

# ARIS CONNECT CUSTOMIZATION

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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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## Contents

1	Customize ARIS Connect .....	1
2	Legal information.....	2
2.1	Documentation scope.....	2
2.2	Support .....	2

## 1 Customize ARIS Connect

The web portal of ARIS Connect can be configured.

Administrators can define and adapt modification sets. To learn about the configuration, please refer to the ARIS Administration's online help (**ARIS Administration > Manage ARIS Connect > Manage configuration sets** and **Manage ARIS Connect > Configure the user interface > Edit modification set**).

If you want to modify the configuration, please get in touch with Software AG Global Consulting Services or a partner who is trained in making configuration changes to ARIS Connect. Configuration changes can only be performed by Software AG if you requested and agreed on them.

If you plan to make changes in the configuration on your own, make sure that you have all necessary knowledge and skills on making configuration changes. This knowledge is trained in the ARIS Connect Portal Configuration (742-70E)

(<https://learning.softwareag.com/enrol/index.php?id=198>) training course available for partners and customers. For your own sake, please document any changes so that you are able to roll-back changes made on your own. Please note that customization and training services are not subject to the standard Software AG software maintenance agreement.

### Warning

Advanced configuration changes may require the use of XML configuration. Errors in XML configuration files may cause strong impact. You might not be able to start ARIS Connect again.

If you make configuration changes, you are the owner of these configuration changes and solely liable for the result. Software AG cannot be made liable for erroneous configurations that lead to unstable systems or other unwanted results. Global Support ARIS is not obliged to support you on configuring ARIS Connect which goes beyond its self-service configuration. The necessary skills to make configurations in a right way are trained in the course mentioned above. If you have any questions, feel free to get in touch with your Software AG representative.

## 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](mailto: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 TECHcommunity 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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