Licensing FAQ
Designer & Libero

1/29/2002

General Information
General

1. **Does Actel software require a license to run?**

   Ans. Yes, licensing is introduced with the new Actel Designer Series R1-2001 Release. Additionally, Actel's Integrated Design Environment Libero Series requires a license to run.

2. **What types of licenses are available?**

   Ans. There are several different types of licenses available to you based on your operating system and the product you ordered. Node-locked licenses require the DISKID label of your PC's C:\ drive, Floating licenses require the hostid of a server, and Dongle IDs require the ID# of your hardware key. See the following table:

Configuration	Libero PC	Designer PC	Designer WS
Eval.	DISKID*	DISKID/FLOATING	FLOATING
Silver	DISKID	DISKID	N/A
Gold	DISKID	DISKID	N/A
Platinum	DONGLE	DISKID/FLOATING	FLOATING

   *synplicity HostID also required

3. **What are the differences between the Evaluation, Silver, Gold, and Platinum licensing packages?**

   Ans. The Following table summarizes the differences between the various configurations.

	Silver	Gold	Platinum	Evaluation
Purchase	FREE	Yes	Yes	FREE
License Duration	1 year	1 year	1 year	45 days
Device Capacity	<10K*	<50K**	All	All
HDL Simulator	No	Yes	Yes	Yes
Programming	Yes	Yes	Yes	No
Synthesis	Lite	Lite	Full	Full

   * Includes the smallest device in each family ** A42MX36 not included

4. How do I get a license?

Ans. You can obtain a license from our website at: http://register.actel.com, or through the registration and licensing area of the Actel Web Site, Customer Service. If you do not have a Software ID, you can only obtain the Silver or Evaluation products.

5. What is a Software ID?

Ans. Actel assigns a unique Software ID to each licensed host system. For purchased products you will receive this ID with your CD-ROM shipment. You must enter this Software ID when you register and license your software. When you register for a free product you will receive your Software ID in the email that delivers your license file. Once you have a Software ID, it should be entered anytime you visit http://register.actel.com to order any Actel software products or maintenance.

6. How do I obtain a Software ID?

You will obtain a Software ID for your product if you have placed an order for it through your sales representative or through Actel. When you receive your new CD-ROM, it will contain a sticker with the Software ID. Enter the software ID when you request your license. If you request a license for a free product, you will be assigned a Software ID as part of the registration process.

7. How do I know if my license request was received?

Ans. When you finish applying for your license you will see the acknowledgement page. Please print this page out for your records.

8. What should my license file look like?

Ans.

The following is an example of the contents for a Designer PC node-locked license

```
FEATURE ACTEL_SUMMIT actlmgrd 4.0 20-jul-2001 uncounted \
      HOSTID=DISK_SERIAL_NUM=123456ee ck=242 SIGN=3340E1645CB8BA9E
FEATURE amtera actlmgrd 6.0 20-jul-2001 uncounted \
    HOSTID=DISK_SERIAL_NUM=123456ee ck=203 SIGN=9D409370C9A251C6
```

The following example is the contents of a license file associated with a Libero Silver configuration.

```
FEATURE synplify_pc synplctyd 2002.050 17-May-2000 0 EC8A59C0C236051E4FA6 \
    VENDOR_STRING=actel_oem HOSTID=DISK_SERIAL_NUM=e83b1fce ck=4
PACKAGE AEALL1 actlmgrd 1999.400 COMPONENTS="Viewdraw Actel \
```

```
     ActelACT-1Library ActelACT-2Library ActelACT-3Library Generic \
     ViewgenSchematicGenerator \
     Export1076 EDIF_NetlistReader GRAF VERILNET ViewBASE WDIRDB \
     Altran Attdump Attmerge Attupdat Mega ViewGraf PARTSLIST" \
     SIGN=3C5CB3801E56
INCREMENT AEALL1 actlmgrd 1999.400 17-may-2000 uncounted \
     VENDOR_STRING="Platform:NT exclusive:35" \
     HOSTID=DISK_SERIAL_NUM=e83b1fce ck=168 SIGN=28EFC6746D5C
FEATURE ACTEL_BASE actlmgrd 4.0 17-may-2000 uncounted \
     HOSTID=DISK_SERIAL_NUM=e83b1fce ck=204 SIGN=B7688886AD5EAD8E
FEATURE amtera actlmgrd 6.0 17-may-2000 uncounted \
     HOSTID=DISK_SERIAL_NUM=e83b1fce ck=178 SIGN=322A6CEE3D186B1A
FEATURE wflite syncad 7.0 17-may-2000 uncounted 3BBFD62EF213 \
     HOSTID=DISK_SERIAL_NUM=e83b1fce ck=92
          The following example shows a Platinum workstation license file:

SERVER <hostname> 11111111 1702
DAEMON actlmgrd <path.to.actel.installation>/bin/actlmgrd

FEATURE ACTEL_EVAL actlmgrd 4.0 05-jul-2001 1 ck=160 SIGN=4C6C176C56C62DD8
FEATURE amtera actlmgrd 6.0 05-jul-2001 1 ck=157 SIGN=27C48DBE4EBCC86A
```

9. What are the different features of the license file?

Ans. The following Table summarizes the Features and their meanings:

ACTEL_SUMMIT	Enables Designer Platinum
ACTEL_VISTA	Enables Designer Gold
ACTEL_BASE	Enables Designer Silver
ACTEL_EVAL	Enables Designer Evaluation
AMTERA	Enables ProASIC place and route
SYNPLIFY_PC	Enables Synplify product
AEALL1	Enables Viewdraw component
WFLITE	Enables Waveformer Lite
actelmtivlog	Enables ModelSim Verilog
actelmtivhdl	Enables ModelSim VHDL

10. How do I install a FLEXlm license file?

Ans. Your license file will be emailed to you after you register for your license. Specific instructions for each operating system and license type are included in the email. In general, copy the license file to your computer (c:\flexlm directory on the PC) and set the license variable LM_LICENSE_FILE to point to this license file ie LM_LICENSE_FILE = c:\flexlm\license.dat.

Node-Locked License

General

11. What is a Node-Locked license?

Ans. A Node-Locked license allows you to run the software only on the system that the license is "locked" to. All of Actel's Node-Locked licenses are locked to the Volume Serial Number of the hard disk drive on your PC. The license.dat file should be located on the same disk that is licensed. Node-Locked licenses are not available on workstations.

12. How is a node-locked license secured?

Ans. Actel uses the Disk ID label of your PC's C:\ drive to secure the license. This is a unique 8-digit hexadecimal number in the format: xxxx-xxxx. You can obtain the Disk ID by opening a DOS command window, and typing the command "vol c:"

13. Can I use my D drive Disk ID with the license.dat file?

Ans. No, you cannot use your D Disk ID, you **must** use the Disk ID of your C drive or the license will not work.

14. How many seats can I have on a node-locked license?

Ans. Actel only issues one seat per Node-Locked license.

15. How do I obtain the Synplify HostID?

Ans. After you have installed all the software run Synplicity. And error box will pop up on the screen. In this box will say your HostID is and have an 8 digit number. Write this number down, this is your Synplify hostID.

License Setup

16. How do I set up a Node-Locked license on a PC?

Ans. You will receive an email with the license file attached and specific instructions for each operating system and license type. Below are the instructions for a PC Node-Locked license. **Note:** In Libero version 2.0 the Sentinel driver is installed automatically during installation.

```
1. Create a directory called 'flexlm' on your c: drive
2. Save the attachment of the email as 'license.dat' to the c:\flexlm
   directory.
********************************************************************
SETTING UP ENVIRONMENT VARIABLES
********************************************************************
WinNT 4.0
************
1. Select Start > Settings > Control Panel.
2. Double click on the System icon.
3. In the 'Systems Properties' dialog, select the 'Environment' page tab.
4. In the VARIABLE field enter:  LM_LICENSE_FILE
5. In the VALUE field enter: c:\flexlm\license.dat
6. Click  the 'Set' button, then the 'Apply' button and finally, the 'OK'
   button

************
Win2000
************
1. Click Start > Control Panel.
2. With the Control Panel Window in focus, double click on the icon labeled
    'System'.
3. In the 'Systems Properties' dialog left click on the 'Advanced' page tab.
4. Left click on the 'Environment Variables' button.
5. Left Click on the top most 'New' button. 'New User Variable' should be
    visible.
6. In the 'Variable Name' field type: LM_LICENSE_FILE.
7. In the 'Variable Value' field type: c:\flexlm\license.dat.
8. Click OK.
9. The 'Environment Variables' dialog should now be in focus -> click OK.

************
Win98
************
1. Bring up the MS DOS prompt.
2. Go the top most directory of your main drive(usually C: drive).
3. Type 'edit AUTOEXEC.BAT'.
4. In the editor type the following:
        set LM_LICENSE_FILE=c:\flexlm\license.dat
5. Save the AUTOEXEC.BAT file and then reboot your machine.
```

Hardware Key (Dongle)

General

17. What is a hardware key?

Ans. A hardware key (dongle) is a physical "key" with a unique ID that is attached to the parallel port of the PC on which you will run the software. Every dongle is accompanied by a license.dat file that is "locked" to that dongle ID. The license and dongle work together and can be physically moved from one PC to another without obtaining a new license file. This license type is not available for workstations..

18. How can I get a hardware key and license?

Ans. This type of license is only available for the Libero Platinum PC package. It is not currently available for Designer or any other Libero packages.

License setup

19. How do I determine my dongle ID and setup my license?

Ans. With the Libero Platinum package, you will receive two hardware keys. The dongle's "Flex ID Number" is printed on each dongle: Four digits for the Synplify dongle, and 7 digits for the Actel dongle. When you receive your license file via email, you will have specific installation instructions for each operating system and license type. The following are instructions for setting up a hardware key license for Libero Platinum:

```
1. Create a directory called 'flexlm' on your c: drive
2. Save the attachment of this email as 'license.dat' to the c:\flexlm
   directory.
3. Attach the hardware keys provided in your shipment to your PC's parallel
   port.
4. Install the Sentinel Driver on your Libero CD (see below for details).
```

```
*********************************************************************
SETTING UP ENVIRONMENT VARIABLES
*********************************************************************
WinNT 4.0
************
1. Select Start > Settings > Control Panel.
2. Double click on the System icon.
3. In the 'Systems Properties' dialog, select the 'Environment' page tab.
4. In the VARIABLE field enter:  LM_LICENSE_FILE
5. In the VALUE field enter: c:\flexlm\license.dat
6. Click  the 'Set' button, then the 'Apply' button and finally, the 'OK'
   button
11. From your Libero CD setup window, click: Sentinel Driver for Windows NT
        In the Rainbow Technologies Window Select:
            Function -> Install Sentinel Driver
        In the Sentinel Install dialog box specify the Path of the
            Sentinel FIles: <CD-ROM Drive:\\sentinel\WinNT\I386
        Click OK.


************
Win2000
************
1. Click Start > Control Panel.
2. With the Control Panel Window in focus, double click on the icon labeled
    'System'.
3. In the 'Systems Properties' dialog left click on the 'Advanced' page tab.
4. Left click on the 'Environment Variables' button.
5. Left Click on the top most 'New' button. 'New User Variable' should be
    visible.
7. In the 'Variable Name' field type: LM_LICENSE_FILE.
8. In the 'Variable Value' field type: c:\flexlm\license.dat.
9. Click OK.
10. The 'Environment Variables' dialog should now be in focus -> click OK.
11. From your Libero CD setup window, click: Sentinel Driver for Windows NT.
        In the Rainbow Technologies Window Select
            Function -> Install Sentinel Driver
        In the Sentinel Install dialog box specify the Path of the
            Sentinel FIles: <CD-ROM Drive>:\\sentinel\WinNT\I386
        Click OK.
************
Win98
************
1. Bring up the MS DOS prompt.
2. Go the top most directory of your main drive(usually C: drive).
3. Type 'edit AUTOEXEC.BAT'.
4. In the editor type the following:
        set LM_LICENSE_FILE=c:\flexlm\license.dat
5. Save the AUTOEXEC.BAT file and then reboot your machine.
6. From your Libero CD setup window, click: Sentinel Driver for Win98.
        In the Rainbow Technologies Window Select
            Function -> Install Sentinel Driver
        In the Sentinel Install dialog box specify the Path of the
            Sentinel Files: <CD-ROM Drive>:\\sentinel\Win9x
        Click OK.
```

Floating License

General

20. What is a floating license?

Ans. A Floating license requires a License Manager Daemon to be running on a Server and can support multiple users. The license.dat file may be located anywhere on the network that is accessible to the Server. All systems on the network can run the software by correctly setting the LM_LICENSE_FILE environment variable to the server. The Daemon monitors the number of users. Each Floating license Feature line contains a number that defines how many users may run that feature simultaneously.

21. How is a floating license secured?

Ans. Floating licenses are secured using the server's Hostid. The Hostid is a unique number that is assigned to your computer for PC's, you get this number by typing the DOS command "lmutil lmhostid" If this command is not available in your system then type 'winipcfg /all' for Windows 9x platforms and 'ipconfig /all' for Windows NT and Windows 2000. The Hostid is called the Physical Address; it is a 12 digit hexAdecimal number. On a UNIX operating system just type "hostid" at the terminal prompt.

Libero does not support floating licenses. But Libero Platinum supports the use of dongle-ID's for its' software. For most programs in the Libero software suite, you must use a 12-digit Flexid-8 dongle ID. For Synplify, you must use a 4-digit number on the Sentinel ID included in the package. This is an uncounted license, but is flexible in that it can be moved from PC to PC without having to generate a new license file.

22. What is the difference between hostid and hostname?

Ans. The hostid is the unique number assigned to your computer on the network. The hostname is the name of the your computer (the network uses your hostname to identify your computer). Make sure you use the hostid, and not the hostname, to secure your license.

23. What is the Port number or 1702?

Ans. The Port number is located in the Server line of a Floating license. You may not have multiple license managers running on the same port. Actel delivers license files with Port number 1702 as the default, but this can be modified by the user. If you change the port number you will need

to stop and restart the Server. Port numbers less than 1000 require root permission to start the Server. Visit http://www.globetrotter.com/enduser.pdf for more information about Ports.

24. Do I have to run a floating license off a server?

Ans. Yes, a floating license cannot run stand-alone. This type of license requires a license server be running for that license to work.

25. How many seats can I have on a counted license?

Ans. As many as you need, i.e. up to 999 seats per server. To obtain multiple seats, you must place an order with Actel for the product you are interested in. If you have an existing product and want to add additional seats you can order an incremental license with the amount of seats you wish to add.

26. Can I use Designer on a PC but use a UNIX license server? Which product should I order?

Ans. Yes, you would order the UNIX floating license package. And then you would receive the PC software for free.

27. Can I use Designer on a UNIX system but have a PC license server?

Ans. Yes, you would order the PC floating license package. And then you would receive the UNIX software for free.

Server/Setup

28. What is lmgrd?

Ans. lmgrd is the license server software and works with the vendor daemon to validate your license.

29. What is the vendor daemon?

Ans. This is what checks your hostid to see if it is correct. It also grants or denies usage of licenses on the server.

PC License Setup
30. How do I set up a floating license on a PC?

Ans. The following describes the license setup process. After setting up the license, you must start the license server before the licenses are available to users.

```
1. Create the following directory on your c: drive: 'flexlm'
2. Save the attachment of the license email as 'license.dat' to your
   C:\flexlm directory.
3. Open license.dat using Notepad.
4. Edit the SERVER line by replacing <put.hostname.here> with your
   machine's hostname.
   See "TO OBTAIN YOUR SERVER HOST NAME" below.
5. Edit the <path.to.actel.installation> in the DAEMON line (this
   should be the same as the directory designated by the ALSDIR
   environment variable).
6. Now you must start the license manager.  In a DOS shell run>
   C:<path.to.actel.installation>\bin\actlmgrd -c c:\flexlm\license.dat
7. Go to "Setting Up Environment Variables" below.

*********************************************************************
TO OBTAIN YOUR SERVER HOST NAME
*********************************************************************
WinNT 4.0 and Win2000
********************
At the Command Prompt type "C:\WINNT\system32\ipconfig /all"

********************
Win98
********************
At the DOS Prompt type "C:\WINNT\system32\winipcfg /all"

*********************************************************************
SETTING UP ENVIRONMENT VARIABLES
*********************************************************************
WinNT 4.0
************
1. Select Start > Settings > Control Panel.
2. Double click on the System icon.
3. In the 'Systems Properties' dialog, select the 'Environment' page
   tab.
4. In the VARIABLE field enter: LM_LICENSE_FILE
5. In the VALUE field enter: c:\flexlm\license.dat
6. Click  the 'Set' button, then the 'Apply' button and finally, the
   'OK' button

************
Win2000
************
1. Click Start > Control Panel.
2. With the Control Panel Window in focus, double click on the icon
   labeled 'System'.
3. In the 'Systems Properties' dialog left click on the 'Advanced' page
   tab.
```

4. Left click on the 'Environment Variables' button.
5. Left Click on the top most 'New' button. 'New User Variable' should be visible.
6. In the 'Variable Name' field type: LM_LICENSE_FILE.
7. In the 'Variable Value' field type: c:\flexlm\license.dat.
8. Click OK.
9. The 'Environment Variables' dialog should now be in focus -> click OK.

****
Win98
****
1. Bring up the MS DOS prompt.
2. Go the top most directory of your main drive(usually C: drive).
3. Type 'edit AUTOEXEC.BAT'.
4. In the editor type the following:
       set LM_LICENSE_FILE=c:\flexlm\license.dat
5. Save the AUTOEXEC.BAT file and then reboot your machine.

UNIX License Setup
31. How do I setup a floating license on PC?

Ans. The following describes the license setup process. After setting up the license, you must start the license server before the licenses are available to users.

```
1. Save the attachment of the license email as 'license.dat'
2. Open license.dat using any editor.
3. Edit the SERVER line by replacing <put.hostname.here> with your
   machine's hostname.
   To obtain your Server Host Name type: hostname or uname -n
4. Edit the <path.to.actel.installation> in the DAEMON line.
5. Login to the Server.
6. Now you must start the license manager.  Run
   <path.to.actel.installation>\bin\actlmgrd -c <path.to>\license.dat
7. Type: setenv LM_LICENSE_FILE <path to license.dat file>/license.dat
*********************************************************************
REDUNDANT SERVER LICENSE INSTALLATION
*********************************************************************
1. Save the attachment of the license email as 'license.dat'
2. Open license.dat using any editor.
3. Edit each SERVER line by replacing <put.hostname.here> with your
   machine's hostname.
   To obtain your Server Host Name type: hostname or uname -n
4. Edit the <path.to.actel.installation> in the DAEMON line.
5. Now you must start the license manager.  Login to Server and run:
   <path.to.actel.installation>\bin\actlmgrd -c <path.to>\license.dat
6. Type: setenv LM_LICENSE_FILE <path to license.dat file>/license.dat
```

32. How do I start the FLEXlm license server/lmgrd?

Ans. On UNIX:

We strongly recommend that lmgrd not be run as root, since any process run by root is a potential OS security risk. To start the license server use the following command:

lmgrd -c <*license_file_path*>/license.dat -l logfile &

If you run lmgrd from a boot startup script, you can run it as a regular user using the su command:

su *Username* -c 'umask 022; <*path*>/lmgrd -c *license_file_path*>/license.dat -l <*path*>/log'

Where   *Username* is a non-privileged user.
               path is the correct path to lmgrd, license.dat and log file

<u>On Windows/NT:</u>
You can either start lmgrd in a DOS window.

    <Path to Actel install dir>\lmgrd –c *<license_file_path>*\license.dat -l logfile

      OR
use 'lmutil.exe'.
Please make sure you have the correct paths for "lmgrd.exe" and "license.dat". Then click on the "START" button.

33. What is the lmutil program?

Ans. Lmutil is the tool you use to help you work with the lmgrd license server.

34. How do I use lmutil?

Ans. lmutil is used from the DOS prompt. Once you have installed Libero or Designer Software, lmutil will be also installed onto your computer. After this utility is installed on your computer, you can type the command you would like to use at the command prompt

      Examples:
    C:\> lmutil -c c:\flexlm\license.dat
        - This will start the license server
    C:\> lmutil lmdown
        - This will bring the server down

35. What are the different commands in lmutil?

Ans.

lmdown	Brings the server down
lmhostid	Prints system hostid
lmremove	Removes old licenses
lmreread	Looks for new feature lines
lmstat	Returns current status of license server
lmdiag	Diagnose checkout problems
lmver	Prints the version of lmgrd and vendor daemon you have
lminstall	Used to change license file from different formats

Redundant Licenses

36. What is a three server redundant license?

> **Ans.** This is a single license that requires three different servers that act as one server. At least two servers must be up at all times or the license will not work. The three servers must be directly networked together, and should be located in the same room.

37. Why do I need to have a quorum of two servers with three-server redundant licenses?

> **Ans.** Without a quorum, it is impossible to manage the number of licenses the end customer can use.

38. What is the advantage of running a three server redundant license?

> **Ans.** It increases the reliability of the license server, however it costs three times as much to manage each license.

39. How do I start up triple redundant server? Is there a time limit for starting all the servers?

> **Ans.** There is no time limit. Simply start the servers as described above in the floating license setup section. The first server started of the first 2 listed in the license file becomes the master. For example,
>
>   SERVER node1 12345678 2937
>   SERVER node2 55489789 2937
>   SERVER node3 87564543 2937
>
> The first to start of node1 or node2 becomes the master. Node3 is never the master - it's there only to maintain quorum.

40. How do I install a redundant server license with multiple vendor daemons in a single license.dat?

> **Ans.** List each server line in the license.dat file and list the DAEMON for each vendor followed by the features associated with each.

Troubleshooting

General

41. What if I don't get my license from http://register.actel.com within 24 hours?

      Ans. Your license file will usually arrive within a few minutes. If you do not receive your license within 24 hours, you may have entered your email address incorrectly, or there may be a problem with the license request. First, go back to the license registration web page: http://register.actel.com, and enter your software ID. From this web page, you can request a copy of your license, and verify your contact information. If you still do not receive your license file, please contact Customer Service at customer.service@actel.com

42. My software can't find the license. What do I do?

      Ans. The default location of the license file for Actel tools is designated by the LM_LICENSE_FILE environment variable. This problem can occur when this variable is set wrong, or there is a mismatch in the license file name. First check this environment variable to ensure it points to the correct location.

      Typical FLEXlm license file location:

On Unix Platforms:	/usr/local/flexlm/*v*6.1/*platform*/license.dat
On Windows Platform:	c:\flexlm\license.dat

      Next, check to make sure the license.dat file has the correct file extension; some email editors will change the file extension automatically. In Windows, open a DOS shell, go to the license file directory and type "DIR". Make sure the license file is named license.dat, not license.dat.txt or license.dat.dat.

43. How does my system know where the license file is located when I didn't set LM_LICENSE_FILE?

      Ans. FLEXlm now has the capability to put the path of the license file in the Registry (Windows) or ".flexlmrc" file on UNIX. Upon successful checkout, the license file location used for the checkout is stored and remembered for all future checkouts for products using the same vendor daemon. We recommend explicitly setting LM_LICENSE_FILE variable to avoid confusion.

44. I get an internal error: 'Fatal problem detected in the license manager subsystem: invalid returned data from license server'. What can I do?

Ans. Check to make sure you have the newest version of lmgrd. You can check this using the lmutil lmver. You can get the latest update to the lmgrd software at the globetrotter website: http://www.globetrotter.com

45. I have received one of the following messages: "Invalid license key Error - 8:inconsistent encryption code" or "Invalid license key". What are the potential reasons?

Ans. This might happen for any of the following reasons:
The license file has been edited incorrectly.
The license file has been modified by a user
The license was generated incorrectly
The version of your license file is higher than lmgrd. Upgrade to the newest version of lmgrd.
Extra spaces and carriage returns in the license file

For floating licenses, first check that the Host Name, Port Number, and Daemon lines have been correctly modified. Do not change the Host ID.

For all licenses, copy the license file from your email again. If it still fails, copy the license file lines from the email into a new file called 'license.dat' and place it in the flexlm directory. Make sure the license looks like the license file example shown in the license file example FAQ. Make sure that every line begins with a valid keyword (Server, Daemon, Feature, Increment, Package, or # to denote a comment). Also check that wrapped lines have a line continuation character, generally "\".

Use the 'lmcksum' utility to verify the license file. If the file has 'ck=nnn', lmcksum will report simply OK or BAD for each line. Otherwise, you'll have to compare the numbers lmcksum reports with a good file.

If it still fails, please contact Customer Service customer.service@actel.com for a new license.

46. I get the following error "No such feature exists", what do I do?

Ans. The most common reason for this is that you're using the wrong license file, or an expired license. Make sure your license is placed in the correct directory and your license file environment variables are correct. Also check to see what kind of license you have. Certain licenses may not support all the features. If there appears to be an error in the license file or the license is expired, contact Actel's Technical Support (tech@actel.com)

47. I get the following error "encryption error OR bad checksum"?
 Ans. This means that there is a typo in your license.dat file.

48. How do I combine Actel's license.dat file with other vendor licenses using FLEXlm?
 Ans. List the SERVER line once, also list the DAEMON for each vendor followed by the features associated with each.

49. How can I switch between different license servers when I run one Designer?
 Ans. Install the license.dat following the instructions. Start the license manager on each server. Set the LM_LICENSE_FILE environment variable to use the desired license.dat before starting designer.

50. I get the error "fatal error in license manager subsystem", what should I do?
 Ans. Check the license.dat for extra carriage returns, the lines must begin with SERVER, DAEMON, FEATURE, and PACKAGE.

51. I get an error "–88 system clock set back" and noy my licenses won't work anymore, what do I do?
 Ans. This is because FLEXlm detecs that the system clock has been set back. You need to change all the files with the dates 24 hours in the future to the current date.

52. My computer returns "000000000000" or "FFFFFFFFFFFF" for the Ethernet hostid, when it is physically disconnected from the network, how can I get the correct hostid?
 Ans. This is a known issue in Windows 2000 and is associated with the Media Sense for the TCP/IP. We recommend that you disable the Media Sense for TCP/IP. Please refer to the Microsoft Website for details:
http://support.microsoft.com/support/kb/articles/Q239/9/24.asp

License Server

53. My server refuses to start. I get the message 'No licenses to serve'. Why?
 Ans. This could be because you are trying to start a server for a Node-Locked license. If you have a valid floating license, make sure you have entered the correct path to your license file, the correct server name and port, and your license file is named 'license.dat'.

54. What happens when the license server goes down?

Ans. You must restart the server. When the license server goes down you will not immediately notice. But once you try and run one of its' tools, the software complains that the license is not there and the server is down.

55. What does the message "Can not connect to license server" mean?

Ans. Usually this means the server isn't running. It can also mean the server is using a different copy of the license file, which has a different port number than the license file you're currently using indicates. Start up the server, make sure you point to the correct server, and try again.

56. Vendor daemon can't communicate with lmgrd

Ans. This probably means a version of lmgrd is older then your vendor daemon software. Simply use the latest version of lmgrd (MUST be a version equal to or greater than the vendor daemon version). This can also happen if TCP networking doesn't function on the node where you're trying to run lmgrd.

57. Cannot find SERVER hostname in network database Error -14?

Ans. Use the IP address as the hostname. On the SERVER line, substitute the IP address for the hostname.

> SERVER IP address hostid port

Also on each client machine make sure the hosts file (windows directory) contains the server hostname and IP address.

58. License manager: can't initialize: Error -1:Cannot find license file. What does this mean?

Ans. You are attempting to start lmgrd on a non-existent file. There are 2 ways to specify the file for lmgrd to use:

> **-c** license-file
> LM_LICENSE_FILE environment variable.

In either case, this error indicates the specified license file doesn't exist. Make sure the path to the license file is correct, and the license file has the correct name 'license.dat'.

59. MULTIPLE `vendor-daemon-name' servers running

Ans. There are two lmgrd and vendor-daemons running for this license file. FLEXlm allows only one process per vendor-daemon/per node to run at the same time. Sometimes this can happen because the lmgrd was killed with a -9 signal. The lmgrd was then not able to bring the vendor-daemon process down, so it's still running, although not able to serve licenses. If a lmgrd is killed with a –9 kill option, the vendor-daemons also then must

be killed with a -9 signal. **In general, lmdown should be used to shutdown the license server. If kill is used, you should use kill without a -9 argument. Using the most current *lmgrd* will help this problem.**

60. **I get the error "execl failed", what can I do?**

>**Ans.** The lmgrd starts but is unable to start the vendor daemon because execl failed. This usually means that the pathname on the DAEMON line in the license.dat file is incorrect, causing lmgrd to try and start a non-existent daemon. The DAEMON line must contain both the formal name of the daemon and the full pathname of the .exe file.
>Ex: DAEMON actlmgrd /captures/actel/bin/actlmgrd

CAE Licenses

61. **"Synplicity license checkout failure"**

>**Ans**. Make sure that SYNPLICITY_LICENSE_FILE environment variable setting is not pointing to a non-existing license.txt file in the Synplicity installation area.

62. **I see several environment variables other than LM_LICENSE_FILE set on my system after installing Libero including: SYNCAD_LICENSE_FILE, SYNPLICITY_LICENSE_FILE, and ACTLMGRD_LICENSE_FILE. Are these used?**

>**Ans**. Each tool in Libero has its' own pre-defined override environment variable set to some default location. When each tool is invoked it will first check the location specified by these variables, then check the LM_LICENSE_FILE location. Therefore, if you have a valid license on your system being targeted by one of these variables, the correct Libero license will not be used and may cause problems when the tool is run.
>
>You can backup these environment variables if you will need them in the future, or you can delete them from your user and/or system environment, but they will be ignored if they point to expired, empty or non-existent licenses.

63. **When I invoke WaveFormer, it comes up in WaveFormer Pro, Eval mode not WaveFormer Lite.**

>**Ans**. If you invoke the WaveFormer tool without a wflite license set properly, the default behavior will be for the program to come up in Pro-Eval mode. To fix this, check your license-details box in Help->License Details and make sure you are reading your license file correctly. Once you have set your LM_LICENSE_FILE and license up for 'wflite', then you need to make sure to invoke WaveFormer Lite explicitly, not just

WaveFormer and not WaveFormer Pro, otherwise WaveFormer will default to the Pro/Eval mode even after you reset the license to 'wflite'.

64. "This version of Synplify-Lite can only be used with Actel Designer Base, Vista or Lite configurations"

Ans. This message may appear when you invoke Synplify. Synplify Lite will only work when Designer Silver or Gold is being used. If you have Designer Platinum, you must use the full version of Synplify.

65. Can I use my existing Synplify license with Libero?

Ans. Yes, you can use both, but be aware of the above limitations. The SYNPLICITY_LICENSE_FILE variable has priority when the software is searching for a valid license, so make sure this points to the correct license you wish to use. Please see the Libero release notes for additional information about using standalone Synplify with Libero.

66. Can I use my existing MTI ModelSim license with Libero?

Ans. Yes, you can. Simply copy and paste the license files into one, and if you have Libero Platinum, you should comment out the Actel provided MTI feature lines. You can comment out feature lines by placing a '#' at the beginning of the feature line. Please refer to the Libero release notes for important information about using stand-alone ModelSim with Libero.

67. When trying to run Model sim I get the following message "Licensing checkout error with feature actelmtivhdl. (Error code –88.) " What should I do?

Ans. This occurs when you have a date problem with a file on your machine. FLEXlm monitors various file creation dates, if one of those dates is incorrect then it will not allow you to run your software. First, verify that the time and date on your computer is correct. Next, find the files with the incorrect time/date stamp, do this by doing a search for files by date. Set the search parameters for tomorrows date and a date way in the future. This will bring up a list of all files that have an incorrect time/date stamp. The easiest way to correct this is to copy the files into a new folder with a new name and then delete the original. This same problem may also give Synplicity problems, but can be fixed the same way.

68. Can I use my existing Innoveda license with Libero?

Ans. Yes, you can have both licenses active on your PC simultaneously, but other issues may arise by having both Innoveda ePD and Libero on the same system. Please check the Libero release notes for important compatibility information before installing both systems on the same machine.

Additional Support

69. Where can I find more information about Designer or Libero, such as user guides, release notes, and other tips?

Ans. Several resources are available on the Actel User support web page: http://www.actel.com/support. Please visit "Online Documentation" for user guides and release notes, and visit "Technical Support - Actel Guru" for tips and hints for all of Actel's products.

70. What if I have questions about what type of license to order, license status, need to change my contact information, or change the information on my license?

Ans. Contact Customer Service at customer.service@actel.com.

71. What if I have problems about a license server or getting my license to run?

Ans. Contact Tech Support at 1-800-262-1060 or email at tech@actel.com. Also let us know if there is anything that should be added to this FAQ!