

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



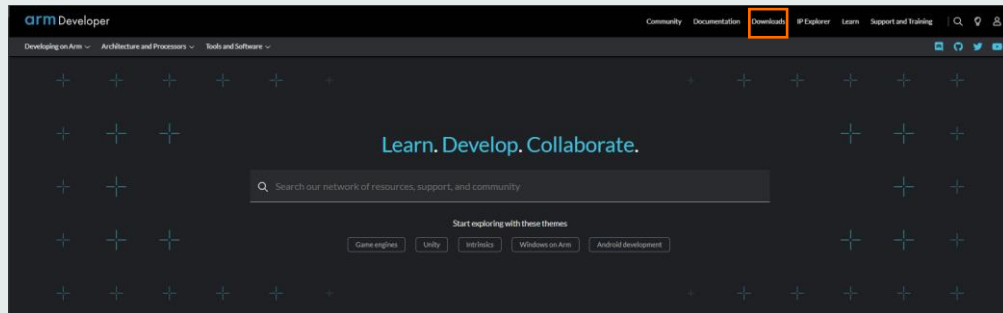
Download
Physical IP



Support

Finding Product Download Hub

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



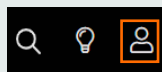
- 3 After clicking **Downloads**, you will now be at the home page of the Product Download Hub.
- 4 Clicking **Downloads** will bring you back to the home page, or you can follow this direct link: <https://developer.arm.com/downloads>

Login to Product Download Hub

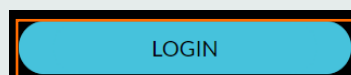
★ Login Reminder

- 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**.



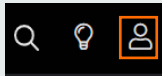

- 4 Enter your registered company's email and password credentials to access your account.

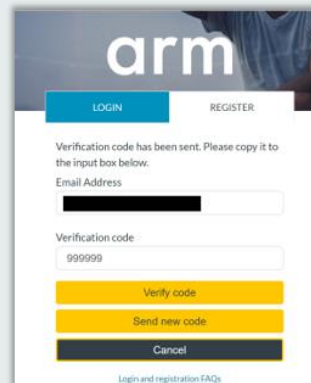
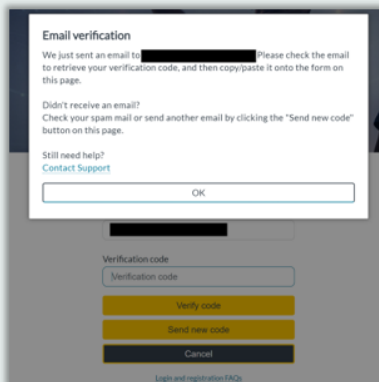
Registering for an Account



Login Reminder

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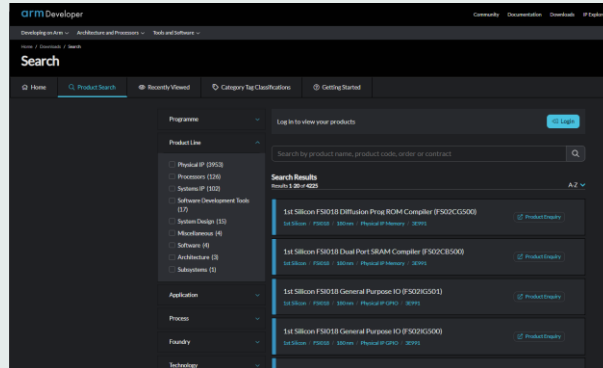
- 1 Navigate to: <https://developer.arm.com/>
- 2 Select *the user symbol*, found in the upper right-hand side of the navigation bar.
 
- 3 Select **Register**.
 
- 4 Create an account using your corporate email address, then select **Send verification code**.
- 5 You will receive an email from no-reply@arm.com 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.

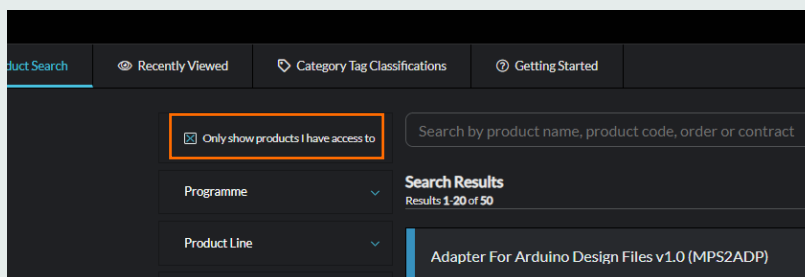


- 3 After selecting **Product Search** or searching for your first product from the home page, you will have a wide variety of filters available for narrowing down search results. The filters will be available on the left-side banner and are dynamic, meaning most filters will have sub filters available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

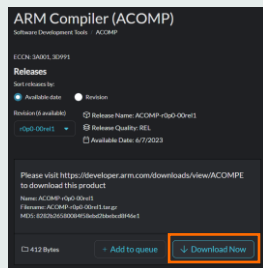
- When downloading IP thought the Product Download Hub, we may ask to re-verify your account via Multi-Factor Authentication (MFA).
- You can receive a code in the form of an SMS or phone call.
- You will be prompted to input a valid phone number if one has not been provided.

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

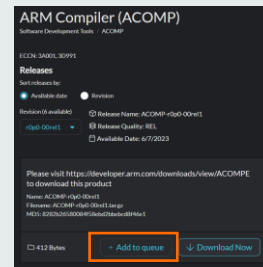
Click **Download Now** if you would like an immediate download.

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

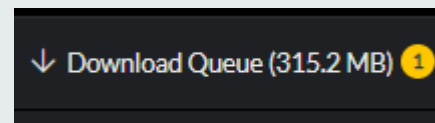
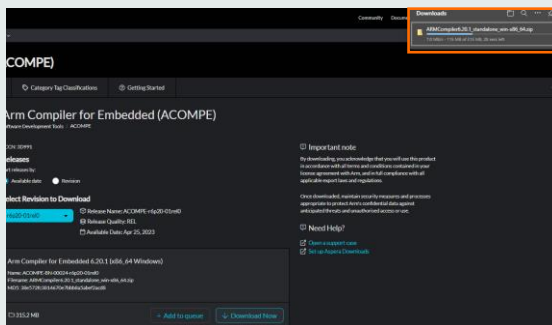
OR



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

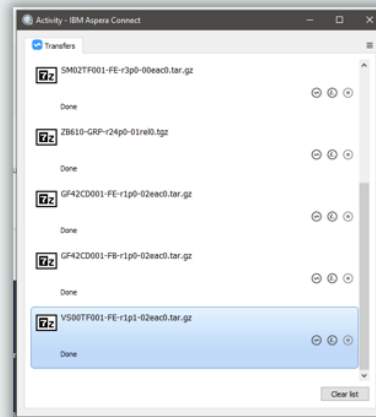
- Arm offers the typical web browser download option, or you can opt to use Aspera to download product(s).
- Aspera technology enables users to quickly download large file sizes, whether that is an individual file or a whole product queue.
- Opting to download via Aspera will prompt an install for the 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.

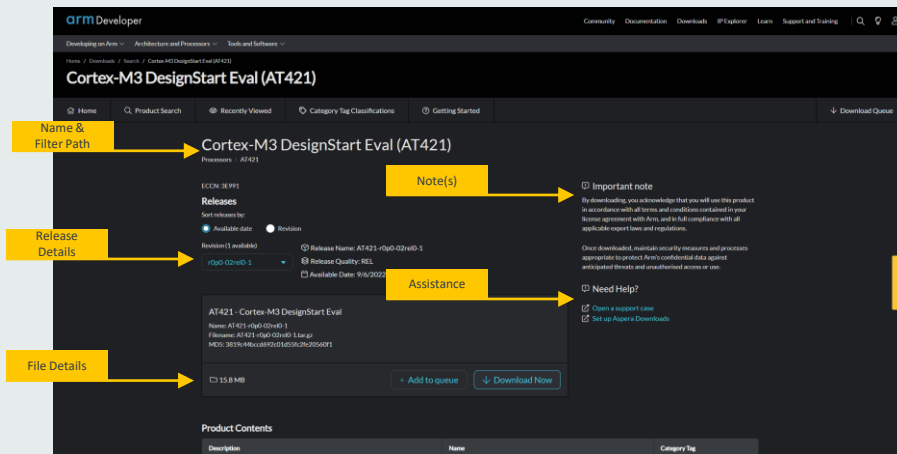
[Apply for DesignStart](#)

[Product Enquiry](#)

[Apply for Arm Flexible Access](#)

Anatomy of a Product Download Page

CPU



ARM Developer

Downloading on Arm > Architecture and Processors > Tools and Software > Downloads

Home / Downloads / Search / Cortex-M3DesignStartEval(AT421)

Cortex-M3 DesignStart Eval (AT421)

Processors AT421

ECN: 36191

Releases

Sort releases by: Available date (selected) | Revision

Revision (1 available) | Release Name: AT421-rp02-02w0-1 | Release Quality: REL | Available Date: 9/16/2022

AT421 - Cortex-M3 DesignStart Eval

Name: AT421-rp02-02w0-1
 Release: AT421-rp02-02w0-1-1.0-01
 MD5: 3815c44c0a8f5c1d1a5b262020d0f1

15.8 MB

+ Add to queue | Download Now

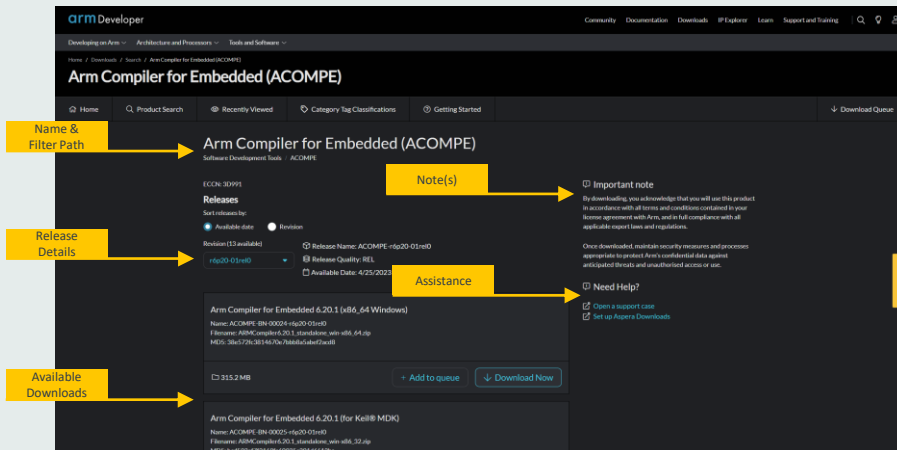
Product Contents

Description	Name	Category Tag

Callouts:

- Name & Filter Path
- Release Details
- File Details
- Note(s)
- Assistance
- Important note

Software



ARM Developer

Downloading on Arm > Architecture and Processors > Tools and Software > Downloads

Home / Downloads / Search / Arm-Compiler-for-Embedded(ACOMPE)

Arm Compiler for Embedded (ACOMPE)

Software Development Tools ACOMPE

ECN: 30991

Releases

Sort releases by: Available date (selected) | Revision

Revision (13 available) | Release Name: ACOMPE-rp02-01w0 | Release Quality: REL | Available Date: 4/25/2022

Arm Compiler for Embedded 6.20.1 (x86_64 Windows)

Name: ACOMPE-BN-00024-rp02-01w0
 Release: ARMCompiler6.20.1_x64windows_wm-06_64.zip
 MD5: 5b6c72c3614c70e78b8d4e0c7d0c0f1

215.2 MB

+ Add to queue | Download Now

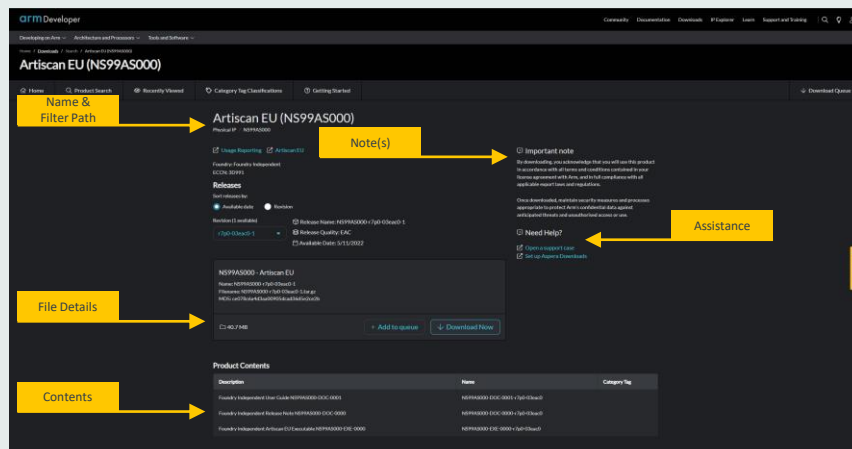
Arm Compiler for Embedded 6.20.1 (for Keil® MDK)

Name: ACOMPE-BN-00025-rp02-01w0
 Release: ARMCompiler6.20.1_x64windows_wm-06_32.zip
 MD5: 5d4f7d7f7273d9f0b007c20104413ba

Callouts:

- Name & Filter Path
- Release Details
- Available Downloads
- Note(s)
- Assistance
- Important note

Physical IP



ARM Developer

Downloading on Arm > Architecture and Processors > Tools and Software > Downloads

Home / Downloads / Search / Artisan-EU(NS99AS000)

Artisan EU (NS99AS000)

Processors NS99AS000

ECN: 30991

Releases

Sort releases by: Available date (selected) | Revision

Revision (1 available) | Release Name: NS99AS000-rp02-01w0-1 | Release Quality: EAC | Available Date: 5/15/2022

NS99AS000 - Artisan EU

Name: NS99AS000-rp02-01w0-1
 Release: NS99AS000-rp02-01w0-1-1.0-01
 MD5: 5d4f7d7f7273d9f0b007c20104413ba

46.7 MB

+ Add to queue | Download Now

Product Contents

Description	Name	Category Tag
Foundry's Independent User Guide NS99AS000-DIC-0001	NS99AS000-DIC-0001-rp02-01w0-1	
Foundry's Independent Release Note NS99AS000-DIC-0002	NS99AS000-DIC-0002-rp02-01w0-1	
Foundry's Independent Release Note NS99AS000-DIC-0003	NS99AS000-DIC-0003-rp02-01w0-1	

Callouts:

- Name & Filter Path
- File Details
- Contents
- Note(s)
- Assistance
- Important note

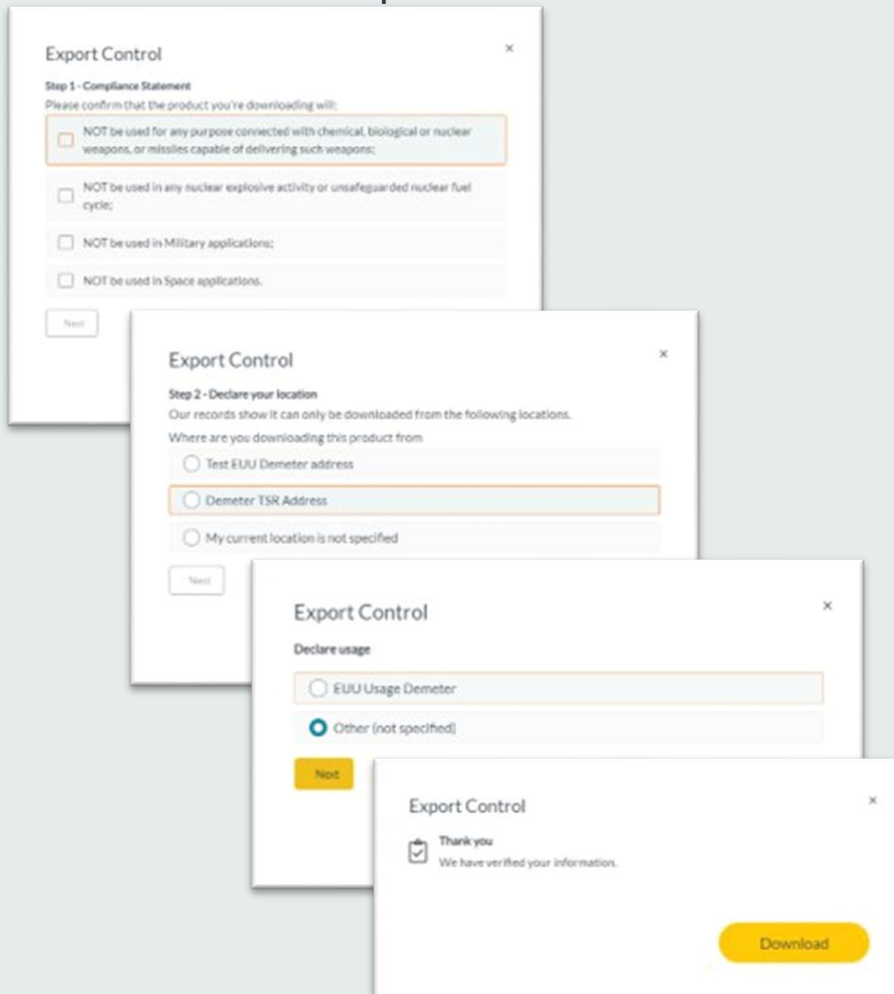
Compliance



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 EUU Demeter address
- ☒ Demeter TSR Address
- ☐ My current location is not specified

Next

Export Control X

Declare usage

- ☐ EUU 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:

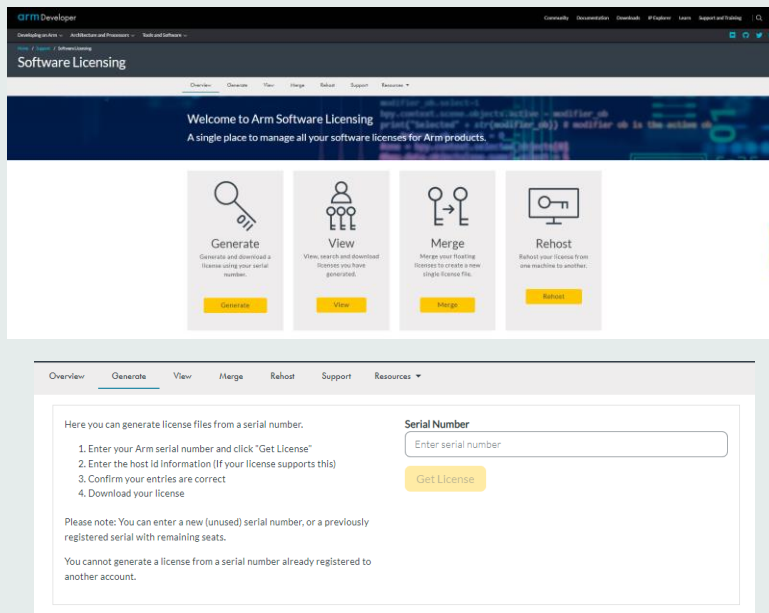
Non-Arm Flexible Access
Members that are under
contract

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.



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



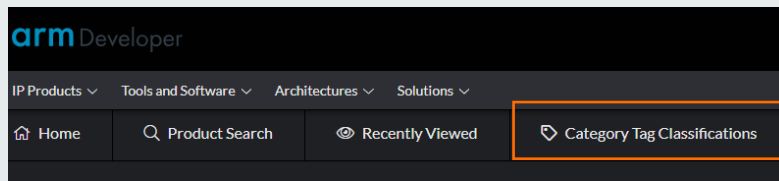
Explanation

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					
Description	Name			Category Tag	
Cortex SIT Product	DS000-BN-00000-r21p1-00rel0			CONFIDTRIM	
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

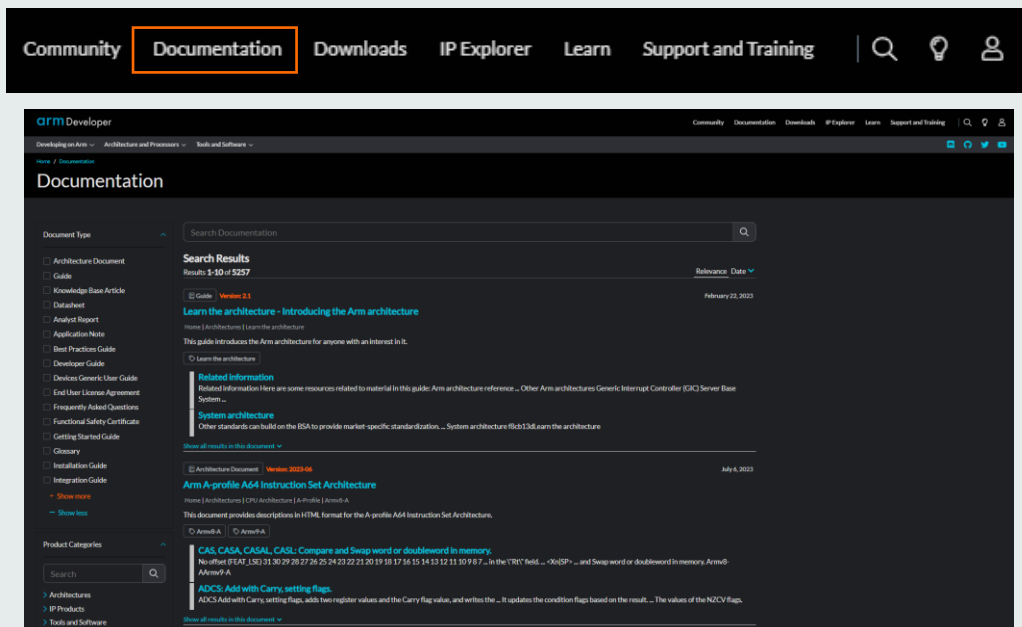
You can create and update support cases if you have any questions in relation to your products using the Arm support portal. Cases are logged into the support database and can be viewed by all our applications engineers world-wide. Each case received will be assigned a unique case tracking number for 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>



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