Libero SoC Frequently Asked Questions (FAQ)

Introduction (Ask a Question)

Libero® SoC design suite is a comprehensive and easy-to-use development tool for designing with Microchip's FPGA families, including PolarFire®, PolarFire SoC, IGLOO® 2, SmartFusion® 2, RTG4™, SmartFusion®, IGLOO®, ProASIC3®, and Fusion.

For the latest release, download the Libero SoC 12.0 and later versions.

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Table of Contents

Introduction....1

1. Getting Started With Libero SoC and Resources....3
   - 1.1. Release Notes....3
   - 1.2. How to Get a License (Paid/Free)....3
   - 1.3. How to Install the License....3
   - 1.4. Download Software....3
   - 1.5. Documentation and Training....3

2. Frequently Asked Questions on Libero SoC Installation....4

3. Frequently Asked Questions on Licensing....5

4. Frequently Asked Questions on Manage your license....7

5. Revision History....8

Microchip FPGA Support....9

Microchip Information....9
   - Trademarks....9
   - Legal Notice....9
   - Microchip Devices Code Protection Feature....10

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1. Getting Started With Libero SoC and Resources (Ask a Question)

The following sections provide information for getting started with Libero SoC, including release notes, licensing information, installation guides, documentation and training materials.

1.1. Release Notes (Ask a Question)

For the previous versions and latest release information, visit:

- Libero SoC v12.0 and later
- Libero SoC v11.9 and earlier
- Libero IDE

1.2. How to Get a License (Paid/Free) (Ask a Question)

Libero SoC design suite requires a valid license. Choose the appropriate license type:

- Silver license (free)—limited IP and device support. Get it at www.microchipdirect.com/fpga-software-products.
- Gold and Platinum licenses (paid)—additional devices and features. Purchase through microchipDIRECT.
- Paid IP cores—purchase through microchipDIRECT.

For more information on license selection guidance, see the Libero License Selector Guide.

1.3. How to Install the License (Ask a Question)

To install the license, follow the steps given in the Libero License Installation Guide.

1.4. Download Software (Ask a Question)

- Download the latest software from Libero SoC v12.0 and later.
- For older versions, visit the Libero SoC v11.9 and earlier or Libero IDE.

1.5. Documentation and Training (Ask a Question)

- Access user guides and tutorials at Microchip FPGA Documentation.
- Register for live and on-demand webinars and training at Microchip FPGA Webinars.
- Watch Libero tutorial videos on YouTube.

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2. Frequently Asked Questions on Libero SoC Installation (Ask a Question)

The following sections describe the queries related to Libero SoC installation.

Can I install multiple versions?
Yes, each version must be in a separate directory.

What are the system requirements for Libero SoC?
For the information on system requirements, see the official Libero SoC Release notes.

How do I resolve installation errors?
Ensure system requirements are met and disable antivirus software before installation.

Do I need administrative privileges to install Libero SoC?
Yes, administrator access is required for installation.

Can I install Libero SoC on an external drive?
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.

How do I know the list of OS, supported by Libero SoC Design Suite?
To know the list of OS supported, see release notes.

Why does my installation fail with a disk space error?
Ensure sufficient free space is available before installation. For the information on system requirements, see release notes.

Why I can not select the required Microchip 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 information, see Libero License Selector Guide.

Can I customize the installation path for Libero SoC?
Yes, but ensure it does not include space or special characters.

What should I do if the installation is stuck?
Restart your system and ensure system requirement before retrying.

Does Libero SoC require internet access during installation?
Yes, internet is required during installation if you use the web installer. If you use the full installer, internet is not needed after downloading it.

Can I run Libero SoC on a remote desktop session?
No, node-locked licenses do not support remote desktop usage.

What should I do if my installation logs show permission errors?
Run the installer as an administrator and check folder permissions.

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3. Frequently Asked Questions on Licensing (Ask a Question)

The following sections describe the queries related to the licensing.

Can I convert a node-locked license to a floating license?
No, you must purchase a new floating license.

How can I install my license?
See the Libero License Installation Guide.

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.

What are the restrictions on a USB dongle license?
USB dongle licenses are no longer supported.

How do I resolve licensing errors related to FlexNet?
For troubleshooting, see Libero SoC Licensing Guide.

What should I do if I have purchased the wrong license?
Do not register the license and file a support case.

How do I merge multiple licenses?
File a support case at microchip.my.site.com/s/newcase.

How do I retrieve my software ID or license file?
The software ID and license file is available in your microchipDIRECT account.

What should I do if my license expires?
Purchase a renewal through microchipDIRECT.

Why did not I receive my license key after purchase?
Check spam/junk email or contact support if not received within 24 hours.

How do I resolve a 'License Not Found' error?
See the Libero License Installation Guide.

What is the difference between Gold and Platinum licenses?
Platinum and Gold licenses offer additional IP cores and extended support for silicon. For more information, see Libero License Selector Guide.

Can I use my license across multiple machines?
Node-locked licenses are tied to a single machine. Floating licenses can be shared among users accessing the same licensing server, depending on the number of seats purchased.

Can I run a license server on a cloud-based virtual machine?
No, virtual machines are not supported for licensing.

Can I use my floating license on multiple networks?
No, the license is tied to a specific server and network configuration.

What should I do if my license file is corrupted?
Re-download it from your microchipDIRECT account.

Why is my license shown as invalid?
Ensure the correct MAC address or disk ID is used.

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Can I downgrade my license to a lower tier like Platinum to Gold license?
No, license downgrades are not supported.

How long does it take for a new license to arrive through email, after generating a license using the Software ID?
Typically, within 10 minutes of registration. If you do not receive it within 24 hours, raise a support ticket.

What happens if I lose my license file?
Download it from your registered microchipDIRECT account.

Can I use a floating license without an internet connection?
Yes, you can use a floating license without an internet connection, but you must be connected to your internal network where the license server is hosted.

How many number of users allowed to work with floating license?
It depends on the number of seats supported by your license file.

Can I get an emergency license if my server is down?
Raise a support ticket.

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4. Frequently Asked Questions on Manage your license (Ask a Question)

The following sections describe queries related to managing license.

How do I add additional seats to my floating license?
Purchase incremental licenses on microchipDIRECT.

How can I generate a licensing report for my organization?
File a support case.

How can I check my license expiration date?
View license details in the **Manage Your License** option in microchipDIRECT account.

How do I add or remove co-owner?
Perform the following steps to transfer a license to a different user:

1. Log in to your microchipDIRECT account.
2. Locate your license under **FPGA Software and IP Core Products**.
3. In the **Manage Your License** menu, click **Available Actions** next to the license you want to change.
4. Select **Add Co-owner** or **Remove Co-owner**.
5. Enter or remove the email ID of the user (must have a registered microchipDIRECT account).

How do I rehost my license to a new machine?
Perform the following steps to rehost your license to a new machine:

1. Log in to your microchipDIRECT account.
2. Locate your license under **FPGA Software and IP Core Products**.
3. In the **Manage Your License** menu, click **Available Actions** next to the license you want to change.
4. Select **Rehost License**.

The updated license will be emailed to you and will also be available under the **Download License** after 10 minutes.

What are the best practices for managing multiple licenses in a large organization?
Use a centralized floating license server and keep track of expiration dates.

How to I transfer a license to a different user?
Perform the following steps to add or remove co-owner:

1. Log in to your microchipDIRECT account.
2. Locate your license under **FPGA Software and IP Core Products**.
3. In the **Manage Your License** column, click **Available Actions** next to the license you want to change.
4. Select **Change Ownership**.
5. Enter the email ID of the new owner (must have a registered microchipDIRECT account).

The license will be transferred within 10 minutes, and the new owner will receive an email notification.

Will there be any notifications to renew my license?
Yes, you will receive email reminders before 90, 60, 30 and last day of the expiration date of your license.

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5. Revision History (Ask a Question)

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

Revision	Date	Description
A	06/2025	Initial revision

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Microchip FPGA 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. Customers are suggested to visit Microchip online resources prior to contacting support as it is very likely that their queries have been already answered.

Contact Technical Support Center through the website at www.microchip.com/support. Mention the FPGA Device Part number, select appropriate case category, and upload design files while creating a technical support case.

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**

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ISBN: 979-8-3371-1298-5

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Microchip Devices Code Protection Feature

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

- Microchip products meet the specifications contained in their particular Microchip Data Sheet.
- Microchip believes that its family of products is secure when used in the intended manner, within operating specifications, and under normal conditions.
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