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\Synplify-Pro` folder, and set `LM_LICENSE_FILE` to `G:\Microsemi\Libero_SoC_v11.8\Synplify-Pro\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 webpapge.

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 `hasp-dinst.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 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?
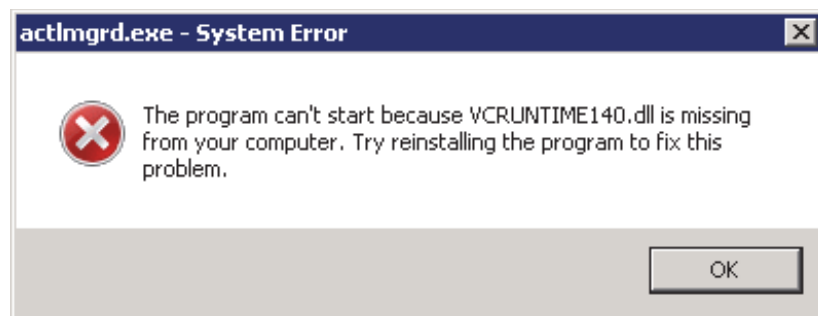
Solution:

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.

THE MICROCHIP WEBSITE

Microchip provides online support via our WWW site at www.microchip.com. This website is used as a means to make files and information easily available to customers. Accessible by using your favorite Internet browser, the website contains the following information:

- **Product Support** – Data sheets and errata, application notes and sample programs, design resources, user's guides and hardware support documents, latest software releases and archived software
- **General Technical Support** – Frequently Asked Questions (FAQ), technical support requests, online discussion groups, Microchip consultant program member listing
- **Business of Microchip** – Product selector and ordering guides, latest Microchip press releases, listing of seminars and events, listings of Microchip sales offices, distributors and factory representatives

CUSTOMER CHANGE NOTIFICATION SERVICE

Microchip's customer notification service helps keep customers current on Microchip products. Subscribers will receive e-mail notification whenever there are changes, updates, revisions or errata related to a specified product family or development tool of interest.

To register, access the Microchip website at www.microchip.com. Under "Support", click on "Customer Change Notification" and follow the registration instructions.

CUSTOMER SUPPORT

Users of Microchip products can receive assistance through several channels:

- Distributor or Representative
- Local Sales Office
- Field Application Engineer (FAE)
- Technical Support

Customers should contact their distributor, representative or Field Application Engineer (FAE) for support. Local sales offices are also available to help customers. A listing of sales offices and locations is included in the back of this document.

Technical support is available through the website at: www.microchip.com/support

Note the following details of the code protection feature on Microchip devices:

- Microchip products meet the specifications contained in their particular Microchip Data Sheet.

- Microchip believes that its family of products is secure when used in the intended manner and under normal conditions.

- There are dishonest and possibly illegal methods being used in attempts to breach the code protection features of the Microchip devices. We believe that these methods require using the Microchip products in a manner outside the operating specifications contained in Microchip's Data Sheets. Attempts to breach these code protection features, most likely, cannot be accomplished without violating Microchip's intellectual property rights.

- Microchip is willing to work with any customer who is concerned about the integrity of its code.

- Neither Microchip nor any other semiconductor manufacturer can guarantee the security of its code. Code protection does not mean that we are guaranteeing the product is "unbreakable." Code protection is constantly evolving. We at Microchip are committed to continuously improving the code protection features of our products. Attempts to break Microchip's code protection feature may be a violation of the Digital Millennium Copyright Act. If such acts allow unauthorized access to your software or other copyrighted work, you may have a right to sue for relief under that Act.

For information regarding Microchip's Quality Management Systems, please visit www.microchip.com/quality.

Worldwide Sales and Service

AMERICAS

Corporate Office
2355 West Chandler Blvd.
Chandler, AZ 85224-6199
Tel: 480-792-7200
Fax: 480-792-7277
Technical Support:
http://www.microchip.com/
support
Web Address:
www.microchip.com

Atlanta
Duluth, GA
Tel: 678-957-9614
Fax: 678-957-1455

Austin, TX
Tel: 512-257-3370

Boston
Westborough, MA
Tel: 774-760-0087
Fax: 774-760-0088

Chicago
Itasca, IL
Tel: 630-285-0071
Fax: 630-285-0075

Dallas
Addison, TX
Tel: 972-818-7423
Fax: 972-818-2924

Detroit
Novi, MI
Tel: 248-848-4000

Houston, TX
Tel: 281-894-5983

Indianapolis
Noblesville, IN
Tel: 317-773-8323
Fax: 317-773-5453
Tel: 317-536-2380

Los Angeles
Mission Viejo, CA
Tel: 949-462-9523
Fax: 949-462-9608
Tel: 951-273-7800

Raleigh, NC
Tel: 919-844-7510

New York, NY
Tel: 631-435-6000

San Jose, CA
Tel: 408-735-9110
Tel: 408-436-4270

Canada - Toronto
Tel: 905-695-1980
Fax: 905-695-2078

ASIA/PACIFIC

Australia - Sydney
Tel: 61-2-9868-6733

China - Beijing
Tel: 86-10-8569-7000

China - Chengdu
Tel: 86-28-8665-5511

China - Chongqing
Tel: 86-23-8980-9588

China - Dongguan
Tel: 86-769-8702-9880

China - Guangzhou
Tel: 86-20-8755-8029

China - Hangzhou
Tel: 86-571-8792-8115

China - Hong Kong SAR
Tel: 852-2943-5100

China - Nanjing
Tel: 86-25-8473-2460

China - Qingdao
Tel: 86-532-8502-7355

China - Shanghai
Tel: 86-21-3326-8000

China - Shenyang
Tel: 86-24-2334-2829

China - Shenzhen
Tel: 86-755-8864-2200

China - Suzhou
Tel: 86-186-6233-1526

China - Wuhan
Tel: 86-27-5980-5300

China - Xian
Tel: 86-29-8833-7252

China - Xiamen
Tel: 86-592-2388138

China - Zhuhai
Tel: 86-756-3210040

ASIA/PACIFIC

India - Bangalore
Tel: 91-80-3090-4444

India - New Delhi
Tel: 91-11-4160-8631

India - Pune
Tel: 91-20-4121-0141

Japan - Osaka
Tel: 81-6-6152-7160

Japan - Tokyo
Tel: 81-3-6880- 3770

Korea - Daegu
Tel: 82-53-744-4301

Korea - Seoul
Tel: 82-2-554-7200

Malaysia - Kuala Lumpur
Tel: 60-3-7651-7906

Malaysia - Penang
Tel: 60-4-227-8870

Philippines - Manila
Tel: 63-2-634-9065

Singapore
Tel: 65-6334-8870

Taiwan - Hsin Chu
Tel: 886-3-577-8366

Taiwan - Kaohsiung
Tel: 886-7-213-7830

Taiwan - Taipei
Tel: 886-2-2508-8600

Thailand - Bangkok
Tel: 66-2-694-1351

Vietnam - Ho Chi Minh
Tel: 84-28-5448-2100

EUROPE

Austria - Wels
Tel: 43-7242-2244-39
Fax: 43-7242-2244-393

Denmark - Copenhagen
Tel: 45-4485-5910
Fax: 45-4485-2829

Finland - Espoo
Tel: 358-9-4520-820

France - Paris
Tel: 33-1-69-53-63-20
Fax: 33-1-69-30-90-79

Germany - Garching
Tel: 49-8931-9700

Germany - Haan
Tel: 49-2129-3766400

Germany - Heilbronn
Tel: 49-7131-72400

Germany - Karlsruhe
Tel: 49-721-625370

Germany - Munich
Tel: 49-89-627-144-0
Fax: 49-89-627-144-44

Germany - Rosenheim
Tel: 49-8031-354-560

Israel - Ra'anana
Tel: 972-9-744-7705

Italy - Milan
Tel: 39-0331-742611
Fax: 39-0331-466781

Italy - Padova
Tel: 39-049-7625286

Netherlands - Drunen
Tel: 31-416-690399
Fax: 31-416-690340

Norway - Trondheim
Tel: 47-7288-4388

Poland - Warsaw
Tel: 48-22-3325737

Romania - Bucharest
Tel: 40-21-407-87-50

Spain - Madrid
Tel: 34-91-708-08-90
Fax: 34-91-708-08-91

Sweden - Gothenberg
Tel: 46-31-704-60-40

Sweden - Stockholm
Tel: 46-8-5090-4654

UK - Wokingham
Tel: 44-118-921-5800
Fax: 44-118-921-5820