



ARIS LOGGING

VERSION 10.0 - SERVICE RELEASE 9

July 2019

Document content not changed since release 10.0.6. It applies to the current version without changes.

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 Logging

Setup activities are logged in the files `%temp%\ARIS_install_log` and `%temp%\aris_install_full.log`.

Activities considering the download or the start process of ARIS clients are recorded. Under `%UserProfile%\ARIS<version>\log` and `%temp%` you will find files like **ARISLauncher_<timestamp>.log** or **StartARISFailed_<timestamp>.log**.

All activities of runnables are recorded in the **log** directories of the server installation directory. The log files are located in the directory `<path to installation directory>\`, such as:

- `.\server\bin\work\<instanceid>\base\logs\`
Example: `C:\SoftwareAG\ARIS<version>\server\bin\work\work_abs_m\base\logs`
- `.\server\acc\log\`
- `.\server\logs\`
- `.\server\bin\log\`
- Activities such as imports from IT Inventory (ARIS Publisher), as well as errors are logged in different files depending on the component, for example, **inventoryImport-<Version.Build>_0.log**.

The ARIS Publisher log file names and the logging configuration are defined in the file. `<ARIS installation path>/ARIS10.0/server/bin/work/work_businesspublisher_<s, m or l>/base/logs` and `/conf`.

If problems occur during operation, you can use log files to find and resolve errors.

You can collect ARIS log files in different ways:

- Using the ACC interface (page 3).
- Using the **collect log files** ACC command (page 4).
- Using the **collectLogFiles.bat** or **collectLogFiles.sh** is no longer recommended because all runnables must be stopped before executing the file `<path to server installation directory>\support\collectLogFiles.bat`. On Linux systems the file is called **collectLogFiles.sh**. Users running these files require **read** permission for the log files. All collected log files are saved as a ZIP archive.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (<https://www.softwareag.com/corporate/services/support/default.aspx>).

1.1 ACC interface

You can collect log files using the ACC interface (see **ARIS System Monitoring** manual).

1.1.1 Open ACC interface

To have a clear picture of all runnables states, check whether the system works properly. The checks can be executed instantly to identify possible issues.

Procedure

1. Make sure that the ARIS server is running.
2. Open your browser and enter the URL:
syntax: **http://<server name>:<port>/acc/ui**
for example
http://aris10srv.eur.co.umg:1080/acc/ui
3. Select the interface language.
4. Enter the **system** user's or the superuser's credentials.
5. Click **Log in**. The infrastructure tenant's **node** view is displayed. It gives an overview on the node's runnables.
6. Add the desired node, if it is not on display.

The node's information is displayed as a table. For the **runnables** view, use the top slider.

The health status will be shown for those runnables providing such information. The checks are executed on-demand. Thus it can take a moment until the result is shown. You can either start single health checks or check all possible runnables at once.

The state of each check is displayed. Hovering over a check field enables a **Show details** link. It shows the complete result of this specific check. To see detailed result information on all checks, click the **Show info for support** link.

1.1.2 Collect log files (ACC interface)

If problems occur during operation, you can use log files to find and resolve errors. You can download zipped log files related to each runnable or you can download all available log files.

Procedure

1. Open the ACC interface (page 2).
2. Move the slider to Nodes. All runnables are listed.
3. If you want to collect all log files, click **⋮ More > ⬇ Download log files.**
4. If you want to only collect log files of a distinct runnable, move the mouse pointer to the related row and click **⬇ Download log file.**

A **ZIP** archive created to be opened or saved.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (<https://www.softwareag.com/corporate/services/support/default.aspx>).

1.2 ARIS Cloud Controller (ACC)

You can manage log files using ACC (see **ARIS Cloud Controller (ACC) Command-Line Tool** manual).

ACC is a command-line tool for administrating and configuring an ARIS installation. It communicates with ARIS Agents on all nodes.

To start ACC under a Windows operating system click **Start > All Programs > ARIS > Administration > Start ARIS Cloud Controller**. If you have changed agent user credentials you must enter the password.

To start ACC under a Linux operating system, execute the **acc10.sh** shell script instead. ACC is available if you have copied and installed the **aris10-acc-`<number>`** rpm file depending on the Linux operating system.

Enter **help** or **help <command>** to get information about the usage of the commands.

1.2.1 Collect log files (ACC)

If problems occur during operation, you can use log files to find and resolve errors. You can download zipped log files related to each runnable or you can download all available log files.

Procedure

1. Start ARIS Cloud Controller.
2. To collect log files, for example, related to the **abs_I** runnable enter:

collect log files for abs_I

To collect all log files enter:

collect log files

or

collect logfiles

You can use additional parameters. Enter **help** or **help <command>** to get information about the usage of the commands.

All log files are stored as a ZIP archive.

If you cannot solve the problems and have a maintenance agreement, please send an error description and the ZIP archives containing collected log files as well as the entire contents of the **log** and **config** directories to the ARIS Global Support via Empower (<https://www.softwareag.com/corporate/services/support/default.aspx>).

1.2.2 Delete log files

Log files may contain private data of ARIS users, such as IP addresses, MAC addresses, or user names. In order to comply with the **General Data Protection Regulation (GDPR)**, you can collect log files using ACC or the ACC interface, find personal data related to deleted users, and manually delete or anonymize log file entries in source files.

Warning

If you delete log files (page 5), Software AG might no longer be able to support you in order to resolve software problems.

In order to delete all log files, you must stop the related runnables to allow free file access to all files. If you do not stop the runnables, several files are locked and cannot be deleted.

Procedure

1. Start ARIS Cloud Controller.
2. To delete log files, for example, related to the **abs_I** runnable enter:

delete log files for abs_I

To delete all log files enter:

delete log files

or

delete logfiles

All log files that are not accessed by a runnable are deleted. Log files that were not deleted are listed.

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 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.

2.2 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.

2.3 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. This includes documents, document versions or folders. We recommend monitoring the number and overall size of stored document items and archiving some document items if needed.