

# ARIS SERVER ADMINISTRATOR COMMAND-LINE TOOL

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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## 1 ARIS Server Administrator

The command line tool **ARIS Server Administrator** is available if you have installed ARIS Server or the ARIS Administrator Tools (see **ARIS Client Installation Guide**).

If you have installed ARIS Server, navigate to **ARIS installation**path>\server\bin\work\work\_abs\_<s, m, or I>\tools\arisadm and run the batch file.

On Linux operating systems ARIS Server Administrator (arisadm.sh) is available if the aris10adm-<number>-1.x86\_64 file was installed (see ARIS Server Installation - Linux).

You can start ARIS Server Administrator from any client computer and access the databases on the server:

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0 if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the arisadm.sh shell script instead. To do so, enter: su -c arisadm.sh aris10. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
- 2. Establish a connection to the server and tenant:

Syntax: server <server name>:<port number> <tenant> <user name> <password>
Example: server arissrv:1080 default system manager

ARIS Server Administrator is connected to the server.

Enter help or help <command> to get information about the usage of the commands.

Use the console application **ARIS Server Administrator** to back up or restore a tenant configuration or to manage the ARIS databases of a tenant, for example. The individual commands are transferred as command line parameters. The program provides information on the success and effect of each command executed.

You can start ARIS Server Administrator from any computer on which the ARIS Client is installed either in interactive mode or command-line mode. In command-line mode you can perform actions automatically as there are no prompts in this mode. If you log in as a system user that has at least the **Database administrator** function privilege in ARIS Administration for each tenant, you can manage all databases of this tenant.

You start interactive mode by clicking Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0.

You start **command-line mode** by opening the command prompt from the directory **<ARIS installation directory>\tools\ArisAdm**.

You can use the following commands and options for the syntax of command-line mode:

<\_arisadm><version> [<option>] <command> [<command argument 1>]
or for the syntax of interactive mode:

## <command> [<command argument 1>]

- If you use values with special characters (example: & in the password), you must enclose the value in quotes. For additional information, please refer to the help and support center for your operating system.
- On the server, system messages in ARIS Server Administrator are always output in the ARIS installation language.
- For example, if you use scripts for daily backups, we strongly recommend that you
  protect these scripts at the operating system level, or enter passwords encrypted.

Option	Description
-s <server[:<port>]&gt;</server[:<port>	Server on which the command should be carried out.
-u <user> <password></password></user>	User name and password of a system user with the required privileges.
-I <file name=""></file>	Enables the logging of all program operations in the specified log file. The file indicates which operation was performed at what time and with what result.
-cf <command file=""/>	Starts a command file containing executable commands.
-sc <schema context=""></schema>	Context the schema uses. <b>ARIS</b> is set as the default.
-t <tenant></tenant>	Tenant for which the command should be carried out. The default is <b>no tenant</b> .
-ssl	The SSL connection used.

Replace the text surrounded by <pointed brackets> by your individual values. The parts of the command that are surrounded by [brackets] are optional. You can use them if necessary. Default commands are listed below. Advanced commands are described in related documents if required.

Command	Description and syntax
backup	Saves a database <b><dbname></dbname></b> as an <b>adb</b> file in a directory <b><archivedir></archivedir></b> .
	If the backup is started using the <b>-c</b> option, saving the database to the backup file starts only after all ongoing operations, such as a merge procedure or an XML import, are complete.
	Syntax
	<pre>backup <dbname> -c all <archivedir>[-p <password for<br="">encryption&gt;] [<alternatename>]</alternatename></password></archivedir></dbname></pre>

Command	Description and syntax
backupasn	Extracts the state that corresponds to the specified change list number <asn> from a versioned database <dbname> to an ADB file in the directory <archivedir>. You can select either a change list number <asn> or 'head' as a state. 'head' represents the last versioned state</asn></archivedir></dbname></asn>
	Syntax
	<pre>backupasn <dbname> all <archivedir> <asn> head [-p</asn></archivedir></dbname></pre>
backupsystemdb	Saves the central system database that contains data such as
	filters, model templates, and scripts in an ADB file in a directory
	<archivedir>.</archivedir>
	Syntax
	backupsystemdb <archivedir> [<alternatename>]</alternatename></archivedir>
backupunversioned	Saves a versioned database <dbname> as a non-versioned <b>ADB</b></dbname>
	file in a directory <b><archivedir></archivedir></b> .
	Syntax
	backupunversioned <dbname> <archivedir></archivedir></dbname>
clearchartdata	Removes statistics data that is used, for example, to generate charts displayed in <b>ARIS Administration &gt; Charts &gt; Modeling</b> . You can remove statistics data for one or all databases entirely or ahead of a certain date. The date must be given as dd/mm/yyyy.
	,
	Syntax  clearchartdata <dbname> [date]  <dbname>: If you enter the name of a database, only statistic data of this specific database is deleted.</dbname></dbname>
	<b>all</b> : Deletes statistic data of all databases on this tenant.
	date: Deletes statistic data from a certain date [dd/mm/yyy].
сору	Copies a database from <b><fromdbname></fromdbname></b> to <b><todbname></todbname></b> .
	Syntax
	copy <fromdbname> <todbname></todbname></fromdbname>
createdb	Creates a new ARIS database with the name <b><dbname></dbname></b> .
	Syntax
	<pre>createdb <dbname> [versioned]</dbname></pre>
	of case as assistance [versioned]

Command	Description and syntax
delete	Deletes the database <b><dbname></dbname></b> . When using the <b>force</b> option,
	the database will be deleted even if users are logged in.
	Syntax
	delete <dbname> all [force]</dbname>
dropversions	Deletes all versions of a database <b><dbname></dbname></b> up to the version
	<new min="" version="">.</new>
	Syntax
	dropversions <dbname> <new min="" version=""></new></dbname>
encrypt	Encrypts passwords <b><password></password></b> for use in batch files.
	Syntax
	encrypt <password></password>
exit	Exits the interactive mode.
exportscript	Exports a script of type
	<pre><macro report reporttemplate semcheck profile></macro report reporttemplate semcheck profile></pre>
	with the identifier <b><scriptid></scriptid></b> to an export directory
	<exportdirectory>.</exportdirectory>
	Syntax
	<pre><macro report reporttemplate semcheck profile> <scriptid> <exportdirectory></exportdirectory></scriptid></macro report reporttemplate semcheck profile></pre>
help	help provides an overview of all commands including syntax
	description and possible parameters. <b>help <command/></b> provides
	help for the command you specified.
	Syntax
	help [ <command/> ]
importfilter	Imports a method filter <b><importfile></importfile></b> .
	Syntax
	<pre>importfilter <importfile></importfile></pre>
importscript	Imports a script <b><importfile></importfile></b> of type
	<macro report reporttemplate semcheck profile>in</macro report reporttemplate semcheck profile>
	the specified category <b><categoryname></categoryname></b> .
	Syntax
	importscript
	<pre><macro report reporttemplate semcheck profile> <importfile> <categoryname></categoryname></importfile></macro report reporttemplate semcheck profile></pre>

Command	Description and syntax
indexstate	Displays the status of the internal cloud search data index.
	Syntax
	indexstate <database name=""></database>
interactive	Starts the program in the interactive mode.
kill	Closes the connection <b><sessionid></sessionid></b> of the current tenant.
	Syntax
	kill <sessionid> all</sessionid>
killtask	Terminates the given server activity <b><taskid></taskid></b> on instance <b><instanceid></instanceid></b> , for example, a report that is unable to complete.
	Syntax
	<pre>killtask <instance id=""> <task id=""> [force] To obtain the <instanceid> and <taskid> identifiers, use the monitor command.</taskid></instanceid></task></instance></pre>
list	Lists all of the tenant's registered databases. By default, only the databases of the current schema context will be listed. When using the <b>all</b> option, all databases will be listed (including BO databases, for example).
	Syntax
	list [all]
lockdb	Locks the database with the name <b><dbname></dbname></b> , or all databases.  Users can no longer log in.
	Syntax
	lockdb <dbname> all</dbname>
maintain	Starts the regeneration of search indexes (Cloud Search) for the specified ARIS database or all ARIS databases. Given the fact that running this command may be very time-consuming, it is recommended that you run it only if an error occurs and that you schedule a corresponding maintenance window.
	Syntax
	maintain <dbname> all</dbname>

Command	Description and syntax
maintainancemode	Indicates the current maintenance mode. maintenancemode on prevents ARIS Server from automatically updating databases. This can help you reduce the downtime after an ARIS Server update because time-consuming maintenance jobs are automatically stopped for all databases. If you use this option, make sure to run the maintain command manually for related databases if required. If you select maintenancemode off, all database maintenance jobs are run again. Starts the regeneration of search indexes (Cloud Search) for the specified ARIS database or all ARIS databases. Given the fact that running this command may be very time-consuming, it is recommended that you run it only if an error occurs and that you schedule a corresponding maintenance window.
	Syntax  maintain <dbname> all  Syntax  maintainacemode on off  no parameter: Reports the current mode.  on: Turns the maintenance mode on and prevents ARIS Server from maintaining databases.  off: Turns the maintenance mode off and allows ARIS Server maintaining databases automatically.</dbname>
migrate	Migrates an ARIS 7.1 or 7.2 database <b><dbname></dbname></b> from an ADB file <b><archive></archive></b> , or migrates all ADB files from a directory <b><archivedir></archivedir></b> . You need the password of the system user <b>system</b> to migrate an individual database. To migrate multiple databases the passwords must be supplied to every single database in command-line mode. Use the <b>-fv</b> option (forward versioning) to store database versions only for ARIS versions prior to 10.0.14. <b>Syntax</b> migrate [ <archive> <archivedir>] <systempassword>[-fv]</systempassword></archivedir></archive>
monitor	Displays all tenant activities in progress, such as backup, XML export etc.

Command	Description and syntax
rename	Renames the database from <b><olddbname></olddbname></b> to <b><newdbname></newdbname></b> . When using the <b>force</b> option, the database will be renamed even if users are still logged in.
	Syntax (aldhama) (naudhama) [fanal
reorg	rename <olddbname> <newdbname> [force]  Semantically reorganizes the database <dbname> or all databases by deleting all objects and connection definitions that do not have occurrences in any model.</dbname></newdbname></olddbname>
	Options available:
	<ul> <li>CXNDEFS_IN_MATRIX_MODELS</li> </ul>
	Connection definitions for which no occurrence exists are not deleted when used in models of type <b>Matrix model</b> .
	<ul> <li>USERDEF_CONTENT_SYMBOLS</li> </ul>
	User-defined symbols that are not allowed by ARIS Method on the current server are replaced by the method-based default symbol.
	<ul> <li>USERDEF_CONTENT_MODELS</li> </ul>
	User-defined models that are not allowed by ARIS Method on the current server are deleted.
	<ul> <li>USERDEF_CONTENT_ATTRS</li> </ul>
	User-defined attributes that are not allowed by ARIS Method on the current server are deleted.
	• NO_DEFS
	If you do not set an option, object definitions for which no occurrence exists are deleted by default.
	Syntax
	<dbname> all [options]</dbname>
restore	Restores a database <dbname> from an ADB file <archive>, or restores all ADB/BDB files from a directory. Use the <b>-fv</b> option (forward versioning) to store database versions only for ARIS versions prior to 10.0.14.</archive></dbname>
	Syntax
	<pre>restore <archive> <archivedir> [<dbname>] [-p <password decryption="" for="">] [-b <bucket id="">] [-fv]</bucket></password></dbname></archivedir></archive></pre>

Command	Description and syntax
restoresystemdb	Restores the central system database that contains data such as filters, model templates, and scripts from a system database backup file (ADB) <archive>. You can also update the system database using the <b>updatesystemdb</b> command  After performing an update setup, update the system configuration of each operational tenant (filters, templates, and scripts) based on the supplied system database (ARIS_DVD</archive>
	3/Content/SystemDB/*.adb). Any content you have created is retained.
	Syntax
	<pre>updatesystemdb <archive> You can execute the command for several tenants at the same time.</archive></pre>
	Syntax
	restoresystemdb <archive></archive>
restoreunversioned	Generates a non-versioned database <b><dbname></dbname></b> from an ADB file <b><archive></archive></b> of a versioned database. Also restores databases based on multiple ADB/BDB files of a directory.
	Syntax
	restoreunversioned <archive> <archivedir> [<dbname>] [-p <password decryption="" for="">]</password></dbname></archivedir></archive>
restoreversioned	Generates a versioned database <dbname> from an ADB file <archive> of a non-versioned database. Also restores databases based on multiple ADB/BDB files of a directory. In case the option <b>-no_baseline</b> is specified, no initial version in archive is created. Use the <b>-fv</b> option (forward versioning) to store database versions only for ARIS versions prior to 10.0.14.</archive></dbname>
	Syntax
	restoreversioned <archive> <archivedir> [<dbname>] [-p <password decryption="" for="">] [-no_baseline] [-fv]</password></dbname></archivedir></archive>
schemacontext	Changes the schema context of the current tenant. Thus, it is possible to save ARIS Optimizer databases. Possible values are <b>aris</b> and <b>bo.</b>
	Syntax
	schemacontext <new context="" schema=""></new>

Command	Description and syntax
server	Changes the current ARIS Server.
	Syntax
	<pre>server <server[:<port>]&gt; <tenant> <user> [<password>] [-ssl]</password></user></tenant></server[:<port></pre>
sessions	Displays all database connections of the current tenant.
	Syntax
	sessions [byuser bydatabase]
set	Displays or changes tenant settings. If no parameters are
	specified, all settings are displayed. If only <b><key></key></b> is entered, all
	settings are deleted. If <b><key></key></b> is entered together with <b><value></value></b> ,
	the settings are changed accordingly.
	Syntax
	set [ <key>] [<value>]</value></key>
setindexbucket	Specifies the bucket ID for a database.
	Syntax
	setindexbucket <dbname> <bucket id=""></bucket></dbname>
setindexrank	Sets the initial index rank for a database <dbname>. The higher</dbname>
	the rank <rank>, the earlier the index is started during cloud</rank>
	search startup. The rank is a number, for example, <b>5</b> .
	Syntax
	setindexrank <dbname> <rank></rank></dbname>
statistic	Returns the number of all database objects.
	Syntax
	statistic <dbname> all</dbname>
threaddump	Triggers a thread dump on instance <b><instanceid></instanceid></b> . An instance
	ID can refer to a runnable, such as <b>abs <s, i="" m,="" or=""></s,></b> or <b>report <s,< b=""></s,<></b>
	m, or l>, or to a runnable type, such as abs or report.
	The thread dump is written to the <b>threaddump.log</b> file.
	Syntax
	threaddump <instanceid></instanceid>
unlockdb	Unlocks the database with the name <b><dbname></dbname></b> , or all
	databases.
	Syntax
	unlockdb <dbname> all</dbname>

Command	Description and syntax
updatesystemdb	After performing an update setup, update the system configuration of each operational tenant (filters, templates, and scripts) based on the supplied system database (ARIS_DVD 3/Content/SystemDB/*.adb). Any content you have created is retained.
	Syntax
	updatesystemdb <archive></archive>
	You can execute the command for several tenants at the same time. $ \\$
userwipeout	Clears the user identification of one or multiple deleted users
	from one or all databases. The attributes <b>Last modifier</b> ,
	<b>Creator</b> , and the user name in change list descriptions is set to
	unknown.
	Syntax
	<pre>userwipeout <dbname> all [<user>][,<user>]</user></user></dbname></pre>
version	Displays the versions of the programs and libraries in use.

In the following example, a database is reorganized, whereby all of the objects and connections in the database that do not have an occurrence are deleted.

#### **Warning**

If you are using an object library, you should reorganize databases only when each object definition occurs in at least one overview model. If elements have already been created for later use but do not yet occur in models, these elements are deleted during the consolidation.

#### Reorganization in interactive mode

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0. The MS DOS input window opens and ARIS Server Administrator is launched in interactive mode.
- 2. Use the **server** command to connect to the relevant ARIS Server:

#### **Syntax**

```
server <server name>[:<port number>] <tenant> <user name>
```

The parts of the command that are surrounded by brackets are optional, that is, you can use them if necessary.

#### **Example**

```
server arissrv.eur.ag:80 default system
```

The password is requested.

- 3. Enter the user's password. In this example, manager. The connection is established.
- 4. Enter the command for the reorganization of the United Motor Group database:

```
reorg "United Motor Group"
```

The database is reorganized. The deleted items are listed.

Reorganization in command-line mode

- Open the command prompt from the directory <ARIS installation directory>\tools\ArisAdm.
- 2. Enter the command line parameters:

#### **Syntax**

arisadm<version> -s <server name> -t <tenant> -u <user name> <password>
reorg <database name>

#### **Example**

arisadm.bat -s arissrv.eur.ag -t default -u system manager reorg "United
Motor Group"

The database is reorganized. The deleted items are listed.

To obtain information on the ARIS Server administrator commands, enter **help** or **help** < command>.

# 1.1 Execute the backupsystemdb command

You can save the central system database as ADB file in a directory **<archivedir>** manually. It contains data such as filters, model templates, scripts, and ARIS method extensions, such as user-defined attributes, models or objects.

If you use ARIS 9.8 service release 2 or newer versions, the system database will be backed up automatically during a tenant backup.

#### **Prerequisites**

- ARIS Server Administrator is installed.
- You know the credentials of the superuser, or you have the Server administrator function privilege.

#### **Procedure**

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0 if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the arisadm.sh shell script instead. To do so, enter: su -c arisadm.sh aris10. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
- 2. Establish a connection to the server and tenant:
  - Syntax: server <server name>:<port number> <tenant> <user name> <password> Example: server arissrv:1080 default system manager
- 3. Enter backupsystemdb <archivedir>[<alternatename>].

The system configuration, managing, for example, ARIS method extensions, report scripts, scheduled reports, macros, semantic checks, filters and templates, of this tenant will be saved.

## 1.2 Execute the restoresystemdb command

Restores the central system database that contains data such as ARIS method extensions, filters, model templates, and scripts from a previously saved system database (page 12) (ADB file) **<archive>**. You can also update the system database using the updatesystemdb (page 14) command.

#### **Prerequisites**

- ARIS Server Administrator is installed.
- You know the credentials of the superuser, or you have the Server administrator function privilege.
- You have access to the backup file (<archive>)

#### **Procedure**

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0 if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the arisadm.sh shell script instead. To do so, enter: su -c arisadm.sh aris10. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
- 2. Establish a connection to the server and tenant:

Syntax: server <server name>:<port number> <tenant> <user name> <password>
Example: server arissrv:1080 default system manager

Enter restoresystemdb <archive>.

The system configuration, managing, for example, report scripts, macros, semantic checks, filters and templates, of this tenant will be restored.

## 1.3 Execute the updatesystemdb command

When you update the ARIS Server using the update setup, the **default** tenant's system database is updated automatically. For all additional tenants you must update the system databases with the provided database manually. If you do not update system databases, all updates, for example, ARIS method extensions, concerning scripts, filters and templates will not be available.

#### **Prerequisites**

- ARIS Server Administrator is installed.
- You know the credentials of the superuser, or you have the Server administrator function privilege.
- You have access to the most recent system database (<installation DVD</li>
   3>/Content/SystemDB/<ADB file>)
- You have backed up all data that will be overwritten during the update.

#### **Procedure**

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0 if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the arisadm.sh shell script instead. To do so, enter: su -c arisadm.sh aris10. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
- 2. Establish a connection to the server and tenant:
  - Syntax: server <server name>:<port number> <tenant> <user name> <password>
    Example: server arissrv:1080 default system manager
- Enter updatesystemdb <name of ADB file on DVD>.

The system configuration of this tenant, managing, for example, ARIS method extensions, report scripts, scheduled reports, macros, semantic checks, filters, and templates, will be updated. User-defined changes made in the configuration will remain.

# 1.4 Execute the userwipeout command

Even if a user is deleted in the User Management of the ARIS Administration, in ARIS databases the user name stays visible in the **Creator** and the **Last modifier** model and object attributes, and in change list descriptions. This also applies to archived models and objects. You can anonymize user data according to GDPR.

#### Warning

Make sure to only anonymize deleted users. If you anonymize existing users, the user names are anonymized in all attributes, such as **Creator**, **Last modifier**, and the user names in change list descriptions.

#### **Prerequisites**

- ARIS Server Administrator is installed.
- You know the credentials of the superuser, or you have the Server administrator function privilege.
- The database must be locked for other users.

#### **Procedure**

- Click Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0 if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the arisadm.sh shell script instead. To do so, enter: su -c arisadm.sh aris10. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
- 2. Establish a connection to the server and tenant:
  - Syntax: server <server name>:<port number> <tenant> <user name> <password> Example: server arissrv:1080 default system manager
- 3. Enter: userwipeout <dbname>|all <user>,<user>

User identifications of one or multiple users are deleted from one or all databases. The attributes **Last modifier**, **Creator**, and the user name in change list descriptions is set to **unknown**.

# 2 Legal information

## 2.1 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.

# 2.2 Support

If you have any questions on specific installations that you cannot perform yourself, contact your local Software AG sales organization

(https://www.softwareag.com/corporate/company/global/offices/default.html). To get detailed information and support, use our websites.

If you have a valid support contract, you can contact **Global Support ARIS** at: **+800 ARISHELP**. If this number is not supported by your telephone provider, please refer to our Global Support Contact Directory.

#### **ARIS COMMUNITY**

Find information, expert articles, issue resolution, videos, and communication with other ARIS users. If you do not yet have an account, register at ARIS Community.

#### SOFTWARE AG EMPOWER PORTAL

You can find documentation on the Software AG Documentation website (https://empower.softwareag.com/). The site requires credentials for Software AG's Product Support site **Empower**. If you do not yet have an account for **Empower**, send an e-mail to empower@softwareag.com with your name, company, and company e-mail address and request an account.

If you have no account, you can use numerous links on the TECH community website. For any questions, you can find a local or toll-free number for your country in our Global Support Contact Directory and give us a call.

#### **TECHCOMMUNITY**

On the **TECHcommunity** website, you can find documentation and other technical information:

- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.
- Access articles, code samples, demos, and tutorials.
- Find links to external websites that discuss open standards and web technology.
- Access product documentation, if you have **TECHcommunity** credentials. If you do not, you will need to register and specify **Documentation** as an area of interest.

#### EMPOWER (LOGIN REQUIRED)

If you have an account for **Empower**, use the following sites to find detailed information or get support:

- You can find product information on the Software AG Empower Product Support website.
- To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the Knowledge Center.
- Once you have an account, you can open Support Incidents online via the eService section of Empower.
- To submit feature/enhancement requests, get information about product availability, and download products, go to Products.

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