

ARIS  
DISCLAIMER/GENERAL  
NOTICES

VERSION 10.0 - SERVICE RELEASE 18  
MAY 2022

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 Server along with ARIS Risk and Compliance on one machine. The ARIS Risk and Compliance installation procedure is described in the **ARIS Risk and Compliance Installation Guide**. 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 (page 4). 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 (<https://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.
- If you use external libraries, you must ensure that you have installed the latest security-relevant patches.
- Please consider the legal notices (<https://softwareag.com/licenses/default.html>).

## 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 contained in the ARIS installation package. You can also download it from Empower (<https://empower.softwareag.com/>) or from the ARIS Download Center (<https://aris.softwareag.com/>).

Please consider the legal notices (<https://softwareag.com/licenses/default.html>).

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 to change settings, such as ports.
- Make sure that no file in the installation directory is locked. Therefore, close all Command Prompts pointing into the ARIS installation folder. If the prerequisites are not met and files are not writable, the setup fails because files cannot be updated. In this case, your installation cannot be automatically restored and ARIS may no longer run. To restore your installation, you must take further action.
- 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 features support RTL.

Localized RTL content and text used for user interface elements are displayed correctly. Furthermore, ARIS 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 plugins:

- ARIS Architect/ARIS Designer
- ARIS Aware
- ARIS Risk and Compliance
- ARIS 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, such as \_ 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 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.

### 3.2 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.