

ARIS SYSTEM REQUIREMENTS

VERSION 10.0 - SERVICE RELEASE 16
OCTOBER 2021

This document applies to ARIS Version 10.0 and to all subsequent releases. Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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Supported Server Operating System Platforms														
Operating System (1) (only 64 bit) (3)			Windows Server 2016	Windows Server 2019	Linux RedHat ES 7.x (5)	Linux RedHat ES 8.x (6)	Linux CentOS 7.x (7)	Linux CentOS 8.x (8)	Oracle Linux 7.x (9)	Oracle Linux 8.x (10)	SUSE Linux ES 12	SUSE Linux ES 15	Hosted Software (Microsoft Azure)	Hosted Software (Amazon EC2 with Windows / Linux)
ARIS Connect Server	10.0	YCS	✓	✓	✓	✓	✓	---	✓	✓	✓	✓	✓	✓
ARIS Design Server	10.0	YDS	✓	✓	✓	✓	✓	---	✓	✓	✓	✓	✓	✓
ARIS Process Performance Manager (11)	10.5.3	YPI	✓	✓	✓	✓	✓	---	---	---	✓	✓	✓	✓(4)
Process Extractor for ARIS Process Mining SaaS (11)	10.0.16	YMS	✓	✓	✓	✓	---	---	---	---	✓	✓	---	---
ARIS Risk and Compliance Manager	10.0	YRC	✓	✓	✓	✓	✓	---	✓	✓	---	---	✓	✓

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	x86_64 platforms
4	ARIS Process Performance Manager only supports Windows based Images on Amazon EC2
5	Tested with Linux RedHat ES 7.9
6	Tested with Linux RedHat ES 8.3
7	Tested with Linux CentOS 7.9. End of support announced for 2024-06-30. We recommend to use other Linux versions (like Oracle Linux).
8	Linux CentOS 8: End of support announced for 2021-12-31
9	Tested with Oracle Linux 7.9
10	Tested with Oracle Linux 8.3
11	SAP-2-PPM Extractor supports the following SAP components: SAP R/3 >= 4.6C or SAP System with BASIS component >= 620 or S/4HANA Requires SAP connector >=JCO 3.0.9

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Supported Client Operating System Platforms														
Operating System (1) (only 64 bit) (4)			Windows 10 (Prof., Ent.)	Windows 11	Windows Server 2016	Windows Server 2019	Windows Server 2021	Linux RedHat ES 7.x / 8.x	Linux CentOS 7.x / 8.x	Oracle Linux 7.x / 8.x	SUSE Linux ES 12 7 ES 15	MacOS 10.13 / 10.14 (3)	Hosted Software (Microsoft Azure)	Hosted Software (Amazon EC2 with Windows)
ARIS Designer (6) (7)	10.0	YAD	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	---	✓	✓
ARIS Architect (6) (7)	10.0	YAA	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	---	✓	✓
UML Designer (6) (7)	10.0	YUD	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	---	✓	✓
ARIS Connect Viewer (5) (6) (7)	10.0	YCSCC	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	✓	✓	✓
ARIS Connect Designer (5) (6) (7)	10.0	YCSDC	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	✓	✓	✓
ARIS PPM Analysis GUI (6) (7)	10.5.3	YPI	✓	✓ (2)	✓	✓	✓ (2)	---	---	---	---	---	✓	✓

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	Tested with MacBook Pro (2017)
4	x86_64 platforms
5	Supported minimal resolution size: 1152 x Y or higher
6	Please be aware the user interface will be hard to read in case you are using a very high screen resolution (e.g. 4k).
7	To increase ARIS security, the TLS 1.0 protocol is not supported. TLS 1.2 is supported.

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Supported Database Systems										
Database System (1)			Standard database system	Oracle 12.x	Oracle 19.x (8)	MS SQL Server 2016 Service Pack 2	MS SQL Server 2017	MS SQL Server 2019	IBM DB2 UDB 10.5	IBM DB2 UDB 11
ARIS Connect Server	10.0	YCS	✓ (3)	✓ (5)	✓ (5)	✓ (6)	✓ (6)	✓ (6)	✓ (4, 9)	---
ARIS Design Server	10.0	YDS	✓ (3)	✓ (5)	✓ (5)	✓ (6)	✓ (6)	✓ (6)	✓ (4, 9)	---
ARIS Process Performance Manager	10.5.3	YPI	---	✓ (5)	✓ (5)	✓ (6, 7)	✓ (6, 7)	✓ (6, 7)	✓	✓
ARIS Process Extractor JDBC-2-PPM	10.5.3	YPIJP	---	✓	✓	✓	✓	✓	✓	✓
Process Extractor for ARIS Process Mining SaaS	10.0.16	YMS	---	✓	✓	✓	✓	✓	✓	✓
ARIS Risk and Compliance Manager	10.0	YRC	✓ (3)	✓ (5)	✓ (5)	✓ (6)	✓ (6)	✓ (6)	✓ (4, 9)	---

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	Only for demo scenarios or small number of users
4	Installation only with support from Software AG
5	Supported JDBC driver: 12.2.0.0 and higher. Oracle 12.2.0.2 is recommended. If Oracle 12.1.0.2 is used, the Patch 19509982 must be installed.
6	Supported JDBC driver: 6.4.0 and higher. SQL Server Standard and Enterprise Editions are supported.
7	It is mandatory with Java to use the sqljdbc62x_jre8.jar driver. PPM supports SQL Server databases set up for collation Latin1_General_BIN. ARIS supports SQL Server databases set up for Latin1_General_CI_AI. SQL Server databases with other collations are not supported. You can assign the collation at the database level. If you use MS SQL Server on a single database instance and plan to set up a scaled PPM system with one master server and several sub-servers to connect to that instance, you need to ensure that the individual servers (especially master server and sub-servers) access different databases within the instance.
8	Oracle JDBC driver ojdbc10 is not supported. Oracle JDBC driver ojdbc8 is supported.
9	From the release of ARIS 10.0 SR18 planned for April 2022, the database system IBM DB2 will no longer be supported.

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Supported Web Browser & JAVA version										
Web Browser (1)			Microsoft Edge (6)	Firefox (7)	Google Chrome (7)	Safari 11 or higher			JAVA version	Zulu Java 8.x
ARIS Designer	10.0	YAD	✓	✓ (4)	✓ (4)	---				✓ (3)
ARIS Architect	10.0	YAA	✓	✓ (4)	✓ (4)	---				✓ (3)
UML Designer	10.0	YUD	✓	✓ (4)	✓ (4)	---				✓ (3)
ARIS Connect Viewer	10.0	YCSCC	✓	✓	✓	✓				n.a.
ARIS Connect Designer	10.0	YCSDC	✓	✓	✓	✓				n.a.
ARIS Process Performance Manager	10.5.3	YPI	✓	✓(5)	✓(5)	---				✓
ARIS Process Mining SaaS	10.0.16	YPM	✓	✓	✓	✓				n.a.
ARIS Risk and Compliance Manager	10.0	YRC	✓	✓	✓	---				n.a.

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
n.a.	Not applicable
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	Locally installed clients (e.g. ARIS Architect/Designer, UML-Designer etc" require a 32-Bit JRE. 64-Bit-JREs are not supported for locally installed products. Download clients run with 64-Bit-JREs, but with partly limited functionality, such as using OLE objects in models or saving statistics in Minitab format during simulation.
4	For security reasons, Java applets are blocked by an increasing number of recent versions of browsers. Due to this blocking behavior, the ARIS download clients can be neither downloaded nor started in such browsers. For this reason, for some releases we provide the ARIS downloader as an additional means of starting download clients. This downloader is a JAR file that can be run using a locally installed Java Runtime Environment (JRE). The download process is identical to the one performed with a Java applet. The downloader checks whether the ARIS download client already exists, downloads a newer version of the ARIS download client, if required, and then launches ARIS. With some browser versions, the new download option is used as the default. Further information is available in the documents on ARIS installation and ARIS administration (Configuration → Download Client). ARIS Publisher extension "SAP connectivity" (start SAP transactions from Publisher) is not supported due to this reason with Microsoft Edge, Google Chrome and Firefox 52 or higher.
5	For security reasons, Java applets are blocked by an increasing number of recent versions of browsers. Due to this blocking behavior, the ARIS PPM Applet based client can not be started in such browsers. Furthermore Java Applets and Java Webstart are not supported anymore for ARIS PPM 10.3. In this case the ARIS PPM Download Client needs to be used. To use ARIS PPM Download Client on your local desktop computer, you need to have a JRE 1.8.0 installed.
6	Chromium-based version 87 or higher is recommended.
7	Firefox 78 or higher is recommended.
8	Google Chrome 87 or higher is recommended.

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Supported Web Application Server											
Web Application Server (1)			Tomcat 8.5.x								
ARIS Connect Server (3)	10.0	YCS	✓								
ARIS Process Performance Manager	10.5.3	YPI	✓								
ARIS Risk and Compliance Manager	10.0	YRC	✓								

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	ARIS Connect Applications are running within Apache Tomcat 8.5.x. Deployment within other Application Server is currently not supported.

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Supported Mobile Platforms												
Mobile OS (1)			iOS 12.x	iOS 13.x								
ARIS Connect Viewer	10.0	YCSCC	✓	✓								

Tested Mobile Devices			iPad 6 th generation (3)	iPhone								
ARIS Connect Viewer	10.0	YCSCC	✓	--								

Legend	
✓	Supported / Released
--	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	Tested with iPad 6th generation (2019)

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Supported LDAP systems

Other LDAP systems have to be configured by Software AG Global Consulting Services (GCS).

LDAP system (1)			Active Directory Domain Services Windows 2012 Server	Active Directory Domain Services Windows 2016 Server	Active Directory Domain Services Windows 2019 Server	Net IQ eDirectory 8.8 SP8	Oracle Directory Server Enterprise Edition 11g	IBM Tivoli Directory Server 6.1					
ARIS Connect Server	10.0	YCS	✓	✓	✓	✓	✓	✓					
ARIS Design Server	10.0	YDS	✓	✓	✓	✓	✓	✓					
ARIS Process Performance Manager	10.5.3	YPI	✓	✓	✓	✓	✓	✓					
ARIS Risk and Compliance Manager	10.0	YRC	✓	✓	✓	✓	✓	✓					

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)

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Supported Single Sign-On Technologie												
Single Sign-On (1)			Kerberos	SAML 2.0 (3)								
ARIS Designer	10.0	YAD	✓	✓								
ARIS Architect	10.0	YAA	✓	✓								
UML Designer	10.0	YUD	✓	---								
ARIS Connect Viewer	10.0	YCSCC	✓	✓								
ARIS Connect Designer	10.0	YCSDC	✓	✓								
ARIS Process Performance Manager	10.5.3	YPI	✓	---								
ARIS Risk and Compliance Manager	10.0	YRC	✓	✓								

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	For more details see "ARIS SSO, LDAP, KERBEROS, SAML, SCIM.pdf"

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Supported External Systems											
External System (1) (3)			Microsoft SharePoint 2016	Microsoft SharePoint 2019	Microsoft SharePoint Online		Matomo				
ARIS Connect Server	10.0	YCS	✓	✓	✓		✓ (4)				
ARIS Design Server	10.0	YDS	✓	✓	✓		✓ (4)				

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Including all manufacturer's service packs & updates
2	Planned for next Release (April 2022)
3	Provided by the SharePoint Adapter for ARIS (SAA). Requires ARIS version 10.0 SR10 and additional license
4	Tested with version 3.14.1

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ARIS Compatibility with other Software AG Products													
Software AG Products	Alfabet 10.0	API Portal 10.0	ARIS 10.0	ARIS Process Performance Manager 10.5.3	ARIS Process Mining SaaS 10.0	Process Extractor for ARIS Process Mining SaaS	ARIS Risk and Compliance Manager 10.0	CentraSite / webMethods 9.8	CentraSite / webMethods 9.9	CentraSite / webMethods 9.10	CentraSite / webMethods 9.12	CentraSite / webMethods 10.x	MashZone NextGen 10.11
ARIS 10.0	✓	✓		✓ (4)	✓ (5)	---	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1,3)	✓	---
ARIS Process Performance Manager 10.5.3	---	---	✓ (4)		---	---	---	---	---	---	---	---	✓ (7)
ARIS Process Mining SaaS 10.0	---	---	✓ (5)	---		✓ (6)	---	---	---	---	---	---	---
Process Extractor for ARIS Process Mining 10.0	---	---	---	---	✓ (6)		---	---	---	---	---	---	✓
ARIS Risk and Compliance Manager 10.0	---	---	✓	---	---	---		---	---	---	---	---	✓

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	M2E Use case
2	Planned for next Release (April 2022)
3	Support of REST service in service request szenario between ARIS and CentraSite
4	PPM Widgets delivered with ARIS Aware are compatible with all PPM versions > 10.1
5	Compatible with ARIS 10.0 SR13 and higher
6	Compatible with ARIS Process Mining SaaS 10.0 SR15 higher
7	Only MashZone NG 10.5 Fix 7 and PPM 10.5.2 for full functionality

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Languages			Arabic	Chinese (Simplified Chinese)	Danish	Dutch	English	French	German	Hungarian	Korean	Italian	Japanese	Polish	Portuguese (Brazilian Portuguese)	Russian	Spanish	Swedish	Turkish
ARIS Connect Server	10.0	YCS	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
ARIS Design Server	10.0	YDS	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
ARIS Viewer	10.0	YBU	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
ARIS Designer	10.0	YAD	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
ARIS Architect	10.0	YAA	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
UML Designer	10.0	YUD	✓ (1)	✓ (1)	---	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	---	✓ (2)
ARIS Connect Viewer	10.0	YCSCC	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓ (2)
ARIS Connect Designer	10.0	YCSDC	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓	✓	✓	✓ (1)	✓ (1)	✓ (1)	✓	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓ (1)	✓ (2)
ARIS Process Performance Manager	10.5.3	YPI	---	✓ (1)	---	---	✓	✓ (1)	✓	---	---	---	✓	---	✓	✓ (1)	---	---	---
Process Extractor for ARIS Process Mining SaaS	10.0.16	YMS	---	---	---	---	✓ (1)	---	---	---	---	---	---	---	---	---	---	---	---
ARIS Risk and Compliance Manager	10.0	YRC	✓ (3)	✓ (1)	---	---	✓	✓	✓	✓ (1)	---	✓ (1)	✓	---	✓ (1)	---	✓	---	---

Legend	
✓	Supported / Released
---	Not supported / Not released / Not planned
1	Documentation and online help in English
2	Planned for next Service Release (January 2022)
3	No RTL layout, translation only

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Recommended Hardware Configuration ARIS Design / Connect Server			
Scenario	# Conc. Users	Single Server	Distributed / Fail safe
Recommended Hardware Configuration ARIS Design / Connect Server (without Dashboarding)			
Demo scenario	only for demo	7 GB (free RAM) / 6 CPU Cores >= 50GB free HD Space	
Medium	1-50	24 GB (free RAM) / 12 CPU Cores >= 100GB free HD Space (2)	
Large (Oracle or MS SQL recommended)	50-200	36 GB (free RAM) / >= 16 CPU Cores >= 200GB free HD Space (2)	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>200		(Individual) Configuration (1)
Recommended Hardware Configuration ARIS Design / Connect Server (with Dashboarding)			
Demo scenario	only for demo	8 GB (free RAM) / 6 CPU Cores >= 50GB free HD Space	
Medium	1-50	28 GB (free RAM) / 12 CPU Cores >= 100GB free HD Space (2)	
Large (Oracle or MS SQL recommended)	50-200	44 GB (free RAM) / >= 16 CPU Cores >= 200GB free HD Space (2)	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>200		(Individual) Configuration (1)
Recommended Hardware Configuration ARIS Design / Connect Server (with ARIS Risk & Compliancer Manager without ARIS Aware)			
Demo scenario	only for demo	9 GB (free RAM) / 8 CPU Cores >= 50GB free HD Space	
Medium	1-50	28 GB (free RAM) / 16 CPU Cores >= 100GB free HD Space (2)	
Large (Oracle or MS SQL recommended)	50-200	44 GB (free RAM) / >= 24 CPU Cores >= 200GB free HD Space (2)	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>200		(Individual) Configuration (1)
Recommended Hardware Configuration ARIS Design / Connect Server (with ARIS Risk & Compliancer Manager & ARIS Aware)			
Demo scenario	only for demo	10 GB (free RAM) / 8 CPU Cores >= 50GB free HD Space	
Medium	1-50	32 GB (free RAM) / 16 CPU Cores >= 100GB free HD Space (2)	
Large (Oracle or MS SQL recommended)	50-200	52 GB (free RAM) / >= 24 CPU Cores >= 200GB free HD Space (2)	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>200		(Individual) Configuration (1)
Recommended Hardware Configuration Database Server (Oracle or MS SQL)			
Large (Oracle or MS SQL recommended)	50-200	64 GB (free RAM) / >= 24 CPU Cores >= 1TB free HD Space (2)	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>200		(Individual) Configuration (1)
(1) Please contact ARIS Support			
(2) We recommend this disc space for a new installation. For an update, we recommend more free HD space (at least 100GB plus size of current work space). We recommend to use SSD (> 5.000 IOPS) for best performance.			
(free RAM) This is the memory required for ARIS itself. Additional memory for the operating system or other applications must be added.			
Software AG recommends to install ARIS 10.0 not on the same host together with ARIS 9.x. Due to additional functionality, hardware requirements are higher as ARIS 9.8.			
Software AG recommends to monitor utilization (of RAM & CPU Cores) in productive environment. Due to the number of users / databases, complexity of databases and other influencing factors, hardware recommendation could be higher. Software AG recommends to run ARIS on dedicated hardware (no other application systems than ARIS on the same host).			
The database server (MSSQL/Oracle) must be installed, configured and sized according to the manufacturer's instructions. To avoid performance issues, the following is recommended: <ul style="list-style-type: none"> - A dedicated Oracle database instance should be provided to host ARIS data only - ARIS Servers and the DBMS server should be on different hosts - The DBMS server should be on a physical host - ARIS servers and the DBMS server have to be connected with a high performance network (> 1Gbit/s, very low latency). Network bandwidth and latency should be monitored and have to be ensured at all times, independent from the load on the ARIS servers or other systems that might share the same network connection. Concerning the sizing of an Oracle database server we recommend to set the memory_target to a minimum value of 4 GB or 10% of the total size of all segments in all schemas, whichever is higher. Concerning the sizing of a SQL Server instance we recommend to set the "max server memory (MB)" parameter to a minimum of 4000 or 10% of the space that is used in the SQL Server database for ARIS, whichever is higher. In case the SQL server is not dedicated to host only ARIS as application, the value has to be increased in the respective sense.			

Recommended Hardware Configuration ARIS Client (Installed ARIS Architect)			
Scenario	# Users	Hardware	Bandwith
without local database system	1	4 CPU Cores / 4GB (free RAM) >= 2GB free HD Space	100 Mbit/s Lower bandwidths can result in reduced performance.
with local database system	1	4 CPU Cores / >8GB (free RAM) >= 20GB free HD Space (plus sufficient disk space for user databases)	

Recommended Hardware Configuration ARIS Download Client			
Scenario	# Users	Hardware	Bandwith
without local database system	1	4 CPU Cores / 4GB (free RAM) >= 200MB free HD Space	100 Mbit/s Lower bandwidths can result in reduced performance.

Recommended Hardware Configuration ARIS Risk & Compliancer Manager			
Scenario	# Conc. Users	Single Server	Distributed / Fail safe
Demo scenario	only for demo	8 GB / 4 CPU Cores >= 10GB free HD Space	
Medium	1-50	24 GB / 8 CPU Cores >= 50GB free HD Space	
Large (Oracle or MS SQL recommended)	50-300	32 GB / 16 CPU Cores >= 100GB free HD Space	(Individual) Configuration (1)
XL, XXL, ... (Custom) (only with Oracle or MS SQL)	>300		(Individual) Configuration (1)

(1) Please contact ARIS Support

Hardware Scenarios ARIS Process Performance Manager			
Scenario (1)	# Conc. Users	Single Server (Recommended HW)	Distributed / Fail Safe
Small (Demo scenario)	up to 5	4 GB 2 CPU Cores >= 20GB free HD Space	
Medium	up to 10	8 GB 4 CPU Cores >= 50GB free HD Space	
Large	up to 100	32 GB 8 CPU Cores >= 80GB free HD Space	
PPM Client configuration (2)	-	(individual) Configuration (2)	(individual) Configuration (2)

(1) Small, Medium and Large configuration scenarios only affect ARIS Infrastructure, PPM Core and PPM Web component. PPM Client configuration is not covered

(2) Hardware estimations for PPM Client depend on many attributes of the PPM Customizing. Please contact ARIS Support

Virtual Machine Support

Software AG provides for all its software the definitions of supported, documented platform configurations (referred to here just as 'supported platform') which will include specific Operating System (OS) and hardware configurations, and may include Java Virtual Machine (JVM) and database versions. Customers can use a commercially available virtualization environment for a Software AG production environment if it accurately and completely emulates one of the supported platforms.

Customers who use virtual environments are required to comply fully with their contractual terms and conditions for licensing.

Software AG tests its software for operation on the supported platforms and not specifically against all possible combinations of hardware that might be comprised that operating system (for example, file system, disk controllers, memory configuration, display devices and so on). Therefore, the correct expertise, provision and management of a hardware configuration to support the platform remain the responsibility of our customers, whether directly using physical hardware or a virtualization environment. Software AG recommends physical hardware or, if ARIS products are used in a virtual environment, sufficient resources must be available in order to avoid the risk of overbooking.

Software AG tests and supports certain products on the specific virtualized environments listed in the system requirements section of the product documentation. Customers can use a different virtualized environment that accurately and completely emulates one of the supported platforms; however, if they encounter an issue that Software AG judges might be caused by the virtualized environment, then the customer is responsible for reproducing the issue on an actual supported platform before further analysis can take place. Software AG Global Support will refer customers to the Global Consulting Services group for guidance or recommendation about the use of virtualization software, or, if required, the best approaches for copying a system to a supported platform.

Legal information

Data protection

Software AG products provide functionality with respect to processing of personal data according to the EU General Data Protection Regulation (GDPR).

Where applicable, appropriate steps are documented in the respective administration documentation.

Restrictions

ARIS products are intended and developed for use by persons. Automated processes, such as the generation of content and the import of objects/artifacts via interfaces, can lead to an outsized amount of data, and their execution may exceed processing capacities and physical limits. For example, processing capacities are exceeded if models and diagrams transcend the size of the modeling area or an extremely high number of processing operations is started simultaneously. Physical limits may be exceeded if the memory available is not sufficient for the execution of operations or the storage of data.

Proper operation of ARIS products requires the availability of a reliable and fast network connection. Networks with insufficient response time will reduce system performance and may cause timeouts.

If ARIS products are used in a virtual environment, sufficient resources must be available there in order to avoid the risk of overbooking.

The system was tested using scenarios that included 100,000 groups (folders), 100,000 users, and 1,000,000 modeling artifacts. It supports a modeling area of 25 square meters.

If projects or repositories are larger than the maximum size allowed, a powerful functionality is available to break them down into smaller, more manageable parts.

Some restrictions may apply when working with process administration, ARIS Administration ARIS document storage, and ARIS Process Board, and when generating executable processes. Process Governance has been tested and approved for 1000 parallel process instances. However, the number may vary depending on process complexity, for example, if custom reports are integrated.

Versioning: Length of a changelist description is limited to 1000 chars.

'Export user statistics' procedure: Ensure that the maximum number of entries included do not exceed 500.000.

ARIS document storage was tested with 40.000 document items. This includes documents, document versions or folders. We recommend monitoring the number and overall size of stored document items and archiving some document items if needed.

Using software or hardware that directly creates, reads, updates, or deletes data in the underlying database systems or data storage services instead of using the officially documented application level APIs is not supported. It could lead to a loss of data, malfunction of the product, or data security breaches.

Web Application Firewall (WAF) with "blocking mode" is not officially supported.