Connect User Guide

Version 1.2

Revision Information

The following revisions have been made to this User Guide.

Date	Version	Confidentiality	Change
27 January 2016	1.0	Non-Confidential	First release
1 August 2016	1.1	Non-Confidential	Added Google Chrome to list of supported browsers. Added details on how to search for Contracts
6 March 2017	1.2	Non-Confidential	Added section to cover the Aspera Connect application and removed some duplication of content

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Product Status

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

Web Address

http://www.arm.com

Contents

1 Introduction

1.1 About this guide

The guide is written for ARM customers who are unfamiliar with the online Connect IP delivery system. It contains the information you need to download ARM IP.

For questions that go beyond the scope of this document, see the Contact Information x-ref.

1.2 Supported Browsers

The following browsers are supported for use with the online Connect IP delivery system:

- Google Chrome (any version)
- Mozilla Firefox (any version)
- Internet Explorer 9 and above

1.3 Contact Information

Whom to contact	When
The person in charge of Connect accounts in your company.	Requesting access rights.
Account Manager/Local FAE	If you have any questions regarding your contract.
General Support	If you have questions regarding delivery, Connect, enrolment, or downloads, open a support case at: https://support.developer.arm.com/my-cases/open-case/
TeamAssist	For Technical Product support and maintenance queries, and product-specific queries, go to http://connect.arm.com/support/login.tsh

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2   What is Connect?

Connect is an online IP delivery system that ARM customers use to download ARM products. It is also the system where you can upload and retrieve files from the DropZone, access your logged support cases, raise new ones & License Key generation.
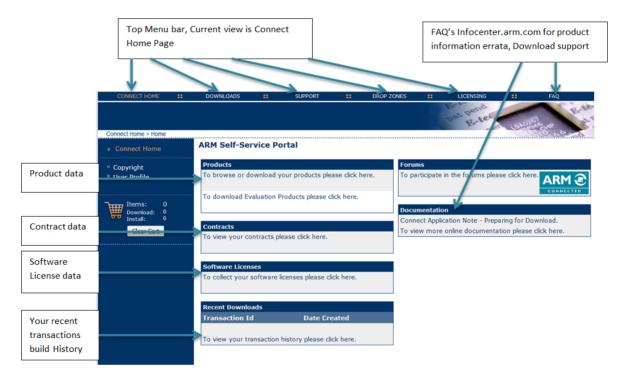
The URL is http://connect.arm.com.

Any IP available for download depends on your contractual agreement with ARM. You are not able to download IP products for which you do not have an agreement.

Note
Connect.arm.com is a different site to Silver.arm.com. Silver is where documents and IP are freely available to download (sometimes you need to accept Terms & Conditions via a click-through EULA). Silver is accessed via a username and password registration process.

2.1   Finding your way around Connect

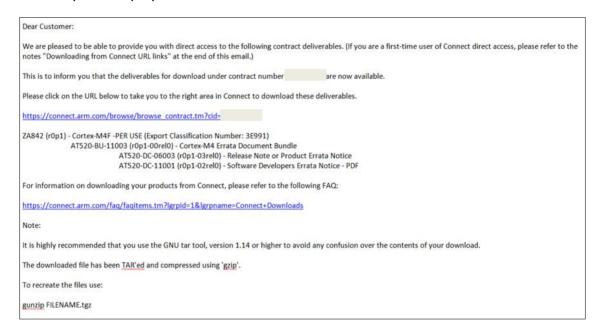The image below shows the Connect main screen.

3 How am I notified of new or updated IP?

ARM sends you one of two emails to notify you of either new or updated IP that is available for you to download from Connect.

These emails are:

- The **Contract Delivery** email.

  This email is sent to the individual who is the notification contact when a newly-signed contract between your company and ARM comes into force. The email looks like this:

Dear Customer:

We are pleased to be able to provide you with direct access to the following contract deliverables. (If you are a first-time user of Connect direct access, please refer to the notes "Downloading from Connect URL links" at the end of this email.)

This is to inform you that the deliverables for download under contract number _____ are now available.

Please click on the URL below to take you to the right area in Connect to download these deliverables.

https://connect.arm.com/browse/browse_contract.tm?cid=_____

ZA842 (r0p1) - Cortex-M4F -PER USE (Export Classification Number: 3E991)
       AT520-BU-11003 (r0p1-00rel0) - Cortex-M4 Errata Document Bundle
             AT520-DC-06003 (r0p1-03rel0) - Release Note or Product Errata Notice
             AT520-DC-11001 (r0p1-02rel0) - Software Developers Errata Notice - PDF

For information on downloading your products from Connect, please refer to the following FAQ:

https://connect.arm.com/faq/faqitems.tm?lgrpid=1&lgrpname=Connect+Downloads

Note:

It is highly recommended that you use the GNU tar tool, version 1.14 or higher to avoid any confusion over the contents of your download.

The downloaded file has been TAR'ed and compressed using 'gzip'.

To recreate the files use:

gunzip FILENAME.tgz

See **Building transaction** for details on how to access connect and download IP from this email.

- The **Product Update** email.

  You receive this email when an existing product has been updated and:

  - You are entitled to the update because the contract entitlements are still covered under support and maintenance, or

  - You are not entitled to the update, but you have subscribed to receive notifications.

  The email looks like this:

  ```
  Dear Customer

  New versions of the following deliverables are now available for download.

  AT590 - Cortex-M0+

  For more information and to download the data visit the following URL:

  https://connect.arm.com/browse/AT590

  =======================================================================

  The Product Errata Notice (PEN) for Cortex-M0+ is updated to add one new erratum:

  =======================================================================

  * AT590-BU-11001-r0p1-00rel1 *
  https://connect.arm.com/browse/AT590-BU-11001-r0p1-00rel1
                  AT590-DC-11001-r0p1-00rel0
          * AT590-DC-06003-r0p1-00rel1 *

  Kind Regards

  Data Release
  ```
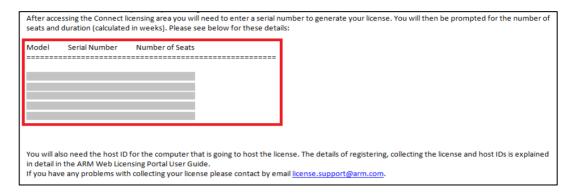
  See **Creating a Cart from the Product Update** email for details on how to access connect and download IP from this email.

- **Flex license serial numbers.**
  If you are downloading an ARM product that requires a Flex license, you will receive your product serial number(s) via email. The serial numbers are contained within the Contract Delivery email and look like this:

  After accessing the Connect licensing area you will need to enter a serial number to generate your license. You will then be prompted for the number of seats and duration (calculated in weeks). Please see below for these details:

  Model   Serial Number   Number of Seats
  ==

  You will also need the host ID for the computer that is going to host the license. The details of registering, collecting the license and host IDs is explained in detail in the ARM Web Licensing Portal User Guide.
  If you have any problems with collecting your license please contact by email license.support@arm.com.

  Note
  The serial numbers are located near the end of the email.

  See **Flex licensing** for details on how to generate a Flex license.

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4 The Download process

When you have received one of the 2 emails ARM sends you, the download process involves 3 stages. You might not need to generate a flex license depending on the IP you are downloading.

4.1 Building transactions
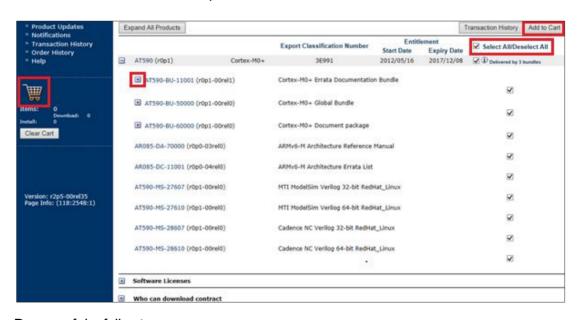
This stage in the process is where you select the products you want to download, and add them to a shopping cart. This is called building a transaction.

Creating a Cart from the **Contract Delivery** email

Procedure

1. Click the link in the email.

   Result: The Contracts screen opens, showing a list of contracts and corresponding products available for download, for example:

2. Do one of the following:

- Click the Select All/Deselect All check box to choose all components available to you.

  Or

- Click the + icon to expand the product and select the individual components you want.

3. Click the **Add to Cart** button.
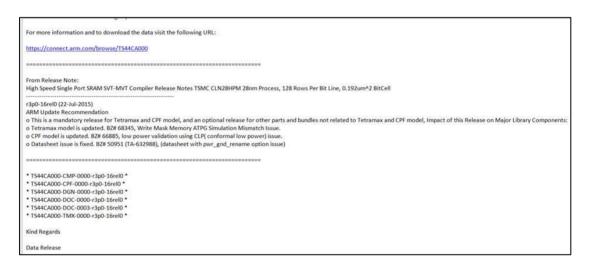
   Result: The products are added to your cart:

Creating a Cart from the **Product Update** email

Procedure

1. Click the link in the email.

   Result: Connect opens and displays all the products for which an update is available.

1. Do one of the following:

   - Select the products you would like to download

     Or

   - Click the **Select All** checkbox to select all the products listed.

2. Click the shopping cart icon 🛒 to add the products to your cart.

   Result: The selected products are added to your cart.
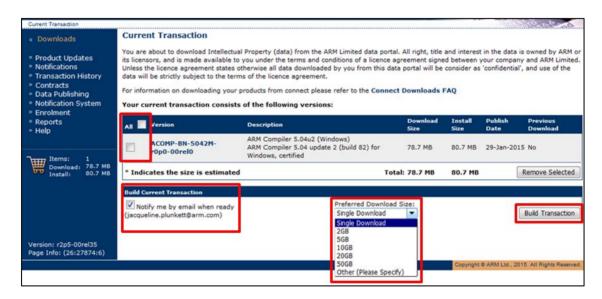
Build a transaction

Procedure

1. Click the cart icon 🛒 on the left of the screen see the contents of your cart.

2. Check the **Notify me by email when ready** box to receive an email notification when the transaction has finished building.

3. Select a **Preferred Download Size** from the drop-down menu. You might want to do this if the total size of the download is very large, or you have a slow internet connection.

Note
If a preferred download size is specified, Connect splits the single download file into several smaller zip files of the selected size.
If 'Single Download' is selected Connect puts all the products into one zip file.

4. Check the **Notify me by email when ready** box to receive an email when the transaction is built.

5. Click **Build Transaction**.

Result: The progress status box shows the transaction build progress, and an estimated end time for when the transaction will finish building:

When transaction has been built, the download button appears:

If you checked the **Notify by email** checkbox, you will receive an email notification. For example:

Note

The transaction will be available to download for 10 days if you do not choose to download immediately.

4.2 Downloading products

When you have finished selecting the products you want and built your transaction you can download the products.

Downloading with the Aspera Connect download manager

ARM strongly recommends Connect users download and install the Aspera Connect application to download the products in your transactions.

Why use Aspera Connect?

Aspera is a free application that plugs in to your web browser to facilitate high-speed downloads. It can manage multiple concurrent downloads and allow you to stop and resume downloads at any point, whether there is a constant connection or not. Please see our FAQ page on Aspera if you'd like further details - https://silver.arm.com/data/aspera_faq.tm (login required).

How to I set up Aspera Connect?
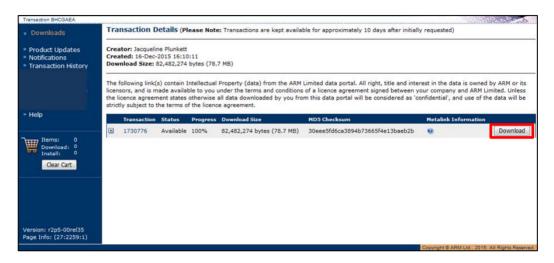
Visit our diagnostic tool at https://silver.arm.com/data/download_test.tm (login required), which will automatically detect your OS and will present you with the correct version for your machine and allow you to test it. You can also test your ports from this page to see if you need to take any action regarding opening the correct ports.

Procedure
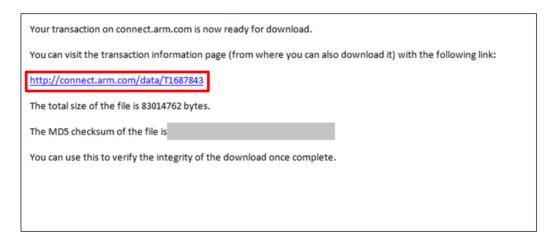
1. Do one of the following:

- If you choose to download immediately, click the **Download** button from the transaction details screen that appears when you have built your transaction:

Or

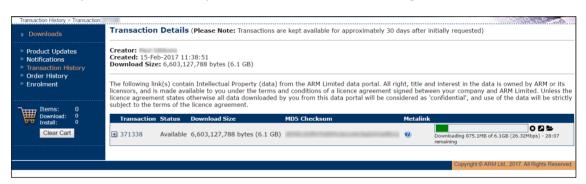- Click the link in the email you received after building your transaction:

Result: the download page opens in Connect:

2. Click **Download**.

   Result: The products included in your transaction start downloading:

   Once the download progress bar appears three icons appear that allow you to stop and start your download, open the Aspera Connect application or open the containing folder for the downloaded file (this is your 'Downloads' folder by default, but can be changed in the settings area of Aspera Connect).

3. When the download is complete, open the containing folder and check that the zip file(s) contains all the selected products.

4. Next, do one of the following:

   - If the files are present, extract the files and install the products.

   - If there are any missing products, open a support case.

Note

If you encounter any issues using the Aspera Connect download manager, or simply want more information about it, please refer to its FAQ page (https://silver.arm.com/data/aspera_faq.tm).

4.3 Flex licensing

This section provides instructions on how to generate a license, and how to install the two different types of license (floating and node-locked).

Flex licenses are required to use certain ARM software products. You will have received an email from ARM if your contract requires product licenses.

Rehosting a Flex license and Merging a Flex license are discussed in the Common tasks chapter.

Note
If you encounter any license-related issues, open a support case.

Generate Flex license

If you need to generate a Flex License you will have received an email with serial numbers for the products you are downloading. For example:

Identifying your host ID

You need to know your host ID to complete the procedure to generate a flex license.

If you have the FLEXnet tools installed, you can get a list of the recognized host IDs by executing the following from a terminal on Linux or a command (run) prompt on Windows:

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```
lmutil lmhostid
```

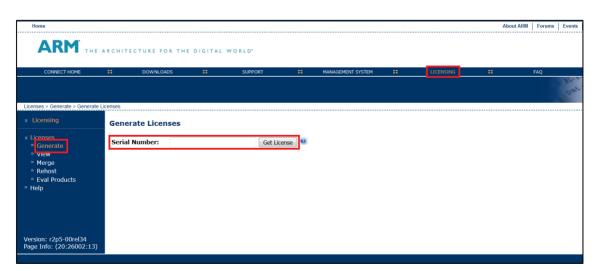The host ID is the 12-digit hex value. For example: 001124642313.

Note: For recent versions of Linux that use the new `Consistent Network Device Naming` scheme, `lmutil lmhostid` returns all zeros. ARM recommends that you use `ifconfig` for these versions of Linux.

You can also find the host ID manually using the following information:

Operating System	Command	Server Host ID Type	Comments
Windows	`ipconfig /all`	ETHERNET	The hostid is returned as the 12-digit hex 'Physical Address'. Remove the hyphens, '-', before entering it.
Linux	`/sbin/ifconfig eth0`	ETHERNET	Returns a 12-digit hex 'HWaddr'. Remove the colons. Only eth0 can be used to obtain the host ID.
Solaris	`/usr/bin/hostid`	LONG	Returns the 8-digit hex host ID.

Procedure

5. Click **Licensing** from the top menu in the Connect Home screen.
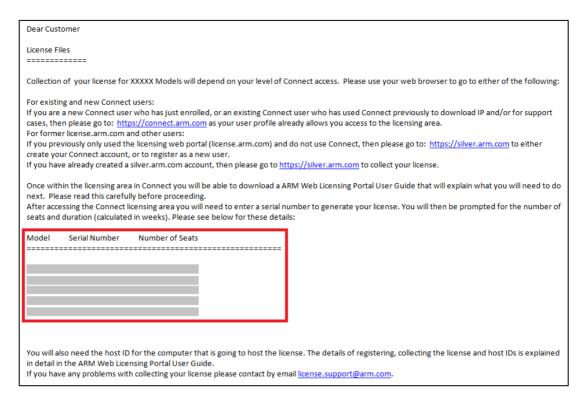
6. Click **Generate** in the left menu.

7. Enter the product serial number in the **Serial number** box.

   Note
   The product serial number is in the email you received. For example:
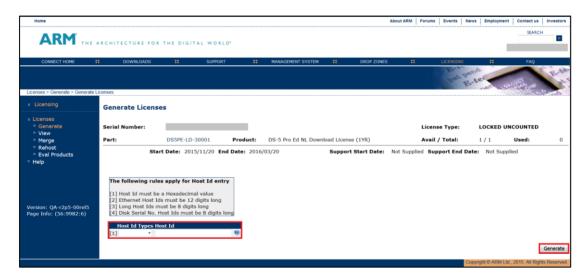
Dear Customer

License Files
=============

Collection of your license for XXXXX Models will depend on your level of Connect access. Please use your web browser to go to either of the following:

For existing and new Connect users:
If you are a new Connect user who has just enrolled, or an existing Connect user who has used Connect previously to download IP and/or for support cases, then please go to: https://connect.arm.com as your user profile already allows you access to the licensing area.
For former license.arm.com and other users:
If you previously only used the licensing web portal (license.arm.com) and do not use Connect, then please go to: https://silver.arm.com to either create your Connect account, or to register as a new user.
If you have already created a silver.arm.com account, then please go to https://silver.arm.com to collect your license.

Once within the licensing area in Connect you will be able to download a ARM Web Licensing Portal User Guide that will explain what you will need to do next. Please read this carefully before proceeding.
After accessing the Connect licensing area you will need to enter a serial number to generate your license. You will then be prompted for the number of seats and duration (calculated in weeks). Please see below for these details:

Model   Serial Number   Number of Seats
===

You will also need the host ID for the computer that is going to host the license. The details of registering, collecting the license and host IDs is explained in detail in the ARM Web Licensing Portal User Guide.
If you have any problems with collecting your license please contact by email license.support@arm.com.

8. Click **Get License**.

    Result: The screen changes to prompt to enter your host ID, for example:

9. Choose your Host Id Type from the drop-down menu and enter your host ID.

10. Click **Generate**.

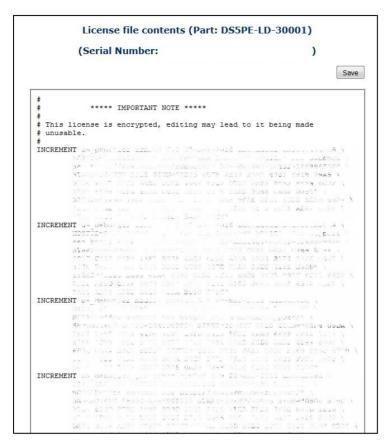   Result: The Generate button changes to a Confirm button.

11. Click **Confirm**.

    Result: The screen shows a message that the license file has been created. If there is a problem generating the license file, contact your FAE.

12. Click **View**.

Result: A pop-up window opens showing the license file contents. For example:

13. Click **Save** and follow the on-screen prompt to save the file.

Important: Do not change the license file type, it must in .dat format.

Note
The file is saved to your downloads location. Move the file to a location that you will use when you install the product you download.

Installing a floating license

Installing and configuring a floating license involves four stages:

1. Installing the server software.

2. Installing the license.

3. Starting/restarting the license server(s).

4. Configuring the client.

Below is a summary of how to install an ARM development tool license. Detailed information on how to install the license server utilities and set up the client machine(s) is described in your ARM development tool's documentation. Detailed information is available in the References section at:
http://infocenter.arm.com/help/index.jsp?topic=/com.arm.doc.faqs/3898.html

Installing the server software

Before you begin

If you want to replace the license file on an existing ARM license server, you must stop and restart the license server(s) before you can use a new license (see step 3: Starting/restarting the license server(s) below), and step 4: Configuring the client, can be skipped.

Procedure

1. Locate the server utility files:

   Note
   If you are using the same version of the server utilities provided with the latest ARM development tools, skip this step and go to step 2.

   For Development Studio 5 (DS-5) the correct version of the FLEXlm license server utilities are provided as part of an installation, for example, in DS-5 for Windows, the server utilities are located at:

   `C:\Program Files\DS-5\sw\FLEXnet_<version_number>`

   For other ARM development tools, the FLEXlm license server utilities for supported server platforms can be downloaded from:

   https://silver.arm.com/browse/bx002 (login/registration required)

2. Copy the server utility files into a destination directory on your license server:

   - If you are using a Windows license server, use `C:\FLEXlm`.

   - If you are using a Linux license server, run the `makelinks.sh` script in the license utilities directory on the server:

     `sh ./makelinks.sh`

3. Check that the destination directory is on your `PATH`.

   Note: You should use the license server utilities provided with the latest ARM development tools that you have, as changes to license file formats may mean that an older license server will not support a new tools license. For more information, see the FAQ: Which version of the license server daemons should I run?

Installing the license

Procedure

1. Obtain a license from web licensing system.

2. Copy the license you have obtained from to each of the servers you are using. ARM recommends that you put the license file in the same directory as your server utility files.

3. Make the following changes to the license file's `SERVER` line(s):

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- Replace `this_host` with the corresponding server name.

- Add in the server port number after the host ID number. Typically this will be `8224` for ARM licenses.

- Check that the modified server line is in the following format:
  `SERVER <servername> <host ID> <port>`

Starting/restarting the license server(s)

Before you begin

In Windows, you need to stop any existing service before starting the license service.

1. Open the `lmtools.exe` program.

2. Navigate to the **Start/Stop/Reread** dialog.

3. Click the **Stop Server** button.

4. Navigate to the **Configure Services** dialog.

5. Add paths for the `lmgrd` daemon, license file, and log file.

6. Click on the **Save Service** button.

7. Navigate to the **Start/Stop/Reread** dialog.

8. Click on the **Start Server** button.

Procedure

1. To start and stop the license server, do one of the following:

   - In Windows, run the `lmtools.exe` program in your license utilities directory.

   - For Linux, and all other platforms, you can start the license server from the command line:

     i. Navigate to your license utilities directory.

     ii. To stop a license service, type the following command, and when prompted enter "y" to confirm:
     `lmutil lmdown -c <license_file>`

     iii. To start a license service enter the following:
     `lmgrd -c <license_file> -l <logfile_name>`

Configuring the client

Before you begin

All servers must have been configured and started.

Procedure

1. Do one of the following:

- If you are using Windows:

    i. Create an environment variable called `ARMLMD_LICENSE_FILE` on the client.

    ii. Enter the value of this environment variable in the form `port@host`, where port is the port number of the license server, and host is the hostname of the server.

    If you have a three server license, the value of `ARMLMD_LICENSE_FILE` should be in the form of:

    `8224@my_serverA;8224@my_serverB;@my_serverC`

    Where `my_serverA`, `my_serverB`, and `my_serverC` are the port and server names for your own license servers. The third server in this example has no port number defined because this server uses a default port in the range between `27000` and `27009`.

- If you are using a Unix client machine, set the environment variable using the relevant command for your shell (for instance, `setenv` if using csh or tcsh), and separate the servers with `:` (colon) rather than `;` (semicolon).

- If you are using Windows and the latest ARM development tools, you can use the ARM License Manager to configure your license environment on the client. This is discussed in the documentation links above.

Note
It is strictly forbidden to attempt to install seats which have since been replaced by upgrade/update seats.

For more details, please see the FAQ: [Do upgrade/update seats replace existing seats?](#)

A link to download the FLEXlm utilities is available at:
http://infocenter.arm.com/help/index.jsp?topic=/com.arm.doc.faqs/ka3861.html

Installing a node-locked license

Before you begin

You need to Generate Flex license, and save it to your computer.

Procedure

1. Do one of the following:

- For DS-5 (Windows and Unix/Linux), ARM recommends that you use the ARM License Manager, installed with your tools, to configure your licenses. This will configure the `ARMLMD_LICENSE_FILE` environment variable.

> For details on how to use the ARM License Manager, refer to chapter 4.1 of the ARM DS-5 License Management Guide.
>
> Alternatively, licenses can be installed manually by following the appropriate instructions from chapter 4 of the ARM DS-5 License Management Guide:
>
> Installing a node-locked license manually (Windows only)
>
> Installing a node-locked license manually (Unix/Linux only)

- For RVDS versions 2.2 - 4.1 (Windows only), ARM recommends that you use the License Wizard, installed with your tools, to configure your licenses. This will configure the `ARMLMD_LICENSE_FILE` environment variable.

  To open the License Wizard from the Windows Start menu:

  Click **Start → Programs → ARM → License Wizard v4.x**.

  > For details on how to use the ARM License Wizard, refer to chapter 3 of the ARM FLEXnet License Management Guide.

- For older ARM development tools (Windows only)

  i. Open the Control Panel.
  ii. Navigate to the Environment Variables dialog.
      In Windows 7, click **System and Security System → Advanced system settings → Environment Variables**.
  iii. Create or modify a Windows environment variable called `ARMLMD_LICENSE_FILE` to point to `C:\Program Files\ARM\license.dat` (or the equivalent full path to your license file).

Note:
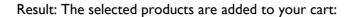
- Node-locked licenses are only supported on Windows for RVDS and older ARM tools.
- It is strictly forbidden to attempt to install seats which have since been replaced by upgrade/update seats. For more details, please see the FAQ: Do upgrade/update seats replace existing seats?

This information is also available at:
http://infocenter.arm.com/help/index.jsp?topic=/com.arm.doc.faqs/ka3510.html

Result: The selected products are added to your cart:

2. Click the shopping cart icon 🛒 in the left menu to see the contents of your cart.

3. Check the **Notify me by email when ready** box to receive an email notification when the transaction has finished building.

4. Select a **Preferred Download Size** from the drop-down menu. You might want to do this if the total size of the download is very large, or you have a slow internet connection.

5 Common tasks

5.1 Viewing previous transactions
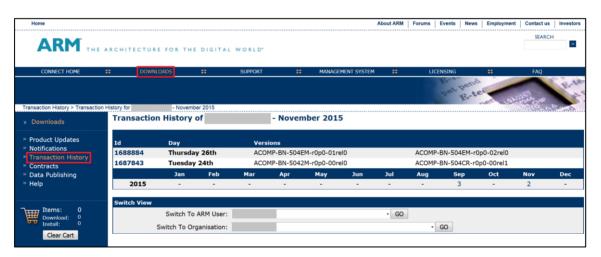
You do not have to download your products immediately after building a transaction. Transactions are available to you for approximately 10 days after you have created them.

Note
If you access connect.arm.com from a different computer, the IP Address of your computer will not be recognized and you might experience log-in issues. If this happens, see the Contact Information table on page 4 for details on whom to contact.

Procedure

1. Open Connect.

2. Click **Downloads** in the top menu.

3. Click **Transaction History** in the left menu:

4. Click on the transaction number.

    Result: The Download page opens showing your transaction and you can now download your chosen products.

5.2 Searching for products to download

There are three ways to find products that are available for you to download:

- Using the product search function.
  This is useful when you are searching for a specific product you want to download.

- Navigating through the product hierarchy.
  This is useful when you want to see all the products in a certain category that are available for you to download.

- Viewing your contracts
  This is useful when you want to see products listed under a specific contract, that are available to you for download.

Using the product search function

To use the Connect product search function, you must use exact and specific terms. You can only search using one full, hyphenated, or partial term. The search function is not case-sensitive.

If you try to search using spaces, no results are returned.

Example search terms:
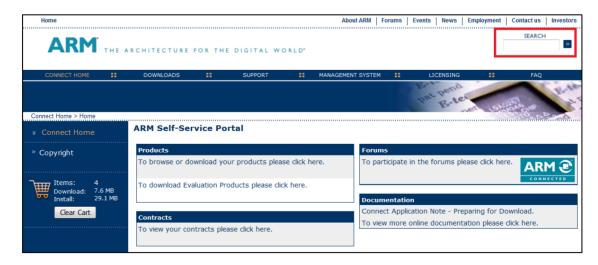
Correct: searching for "**cortex-a9**" is valid and returns a list of products relating to the Cortex-A9 processor.

Correct: searching for "**cort**" is valid, and returns any product with "cort" in its name.

Incorrect: searching for "**cortex a9**" is invalid because it contains a space, and will not return any results.

Procedure

1. Type the search term in the search box located at the top of the screen, and press Enter.
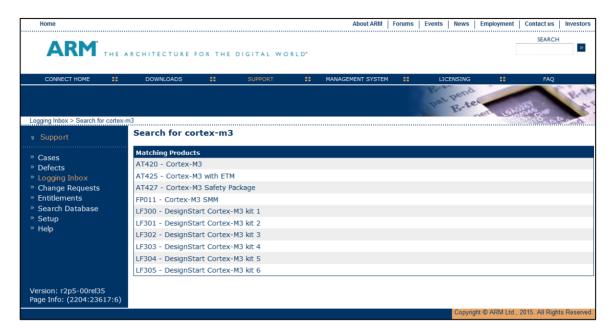
Result: All products containing the search term are listed.

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Example: If you search for **cortex-m3**, you see the following results:
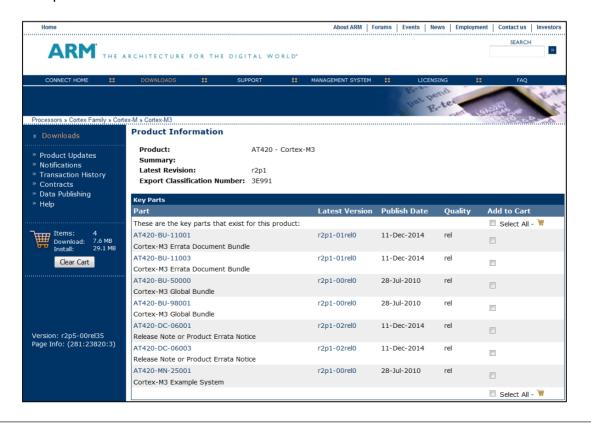
Note

You will only see products that you are entitled to download, according to your company's contract with ARM.

2. Click on a search result.

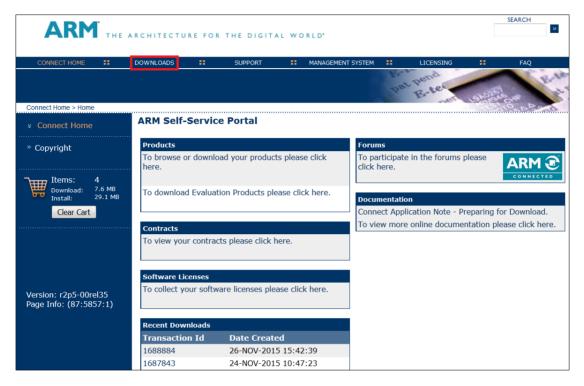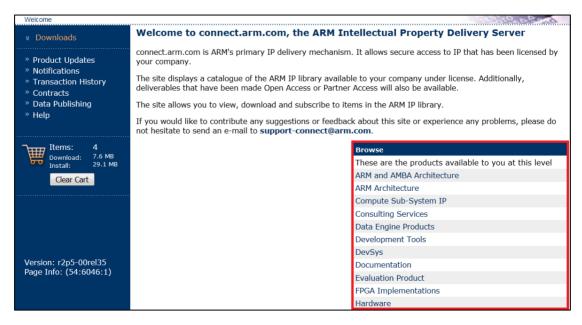Result: The product page opens from where you can add the product to your cart. For example:

Navigating the product hierarchy

Procedure

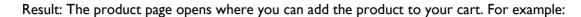1. Go to http://connect.arm.com.

2. Click **Downloads** in the top menu:
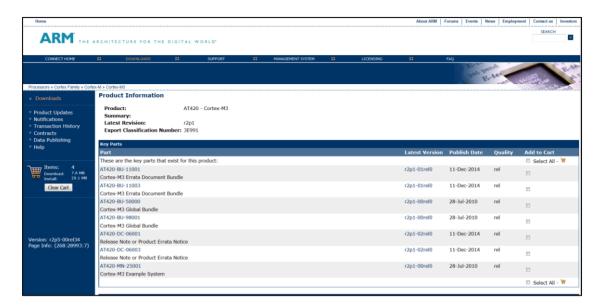

3. Click on the related product area in the **Browse** list:

4. Click on the relevant categories, until you reach the product page.
   Note: you might need to click through many sub-categories.

Result: The product page opens where you can add the product to your cart. For example:
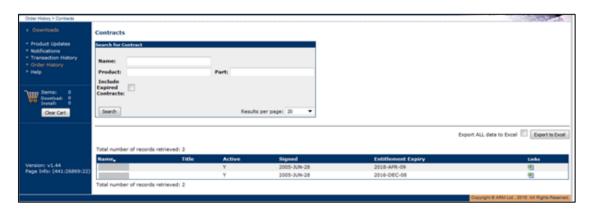
Viewing and searching for contracts

Procedure

1. Click **Downloads** in the top-menu.

2. Click **Order History** in the left-menu.

    Result: A list of your contracts is displayed:
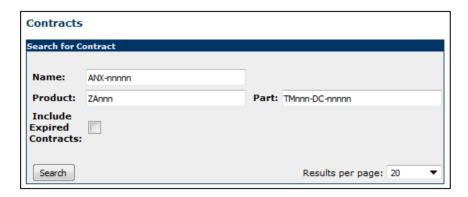
3. Use the search box to enter the search criteria. You can search by:

    - Contract name
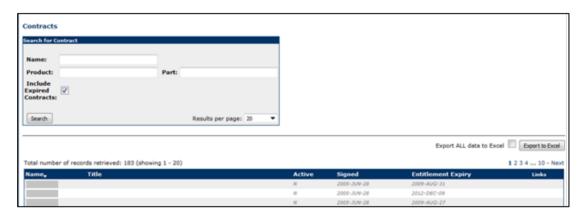   - Or product code
    - Or part number

    For example:

Note
To include expired contracts in the search results, check the **Include Expired Contracts** box. Expired contracts are indicated with a grey italic font:

4. Click on the contract title to view the details of that contract.

   Result: A list of products available to download under that contract is displayed. If the contract has expired, you will not be able to download any products associated with that contract.

5.3 Searching for support cases

There are two ways to search for support cases that you or anyone in your company may have raised:
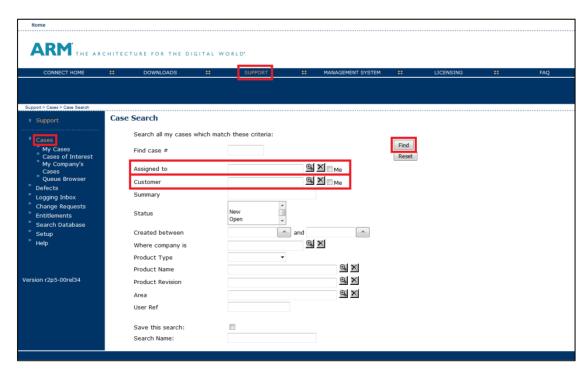
- Searching by customer name.

- Searching by company name.

Searching by customer name

Searching by customer name allows you to view all support cases you have raised.

Procedure

1. Click **Support** in the top menu.

2. Click **Cases** in the left menu.

3. Click **Case search** in the left menu.

4. Type your surname in the **Assigned to** or **Customer** fields then click the 🔍 icon to find your name record in the database.

5. Click **Find**.

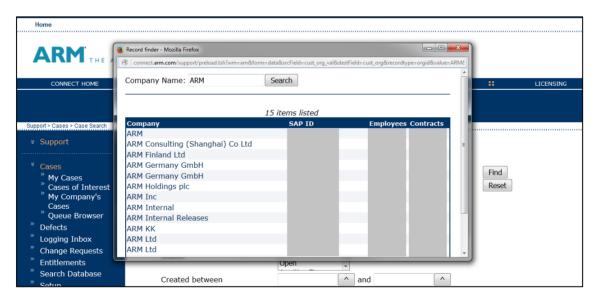Result: All cases that were assigned to you are listed:

Searching by company name

Searching by company name allows you to view all the support cases your company has raised.

Procedure

1. Type your company's name in the **Where company is** field, and then click the 🔍 icon.

   Result: A list of companies is displayed:

2. Select the correct entry from the list.

3. Click **Find**.

   Result: All cases associated with your company are displayed.

5.4 Viewing licenses

Procedure

1. Click **Licensing** in the top menu.

2. Click **View** in the left menu.

3. Do one of the following to filter the list of licenses:

    *   To view specific license files, complete the relevant fields.
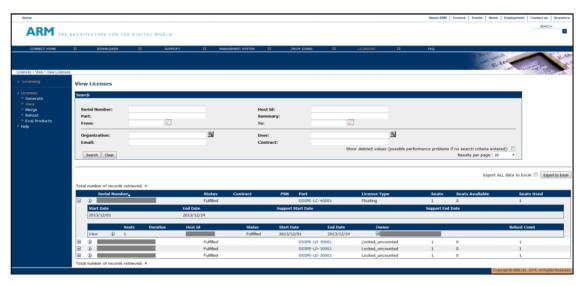
        Note: it is recommended to complete one field only; either host or serial number. Using too many criteria will sometimes return no results.

        Or

    *   To view all of your license files, leave all the fields blank.

4. Click **Search**.

    Result: A list of your license files is shown:

4. Do one of the following:

    *   Click the **[+]** icon on the left to expand each list item. From here you can **View** and **Save** the license file.

    *   Click the **[+]** icon next to the Owner name to view the contact and company details for that person.

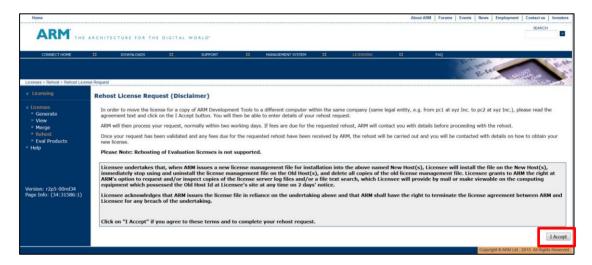## 5.5 Rehosting a Flex license

You can transfer your Flex license to another computer within the same company. This is called rehosting.

Procedure

1. Click **Licensing** in the top menu.

2. Click **Rehost** in the left menu.

   Result: The following screen is displayed, where you <u>must</u> accept the disclaimer to rehost your license

3. Do one of the following to filter the license list:

   • To find specific license files, do one of the following:

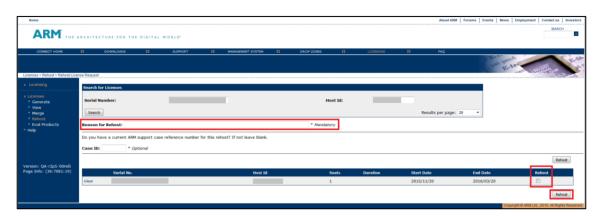   i. Complete the **Serial number** field to find the license for a single product.

   Or

   ii. Complete the **Host ID** field to find all the licenses for a particular machine.

   • To view all of your license files, leave both fields blank.

4. Click **Search**.

Result:

5. Complete the **Reason for Rehost** field.

6. Select the license you want to rehost.

7. Click **Rehost**.

    Result: the following message is displayed:

What happens next?

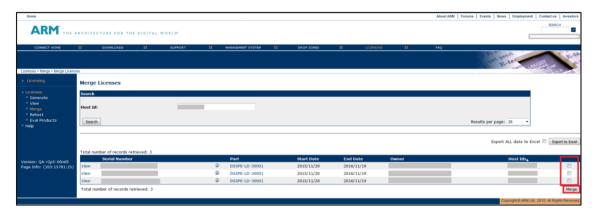ARM License Support processes the request, and will contact you within 24 hours via email.

5.6 Merging a Flex license

If you have several Flex licenses, for ease of maintenance you might want to merge them into one license.

Procedure

1. Click **Licensing** in the top menu.

2. Click **Merge** in the left menu.

3. Type your **Host Id** in the box.

4. Click **Search**.

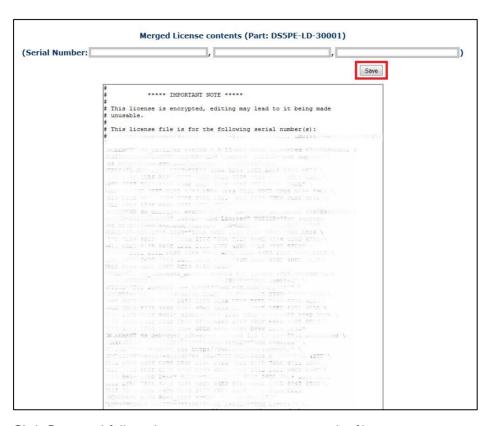   Result: all licenses associated with the Host Id are listed.

5. Select the licenses you want to merge by using the checkboxes.

6. Click **Merge**.

   Result: a new window opens, containing the new license.

7. Click **Save** and follow the on-screen prompt to save the file.