software AG

Freedom as a Service

ARIS
Product Lifecycle Information

ARIS 10.0 SR8

April 2019

Support level

Download restrictions

ARIS products can be downloaded from the ARIS Download Center at http://aris.softwareag.com. However, ARIS releases earlier than version 9.6 service release 1 (9.6.0.3) can be downloaded only from a restricted download area.
If you want to download such ARIS releases, you need to get access data from Global Support ARIS. Please contact our support either via Empower/e-ticket or via hotline +800 ARIS HELP.

Definition of maintenance policy

Software AG's Maintenance Policy is divided into milestones (gray diamonds) and stages (colored boxes).
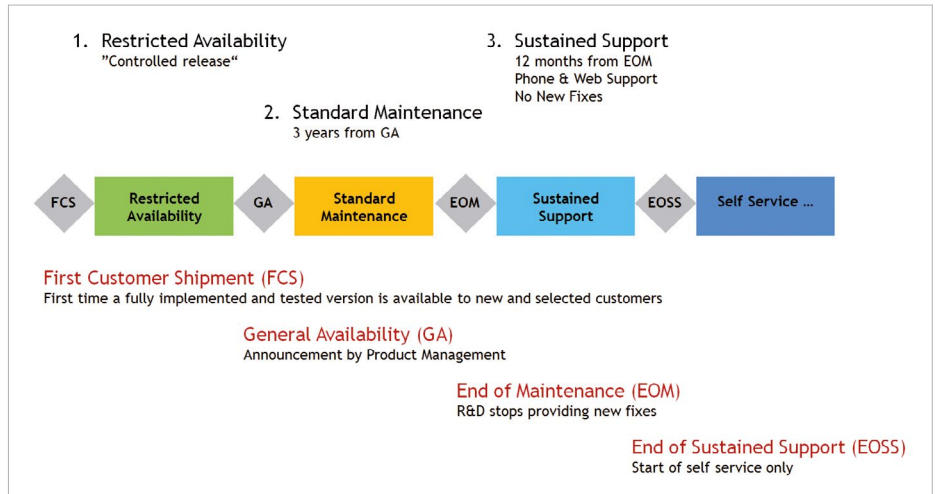
Restricted availability

When Software AG has completed the development, QA, and documentation cycles for a new release, we often make the software available to a limited group. We call this milestone First Customer Ship (FCS), and it begins the restricted availability period. The intent of this period is to have select customers begin using the software while we ready Software AG staff and partners for General Availability (GA). The software that we ship during this stage is not beta; all new features are complete and have been thoroughly tested and documented. Specific individuals throughout Software AG who have been trained on the platform provide support for customers during the restricted availability period.

As a result of doing additional platform or performance testing during the restricted availability period, we may choose to ship fixes or service packs to resolve any issues uncovered. We require that customers stay current by upgrading to a current service pack or fix when made available during this period.

Standard maintenance

When all relevant Software AG personnel sign off on the readiness of the software, it is released as GA for all contracted customers. At this time, the product officially enters the stage called standard maintenance. During standard maintenance, our global support and research and development staff fully support GA releases by delivering defined product support services and minor, service pack or fix releases, as defined in this guide, that address customers' needs. When a GA release is delivered, Software AG provides standard maintenance, typically for a minimum of 36 months. Software AG may require that, in order to address a problem encountered with a version of the software in standard maintenance, the customer first install the most recent service pack.

Sustained support–after EOM

Sustained support is for customers who find their implementations in a stable, static environment with little need for change. The sustained support period is minimally 12 months in duration. Customers running products beyond End of Maintenance (EOM) will receive Web-based and telephone assistance from Software AG Global Support, but no new fixes will be created for the software. All previous fixes are downloadable via the Software AG extranet site. Sustained support is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release.

Self service–after EOSS

At the End of Sustained Support (EOSS), Software AG provides unlimited electronic self service for the products. Customers may access hints and fixes from our Software AG extranet site but are not permitted to open new support requests. Electronic self service is covered by the customer's maintenance fees. Customers who require support for more active environments are encouraged to upgrade to the latest GA release.

End of maintenance extensions

An End of Maintenance Extension (EME) can be provided at additional cost on many Software AG products, including ARIS 9 or ARIS 10 for a maximum of four years after the version's EOM date.

An EME is offered in two phases: phase 1, covering years 1 and 2 post EOM and phase 2, covering years 3 and 4 post EOM. The EME fee structure differs between the phases. To request an EME, customers must submit a detailed technical questionnaire to Software AG. Subject to internal approval from Global Support and R&D, Software AG will provide a quote and separate addendum to enact a version specific EME agreement.

It may not always be possible to offer an EME for a particular environment or exclusions, or restrictions may need to be included.

Software AG is offering EME contracts for ARIS under the following conditions:

- The EME is priced in addition to the customer's current standard maintenance and support fees
- Since bug fixes will be delivered only for newest Service Release (SR) of an ARIS version, customers have to migrate to this newest SR
- Environment freeze: the customer has to stay on current platform to run ARIS. (no additional platforms will be released and supported)
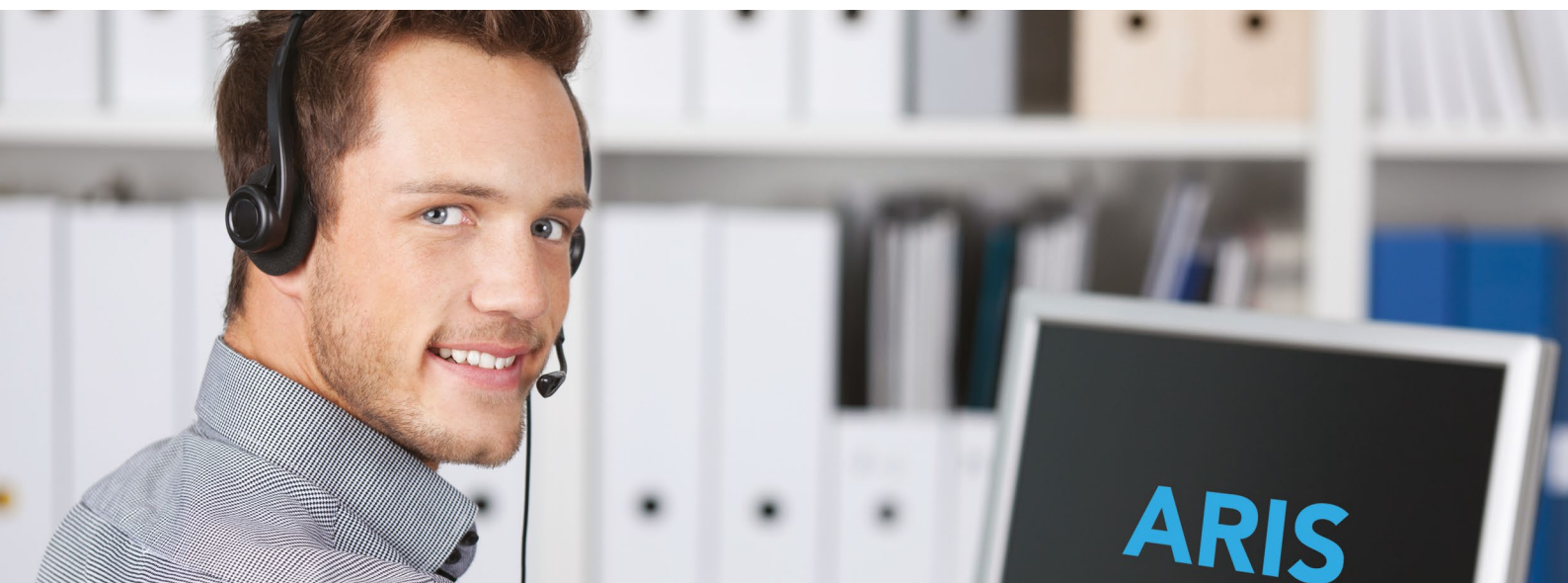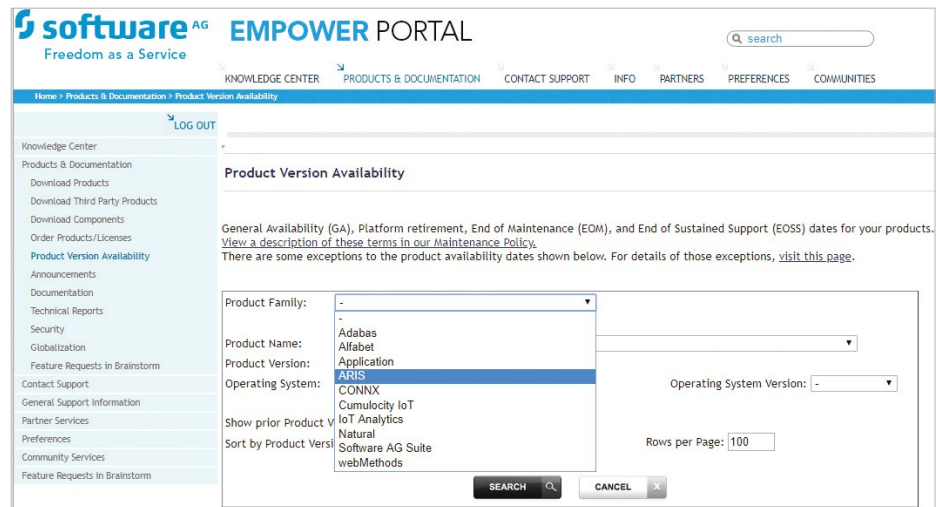
Empower—do it yourself

Log into Empower and have a look at your start page.
Navigate to **General Support Information**:
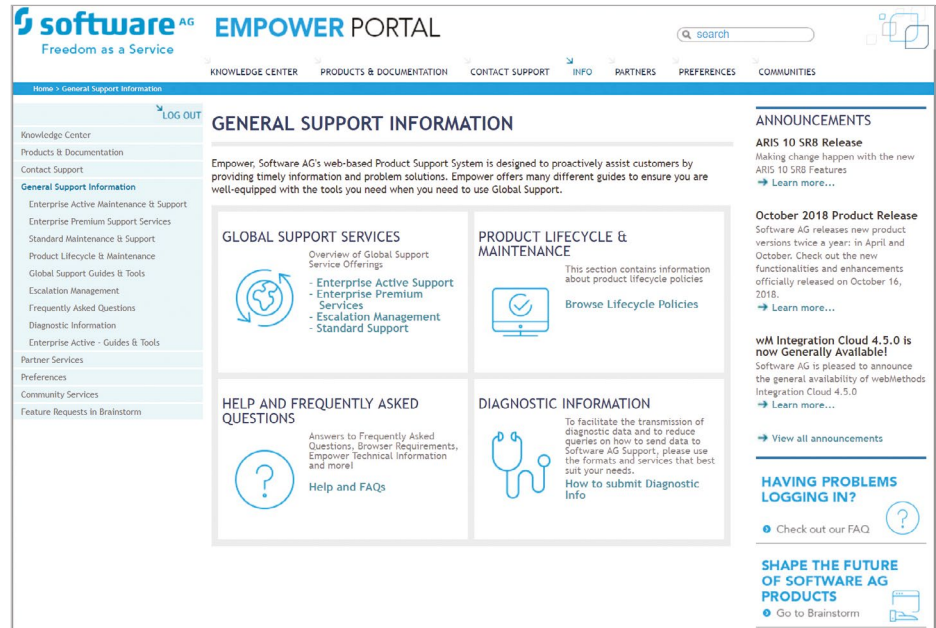
Click on **Product Lifecycle & Maintenance**, then on **Product Version Availability**, and select **ARIS** in the drop-down list **Product Family**, then click **Search**:

Scroll down the list to your ARIS version, or enter your ARIS version number in the drop-down list **Product Version** and click **Search**.

Restrict the search by specifying **Product Family, Product Name**, **Product Version**. Furthermore you can select the **Operating System** and **Operating System Version** you are looking for.

Click on **Search**.
(Your matches will be diplayed below.)

Product Version Availability

General Availability (GA), Platform retirement, End of Maintenance (EOM), and End of Sustained Support (EOSS) dates for your products. View a description of these terms in our Maintenance Policy. There are some exceptions to the product availability dates shown below. For details of those exceptions, visit this page.

Product Family: ARIS

Product Name: ARIS Connect [YCS]
Product Version: 10.0.4
Operating System: -   Operating System Version: -

Show prior Product Versions: ☐
Sort by Product Version: ⦿ Descending ◯ Ascending   Rows per Page: 100

[SEARCH 🔍]   [CANCEL ✕]

Expand all - Collapse all
Rows 1 - 13 of 13 | Rows per page: 100 | Click for Printable Version of below Table: 🖨

Product Family | Product - Product Version ▸ Operating System and Hardware *	Version Lifecycle Milestone			
	GA	OS Retirement	EOM	EOSS
⊟ Product Family: ARIS | ARIS Connect [YCS] 10.0.4				
▸ Alpine Linux 3.7 - Docker ix86-64	2018-04-17	-	2021-04-30	-
▸ Hosted Software - Cloud	2018-04-17	-	2021-04-30	-
▸ Red Hat Enterprise Linux 7 - Amazon EC2 ix86-64	2018-04-17	2024-06-30	2021-04-30	-
▸ Red Hat Enterprise Linux 7 - Microsoft Azure	2018-04-17	2024-06-30	2021-04-30	-
▸ Red Hat Enterprise Linux 7 - x86-64	2018-04-17	2024-06-30	2021-04-30	-
▸ Red Hat Enterprise Linux 6 - x86-64	2018-04-17	2020-11-30	2020-11-30	-
▸ SUSE Linux Enterprise Server 12 - x86-64	2018-04-17	2024-10-31	2021-04-30	-
▸ Windows 10 Professional Edts - x86-64	2018-04-17	2025-10-31	2021-04-30	-
▸ Windows Server 2008 - x86-64	2018-04-17	2020-01-31	2020-01-31	-
▸ Windows Server 2012 - Amazon EC2 x86-64	2018-04-17	2023-01-31	2021-04-30	-
▸ Windows Server 2012 - Microsoft Azure	2018-04-17	2023-01-31	2021-04-30	-
▸ Windows Server 2012 - x86-64	2018-04-17	2023-01-31	2021-04-30	-
▸ Windows Server 2016 - x86-64	2018-04-17	2027-10-31	2021-04-30	-

Expand all - Collapse all
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Products de-supported

- ARIS ABC
- ARIS Audit Manager
- ARIS Business Optimizer
- ARIS Connectivity for Lotus Notes®
- Connect Server 9.6x (and older)
- ARIS Design Server 9.6x (and older)
- ARIS for Microsoft® Biz Talk®
- ARIS MashZone 2.x (and older)
- ARIS Platform 7.2x (and older)
- ARIS PPM 5.1x (and older)
- ARIS Process Event Monitor
- ARIS Process Risk Scout
- ARIS Publisher Server 9.6x (and older)
- ARIS QM Scout
- ARIS Redocumentation Scout
- ARIS Release Cycle Management Value Pack
- ARIS Risk and Compliance Manager 9.6x (and older)
- ARIS Risk & Compliance Manager 4.1x (and older)
- ARIS Scout Factory
- ARIS Software Engineering Scout
- ARIS Toolset/Easy Design
- ARIS Toolset/Easy Design for SAP
- ARIS Web Publisher

One final note

Support is not available for third-party software platforms (e.g., databases, SAP® system) that are generally no longer supported by the respective manufacturer.

If you have any questions on ARIS (technical or function-related), have a look at empower.SoftwareAG.com or call +800 ARIS HELP.

For business-related questions and update or maintenance requests, please contact your sales account manager.

About Software AG

Software AG, an independent software company, enables enterprises to connect any technology—clouds, apps, devices and data—anywhere and any way they choose. More than Software as a Service, we're "Freedom as a Service," enabling faster innovation in an increasingly connected world. Trusted by top brands for 50 years, we'll never stop pioneering the future of data. More on our analyst-recognized software for the Internet of Things and self-service analytics, integration and APIs, and business transformation at SoftwareAG.com.

2019_4_Corporate_BRO_ARIS_Product_Lifecycle_Information

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