

PTC Mathcad Customer Announcements

October 2014

PTC Mathcad Operating Systems Support

In response to the rapidly changing technology landscape and Microsoft's retiring of the Windows XP operating system, PTC will discontinue PTC Mathcad support of the Windows Vista and XP operating systems with the release of PTC Mathcad Prime 3.1 and PTC Mathcad 15.0 M040. PTC Mathcad will be supported on Microsoft Windows 7 and 8.1 operating systems. This decision to discontinue XP and Vista support enables increased and more efficient support for the vast majority of PTC Mathcad customers.

We will continue to provide technical support to all active Global Support customers who are using PTC Mathcad on XP and Vista operating systems. However, we will not be providing any bug fixes specific to these two operating systems in any future releases. PTC guarantees that all worksheets generated by PTC Mathcad running on Windows XP or Vista will be completely compatible with the same version of PTC Mathcad running on any other currently supported Windows operating system.

For additional information about platform support for PTC products, please visit <http://www.ptc.com/support/> or contact PTC Technical Support.

PTC Mathcad Versions 11-13

Effective April 1st, 2015, PTC will no longer be supporting PTC Mathcad versions 11, 12 and 13. This includes access to Technical Support, as well as issuing replacement licenses. Customers still using these versions in production can [contact PTC](#) to discuss options for upgrading to a currently supported version of PTC Mathcad.

Sincerely,

Brent Edmonds

Senior Director, PTC Mathcad