

# **Cadence OrCAD X and Allegro X 23.1 Release Installation and Licensing: Basic Troubleshooting on Windows**

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# Troubleshooting Licensing Issues

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## Checklist

- Do you have admin permissions on the system you are running installer?
- Do you get an error at the end of License Manager installation or on starting a tool?
- Are the hostname and HID (host ID) correct?
- If you use a dongle-based license, is the dongle plugged in?
- For a dongle-based license, is the correct dongle plugged in?
- Is the license being used valid?
- Is the license manager running and can the server hosting license manager be reached?

For more information refer to the following articles and guides on Cadence® Online Support (COS):

- ❑ [Configuring and Debugging License Issues on Windows](#)
- ❑ [Cadence Licensing FAQs](#)
- ❑ [Virtual Machine Licensing: Frequently asked Questions](#)
- ❑ [Cadence OrCAD X and Allegro X 23.1 Installation Guide for Windows](#)

**Note:** The installation guide is also available in the installation media and installed hierarchies.

### Installing without administrative privileges

If you do not have administrative privileges, you can still install Cadence® OrCAD® X and Allegro® X products using the *Only for me* option of the installer. Using *Only for me* creates user-level installation entries in place of system-level entries.

#### Important

Hotfixes must be installed using the same privileges used to install the Base release. If you installed the Base release as a standard user using the *Only for me* option, you can install hotfixes with standard privileges. If the Base was installed using the *Anyone who uses this computer [all users]* option, you must have Administrator privilege to be able to install hotfixes.

If you install the Base release as a standard user, configure the installation by running the *InstallConfig.exe* utility (a one-time activity) present in the `<installation_location>\tools\InstallUtils` folder. The *InstallConfig.exe* utility must be run using Administrator privileges.

**Note:** If you install using the silent or unattended installation method, run the *AdminActions.bat* file located at `<installation_location>\tools\InstallUtils` to configure installation (one-time activity).

The installation process will remain the same for the standard-user mode but the standard user will not have access to the *Anyone who uses this computer [all users]* option, which needs administrator permissions.

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### Resolving license manager configuration and tool start up errors

If you get an error after installing and configuring license manager or on starting a tool, perform the following steps:

1. Restart your system

If you use a dongle for licensing, verify that the dongle is attached during the restart process.

2. Run any Cadence product from the Start menu.

If you get an error or the product fails to obtain a license, review the `debug.log` file. The default location is `C:\Cadence\LicenseManager\debug.log`.

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**Note:** Review the error messages in the *debug.log* file for more information on licensing errors.

- a. Verify that the license manager is running
- b. Choose *Cadence – License Manager – License Server Configuration Utility* from the Windows Start menu to reconfigure license server options.
- c. Restart the system

If this does not resolve your issue, inform Cadence or your Channel Partner along with the following information:

- `license.dat`. The default location is `C:\Cadence\LicenseManager\`.
- `debug.dat`. The default location is `C:\Cadence\LicenseManager\`
- Screen shot of the error displayed

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### Resolving host name and ID (HID)

The SERVER line in a license file contains four default items: Line Type declaration (SERVER), a host name, a host ID, and a port each separated by a space using the following syntax:

```
SERVER <hostname> <hostid> <port>
```

Following are two example or sample lines:

```
SERVER orcad_allegro 68L7288DD76A 5280
```

```
SERVER orcad_allegro FLEXID=9-54hd34e3 5280
```

In the examples:

- ❑ host name is `orcad_allegro`
- ❑ host ID is `68-L7-28-8D-D7-6A` or `FLEXID=9-54hd34e3`
- ❑ port is `5280`

The host name should match the name of the system hosting the license server. You can compare the host name by opening a command prompt and typing `hostname`. The result should match the host name given in the license file.

The host ID is either a an Ethernet address or a FLEXID dongle address.

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The host ID in the license file must match the host ID of the system you are running the license server.

**Note:** Host IDs are not case-sensitive but cannot be edited in the license file.

You can compare the host ID number on the Software Manufacturing Completion Report, which came with your software shipment, to the license server's host ID and to the host ID in the license file.

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### Troubleshooting Dongle-based licensing

Perform the following steps to troubleshoot dongle-based licensing:

1. Ensure the dongle is plugged in and the light is on.  
If the dongle light is not on, the proper devices are not installed.
2. Restart the server.
3. After restarting the server, verify the dongle light is on. If the light is not on, contact Cadence or your Channel Partner to obtain correct drivers.

The Flex ID of the dongle should match the FLEXID value in the SERVER line of the license file.

To determine the FlexID of the dongle, perform the following steps:

1. Open command prompt: Choose *Start* and enter `run`.
2. Change to the location where license manager is installed. The default is `C:\Cadence\LicenseManager`.

```
C:\>cd c:\Cadence\LicenseManager
```

3. Enter the following command to display the FlexID:

```
lmutil lmhostid -FLEXID
```

This displays the FlexID, which *9-162ff6b1* for this example, as shown in the following image.

```
C:\Cadence\LicenseManager>lmutil lmhostid -FLEXID
lmutil - Copyright (c) 1989-2015 Flexera Software LLC. All Rights Reserved.
The FlexNet host ID of this machine is "FLEXID=9-163ff6b1"
```

You can also find out the FLEXID using `lmtools.exe` by performing the following steps:

1. Enter the command `lmtools` or double-click *lmtools.exe* in the license manager installation.
2. Open the *System Settings* tab.
3. Verify the *FLEXID* value at the bottom left matches the FLEXID listed in the license file.



#### Tip

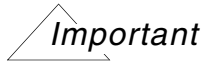
The `debug.log` file lists any licensing errors in detail.

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### Ensuring Validity of license



Do not edit the *FEATURE* lines or the *HOSTID* in the *SERVER* line.

The Software Manufacturing and Completion Report (shipped with your media or e-mail installation information) and the Product to Feature Map list the licenses each product needs.

The license server accepts only valid *FEATURE* lines. A *FEATURE* line is valid if:

- ☐ the `start_date` is prior to the current system date when the license server is started,
- ☐ current system date is prior to the expiration date listed on the *FEATURE* line,
- ☐ and the 20-character encryption code is valid.

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### Verifying License Manager

To verify License Manager is running:

1. Start LMTOOLS either entering the *lmtools* command or by double-clicking `lmtools.exe` from the license manager installation folder.
2. Check the box for *LMTools ignores license file path environment variables* at the bottom of the *Service/License File* tab.
3. Open the *Server Status* tab.
4. In the *Individual Daemon* field, enter `cdslmd`.
5. Click *Perform Status Enquiry*.

To verify License Manager is reachable, open a command prompt and enter `ping <hostname>`; for example, if host name is `cadence_server`:

```
ping cadence_server
```

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