

Getting Started Guide

Product Download Hub

Dear Valued Partner,

Welcome to PDH, or Product Download Hub, the system that will enable you to access your Arm IP and related content!

Please use this **Getting Started Guide** to familiarize yourself with what PDH looks like and how to use it. The guide will take you through a step-by-step process and teach you everything you need to know, from how to log in, searching for your IP, and even downloading it successfully.

If you believe you are missing product(s) you have licensed, then please raise a support request by clicking [here](#).

Below, you will see an interactive system to access specific sections of the guide.

Click on one of the icons below to get started



Finding
PDH



Login &
Register



Search for
Product(s)



Download
Product(s)



Anatomy of
the Download
Page



Compliance



Activate
Software



Category
Tags



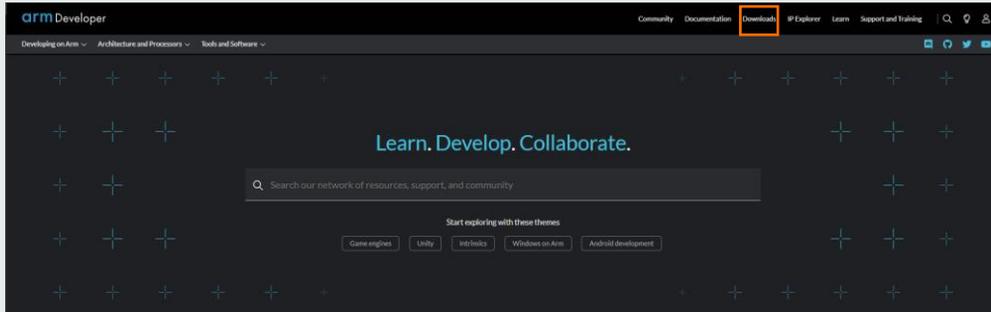
Download
Physical IP



Support

Finding Product Download Hub

- 1 Navigate to: <https://developer.arm.com/>
- 2 Select **Downloads**, found in the header menu.



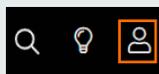
- 3 After clicking **Downloads**, you will now be at the home page of the Product Download Hub.
- 4 Clicking **Downloads** will bring you back to the home page, or you can follow this direct link: <https://developer.arm.com/downloads>

Login to Product Download Hub

★ Login Reminder

- If you, at any point, had a Connect account or have logged into the Arm Support Portal, use those same account credentials.
- If you have never logged into an Arm system, you will need to register for an account before accessing the Product Download Hub.
- It is very important to login when accessing PDH, you are **ONLY** able to download your content when logged in.

- 1 Navigate to: <https://developer.arm.com/>
- 2 Select *the user symbol*, found in the upper right-hand side of the navigation bar.



- 3 Select **LOGIN**.



- 4 Enter your registered company's email and password credentials to access your account.

Registering for an Account

★ Login Reminder

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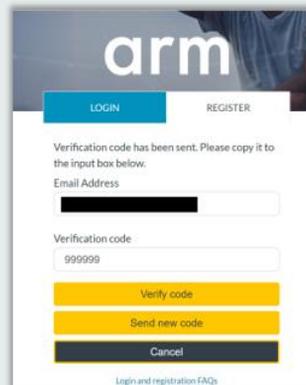
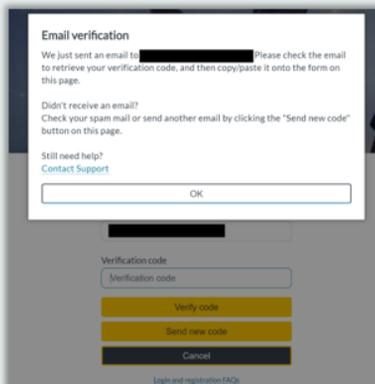
3 Select **Register**.



4 Create an account using your corporate email address, then select **Send verification code**.

5 You will receive an email from no-reply@arm.com with your verification code, it should take no more than 1 minute to arrive. If you do not receive an email, please check any junk folders or spam filters.

6 Enter the verification code into the provided box and select **Verify code**. If you are having trouble or receive an error message, please open a support ticket.

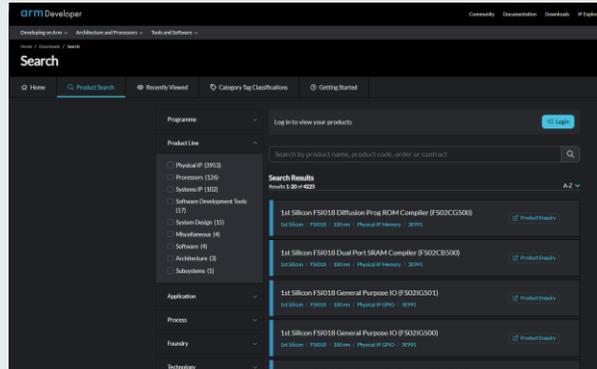


7 Your final step in account registration is providing your other profile details and a password that will be used for logging into Arm's Product Download Hub and other systems.

8 Enter your details and then select **Create** to complete the account registration process.

Searching for Product(s)

- 1 When searching for content to view or download, you have two options to help narrow down your selection(s): Searching and Filtering.
- 2 To search, enter the desired product into the search bar or select **Product Search** from the top navigation ribbon. You may enter the product id, name, or any partial string to return search results.

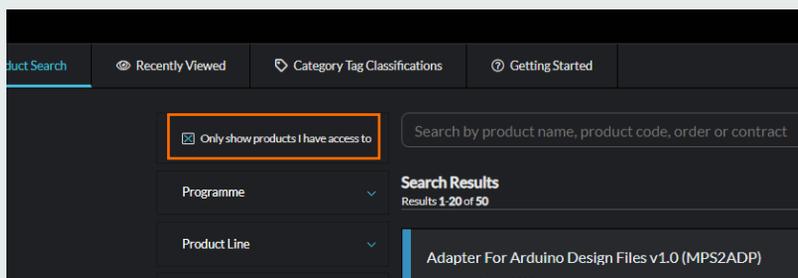


- 3 After selecting **Product Search** or searching for your first product from the home page, you will have a wide variety of filters available for narrowing down search results. The filters will be available on the left-side banner and are dynamic, meaning most filters will have sub filters available for selection.

These are the current filter categories we are offering

- Programme
- Application
- Foundry
- Channel Length
- Product Group
- Track Architecture
- Product Line
- Process
- Technology
- Threshold Voltage
- Family

- 4 When logged in, you are also given the ability to filter by selecting **Only show products I have access to**. This is also found on the left-side banner.



- 5 If you have contracts with Arm, you are able to use the **Contract** filter to only show you products that are associated with a specific contract number.

**If you are having trouble accessing specific contracts (other than the ones shown) you may have to start a support ticket or reach out to the point of contact in your company who manages the Access Control List (ACL) for your Arm IP.*

Downloading Product(s)



Download Reminder

- When downloading IP thought the Product Download Hub, we may ask to re-verify your account via Multi-Factor Authentication (MFA).
- You can receive a code in the form of an SMS or phone call.
- You will be prompted to input a valid phone number if one has not been provided.

1 Find the content that you want to download, you then have two options.

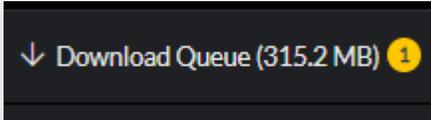
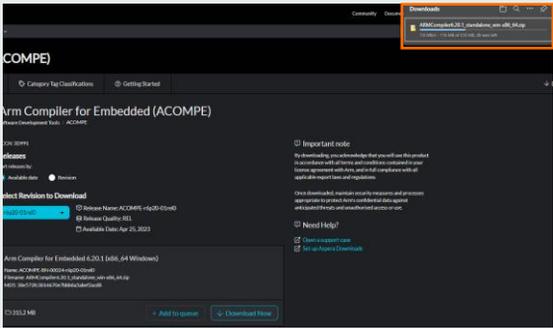
Click **Download Now** if you would like an immediate download.

Click **Add to queue** to add the product to your download queue, which is downloadable later.



When you select **Download Now**, the product will begin downloading utilizing your web browser.

Once you have added at least one product to your queue, you can find it by selecting **Download queue** on the right-hand side of the PDH download screen.



*Downloading all the items in the queue requires the use of Aspera and if a product in the queue fails to download, it will need to be added to the queue again or downloaded individually.

From this queue menu, you can download these individually or select **Download All** to start the process of a complete queue download.

Downloading Product(s) Continued...



Downloading with Aspera

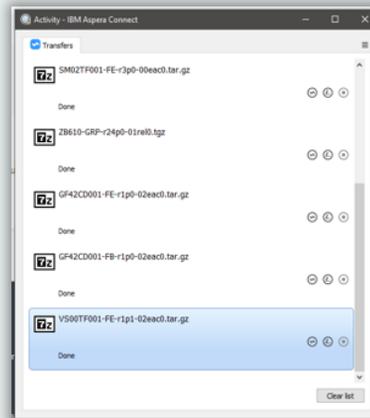
- Arm offers the typical web browser download option, or you can opt to use Aspera to download product(s).
- Aspera technology enables users to quickly download large file sizes, whether that is an individual file or a whole product queue.
- Opting to download via Aspera will prompt an install for the IBM Aspera browser extension (Aspera Connect). This only needs to be done once.
- After following the Aspera Connect browser prompt(s), or if it was previously installed, you will be able to track the progress of your downloads in the IBM Aspera Connect download manager.

IBM Aspera Test Site:

<https://test-connect.ibmaspera.com/>

IBM Aspera Connect
Documentation:

<https://www.ibm.com/aspera/connect/>



IMPORTANT

You will only have download rights for products that you have been granted entitlement for. Other individuals in your organization may have different access rights, sometimes including different IP or other contracts. By selecting **Only show products I have access to** will ensure you are solely seeing your products. If relevant, selecting one of the below options may help you gain access to a desired product.

[Apply for DesignStart](#)

[Product Enquiry](#)

[Apply for Arm Flexible Access](#)

Anatomy of a Product Download Page

CPU

This screenshot shows the ARM Developer page for the Cortex-M3 DesignStart Eval (AT421). The page layout includes a navigation bar, a breadcrumb trail, and a main content area. Yellow callout boxes highlight specific elements: 'Name & Filter Path' points to the product title; 'Release Details' points to the 'Releases' section; 'File Details' points to the file size information; 'Note(s)' points to the 'Important note' section; and 'Assistance' points to the 'Need Help?' section. The product details show a release name of 'AT421-rfp0-02rv0-1' and a file size of 15.8 MB.

Software

This screenshot shows the ARM Developer page for the Arm Compiler for Embedded (ACOMPE). The page layout is similar to the CPU page. Yellow callout boxes highlight: 'Name & Filter Path' pointing to the product title; 'Release Details' pointing to the 'Releases' section; 'Assistance' pointing to the 'Need Help?' section; and 'Available Downloads' pointing to the download buttons. The product details show a release name of 'ACOMPE-rfp0-01rv0' and a file size of 215.2 MB.

Physical IP

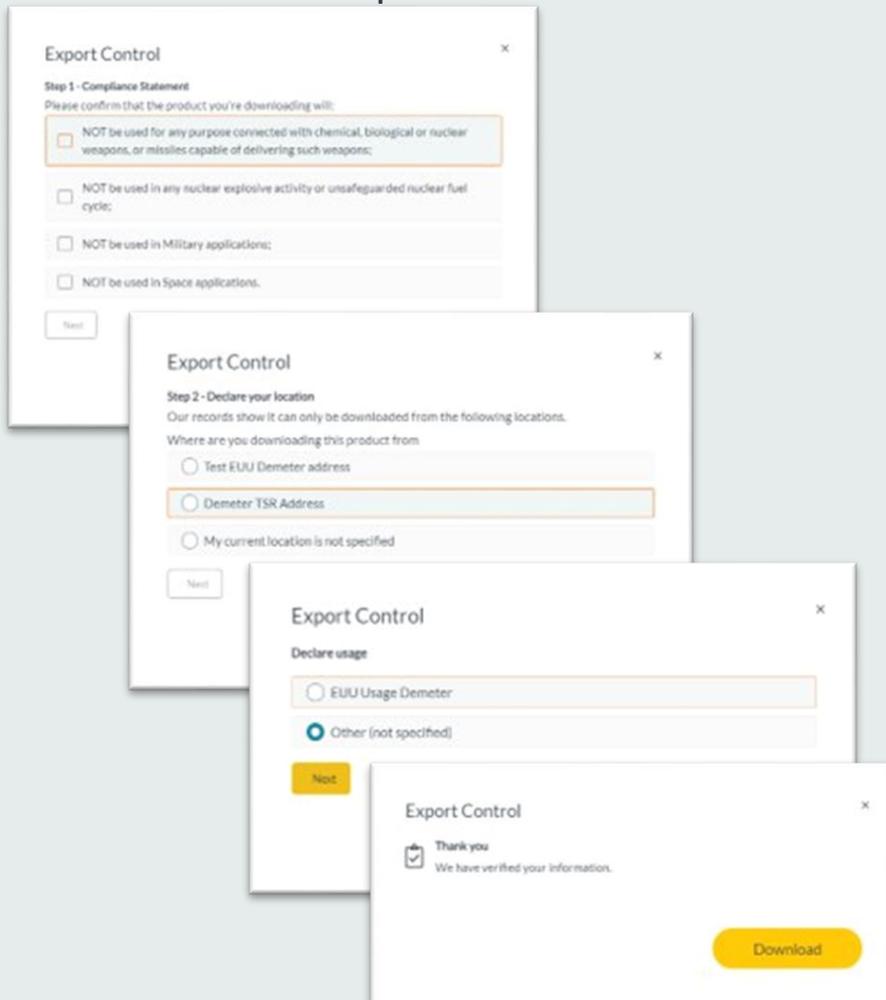
This screenshot shows the ARM Developer page for the Artisan EU (NS99AS000). The page layout is similar to the previous pages. Yellow callout boxes highlight: 'Name & Filter Path' pointing to the product title; 'Note(s)' pointing to the 'Important note' section; 'Assistance' pointing to the 'Need Help?' section; 'File Details' pointing to the file size information; and 'Contents' pointing to the 'Product Contents' table. The product details show a release name of 'NS99AS000-rfp0-01rv0-1' and a file size of 46.7 MB. The 'Product Contents' table lists several files related to the product.

Compliance

★ Compliance Reminder

- Arm products are given ECCN's or Export Control Classification Numbers.
- Certain ECCN's are highly restricted (3E002) and require certain permissions or are location restricted.
- Make sure to read ALL prompts thoroughly when navigating through compliance.

Compliance Flow



Export Control [X]

Step 1 - Compliance Statement
Please confirm that the product you're downloading will:

- NOT be used for any purpose connected with chemical, biological or nuclear weapons, or missiles capable of delivering such weapons;
- NOT be used in any nuclear explosive activity or unsafeguarded nuclear fuel cycle;
- NOT be used in Military applications;
- NOT be used in Space applications.

Next

Export Control [X]

Step 2 - Declare your location
Our records show it can only be downloaded from the following locations.
Where are you downloading this product from

- Test EUJ Demeter address
- Demeter TSR Address
- My current location is not specified

Next

Export Control [X]

Declare usage

- EUJ Usage Demeter
- Other (not specified)

Next

Export Control [X]

Thank you
We have verified your information.

Download

Activating Software Licenses

★ Explanation

Some Arm products will require you to generate a software license. When generating a software license, there are two main paths of execution:

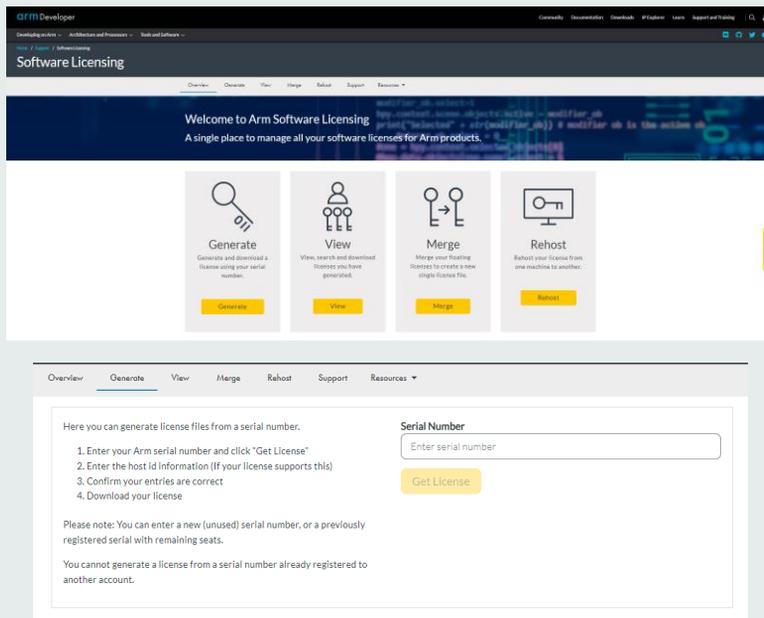
Non-Arm Flexible Access
Members that are under
contract

Arm Flexible Access
Customers

OR

- 1 Select and filter by the contract that you are interested in, scroll to the bottom of the contract view and click **View on Licensing Portal**- you will be taken to the software licensing portal.
- 2 Select the tile named **Generate**.
- 3 Input the desired serial number and click **Get License**.

- 1 Find the product that you require the license for and click on the **Generate** button to auto-generate a serial number in the software license generator.
- 2 Once the serial number has been populated, click on the **Get License** button.



The screenshot shows the Arm Developer Software Licensing portal. The main navigation bar includes Overview, Generate, View, Merge, Rehost, Support, and Resources. The main content area features four tiles: Generate (Generate and download a license using your serial number), View (View, edit or download licenses you have generated), Merge (Merge your existing licenses to create a new single license file), and Rehost (Rehost your license from one machine to another). Below the tiles, the 'Generate' tab is active, showing a form to enter a serial number and a 'Get License' button. The form includes instructions: 1. Enter your Arm serial number and click 'Get License'; 2. Enter the host id information (if your license supports this); 3. Confirm your entries are correct; 4. Download your license. A note states: 'Please note: You can enter a new (unused) serial number, or a previously registered serial with remaining seats. You cannot generate a license from a serial number already registered to another account.'

By visiting this link:

<https://developer.arm.com/support/licensing/resources>

You can find numerous resources for support and guidance when it comes to Arm software licensing.

Category Tags

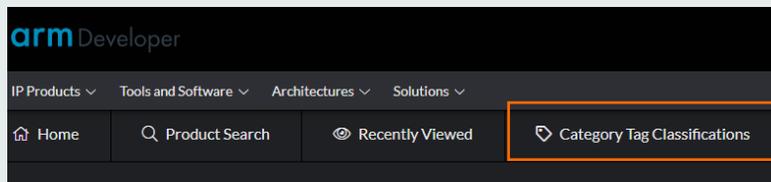
★ Explanation

Category tags define the Disclosure Rights and License Grants associated with your contract. Each contract has a unique set of category tags- refer to your contract to understand what you can and cannot do with the associated part(s).

- Category tags are associated to each of the parts that make up a product
- To find the category tag, navigate to the bottom of the product page.
- Look under the *Product Contents* heading, and you will see the listed tags.
- For definitions of each tag, click **Category Tag Classifications** in the header.
Or you can click here: <https://developer.arm.com/downloads/category-tags>

Product Contents		Category Tag
Description	Name	
Cortex SIT Product	DS000-BN-00000-r21p1-00rel0	CONFIDTRM
Cortex SIT product 2	DS000-BN-00001-r21p1-00rel0	

Related documents					
Name	Type	Size	Version	Published on	Actions
Test_Errata_Document_18_July_4191	GZ	412 Bytes	1.1.5	July 18, 2023	Download



Downloading Physical IP

★ Physical IP Reminder

- Product Download Hub contains physical IP offered via Arm Flexible Access and any physical IP that is part of the free library program.
- Other Physical IP may be downloaded from Athena (a command line interface) or Athena's GUI counterpart, DesignStart.

- 1 Filter by **Physical IP** under the **Product Line** filter checkbox.
- 2 Click **Download Product** to be taken to the DesignStart site.
- 3 The product(s) that you are entitled to will be available to select, once selected each product is automatically added to your cart.
- 4 Click on the cart icon to see what products are ready to download, then save your cart and choose your download method (HTTPS or Plugin) and click **Download By** to start.

Support

General Help

On the main product download hub page and on each product page you will find a 'Need help?' section with relevant links and the FAQ guide, which will help you with access, navigation, and support.

Contacting Support

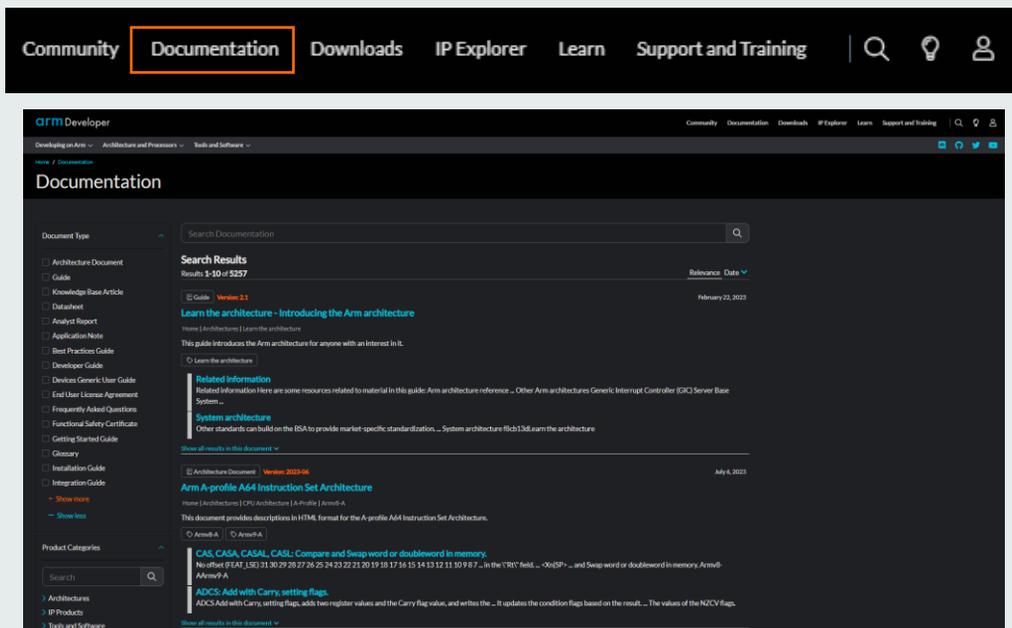
You can create and update support cases if you have any questions in relation to your products using the Arm support portal. Cases are logged into the support database and can be viewed by all our applications engineers world-wide. Each case received will be assigned a unique case tracking number for reference. We do not provide 24/7 coverage, but support is available across the US, APAC, and EU time zones.

Creating a support case

Click **Open a Case** on <https://services.arm.com/support/s/contactsupport>

Choose what type of case you would like to open. Then tell us what product your case is about by choosing from the suggestions or entering your own text. Please enter as much detail as possible about your case. You will receive email conformation containing your unique cases number and a link to view progress. and make further updates to your case. For more information about raising support cases and the support case flow: <https://developer.arm.com/support/support-case-management/what-happens-when-you-open-a-support-case>

*The Documentation page on Arm Developer contains numerous FAQs, Articles, and other support content: <https://developer.arm.com/documentation>



The screenshot shows the Arm Developer website's Documentation page. The navigation bar at the top includes 'Community', 'Documentation' (highlighted with a red box), 'Downloads', 'IP Explorer', 'Learn', and 'Support and Training'. Below the navigation bar, the page title is 'Documentation'. A search bar is present, and the search results show a list of documents. The first result is 'Learn the architecture - Introducing the Arm architecture', dated February 22, 2023. The second result is 'Arm A-profile A64 Instruction Set Architecture', dated July 6, 2023. The page also features a 'Document Type' filter on the left and a 'Product Categories' section at the bottom.

Index

ACL	Access Control List
AFA	Arm Flexible Access – Arm®
DesignStart	DesignStart – Arm®
ECCN	Export Control Classification Number
EULA	End User License Agreement
GUI	Graphical User Interface
IP	Intellectual Property
MFA	Multi-factor Authentication
PDH	Product Download Hub
SoC	System on Chip