Compatibility

What version(s) of Mathcad are compatible with PTC Mathcad Gateway?
PTC Mathcad Gateway is only compatible with PTC Mathcad Prime 3.1. PTC Mathcad Prime 3.1 is installed on the server to perform the calculations.

What file types are supported with PTC Mathcad Gateway?
Any .mcdx file is compatible with PTC Mathcad Gateway. This means any file created in Prime 1.0 or later will work.

Installation

Who is responsible for installation and configuration of Gateway?
The customer is responsible for installing and configuring Gateway. The customer will receive an installation guide as part of their media.

What differentiates the production and development servers?
The production server is what end users hit when they submit calculations to Gateway. The development server is used by administrators when developing and testing new web forms.

Licensing

What is meant by 'worksheet submissions'?
PTC Mathcad Gateway subscriptions include a certain number of worksheet submissions per year. One worksheet submission is defined as a set of web form inputs being sent to the Gateway server and the server returning the outputs of the calculation to the web form.

It is independent of the number of inputs on a web form, the number of formulas/equations in the Mathcad worksheet, and the number of worksheets available for the user to access within Gateway.

How many worksheet submissions are allotted for the development server?
Development server licenses will allow for 10% of the number of worksheet submissions subscribed to. For example, if a customer subscribes to 5,000 worksheet submissions. They would receive 5,000 submissions for their production server and 500 for their development server.

Can the development server worksheet submissions be used on the production server?
No, the worksheet submissions are not valid on the production server and cannot be transferred to the production server.

What happens to the unused worksheet submissions at the end of the subscription period?
At the end of the subscription any unused submissions will expire.

What can a customer do if they run out of worksheet submissions before the end of their subscription term?
Worksheet submission packs are available in packs of 500. Any additional submissions packs will be co-terminus with the Gateway subscription.

Services

Are Services required when purchasing Gateway?
Yes, services are required. The services include onsite training which covers web form creation and worksheet optimization as well as remote mentoring support. The full details are defined in the PTC Mathcad Gateway Enablement Statement of Work.

Are services a recurring cost?
No, services are a one-time fixed fee. They are not mandatory when renewing a subscription.

Pricing & Packaging

Why is there no global option for PTC Mathcad Gateway?
PTC Mathcad Gateway is licensed for a designated server. Designated servers do not have global options. Prices may vary based on installation location/geography.

Is global usage of PTC Mathcad Gateway permitted?
Yes. Gateway is licensed for a designated server. Any user, anywhere in the world, that has access to that designated server can access and use Gateway. There is no separate Global usage pricing for Gateway.

What size Gateway package should the customer subscribe to?
See the Gateway Sizing Matrix (Appendix – Figure 1).

What if the customers expected usage exceed the boundaries of the Gateway Sizing Matrix?
If a customer expects to exceed the boundaries of the Gateway Sizing Matrix, the PTC Mathcad product team should be contacted to discuss Gateway deployment options.

Can a customer switch between submission packs from during their subscription term?
No. During the term of a subscription a customer may not change from one package size to another. They may purchase additional submission if they run out. At the end of the term, the customer will have the opportunity to change their Gateway package size.

If a customer buys one subscription of Gateway, can they deploy it on multiple servers?
No. In order to deploy Gateway on multiple servers the customer needs to buy one subscription for each of the servers they intend to deploy Gateway on.

Appendix

PTC strongly recommends additional Gateway servers be purchased for expected annual submissions beyond the scope of this matrix.

		SUBMISSIONS / USER / WEEK			
		1	**2**	**5**	**10**
USERS	**10**	520 | SMALL	1040 | SMALL	2600 | SMALL	5200 | MEDIUM
	20	1040 | SMALL	2080 | SMALL	5200 | MEDIUM	10400 | MEDIUM
	30	1560 | SMALL	3120 | SMALL	7800 | MEDIUM	15600 | LARGE
	40	2080 | SMALL	4160 | SMALL	10400 | MEDIUM	20800 | LARGE
	50	2600 | SMALL	5200 | MEDIUM	13000 | LARGE	26000 | UNLIMITED
	60	3120 | SMALL	6240 | MEDIUM	15600 | LARGE	31200 | UNLIMITED
	70	3640 | SMALL	7280 | MEDIUM	18200 | LARGE	36400 | UNLIMITED
	80	4160 | SMALL	8320 | MEDIUM	20800 | LARGE	41600 | UNLIMITED
	90	4680 | SMALL	9360 | MEDIUM	23400 | LARGE	46800 | UNLIMITED
	100	5200 | MEDIUM	10400 | MEDIUM	26000 | UNLIMITED	52000 | UNLIMITED

Figure 1: Gateway Sizing Matrix