Arm Support Hub

Version 1.8

Frequently Asked Questions

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Issue

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Arm Support Hub
Frequently Asked Questions

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Release information

Document history

Issue	Date	Confidentiality	Change
0108	11 September 2025	Non-Confidential	Added further FAQs
0107	8 September 2025	Non-Confidential	Updated content to reflect the Support Hub redesign changes
0106	27 August 2025	Non-Confidential	Updated the references to “Power User” to “Support Power User”
0105	22 August 2024	Non-Confidential	Updated hyperlinks and added minor clarifications.
0104	8 July 2024	Non-Confidential	Removed old system references and added project teams sections
0103	8 December 2022	Non-Confidential	Removed Can I still use email to raise a case and communicate with the Support team? and added Why am I encouraged to use the Arm Support Hub for raising and managing my support cases?
0102	29 September 2022	Non-Confidential	Add video tutorials for Access Arm Support Hub, Manage your support case, and Create a support case
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To provide feedback on the document, fill the following survey: https://developer.arm.com/documentation-feedback-survey.

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1. General Support Hub Frequently Asked Questions

The Arm Support Hub makes it easy for you to open and manage support cases for technical problems or questions about your Arm IP.

Here are answers to some frequently asked questions about the Support Hub.

How do I access the Support Hub?

You can access the Support Hub from arm.com or developer.arm.com by navigating to the Support section on those sites. You can also access the Support Hub directly. To learn more, watch the How to Access the Arm Support Hub and Create a New Support Case video.

Why am I encouraged to use the Arm Support Hub for raising and managing my support cases?

By raising your support case online, we can ensure that we have all the information needed upfront and can assign the case to the relevant team right away, resulting in a much faster response and resolution for your issue. You can also browse relevant content, and add large attachments, when raising your case online.

We are committed to increasing the value of the Arm Support Hub for you, so we plan to make continuous improvements and add new features over time.

Why do support emails from Arm now show a full response?

All communication from our Application Engineers on your case is on email, and you receive emails with the full written response.

Can I add watchers to my case?

Yes, you can add people as watchers on a support case. These watchers can see the history of the case in the Support Hub.

To add watchers to the support case:

1. Log onto the Support Hub.
2. Navigate to the **My cases** section in the menu.
3. Select the case to which you want to add watchers.
4. Navigate to the **Watchers** tab and click **Add Watchers**.

You can add anyone as a watcher on a support case, regardless of whether they are inside or outside of your organization.

Can I remove watchers from my case?

Yes. If you want to remove watchers from a case, you can do this in the Support Hub. Removing somebody from the cc of an email does not remove them as a watcher.

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How can I access a case I am watching?

The My Watched Cases tab in the Support Hub provides a list of all the cases on which you are a watcher.

Which permissions do watchers have on support cases?

Watchers have full edit rights on a support case that they are watching. For example, watchers can correspond on the case, add more watchers, stop watching, close a case, and complete the support survey.

How can project teams work together on the Support Hub?

Setting up a project enables you to group cases using the same project name/ID, and allows engineers within that project to share visibility of all related cases.

Previously, before this feature existed, you may have found it too time consuming to add multiple watchers to support cases within the same project. For some large project teams, or project teams split across different regions and who are likely to have similar queries or issues, it helps to have visibility into all related cases.

How can I create a new project?

If you are registered as a 'Support Power User' when you log in to the Arm Support Hub you will see a tile called, 'New Partner Project'. You can also access this option under the 'Support' menu.

Regular users, also called service users, do not see this tile. Please contact your Arm Account Manager or FAE if you do not already have one or more Support Power Users in your organization, as you will need to set up Support Power User(s) before you can create a new project.

Do I need to provide the name of my product when opening a support case?

Providing the name of your product when you open a support case allows a quicker response. However, you can also describe the product in your own words.

Where can I see updates on my case?

The Feed section of the Support Hub shows all activity on a case. You can sort activity by Most Recent Activity. Any activity on the case, including emails or attachments, appears in the timeline history. To find and view these items, use the Emails and Attachments tabs next to Feed. To learn more, watch the How to Manage, Close, and Re-open Support Cases on the Arm Support Hub video.

Which attachments can I upload to my support case?

After you open your support case, you can upload attachments of up to 5GB in size. There is no restriction on file type, so you can upload whatever file you would like to share with the Arm engineer who is working on your case.

Can I add rich text, inline images, and code snippets to my support case?

Yes. On the Case Details page, you can share an update on your case in the Post section. This section supports rich text, inline images, and code snippets.

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What is the Customer Reference field for?

On the Case Details page, there is a Customer Reference field, where you can add your project, business unit, or other useful information to help organize a support case. You can use this reference to search for cases with the Search cases bar in the page header.

How can I change my time zone?

Currently, you cannot change your location and time zone settings in the Support Hub. Timestamps against support cases in your list views display in GMT-7.

Should I close my case when my question is answered?

Yes. When you have received a satisfactory answer on your case, close the case using the button at the top of the Case Details page.

When a case is closed in the Support Hub, you see a survey asking for your feedback. Give us as much information as you can about how your case was handled. This information helps us to improve our service in the future.

Can I reopen a closed case?

Yes. You can reopen a closed case anytime, which puts the status of the case at In Progress. You can also reopen a support case by replying to any of the emails that you received about the case.

How can I provide feedback on the new Support Hub?

You can provide feedback using the feedback button on the Support Hub. When providing feedback about a support case, include the case number in your feedback. You can also provide contact details if you would like a direct response.

What are the support hours?

Arm technical support operates on a 24/5 global schedule, providing service Monday through Friday across regions. Support includes anything from timely case updates to resolution.

What is the telephone number for support? How can I speak to a human?

To contact a support engineer, open a case using the Support Hub via the Arm website. If you want to request to have a live conversation, indicate that you would like a phone discussion in your case description when submitting your issue. A regional support engineer will then schedule a call with you.

How do I submit a complaint?

To escalate or formally lodge a complaint, please contact your sales account manager. If your inquiry relates to an open case, you can reply directly on your case and request an escalation.

How can I get a quicker response on my support ticket?

Arm Support Hub allows you to:

- Select the appropriate priority level when opening a case. The recommended usage is as follows:

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    - Critical: Production stop issue or an issue that impacts the performance of a production device or system that is currently in production.
    - Urgent: An issue that is likely to cause a notable delay or disruption to your project timeline.
    - Normal: Standard support question with no or low immediate impact to your schedule.
- Provide comprehensive details (e.g., logs, steps to reproduce).
- Request a callback from a technical engineer on the case. The system is monitored globally 24/5, ensuring responsive handling once your case is opened.

How can I contact sales?

To reach sales, go to the Contact Us page on arm.com. You can submit a form there covering licensing, pricing, and more. To learn more about Arm support and training options, or Arm professional services, use this form.

Who is my account manager?

If you are not sure who your sales account manager is, submit a case on the Support Hub, or contact sales to have them direct you to your account manager.

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2. What happens when you open a support case?

Read the following steps for how to open a support case or watch the How to Access the Arm Support Hub and Create a New Support Case video.

There are five stages in the support case flow, from when you initially raise a case to when we close your case after it has been solved.

Step 1: Open a Support case

To open a support case:

1. Log into the Arm Support Hub using your Arm Account login details.
2. On the **Support** menu select **Open a case**.
3. Search the content to see if your question has already been answered in a technical document, blog, or knowledge base article (KBA). You may get an immediate answer to your query this way. For tips on how to optimize your results, refer to Asking effective questions using the Arm Support Hub.
4. If your query was not answered by our existing content, select **Continue to open a case**.

When you open a new case we ask you to provide the following information:

- The Arm product(s) that you are using.
- A clear description of your issue including:
    - The steps required to replicate it.
    - Important background information.
    - The ticket numbers of any other existing cases that are relevent to the new case.
    - Supporting files as attachments. For example, screen-shots or code files.

When we receive your case, you will receive a confirmation email.

Step 2: Entitlement checking

Your new case will go through an entitlement check. This is to ensure that you have the appropriate licences for the Arm products that you are using. This is normally an automatic process.

However, to ensure this goes smoothly please make sure to include accurate information in your profile, including your company name and work email address. For cases relating to Arm's SW tools, for example, Arm DS-5, please provide your serial number if available.

Step 3: Application Engineer investigates and responds

We aim to answer your query as soon as possible. Your case is assigned to an Application Engineer who is an expert on the topic of your query. To aid any investigations, your Application Engineer may liaise with our product design teams. These teams can offer further in-depth knowledge of

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the IP that can help resolve your case. We aim to answer your query as soon as possible. You will receive an email for each conversation, and you can check the case progress online.

Step 4: Wait for fixes or customer response

In cases where we need to raise internal requests to our product design teams for tracking product fixes and enhancement, additional time may be required to complete these.

During our investigation we may contact you to request additional information.

Step 5: Case solved and closed

Please close the case once it is resolved. When you feel your case has been resolved you can mark it as closed in the Support Hub.

Alternatively, if the Application Engineer assesses that your questions have been answered, your case will automatically close after 14 days. You will receive a notification that this will happen seven days before closure. If at any point in this period you have further questions, please reply to any of the emails about this case or update the case in the Support Hub. The Application Engineer will then answer your queries.

You are able to reopen a closed case by replying to any of the email notifications which you received from Arm or by clicking Reopen case on the case page on the Support Hub. An email will be sent to notify you that your case has been reopened.

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3. What information should I provide when raising a support case?

Ensure that you provide as much detail as possible when raising a new support case. This helps us answer your case promptly and avoid the need to ask for further clarification. The following information provides some more specific guidance regarding what to provide for cases relating to different Arm products.

What helps me define the severity of the cases?

Use the Critical/Urgent/Normal options on the case raising form. Definitions are as follows:

- Critical: Production stop issue or an issue that impacts the performance of a production device or system
- Urgent: Significant impending impact to your schedule
- Normal: Standard support question with no or low immediate impact to your schedule

What information should I provide for general software-related cases?

Provide a detailed description of your request, with the following information when possible:

- Product name and version
- OS platform
- Error messages and steps to reproduce the issue, for example command lines or test code

What information should I provide for cases relating to Arm Mali software?

Provide the following information about the test:

- What application are you running?
- Can you provide a binary of the test?
- Can you provide the source code of the test?

Provide the following information about the problem:

- Can you provide a full serial log and the logcat?
- Can you tell us the steps that are required to reproduce the issue?
- Does it occur consistently when following these steps, or is there an element of randomness?
- How long did the test run?
- How many devices has this occurred on?

Provide the following information about the Software Platform:

- What is the Linux version, or the Android version?
- Is this a 64-bit or 32-bit kernel?
- Is the user space 64-bit or 32-bit?

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- What is the Mali DDK version?
- Has any patch been applied?

Provide the following information about the Hardware:

- Platform type and name
- Process node (for example, nm, FinFET, LP)
- Bundle numbers for the Arm components, including CPU, GPU and bus system if applicable.
- System schematic diagram for Arm IP
- GPU IP configuration, for example, the number of cores and the size of L2 Cache.
- GPU frequency/range used for test (MHz)
- CPU IP configuration, for example, the number of cores and the size of L2 Cache.
- CPU frequency/range used for test (GHz)
- Memory frequency/range used for test (MHz)
- Screen resolution
- System memory size
- The test report of running Integration Kit tests in the SoC
- Were design rule checks (DRC) executed to 100%?
- Did you achieve full timing closure for this silicon?

What information should I provide for cases relating to hardware IP (for example, RTL and DSM products)?

- State clearly in the summary which Arm products your issue relates to and which IP revisions you are using.
- If the issue or question relates to system integration, provide us with details of the other components in the system, for example, CPU or interconnect.
- If the issue or question is about the verification or test vectors, provide the verification purpose, for example, functional testing, performance testing or power testing.
- Where appropriate, consider uploading a waveform file to your case (VCD or FSDB are fine). This helps us investigate in more detail. While we welcome all inputs, an actual waveform file is much more useful than screenshots of a waveform viewer.
- For issues during simulation or emulation of Arm processors, provide the TARMAC instruction trace log.

What information should I provide for cases relating to IP tooling (Socrates)?

- Make sure that you are using the newest release of Socrates.
- Make sure that the health checker does not report any errors.

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The script can be run from the following location:

```
<Arm-Socrates>/etc/install/health_check/checkInstallation.sh
```

If the health checker reports any issues, copy the report of the script to the ticket.

- Describe the operating system that you are using. Supported operating systems are listed in the release note.
- Describe the design flow that you are using:
- System Builder (IP Catalog, system integration, deliverables)
  - CoreSight SoC-400 design flow
  - NIC-400 design flow
  - CMN-600 design flow
- Copy any error messages, and attach all files regarding your issue.
- Licensing: attach license dat and log files
- Tool usage: attach your Project

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