



ARIS E-MAIL TEMPLATE CONFIGURATION

VERSION 10.0 - SERVICE RELEASE 12

April 2020

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.

Copyright © 2010 - 2020 Software AG, Darmstadt, Germany and/or Software AG USA Inc., Reston, VA, USA, and/or its subsidiaries and/or its affiliates and/or their licensors.

The name Software AG and all Software AG product names are either trademarks or registered trademarks of Software AG and/or Software AG USA Inc. and/or its subsidiaries and/or its affiliates and/or their licensors. Other company and product names mentioned herein may be trademarks of their respective owners.

Detailed information on trademarks and patents owned by Software AG and/or its subsidiaries is located at <http://softwareag.com/licenses>.

Use of this software is subject to adherence to Software AG's licensing conditions and terms. These terms are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

This software may include portions of third-party products. For third-party copyright notices, license terms, additional rights or restrictions, please refer to "License Texts, Copyright Notices and Disclaimers of Third Party Products". For certain specific third-party license restrictions, please refer to section E of the Legal Notices available under "License Terms and Conditions for Use of Software AG Products / Copyright and Trademark Notices of Software AG Products".

These documents are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

Contents

Contents	1
1 Text conventions	1
2 Create user-defined HTML template for notifications	2
3 What variables can be used?	5
4 Legal information.....	6
4.1 Documentation scope	6
4.2 Data protection	7
4.3 Restrictions.....	7

1 Text conventions

Menu items, file names, etc. are indicated in texts as follows:

- Menu items, key combinations, dialogs, file names, entries, etc. are displayed in **bold**.
- User-defined entries are shown as **<bold text in angle brackets>**.
- Example texts that are too long to fit on a single line, such as a long directory path, are wrapped to the next line by using ↵ at the end of the line.
- File extracts are shown in this font format:
This paragraph contains a file extract.
- Warnings have a colored background:

Warning

This paragraph contains a warning.

2 Create user-defined HTML template for notifications

You can customize HTML templates for notifications that are automatically sent when a user is created, activated or deactivated. You carry out this part of the configuration in ARIS Administration.

Variables may be used to personalize the content of a notification of ARIS Administration. Variables can be used in both notification subject and body.

Prerequisite

You should have a good knowledge in HTML and in creating HTML templates.

Procedure

1. Use a text editor to create the HTML template for HTML formatted e-mails.
2. Use the following example as basis.
3. Adapt the text.
4. The load balancer URL is read from the **Load balancer URL** property of ARIS Administration.

Refer to the **Load balancer URL** property described in the chapter **Manage ARIS Connect/Configure ARIS Connect/Set up user management/Valuable information/What infrastructure properties are available?** of the ARIS Connect online help.

5. Adapt the look and feel, for example, the border size of the HTML e-mail.

You have created a customized HTML template for e-mails.

Example

```
<!DOCTYPE html PUBLIC "-//W3C//DTD XHTML 1.0 Strict//EN"
"http://www.w3.org/TR/xhtml1/DTD/xhtml1-strict.dtd">
<html xmlns="http://www.w3.org/1999/xhtml">
  <head/>
  <body>
    Dear <#if user.givenName?has_content>${user.givenName}
    ${user.lastName} <#else>user </#if>,
    <p>
      your account has been activated. Please use the following credentials to login: </p>
    <table border="0" cellpadding="1" cellspacing="1" style="width: 250px;">
      <tbody>
        <tr>
          <td>
            Server name</td>
          <td><a href="${property["com.aris.umc.loadbalancer.url"]}/umc"
target="_blank"></a></td>
</tr>
<tr>
<td>
    Tenant: name</td>
<td>
    <b>${tenant.name}</b></td>
</tr>
<tr>
<td>
    User name: </td>
<td>
    <b>${user.login}</b></td>
</tr>
<tr>
<td>
    Password: </td>
<td>
    <b>${user.password}</b></td>
<td>
</tr>
        Please set the new password within</td>
</tr>
<tr>
<td>
    ${property["com.aris.umc.password.reset.confirmation.ttl"]}
minutes (only once): </td>
</tr>
<tr>
<td>
    SetPassword</td>
</tr>
<td>
</tr>
        Ignore this e-mail if you have not submitted any request.</td>
</tr>
```

```
</tbody>
</table>
<p>
  Best regards,
<br/>
  Administration</p>
<p>
  <em>*** This notification was sent automatically by Administration. Please do not
reply to this e-mail.***</em></p>
</body>
</html>
```

3 What variables can be used?

Variables may be used to personalize the content of a notification of ARIS Administration. Variables can be used in both notification subject and body. The following variables are supported:

- `${tenant.name}` - Name of the tenant the user belongs to
- `${user.login}` - Login of a user receiving notifications
- `${user.givenName}` - First name of a user receiving notifications
- `${user.lastName}` - Last name of a user receiving notifications
- `${user.password}` - (New) password of a user receiving notifications
- `${user.otpSecret}` - Token secret of a user receiving notifications

The following variables are supported for license-related events:

- `${license.serial}` - Serial number of a license
- `${license.productName}` - Name of a licensed product
- `${license.expiry}` - Expiration date of a licensed product in the format YYYY-MM-DD

4 Legal information

4.1 Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by Software AG, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.

If you need help installing third-party systems, contact your local Software AG sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard Software AG software maintenance agreement and can be performed only on special request and agreement.

If a description refers to a specific ARIS product, the product is named. If this is not the case, names for ARIS products are used as follows:

Name	Includes
ARIS products	Refers to all products to which the license regulations of Software AG standard software apply.
ARIS Client	Refers to all programs that access shared databases by using ARIS Server.
ARIS Download Client	Refers to an ARIS Client that can be accessed using a browser.

4.2 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.

4.3 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 your product contains ARIS document storage, the following applies:

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.

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 regarding the use of process administration, ARIS Administration, ARIS document storage, and ARIS Process Board, and the generation of 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.