



Libero License Installation Frequently Asked Questions

1. **How can more than one license be added to the environment variable LM_LICENSE_FILE?**

Solution:

For Windows: use a semicolon ";" to separate the licenses.

Example: C:\flexlm\License.dat;1702@server

For Linux: use a colon ":" to separate the licenses.

Example: 1704@server1:1702@server2

2. **While running synthesis using a floating license, how can the "FlexNet licensing error: -8,234" be corrected?**

Solution:

The environment variable LM_LICENSE_FILE is wrongly set to a node locked license format. Set the environment variable for floating license in the format <port_no>@<hostname>.

3. **While running synthesis, how can the "Microchip License Error [-10,32]. Feature has expired" error be corrected?**

Solution:

The environment variable LM_LICENSE_FILE has not been set. See the [licensing installation guide](#) for the steps to set the variable.

4. **While running synthesis, the following errors are displayed even when the environment variable is set correctly for the node locked license.**

```
License checkout unsuccessful: synplifypro_actel
Checkout failed - synplifypro_actel Cannot find license file.
The license files (or license server system network addresses) attempted are
listed as follows.
Use LM_LICENSE_FILE to use a different license file, or contact your software
provider for a license file.
Feature: synplifypro_actel
License path: G:\Microsemi\Libero_SoC_v11.8\SynplifyPro\license.txt;
FlexNet Licensing error: -1,234. System Error: 2 ""
```

Solution 1:

1. Copy the license file, License.dat, to the license path mentioned in the preceding error and give this path as a value to the environment variable LM_LICENSE_FILE.
2. Using the preceding example, copy License.dat file into G:\Microsemi\Libero_SoC_v11.8\SynplifyPro folder, and set LM_LICENSE_FILE to G:\Microsemi\Libero_SoC_v11.8\SynplifyPro\License.dat.

Solution 2:

Verify whether the license is hosted on a virtual machine. If yes, Microchip does not support this option.

5. What is the site ID for Synopsys?

Solution:

Microchip does not provide site ID for logging into the Synopsys portal. If prompted to enter a site ID while installing the standalone Synplify pro, enter any three-digit number. See the [knowledge base article](#) for more information.

6. Is mixed language supported with Modelsim ME Pro for Silver license?

Solution:

Yes, starting from May 2020, Silver license is supporting the mixed language simulation with the ModelSim ME Pro tool integrated in Libero SoC v11.8 or later releases.

7. The "Unable to find a valid Actel tool license [-5, -5, -5, -5]" error appears while opening Libero.

Solution:

1. Check if the environment variable LM_LICENSE_FILE is set properly.
2. Check if the supported Libero version for this license is used.
3. Download the latest Daemons version available on [Licensing webpage](#).

8. USB dongle license fails on Windows 10 machines. It shows that the drivers not installed even when the drivers are installed.

Solution:

1. Click [Sentinel Downloads](#) to download HASP/LDK 7.32 command line drivers.
2. Extract the drivers and open the Command Prompt (in Run as Administrator mode) and browse to the `haspdinst.exe` file.
3. Remove the existing drivers by executing:

```
haspdinst.exe -purge
```
4. Then, Install the drivers again by executing:

```
haspdinst.exe -I
```
5. Ensure that the antivirus and firewall are disabled while installing the drivers. Then, install the dongle drivers from the [Licensing](#) page.

When the USB dongle is plugged in, the USB drivers appear under the USB controllers.

9. When a Floating License Daemon is started on a server, the following message is reported in the debug log file.

(snpslmd) Error: Incompatible vendor daemon found. The vendor daemon is not supported in version.

Error: Please upgrade to the latest SCL version. Go to <http://www.synopsys.com/licensing> for more information.

Solution:

This error does not interfere with the Libero flow. The reason for the error are as follows:

- Synopsys tools (SynplifyPro) verifies all the license daemons in a license file.
- SynplifyPro recognizes only the Synopsys license daemon `snpslmd`, and reports other the daemons as incompatible.
- Since a Microchip license file consists of three license daemons (`actlmgrd`, `mgcld`, and `snpslmd`), Synopsys tools always give out two incompatible error messages—one for `actlmgrd` and the other for `mgcld`. Therefore, these incompatible error messages can be safely ignored.

10. The license checkout error message [-8, 130] appears while opening Libero. How can this error be fixed?

Solution:

1. Check the license file for the word NULL and delete them all from the license file and re-host the license.
2. Contact the technical support to receive a newly generated license if the issue persists.

11. The error “snpslmd exited with status 255()” appears in the debug log file while hosting a license on server. How can this error be fixed?

Solution:

This error happens because of a missing certificate for Synplify in Windows. To fix it:

- Download the certificate from Synopsys website at <https://www.synopsys.com/support/licensing-installation-computeplatforms/certificates.html>.

12. Which license is required to run Synplify Pro in batch mode?

Solution:

Synplify Pro batch mode requires a floating license. This is a limitation implemented by Synopsys. All the floating licenses, whether paid or free, support batch flow.

13. While hosting the latest license on a server with older daemons, the "Vendor daemon is down" appears in the license log file or Libero.

Solution:

The possible solutions are listed as follows:

- Update the licensing daemons to the latest ones available in the [License](#) page.
- Libero 12.0 and later versions' license work only with the latest daemons.

14. Does Libero license support remote desktop login?

Solution:

Node-locked license and USB license do not support remote desktop login. Only floating license supports remote desktop login.

15. Where can I get a Libero license? Where can I get the details of the device support for different licenses?

Solution:

Visit the [Licensing](#) page to obtain the Libero license and the details of the device support for different licenses.

16. Can a Libero license be hosted on a virtual machine?

Solution:

Microchip does not support hosting licenses on a virtual machine. It is recommend to use a physical machine as license server.

17. How can a license be generated after purchasing one? Which license should be chosen for any compatible device?

Solution:

Visit the [Licensing](#) page for more information.

18. Where are the licensing daemons?

Solution:

See the [Licensing](#) page to get the licensing daemons.

19. The “license not available” error appears in the node-locked license. The environment variable points to the correct path.

Solution:

Check for case sensitivity of the license file path and the one saved in environment variable LM_LICENSE_FILE. In addition, the environment variable LM_LICENSE_FILE should be set under user variables.

20. Is there any restriction with the USB Dongle license?

Solution:

USB dongle license is supported on Libero Standalone license. It is not supported on Gold, Platinum, and its Archival licenses.

For more details, refer to [PDN10917](#).

21. Is there any license restriction with the SynplifyPro tools?

Solution:

Libero SoC v12.2 and later does not have any restriction with the Synplify Pro tool.

For Libero SoC v12.1 or earlier versions, Synopsys tools does not work beyond the distance of 50 miles or beyond the geographic locations.

See the [KB article](#) for more information.

22. “Can’t find contact ID” error appears while trying to generate the license.

Solution:

This indicates that there is an issue with your account. Contact the technical support team by creating a case from the [Microchip customer portal](#).

23. How can I change the disk ID of my license or how can I convert my node-locked license to a floating license?

Solution:

For Silver and Evaluation node locked license, user can generate a new floating license from the SoC portal webpage at <http://soc.microsemi.com/Portal/DPortal.aspx?v=24>.

For Libero paid license, contact the customer service team at FPGA.CS@microchip.com by indicating the old and the new disk ID and the software ID of your license.

24. How can I merge multiple licenses? For example, I have three licenses and need to convert that into one floating license with three seats.

Solution:

Contact the tech support team using the SoC portal at, <https://soc.microsemi.com/Portal/Default.aspx>.

25. How can I change the mail ID in my account?

Solution:

Contact the tech support team using the SoC portal at, <https://soc.microsemi.com/Portal/Default.aspx> with the new and the old email ID.

26. How can I get a paid license?

Solution:

Contact your local sales office to get a paid license. For more information, see [sales contact](#).

27. Does Microchip support USB dongle license for the Libero Design Suite?

Solution:

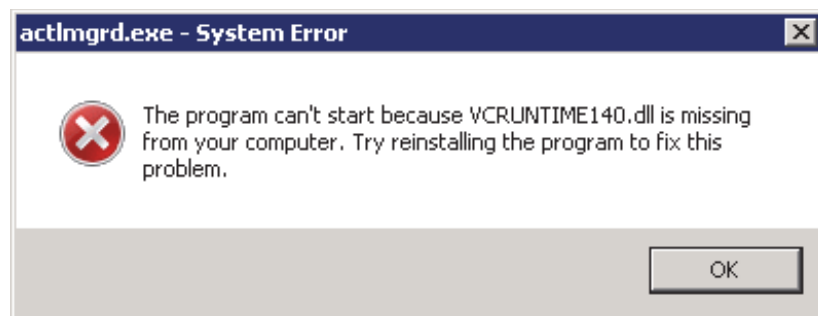
Microchip announces the discontinuation of the USB dongle license for Gold, Platinum, Gold Archival, and Platinum Archival licenses.

For more details, see [PDN10917](#).

Note: Microchip supports the USB dongle for Standalone licenses.

28. The user gets the following error pop-up when launching libero. How can this error be fixed?

Solution:



The license daemon “actlmgrd” is a 32-bit application. The latest “actlmgrd v11.16.1.0” version on Windows requires VC++ 2015 Redistributable 32-bit library `vc_redist.x86.exe`.

This program can be downloaded from the [Microsoft website](#).

For Linux daemons version v11.16.1.0, 32-bit system packages `redhat-lsb.i686` and `glibc.i686` are required.

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