We think the issues are due to mis-match in Quartus version. Can we ask the customer to try upgrading the IP?

If we try to open a design in latest Quartus versions (not in the original version), IP Upgrade option similar to the one below will come up.

We think you need to delete & add the IPs newly to the design or he can try Automatic Upgrade option, please let us know if it helps.

Also please note that JESD IP license is required to create .rbf files which is required by HSDC Pro GUI.

Currently you are using an evaluation license which allows to compile the design & generate only time limited .SOF file (can be downloaded through Altera USB- blaster).

