

ARIS

# ARCHIMATE<sup>®</sup> 3.X USER GUIDE

VERSION 10.0 - SERVICE RELEASE 24 AND HIGHER  
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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

Contents.....	1
1 Introduction .....	1
2 Model ArchiMate® 3.x.....	2
2.1 Create ArchiMate® 3.x models .....	2
2.2 Change the appearance of ArchiMate® models .....	3
2.3 How can ArchiMate® elements be aligned with (non-)ArchiMate® models?.....	3
2.4 Assign a new model.....	4
2.5 Assign an existing model .....	4
2.6 Reuse ArchiMate® elements in non-ArchiMate® models .....	5
3 Administrate ArchiMate® 3.x.....	6
3.1 Change symbol palette.....	6
3.2 Create a filter with custom ArchiMate® viewpoints .....	7
3.3 Import ArchiMate® 3.x filter .....	8
3.4 Create consolidated method filter .....	9
4 ArchiMate® Model Exchange File Format .....	10
4.1 Import ArchiMate® 3.x models .....	10
4.2 Export ArchiMate® 3.x models .....	15
4.3 Configure ArchiMate® mapping .....	16
5 Good to know .....	20
5.1 How are ArchiMate® elements mapped to ARIS object and symbol types? .....	20
5.2 How does the default palette of the ArchiMate® 3.x symbols look like? .....	23
5.3 What are the ArchiMate® 3.x relationships?.....	24
5.4 Which viewpoints does the ArchiMate® 3.x filter contain?.....	25
5.5 Where can you find information about ArchiMate®?.....	26
6 Legal information.....	27
6.1 Documentation scope.....	27
6.2 Support .....	27

# 1 Introduction

This document describes the usage and maintenance of ArchiMate® 3.x in ARIS Architect and ARIS Designer 10 SR2 and subsequent versions.

Chapter **Model ArchiMate® 3.x.** (page 2) focuses on ArchiMate® modelers that need to maintain ArchiMate® 3.x content.

Chapter **Administrate ArchiMate®** (page 6) focuses on the ArchiMate® administrator that need to fulfill the prerequisites to provide an effective modeling environment to multiple modelers.

Chapter **ArchiMate® Model Exchange File Format** (page 10) focuses on ArchiMate® administrators that need to import or export ArchiMate® files from other ArchiMate® tools.

Chapter **Valuable information** lists details on how ArchiMate® 3.x elements (page 20) and relationships (page 24) are mapped and visualized (page 23) in ARIS.

See also: Where can you find information about ArchiMate®? (page 26)

## 2 Model ArchiMate® 3.x

ArchiMate® 3.x models are preferably created or updated through standard ArchiMate® viewpoint (page 25) model types or through custom ArchiMate® viewpoint model types that have been selected for your organization. Each viewpoint contains a subset of elements and relationships from the ArchiMate® metamodel and is geared for a particular audience. When opening an ArchiMate® viewpoint model type in ARIS, only relevant ArchiMate® elements are displayed in the **Symbols** bar.

Various options exist to create a new ArchiMate® 3.x model.





### 2.1 Create ArchiMate® 3.x models

Various options exist to create a new ArchiMate® 3.x model. In the following steps, the procedure using the Explorer of ARIS Architect and ARIS Designer client is described.

#### Prerequisites

- You are logged in to a database with an appropriate method filter, for example, **ArchiMate® 3.x**.
- The model type that your model is based on is allowed by the method filter used.

#### Procedure

1. Click **ARIS >**  **Explorer**.
2. Click  **Navigation** in the bar panel if the **Navigation** bar is not activated yet.
3. Open the relevant database.  
If you open the database for the first time, you can specify the filter to be applied when it opens and the language you want to use for the models. Then click **Finish**.
4. Click the group in which you want to save the model.
5. Click  **New >**  **Model**. The Model Wizard opens.
6. Select the **ArchiMate model (3.x)** model type.
7. Specify the relevant settings and click **Finish**.

The model is created in the selected group and opened for editing in a new tab.


## 2.2 Change the appearance of ArchiMate® models

Various options exist to change the appearance of a new ArchiMate® 3.x model. In the following steps, the procedure using the Explorer of ARIS Architect and ARIS Designer client is described.

### Prerequisites

The model is open for editing in ARIS Architect or ARIS Designer client.

### Procedure

1. Click **ARIS > Help**. The start page of the help opens in the browser.
2. Click **Working with ARIS**. The ARIS help opens in a new browser tab.
3. In the **Contents** tab, click **Create models > ARIS models**. Click a topic of your choice to change the model appearance, for example:
  - **Align model items to the grid**
  - **Match size of model items**
  - **Change arrangement of overlapping model items**
  - **Place model attributes**
4. Select **Use objects > Basics** to edit an object, for example:
  - **Change object size**
  - **Fill object with a solid color**
  - **Format painter**
  - **Place object attributes**
5. Return to the model tab to edit the model accordingly.
6. Click  **Save**.

The model appearance is changed according to your needs.

## 2.3 How can ArchiMate® elements be aligned with (non-)ArchiMate® models?

An ARIS **assignment** is a feature to navigate from an object occurrence such as an ArchiMate® element to a model. This model could be specified in another modeling language such as UML, BPMN, etc. This way an ArchiMate® user can drill down from an architecture landscape model directly into a design specification model.


Assignments can be used to navigate from a coarse-grained ArchiMate® element, for example, a business process, to a detailed specification model for that element, for example, a BPMN collaboration diagram.



## 2.4 Assign a new model

You can assign a new model to objects if an existing model that specifies an ArchiMate® element in more detail is not (yet) available. The assignment enables you to use a model to describe objects in more detail.

### Procedure


1. Right-click an object and select **New >  Assignment**.  
If you are using a license covering ARIS UML Designer, the **Create assignment** dialog opens. Click **ARIS model**. The **Assignment Wizard** opens and the **New model** option is enabled.  
The model types that can be assigned to the selected model in compliance with the method are available for selection.
2. Select the required model type.
3. Click **Next**.
4. Select the group in which you want to save the new model.
5. Click **Finish**.

The new model is opened and has the name of the object to which it is assigned. You can now start modeling the detailed specification for this ArchiMate® element.

## 2.5 Assign an existing model

You can assign an existing model to objects. The assignment enables you to use a model to describe objects in more detail.

### Procedure



1. Right-click an object and select **New >  Assignment**.  
If you are using a license covering ARIS UML Designer, the **Create assignment** dialog opens. Click **ARIS model**. The **Assignment Wizard** opens.
2. Enable the **Existing model** option.  
The model types that can be assigned to the selected model in compliance with the method are available for selection.
3. Select the required model type.
4. Click **Next**.
5. Select the group in which the model is located.
6. Select the name of the model.
7. Click **Finish**.


The selected model is assigned to the ArchiMate® element from which the procedure was started.

## 2.6 Reuse ArchiMate® elements in non-ArchiMate® models

An ArchiMate® element can be reused, that is, depicted on other (non-)ArchiMate® models, as long as its object type is allowed for these models by the ARIS Method and filter.

### Procedure

1. Select the ArchiMate® element.
2. Click  **Copy** or use the keyboard shortcut **Ctrl + C**.
3. Change to the relevant model.
4. Click  **Paste** or use the keyboard shortcut **CTRL + V**.
5. Click the position in the model at which you want to paste the object.

You reused the ArchiMate® element as occurrence copy. If you want to use it as definition copy, click  **Paste > Definition copy** in the **Start** tab bar.

### Note



Reused ArchiMate® elements share a single object definition. A change in one of its attributes, for example, its name, will immediately be visible in all models where this object occurs.



## 3 Administrate ArchiMate® 3.x

### 3.1 Change symbol palette

Ever since ARIS 9 was introduced, the symbol palette of most ARIS supported methods has been restyled.

ARIS default palette (classic)	
ARIS default palette	

Organizations that want to keep using the classic symbol palette and thereby ArchiMate® symbols that look like the ones in the ArchiMate® 3.x specification, can do so by changing a database property.

#### Prerequisite

You are logged in to the database with ARIS Architect and you have the **Database administrator** function privileges.

#### Procedure

1. Log in to the relevant database.
2. Right-click the database name and click **i Properties**.
3. Click **Palette and method filter**.
4. Select **ARIS default palette** or **ARIS default palette (classic)** in the **Symbol palette** field.
5. Click **OK**.
6. Log out of the database and log in again.

The symbol palette in use for this database is changed for both **ARIS Advanced Architect** and **ARIS Advanced** users.

#### Tip

The database symbol palette can be overwritten by a method filter in case a mixture of default and classic palette symbols within the same database is desired. If you want to use the ArchiMate® symbols as in the specification in an ARIS database with the default palette, you can import them as user-defined symbols. Filter and ZIP archives with the symbols are provided on the ARIS installation media in the directory **Content\ArchiMate 3\3.x\Symbols** (replace "3.x" with your desired ArchiMate® version).

## 3.2 Create a filter with custom ArchiMate® viewpoints

Filters are an effective means of supporting uniform modeling and accelerated evaluation.

### Prerequisite

You are a configuration administrator for this tenant.

### Procedure

1. In ARIS Architect, click **ARIS** >  **Administration**.
2. Click  **Configuration** >  **Method** >  **Model types**.
3. Right-click **ArchiMate® model (3.x)** > **New** > **Derive model type**. The **Derived model type** wizard opens.
4. Add a unique name and optional description for the custom ArchiMate® viewpoint.
5. Follow the next steps of the **Derive model type** wizard to add custom attributes, symbols, or connections or directly click **Finish**.
6. Click **ARIS** >  **Explorer**.
7. Right-click the server, click **New** >  **Database**, and name it **<Company name> filter database**.  
Use the name of your company instead of **<Company name>**.
8. Click **OK**.
9. Log in to the database.
10. Right-click a group and click **New** >  **Model**.  
The **Model Wizard** opens.
11. Search for the newly created model type, add a meaningful name, and click **Finish**.  
A new tab with the name of the model is opened.
12. Now model all elements you want to have available for this custom ArchiMate® viewpoint. Each model attribute, symbol, object attribute, object assignment, connection, and connection attribute has to be specified at least once per type. For example, to activate short descriptions in your filter for Business functions, add any character in the **Short description** attribute of a **Function** object type.
13. When finished, click **ARIS** >  **Save all**.
14. In ARIS Architect, click **ARIS** >  **Administration**.
15. Click  **Configuration** >  **Conventions**.
16. Right-click  **Filter** > **New** >  **Filter**.  
The **Filter Wizard** opens.
17. Give your filter a meaningful name and description and click **Next**.  
Tip: structure your description to follow changes over time (**who** changed **what** and **when**).

18. In step 2 **Select creation mode** activate **Create automatically**.
19. In step 3 **Select database** click **<Company name> filter database** and click **Finish**.

A new filter with your custom viewpoints is now available. To use the filter, log in to the database again with this filter. Assign the filter to users or user groups.

#### Note

You can create a new consolidated filter that combines your filter with custom viewpoints and other existing filters (page 9) such as the **ArchiMate® 3.x** filter.

## 3.3 Import ArchiMate® 3.x filter

ArchiMate® 3.x is supported from ARIS 10 SR1 onward. It is included by default in ARIS Connect Server. For ARIS Design Server the **ArchiMate®** extension Pack is required. After import of the **ArchiMate® 3.x** filter, additional 25 **ArchiMate® Viewpoint** model types will be available (page 25) in the ARIS Method.

#### Warning

If a filter with the same GUID already exists, it will be overwritten. To merge filters, first duplicate the current filter, then import the older version of the filter. The two versions can be merged afterwards.

#### Prerequisite

- You have access to the folder **Content\ArchiMate 3\3.x** on the ARIS installation media.
- You have **Administrator** privileges.

#### Procedure

1. In ARIS Architect, click **ARIS > Administration**.
2. Click **Navigation** in the bar panel if the **Navigation** bar is not activated yet.
3. In the navigation, click **Configuration > Conventions**.
4. Right-click **Filter**, and select **Import filter**. The **Import filter** dialog opens.
5. Select the import path and the name of the **ArchiMate® 3.x filter** file.
6. Click **OK**.

The selected filter is imported and additional **ArchiMate® Viewpoint** model types are added to the ARIS Method. To use it, log out of all databases and log in again with this filter.






## 3.4 Create consolidated method filter

Filters are an effective means of supporting uniform modeling and accelerated evaluation.

### Prerequisite

You are a configuration administrator for this tenant.

### Procedure

1. In ARIS Architect, click **ARIS** >  **Administration**.
2. Click  **Configuration** >  **Conventions**.
3. Right-click  **Filter** > **New** >  **Filter**.  
The **Filter Wizard** opens.
4. Give your filter a meaningful name and description and click **Next**.  
Tip: structure your description to follow changes over time (**who** changed **what** and **when**).
5. In step 2 **Select creation mode** activate **Merge filters**.
6. In step 3 **Select filter** click at least two filters you would like to merge and click **Finish**.

A new consolidated method filter is now available. A user that logs in to a database will be able to select this consolidated filter.

## 4 ArchiMate® Model Exchange File Format

The ArchiMate® Model Exchange File Format (AMEFF) is supported. This standard from **The Open Group** facilitates the exchange of ArchiMate® content between tools that support AMEFF.

ARIS can import ArchiMate® content from other tools by using the AMEFF formats for ArchiMate® 2.1 and ArchiMate® 3.x.

When exporting ArchiMate® content, you can select **ArchiMate 2** to export the content in **ArchiMate® 2.1** format or **ArchiMate 3** to export the content in **ArchiMate® 3.x** format.


### 4.1 Import ArchiMate® 3.x models

You can import an AMEFF file with ArchiMate® 3.x models into a group and specify whether the import should update existing models and objects or create new ones.

#### Prerequisites

- You are logged in to ARIS Architect with **Read**, **Write**, and **Delete** access privileges to a group.
- An AMEFF file (page 10) is available for import.

#### Procedure

1. Click **ARIS** >  **Explorer**.
2. Right-click the group and click **Import** > **ArchiMate file**.
3. Select an XML file compatible with the ArchiMate® Model Exchange File Format (AMEFF) and click **Next**.
4. Specify the import strategy for the selected group.  
Select **Update existing models and objects** if you want the import to update existing models and objects and specify the conflict resolution.  
Select **Create new models and object** if you want the import to create new models and objects for existing ones as well.
5. Enable **Import organizations as ARIS groups** if you want to import **Organization** viewpoints as ARIS groups.
6. Enable **Test mode** if you want to simulate the import. In this case, no data is imported into the database.
7. Click **Next**.
8. Check the ArchiMate® import settings and click **Finish**.

Depending on your settings, the ArchiMate® content is imported into the group or the import is simulated. The result dialog informs you about the file import. You can see tabs for the import result, which show messages about issues with imported models, for imported objects, and for imported groups. For each imported model and object, you can find information about their name, type, state (new or updated), path, and original path (if they have been moved). For each imported group, you can find information about its name, state (new or updated), path, and original path.

**Warning**

If the import file contains custom viewpoints that are not configured in the ARIS Method yet, the **Ignore ArchiMate import issues** dialog is displayed.

If you click **OK**, the import will continue. However, concepts from the custom viewpoints that are not configured yet will be mapped to an **ArchiMate model (3.1)** model type instead.

To import custom viewpoints, you must first create and map them in the import configuration.

**Note**

After import, a warning is displayed if **implicit relationships** are used on models. Implicit relationships (used for 'box-in-box' modeling) are allowed by the ArchiMate® standard. Such relationships are captured as connections in the ARIS repository. **Therefore, such a warning does not indicate that information will be lost during import.**

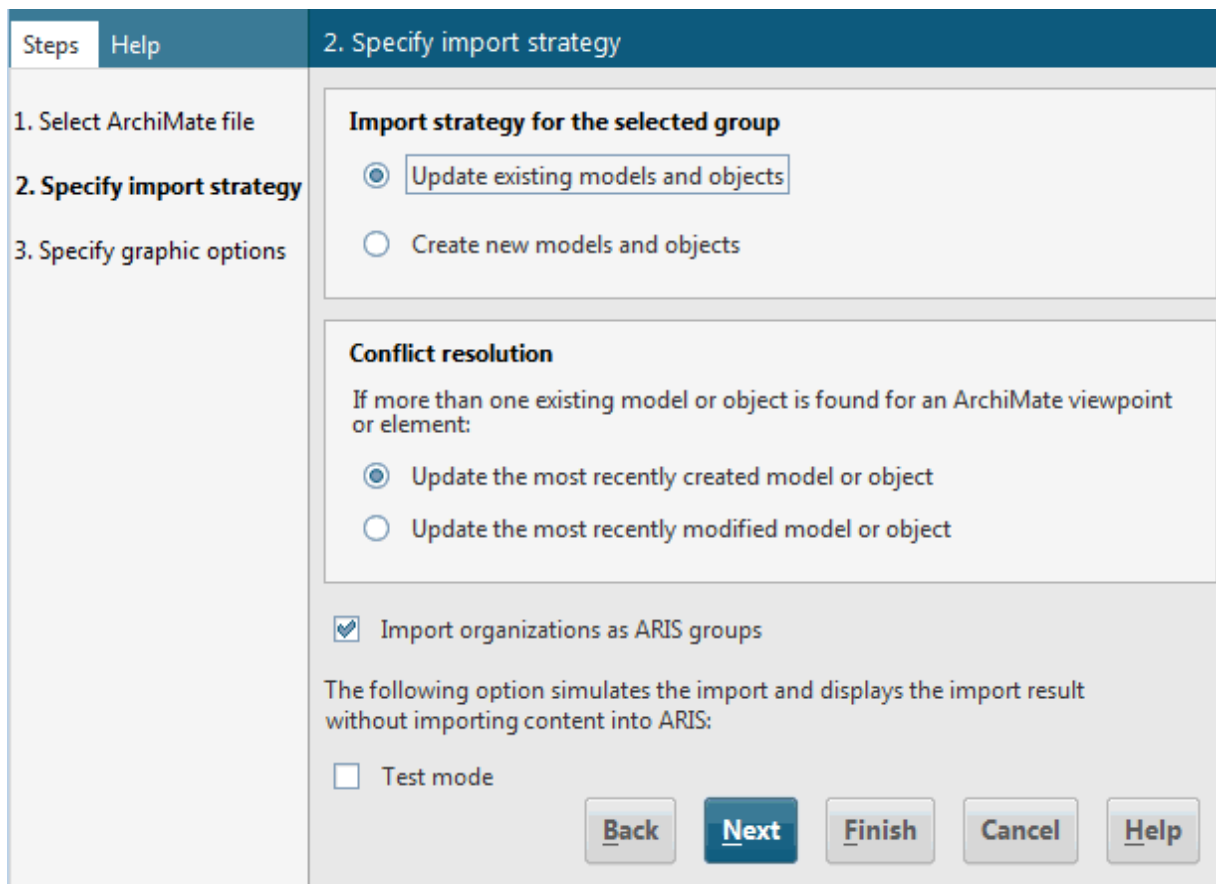


Figure 1: ArchiMate® import strategy



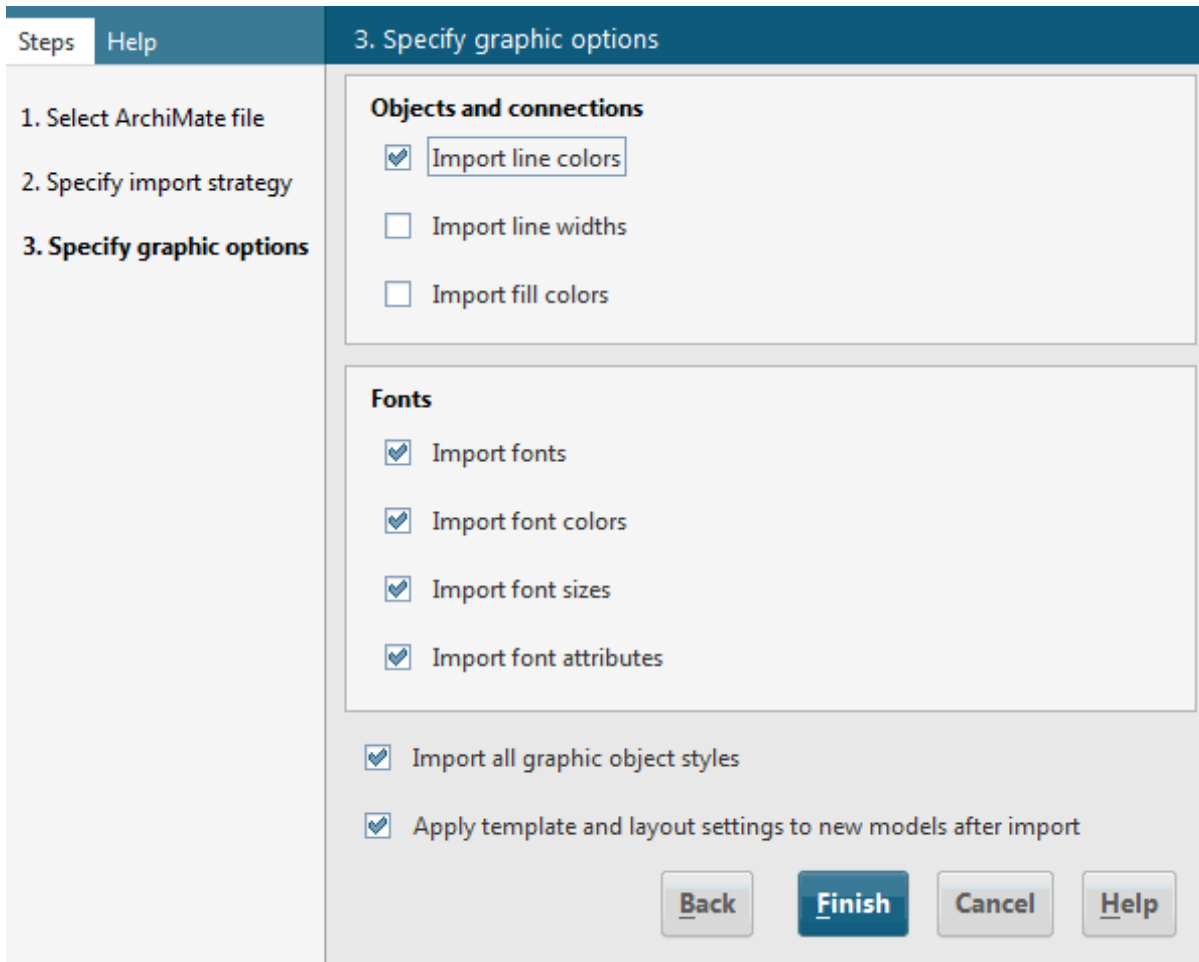


Figure 2: ArchiMate® import settings

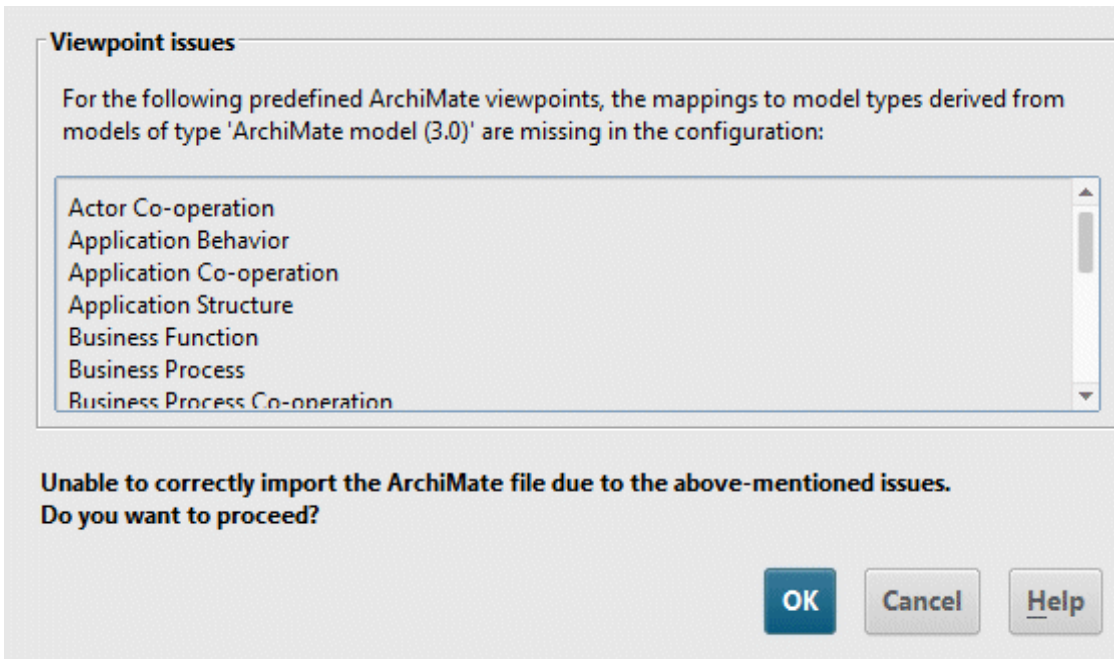


Figure 3: ArchiMate® import issues

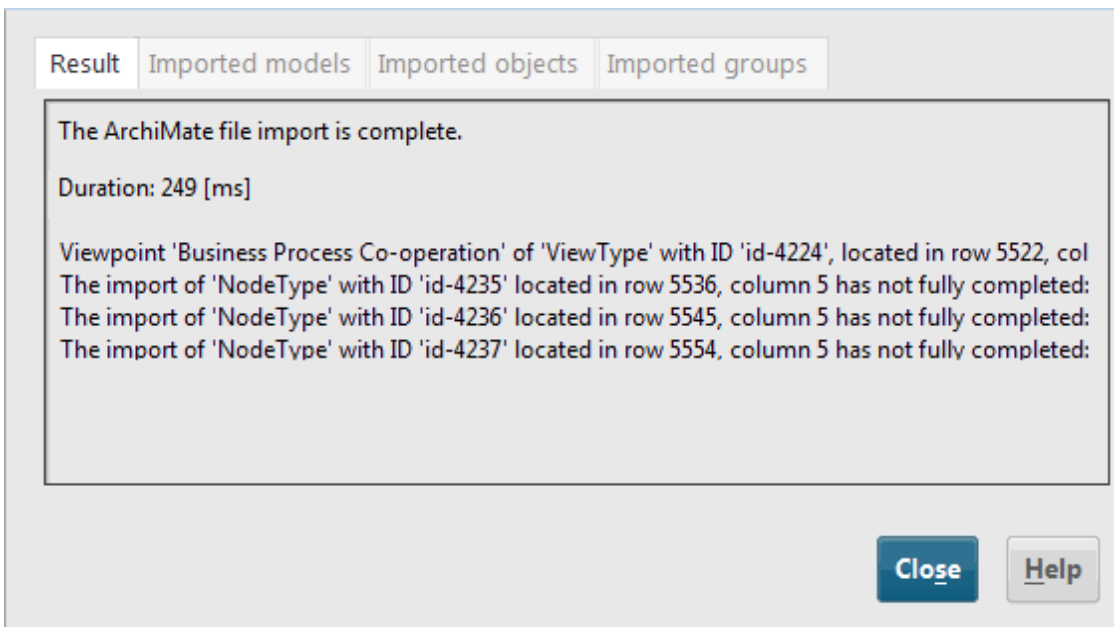


Figure 4: Warning after import when using implicit relationships


## 4.2 Export ArchiMate® 3.x models

You can export existing ArchiMate® 3.x models.

### Prerequisites

You are logged in to ARIS Architect with at least **Read** access privileges to a group.

### Procedure

1. In the Explorer, right-click **Main group** >  **Find** to list in the search result all ArchiMate® models that must be exported.  
Tip: use an attribute filter and a (combination of) model attribute(s) to quickly retrieve all models from the database.
2. Select all relevant models from the search result, right-click the selection, and click **Export > ArchiMate file**. The **Select ArchiMate file** wizard opens.
3. Specify a name for the export file and click **Next**.
4. Select the export languages and click **Next**.
5. Select the ArchiMate® export settings and click **Finish**.
6. When the ArchiMate® file export is complete, click **OK**.

ArchiMate® 3.x models are exported to an **ArchiMate® Model Exchange File Format** (AMEFF (page 10)) file.

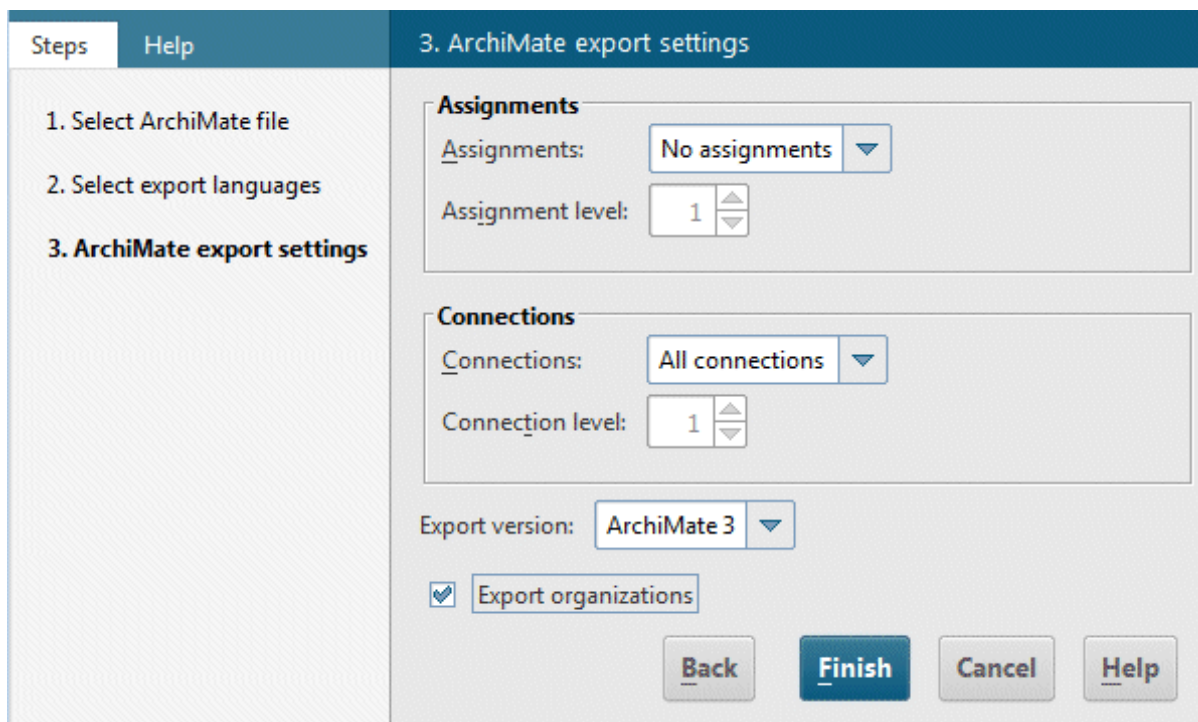


Figure 5: ArchiMate® export settings

## 4.3 Configure ArchiMate® mapping

ARIS can import all ArchiMate® elements and viewpoints listed in the **ArchiMate®** specification out of the box, provided you have imported the ArchiMate® 3.x filter (page 8) and the viewpoint mappings available on the installation media. You can find the viewpoint mappings in the folder **Content\ArchiMate\3.x**. Your own derived elements and custom viewpoints must be configured upfront; else they will lead to a warning during import of the AMEFF (page 10) file.

### Prerequisites

You are logged in to ARIS Architect with **Configuration Administrator** function privileges for this tenant.

### Procedure

1. In ARIS Architect, click **ARIS > Administration**.
2. In the navigation, click **Configuration > Conventions > Import/Export > ArchiMate**.
3. Here you can configure the ArchiMate® mappings for Languages, Property definitions, and Viewpoints.  
Optionally, an ArchiMate® mapping configuration can be exported to another ARIS tenant:
4. Select **ArchiMate > Export ArchiMate mappings**.
5. If you want to import an ArchiMate® mapping configuration from another ARIS tenant, select **ArchiMate > Import ArchiMate mappings**.

ARIS is prepared to map custom names of Languages, Property definitions and Viewpoints to pre-existing elements in the ARIS Configuration during import of ArchiMate® Model Exchange File Format (AMEFF) files.

### Note

Languages, attribute types, or model types have to be available in the ARIS configuration before they can be mapped.

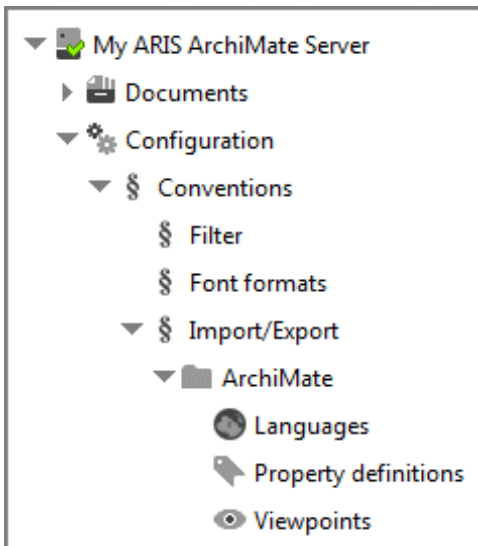


Figure 6: ArchiMate® mapping options

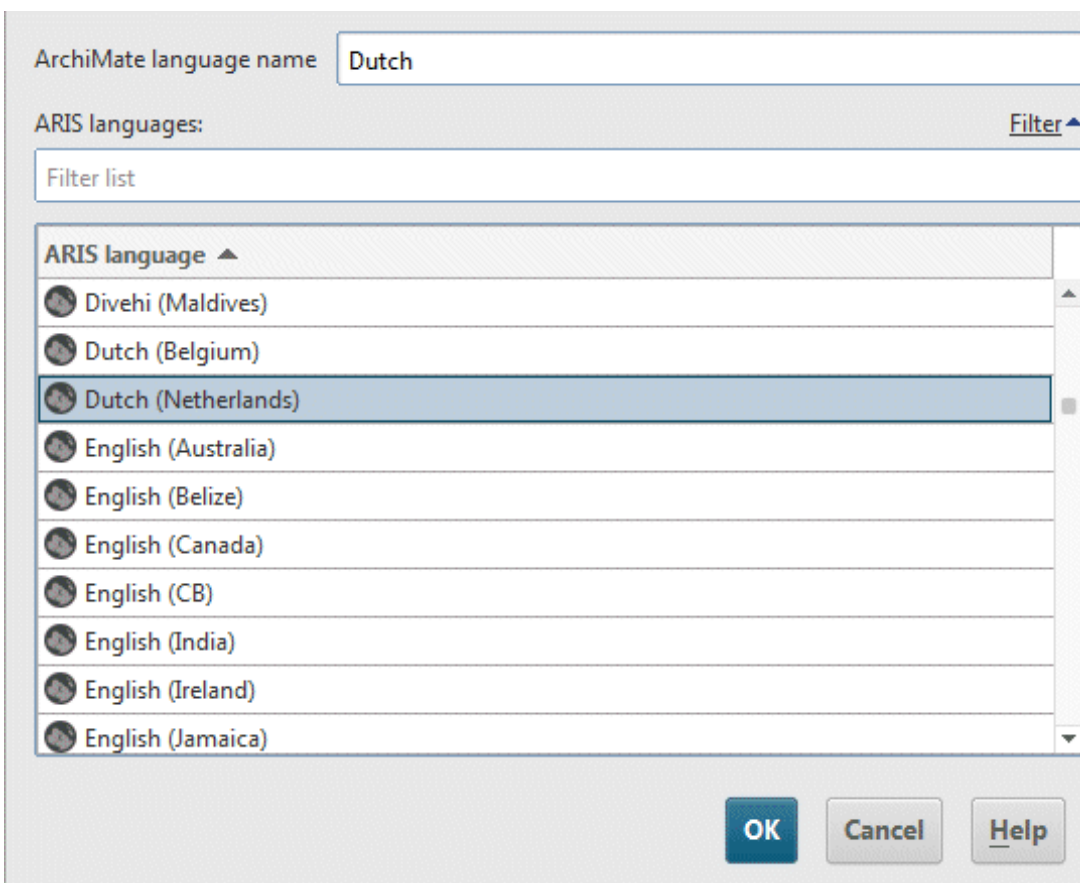


Figure 7: ArchiMate® language mapping

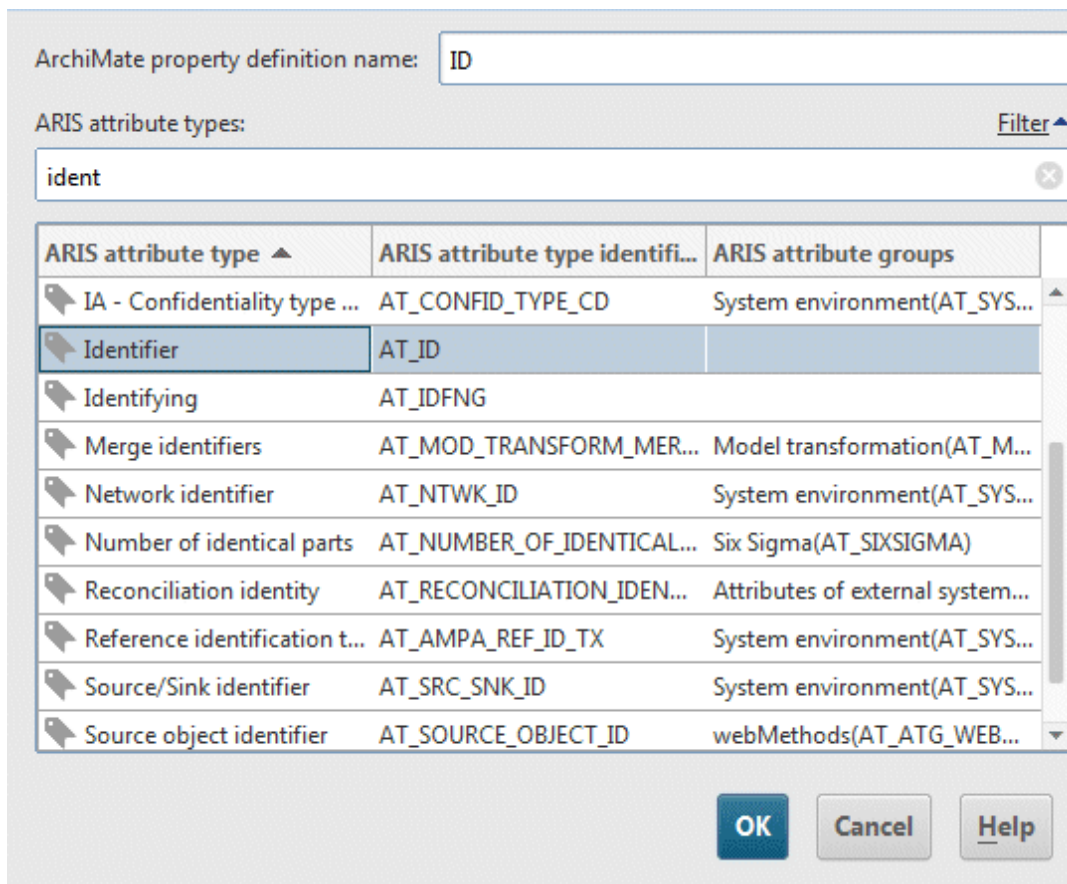


Figure 8: ArchiMate® property definition mapping

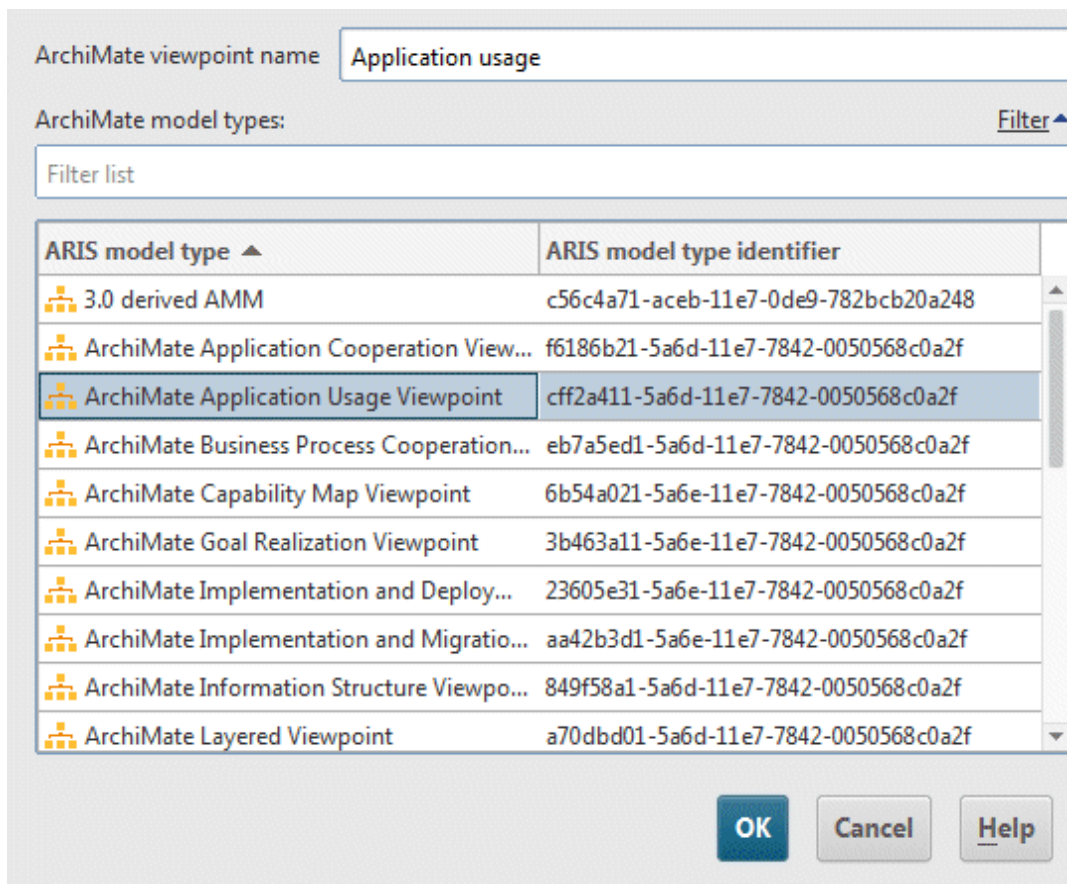


Figure 9: ArchiMate® viewpoint mapping



## 5 Good to know

This section provides background information to assist you in carrying out the relevant procedures.

### 5.1 How are ArchiMate® elements mapped to ARIS object and symbol types?

ArchiMate® element	ARIS 10 object type	ARIS 10 symbol type
Application collaboration	Application collaboration (478)	Application collaboration (1582)
Application component	Application system type (6)	Application component (1583)
Assessment	Assessment (405)	Assessment (1659)
Constraint	Business rule (360)	Constraint (1812)
Capability	Capability (293)	Capability (1824)
Business object	Cluster/Data model (14)	Business object (1577)
Contract	Contract (399)	Contract (1567)
Deliverable	Deliverable (480)	Deliverable (1811)
Business interface	Distribution channel (269)	Business interface (1570)
Distribution network	Distribution channel (269)	Distribution network (1833)
Driver	Driver (400)	Driver (1813)
Data object	Entity type (17)	Data object (1588)
Equipment	Equipment (482)	Equipment (1834)
Application event	Event (18)	Application event (1828)
Business event	Event (18)	Business event (1576)
Technology event	Event (18)	Technology event (1830)
Implementation event	Event instance (143)	Implementation event (1837)
Plateau	Event instance (143)	Plateau (1814)
Facility	Facility (483)	Facility (1835)
Business function	Function (22)	Business function (1572)
Business interaction	Function (22)	Business interaction (1573)
Value stream	Function (22)	Value stream (1952)

ArchiMate® element	ARIS 10 object type	ARIS 10 symbol type
Gap	Gap (397)	Gap (1815)
Resource	General resource (145)	Resource (1826)
Business collaboration	Group (128)	Business collaboration (1569)
Device	Hardware component type (24)	Device (1590)
Application interface	IS service (295)	Application interface (1584)
Application function	IT function type (105)	Application function (1585)
Application interaction	IT function type (105)	Application interaction (1586)
Application process	IT function type (105)	Application process (1827)
Technology function	IT function type (105)	Technology function (1816)
Technology interaction	IT function type (105)	Technology interaction (1831)
Technology process	IT function type (105)	Technology process (1832)
Artifact	Information carrier (27)	Artifact (1596)
Representation	Information carrier (27)	Representation (1580)
Meaning	Knowledge category (230)	Meaning (1578)
Location	Location (54)	Location (1807)
Value	Need (267)	Value (1581)
Path	Network connection type (81)	Path (1589)
Node	Network node type (40)	Node (1594)
Technology collaboration	Network node type (40)	Technology collaboration (1829)
Communication network	Network type (39)	Communication network (1593)
Goal	Objective (86)	Goal (1817)
Material	Operating resource type (116)	Material (1836)
Business actor	Organizational unit (43)	Business actor (1568)
Stakeholder	Organizational unit (43)	Stakeholder (1818)
Business process	Participant (303)	Business process (1574)
Principle	Policy (237)	Principle (1819)
Business service	Product/Service (153)	Business service (1575)
Product	Product/Service (153)	Product (1579)
Requirement	Requirement (387)	Requirement (1820)

<b>ArchiMate® element</b>	<b>ARIS 10 object type</b>	<b>ARIS 10 symbol type</b>
Business role	Role (78)	Business role (1571)
And junction	Rule (50)	AND junction (1598)
Or junction	Rule (50)	OR junction (1810)
Application service	Service type (294)	Application service (1587)
Technology interface	Socket (296)	Technology interface (1591)
Course of action	Strategy (239)	Course of action (1825)
Group	Structural element (232)	Group (1821)
Outcome	Success factor (108)	Outcome (1823)
System software	System software (479)	System software (1595)
Work package	Task (137)	Work package (1822)
Technology service	Technology service (481)	Technology service (1592)

## 5.2 How does the default palette of the ArchiMate® 3.x symbols look like?

The default palette contains the following object symbols.



Figure 10: ArchiMate® 3.x: default palette

### 5.3 What are the ArchiMate® 3.x relationships?

The following ArchiMate® 3.x relationships exist.

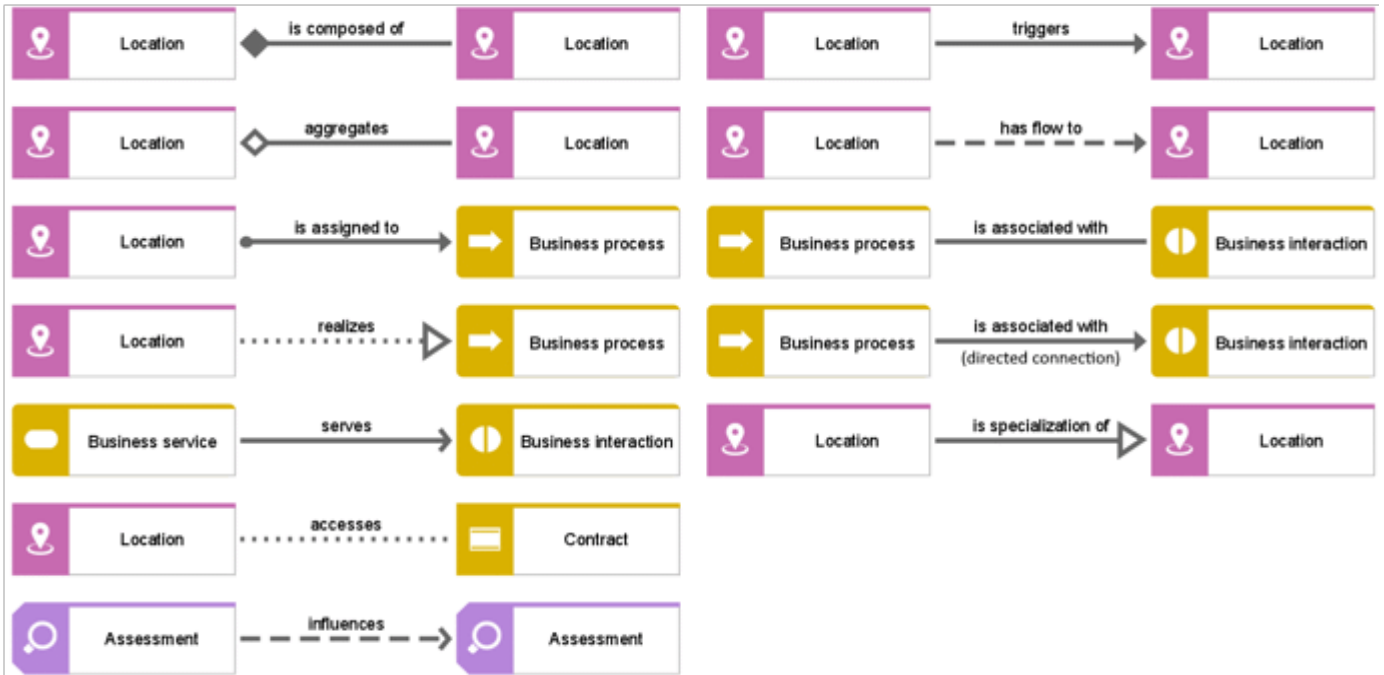


Figure 11: ArchiMate® 3.x: relationships

## 5.4 Which viewpoints does the ArchiMate® 3.x filter contain?

A viewpoint contains a subset of ArchiMate® elements and their relationships geared towards particular stakeholders. The following example viewpoints are available in the **ArchiMate 3.x** filter to facilitate the creation of graphical views (diagrams).

### BASIC VIEWPOINTS

- Organization viewpoint
- Business process cooperation viewpoint
- Product viewpoint
- Application cooperation viewpoint
- Application usage viewpoint
- Application structure viewpoint
- Implementation and deployment viewpoint
- Technology viewpoint
- Technology usage viewpoint
- Information structure viewpoint
- Service realization viewpoint
- Physical viewpoint
- Layered viewpoint

### MOTIVATION VIEWPOINTS

- Stakeholder viewpoint
- Goal realization viewpoint
- Requirement realization viewpoint
- Motivation viewpoint

### STRATEGY VIEWPOINTS

- Strategy viewpoint
- Capability map viewpoint
- Outcome realization viewpoint
- Resource map viewpoint
- Value stream viewpoint

### IMPLEMENTATION AND MIGRATION VIEWPOINTS

- Project viewpoint

- Migration viewpoint
- Implementation and migration viewpoint

## 5.5 Where can you find information about ArchiMate®?

- ArchiMate® 3.2 Specification, 2022, The Open Group.
- ArchiMate® Model Exchange File Format for the ArchiMate® Modeling Language, Version 3.1, 15 November 2019, The Open Group.



## 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 Web sites.

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.

For issues regarding the product documentation, you can also send an e-mail to [documentation@softwareag.com](mailto:documentation@softwareag.com) (<mailto:documentation@softwareag.com>).

## 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 product documentation also on our documentation Web site.

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 Web site. 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.