



# Confidential Documentation Update

Version 1.0

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**Issue 01**

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## Confidential Documentation Update

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### Release information

#### Document history

Issue	Date	Confidentiality	Change
0100-01	27 July 2023	Non-Confidential	Initial release

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## Product Status

The information in this document is Final, that is for a developed product.

## Feedback

Arm welcomes feedback on this product and its documentation. To provide feedback on the product, create a ticket on <https://support.developer.arm.com>

To provide feedback on the document, fill the following survey: <https://developer.arm.com/documentation-feedback-survey>.

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

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# 1. Confidential Documentation Update

Arm has introduced a new method for organizations and their employees to access and read confidential Arm documentation.

Before this change, IP product technical documentation classified as confidential was only available through downloadable product packages.

Now, all confidential and non-confidential publicly available documentation is available from the Arm Developer website as well as from the product packages.

All partner employees with verified and validated Arm Accounts have access to all the confidential product technical documentation that their organization has licensed.



There is no change to the access model for the Product Download Hub. Access to IP product packages and other products on the Product Download Hub remains restricted to the Access Control List agreed with your organization.

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## Why?

Our goal is to make it easier for you to access Arm technical content. By increasing the amount of information you can find online, you can solve more of your own challenges without needing to raise support cases. This service is just one part of our commitment to improving our digital experience for our customers.

## Will I be able to see confidential content for IP that my company has not licensed?

No. You must have an entitlement or active license for an Arm product to see the confidential documentation associated with that product. You can not see or access the confidential technical documentation for IP that you have not licensed.

## What do I need to be able to see confidential documentation?

To view confidential documentation, all of the following must be true:

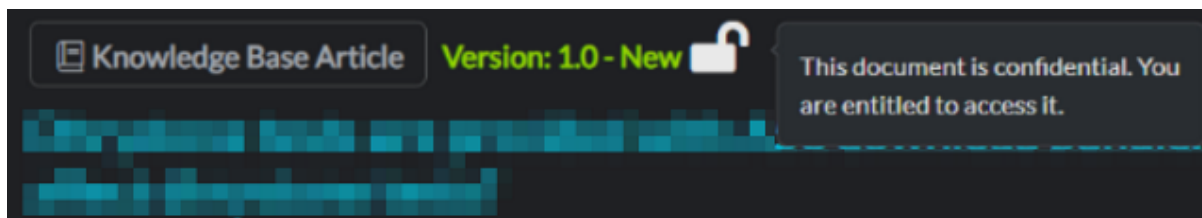
- As an individual, you must have a validated and verified Arm Account, and be logged in.
- Your organization must have entitlements or active licences for Arm products.
- You understand that the use of the confidential documentation is determined by the terms of your license agreement with Arm and the Terms of Use of Arm's websites.

## How do I find confidential documentation?

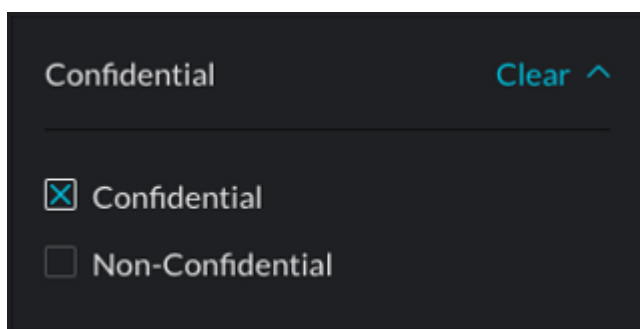
Navigate to the Arm Documentation Hub, log in to your Arm Account, and search for documentation in the usual way.

If you are entitled to view confidential documentation, you will see the following:

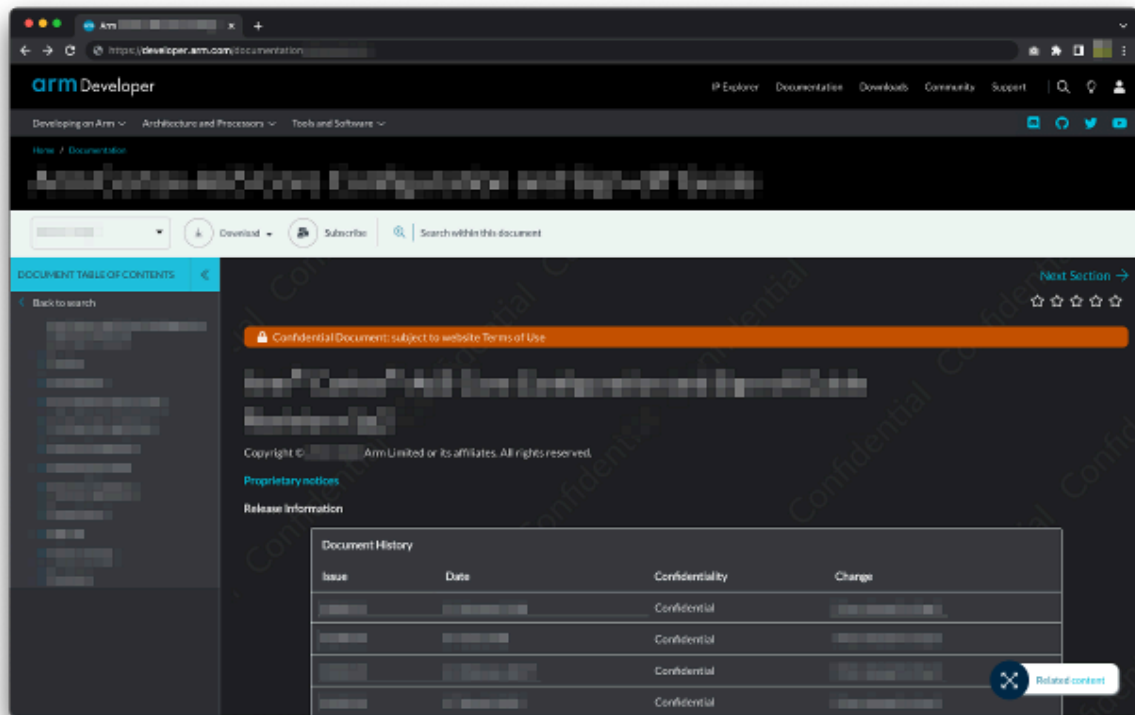
- The open padlock symbol identifies confidential documentation in search results:

**Figure 1-1: Open padlock symbol**

- The **Confidentiality Status** filter appears on the left panel in the Documentation Hub:

**Figure 1-2: Confidentiality Status filter**

- When you open a confidential document, a banner and watermark appear on each page of the document:

**Figure 1-3: Confidential document with banner and watermark**

### What happens when I raise a support case?

When you raise a support case, you see a dynamically-generated list of recommended documents that might help solve your problem directly. If you are entitled to see confidential documentation, this list now includes confidential items, indicated by an open padlock.

By giving you access to confidential and non-confidential documentation, you are able to get a faster answer to your question. Reducing the need to wait for a response from the Arm Support Team.

### Who can give me more information?

You should contact your Account Manager at Arm for more information about how you, or your organization, can access confidential product technical documentation.