

Common Mathcad Prime Installation Errors

1. The customer sees “unsuccessful” in the installer progress bar. The error is almost always the .NET framework that can be updated here:
www.microsoft.com/en-us/download/details.aspx?id=17851
Once this is installed re-run the installation.
2. The customer receives an error stating they have a newer version on their machine and installation was unsuccessful. This error applies to Adobe, and does not affect the Mathcad installation.
3. The customer receives an error stating that they could not open PDSi Viewable support, or could not install PDSi viewable support. This is due to a newer version of Adobe on their machine, and will not prevent Mathcad from being installed.
4. Prime 2 will not license Mathcad 15 simultaneously and says there is an error. Have the customer close Prime and then launch it by right clicking the icon and choosing “Run as Administrator.” Re-run the licensing portion of Prime.