Arm Support Hub

Version 1.0

Frequently Asked Questions

Non-Confidential

Issue

102870_0100_en

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Release information

Document history

Issue	Date	Confidentiality	Change
0100	10 March 2022	Non-Confidential	Initial release
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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(LES-PRE-20349|version 21.0)

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Contents

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 Access the Arm Support Hub video.

If I used the previous system, do I need to re-register for the Support Hub?

No. You use the same Arm Account credentials that you used on the previous system. There is no need for you to re-register. If you have not registered, you need to enter your details to create an account.

Can I access a support case that I opened in the previous system?

Yes. We migrated all support cases from the previous system to the Support Hub. Although your case now has a different case reference, existing links redirect to your case in the Support Hub. You can also search for a case in the Support Hub using your old case reference number.

Can I still use email to raise a case and communicate with the Support team?

Yes. You can choose whether to use the Support Hub or email to interact with Arm on your support case. All our support email addresses continue to work. However, we encourage you to raise your case on the Support Hub. This is because the Support Hub gives you access to our knowledge base and gives you a faster response 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. Therefore, the historical Arm Account notification preferences (full text, link only, or no email) no longer apply.

Can I add watchers to my case?

Yes. You can add other members of your organization as watchers on a support case. These watchers can see the history of the case in the Support Hub.

You can add people from your organization to the support case using the To or cc field of your email. This means that they receive email updates.

You can also add people from outside your organization as watchers. For security, you must add people with a different email domain to yours from the Watchers section of the Support Hub.

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.

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.

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 Manage your support case 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.

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.

2. What happens when you open a support case?

Read the following steps for how to open a support case or watch the Create a 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

When you open a new case, we ask you to provide:

- 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 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.

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?

- 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.

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