNAME AND MAC ADDRESS

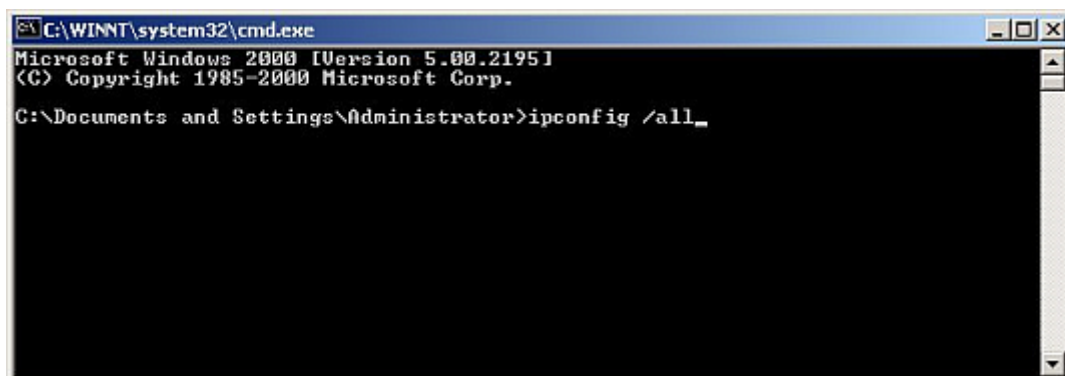
Click Start and choose **Run...**



Write **cmd** in the Run dialog textfield and click OK



A DOS-window opens. After the command prompt write: **ipconfig /all** - and press Enter



And something like this will appear:

```
Select C:\WINNT\system32\cmd.exe
Microsoft Windows 2000 [Version 5.00.21951
(C) Copyright 1985-2000 Microsoft Corp.

C:\Documents and Settings\Administrator>ipconfig /all

Windows 2000 IP Configuration

    Host Name . . . . . : Alfa Hostname
    Primary DNS Suffix . . . . . :
    Node Type . . . . . : Broadcast
    IP Routing Enabled. . . . . : No
    WINS Proxy Enabled. . . . . : No

Ethernet adapter Local Area Connection:

    Connection-specific DNS Suffix . :
    Description . . . . . : SiS 900-Based PCI Fast Ethernet Adap
ter
    Physical Address. . . . . : 00-E0-18-F8-3A-60 mac adresse
    DHCP Enabled. . . . . : No
    IP Address. . . . . : 192.168.1.2
    Subnet Mask . . . . . : 255.255.255.0
    IP Address. . . . . : 192.168.1.3
    Subnet Mask . . . . . : 255.255.255.0
    IP Address. . . . . : 192.168.1.100
    Subnet Mask . . . . . : 255.255.255.0
    Default Gateway . . . . . : 192.168.1.1
    DNS Servers . . . . . : 194.239.134.83
                          193.162.153.164
```