



# **ARIS** CLIENT INSTALLATION

VERSION 10.0 - SERVICE RELEASE 8

April 2019

Document content not changed since release 10.0.7. It applies to version 10.0.8 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.

Copyright © 2010 - 2019 [Software AG](#), Darmstadt, Germany and/or Software AG USA Inc., Reston, VA, USA, and/or its subsidiaries and/or its affiliates and/or their licensors.

The name [Software AG](#) and all Software AG product names are either trademarks or registered trademarks of Software AG and/or Software AG USA Inc. and/or its subsidiaries and/or its affiliates and/or their licensors. Other company and product names mentioned herein may be trademarks of their respective owners.

Detailed information on trademarks and patents owned by [Software AG](#) and/or its subsidiaries is located at <http://softwareag.com/licenses>.

Use of this software is subject to adherence to Software AG's licensing conditions and terms. These terms are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

This software may include portions of third-party products. For third-party copyright notices, license terms, additional rights or restrictions, please refer to "License Texts, Copyright Notices and Disclaimers of Third Party Products". For certain specific third-party license restrictions, please refer to section E of the Legal Notices available under "License Terms and Conditions for Use of Software AG Products / Copyright and Trademark Notices of Software AG Products".

These documents are part of the product documentation, located at <http://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

## Contents

1	Text conventions .....	1
2	Notes on data security observance.....	2
3	Installation .....	3
3.1	Installation of ARIS Administrator Tools.....	4
3.2	With local standard database system.....	5
3.2.1	Installation of ARIS Architect/Designer .....	6
3.2.2	Installation of ARIS UML Designer .....	7
3.3	Without local standard database system .....	8
3.3.1	Installation of ARIS Architect/Designer .....	8
3.3.2	Installation of ARIS UML Designer .....	9
3.3.3	Installation of ARIS Optimizer.....	10
3.3.4	Installation of ARIS Smart Input for Optimizer .....	11
3.3.5	Installation of ARIS PPM Analysis GUI.....	12
3.4	Silent installation - Installation via software distribution .....	14
3.4.1	Installation via software distribution.....	14
3.4.2	Uninstall by software distribution .....	15
3.5	Update installation.....	16
3.6	Java Runtime Environment .....	17
3.7	ARIS for SAP Solutions .....	18
3.8	Start download client .....	19
3.9	Change license (LOCAL server).....	21
3.10	Install ARIS documents .....	22
4	Known restrictions .....	23
4.1	Calendar.....	23
4.2	Reports in PDF format .....	23
4.3	Software AG Designer .....	24
4.4	Characters .....	24
5	Legal information.....	25
5.1	Documentation scope.....	25
5.2	Data protection .....	26
5.3	Disclaimer.....	26

# 1 Text conventions

Menu items, file names, etc. are indicated in texts as follows:

- Menu items, key combinations, dialogs, file names, entries, etc. are displayed in **bold**.
- User-defined entries are shown **<in bold and in angle brackets>**.
- Single-line example texts (for example, a long directory path that covers several lines due to a lack of space) are separated by ↵ at the end of the line.
- File extracts are shown in this font format:  
This paragraph contains a file extract.
- Warnings have a colored background:

**Warning**

This paragraph contains a warning.

## 2 Notes on data security observance

In order for communication between ARIS Server and ARIS Clients to proceed safely and reliably, protect your system from unauthorized access with a firewall. We do all we can to protect your data. Please ensure that ARIS is integrated correctly in your IT environment.

ARIS requires a functioning TCP/IP connection with a correct **D**omain **N**ame **S**ervice (DNS) name resolution. Should connection problems occur, please contact your administrator.

## 3 Installation

This chapter describes the installation of the ARIS Client software (rich client) on Microsoft® Windows operating systems. It provides the entire functionality for defining methods and filters, creating scripts and font formats, etc. Installing the ARIS Client means that you install all program files locally on your computer.

You need to install ARIS Client locally only if you want to use the LOCAL (page 5) server. This is a single-user scenario. In any other case you can use the Download Client (page 19). The ARIS Client can also be started as a Download Client. Download Client is available when an ARIS Server has been installed. In this case, only some user-specific files but no program files are stored locally on the computer. For instructions on installing the ARIS Server components and information on the settings required for operation, please refer to the **ARIS Server Installation - Windows** or **ARIS Server Installation - Linux** document on your installation media, or download (<https://empower.softwareag.com/Products/default.asp?>) it. When you use an ARIS Connect Server, ARIS Connect Designer is available, too. ARIS Connect Designer does not provide the entire functionality for defining methods and filters, creating scripts and font formats, etc. It provides modeling functionality only and uses report scripts defined in the ARIS Client, for example.

ARIS Symbol Editor is always automatically installed.

Each installation is explained step-by-step. It is assumed that you perform the installations **for the first time** using the **Setup.exe** installation program. The client installation program for Microsoft® Windows is located on your installation media under **Setups\Windows\ARIS\_Client**. The term installation media refers to a DVD or an installation package you downloaded.

If system files are changed during installation, you are prompted to reboot your computer after installation.

Please consider the legal notices (<http://softwareag.com/licenses>).

For information about hardware and software requirements please refer to the document **ARIS System Requirements** on your installation media, or download (<https://empower.softwareag.com/Products/default.asp?>) it.

## 3.1 Installation of ARIS Administrator Tools

This chapter describes the installation of ARIS Administrator Tools on Windows operating systems. During this installation, ARIS Server Administrator and ARIS Script Runner are installed.

Use the console application **ARIS Server Administrator** to manage the ARIS databases of a tenant, or to back up or restore a tenant configuration, for example. The individual commands are transferred as command line parameters. The program provides information on the success and effect of each command executed.

You can start ARIS Server Administrator from any client computer and access the databases on the server.

You can use the console application **ARIS Script Runner** to start reports outside ARIS from a server on which an ARIS Client is installed. You cannot automatically start interactive reports, that is, reports that call dialogs and expect entries to be made during execution.

### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.

8. Click **Next**.

You are provided with all of the products for installation.

9. Select **ARIS Administrator Tools**.
10. Click **Next**.
11. Click **Install**.

The installation process is run and you will receive a message as soon as it is completed.

12. Click **Finish**.

The installation is complete and the installation program closes.

## 3.2 With local standard database system

On 64-bit operating systems, you can install the ARIS Client software with a local standard database system.

If you do not have a license for ARIS Architect or ARIS Designer and normally work with a central ARIS Server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.

Please note that when using the **LOCAL** server you can only work with the **system** user and the password **manager**. You cannot create ARIS Publisher exports, but you can create static HTML exports.

You should back up the databases created with previous ARIS versions so that they can be restored after installation in the new ARIS version.

If you are working with the **LOCAL** server, the following functions are not available to you:

- Process Governance
- webMethods integration
- ARIS document storage
- SAP® synchronization
- ARIS Cloud Controller (ACC)



### 3.2.1 Installation of ARIS Architect/Designer

This chapter describes the installation of ARIS Architect/Designer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

#### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS Architect/Designer**.
10. Click **Next**.
11. Select **ARIS with local standard database system**. In this case, you can use ARIS Architect, but not ARIS Designer.
12. Click **Next**.
13. Import an ARIS Architect license. Click **Import license** to navigate to the relevant file. If you do not have a license for ARIS Architect and normally work with a central ARIS Server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.
14. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
15. Click **Finish**.

The installation is complete and the installation program closes.

## 3.2.2 Installation of ARIS UML Designer

This chapter describes the installation of ARIS UML Designer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

### Procedure

1. Ensure that the system requirements of all products and functions are met. Information about the installation of the servers used by ARIS and their configuration is available in the **ARIS Server Installation Guide - Windows** or **ARIS Server Installation Guide - Linux** on your installation media.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS UML Designer**.
10. Click **Next**.
11. Select **ARIS with local standard database system**. Import an ARIS UML Designer license. If you do not have a license for ARIS UML Designer and normally work with a central ARIS server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.
12. Click **Next**.
13. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
14. Click **Finish**.

The installation is complete and the installation program closes.

## 3.3 Without local standard database system

### 3.3.1 Installation of ARIS Architect/Designer

This chapter describes the installation of ARIS Architect/Designer on Microsoft® Windows operating systems. Depending on your license, either ARIS Architect or ARIS Designer opens when you start the program.

If additional languages are installed, the documents and help files for those languages are automatically installed.

#### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS Architect/Designer**.
10. Click **Next**.
11. Select **ARIS without local standard database system**.
12. Click **Next**.
13. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
14. Click **Finish**.  
The installation is complete and the installation program closes.

## 3.3.2 Installation of ARIS UML Designer

This chapter describes the installation of ARIS UML Designer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS UML Designer**.
10. Click **Next**.
11. Select **ARIS without local standard database system**.
12. Click **Next**.
13. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
14. Click **Finish**.

The installation is complete and the installation program closes.

### 3.3.3 Installation of ARIS Optimizer

This chapter describes the installation of ARIS Optimizer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

#### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS Optimizer**.
10. Click **Next**.
11. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
12. Click **Finish**.

The installation is complete and the installation program closes.

### 3.3.4 Installation of ARIS Smart Input for Optimizer

This chapter describes the installation of ARIS Smart Input for Optimizer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

#### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS Smart Input for Optimizer**.
10. Click **Next**.
11. Click **Install**.  
The installation process is run and you will receive a message as soon as it is completed.
12. Click **Finish**.

The installation is complete and the installation program closes.

### 3.3.5 Installation of ARIS PPM Analysis GUI

This chapter describes the installation of ARIS PPM Analysis GUI Microsoft® Windows operating systems. This installation option is only available for 64 bit operating systems.

You can install the application ARIS PPM Analysis GUI independently of PPM Server. ARIS PPM Analysis GUI enables remote access to a PPM system without browser, similarly to the access via a browser applet. You can call the PPM interface instead of the applet from a client computer.

PPM must be installed if you want to use ARIS PPM Analysis GUI. By default, ARIS PPM Analysis GUI uses the URL of the PPM Web system installed on the local host. If you want to use another PPM installation, you must specify the corresponding server URL of a PPM Web server to be accessed by PPM Analysis GUI. The PPM Web server is part of the PPM infrastructure.

ARIS PPM Analysis GUI is available for Windows operation systems and can be installed by using the **ARIS Client Setup** program.

For further details on how to install PPM, please refer to the **ARIS Process Performance Manager Installation** manual.

#### Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.  
To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.  
You are provided with all of the products for installation.
9. Select **ARIS PPM Analysis GUI**.
10. Click **Next**.

11. You can specify a Web server URL. By default, the Web server URL of the local host is used.
  - a. Enable the **Use ARIS Process Performance Manager URL** to change the server URL to be used.
  - b. Enter the required PPM Web server URL in the **Server URL** box in the following form.  
http(s)://<computer name>: <port>/ppm

12. Click **Next**.

13. Click **Install**.

The installation process is run and you will receive a message as soon as it is completed.

14. Click **Finish**.

The installation is complete and the installation program closes.



## 3.4 Silent installation - Installation via software distribution

You can install the ARIS Clients via software distribution in your company, so that user interaction on the client computer is not required.

### 3.4.1 Installation via software distribution

You can install the ARIS Clients via software distribution in your company.

#### Prerequisite

The file **silent.properties** must not contain any relative paths.

#### Procedure

1. Copy the directory **ARIS\_Client** from your installation media to your hard drive. You will find it on the installation media under **Setup/Windows**.
2. In the directory **ARIS\_Client** delete the file **repo**.
3. If you want to install ARIS Clients together with **LOCAL** server, copy the **Setup\_Data** directory to the **ARIS\_Client** directory and rename it to **repo**.  
If you only want to install ARIS Clients without **LOCAL** server or ARIS PPM Analysis GUI, create a **standalone** file (without file extension) in the **ARIS\_Client** directory.
4. Open the **silent.properties** file and adjust the settings as required. Follow the instructions in this file.
5. Open a command line and run the setup using the **silent** parameter.

**Example:** setup.exe -s silent

The setup is started and the products entered are installed in the target directory specified in the file **silent.properties**.

## 3.4.2 Uninstall by software distribution

The procedure for uninstalling ARIS Clients by software distribution is as follows.

### Prerequisite

The file **silent.properties** must not contain any relative paths.

### Procedure

1. Copy the directory **ARIS\_Client** from your installation media to your hard drive if it does not exist already, for example, due to an installation by software distribution (page 14). You will find it on the installation media under **Setup/Windows**.
2. In the directory **ARIS\_Client** delete the file **repo**.
3. Create a **standalone** file (without file extension) in the **ARIS\_Client** directory.
4. Open the **silent.properties** file and adjust the settings as required. Follow the instructions in this file.
5. Open a command line and run the setup using the **silent** and **removeonly** parameters.

**Example:** setup.exe -s silent -removeonly

The setup is started and the products entered are uninstalled in the target directory specified in the file **silent.properties**. The installation directory is retained and the subdirectory **Backup** is created in it to save the configuration.

## 3.5 Update installation

You can update installed ARIS Clients.

### **Procedure**

Proceed as described for the initial installation (page 3).

The installation program checks whether the client version to be installed is higher. In this case, the installation process can be started. The client is updated.

Otherwise, a warning will be displayed indicating that you are about to install an older version. If you proceed, the ARIS Client is uninstalled. Once uninstal is complete, you can even install (page 3) an older version, if required.

## 3.6 Java Runtime Environment

### DOWNLOAD CLIENT

You need to install a Java Runtime Environment (JRE) on each computer from which you want to use ARIS as a download client.

JRE is also required for certain ARIS Publisher export types.

If you are using software systems that install a separate JRE, please make sure that in the environment variables, the path for the JRE is specified before the paths relating to the software systems with separate JRE. Otherwise, Java-based ARIS products may not run via a browser.

### INSTALLED ARIS CLIENT

If your ARIS Server uses a self-signed JAVA certificate, you must import it into the ARIS Client JRE after the first installation and after an update installation. Please contact your administrator.

## 3.7 ARIS for SAP Solutions

If you use the SAP synchronization or Test Designer you must provide SAP JCo 3.0.x containing **sapjco3.jar** and **sapjco3.dll** in order to allow the program to connect to the SAP® systems and provide all functions. For further information please refer to the following chapters of the **ARIS for SAP Solutions (../..../documents/4 Administration/41 Basic (Single node)/ARIS for SAP Solutions.pdf)** document (see installation media, or download (<https://empower.softwareag.com/Products/default.asp?>) it):

- Provide SAP® JCo for ARIS Download Client
- Provide SAP® JCo for locally installed clients
- Provide SAP® JCo for server **LOCAL**

## 3.8 Start download client

ARIS can be used as ARIS Download Client. ARIS Download Client is installed during the ARIS Server installation. For instructions on installing ARIS Server, refer to the **ARIS Server Installation - Windows** or **ARIS Server Installation - Linux**.

### Prerequisite

- A Java Runtime Environment (page 17) is installed on each computer from which ARIS Download Client will be started.
- Users need ARIS Architect or ARIS Designer license privileges.
- Users need function and access privileges according to their user roles. These privileges are managed within the ARIS Administration as well as in ARIS Architect.
- If Java applets are not supported, the file extension **.JAR** must be assigned to the JRE on the user's computer.

### Procedure

1. Open your browser and enter the link provided by your administrator:

**Syntax: `http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home`**

You must enter the port number only if the standard port **80** has been changed or redirected. The login dialog opens.

2. Click on your user name (top right).
3. Click **Download Clients**.
4. Click the **Start** button besides the desired ARIS Download Client. If the Java applet is used, ARIS Download Client starts immediately. Otherwise an **ARIS downloader JAR** file is used.
5. Save the **ARIS downloader JAR** file locally. The name of that file is a combination of the ARIS Download Client product name and the server name. Hence, for different download clients different **JAR** files will be downloaded.

It's a good advice for users to copy the downloaded **JAR** file. So users can easily start download clients without the need to navigate to the download page.

6. Double-click the **JAR** file. The ARIS downloader starts. A progress dialog monitors the initial download. It is checked whether the ARIS Download Client already exists and still matches the client available on this server. If needed, it downloads a new version of the ARIS Download Client.

The ARIS Download Client is downloaded and started. All necessary files are downloaded from the ARIS Server to a local directory. This process requires a locally installed JRE. Settings from the ARIS Server configuration file are passed to the configuration of the download client while starting the ARIS Download Client. The target directory and several settings can be configured by an administrator.

If a proxy is used to access the ARIS Server from the ARIS Download Client, the user must add the proxy settings once. If you face problems starting ARIS Download Client, refer to the **log** files and the ARIS Basic Troubleshooting Guide. The download process of the ARIS downloader is being monitored in the **%TEMP%** folder within the files **ARISLauncher\_<timestamp>.log** or **StartARISFailed\_<timestamp>.log** with detailed information about the download process.

## 3.9 Change license (LOCAL server)

You can change the **LOCAL** server license if you have not applied a license during the ARIS Client setup or if you want to extend the existing license by the **Access extension pack** license, for example.

### Procedure

1. Insert the ARIS installation media into your drive or download the installation program.
2. Double-click the installation program **setup.exe**.
3. Select **Update license**.
4. Click **Next**.
5. Click **Change**, and navigate to the relevant license file.
6. Select the license file containing the relevant licenses.
7. Click **Open**. The selection dialog closes and the selected license file is entered in the installation program.
8. Click **Next**.
9. Click **Install**. The components of the **LOCAL** server are adjusted and any missing components are installed.
10. Click **Finish**.

You have updated the license for the use of the **LOCAL** server. This server is available only for a locally installed ARIS Client.



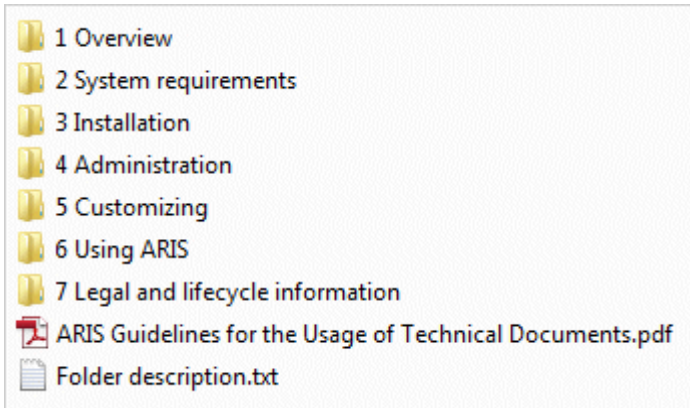
## 3.10 Install ARIS documents

The technical ARIS documents are installed with any product you install.

### Procedure

Proceed as described for the initial installation (page 3).

The installation program copies the technical documents to your installation folder. You find the documents in **<installation folder>\client\doc\en\documents**, for example, in **C:\SoftwareAG\ARIS10.0\client\doc\en\documents**.



The **ARIS Guidelines for the Usage of Technical Documents.pdf** contains a description on how to work with the technical documents and explains the folder structure. The technical manuals supplied with ARIS are provided in a folder structure that reflects typical deployment scenarios. Every folder contains a folder description with sufficient information about the described area.

## 4 Known restrictions

Knowing how the system is going to be used is essential to determining an optimal technical configuration.

For specific cases, please contact Software AG (<http://www.softwareag.com>).

Versions more recent than those listed in the hardware and software requirements have not been tested or approved for use.

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.

This applies, for example, to the use of certain printers/printer drivers or graphic cards/graphic card drivers under certain operating system versions. In some cases, problems may occur when you display graphics in ARIS or create reports, or they may occur in ARIS Publisher exports.

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.

### 4.1 Calendar

ARIS supports the Gregorian calendar. Other calendars, such as the Islamic and traditional Japanese calendar, are not supported.

### 4.2 Reports in PDF format

If you select **PDF** as the output format and create the report script in design view, only the character sets of the computer on which the ARIS server is installed are used (**C:\Windows\Fonts**). If you have formatted a text with the **Algerian** character set, for example, and this is not available in the specified directory, the default character set is used to output this text.

Additional character sets that you install in **C:\Windows\Fonts** are automatically considered.

## 4.3 Software AG Designer

If you open models in Software AG Designer that were published using ARIS Publisher, they may not be displayed correctly. Display problems may occur if, for example, you are using a browser in Software AG Designer that has not been approved for ARIS Publisher or if ARIS Publisher has been customized.

## 4.4 Characters

Because of a known error in JVM (Oracle), we recommend that you use only Western European characters in computer names ( [http://bugs.java.com/bugdatabase/view\\_bug.do?bug\\_id=5040856](http://bugs.java.com/bugdatabase/view_bug.do?bug_id=5040856)).

If you publish OLE objects whose file names are written in Japanese characters in another language, for example, **de** or **en**, the names will not be displayed correctly. These files cannot be opened. To be able to open the files, replace the Japanese (or other) file names with English ones.

## 5 Legal information

### 5.1 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.

## 5.2 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.

## 5.3 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.