



ARIS DISCLAIMER/GENERAL NOTICES

VERSION 10.0 - SERVICE RELEASE 6

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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 General notices

- You can install ARIS Connect/ARIS Design Server and ARIS Risk & Compliance Manager on one machine. ARIS Publisher Server must be installed on a dedicated machine, if required. For advanced installations Software AG strongly recommends that you request an installation service by Global Consulting Services. You can order that service from your Software AG sales representative. This is of particular importance when you intend to install ARIS across several computers/VMs (distributed installation). Such a specific scenario requires profound knowledge of the technical ARIS infrastructure and environment. This cannot be provided in the product documentation. The required know-how can be acquired only by attending the training course **ARIS Server Installation**, available via Global Education Services (<http://softwareag.com/training>).
- In general, it is advisable to use up-to-date hardware taking into account the number of users who will be accessing ARIS.
- 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.
- Please consider the legal notices (<http://softwareag.com/licenses>).

2 Known restrictions

In general, it is advisable to use up-to-date hardware taking into account the number of users who will be accessing the ARIS. For information about hardware and software requirements, please refer to the **ARIS System Requirements** document on the installation media. You can also download it from Empower (<https://empower.softwareag.com/>) (login required) or from the ARIS Download Center (aris.softwareag.com).

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Despite the approval of our software for operation with the listed operating system versions and other software and hardware requirements, we cannot exclude the possibility of problems arising from unpredictable incompatibility issues with certain hardware/software combinations.

2.1 Update Setup

- Use the **reconfigure** ACC command (see ARIS Cloud Controller (ACC) Command-Line Tool.pdf ([../..../documents/3 Installation/31 Initial installation/312 Server/3121 Basic \(Single node\)/ARIS Cloud Controller \(ACC\) Command-Line Tool.pdf](#)) document) to change settings.

If you have customized your ARIS Publisher Server manually by modifying **XML** and **CFG** files these modifications will be lost.

Save modified configuration files locally and document your modifications. After an update installation you can easily compare your saved file and copy the modified line into the updated configuration file.

- Deconfigure all manually added runnables.

If runnables were added manually, you will not be able to update this installation with an update setup. As the setup will recognize that the installation has been tampered with.

You can either update the installation manually (see **ARIS Update Cookbook**) or you can remove the added runnables with the ACC **deconfigure** command (see ACC help), then run the update setup and add and configure the runnables again.

- Make sure that no file in the installation directory is locked. Therefore, close all Command Prompts pointing into the ARIS installation folder.
- Make sure to exit ACC before running the update setup.
- If the ARIS help link does not work anymore (404 error) after the update of a custom configuration, the help URL is broken. You can easily fix it by modifying the **useraction_default.xml** file (<ARIS installation directory>\server\bin\work\work_copernicus_<s, m or l>\base\webapps\ROOT\WEB-INF\config\<customization>\instances\UserAction\).

In the broken URL the **/connect/** entry is missing, for example:

```
/static/help/{locale}/handling/ca/index.htm#52910.htm
```

Add **/connect/**. The URL must look like in this example:

```
/static/help/{locale}/handling/connect/ca/index.htm#52910.htm.
```

2.2 Process Governance

You can use Process Governance with up to 1000 process instances running in parallel. But the number may differ depending on the complexity of the running process (for example, self-created reports).

2.3 Right-to-left (RTL)

Languages written in right-to-left (RTL) or top-to-bottom scripts are not fully supported yet. Arabic or Hebrew can be used with ARIS, but not all functions support RTL.

Localized RTL content and text used for user interface elements are displayed correctly. Furthermore, ARIS Connect also supports mirroring of the user interface. Mirroring is automatically activated when an RTL language is selected. Models are not affected.

Mirroring is not yet available for the following products, functions and ARIS Connect plugins:

- ARIS Architect/ARIS Designer
- ARIS Aware
- ARIS Risk & Compliance Manager
- ARIS Process-Driven Management for SAP® Solutions
- ARIS UML Designer
- Administrative components as Tenant Management and Process Governance administration

2.4 Tenant names

For tenant names please only use up to 25 lowercase ASCII characters and numbers. The name must begin with a character. Special characters and characters, for example, in Chinese, Cyrillic or Arabic cannot be used.

3 Legal information

3.1 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 Software AG's consulting services, 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 only describe 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.

If a description refers to a specific ARIS product, the product is named. If this is not the case, names for ARIS products are used as follows:

Name	Includes
ARIS products	Refers to all products to which the license regulations of Software AG standard software apply.
ARIS Clients	Refers to all programs that access shared databases via ARIS Server, such as ARIS Architect or ARIS Designer.
ARIS Download clients	Refers to ARIS clients that can be accessed using a browser.

3.2 Data protection

Software AG products provide functionality with respect to processing of personal data according to the EU General Data Protection Regulation (GDPR).

Where applicable, appropriate steps are documented in the respective administration documentation.

3.3 Disclaimer

ARIS products are intended and developed for use by persons. Automated processes, such as the generation of content and the import of objects/artifacts via interfaces, can lead to an outsized amount of data, and their execution may exceed processing capacities and physical limits. For example, processing capacities are exceeded if models and diagrams transcend the size of the modeling area or an extremely high number of processing operations is started simultaneously. Physical limits may be exceeded if the memory available is not sufficient for the execution of operations or the storage of data.

Proper operation of ARIS products requires the availability of a reliable and fast network connection. Networks with insufficient response time will reduce system performance and may cause timeouts.

If ARIS products are used in a virtual environment, sufficient resources must be available there in order to avoid the risk of overbooking.

The system was tested using scenarios that included 100,000 groups (folders), 100,000 users, and 1,000,000 modeling artifacts. It supports a modeling area of 25 square meters.

If projects or repositories are larger than the maximum size allowed, a powerful functionality is available to break them down into smaller, more manageable parts.

Some restrictions may apply when working with process administration, ARIS Administration, ARIS document storage, and ARIS Process Board, and when generating executable processes. Process Governance has been tested and approved for 1000 parallel process instances. However, the number may vary depending on process complexity, for example, if custom reports are integrated.

ARIS document storage was tested with 40.000 document items. We recommend monitoring the number and overall size of stored document items and archiving some document items if needed.