



Arm DropZones user guide

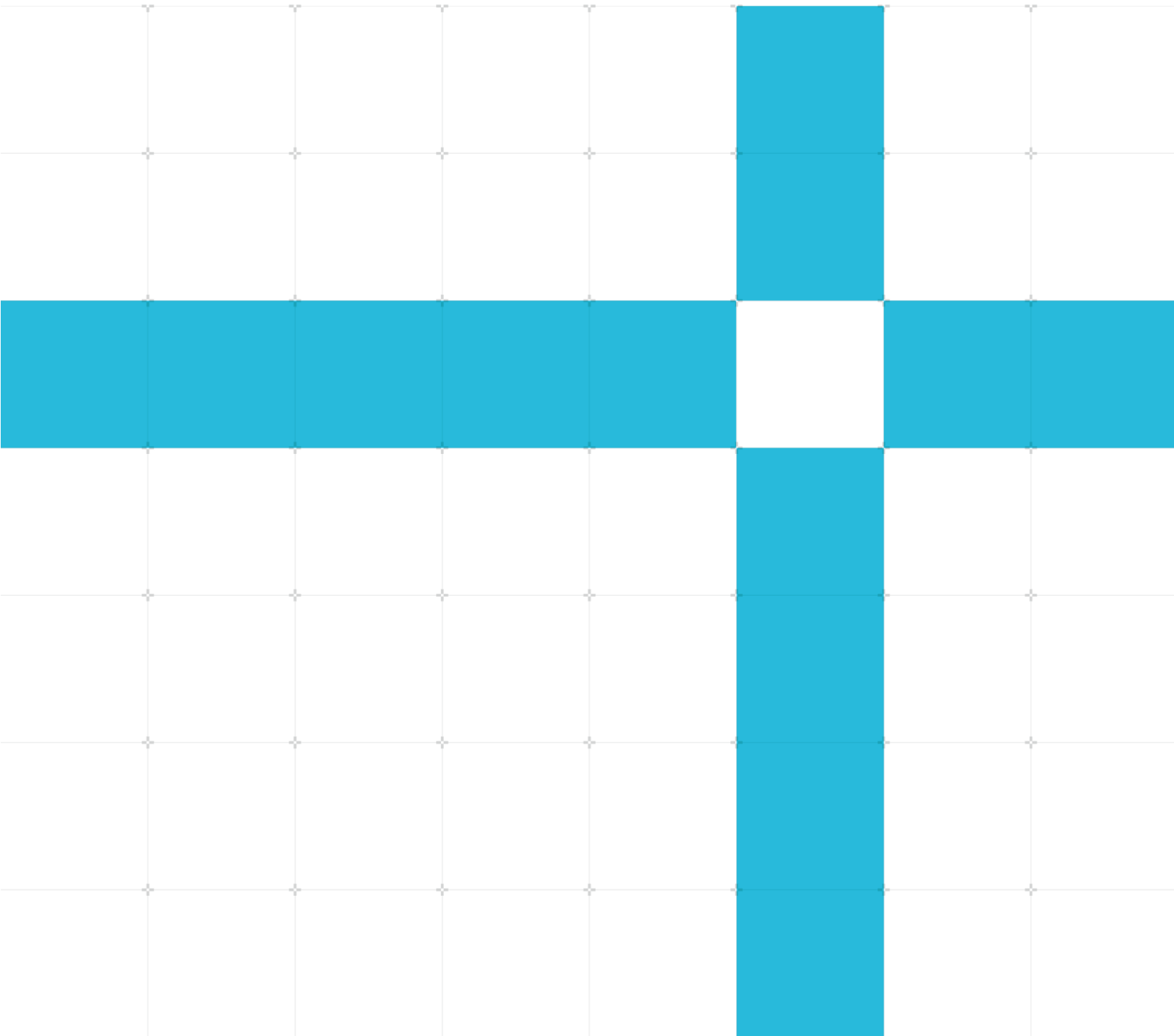
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Arm DropZones User Guide

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Arm values inclusive communities. Arm recognizes that we and our industry have used terms that can be offensive. Arm strives to lead the industry and create change.

Contents

| | |
|---|-----------|
| 1 Overview..... | 5 |
| 1.1 Before you begin..... | 5 |
| 2 Arm DropZones Files and Packages | 6 |
| 2.1 Arm DropZones Files | 6 |
| 2.2 Arm DropZones Files upload requirements | 6 |
| 2.3 Arm DropZones Packages..... | 6 |
| 2.4 Arm DropZones Packages upload requirements..... | 7 |
| 3 Installing the Arm DropZones extension and application | 8 |
| 4 Navigating Arm DropZones..... | 11 |
| 5 Uploading, receiving, and sharing files..... | 12 |
| 5.1 Receiving files on Arm DropZones | 12 |
| 5.2 Downloading files or folders on Arm DropZones | 13 |
| 5.3 Uploading files or folders to Arm DropZones | 14 |
| 5.4 Sharing a file on Arm DropZones | 15 |
| 6 Creating, delivering, and receiving packages | 19 |
| 6.1 Delivering a package | 19 |
| 6.2 Receiving a package..... | 20 |
| 7 Related information | 24 |
| 8 Next steps | 25 |

1 Overview

Arm DropZones utilizes the IBM Aspera on Cloud solution to enable efficient and secure transfer of files and folders between multiple users. This guide explains how to use Arm DropZones to upload, receive, and share files and packages.

By the end of this guide, you will:

- Install the Arm DropZones extension and application.
- Know how to upload files and packages.
- Know how to send and receive files and packages.

1.1 Before you begin

To ensure Aspera on Cloud functions correctly, a compatible browser must be installed.

The following table shows a list of compatible browsers and browser versions:

| Browsers | Versions |
|-----------------------------|----------|
| Apple Safari | 11-12 |
| Google Chrome | 64-71 |
| Microsoft Edge | 39-42 |
| Microsoft Internet Explorer | 11 |
| Mozilla Firefox | 56-60 |
| Mozilla Firefox ESR | 52 |

2 Arm DropZones Files and Packages

Arm DropZones contains two applications, Files and Packages. Files and Packages provide different features and have different upload requirements.

The following subsections introduce Files and Packages and their respective upload requirements.

2.1 Arm DropZones Files

Arm DropZones Files enables you to upload and share support case files, and download support case files others have shared with you. Files is preferred for individual files or folders that need sharing with Arm customers, colleagues, and partners.

2.2 Arm DropZones Files upload requirements

Arm DropZones Files has upload requirements for the files and folders that are shared. The upload requirements are as follows:

- One or more files must be placed in a folder with a support case number.
- Folder name must contain the support case number.
- You can only share folders rather than individual files. When you share a folder, you automatically share all the files in that folder.
- The files can only be shared with users who are approved for a particular workspace.

For more information on how to upload packages, see [Uploading, receiving, and sharing files](#).

2.3 Arm DropZones Packages

Arm DropZones Packages also enable the sharing of files and folders, which are called packages. Packages are collections of files or folders, that are located within a shared inbox. The shared inbox consists of files and folders which only approved users can access.

Arm DropZones Packages differ from Arm DropZones Files as Arm DropZones Packages enable enhanced security and auditing options for files and folders.

Arm DropZones Packages enable:

- A shared inbox for the exchange of packages.
- Reporting and auditing features of packages.
- Metadata to be added to a package.
- Download tracking for packages.
- Password protection of packages.

2.4 Arm DropZones Packages upload requirements

Packages have additional upload requirements than files, for security and audit as follows:

- Packages must contain the product name in the metadata.
- Packages must contain the Export Control Classification Number (ECCN).

For more information on how to upload packages and how to input the metadata, see [Creating, delivering, and receiving packages](#).

3 Installing the Arm DropZones extension and application

Signing into Arm DropZones for the first time requires you to install the Aspera Connect browser plug-in. To install Aspera Connect browser plug-in, do the following:

1. Open the link in the email invite. The following image shows an email invite for Arm DropZones:

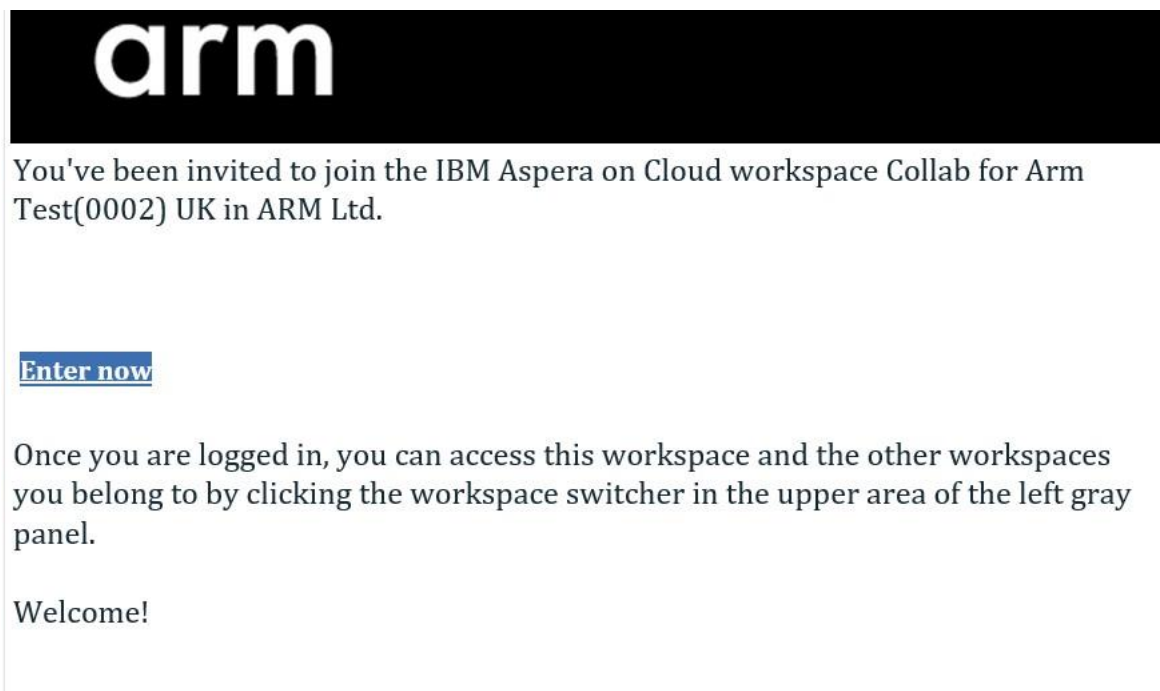


Figure 1 - Email example

2. Select **Arm Account Login** on the sign-in page. The following image shows the login page:

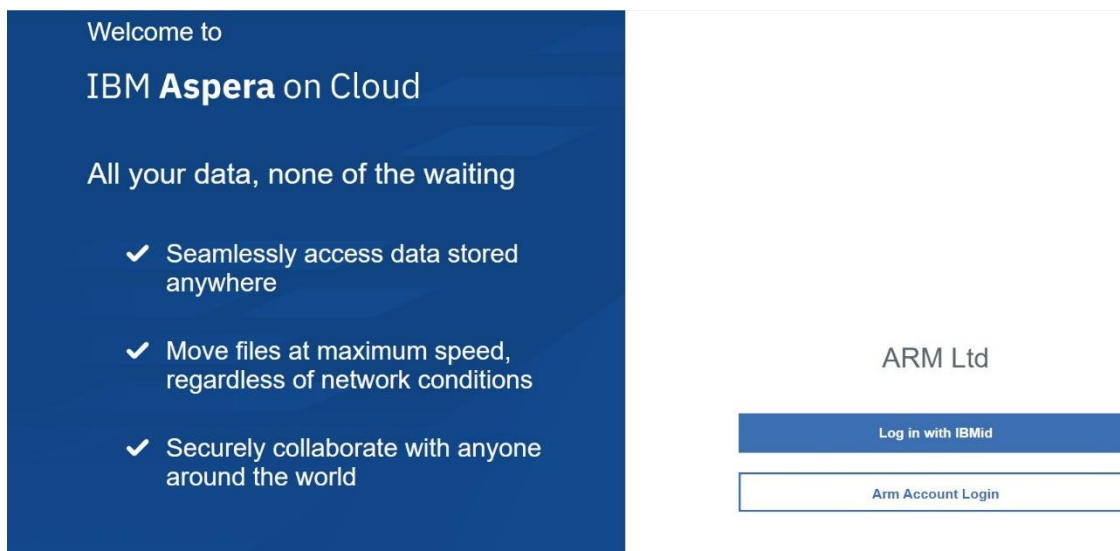


Figure 2 - Arm DropZones homepage

3. Sign into your Arm account when prompted.
4. Accept the permissions for Arm DropZones.
5. Click **Install Extension** from the prompt window.

The exact extension installation process depends on your web browser. For example, with Google Chrome, you will be redirected to the Chrome web store to install the extension. This tutorial uses Google Chrome throughout, but there are many compatible browsers you can use. See [Before you begin](#) for a list of compatible browsers.

The following image displays the prompt window:

Required Steps

To enable Aspera uploads and downloads, you need to install or upgrade to IBM Aspera Connect 3.11.1.

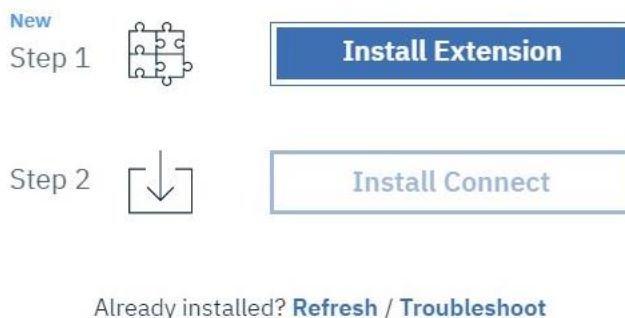


Figure 3 - Required Steps window

- Click **Add to Chrome** to install the extension. When the extension has been installed go back to the DropZones browser tab. The following image shows the IBM Aspera Connect Chrome web store page:

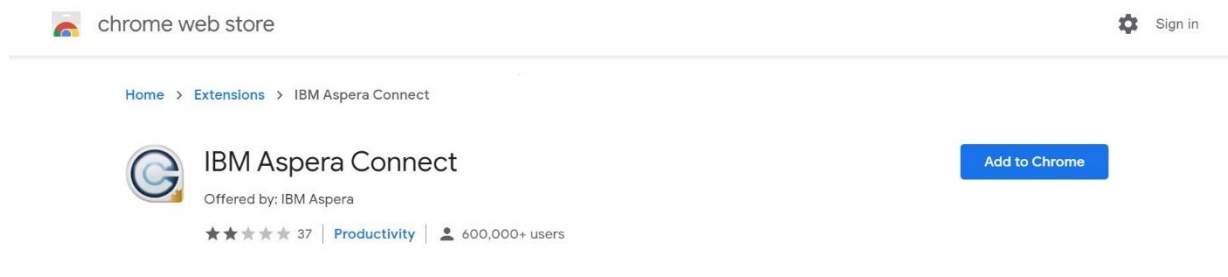


Figure 4 - Chrome web store

- Return to the Arm DropZones webpage.
- Select **Install Connect** to download the Aspera Connect application.
- Run the Aspera Connect executable.

4 Navigating Arm DropZones

Navigating Arm DropZones can be achieved by directly signing into Arm DropZones using the [Arm DropZones homepage](#) or using the link in emails. This section of the guide shows you how to navigate Arm DropZones, using the Arm DropZones homepage as a starting point.

To open Arm DropZones directly, do the following:

1. Open the [Arm DropZones homepage](#).
2. Select **Arm Account Login**.
3. Sign into Arm DropZones using your Arm login details. Successfully signing into Arm DropZones displays the Arm DropZones navigation menu. The following image shows the Arm DropZones navigation menu:

Click an app to open it. Select the check box to land there every time you log in.

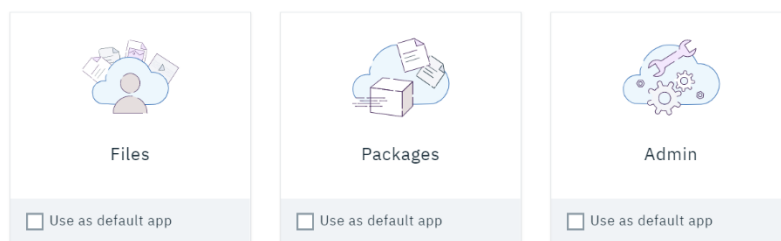


Figure 5 - Navigation menu

4. Select **Files** or **Packages**, to navigate to the relevant application. For more information on Files and Packages, see [Arm DropZones Files and Packages](#).



Note

If your account has administrator access, the **Admin** menu tile card is visible.

5 Receiving, uploading, and sharing files

The following subsections show you how to upload and download files and, share files to other users. To access Files, see [Navigating Arm DropZones](#).

5.1 Receiving files on Arm DropZones

Receiving files on Arm DropZones requires a user to share the file with you. When a file is shared with you on Arm DropZones, you receive an email notification that contains a link to access the files.

The following image shows an example of a shared file notification email which contains the link:

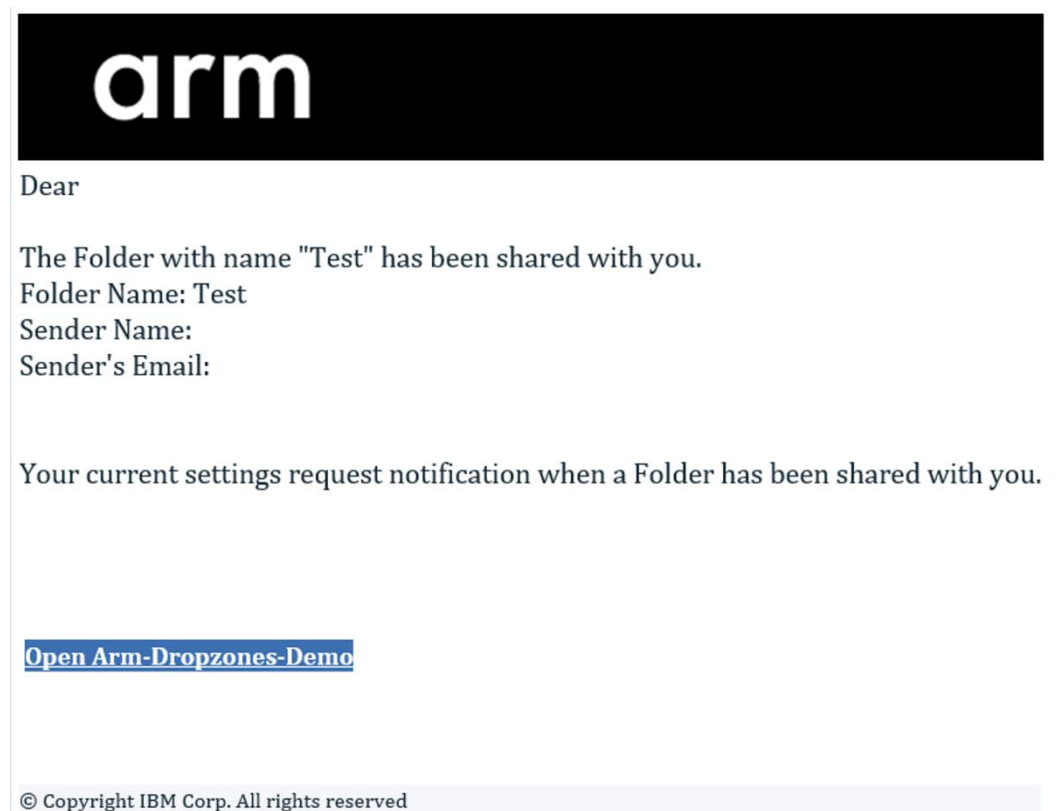


Figure 6 - Shared folder email

Alternatively, you can view the files by navigating to the Arm DropZones application directly. To access the files directly, do the following:

1. Navigate to the Files application of Arm DropZones. For more information on navigating Arm DropZones, see [Navigating Arm DropZones](#).

2. Click **Shared with me** from the left-side navigation menu, this displays all the files that have been shared with you. To download files, see [Downloading files or folders on Arm DropZones](#). The following image shows the **Shared with me** display:



Figure 7 - Shared with me view

5.2 Downloading files or folders on Arm DropZones

Files and folders that have been shared with you can be downloaded if you have been assigned the permissions to download the file.

To download a file or folder that has been shared with you, do the following:

1. Navigate to the Files application of Arm DropZones. For more information on navigating Arm DropZones, see [Navigating Arm DropZones](#).
2. Access **Shared with me** from the left-side navigation menu. For instructions on how to access **Shared with me**, see [Receiving files on Arm DropZones](#).
3. Download the file or folder by selecting the vertical ellipses, and then selecting download. The following image shows this process:

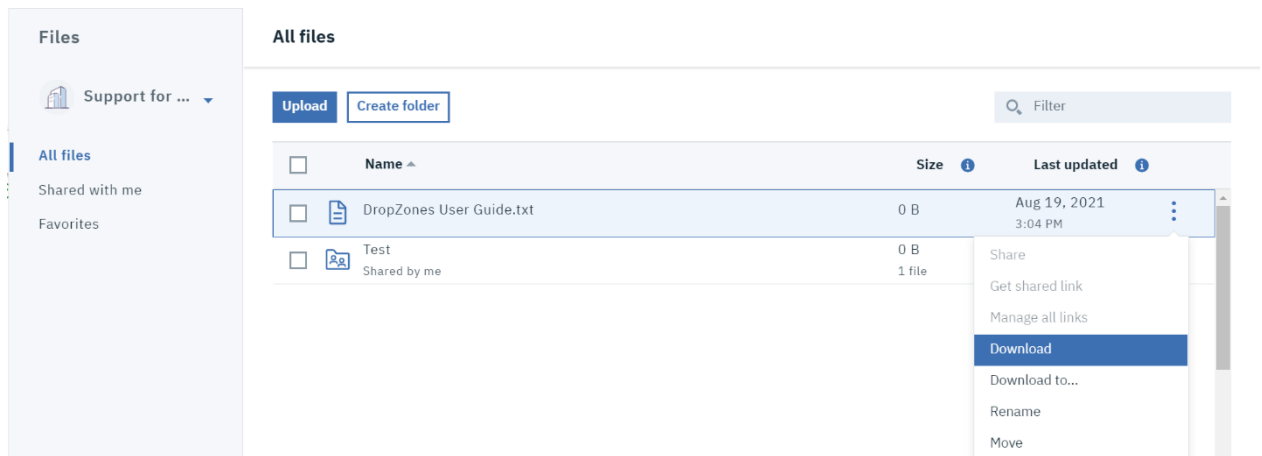


Figure 8 - Download a file

Selecting **Download**, downloads the file to the default download folder location on your device. Selecting **Download to**, allows you to save to a location of your choice.

5.3 Uploading files or folders to Arm DropZones

To upload files to Arm DropZones, do the following:

1. Navigate to the Files application of Arm DropZones. For more information on navigating Arm DropZones, see [Navigating Arm DropZones](#).
2. Select **Upload** from the **Files** application. The following screenshot shows the Arm DropZones Files application:

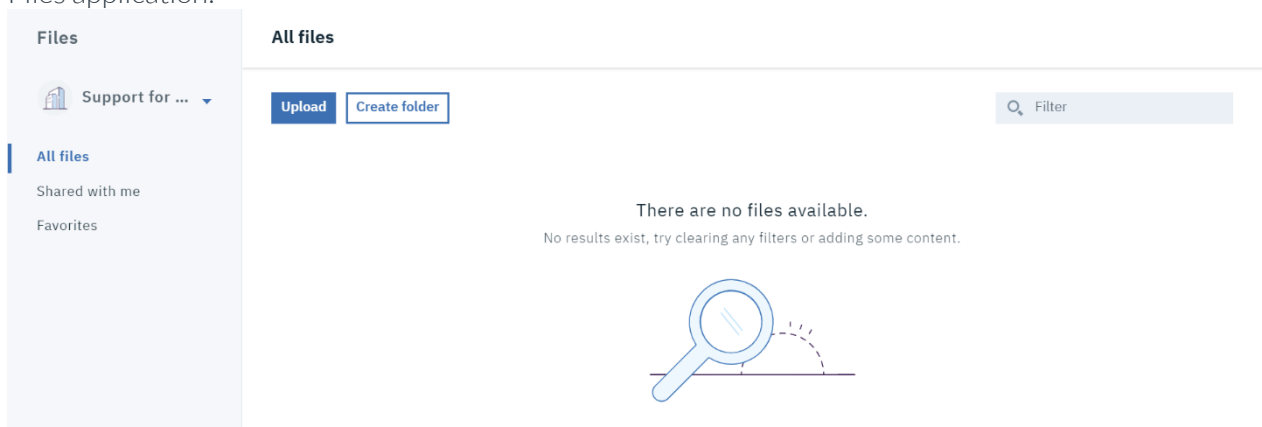


Figure 9 - Arm DropZones Files

3. Select either **Files** or **Folders** from the **Upload** drop-down menu. Selecting **Files** allows you to upload a single file, while selecting folder allows you to upload a folder with multiple files. After selecting **Files** or **Folders**, a windows explorer window will display. For this section of the guide the **Files** option was used, but the process is the same for **Folders**.

- Navigate to the folder containing the files you want to upload and select the files to be uploaded. The following screenshot shows the windows explorer navigation window with an example file upload:

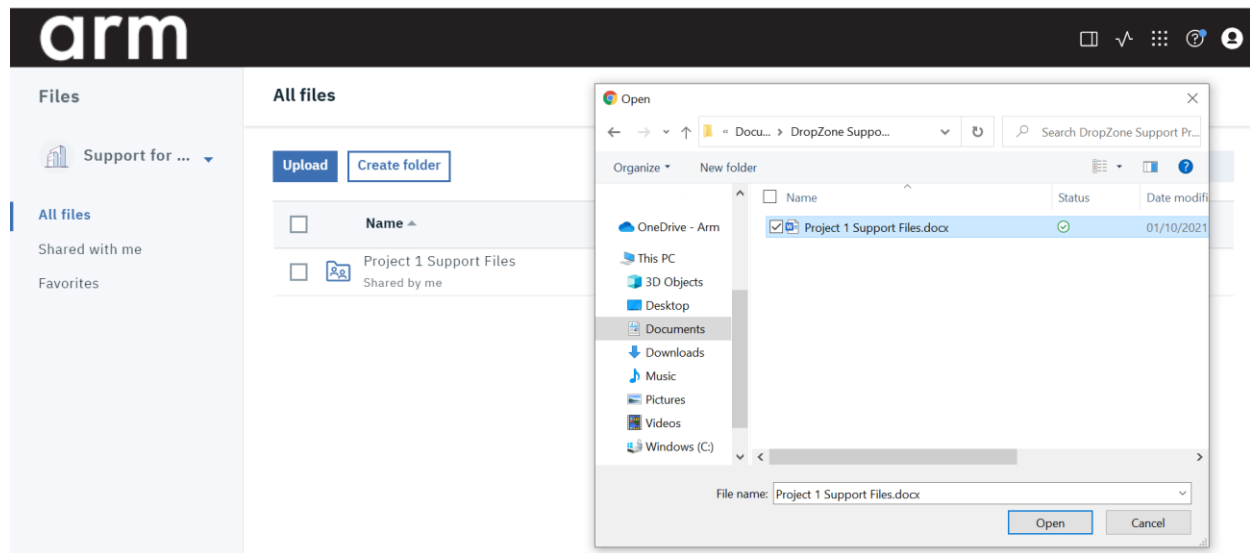


Figure 10 - Uploading a file

- Click **Open** to upload the files. The following image shows where the files are displayed when the upload process is complete:

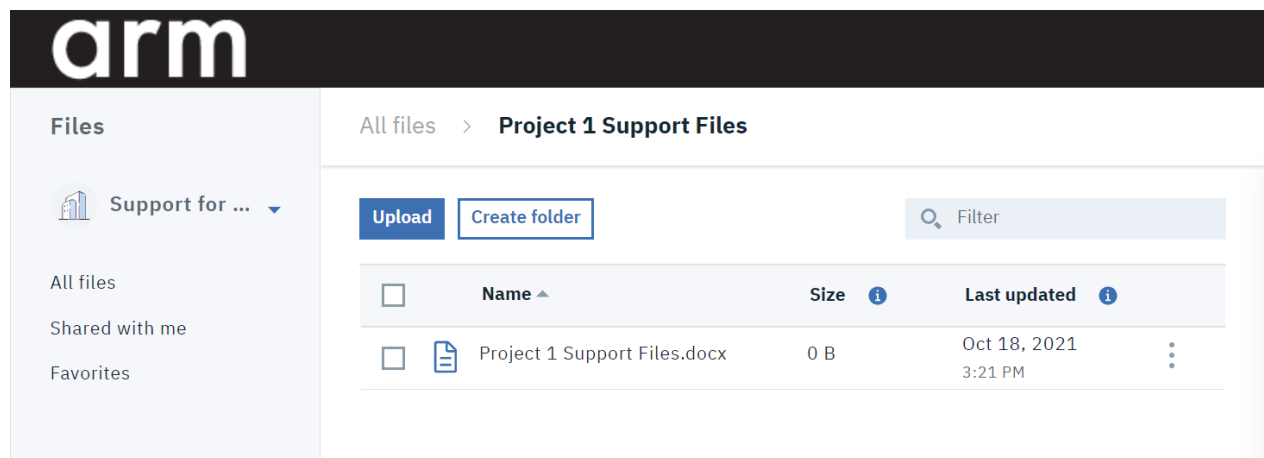


Figure 11 - Uploaded files

5.4 Sharing a file on Arm DropZones

Files on Arm DropZones can be shared with other users. Files can be shared by copying a link to the file or shared directly within the application.

To share files on Arm DropZones, do the following:

1. Navigate to the Files application of Arm DropZones. For more information on navigating Arm DropZones, see [Navigating Arm DropZones](#).
2. Select the checkbox for the folder that you want to share.
3. Select **More** to open a list of available options. The following image shows steps 2 and 3:

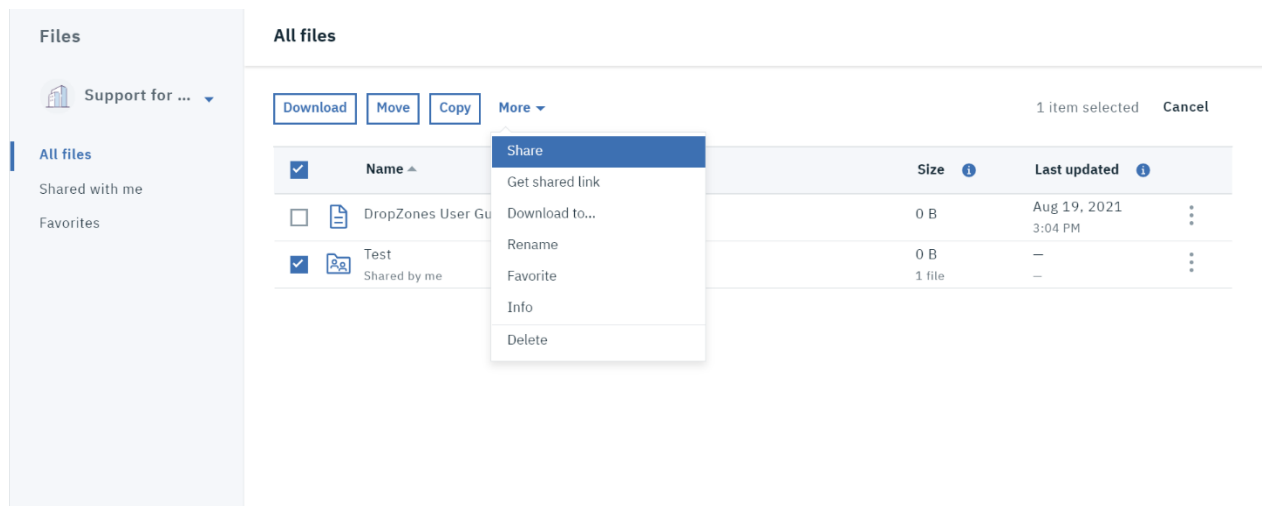


Figure 12 - Share a file

4. Select **Share** to open the share window. The share window contains two input options, the inputs are:
 - o Username or email to select the group or user you want to share the folder with.
 - o Permissions drop-down list.
5. Enter the username or email of the recipient in the **Username or Email** input field.
6. Select the permissions required from the permissions drop down list. The following table shows the permissions that are available and the access they enable:

| Permission | Access |
|------------|---|
| Edit | Users can upload, download, and edit files. |
| Preview | Users can preview files, but cannot download. |
| Download | Users can preview and download files. |
| Upload | Users can upload files, but cannot view files in this folder. |

| Permission | Access |
|------------|---|
| Custom | Custom allows for a combination of the following access roles: Browse, Preview, Rename, Create folders, Upload files, Download, Delete. |

The following image shows the share window with a shared user group in the first input box and the download permissions selected in the drop-down list:

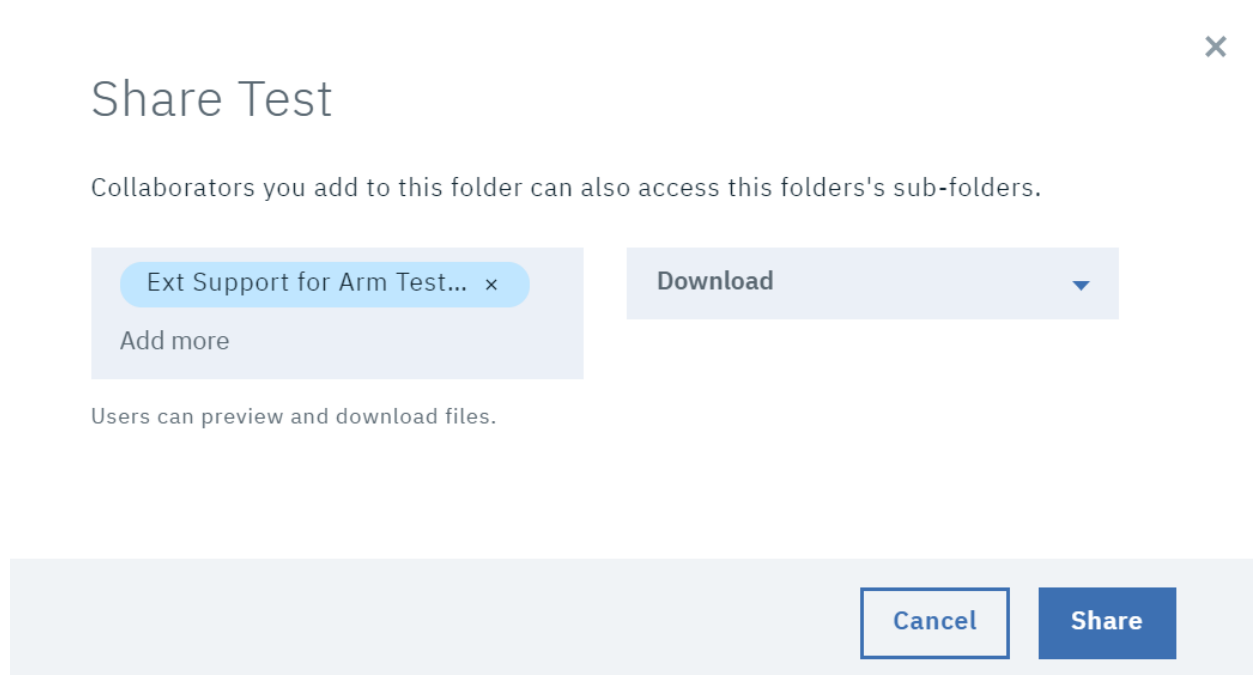
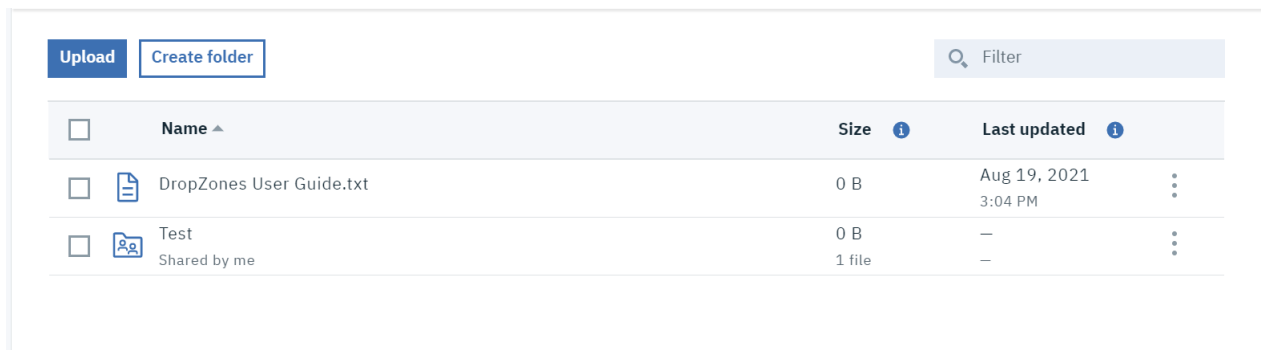


Figure 13 - File destination and access rights

- Click **Share** to share your folder with the selected users or groups. The folder will then display a **Shared by me** text after the folder name, as shown in the following image:



The screenshot shows a file management interface with a top bar containing 'Upload' and 'Create folder' buttons, and a search bar labeled 'Filter'. Below this is a table with columns for selection, name, size, and last updated. The table lists two items: a file named 'DropZones User Guide.txt' and a folder named 'Test' which is shared by the user and contains one file.



| <input type="checkbox"/> | Name ▲ | Size ⓘ | Last updated ⓘ |
|--------------------------|--|---------------|----------------------|
| <input type="checkbox"/> |  DropZones User Guide.txt | 0 B | Aug 19, 2021 3:04 PM |
| <input type="checkbox"/> |  Test Shared by me | 0 B 1 file | — — |

Figure 14 - Shared files and folders

6 Creating, delivering, and receiving packages

Packages are collections of files or folders, or both that are sent to a user, group or a shared inbox on the Arm DropZones Packages application. For more information about Packages, see [Arm DropZones Files and Packages](#).

The following subsections show you how to create, deliver, and receive a package on Arm DropZones.

6.1 Delivering a package

Delivering in Arm DropZones refers to creating and sending a package.

To deliver a package, do the following:

1. Navigate to the Packages application of Arm DropZones. For more information on navigating Arm DropZones, see [Navigating Arm DropZones](#).
2. Select **Send Files** on the left navigation menu pane, this opens the send files menu. The following image shows the popup menu:

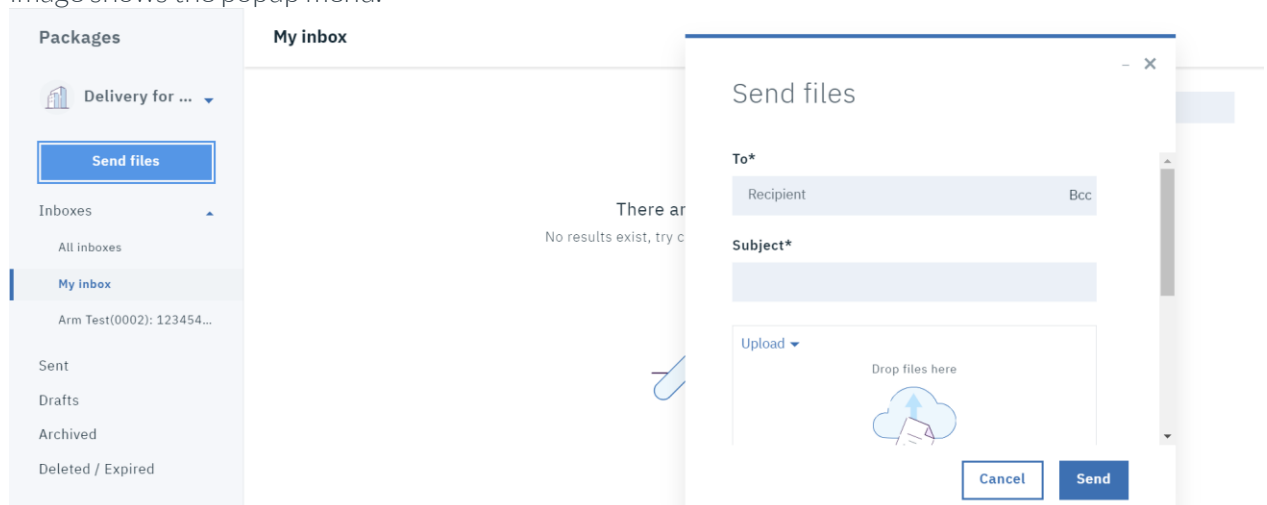


Figure 15 - Creating a package

3. Enter and upload the required details for the package in the popup menu. The popup menu consists of the following inputs:

Table 1 - Package input options

| Input Name | Description | Required |
|------------|---------------------------------|----------|
| To | Destination of the package | Yes |
| Subject | Subject or title of the package | Yes |

| | | |
|---------------------|--|-----|
| Upload | Opens a popup box to allow the uploading of files and folders to the package | Yes |
| Message | Text box to include text for the delivery of the package | |
| Options toggle | The options toggle shows or hides the following two options: Password protection, Notify people. | |
| Password protection | Allows you to add a password to the package so that only users with the password can download the contents | |
| Notify people | Allows you to add users so they can be alerted when the package is available and downloaded | |



If you enter a shared inbox in the target recipient **To*** field, the popup menu displays **Next** instead of **Send**. Selecting **Next** allows you to add metadata to the package. If you have not selected a shared inbox in the target recipient **To*** field, go to step 5.

- Input the required metadata. If you have selected a shared inbox as the target recipient, the following metadata options are required before you can click **Send**:

Table 2 - Package metadata options

| Input Name | Description | Required |
|-----------------------|--|----------|
| Product Name | The name of the product or project the Arm DropZone package relates to | Yes |
| ECCN | Export Control Classification Number | Yes |
| Release Assessment ID | The release assessment ID | |

- Click **Send** to send the file.

6.2 Receiving a package

To receive a package, do the following:

- Open the link in the email from Arm DropZones. The link opens the Packages application. The following image shows the example packages email:

You received a package in Arm Dropzone Demo.

Package Name:

Sender Name:

Sender's Organisation: ARM Ltd

Workspace Name: Delivery for Arm Test(0002) UK

Your current settings as a member of workspace Delivery for Arm Test(0002) UK request notification when files have been received.

You can see the history in the Packages application

Message from

test

Size: 0 Bytes for 1 file

File List: DropZones User Guide.txt

[Open Arm-Dropzones-Demo](#)

Figure 16 - Packages example email

2. Select the package you want to download and select **Download all**. The following image shows this step:

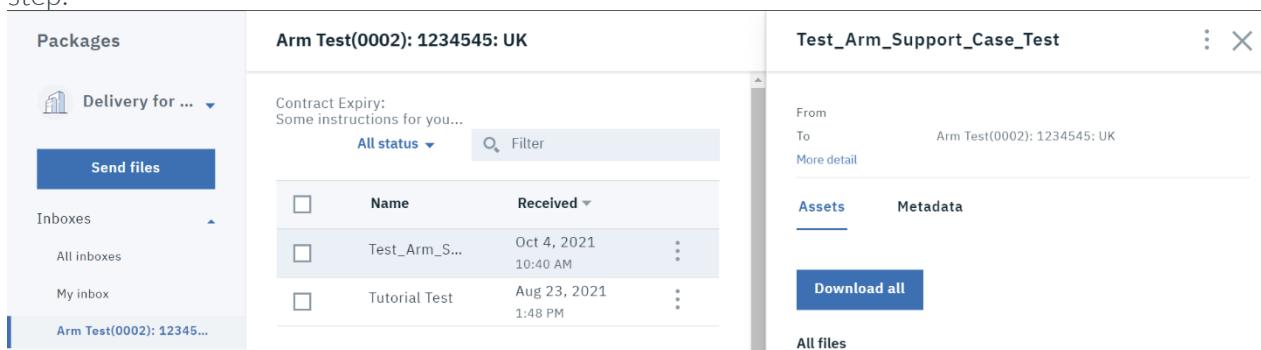


Figure 17 - Downloading packages



Alternatively, you can open the Packages application directly, and select the shared inbox which contains the package or packages you require. For a list of inboxes available to you, see **Inboxes** on the left navigation pane of the Packages Application.

Packages may also be password protected. Downloading a password protected package will prompt you to enter a passphrase in the Protected Content – IBM Aspera Connect window. The following screenshot shows the Protected Content – IBM Aspera Connect window:

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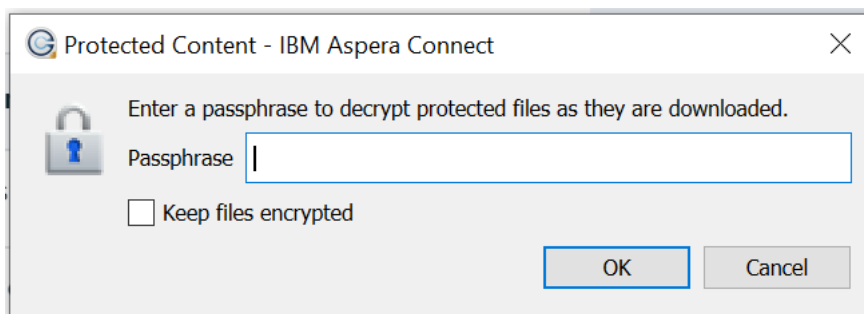


Figure 18 - Protected content Passphrase prompt

Select **OK** to download the package.

When the download has completed, a notification displays in a green notification box, visible in the navigation bar. Selecting the notification box, opens a menu where you can access the downloaded files or change the default download location. The following image shows the notification and the notification menu:

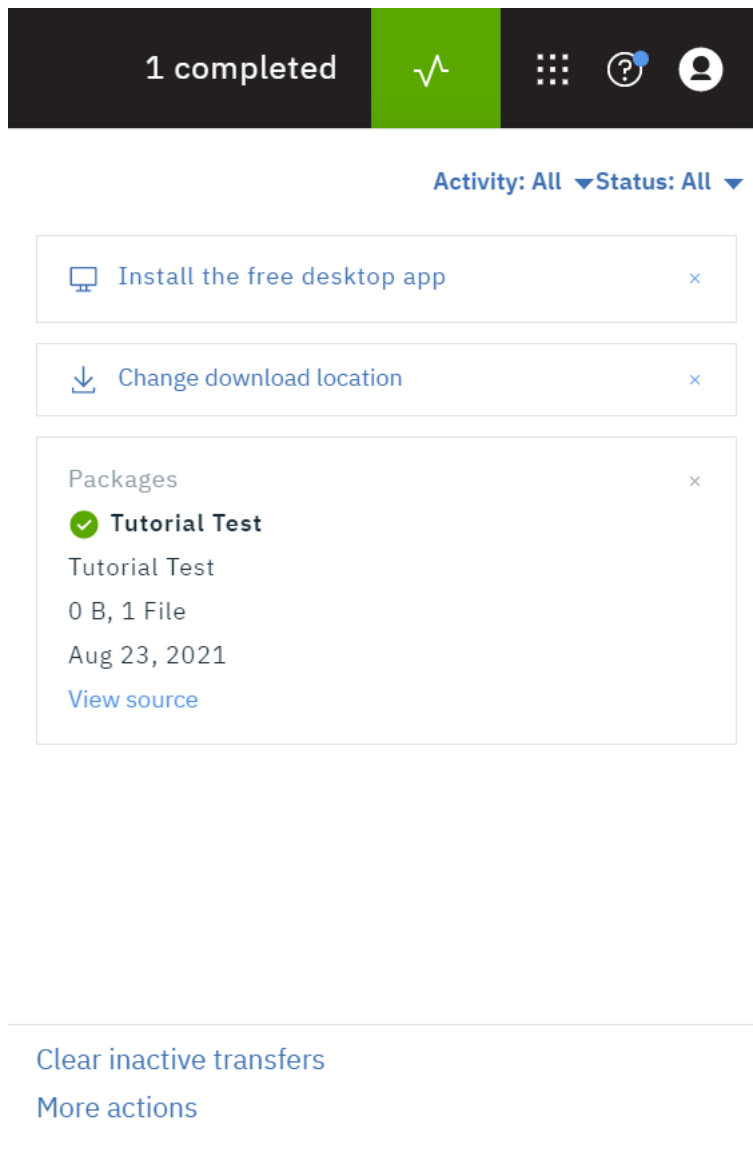


Figure 19 - Download notifications

7 Related information

For other guidance and support with Arm DropZones, you can reach out to the user who added you to an Arm DropZone.

If you are experiencing technical issues when using Arm DropZones, raise a support ticket at [Arm Developer Support](#).

8 Next steps

You now know how to:

- Install the IBM Aspera on Cloud extension and application.
- Navigate Arm DropZones.
- Upload, receive, and share files.
- Upload, receive, and deliver packages.
- Request any additional support and guidance for Arm DropZones.