

ARIS  
USERS AND LICENSE  
MANAGEMENT

VERSION 10.0 - SERVICE RELEASE 18  
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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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# 1 Users and licenses

For all ARIS products users are managed centrally within the user management. Using ARIS Server the user management is part of the ARIS Administration. The role specific data access is handled by license (page 3) privileges and function privileges and database specific privileges managed within the ARIS Administration and database specific privileges and filters associated to users and user groups. These database specific privileges and filters are managed within ARIS Architect for each database of a tenant.

After the ARIS Server installation the **superuser** user can only login to the ARIS Administration. The initial password is **superuser**. Also the **system** user can do so, using the initial password **manager**. Both users hold sufficient permissions to manage users and licenses. The **superuser** user only has these permissions and cannot login to ARIS Download Client or ARIS as no license can be assigned. The **system** user holds all permissions to manage all data in the system. This user only needs to get licenses assigned to do so.

If you are about to make the Tenant Management interface available, the **superuser** user needs additional permissions in the infrastructure tenant as well as in all operating tenants.

## USER MANAGEMENT WITHIN THE ARIS ADMINISTRATION

The ARIS Administration is a tool managing users, user groups, privileges, licenses, documents, and configurations for each tenant affecting all ARIS products. This ensures the single sign-on for various ARIS products. Users can also be imported from an LDAP system. ARIS Administration is available for users holding the **User administrator** and **License administrator** function privilege. Initially, only the administrative users **superuser** and **system** are available. These users are able to manage users for all tenants of your system (page 1). Users can also be managed using the command line tools of ARIS Administration.

If you have installed an ARIS Risk and Compliance version, using its own ARIS Administration or you are using ARIS Publisher Server, you can force these components to use the ARIS Administration of the ARIS Server in order to manage users centrally. Therefore you must reconfigure ARIS Risk and Compliance and/or force ARIS Publisher Server to use the specific ARIS Administration.

Administrators must perform these actions in order to allow access to ARIS:

1. Change the passwords of the **superuser** user and the **system** user. (page 10)
2. Make sure to assign all required license privileges to the **system** user, such as ARIS Architect. Otherwise, the **system** user cannot perform administrative actions, such as running scheduled reports. For detailed information on license and user management and security settings refer to the **Manage ARIS** online help chapter.
3. Import the license if it has not been imported during the setup process.
4. Create users or import them from the LDAP system.
5. Create user groups or import them from the LDAP system.
6. Assign users to user groups.
7. Assign privileges.

Further information is available in the ARIS Administration's online help.

All users and user groups managed in the ARIS Administration are available in every existing or future databases of the tenant. In each database product specific privileges must be assigned in ARIS Architect. To do so, proceed as described in the chapter **Managing Users** of the ARIS Architect Online Help.

### USER MANAGEMENT WITHIN ARIS ARCHITECT

While creating a database all users and user groups are imported from the ARIS Administration. To control data access and role specific actions administrators need to assign privileges and filters for each database.

Please make sure to have managed users and licenses before you manage users in ARIS Architect.

These actions can be performed by all users holding the function privileges **Database administrator** and **User management**.

1. Create databases.
2. Assign database specific function privileges.
3. Assign database specific access privileges.
4. Assign database specific filters.
5. Provide the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home**, for example, **http://aris.connect.sag/#default/home** to all users using ARIS.

All authorized users have access to licensed ARIS products.

Privileges and filters must be assigned for each additional database.

Further information is available in the ARIS Administration online help.

## 2 License types and dependencies

You can use only one license type for each product. Exceptions are the **Named user** and **Cross-client** license types.

### LICENSE TYPES FOR CLIENT PRODUCTS

The license types for client products must be assigned manually to users or user groups. You can increase the number of licenses by installing additional licenses.

#### NAMED USER

Users assigned to this license type have guaranteed login as the license is registered in their name. The number of licenses that can be assigned is specified in the license file.

#### CONCURRENT USER

For this license type, the number of users who can log in at the same time is specified. The assigned users share the available licenses. If the number of users logged in is the same as the number of available licenses, no other users can log in. The user must wait until another user logs off. However, the administrator can end the sessions of users.

#### Difference between 'Named user' and 'Concurrent user' license type

	Concurrent user	Named user
<b>Assignment</b>	Via user or user group	Via user or user group
<b>License volume</b>	Unlimited	Limited number
<b>Guaranteed login</b>	No	Yes
<b>Term of guaranteed login</b>	Current session	Unlimited

#### CROSS-CLIENT

This license type corresponds to a license of the **Named user** type. However, it can be imported and used for various tenants. It is intended for administrators who manage several tenants. The assigned users can log in with all tenants.

## SERVER LICENSES

The license types for server products are activated automatically after the import.

## DEPENDENCIES WITHIN PRIVILEGES

- There are certain license privileges that you cannot assign to a user in combination with others. For example, you cannot assign ARIS Architect and ARIS Designer to a user at the same time.
- You can only activate the subgroups of a license privilege if the superior license privilege is activated. If you remove a superior license privilege of a user, the user also automatically loses the assignment to the subgroups.

## 3 Consumed and expired licenses


### WHEN IS A LICENSE CONSUMED?

A license is consumed as soon as a user logs in and a session is created. Please note that a license is not only consumed when a user starts working, like creating models in ARIS or administrating processes. If various licenses are assigned to a user, the license with the higher value is consumed first.

#### Example

User A is assigned to the licenses **ARIS Connect Viewer** and **ARIS Connect Designer** (both **Concurrent user** license type). After login, the **ARIS Connect Designer** license is consumed.

### EXPIRED LICENSES

Expired licenses are marked in the license overview: . Users or groups can no longer be assigned. Login is impossible with an expired license. You can delete expired license files. Before deleting licenses, back up user data, if required, in order to be able to reuse them when new license are available. In the configuration, you can specify that administrators are notified before a license expires.



## 4 Impersonation

Users manage tenants on behalf of the user **superuser**. This requires the creation of these users in the user management for the infrastructure tenant, for example, master. To use impersonation, users require the **Impersonation** function privilege in the infrastructure tenant.

For Tenant Management, they also require the **User administrator**, **Tenant administrator**, and **Technical configuration administrator** function privileges.

In all other operational tenants, for example, **default**, the user **superuser** must be defined as the target for impersonation. Impersonation enables users to back up tenants in which they do not exist as a user.

To back up and restore the data, the **superuser** user requires the following function privileges in all operational tenants:

- Analysis administrator
- ARCM administrator
- Collaboration administrator
- Database administrator
- Dashboard administrator
- Document administrator
- License administrator
- Portal administrator
- Process Governance administrator
- Server administrator
- Technical configuration administrator
- User administrator

## 5 Tenant

After the installation of ARIS Server two tenants are available. The operational **default** tenant and the infrastructural **master** tenant.

### 5.1 Log in to the infrastructure tenant's User Management

After the installation of ARIS Server, two tenants are available. The operational **default** tenant and the infrastructural **master** tenant. This **master** tenant works in the background and manages administrative users and all other tenants.

You only need to log in to the User Management

- to change the **superuser**'s and the **system** user's passwords to prevent unauthorized access
- to configure the Tenant Management tool

After the installation only the administrative users **superuser** or **system** can login. Manage users, user groups, privileges, licenses, documents, configurations, and processes for all ARIS products. For detailed information please refer to the ARIS Administration's online help.



#### Procedure

1. Click the link **<http://localhost/umc>** or **<IP address or fully-qualified host name>/umc**. The login dialog of the ARIS Administration opens.
2. Enter the user name **superuser** and the password **superuser**.
3. Change the tenant name if **default** is not the one you want to login to.
4. Click **Log in**.

The ARIS Administration opens.

## 5.2 Change passwords on the infrastructure tenant

On the infrastructure tenant (**master**), change the passwords of **superuser**, **system** user and **guest** user. This will prevent unauthorized actions within the system. These users are created automatically for each tenant. The **system** user holds all function privileges and access for all databases. The **superuser** user holds all privileges to allow user and license management.

1. Log in to the infrastructure tenant's User Management (page 7).
2. Click  **User management**, and select **Users**. The list of users is displayed.
3. Enter **superuser** into the search box. The search result is shown.
4. Click **superuser**. The user data (details) is displayed.
5. Click  **Edit**.
6. Enable the **Change password** check box. The **Password** and **Confirm password** boxes are displayed.
7. Enter a new password, and reenter it. If you want to use the webMethods integration, passwords may not contain a colon.
8. Click **Save**.
9. Change the **system** user's password too.

The passwords are changed. The users receive e-mail notifications.

## 5.3 Log in to the ARIS Administration of a tenant

ARIS Administration is a tool to manage users, user groups, privileges, licenses, documents, and configurations for each tenant of all ARIS products. This ensures single sign-on for various ARIS products. Users can also be created using an LDAP system. ARIS Administration and the online help are available for users holding the **User administrator** and **License administrator** function privilege. After the installation only the administrative users **superuser** or **system** can login. For detailed information please refer to the ARIS Administration's online help.



### Procedure

1. Open your browser and enter **http://<IP address or fully-qualified host name>:<port number other than default>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port **80**. The login dialog opens.
2. Enter the user name **superuser** and the password **superuser**. This user only has access to the ARIS Administration of the server.
3. Click **OK**. ARIS Administration opens.
4. Click the required tab.

You can manage users, user groups, privileges licenses documents and the configuration of this tenant.

## 5.4 Change passwords on tenants

On all tenants, change the passwords of **superuser** user, **system** user and the **guest** user. This will prevent unauthorized actions within the system. These users are created automatically for each tenant. The **system** user holds all function privileges and access for all databases. The **superuser** user holds all privileges to allow user and license management.

1. Log in to the tenant's ARIS Administration (page 9).
2. Click  **User management**, and select **Users**. The list of users is displayed.
3. Enter **superuser** into the search box. The search result is shown.
4. Click **superuser**. The user data (details) is displayed.
5. Click  **Edit**.
6. Enable the **Change password** check box. The **Password** and **Confirm password** boxes are displayed.
7. Enter a new password, and reenter it. If you want to use the webMethods integration, passwords may not contain a colon.
8. Click **Save**.
9. Change the **system** user's password too.

The passwords are changed. The users receive e-mail notifications.

## 6 Legal information

### 6.1 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.

## 6.2 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.

### 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:

- Browse through our vast knowledge base.
- Ask questions and find answers in our discussion forums.
- Get the latest Software AG news and announcements.
- 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:

- 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.