TG0014
Troubleshooting Guide
Microsemi SoC Libero License

Microsemi

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About Microsemi

Microsemi Corporation (Nasdaq: MSCC) offers a comprehensive portfolio of semiconductor and system solutions for aerospace & defense, communications, data center and industrial markets. Products include high-performance and radiation-hardened analog mixed-signal integrated circuits, FPGAs, SoCs and ASICs; power management products; timing and synchronization devices and precise time solutions, setting the world's standard for time; voice processing devices; RF solutions; discrete components; enterprise storage and communication solutions, security technologies and scalable anti-tamper products; Ethernet solutions; Power-over-Ethernet ICs and midspans; as well as custom design capabilities and services. Microsemi is headquartered in Aliso Viejo, California, and has approximately 4,800 employees globally. Learn more at www.microsemi.com.

Contents

Figures

1 Revision History

The revision history describes the changes that were implemented in the document. The changes are listed by revision, starting with the most current publication.

1.1 Revision 2.0

The following is a summary of the changes in revision 2.0 of this document.

- All the Actel links were updated with the Microsemi links.
- Parallel port dongle information was removed.
- Customer service contact was added. For more information, see Microsemi SoC Libero License, page 2.

1.2 Revision 1.0

Revision 1.0 was the first publication of this document.

2 Microsemi SoC Libero License

This document helps in troubleshooting the common issues faced by the customers regarding the Microsemi SoC Libero licensing, however it does not replace the license installation instructions that are emailed with the Microsemi SoC Products Group Software license files. This document addresses the most common licensing setup issues that can cause license error messages. The organization is as follows.

- Node-Locked License Troubleshooting Tips
    - DiskID Node-Locked Licenses
    - Dongle based Node-Locked Licenses
- Floating License Troubleshooting Tips
- Specific License Related Error Messages and Possible Solutions
- Instructions for Contacting Microsemi SoC Products Group Tech Support for Further Debugging

Note: Contact customer service to purchase or renew or modify the paid licenses.

Email:customer.service@microsemi.com

Phone: +1 650.318.2470

Note: Contact Microsemi SoC technical support, for any license checkout error:

Web: soc.microsemi.com/mycases

Phone (North America): 800.262.1060

Phone (International): +1 650.318.4460

Email: soc_tech@microsemi.com

2.1 License Availability

For general information such as the types of licenses available for Microsemi SoC Products Group Software as well as the features and tools included with each license type, see the web page.

http://www.microsemi.com/products/fpga-soc/design-resources/licensing.

2.2 DirectCore IP Licensing for IP Catalog and SmartDesign

Current software licenses come with a set of free DirectCore IP included. Some IP Cores have specific licenses that must be requested through a sales office. To identify which IP Cores are included with a Libero® SoC software, see the web page.

http://www.microsemi.com/products/fpga-soc/design-resources/ip-cores/direct-cores.

2.3 Troubleshooting a Node-Locked License

For license installation procedures of node-locked license, see https://www.microsemi.com/document-portal/doc_download/131602-libero-software-installation-and-licensing-guide.

The troubleshooting steps described in this guide can help resolve the generic license errors, which are reported by the various software tools used in the Microsemi SoC Products Group FPGA Design Flow. The license errors are as follows.

- Opening Libero SoC, IDE, or Designer

Figure 1 • **License Checkout Error**
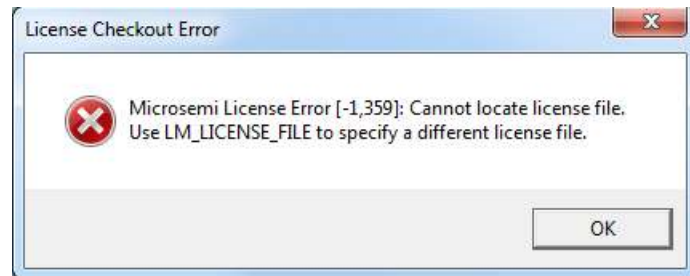
- Opening ModelSim ME

Figure 2 • **Fatal License Error**

- Opening Synplify ME or Synplify Pro ME

Figure 3 • **Opening Synplify ME Error Message**

Figure 4 • **Opening Synplify Pro ME Error Message**
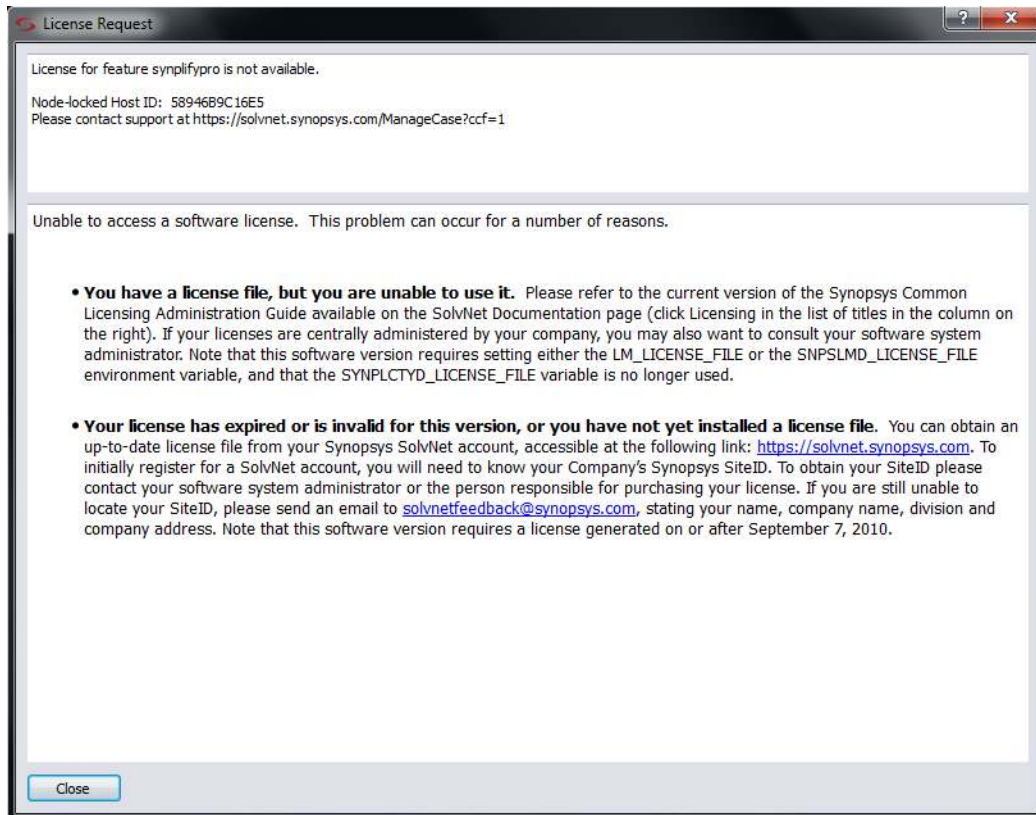
2.4 Node-Locked License Troubleshooting Checklist

If you have a Dongle Based License, continue to Step 2.

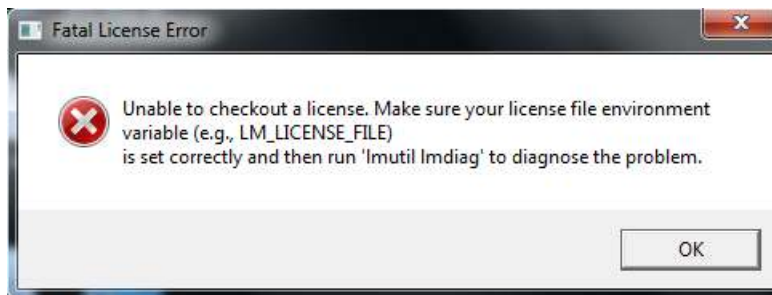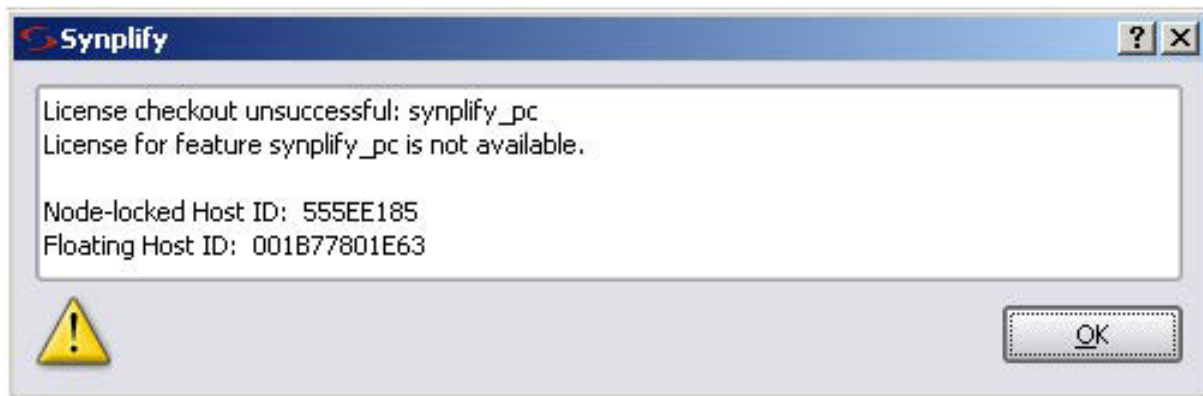1. Confirm that the license.dat file is locked to the correct DiskID of the system drive (typically the C: Drive) and that the License.dat file is located on the system drive regardless of which drive the software is installed on.
- Obtain the DiskID of the system drive (typically the C: Drive), the steps are as follows.
  - Open a Windows Command Prompt by selecting Start > Run, type cmd, and click OK.
  - Type: lmutil lmhostid –vsn to display the DiskID of the C: Drive as shown in the following figure. Alternatively, you can use the command vol c:.

Figure 5 • **Message to obtain the DiskID of the System**

- Verify the DiskID to which the License.dat file is locked, the steps are as follows.
  - Open the License.dat file in a text editor.
  - The DiskID highlighted in red below must match that of your system drive (C: Drive).

Figure 6 • **Expiry Date Highlighted Text**

**Note:** The text contained within a particular package, increment, or feature line within a License.dat file should not be modified. Only complete feature lines can be moved or copied into other License files. To request a change to your License.dat file, contact Microsemi SoC Products Group Tech Support or Microsemi SoC Products Group Customer Service at http://www.microsemi.com/products/fpga-soc/design-support/fpga-soc-support.

2. Check the expiry date in the License.dat file opened in text editor to ensure the license is still valid. Refer to the blue highlighted text in the figure above to find the expiry date.
3. Confirm that the environment variables for Libero and Synplify are set correctly, such as LM_LICENSE_FILE and SNPSLMD_LICENSE_FILE.
•   To access environment variables click Start > Settings > Control Panel, double-click on System, in the Advanced Tab click on the Environment Variables button.
•   Ensure that the Variables are created as User Variables under the correct user profile/login.

Figure 7 • **Environment Variables Window**
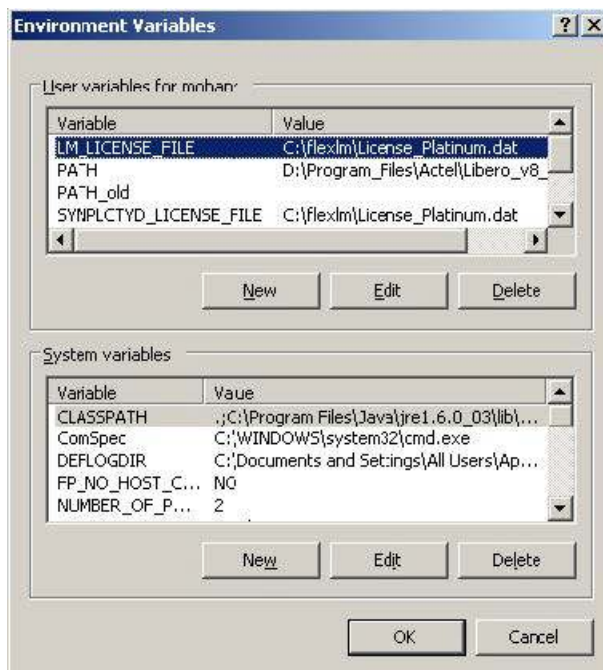
•   The environment variable LM_LICENSE_FILE is used by Libero SoC, IDE, Designer, and ModelSim ME to find the License.dat file to run the software. The variable value should specify the path of the License.dat file containing the license for these software tools.

Figure 8 • **Edit User Variable Window**

•   The environment variable SNPSLMD_LICENSE_FILE is used by Synopsys software tools such as Synplify Pro AE and Identify AE to find the License.dat. The variable value should specify the path of the License.dat file for these software tools.

Note: The Synopsys software bundled with Libero v9.1 or later (Synplify Pro AE E-2010.09A-1 and Identify AE E-2010.09A-1 or later) requires the SNPSLMD_LICENSE_FILE variable. Earlier versions of Synplify and Identify required the variable SYNPLCTYD_LICENSE_FILE to be set instead. Legacy versions of Synplify software from Synplicity require the older environment variable SYNPLICITY_LICENSE_FILE

Figure 9 •   **New User Variable Window**
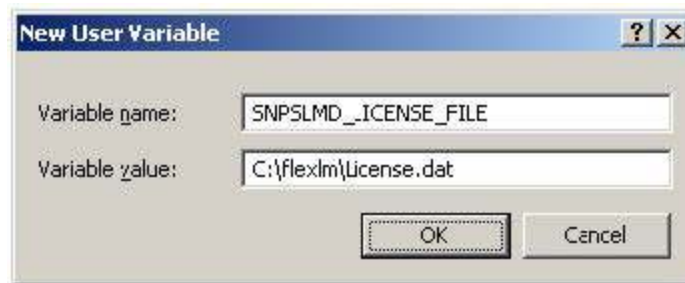
- The variable names shown above must be spelled correctly, or they will not be recognized by the software during invocation.
- The path in the variable value must be valid and accurate.
- If you have multiple license Files or license locations to specify in one variable, then separate the paths with a semicolon; and do not use spaces before and after the ;. For example
  `c:\flexlm\License.dat;c:\flexlm\License2.dat`
- If the computer is running on a Linux operating system, then the multiple paths are separated with a colon : instead of a semi-colon.
4. Ensure that the tool you are invoking is actually licensed by your license file. For example, new licenses no longer include a license feature line for the non-pro version of Synplify Synthesis software. Instead, there is a license feature for the Synplify Pro Synthesis software. Thus, the software tool profile (Project > Tool Profiles > Synthesis) must be checked to ensure it is pointing to the path of the synplify_pro.exe instead of synplify.exe
5. Ensure the software tools are not invoked through a remote desktop connection when using a Node-Locked license. Due to restrictions from the third-party software vendors, Node-Locked licenses provided by Microsemi SoC Products Group do not allow the software tools to run through a remote desktop connection. To run Microsemi SoC Products Group Libero SoC/IDE or Designer remotely, see the following PDF file link. http://www.microsemi.com/documents/Libero_Remote_Access.pdf. There are no remote-desktop restrictions on a Floating License.
6. Ensure that there is no copy of the old License.dat file in the folder path.
   `<Libero_Install_Folder>\Designer\adm\`

If you cannot resolve the DiskID License Checkout Error using the above steps, follow the Node Locked license instructions to contact Microsemi SoC Products Group Technical Support to debug the issue further.

2.5   Dongle Based Node-Locked License Troubleshooting Checklist

For license installation procedures of Dongle based node-locked license, see
https://www.microsemi.com/document-portal/doc_download/131602-libero-software-installation-and-licensing-guide.

- For newer USB dongle licenses, there is only one USB FlexID dongle required for Libero SoC/IDE, Designer, ModelSim ME, Synplify ME and Identify ME Licensing.
  Previously, older USB dongle licenses additionally used a 2nd USB dongle for Synplify software licensing.
  The following is the format of the dongle IDs.
  - The primary USB dongle is called the FlexID dongle. The FlexID number is a hexadecimal number in the form of 9-XXXXXXXX, as shown in the following figure.
  - The discontinued Purple Synplify USB dongle has a four-digit hex ID found on the opposite side of the Rainbow SuperPro label as shown in Figure 10, page 7.

Note: This 4-digit USB dongle is no longer necessary as the Synopsys software features are now tied to the FlexID dongle.

Figure 10 • **Dongle Number Representation**
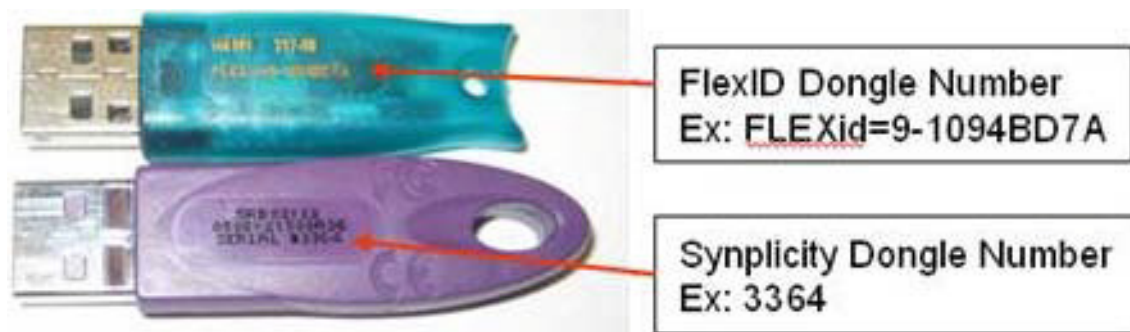
- To verify the USB dongle IDs to which the License.dat file is locked.
  - Open the License.dat file in a text editor.
  - The dongle ID of the FlexID USB dongle can be found in the Libero feature lines as shown in the following figure.

Figure 11 • **FlexID in the Libero Feature Lines**

```
INCREMENT AEALL1 actlmgrd 6.0 29-may-2009 uncounted \
        VENDOR_STRING="Platform:NT exclusive:35" \
        HOSTID=FLEXID=9-1094bd7a ck=234 SIGN=AC35F9E0DD12
FEATURE ACTEL_SUMMIT actlmgrd 8.0 29-may-2009 uncounted \
        HOSTID=FLEXID=9-1094bd7a ck=139 SIGN=CFFC876C14A8D90C
```

7. Confirm the computer recognizes the USB dongles correctly.
- Click Start > Settings > Control Panel, double-click System, select the Hardware tab and click Device Manager.
- Expand the Universal Serial Bus controllers list and check to see whether Rainbow Superpro Sentinel USB dongle and FlexLM USB dongle are listed.

If you cannot resolve your dongle based license checkout error using the above steps, follow the Node Locked License instructions to Contact Microsemi SoC Products Group Technical Support to debug the issue further.

2.6 Troubleshooting a Floating License

A Libero floating license can be installed on a Windows, Linux or Solaris Server. For license installation procedures of a floating license on these OS Servers, see https://www.microsemi.com/document-portal/doc_download/131602-libero-software-installation-and-licensing-guide.

Note: Libero Platinum Floating license for Solaris platform is discontinued from January,2017. For more information, see https://www.microsemi.com/document-portal/doc_download/136479-cn17002-update-to-libero-flexlm-daemons-v11-14-0-0-for-libero-server-based-floating-licenses. Solaris floating license is still issued and works for standalone Libero software. This floating license does not work with third-party OEM tools such as Synplify and ModelSim.

A floating license environment uses a license server from which a client machine can checkout an available software license. From the client side, the possible error message(s) will be the same as those shown for the Node-Locked licenses in the Node-Locked section.

2.6.1 On the License Server

1. Ensure the License.dat file on the License Server is tied to the correct HostID of the server. Typically, the HostID of the server is the MAC ID of the server machine.

Note: Windows and Linux Floating Licenses are both tied to the MAC ID of the Server's Network Interface Card (NIC) while Solaris Floating Licenses are tied to an 8-digit HostID. It is important to specify the operating system for the license server when ordering the Floating License. Solaris Platinum support is discontinued from January, 2017.

2. The License server does not require installation of the Microsemi SoC Products Group Software Suite, but must have the correct license daemon programs loaded. To download the daemon

executables see the web page http://www.microsemi.com/products/fpga-soc/design-resources/licensing#downloads.

3.   If the License server hosts multiple software licenses the following conditions must be satisfied.

•   The HostID of all the license features hosted on the server must match. FlexLM does not allow one License server to host multiple licenses which are locked to different HostIDs.

•   A license daemon cannot be invoked more than once on a single license server. Therefore, all license features that require the same license daemon must be combined into one license file. This applies to non-Microsemi SoC Products Group Editions of third-party software as well. The daemon used by a license feature can be identified in the blue underlined text as shown in the following figure. One common approach to solve this issue is to create a single license file for each daemon that must be invoked on a particular server. This is accomplished by moving all license features requiring the particular daemon into one license file then restarting the license server.

Figure 12 •   **Daemon Used by a License Feature Indicated in Blue**

4.   Use the LM Utilities tools to verify that the License server is running and serving the desired license features. The steps are as follows.

•   The LM Utilities can be invoked from the command prompt by using the command lmutil with one of the available options as shown in the following figure.

Figure 13 • **Command Prompt Window to Invoke LM Utilities**

- The License Server HostID can be obtained with the command lmutil lmhostid as shown in the following figure.

Figure 14 • **Command Prompt Window to Obtain License Server HostID**

- The License Server status can be obtained with the command lmutil lmstat as shown in the following figure.

Figure 15 • **Command Prompt Window to Obtain License Server Status**

- The software features available for checkout can be displayed with the command lmutil lmdiag -n as shown in the following figure.

Figure 16 • **Command Prompt Window to Checkout Software Features**

2.6.2 On the Floating License Client

For more information about procedures of connecting the client PCs to the license server, see
https://www.microsemi.com/document-portal/doc_download/131602-libero-software-installation-and-licensing-guide.

5. Ensure the environment variables for Libero IDE, SoC, and Synplify on the client computer are set correctly. To access the environment variables click **Start > Settings > Control Panel**, double-click on System, select the Advanced Tab, and click the Environment Variables button.
• To checkout a Floating License when using a client computer, the user environment variable LM_LICENSE_FILE is used by Libero IDE, SoC, Designer, and ModelSim AE/ME. The variable value must specify the Port Number and Server Name of the License server in the format <port#>@<servername> as shown in the following figure.

Figure 17 • **Edit User Variable Window**

- The environment variable SNPSLMD_LICENSE_FILE is used by Synplicity software tools such as Synplify ME, Synplify Pro ME, and Identify ME.

Note: The Synopsys software bundled with Libero v9.1 or later (Synplify Pro ME E-2010.09A-1 and Identify ME E-2010.09A-1 or later) requires the SNPSLMD_LICENSE_FILE variable. Earlier versions of Synplify and Identify require the variable SYNPLCTYD_LICENSE_FILE to be set instead. Legacy versions of Synplify software from Synplicity require the older environment variable SYNPLICITY_LICENSE_FILE.

- To checkout a Floating license when using a client computer the variable value should specify the Port Number and Server Name of the License Server in the format <port#>@<servername> as shown in the following figure.

Figure 18 • **New User Variable Window**

- If you have multiple paths specified in one variable, separate the paths with a semi-colon ; and do not use spaces before and after the ;. For example.
  `c:\flexlm\License.dat;c:\flexlm\License2.dat`
- If the client computer is running on a Linux operating system, then the multiple paths are separated with a colon instead of a semi-colon.
- If the License Server is setup as a Triple Redundant Server Triad, then the server triplet is specified with commas between each of the 3 server paths. The triplet is still separated from other license paths with the normal semi-colon (PC) or colon (Linux). For example.
  `1702@server1,1702@server2,1702@server3;c:\flexlm\License2.dat`

If you cannot resolve the Floating License Checkout Error using the above steps, follow the Floating License instructions to contact Microsemi SoC Products Group Technical Support to debug the issue further.

3 Troubleshooting Specific License-Related Errors

This section provides information on troubleshooting specific license-related issues which are commonly faced by the user.

3.1 Microsemi License Error [-1,359]: Cannot Locate License File

This is the generic license checkout error message. It means that the LM_LICENSE_FILE environment variable is not set or does not point to a license file containing a Microsemi Libero SoC, IDE, or Designer feature line.

Figure 19 • **License Checkout Error License Error [-1,359]**
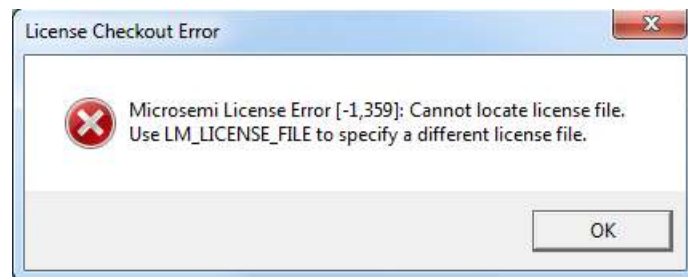
3.1.1 Action

To debug this error, perform the troubleshooting steps outlined in this document. If you are unable to resolve the licensing issues, contact Microsemi Technical Support.

3.2 Microsemi License Error [-10,32]: Feature has Expired

This error message means that the LM_LICENSE_FILE environment variable is not set or does not point to a license file containing a Microsemi Libero SoC, IDE, or Designer feature line.

Figure 20 • **License Error [-10,32]**
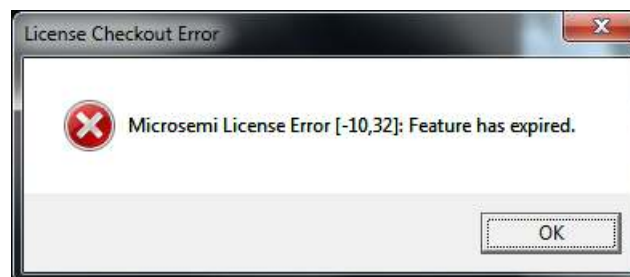
3.2.1 Action

To debug this error, perform the troubleshooting steps outlined in this document. If you are unable to resolve the licensing issues, contact Microsemi Technical Support.

3.3 Microsemi License Error [-21,126]: License file does not support this current software version

This message means that a license feature for Libero SoC, IDE, or Designer was successfully found, however the version of the license feature is too old to be used with the current version of software being invoked.

Figure 21 • **License Checkout Error [-21,126]**

3.3.1 Action

Check the release notes for the version of Libero SoC, IDE, or Designer in use and ensure that the License.dat file meets the minimum version requirements of the software. Licenses are backwards compatible, but each Libero release has a minimum license feature version with which it is compatible. For Libero SoC, IDE release version history, see http://soc.microsemi.com/download/software/liberosoc/liberosoc_vhistory.aspx.

3.4 ModelSim ME or Synplify ME - System Date Set Back

The software tools perform a check to ensure that a user does not try to use it with an expired license by setting back the system date. If there are files on the computer which have a creation date in the future, the software thinks that the system date has been set back and display the error messages as shown in the following figure.

When invoking ModelSim ME the following error message is displayed.

Figure 22 • **ModelSim ME Error Message**

When invoking Synplify ME the following error message is displayed.

Figure 23 • **Synplify ME Error Message**

3.4.1 Action

Resolving the error requires you to locate all the files in the system that have a creation date in the future. These files must be removed from the system or should have the creation/modified date properties corrected. There are programs that enable the user to modify the timestamp information of a file. Microsemi SoC Products Group does not create any software which allows file property modification, however such software might be available as shareware/trial as a free download from the internet. Microsemi SoC Products Group accepts no liability for any file loss due to the use of file property applications downloaded from the internet.

3.5 WaveFormer Lite - Evaluation Copy Error

When using WaveFormer Lite in Libero, The following figure shows the message displayed by Waveformer Lite which prevents you from saving files.

Figure 24 • **Waveform Lite Error Message**

3.5.1 Action

WaveFormer Lite software is no longer available from Microsemi. Libero IDE licenses are no longer being generated with Waveformer Lite features. Refer to the following Product Discontinuation Notice (PDN) dated Dec 1, 2009.

https://www.microsemi.com/document-portal/doc_view/131274-pdn-0911-discontinuation-of-waveformer-lite-software.

As an alternative to WaveFormer Lite, test benches can be created and edited using Verilog/VHDL. However, if Waveformer Lite is absolutely necessary, it can be purchased directly from SynaptiCad. Libero IDE continues to maintain design flow support for WaveFormer Lite through the Project->Tool Profiles>Stimulus menu in the Project Manager.

SynaptiCad continues to support WaveFormer Lite as long as there is a demand. WaveFormer Lite is the Microsemi edition of WaveFormer Pro. For more information, see Microsemi's OEM partner page.

https://www.microsemi.com/products/fpga-soc/design-resources/partners/synapticad.

3.6 Devices Not Available Error

When using a free Libero SoC, IDE software license, such as the Libero Silver license, certain devices are not available in the Device Selection Dialog.

3.6.1 Action

The Libero Silver Free one year license has the limitation that certain high gate density FPGAs are not included with the license. For more information on the device limitation of free license, see http://www.microsemi.com/products/fpga-soc/design-resources/licensing.

3.7 Single Seat License Overdraft Error

When using a one Seat Floating license with an Overdraft of two, there are times when the Overdraft seats are not available.

Starting with v9.0, designer.exe and Libero.exe will consume only one floating license if the feature and hostid are the same. Or to run the designer.exe and libero.exe concurrently, you will need only one floating license and no overdraft support.

3.7.1 Action

Overdraft on a Libero Floating license allows the user to have both Libero and Designer open at the same time. For example, both Libero and Designer Platinum use the ACTEL_SUMMIT feature.

Consider the following scenario.

Assume that the license server hosts a Single Seat Libero Platinum Floating license available for checkout. This one seat will have an Overdraft of two. The user can open Libero IDE and checkout one seat of ACTEL_SUMMIT. The user can then open Designer software from within Libero IDE which overdraws the one seat license by one. Furthermore, in an incremental design flow, the user could perform a post-synthesis simulation invoked from Libero while both Libero and Designer programs are still open. When the post-synthesis simulation on the EDN netlist file is invoked, a designer process is used to convert the EDN to a Verilog or VHDL netlist. This process temporarily overdraws the one seat license by two.

If the original Libero process is closed, the one seat license is still in use as long as any of the tools invoked by Libero (which use the OVERDRAFT quota) are still open. Once all the Libero and invoked software using the ACTEL_SUMMIT OVERDRAFT quota are closed, the one seat becomes available for another user to checkout.

This one seat license with two Overdraft seats can have the ACTEL_SUMMIT feature checked out three times in total. However, since it is only a single seat license, once it is over-drafted twice, it will not let another process try to overdraft it. The original user of the one seat would have to relinquish the license and overdraft quota before the two overdrafts are available again.

In an overdraft scenario, the LM utility tools could output.

Users of ACTEL_SUMMIT– Total of 3 licenses issued; Total of 2 licenses in use.

The FlexLM keeps a count of the number of licenses issued and does not reset that count, until the original seat is no longer in use.

3.8 License Manager Searching for License in a Location Other than that Defined in LM_LICENSE_FILE

Invoking Libero, Designer, or ModelSim software, the license manager searches for a license in a location other than the path defined in the LM_LICENSE_FILE environment variable.

3.8.1 Action

The Microsemi SoC Products Group software can checkout a license from the following locations.

- A location specified in the LM_LICENSE_FILE environment variable.
- The registry key HKEY_LOCAL_MACHINE/SOFTWARE/Flexlm license manager/ACTLMGRD_LICENSE_FILE.
- The path <current Libero install path>/Designer/adm/license.dat.

Follow the steps to reset the list of paths used when searching for a license.

1. Rename the current LM_LICENSE_FILE variable and re-create a new LM_LICENSE_FILE variable with a new value (e.g. rename the license.dat file so that the path is new).
2. Delete the registry key HKEY_LOCAL_MACHINE/SOFTWARE/Flexlm license manager/ACTLMGRD_LICENSE_FILE.
3. Restart the computer and invoke Libero to ensure that the new path is used for the license.

3.9 synplify_pc or synplifypro Not Found Error

Invoke Synplify ME or Synplify Pro ME, the license checkout error message appears, which indicates that the Feature synplify_pc or synplify_pro cannot be found. However, click the OK button, and select the valid license called synplify_actel or synplifypro_actel.

Figure 25 • **Synplify Pro License Checkout Error**
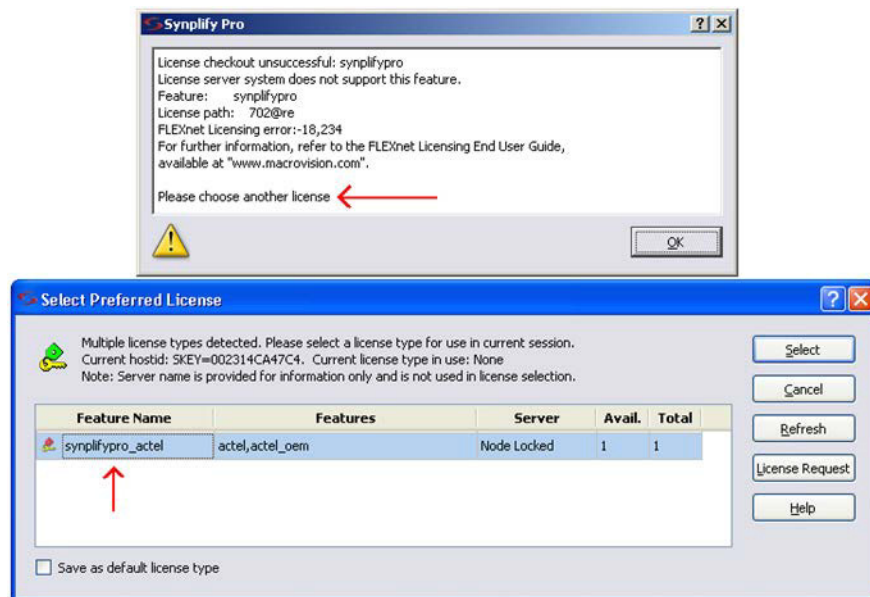
3.9.1 Action

Modify the Libero tool profile used for Synplify ME or Synplify Pro ME.

In the Libero IDE Project Manager, choose Profiles from the menu. Select the Synthesis profile to modify, and click Edit.

Depending on whether the target is synplify.exe or synplify_pro.exe, add the additional parameters as follows to specify the new feature name, which prevents Synplify to look for an obsolete feature name.
```
-licensetype synplify_actel
```
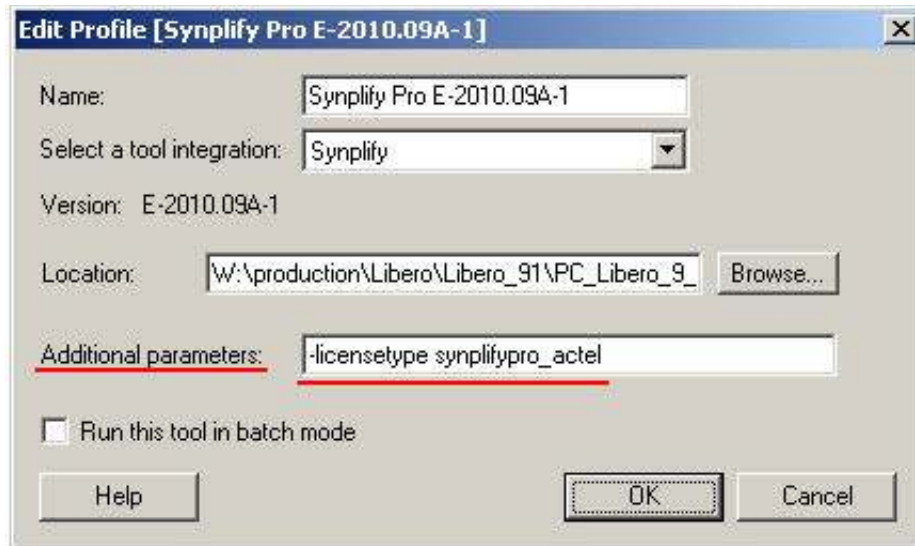or
```
-licensetype synplifypro_actel
```

Figure 26 • **Synplify Pro Edit Profile Window**

3.10 Contact Microsemi SoC Products Group Tech Support for Further License Troubleshooting

3.10.1 Node Locked Licenses

For Node Locked license issues, contact Microsemi SoC Products Group Tech Support and provide the following information along with the problem description.

1. A text output of your environment variable: Open dos/command prompt window (that is Start > Run and type cmd) and change directory to the root directory of the c: drive (type c: and press <enter>). Use the command below to direct the environment variables to a text file called env.txt located on the c: drive.
   ```
   set > env.txt
   ```
   • For Linux users.
   ```
   % env > env.txt
   ```
2. The Libero IDE installation information found at Start > Programs > Microsemi > Libero > About Your Installation. Save this file on your c: drive and submit to the Tech Support.
3. A text output of your system drive (typically C:) volume serial number. At a command prompt for the system drive, type either command below to direct the volume ID of the system drive to the text file id.txt.
   ```
   vol c: > id.txt
   ```
   or
   ```
   lmutil lmhostid –vsn > id.txt
   ```
4. A screen-shot of the window that appears upon initial invocation of the software (the error message). Use Alt + Print Screen to take a screen-shot. The image can be pasted into a document, email message, or into Windows Paint and saved as a JPEG file.

5. A copy of the license.dat you are using and the path of the file on your computer.
6. A screen-shot of your System Properties, General Tab. Go to Start > Settings > Control Panel and double-click System.
7. For a Dongle based License: A screenshot of your flexid. At the command prompt type.
```
lmutil lmhostid -flexid
```
   • For Linux users.
```
% hostid
```

Zip all of the information requested above and submit a Technical Support case to Microsemi SoC Products Group Tech Support using one of the methods listed on the following web page.

http://www.microsemi.com/products/fpga-soc/design-support/fpga-soc-support.

3.10.2 Floating Licenses

For Floating license issues, contact Microsemi SoC Products Group Tech Support and provide the following information along with the problem description.

3.10.2.1 From the License Server Machine

1. A copy of the edited License.dat file.
2. The folder path of the License.dat file.
3. The folder path of the License Daemon Executables.
4. The MAC ID of your server using the command below at the command prompt.

Windows Server: `ipconfig /all > macid.txt`

Linux Server: `/sbin/ifconfig > macid.txt`

5. The License server Log file obtained by starting the License Server at the command prompt as follows.
```
lmgrd -c C:\flexlm\License.dat -l C:\flexlm\float_lic.log
```

The paths above are examples; your License.dat file might be in a different folder. The second option (dash l as in log) is a flag to create a Log File.

6. To confirm the server status after it is started, double-check the HostID, send the resulting files after running the commands
```
lmutil lmdiag -n > diag_output.txt
lmutil lmhostid > server_host.txt
```

lmutil executable should be found in the folder of downloaded daemons or in the Libero Installation.

3.10.2.2 From the License Client Machine (May be the Same Computer as the License Server)

1. A text output of your environment variables. Open the dos/command prompt window (that is Start > Run and type cmd) and change directory to the root directory of the c: drive (type c: and press <enter>). Use the command below to direct the environment variables to a text file called env.txt located on the c: drive.
```
set > env.txt
```
   • For Linux users.
```
env > env.txt
```
2. A screen shot of the window that appears upon initial invocation of the software (the error message). Use Alt + Print Screen to take a screen-shot. The image can be pasted into a document, email message, or into Windows Paint and saved as a JPEG file.

Zip all of the information requested above and submit a Technical Support case to Microsemi Tech Support using one of the methods listed on the following web page.

http://www.microsemi.com/products/fpga-soc/design-support/fpga-soc-support.