

ARIS CUSTOMIZATION

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 Customize ARIS

The web portal of ARIS 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 > Manage configuration sets** and **Manage ARIS > 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. 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 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 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 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.

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.