

Libero License Installation Frequently Asked Questions

1 Licensing FAQ

1.1 How can more than one license be added to the environment variable LM_LICENSE_FILE?

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

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

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

Example: 1704@server1:1702@server2

1.2 While running synthesis using a floating license, how can the "FlexNet Licensing error: -8,234" be corrected?

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>.

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

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

1.4 While running synthesis, the following errors come up even when the environment variable is set correctly for 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 ""

- 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.
- Using the preceding example, copy License.dat file to the following folder.
G:\Microsemi\Libero_SoC_v11.8\SynplifyPro, and set LM_LICENSE_FILE to G:\Microsemi\Libero_SoC_v11.8\SynplifyPro\License.dat.

1.5 What is the site ID for Synopsys?

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

1.6 What if there is no programming option in Libero flow?

The following are the two reasons for not having the programming option in Libero.

- An evaluation license that does not support programming is used.
- The block flow is enabled. In such a case, disable, clean, and re-run the block flow.

1.7 Is Mixed Language supported with Modelsim ME for Silver license?

No. For Silver license, only one language is supported for simulation. It can be either Verilog or VHDL. Single Modelsim project cannot contain both VHDL and Verilog.

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

- Check if the environment variable LM_LICENSE_FILE is set properly.
- Check if the Libero version supported for this license is used.
- See the licensing information at Licensing for supported tools and licenses.

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

- Click at [Sentinel Downloads](#) to download HASP/LDK 7.32 command line drivers.
- Extract the drivers and open the Command Prompt in Run as Administrator mode and browse the haspdinst.exe file
 1. Remove the existing drivers by typing:
`haspdinst.exe -purge`
 2. Then, Install the drivers again by typing:
`haspdinst.exe -I`
- Ensure that the antivirus and firewall are disabled while installing the drivers. Then, install the dongle drivers from [Licensing](#) page.
When the USB dongle is plugged in, the USB drivers appear under the USB controllers.

1.10 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.

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

- Synopsys tools (SynplifyPro) verifies all license daemons in a license file.
- SynplifyPro recognizes only Synopsys license daemon **snpslmd**, and reports other daemons as incompatible.
- Since a Microsemi 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.

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

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

1.12 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?

- This is because of a missing certificate for Synplify in Windows.
- See the [knowledge base article](#) for more information.

1.13 Unable to open ModelSim Pro that comes with Libero using a Silver license.

- ModelSim Pro is not supported by the Silver license.
- ModelSim ME using Silver license can be used.
- For ModelSim Pro, a paid Gold or Platinum license is needed.

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

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

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

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.

1.16 Does Libero license support remote desktop login?

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

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

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

1.18 Can a Libero license be hosted on a virtual machine?

- Microsemi does not support hosting licenses on a virtual machine.
- It is recommend to use a physical machine as license server.
- Synplify and ModelSim also do not support hosting licenses on a virtual machine.
- The working of these third-party tools cannot be guaranteed if the license is hosted on a virtual machine.

1.19 How can a license be generated after purchasing one? Which license should be chosen based on my device?

See [Licensing](#) for more information.

1.20 Where are the licensing daemons?

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

1.21 The "license not available" error appears in node-locked license. The environment variable points to correct path.

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

1.22 There is a problem with the Synplify Premier DP license. In the Libero SoC Design Flow, Synplify does not start but 'synplify_premier_dp.exe' can start on its own.

We do not support Synplify Premier in Libero.

1.23 **Is there any restriction with USB Dongle license?**

The USB dongle license will work with the following Libero tools.

- Libero IDE v8.4 and later releases
- Libero SoC (all versions)
- Libero SoC PolarFire (all versions)

Older USB license should not be suggested for the users working with the preceding tools.

The USB dongle license will not work with Libero IDE v8.3.

1.24 **Is there any license restriction with SynplifyPro tools?**

Yes, Synopsys tools will not work beyond the distance of 50 miles or beyond the geographic locations. See the [KB article](#) for more information.

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

This is because of an issue with your account. Contact the technical support team by creating a case from the [Microsemi customer portal](#).

1.26 **How can I change the disk ID of my license?**

Contact our licensing team at SoC.licensing@microsemi.com and indicate the old and the new disk ID and the software ID of your license.

1.27 **How can I convert my node-locked license to a floating license?**

Contact our licensing team at SoC.licensing@microsemi.com with the license file and MACID.

1.28 **How can I merge multiple licenses? For example, I have three licenses and need to make that one floating license with three seats.**

Contact our customer service team at customer.service@microsemi.com with all three licenses. Expiration date of all three licenses should be the same.

1.29 **How can I change the mail ID in my account?**

Contact cpfeedback@microsemi.com with new and old mail ID. Also, add customer.service@microsemi.com in CC.

1.30 **How can I get a paid license?**

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

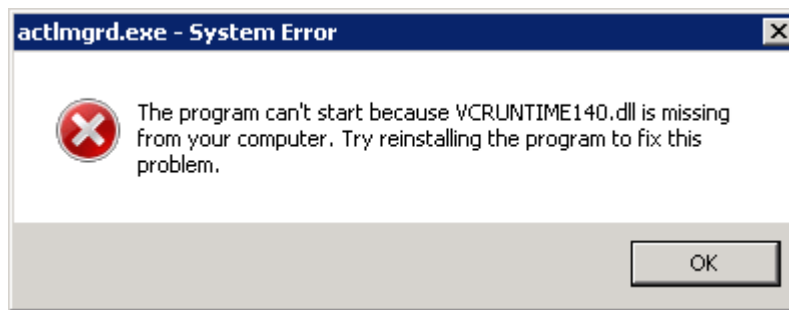
1.31 **Does Microsemi support USB dongle license for Libero Design Suite?**

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

For more details, See [PDN](#).

Note: Microsemi supports USB dongle for Standalone licenses.

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



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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