

Cadence SPB/OrCAD 16.3 Release Installation Guide for Windows

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Getting Started

This manual is designed so that you can quickly find the information you need to install Cadence SPB 16.3 or OrCAD 16.3 products using the Cadence SPB/OrCAD 16.3 installer. You can use the Cadence SPB/OrCAD 16.3 installer to install SPB as well as OrCAD products.

Hardware and Software Requirements

This section describes the system requirements for Windows.

Because Cadence Silicon-Package-Board (SPB) and OrCAD products are integrated directly with Windows, hardware and peripherals supported by Windows are also supported by the Cadence SPB and OrCAD products. A list of hardware and peripherals officially supported by Windows can be obtained from the Microsoft web page.

Unlike previous releases, SPB and OrCAD products require updating certain Microsoft libraries in the Windows directory. You must install the Cadence software either using a standalone or client install. You may no longer be able to point to the Cadence software without installing.

Platform ID

wint

Operating System

Windows 2008 Server, Windows 2003 Server, all Service Packs (32-bit only); Windows XP Professional; Windows Vista (32 and 64 bit) except Home Basic.

Note: Cadence SPB and OrCAD products do not support Windows 2000, Windows XP Home Edition, Windows NT operating system (versions 4.0 and earlier).

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Hardware and Software Requirements

Hardware	Intel IA-32 compatible (includes Intel P4 EMT and AMD Opteron™); 1.2 GHz minimum; 2.4 GHz or more is recommended. Note: Cadence SPB products do not support the IPF chip. DVD-ROM drive Ethernet card (for network communications and security hostID) Three-button Microsoft-compatible mouse
Minimum Hardware	1 GB physical memory 10 GB disk space virtual memory should be at least double the available physical memory 1024x768 resolution with 64,000 colors
Recommended Hardware	2 GB physical memory 50 GB disk space virtual memory should be at least double the available physical memory 1280x1024 Color quality 32 bit graphics A dedicated graphics card is recommended.

Note: Support for the Windows server does not include the Windows Remote Desktop (which is part of the terminal services package). No support for XP 64-bit.

Network Interface Cards (NICs)

A network interface card (NIC) is the preferred locking method used in licensing to enable the products to run on a computer. Each NIC is programmed with an address that is sufficiently unique to enable its use as a hardware lock.

You can use the NIC in a laptop computer as your locking method, but you should be aware that some laptops disable their NICs if the laptops are not attached to a network. If your laptop's NIC is disabled, you will not be able to run any products.

Dongles

If your locking method is a dongle, attach the dongle to the appropriate parallel or USB port of the computer before you begin the installation. Click *Cancel* when the Windows generated *Found New Hardware* dialog appears. The dongle drivers will automatically install during the License Manager Installation.

The following dongles are supported for Release 16.3:

- FLEXid parallel dongle (version 8, “flexid8”)

Note: FLEXid vers. 8 is not supported on Windows Vista.

- FLEXid USB dongle (version 9, “flexid9”)

On some Windows XP SP3 32-bit machines the dongle drivers are not installed properly or the USB dongle might fail when a system is coming out of hibernation. To resolve these issues you can run `CDS_FLEXid_Dongle_Driver_Installer.exe` that will install patched drivers on Windows XP SP3 32-bit machines. The

`CDS_FLEXid_Dongle_Driver_Installer.exe` file is in the `flexid` directory along with `FLEXid_Dongle_Driver_Installer.exe` (standard installer for 32-bit machines) and `FLEXid_Dongle_Driver_Installer_64.exe` (standard installer for 64-bit machines).

Cadence License File

In order to run the Cadence SPB or OrCAD products, you must have a valid license file (`LICENSE.TXT`) issued by Cadence.

Installation Options for Cadence Products

You can install the Cadence Products from several types of software setups and licensing configurations, depending on whether you use the products on a standalone computer or over a network.

Typical setups are:

- Install the products and License Manager locally. Use this configuration for standalone computers not connected to a managed network.
- Install the Cadence SPB/OrCAD products locally and use a remote license server. Use this configuration on a managed network, where the system administrator maintains a centralized license server for all users on the system.

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Installation Options for Cadence Products

- Set up a local machine to use a centrally installed version of the Cadence SPB/OrCAD products and License Manager on a file server.

The following table maps these types of installs to relevant sections of this guide.

Installation Type	Relevant Sections
License Manager and Cadence SPB/OrCAD Products installed locally	Installing Licensing Installing the Products
License installed on License Server and Cadence SPB/OrCAD Products installed locally	Installing the Products
Client installation	Installing Client on a Remote Computer
Library installation	Installing Allegro Design Entry HDL - Allegro AMS Symbol Library

Note: If you already have the FLEXlm version 10.8.6.0 or a later version of the Cadence License Manager installed, you do not need to install it again.

Installing Licensing



In order to install the Cadence products, you must be logged on as a user with administrative privileges.

You set up licensing locally or over a network using one of the following methods:

- The Cadence Product Components menu - selects the Cadence License Manager.

Note: If you access licensing from a license server over a network, you do not need to install the Cadence License Manager locally.

- The License Client Configuration Utility - points to either a local or remote License Manager installation.

The FLEXlm License Manager.

- You may already have the License Manager installed on your system from a previous release of Cadence SPB/OrCAD products. Release 16.3 requires FLEXlm License Manager version 10.8.6.0 or later.
 - ☐ If you already have FLEXlm License Manager version 10.8.6.0 or later and have not received a new license file, you do not need to upgrade the License Manager.
 - ☐ If you have a new license file and you have an earlier version than 10.8.6.0, you must uninstall that version before upgrading the License Manager.

Standalone Installation

To install the licensing for a single user on an isolated computer that will not depend on access to a network, install the License Manager directly on that computer.

To install the License Manager

1. Click on `setup.exe` in the top-level of the Windows DVD images (above the Disk 1 folder).

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Installing Licensing

The Cadence Product Components menu appears.

2. Click *License Manager*.

The Welcome window of the InstallShield Wizard dialog box appears.

3. Click *Next* to proceed.

The License Agreement dialog box appears.

4. Enable the *I accept the terms of the license agreement* checkbox to accept the License Agreement.

5. Click *Next* to proceed with the installation process.

The Choose Destination Location dialog box appears.

6. Accept the default location or click the *Change* button to designate another location and then click *Next* to continue.

The Select Features dialog box appears.

7. Check the *Licensing* checkbox (if not checked) and then click *Next*.

The Ready to Install the Program dialog box appears.

8. Click *Install* to start the installation.

The Setup Status dialog box appears to monitor the install progress. When complete, the License File Location dialog box appears.

9. Specify a location to the Cadence license file or browse to it, and then click *Next*.

The License Server Data dialog box appears.

10. Review the license server information and modify the host name, if necessary, and then click *Next*.

The Configuration Status dialog box appears informing you that the license file installation was successful.

11. Click *Finish*.

The InstallShield Wizard Complete dialog box appears.

12. Click *Finish* to end the license manager installation.

Network Installation

In a network installation, you install the License Manager on a computer that is accessible over a network, referred to as a *license server*. In this configuration, multiple users can run the Cadence SPB/OrCAD products at the same time across the network by accessing the license and file server.

You may have up to three license servers running simultaneously. These are referred to as *redundant license servers*. The licensing system remains operational as long as any two of the three License Managers are functioning properly.

To Perform an Unattended License Manager Installation

1. Navigate to the `silentinstall-Licensing.ini` file template in the Documents folder in Disk 1 on the Windows DVD images.
2. Update the `Targetdir` in the `.ini` file to reflect the desired location for the License Manager or use the default location.
3. Save the `.ini` file.
4. In the *Run* dialog box, type the following and click *OK*:

```
<path_to_DVD_image>\Disk1\LM\setup.exe !quiet=<path_to_your  
silentinstall-Licensing.ini file>
```

The installation process runs.



You need to run *Start – Cadence – License Manager – License Server Configuration Utility* after an unattended installation to configure licensing.

The License Server Configuration Utility

The License Server Configuration Utility (*Start – Cadence – License Manager – License Server Configuration Utility*) lets you configure licensing on a license server without having to reinstall the License Manager.

Use the License Server Configuration utility if your current license file is about to expire, you purchase additional licenses for products that you have already installed, or you receive a new license file from Cadence.

To Use the License Server Configuration Utility

1. From the *Start* menu, choose *All Programs – Cadence – License Manager – License Server Configuration Utility*.

The License File Location dialog box appears.

2. Specify a location to the Cadence license file or browse to it, and then click *Next*

The License Server Data dialog box appears.

3. Review the license server information and modify the host name, if necessary, and then click *Next*.

The Restart License Server dialog box appears informing you that the license server is running and will restart.

4. Click *Next*.

The Configuration Status dialog box appears.

5. Click *Finish* to exit the License Server Configuration utility.

Configuring the license file is complete.

The License Client Configuration Utility

The License Client Configuration Utility (*Start – Cadence – License Manager – License Client Configuration Utility*) lets you change the setting of your `CDS_LIC_FILE` variable to point to a different or an additional license server. After remote client product installations, either interactive or unattended, you must use the License Client Configuration Utility to set up the client machine to find the license server."

To Use the License Client Configuration Utility

1. From the *Start* menu, choose *All Programs – Cadence – License Manager – License Client Configuration Utility*.

The License Path dialog box appears.

2. Specify the port and hostname of the license server(s) you want to use, and then click *Next*.

The Configuration Status dialog box appears to confirm that the `CDS_LIC_FILE` variable updated.

3. Click *Finish* to exit the License Client Configuration utility.

Replacing the License File

If you received a replacement license file from Cadence (if your original license file expired, or if you purchased a newer version of Cadence SPB/OrCAD products or bought additional licenses for products that you have already installed), and you already have the FLEXlm version 10.8.6.0 or a later version of the Cadence License Manager installed, use the License Server Configuration Utility to configure your new license.

To replace the license file

1. From the *Start* menu, choose *All Programs – Cadence – License Manager – License Server Configuration Utility*.

The License File Location dialog box appears.

2. Specify a location to the Cadence license file or browse to it, and then click *Next*

The License Server Data dialog box appears.

3. Review the license server information and modify the host name, if necessary, and then click *Next*.

The Restart License Server dialog box appears informing you that the license server is running and will restart.

4. Click *Next*.

The Configuration Status dialog box appears.

5. Click *Finish* to exit the License Server Configuration utility.

Replacing the license file is complete.

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Replacing the License File

Installing the Products



In order to install the Cadence products on Vista, you must be logged on as a user with administrative privileges. Additionally for Windows Vista, UAC must be turned off.

Note: The Design Entry HDL Libraries used by some of the Cadence tools are available from the product selection list as part of the product installation. If you choose to install them, you may experience extensive installation times.

Interactive Installation of Products

1. Click on *setup.exe* in the top-level of the Windows DVD images (above the Disk 1 folder).

The Cadence Product Components menu appears.

2. Click *Product Installation* from the list.

The InstallShield Wizard prepares for setup. A page appears warning you to turn off any anti-virus software you may be running before proceeding with the product installation.

3. Click *Next* to open the License Agreement page.

4. Enable the *I accept the terms of the license agreement* checkbox to accept the License Agreement and click Next.

The Control File Location page appears.

5. In the text field, specify the path to the control file you received from Cadence, including the name of the control file.

If you do not have a control file, leave it blank.

6. Click *Next*.

The Choose Destination Location page appears.

7. Specify the directory where you want to install the products.

Note: Avoid spaces and special characters in the installation path.

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Installing the Products

8. Click *Next*.

The Select Products dialog box appears.

9. Select the specific products you want to install by checking the boxes next to the product names.

Note: If you are installing Allegro Design Entry CIS or OrCAD Capture CIS, the Footprint Viewer Option dialog box appears. Choose the footprint viewer for PCB Editor , or choose *None* if you do not want to set up a footprint viewer.

10. Click *Next*

The Working Directory dialog box appears.

11. Specify a path for your default working directory or accept the default directory.

Note: If you have already set the `HOME` environment variable, that is what appears as the default directory in this dialog box. If you have not previously set a `HOME` variable, then the default is `C : \`. You must specify the working directory you want to use. After the installation is finished, the `HOME` environment variable equals the working directory you specify.

12. Click *Next*.

The Installation Summary dialog box appears.

13. Click *Next* if you are satisfied with the settings. (Click *Back* if you want to change any settings.)

The Ready to Install the Program page appears.

14. Click *Install* to install the products selected or click *Back* to review settings.

Note: Cadence SPB/OrCAD 16.3 installer also installs Microsoft .NET Framework 2.0 and Microsoft Visual C++ 2005 Redistributable. In addition, if you install Allegro Design Entry CIS or OrCAD Capture CIS, Crystal Reports 2008 Runtime is also installed.

Product installation is complete.

The License Path dialog box appears.

15. Verify or enter the port number and host name of your license server.

If you do not know the license server information, you can set it later using the License Client Configuration Utility.

16. Click *Next*.

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Installing the Products

The Configuration Status dialog box appears to confirm that the CDS_LIC_FILE is updated.

The Licensed Products Not Installed dialog box appears if a product listed in the control file is a license only (no software) product.

The Installer detects if any locked files (.EXE, .DLL) are found. If so, the Restart Windows dialog box appears reminding you to reboot the system.

At the end of installation a standard shortcut is added for easy access of installed products as *Start -All Programs -Cadence -Release <version>*, for example, *Start - All Programs - Cadence - Release 16.3*.

Unattended product installation

1. Navigate to the `silentinstall-SPB.ini` file template from the `Documents` folder in the `Disk1` folder on the Windows DVD images.
2. Modify the template to meet your requirements.

Note: In the *Features* section of the template, remove the semicolon (;) from the lines that contain the product to be installed. For example, to install all Cadence SPB products, remove the semicolon from the beginning of the line `Feature7=ALL SPB 163 Products`.

```
[Features]
```

```
;Feature0=ALL OrCAD 163 Products
```

```
;Feature1=ALL OrCAD 163 Products\OrCAD_Capture_CIS
```

```
;Feature2=ALL OrCAD 163 Products\OrCAD_EE_Designer
```

```
;Feature3=ALL OrCAD 163 Products\OrCAD_FPGA_System_Planner
```

```
;Feature4=ALL OrCAD 163 Products\OrCAD_PCB_Designer
```

```
;Feature5=ALL OrCAD 163 Products\OrCAD_Signal_Explorer
```

```
;Feature6=ALL OrCAD 163 Products\PSpice
```

```
Feature7=ALL SPB 163 Products
```

3. Save the `.ini` file.
4. In the Run dialog box, type the following and then click *OK*:

```
<path_to_DVD_image>\Disk1\setup.exe !quiet=<path_to_your silentinstall-SPB.ini  
file>
```

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Installing the Products

The installation process runs.

Now you are ready to install a remote client.

Uninstalling the products

1. Choose *Settings - Control Panel* from the WindowsStart menu.
2. Open *Add or Remove Programs*.
3. Select *Cadence SPB/OrCAD 16.3* from the list of currently installed programs.
4. Click *Remove* to launch the installation wizard.

The wizard prepares for installation and then displays a message asking if you want to completely remove the selected application and all its product.

5. Click *Yes* to uninstall the products.
6. Click *Finish* in the Uninstall Complete page.

Installing Client on a Remote Computer

After installing the License Manager software and products on a file server, you can set up remote client computers. The file server can be any computer on which you have installed Cadence SPB/OrCAD products.

Note: Unlike earlier releases, in 16.3 the computer that has Cadence SPB/OrCAD products installed acts as a file server. You can also run all installed products from the file server and Start menu entries are created in the file server along with the creation of all environment variables required to run the installed products. As a result, there is no need for a separate server installation.

You can install the client either interactively using the Installation Wizard or unattended in the silent mode. Both types of installations will add a standard shortcut to the start menu as Start - All Programs - Cadence - Release <version>, for example, Start - All Programs - Cadence - Release 16.3.

You can run a remote client installation:

- Interactively
- Unattended

Remote client computers access the license server and the products (on the file server) over a network. The remote client computer itself does not have the License Manager software or any of the products installed on it. Instead, a minimum of files are installed (system DLLs, registry entries, and environment variables) and icons that point to the products on the file server are put into the Start menu on the remote client computer. In addition, the remote client installation creates a Start menu command (*Start - All Programs - Cadence - License Manager - License Client Configuration Utility*) that updates the `CDS_LIC_FILE` environment variable on the remote client computer with the licensing information on the file server.

Note: You can also use a UNC path to specify the file server location..

Installing a Client Interactively on a Remote Computer

1. Click on *setup.exe* in the top-level of the Windows DVD images (above the `Disk1` folder)

Note: You can also launch the client installer by opening command prompt and entering the command `<path_to_Disk1>\setup.exe -client .`

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Installing Client on a Remote Computer

2. Click *Client Installation*.

The Welcome window of the InstallShield Wizard dialog box appears.

3. Click *Next* to proceed.

The License Agreement dialog page appears.

4. Enable the *I accept the terms of the license agreement* checkbox to accept the License Agreement. Click *Next*.

The Choose Destination Location page appears.

5. Specify the location where you want the client files to be installed and Click *Next* to proceed with the installation process.

The Complete Product Installation Directory page appears.

Note: Avoid spaces and special characters in the installation path.

6. Specify the location of a compatible server.

The server location can either be a mapped drive or an UNC path.

7. Click *Next*.

Note: If PCB Editor Footprint Viewer, Allegro Design Entry CIS, or OrCAD Capture CIS are installed on the server, the Footprint Viewer Options dialog box appears. Choose the footprint viewer for PCB Editor, or choose *None* if you do not want to set up a footprint viewer. Click *Next*.

The Working or Home Directory page appears.

8. Specify the working directory.

9. Click *Next*.

The Installation Summary page appears.

10. Click *Next*.

The Ready to Install the Program page appears.

11. Click *Back* to review your settings or click *Install* to install the products.

This will install the files necessary to run Cadence SPB/OrCAD products.

Note: Cadence SPB/OrCAD 16.3 installer also installs Microsoft .NET Framework 2.0 and Microsoft Visual C++ 2005 Redistributable. In addition, if Allegro Design Entry CIS or OrCAD Capture CIS are present in the server, Crystal Reports 2008 Runtime is also installed.

Performing Unattended Client Installation on a Remote Computer

To install a client using the silent mode, modify the `silentinstall-SPB.ini` file located in the Disk1/Documents directory on your installation CD. You need to modify these three variables:

- **TargetDir:** Specify the target directory on the client computer
- **WorkingDir:** Specify the home directory
- **FileServerLocation:** Specify the server location. This must be a mapped drive on the client computer to the location of the server installation.

Run the setup by using the command: `<path_to_Disk1>\setup.exe -client !quiet=<path to silentinstall-SPB.ini file>`. For example, if you saved the modified `silentinstall_SPB.ini` to `C:\temp`, then the command will be:
`<path_to_Disk1>\setup.exe -client !quiet=C:\temp`.

Uninstalling the Client

1. Choose *Settings - Control Panel* from the WindowsStart menu.
2. Open *Add or Remove Programs*.
3. Select *Cadence SPB/OrCAD 16.3* from the list of currently installed programs.
4. Click *Remove* to launch the installation wizard.

The wizard prepares for installation and then displays a message asking if you want to completely remove the selected application and all its product.

5. Click *Yes* to uninstall the client.
6. Click *Finish* in the Uninstall Complete page.

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Installing Client on a Remote Computer

Installing Allegro Design Entry HDL - Allegro AMS Symbol Library

You can install the Allegro Design Entry HDL - Allegro AMS libraries independent of the product installation. You can choose to install specific libraries, update libraries, or uninstall libraries at any time.

Note: If you uninstall libraries, all libraries in the installation path, including user-created libraries, will be removed.

Note: By default, the libraries are installed to `C:\Cadence\SPB_<16.3>` or to the installation directory if Cadence SPB/OrCAD products are already installed. However, you can change the location to any valid path.

Installing the libraries

Start the installation wizard

1. Click *HDL-AMS Library* to start the Cadence SPB/OrCAD 16.3 Library installer. Click *Next*.
2. In the Choose Destination Location page, specify the directory where libraries should be installed.

If SPB/OrCAD products are already installed, the default path is the installation hierarchy. If SPB/OrCAD products are not installed, the default path is `C:\Cadence\SPB_<16.3>`. You can click *Change* to alter the location to any valid path. Specify a path on the local machine as installing across the network might take a long time.
3. Click *Next*.
4. In the Select Features page, select the libraries you want to install. You can select either *PSpice libraries* or *PSpice Advanced Analysis libraries* or both the libraries.
5. Click *Next*.
6. Click *Install* to install the selected libraries. You can click *Back* to review the settings.

This will update the `CHDL_LIB_INST_DIR` environment variable with the current library path. Also, the `cds.lib` file will be created in the `<library_installation>`/

`share/library` directory and this file will be updated with the selected library names. Remember that you need to update the `cds.lib` file manually for any user-defined libraries.

7. Click *Finish*.

Uninstalling the libraries:



Note that uninstalling the AMS-HDL libraries will remove all libraries in the installation path, including libraries created by users.

1. Choose *Settings - Control Panel* from the WindowsStart menu.
2. Open *Add or Remove Programs*.
3. Select *Cadence SPB 16.3 AMS-HDL Library Installer* from the list of currently installed programs.
4. Click *Remove* to launch the installation wizard.

The wizard prepares for installation and then displays a message asking if you want to completely remove the selected application and all its product.

5. Click *Yes* to uninstall the libraries.
6. Click *Finish* in the Uninstall Complete page.

Getting Help

This document describes available resources for information, recommendations, and websites to help you use the Cadence SPB/OrCAD tools.

Resource	Found in...
Documentation	Context sensitive help, user guides, tutorials, and white papers to help you in the adoption of Cadence tools.
<i>What's New in PCB Editor</i>	<i>Help – What's New</i>
<i>Known Problems and Solutions</i>	<i>Help – Documentation – Release Info</i>
<i>System Requirements</i>	<i>Help – Documentation – Release Info</i>
<i>Allegro Platform Migration Guide</i>	<i>Help – Documentation – Release Info</i>
White papers, Application Notes	<i>Help – Web Resources – Community</i>
Best Practices	<i>Help – Documentation – Best Practices</i>
Tutorials	<i>Help – Documentation – Tutorials</i>
Training	Formal, structured, instructor led, hands-on training in a classroom environment.
	<i>Help – Web Resources – Education Services</i>
Additional Resources	
Workshops	Contact your Cadence Account Manager for more information.
Webinars	<i>Help – Web Resources – Online Support</i>
Feature demos	<i>Help – Documentation – Demos</i>
SKILL updates	<cdsroot>/share/pcb/examples/skill/DOC
Customer Support	http://support.cadence.com/wps/myportal/cos/psa/contacts.html

Frequently Asked Questions

How do I uninstall the Release 16.3 software manually?

1. Open the Add or Remove Programs from the Control Panel of Winows.
2. Select *Cadence SPB/OrCAD 16.3*.
3. Click *Remove* to launch the installation wizard.
4. Follow the instructions in the wizard to uninstall the products.

How can I install Release 16.3 into different locations with the same DVD image from the same machine?

Release 16.3 does not support installation into different locations.

Note: When you run the installation for the second time with the same DVD on the same machine. The target directory cannot be changed, and the Control File dialog boxes are not presented. This is the correct behavior for this release.



You should not attempt to modify the registry information. If you modify the registry, the update process will not work.

How can I set up the environment again (start menu, registry entry, .INI file, branding OrCAD products, etc.) without installing additional products?

Use the same base DVD image and go through the whole installation process again. Click *Next* in each dialog box to proceed.

The installer will automatically add the programs in this release to the Windows Firewall Exceptions list for Windows XP, Service Pack 2. How can I disable this functionality during installation? How can I remove the programs from the exceptions list if the anti-virus program is not compatible with Windows XP, SP2, or if this setup is not allowed for my corporate firewall policy?

The installer searches the destination directory for the programs and then adds them to the Windows Firewall Exceptions list. It sets up one registry entry for each program under the following registry keys:

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Getting Help

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services  
\SharedAccess\Parameters\FirewallPolicy\DomainProfile  
\AuthorizedApplications\List
```

```
HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services  
\SharedAccess\Parameters\FirewallPolicy\StandardProfile  
\AuthorizedApplications\List
```

If you want to disable this functionality during installation, you must run "setup.exe" from a DOS Command Prompt window with the following switch:

```
setup.exe -nofirewallexceptions
```

You can use the DOS command `reg.exe` to create a script that deletes all the registry entries for this release.

The license server or manager fails because of dongle issues on my Windows XP SP3 32-bit machine. What can be the problems and how do I resolve them?

Problems:

It has been observed that on Windows XP SP3 32-bit machines, the following issues might occur related to dongle:

- The license manager is unable to serve any licenses because it does not recognize the dongle. The default dongle drivers are not installed properly on some 32-bit Windows XP SP3 machines.
- The license server fails with the message when the system comes out of hibernation:

```
Can't get hostid of type 15 [Cannot read dongle: check dongle or  
driver. (-110,499:2 ``No such file or directory``)]
```

Solution:

Run the patched dongle-driver installer `CDS_FLEXId_Dongle_Driver_Installer.exe` from the `flexid` directory. The dongle driver installer will install the patched drivers only if Windows XP SP3 is detected on the machine, otherwise it will use the original original drivers that are packaged with the default installers.

Cadence Online Support

Cadence Online Support gives you answers to your technical questions. Find the latest in hotfixes, case and product change release (CCR) information, technical documentation, solutions, software updates and more.

Note: To register on Cadence Online Support you will need your email address and your host-ID or serial number.

To Access Cadence Online Support, go to:

<http://support.cadence.com/>

Note: OrCAD customers need to contact Cadence Channel Partners. Cadence Channel Partners are listed at:

http://www.cadence.com/Alliances/channel_partner/pages/default.aspx

Requesting a License

If you need to change your license (for instance, you want to upgrade to a newer version or purchase additional products), or if you need additional licenses for other users, contact Cadence Product Sales at:

North America Customers - Phone: 800.746.6223

International Customers - Phone: 408.943.1234

Email: salesinfo@cadence.com

or check the following website for contact information in your local area:

<http://www.cadence.com/contact.html>

Customer Support

Cadence Customer Support is available online. There are specific email addresses, phone and FAX numbers for different regions of the world. The website provides contact details for your particular area.

To Contact Cadence Customer Support, go to:

<http://support.cadence.com/wps/myportal/cos/psa/contacts.html>

Performing Special Tasks

Updating the Products

Hotfix Update Information

Hotfixes are made available periodically after a main release ships. These typically contain bug fixes and minor performance or functional enhancements based on the current main release.

The Cadence software update process works on an "as-requested" model. You must subscribe in order to be alerted about an update. Under this process, you will receive an email when selected product updates are available. These emails will contain a link to an online order form. When you are ready to receive and install the release, complete and submit your order.

Note: You must have a current maintenance agreement to be eligible for software updates.

Switching Versions

Once you install 16.3, you should only use the latest version of the switchversion program to change releases.

Uninstalling Software

Note: If you perform a series of installations, uninstallations, and reinstallations, you run the risk of corrupting the CDS_LIC_FILE environment variable on the file server or on the remote client computer. If this variable is corrupted, you may be unable to run any products that are still installed. For example, if you had a previous Cadence release installed, then installed and uninstalled a new release, you may be unable to run any products from the previous Cadence release. Once the CDS_LIC_FILE environment variable is corrupted, the only remedy is to manually edit the environment variable and reset its value to reflect the license server information, in the form of `<port_number>@<host_name>`. For example, the value of the CDS_LIC_FILE environment variable for a single license server might be:

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Uninstalling Software

`CDS_LIC_FILE = 5280@pc1`

and for redundant license servers, it might be:

`CDS_LIC_FILE = 5280@pc1;5280@pc2;5280@pc3`

Uninstalling the License Manager

To Uninstall the License Manager

1. From the Start menu, choose *Control Panel*, and then select *Add or Remove Programs*.

The Add or Remove dialog box appears.

2. Navigate to the *Cadence License Manager* and click *Remove*.

Uninstalling the Products

To Uninstall the Cadence SPB/OrCAD 16.3 products

1. Open Add or Remove Programs from the Control Panel of Windows.
2. Navigate to *Cadence SPB/OrCAD 16.3* and click *Remove*.