Libero SoC Frequently Asked Questions

Introduction

Libero® SoC Software offers high productivity with its comprehensive, easy-to-learn, easy-to-adopt development tools for designing with Microchip's PolarFire®, PolarFire® SoC, IGLOO2®, SmartFusion2®, RTG4™, SmartFusion®, IGLOO®, ProASIC3®, and Fusion families.

You can download the latest Libero SoC Software at http://www.microsemi.com/products/fpga-soc/design-resources/design-software/libero-soc#downloads.

You must have a license to run the Libero SoC Software. See the Licensing web page to select the right license at www.microsemi.com/product-directory/design-resources/1711-licensing.

To select the right license for your design, see Download the Libero License Selector Guide.

This document provides a list of frequently asked questions about the Libero SoC Design Suite 11.9 earlier and later versions.

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1. Availability and Download

This section lists all the FAQs related to the Libero SoC Design Suite availability and download.

1.1 How can I obtain Microchip Libero SoC Design Suite?

- To download the Libero SoC Design Suite, you must first sign in to the Microsemi Customer Portal using your username and password. If you do not have a Microsemi Customer Portal user account, click **New user**.
- Download the latest software releases from Libero SoC v12.0 and later. You can download the older versions from Libero SoC v11.9 and earlier.

1.2 What are the tools that come along with the Libero SoC Design Suite?

The following tools are included with the Libero SoC Design Suite:
- Synopsys Synplify/Synplify Pro Microchip Edition (ME)
- Mentor Graphics ModelSim ME and ME Pro
- Microsemi Designer (includes SmartTime, SmartPower, and MultiView Navigator)
- SmartDesign
- FlashPro Express (Standalone download available)
- Firmware Catalog (Standalone download available)
- IP Catalog of Basic Blocks and DirectCores
- Synopsys Identify Debugger Microchip Edition (ME)
- Standalone PolarFire SoC MSS Configurator

1.3 What are the additional tools available for download in addition to the Libero SoC Design Suite?

The following tools are available that can be downloaded in addition to the Libero SoC Design Suite:
- SoftConsole
- Silicon Explorer
- Silicon Sculptor
- MegaVault

1.4 What are the System Requirements for Libero SoC Design Suite?

To know the system requirements for Libero SoC Design Suite, see Libero SoC System Requirements.

1.5 Are there any special requirements to use Libero SoC Design Suite on Linux?

Apart from the system requirements, it is required to:
- Install the **OPENMOTIF** Graphical Library
- Run the command: `export DISPLAY=:0`

Note: You might also have to install the x11 fonts, if your system does not have the required fonts installed.

1.6 Does Libero SoC Design Suite run on Ubuntu Linux?

Microsemi supports Ubuntu 18.04. The following steps enable you to run Libero SoC on Ubuntu:

- Install the **OPENMOTIF** Graphical Library
- Change the `file /etc/gdm/gdm.conf line 267`: from DisallowTCP = true to DisallowTCP = false
- Run the command: `export DISPLAY=:0`
- Run the command: `microsemi_wuclean -R`

Note: You may also have to install the x11 fonts, if your system does not have the required fonts installed.

1.7   Is the Microsemi Libero SoC Design Suite free?

Libero SoC Design Suite requires a software license to run. A few licenses are free, and a few must be purchased.

Refer to the table on the following webpage to know more about available license types: Libero SoC License Types

You can download the software from Libero SoC v12.0 and later and Libero SoC v11.9 and earlier for older versions.

Note: The download manager browser plug-in must be installed to download from the website. The Microsemi download manager helps in downloading the files faster with the ability to pause and resume downloading. Ensure that your browser's pop-up blocker is disabled for the download site.

1.8   Do I have to use the Microchip Edition (ME) of Synplify Pro and ModelSim (Pro) to design for a Microsemi device?

The MEs of Synplify Pro and ModelSim (Pro) are tested by Microsemi to ensure their proper functioning with the version of Libero SoC Design Suite and the Designer with which they are bundled. However, it is not mandatory to use the MEs of Synplify Pro and ModelSim (Pro) to design for a Microsemi device. If you have a licensed copy of the standard editions of Synplify Pro and ModelSim (Pro), you can use them instead. Devices released after, and including SmartFusion2 use precompiled libraries, see Precompiled Simulation Libraries. Library compilation is not required when using the ME of ModelSim that is bundled with Libero SoC Design Suite .

Note: ModelSim Pro ME is available with Libero v11.8 and later releases.

1.9   Where can I find a Libero SoC Design Suite tutorial or documentation?

See the Libero SoC v12.0 and later to access the tutorials, online training webcasts, software user guides, and manuals.

2. Libero SoC Installation

This section lists all the FAQs related to the Libero SoC Design Suite installation.

2.1 Can I install the Libero SoC Design Suite service packs to get the complete software installation?

The Libero SoC Design Suite service packs are add-on installations to the Libero SoC base version. Ensure that the base version is installed first and then update it with the service packs.

```
To use Libero SoC v11.7 SP1, Libero SoC v11.7 must be installed prior to SP1 installation.
```

2.2 Can the Libero SoC Design Suite be installed in any drive or folder?

Yes, you can install the Libero SoC Design Suite in any drive or folder. Ensure that the path used for each installation is unique. However, it is recommended to install the software inside a folder (on any drive) and not directly in a drive.

```
E:\ should not be directly used as the installation directory, rather E:\<some_folder>\
should be used as the installation path.
```

2.3 How can I uninstall the Libero SoC Design Suite?

Run the Libero SoC Design Suite uninstaller from the Microsemi Libero start menu group or from the Windows control panel, add or remove software utility. If this does not work, and the Libero SoC software is not uninstalled, then contact Microsemi Customer Portal .

2.4 Can I have more than one version of Libero SoC Design Suite installed on the same computer?

Yes, you can install different versions of Libero SoC software on the same computer. However, you must install each version in a different folder.

2.5 The Libero SoC Installer closes before the installation is complete. What can I do?

Contact Microsemi Customer Portal for debugging assistance on this issue. Following is the list of possible causes:

- A corrupted or incomplete download of the Libero SoC installer.
- A conflict caused by the security software actively running and accessing files also being used during the Libero SoC Design Suite installation process.
- Insufficient user privileges to complete the installation.
- A corrupted Windows registry.

2.6 Does Microsemi provide a silent installer for Libero SoC Design Suite?

Yes, Microsemi provides a silent installation support. All installers (Libero, program Debug, and MSS) have provision to be installed silently. See Libero SoC Documentation for more information.

2.7 Do I need administrative privileges to install the Libero SoC Design Suite?

Yes, you must have administrative privileges to install, and to launch the Libero SoC Design Suite.

3. Libero SoC Start-up

This section lists all the FAQs related to the Libero SoC Design Suite start-up.

3.1 Why cannot I select the required Microsemi device in the new project wizard?

If you use a Libero SoC Design Suite free license, devices supported by that free license are available for selection. For more details, see Libero SoC Licensing.

3.2 What are the operating systems supported for Libero SoC Design Suite?

To know the operating systems supported for Libero SoC Design Suite, see Libero SoC System Requirements.

3.3 How do I launch Libero SoC Design Suite on Linux?

Launch Libero SoC Design Suite using the following command:`<Libero_Installation_Folder>/Libero/bin64/libero`. For additional information to launch Libero SoC Design Suite on Linux, see Libero Software Installation and Licensing Guide.

3.4 The Microsemi software does not start when I launch it, what can I do?

Contact Microsemi Customer Portal for debugging assistance on this issue. Following is a list of possible causes:

- A corrupted or an incompletely downloaded Libero SoC Design Suite installer, resulting in an incomplete installation.
- A conflict caused by the security software actively preventing the Microsemi software from starting.
- A license setup issue.
- A corrupted Windows registry.

3.5 How do I generate a Libero SoC Design Suite free license?

- Open Libero licensing page from Libero SoC Licensing (1711).
- Click **Generate your free license here**.
- If you are not a registered user, register and create a new account.

3.6 Where do I find the latest Libero SoC Design Suite release information?

The latest Libero SoC Design Suite release information is available at Libero SoC v12.0 and later.

3.7 Where do I find the older Libero SoC Design Suite release information?

The older Libero SoC Design Suite release information is available at Libero SoC Previous Release Information and Libero IDE Previous Release Information.

3.8 What is the procedure for Libero SoC Design Suite installation software and licensing?

See Libero Software Installation and Licensing Guide.

3.9 Can I evaluate Microsemi security devices using Libero SoC Design Suite free license?

Libero SoC Design Suite free Silver license supports PolarFire security devices. For more details, see Libero SoC Licensing (1711).

4. License Installation

This section lists all the FAQs related to the Libero SoC Design Suite license installation.

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

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

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

For Linux: use a colon (:) to separate the licenses.

```
1704@server1:1702@server2
```

4.2 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>`.

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

This error appears when the environment variable `LM_LICENSE_FILE` has not been set. See the Libero Software Installation and Licensing Guide for the steps to set the variable.

4.4 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 ""
```

Follow these steps:

1. Copy the `License.dat` file to the licence location given in the previous error, then set the `LM_LICENSE_FILE` environment variable to that directory.
2. Copy the `License.dat` file into the `G:\Microsemi\Libero_SoC_v11.8\SynplifyPro` folder, and set `LM_LICENSE_FILE` to `G:\Microsemi\Libero_SoC_v11.8\SynplifyPro\License.dat` using the earlier example.

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

4.5 What is the site ID for Synopsys?

Microchip does not provide site ID for logging into the Synopsys portal. If prompted to enter a site ID while installing the stand-alone Synplify pro, enter any three-digit number. See the Knowledge Base Article for more information.

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

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

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

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 Libero SoC Licensing .

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

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. 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 Libero SoC Licensing .

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

4.9 When a Floating License Daemon is started on a server, an error message is reported in the debug log file.

The following error does not interfere with the Libero flow.

```
(snpslmd) Error: Incompatible vendor daemon found. The vendor daemon is not supported in
version.
Error: Please upgrade to the latest SCL version. Go to www.synopsys.com/support/licensing-
installation-computeplatforms/licensing.html.
```

The reasons 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 the other daemons as incompatible.
- As 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.

4.10 How to fix the license checkout error message [-8, 130] that appears while opening Libero SoC Design Suite?

- Check the license file for the word NULL and delete them all from the license file and re-host the license.
- Contact the Microsemi Customer Portal to receive a newly generated license, if the issue persists.

4.11 How can the error "snpslmd exited with status 255()" that appears in the debug log file while hosting a license on server be fixed?

This error happens because of a missing certificate for Synplify in Windows. To fix it, download the certificate from Digicert website.

4.12 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 the floating licenses, whether paid or free, support batch flow.

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

The possible solutions are listed as follows:

- Update the licensing daemons to the latest ones available in the Libero SoC Licensing page.
- Libero 12.0 and later versions license works only with the latest daemons.

4.14 Does Libero SoC Design Suite license support remote desktop login?

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

4.15 Where can I get a Libero SoC Design Suite license? Where can I get the details of the device support for different licenses?

To obtain a Libero SoC Design Suite license, see Libero License Selector Guide . See Libero SoC Licensing to find details of the device support for different licenses.

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

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

4.17 How can a license be generated after purchasing one?

See Libero Software Download and License Installation Quick Start Guide for more information.

4.18 Where are the licensing daemons?

See Libero SoC Licensing (Downloads) to get the licensing daemons.

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

Check for case sensitivity of the license file path and the one saved in environment variable $LM\_LICENSE\_FILE$. In addition, the environment variable $LM\_LICENSE\_FILE$ must be set under user variables. See Libero Software Download and License Installation Quick Start Guide .

4.20 Is there any restriction with the USB Dongle license?

USB Dongle licenses support was discontinued by Microchip. See PDN21005 and PDN19017 for more details.

4.21 Is there any license restriction with the SynplifyPro tools?

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 do not work beyond the distance of 50 miles or beyond the geographic locations. See KB Article-KI8914 for more information.

4.22 How can the "Can't find contact ID" error be fixed, that appears while trying to generate the license with software ID?

This indicates that there is an issue with your account. Contact technical support team by creating a case from the Microsemi Customer Portal.

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

You cannot convert a paid license from a node locked to a floating type. You must purchase a new floating license and vice versa. For Silver and Evaluation node locked license, you can generate a new floating license from the SoC portal webpage at Microsemi SoC Licensing. For Libero paid license, contact the FPGA Software Support Team by indicating the old and the new disk ID and the software ID of your license.

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

Contact the technical support team at Customer Portal.

4.25 How can I change the Microsemi Customer Portal account email ID in my account?

Contact the FPGA Software Support Team along with the new email address as well as the existing email address.

4.26 How can I get a paid license?

You can purchase the paid Libero and IP licenses using Microchip Direct.

4.27 How can I fix the missing VCRUNTIME140.dll error?

```
The program can't start because VCRUNTIME140.dll is missing from your computer.
Try reinstalling the program to fix this problem.
```

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.

5. Revision History

Revision	Date	Description
A	06/2021	Initial Revision

6. Microchip FPGA Technical Support

Microchip FPGA Products Group backs its products with various support services, including Customer Service, Customer Technical Support Center, a website, and worldwide sales offices. This section provides information about contacting Microchip FPGA Products Group and using these support services.

6.1 Customer Service

Contact Customer Service for non-technical product support, such as product pricing, product upgrades, update information, order status, and authorization.

- From North America, call **800.262.1060**
- From the rest of the world, call **650.318.4460**
- Fax, from anywhere in the world, **650.318.8044**

6.2 Customer Technical Support

Microchip FPGA Products Group staffs its Customer Technical Support Center with highly skilled engineers who can help answer your hardware, software, and design questions about Microchip FPGA Products. The Customer Technical Support Center spends a great deal of time creating application notes, answers to common design cycle questions, documentation of known issues, and various FAQs. So, before you contact us, please visit our online resources. It is very likely we have already answered your questions.

You can communicate your technical questions through our Web portal and receive answers back by email, fax, or phone. Also, if you have design problems, you can upload your design files to receive assistance. We constantly monitor the cases created from the web portal throughout the day. When sending your request to us, please be sure to include your full name, company name, and your contact information for efficient processing of your request.

Technical support can be reached at soc.microsemi.com/Portal/Default.aspx.

For technical support on RH and RT FPGAs that are regulated by International Traffic in Arms Regulations (ITAR), log in at soc.microsemi.com/portal/DPortal.aspx, go to the **My Cases** tab, and select **Yes** in the ITAR drop-down list when creating a new case. For a complete list of ITAR-regulated Microchip FPGAs, visit the ITAR web page.

You can track technical cases online by going to My Cases.

6.3 Website

You can browse a variety of technical and non-technical information on the Microchip FPGA Products Group home page, at www.microsemi.com/soc.

6.4 Outside the U.S.

Customers needing assistance outside the US time zones can either contact technical support at (https://soc.microsemi.com/Portal/Default.aspx) or contact a local sales office.

Visit About Us for sales office listings and corporate contacts.

The Microchip Website

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Customer Support

Users of Microchip products can receive assistance through several channels:

- Distributor or Representative
- Local Sales Office
- Embedded Solutions Engineer (ESE)
- Technical Support

Customers should contact their distributor, representative or ESE for support. Local sales offices are also available to help customers. A listing of sales offices and locations is included in this document.

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

Microchip Devices Code Protection Feature

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

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