<mark>5</mark> software["]

ARIS SERVER ADMINISTRATOR COMMAND-LINE TOOL

VERSION 10.0 - SERVICE RELEASE 18 MAY 2022

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>.exe [<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>]></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. |
| -l <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. |

| Option | Description |
|---|---|
| -enc IBM <code page<br="">number></code> | Specifies a code page to display diacritical characters correctly. If you do not enter an option parameter, the original character set of IBM PC 437 is used. |
| | If diacritical characters, such as é , ó or ñ used in Spanish, Portuguese or French are displayed as é , ó , or ñ , enter the option -enc IBM850 . |
| | If problem occur in other languages, try other code page numbers, such as: |
| | 850 Multilingual (DOS-Latin-1), Western Europe |
| | 720 Arabic alphabet |
| | 737 Greek alphabet |
| | 775 Estonian, Lithuanian, and Latvian alphabet |
| | 852 Slavic languages (Latin-2), Central and East Europe |
| | 855 Cyrillic alphabet |
| | 857 Turkish alphabet |
| -cf <command file=""/> | Starts a command file containing executable commands. |
| -sc <schema context=""></schema> | Context the schema uses. ARIS is set as the default. |
| -t <tenant></tenant> | Tenant for which the command should be carried out. The default is no tenant . |
| -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 <dbname></dbname> as an adb file in a directory <archivedir></archivedir> . |
| | If the backup is started using the -c 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>] [<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 <password encryption="" for="">] [<alternatename>]</alternatename></password></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 ADB</dbname> |
| | file in a directory <archivedir></archivedir> . |
| | Syntax |
| | backupunversioned <dbname> <archivedir></archivedir></dbname> |
| clearchartdata | Removes statistics data that is used, for example, to generate charts displayed in ARIS Administration > Charts > Modeling . 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></dbname>: If you enter the name of a database, only statistic data of this specific database is deleted.</dbname> |
| | all: 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 <fromdbname></fromdbname> to <todbname></todbname> . |
| | Syntax |
| | copy <fromdbname> <todbname></todbname></fromdbname> |
| createdb | Creates a new ARIS database with the name <dbname></dbname> . |
| | Syntax |
| | createdb <dbname> [versioned]</dbname> |

| Command | Description and syntax |
|--------------|---|
| delete | Deletes the database <dbname></dbname> . When using the force 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 <dbname></dbname> up to the version |
| | <new min="" version="">.</new> |
| | Syntax |
| | dropversions <dbname> <new min="" version=""></new></dbname> |
| encrypt | Encrypts passwords <password></password> for use in batch files. |
| | Syntax |
| | encrypt <password></password> |
| exit | Exits the interactive mode. |
| exportscript | Exports a script of type |
| | <macro report reporttemplate semcheck profile></macro report reporttemplate semcheck profile> |
| | with the identifier <scriptid></scriptid> to an export directory |
| | <exportdirectory>.</exportdirectory> |
| | Syntax |
| | <macro report reporttemplate semcheck profile> <scriptid> <exportdirectory></exportdirectory></scriptid></macro report reporttemplate semcheck profile> |
| help | help provides an overview of all commands including syntax |
| | description and possible parameters. help <command/> provides |
| | help for the command you specified. |
| | Syntax |
| | help [<command/>] |
| importfilter | Imports a method filter <importfile></importfile> . |
| | Syntax |
| | <pre>importfilter <importfile></importfile></pre> |
| importscript | Imports a script <importfile></importfile> of type |
| | <macro report reporttemplate semcheck profile> in</macro report reporttemplate semcheck profile> |
| | the specified category <categoryname></categoryname> . |
| | Syntax |
| | <pre>importscript <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 <sessionid></sessionid> of the current tenant. |
| | Syntax |
| | kill <sessionid> all</sessionid> |
| killtask | Terminates the given server activity <taskid></taskid> on instance |
| | <instanceid>, for example, a report that is unable to complete.</instanceid> |
| | Syntax |
| | killtask <instance id=""> <task id=""> [force]</task></instance> |
| | To obtain the <instanceid> and <taskid> identifiers, use the</taskid></instanceid> |
| | monitor command. |
| 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 all option, all databases will be listed (including |
| | BO databases, for example). |
| | Syntax |
| | list [all] |
| lockdb | Locks the database with the name <dbname></dbname> , 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</dbname> |
| | 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. |
| migrate | Migrates an ARIS 7.1 or 7.2 database <dbname></dbname> from an ADB file <archive></archive> , or migrates all ADB files from a directory <archivedir></archivedir> . You need the password of the system user system to migrate an individual database. To migrate multiple databases the passwords must be supplied to every single database in command-line mode. Use the -fv option (forward versioning) to store database versions only for ARIS versions prior to 10.0.14. Syntax |
| | 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 <oldbname></oldbname> to <newdbname></newdbname> . |
| | When using the force option, the database will be renamed even |
| | if users are still logged in. |
| | Syntax |
| | rename <olddbname> <newdbname> [force]</newdbname></olddbname> |
| reorg | Semantically reorganizes the database <dbname> or all</dbname> |
| | databases by deleting all objects and connection definitions that do not have occurrences in any model. |
| | Options available: |
| | S CXNDEFS_IN_MATRIX_MODELS |
| | Connection definitions for which no occurrence exists are |
| | not deleted when used in models of type Matrix model. |
| | § USERDEF_CONTENT_SYMBOLS |
| | User-defined symbols that are not allowed by ARIS Method |
| | on the current server are replaced by the method-based |
| | default symbol. |
| | § USERDEF_CONTENT_MODELS |
| | User-defined models that are not allowed by ARIS Method |
| | on the current server are deleted. |
| | § USERDEF_CONTENT_ATTRS |
| | 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</archive></dbname> |
| | restores all ADB/BDB files from a directory. Use the -fv option |
| | (forward versioning) to store database versions only for ARIS |
| | versions prior to 10.0.14. |
| | Syntax |
| | <pre>restore <archive> <archivedir> [<dbname>] [-p <password decryption="" for="">] [-b <bucket id="">] [-fv]</bucket></password></dbname></archivedir></archive></pre> |

| Command | Description and syntax |
|---------|--|
| | 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 updatesystemdb command After performing an update setup, update the system</archive> |
| | configuration of each operational tenant (filters, templates, and scripts) based on the supplied system database (<aris installation package>\Content\SystemDB*.adb). Any content you have created is retained.</aris |
| | Syntax |
| | updatesystemdb <archive> You can execute the command for several tenants at the same time.</archive> |
| | Syntax |
| | restoresystemdb <archive></archive> |
| | Generates a non-versioned database <dbname></dbname> from an ADB file <archive></archive> 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> |
| | 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 -no_baseline is specified, no initial version in archive is created. Use the -fv 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> |
| | Changes the schema context of the current tenant. Thus, it is possible to save ARIS Optimizer databases. Possible values are aris and bo. |
| | Syntax |
| | schemacontext <new context="" schema=""></new> |

| Command | Description and syntax |
|----------------|---|
| server | Changes the current ARIS Server. |
| | Syntax |
| | <pre>server <server[:<port>]> <tenant> <user> [<password>] [-ss1]</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 <key></key> is entered, all |
| | settings are deleted. If <key></key> is entered together with <value></value> , |
| | the settings are changed accordingly. |
| | Syntax |
| | <pre>set [<key>] [<value>]</value></key></pre> |
| setindexbucket | Specifies the bucket ID for a database. |
| | Syntax |
| | <pre>setindexbucket <dbname> <bucket id=""></bucket></dbname></pre> |
| 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, 5 . |
| | Syntax |
| | <pre>setindexrank <dbname> <rank></rank></dbname></pre> |
| statistic | Returns the number of all database objects. |
| | Syntax |
| | statistic <dbname> all</dbname> |
| threaddump | Triggers a thread dump on instance <instanceid></instanceid> . An instance |
| | ID can refer to a runnable, such as abs <s, i="" m,="" or=""></s,> or report <s,< b=""></s,<> |
| | m, or I> , or to a runnable type, such as abs or report . |
| | The thread dump is written to the threaddump.log file. |
| | Syntax |
| | threaddump <instanceid></instanceid> |
| unlockdb | Unlocks the database with the name <dbname></dbname> , 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 installation package>\Content\SystemDB*.adb). Any content you have created is retained. Syntax updatesystemdb <archive> You can execute the command for several tenants at the same time.</archive></aris |
| userwipeout | Clears the user identification of one or multiple deleted users from one or all databases. The attributes Last modifier , Creator , and the user name in change list descriptions is set to unknown . Syntax userwipeout <dbname> all [<user>][,<user>]</user></user></dbname> |
| 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 13) (ADB file) **<archive>**. You can also update the system database using the updatesystemdb (page 15) command.

Prerequisites

- **§ ARIS Server Administrator** is installed.
- S 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**

3. 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 (<downloaded installation package>/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

3. Enter updatesystemdb <name of ADB file>.

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.
- S 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

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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.

PRODUCT DOCUMENTATION

You can find the product documentation on our documentation website.

In addition, you can also access the cloud product documentation. Navigate to the desired product and then, depending on your solution, go to **Developer Center**, **User Center** or **Documentation**.

PRODUCT TRAINING

You can find helpful product training material on our Learning Portal.

TECH COMMUNITY

You can collaborate with Software AG experts on our Tech Community website. From here you can, for example:

- S Browse through our vast knowledge base.
- **§** Ask questions and find answers in our discussion forums.
- **§** Get the latest Software AG news and announcements.
- S Explore our communities.
- § Go to our public GitHub and Docker repositories and discover additional Software AG resources.

PRODUCT SUPPORT

Support for Software AG products is provided to licensed customers via our Empower Portal (https://empower.softwareag.com/). Many services on this portal require that you have an account. If you do not yet have one, you can request it. Once you have an account, you can, for example:

- S Download products, updates and fixes.
- **§** Add product feature requests.
- Search the Knowledge Center for technical information and tips.
- Subscribe to early warnings and critical alerts.
- **§** Open and update support incidents.