software AG

ARIS RISK & COMPLIANCE MANAGER
ADMINISTRATION GUIDE

VERSION 10.0 – SERVICE RELEASE 16
OCTOBER 2021

software AG

Contents

1   Introduction

ARIS Risk & Compliance Manager is a Web application. ARIS Risk & Compliance Manager uses Java Servlets and Java Server Pages (JSP) which, in addition to a Java environment (JDK), require a Web, that is, Servlet container (Apache Tomcat) as runtime environment. The data is stored in a relational database system and is exchanged with the application via a JDBC interface. You can use ARIS Risk & Compliance Manager with the **PostgreSQL** database for testing purposes or small environments (up to fifty concurrent users). You need the **Oracle** database system or **Microsoft® SQL Server** for full productive operation.

2 Administration

2.1 Integrate external events

2.1.1 What is event enabling?

Processes in ARIS Risk & Compliance Manager can be controlled by external events. The incoming events trigger the generation of specific objects in ARIS Risk & Compliance Manager with a predefined status. To enable events, a connection to a messaging provider is established. Control executions, incidents, issues, risk assessments, and control tests can be generated automatically.

Under **Administration > Integration > Subscription management > Subscriptions**, the subscription manager can create (Page 6) an object with specific attributes and default values, which then triggers generation of an issue, for example, due to an incoming event. If the incoming event already contains all of the required attribute definitions, the values set in ARIS Risk & Compliance Manager are ignored.

For detailed technical information on how to **Adapt and extend event enabling**, refer to the **ARCM - Customizing Guide**.

ARIS video tutorial

Event enabling (approx. 7 minutes)

Online version (http://www.ariscommunity.com/videos/learn-how-control-procedures-arcm-external-events) in ARIS Community.

2.1.2 Configuration of event enabling in ARIS Risk & Compliance Manager

ARIS Risk & Compliance Manager enables you to subscribe to events from a messaging provider (default: Universal-Messaging by Digital Event Services) and use them as a basis for generating defined objects in ARIS Risk & Compliance Manager, for example, control tests. Control using events is configured during the setup or subsequently using ARIS Cloud Controller. You can also watch the **Event enabling** video tutorial in the online help.

Examples - Commands for ARIS Cloud Controller

```
reconfigure arcm_m arcm.config.eventProviderActive="true"
reconfigure arcm_m arcm.config.eventProviderUrl="nsp://localhost:9000"
reconfigure arcm_m
arcm.config.eventSagInstallationLocation="C:/SoftwareAG"
reconfigure arcm_m
arcm.config.eventRoutingConfigurationLocation="C:/EventsRoutingConfigurat
ion
reconfigure arcm_m
arcm.config.eventProviderServiceAlias="UniversalMessaging"
reconfigure arcm_m arcm.config.useDurableEventSubscriptions="true"
```

MEANING OF PARAMETERS

- **arcm.config.eventProviderActive**

  Central specification to activate event enabling. If the value **false** is specified, the service is not started. If set to **true**, the other **Event enabling** parameters must contain valid values.

- **arcm.config.eventProviderUrl**

  The parameter must contain the valid URL of a Universal Messaging server instance, for example, **nsp://eventserver:9000**.

- **arcm.config.eventProviderServiceAlias**

  The identifier of the service or more precisely of the message settings to use. The default is **UniversalMessaging**.

- **arcm.config.eventSagInstallationLocation**

  Specifies the absolute path to the root directory of a local SAG installation or to the root directory of the extracted non-osgi client archive. Example: **C:\SoftwareAG**

- **arcm.config.eventRoutingConfigurationLocation**

  Specifies the absolute path to an arbitrary directory where the routing configuration is stored. During the first start of the application, the **DigitalEventServices** subdirectory is automatically created to save the out-of-the-box configuration. Example: **C:\EventsRoutingConfiguration**

- **arcm.config.useDurableEventSubscriptions**

  By default, event enabling is based on permanent message subscriptions. This functionality can be disabled by setting the value of this optional parameter to **false**.

SUPPORT DIGITAL EVENT TYPES

Predefined digital event types are provided in order to generate defined objects from the events received in ARIS Risk & Compliance Manager. During the first start-up of the application, the specific digital event types, bundled under the **des.aris.arcm** namespace, are automatically created in the **event types** default location of the SAG installation. Example: **C:/SoftwareAG/common/DigitalEventServices/TypeRepository/eventtypes/des/aris/ arcm**

They need to be copied into the TypeRepository of the event-generating system. The sending of events with the digital event types provided in ARIS Risk & Compliance Manager is part of Complex Event Processing. Further information on this can be found in the Complex Event Processing documentation.

OPERATION OF A SELF-CONTAINED INSTALLATION OF ARIS RISK & COMPLIANCE MANAGER

If ARIS Risk & Compliance Manager and the Universal Messaging server are not located on the same host, the required configurations and resources cannot be directly referenced and used. In this case, the resources can be extracted from SAG installation with the tool **NonOsgiClientArchiveCreator**, provided in the **Add-ons/UniversalMessaging/ARCM** folder of the ARIS Risk & Compliance Manager installation medium. **NonOsgiClientArchiveCreator.zip** must be unpacked to the host system of the SAG installation, then **createClientArchive** (batch script or shell script) can be executed. Both scripts require an existing java runtime installation on the host system. On a Linux system, it can be necessary to change the privileges for the root folder of the unpacked tool, for example, sudo chmod –R 777 ./ . The **creatClientArchive** script prompts the path of the local SAG installation and then extracts all required resources, including the license information, to the archive **./build/UniversalMessagingNonOsgiClient.zip**. Then the **UniversalMessagingNonOsgiClient.zip** archive must be unpacked to the host system of the ARIS Risk & Compliance Manager installation and referenced as already described for configuration parameter **arcm.config.eventSagInstallationLocation**.

*For further information about operation of Universal Messaging, particularly configuration using Software AG Platform Manager, refer to the product-specific documentation.

Warning

To guarantee fault-free operation and compatibility, make sure that the version of the copied resources for the ARIS Risk & Compliance Manager installation is always synchronized with the version of the Universal Messaging server used.

2.1.3 Prerequisites to generate event types

Depending on the event type, particular conditions apply to allow events to generate objects.

CONTROL EXECUTIONS

Control executions can only be generated by an event if they have the following status:

- Control execution documentation status **New**, **In progress**, **Completed** and **Not possible**.

The attribute **Event-driven task allowed** must be activated. The event must provide the corresponding mandatory entries depending on the control execution documentation status.

INCIDENTS

Incidents can only be generated by an event if they have the following status:

- Owner status **New**, **In progress**, and **Closed**
- Reviewer status **Unspecified**

If a group with the role **Loss owner** is assigned as the responsible owner and reviewer group, an incident with the owner status **Closed** and reviewer status **Accepted** can be generated. The system query as to whether the incident should also be accepted is always automatically answered with **Yes** during generation. This is an exception by which an incident can be directly edited by a reviewer subsequently.

If the trigger event contains values for **Expected loss** and **Currency**, the values specified in ARIS Risk & Compliance Manager are ignored. The event must provide the corresponding mandatory entries depending on the owner status.

ISSUES

Issues can only be generated by an event if they have the following status:

- Creator status **Released**
- Owner status **New**
- Reviewer status **Unspecified**

The event must provide the corresponding mandatory entries depending on the creator and owner status.

RISK ASSESSMENTS

Risk assessments can only be generated by an event if they have the following status:

- Owner status **New**
- Reviewer status **Unspecified**

The attribute **Event-driven task allowed** must be activated for the assigned risk.

CONTROL TESTS

Control tests can only be generated by an event if they have the following status:

- Test status **New**, **In progress**, **Control effective** and **Control not effective**
- Reviewer status **Unspecified**

The attribute **Event-driven task allowed** must be activated and the task frequency **Event-driven** selected for the assigned control test definition.

If no value was specified for **Control frequency (actual)** in ARIS Risk & Compliance Manager and the event contains no information pertaining to this, the value specified for **Control frequency (target)** in ARIS Risk & Compliance Manager is adopted.

The event must provide the corresponding mandatory entries depending on the owner status.

2.1.4   Create subscription

You can use event enabling (Page 2) to connect ARIS Risk & Compliance Manager to a messaging provider. This enables events to be received in ARIS Risk & Compliance Manager in order to automatically create objects with specific attributes and default values, for example, an issue. If the incoming event already contains all of the required attribute definitions, the values set in ARIS Risk & Compliance Manager are ignored. Control executions, incidents, issues, risk assessments, and control tests can be generated automatically.

Prerequisite

- You have the **Subscription manager** role.
- You have the privileges for the relevant object type. Example: If you want to create a TestcaseEvent, you must have the **Test manager** role. This does not apply to issues.
- Event enabling is configured (Page 2) in ARIS Risk & Compliance Manager.
- The prerequisites (Page 5) for generating the respective event type are met.

Procedure

1. Click ![icon] **Administration > Integration**.
2. Under **Subscription management**, click **Subscriptions**. The list is displayed.
3. Click ![icon] **Create**. The **Subscription** form is displayed.
4. If you are assigned to multiple environments, select the environment for which you want to create the subscription.
5. Enter a name for the subscription and if desired, a description.
6. Select the **Event type**. Depending on the event type you select, the attributes relevant for the corresponding object type are displayed in **Filter** and **Default values**.

7. Specify the relevant filters and default values with regard to the conditions (Page 5) for complex event processing.

8. If you specified more than one filter or default value, you can rearrange the order of the rows by drag and drop.

9. Click 💾 **Save**.

The subscription is created. If ARIS Risk & Compliance Manager receives an external event, the event type specified in the subscription is generated. When control tests and risk assessments are generated, the current version of the assigned object is always used, that is, if the assigned object was changed after creating the subscription, the current version of that object is used. The generated object is then displayed in the assigned user's list of objects to be edited. The users responsible are notified automatically by e-mail.

For detailed technical information on how to **Adapt and extend event enabling**, refer to the **ARCM - Customizing Guide**.

ARIS video tutorial

Event enabling (approx. 7 minutes)

Online version (http://www.ariscommunity.com/videos/learn-how-control-procedures-arcm-external-events) in ARIS Community.

2.2   Transfer modeled users

The transfer of risk & compliance data from ARIS to ARIS Risk & Compliance Manager does not transfer the modeled users from ARIS Architect to ARIS Administration/User Management. Users are managed centrally in ARIS Administration/User Management for all ARIS products.

For situations without productive _admin>/User Management, for example, trainings or demos, you can

- export the modeled users from ARIS Architect,

- import them to ARIS Administration/User Management, and then,

- synchronize (Page 11) the users in ARIS Risk & Compliance Manager with users in ARIS Administration/User Management to transfer the user accounts to ARIS Risk & Compliance Manager.

For detailed information on managing users in ARIS Administration/User Management, refer to the **ARIS Administration** help in ARIS Connect or the User Management help.

2.2.1   Export modeled users

The transfer of risk & compliance data from ARIS to ARIS Risk & Compliance Manager does not transfer the modeled users from ARIS Architect to ARIS Administration/User Management. Users are managed centrally in ARIS Administration/User Management for all ARIS products.

For situations without productive _admin>/User Management, for example, trainings or demos, you can

- export the modeled users from ARIS Architect,

- import them to ARIS Administration/User Management, and then,

- synchronize (Page 11) the users in ARIS Risk & Compliance Manager with users in ARIS Administration/User Management to transfer the user accounts to ARIS Risk & Compliance Manager.

For detailed information on managing users in ARIS Administration/User Management, refer to the **ARIS Administration** help in ARIS Connect or the User Management help.

The following attributes of a user are exported: login, first name, last name, and e-mail address. The report also identifies the license privileges a user needs. The following rules apply:

- If a user is not assigned to any user group, the user is assigned the **ARIS Risk and Compliance (Contribute)** license privilege. Users without group assignment are authorized to perform tasks in Issue Management.

- If a user is assigned to a user group with the **Incident owner** or **Policy addressee** role, this user is assigned the **ARIS Risk and Compliance (Contribute)** license privilege.

- For all other role assignments, the user is assigned the **ARIS Risk and Compliance (Operate)** license privilege.

Prerequisites

- You need the **Read** access privilege for the groups in which the database items are saved.

- The items were saved.

- You have access to this script. Access to scripts can be restricted to certain user groups.

Procedure

1. Start ARIS Architect.

2. Click **ARIS >** 🔳 **Explorer**. The **Explorer** tab opens.

3. Click ⚙ **Navigation** in the bar panel if the **Navigation** bar is not activated yet.

4. Open the database whose modeled users you want to export.

5. Right-click the main group.

6. Click **Evaluate > Start report**.

7. Select the **ARIS Risk & Compliance Manager** category.

8. Select the report **ARCM user export for User Management**.

9. Click **Next**.

10. Select the output settings.

11. Click **Finish**.

A text file with the login, first name, last name, and e-mail address attributes is exported. Users excluded from the export due to missing attributes are displayed. You can use this information to specify the required attributes and export all users by restarting the report.

Now import (Page 9) the users with the file **create_user.bat** into ARIS Administration/User Management.

2.2.2   Import modeled users into User Management

Import the modeled users into User Management.

Procedure

1. Put the ARIS Risk & Compliance Manager installation media into the CD-ROM drive.

2. Copy the file **create_user.bat** from the **Content** folder to the folder **<ARCM installation folder>\server\bin\work\work_umcadmin_s\tools\bin**.

3. Copy the text file you created using the **ARCM user export for User Management** report into the same folder.

4. In the file **create_user.bat**, replace the entry **set INPUTFILE** with the name of the export file.

5. Save the change.

6. Run the file **create_user.bat**. You can assign a password for all imported users. If you do not want to assign a password, press **Enter** without specifying a password.

The users are imported into User Management.

Now synchronize (Page 11) the users in ARIS Risk & Compliance Manager with users in ARIS Administration/User Management.

2.2.3 Synchronize users with ARIS Administration/User Management

You can synchronize users in ARIS Risk & Compliance Manager with users in ARIS Administration/User Management to update the data in ARIS Risk & Compliance Manager. For detailed information, refer to **Where are the users managed? in the online help**.

Prerequisite

You have the **System administrator** role or the **User/User group administrator** role with **Cross-environment** role level.

Procedure

1. Click **Administration > User management**.

2. Under **Users management > Synchronize with User Management**, click **Synchronize**. User data in ARIS Risk & Compliance Manager is replaced by data from ARIS Administration/User Management. This updates function and license privileges, names, passwords, e-mail addresses, and so on, and users are activated.

The dialog closes. **Administration > Monitoring > Functional > Server tasks** is displayed. The server task is output under **Server tasks in progress**. When complete, the server task is listed under **Completed server tasks (last 10)**. Users who do not have an ARIS Risk & Compliance Manager license privilege are marked as disabled in ARIS Risk & Compliance Manager after synchronization.

2.3   Connection to a directory service (LDAP)

In contrast to previous versions, LDAP is no longer directly connected with ARIS Risk &
Compliance Manager. The LDAP connection must be configured in ARIS Administration/User
Management instead. For detailed information, refer to the **ARIS SSO, LDAP, KERBEROS,
SAML, SCIM** guide, chapter **Use LDAP**.

2.4 Backup and restore runnable using ARIS Cloud Controller

ARIS Risk & Compliance Manager allows generating and restoring database snapshots from within the web application. Additionally, the tenant backup and restore functionality of ARIS Cloud Controller (ACC) can be used to generate runnable backup files that include a database snapshot and all deployed customizations. For details, see the **ARIS Cloud Controller (ACC) Command-Line Tool** manual, chapters **Back up a tenant** and **Restore a tenant**.

2.5 Backup and restore runnable using ARIS Tenant Management

ARIS Tenant Management allows backing up and restoring tenant-specific data of ARIS Risk & Compliance Manager. The generated runnable backup files include a database snapshot and all deployed customizations. For detailed information, refer to **ARIS Tenant Management Guide**.

Note: Restoring tenant-specific data using ARIS Tenant Management requires that the backup files contain the same customization as the deployed instances of ARIS Risk & Compliance Manager. If this is not the case, manually deploy the customization on the relevant instances.

2.6 Using ARCM with other tenants than 'default'

If ARIS Risk & Compliance Manager is configured for a different tenant than the **default** tenant, the tenant name must be contained in the URL to access ARIS Risk & Compliance Manager. After login, the name of the tenant is not displayed in the URL any longer.

Example

URL for access to ARIS Risk & Compliance Manager with **umg** tenant:

https://<servername>:<port>/arcm/login.jsp?tenant=umg

2.7   Select languages in ARIS Administration

Provided that ARIS Risk & Compliance Manager runs in the same infrastructure as ARIS Connect, the available languages can be configured in ARIS Administration. The following languages are available by default: German, English, French, Chinese, Japanese, Spanish, Portuguese, Italian, Magyar, Arabic. You can disable languages, so that they are no longer available in ARIS Risk & Compliance Manager and ARIS Connect. If only languages not supported by ARIS Risk & Compliance Manager are configured, English is used as fallback.

Procedure

1. Start ARIS Connect.

2. Log in as **system** user.

3. Click **Application launcher > Administration**. **ARIS Administration** opens.

4. Click **Manage configuration sets**. All available configuration and modification sets are displayed. The current configuration or modification set is marked as **(active)**. Edit an existing modification set or create a new one. You can edit custom modification sets only. For detailed information, such as how to create a modification set, refer to the ARIS Connect online help.

5. Move the mouse pointer over the relevant modification set and click **Edit**. The **Define modification set** page opens and you can edit the modification set.

6. Click **Select languages**.

7. In the **Current language** list, select the languages you do not require, and then click **Deactivate**. The selected languages are added to the **More languages** list.

8. In the **More languages** list, select the languages you require, and then click **Activate**. The languages are added to the **Current language** list.

9. Click **Apply**.

10. Click **Back**.

11. Activate the modification set if not already activated, for example, if you created a new modification set.

The languages in the **Current language** list are available for selection by ARIS Risk & Compliance Manager and ARIS Connect users.

2.8   Adapt the schedule

Generally, ARIS Risk & Compliance Manager provides two options for starting automated server tasks in order to generate or change objects. You can trigger server tasks manually in ARIS Risk & Compliance Manager (⬚ **Administration > Server tasks**) if you have the corresponding manager role. Alternatively, ARIS Risk & Compliance Manager executes server tasks automatically according to schedules. For example, this applies to generator and monitoring server tasks in the default configuration.

Server task configuration parameters always start with **arcm.config.schedule.job**, followed by the server task type (generator, monitor, updater), and then by the object type for which the server task is responsible, for example, **arcm.config.schedule.job.generator.testcase**. The cleaning server task does not have this object type appendix: **arcm.config.schedule.job.cleaning**. The value of a server task parameter is built up as a sequence of key value pairs, grouped by square brackets **[]**. Key and value are separated by the pipe character (**|**). To change the settings of scheduled server tasks in ARIS Risk & Compliance Manager, follow the procedure described below. For further information, see the CronTrigger documentation on the Quartz home page (http://www.quartz-scheduler.org).

Examples

- The generator server task for control tests should be started every day at 00:52. The server task is to be executed for all environments, except for the **env1** environment.

    Property key:

    ```
    arcm.config.schedule.job.generator.testcase
    ```
    Value:
    ```
    [ jobitem | generatorJob ] [ startScheduler | true ] [ executionTime |
    0 52 00 ? * SUN-SAT ] [ excludedEnvironments | env1] [ includedEnvironments
    | ] [ objecttypes | TESTCASE ]
    ```
- The monitor server task for risk assessments is to be started Monday to Friday at 08:00 and 18:00. The server task is to be executed only for the **env1** environment.

    Property key:

    ```
    arcm.config.schedule.job.monitor.riskassessment
    ```
    Value:
    ```
    [ jobitem | monitorJob ] [ startScheduler | true ] [ executionTime | 0
    0 8,18 ? * MON-FRI  ] [ excludedEnvironments | ] [ includedEnvironments
    | env2] [ objecttypes | RISKASSESSMENT ]
    ```

MEANING OF THE INDIVIDUAL PARAMETERS

JOBITEM

The server task to be executed. The parameter value must correspond to an EnumItem ID from the **jobs** enumeration in the **enumerations.xml** file.

STARTSCHEDULER

The value must be **true** so that the time control for this server task is active.

EXECUTIONTIME

This expression specifies when the server task should be started. It has the format **CronTrigger** that allows the specification of time intervals. The individual values mean the following from left to right:

- **Seconds** (0-59)
- **Minutes** (0-59)
- **Hours** (0-23)
- **Day of month** (1-31 or question mark (**?**) for any calendar day of the month)
- **Month** (1-12, JAN-DEC, or asterisk (*****) for any month)
- **Day of week** (1-7 or SUN-SAT)
- **Year** (can be empty, 1984, 1970-2099, …)

EXCLUDEDENVIRONMENTS

The environments in the ARIS Risk & Compliance Manager database for which the server task should not be executed are listed here. The values can be specified separated by commas. This applies to environment-specific server tasks only.

INCLUDEDENVIRONMENTS

The environments in the ARIS Risk & Compliance Manager database for which the server task should be executed are listed here. If no value is specified, a separate server task is started for each individual environment. The values can be specified separated by commas. This applies to environment-specific server tasks only.

OBJECTTYPES

The object types for which the server task should be executed. In the example above, this instance of the monitoring server task should check only the control tests. The values can be specified separated by commas.

CONFIGURE SCHEDULED SERVER TASKS

Prerequisite

You have the **System administrator** role.

Procedure

1. Click **Administration**. The **General** menu item is displayed initially.

2. Under **System management**, click **System configuration**. The configuration parameters are displayed.

3. To display the scheduled server tasks, filter the system configuration by **Administration > Server task schedules**. The search result displays all scheduled server tasks with their current values.

4. Click **Edit** in the row of the parameter you want to change. The **Specify parameter value** dialog opens.

5. Copy the **Current value** to the clipboard. For example:

```
[ jobitem | generatorJob ] [ startScheduler | true ] [ executionTime |
0 52 00 ? * SUN-SAT ] [ excludedEnvironments | ] [ includedEnvironments
| ] [ objecttypes | TESTCASE ]
```

6. Paste it into a text editor and make the relevant changes, for example, change the execution time. For example:

```
[ jobitem | generatorJob ] [ startScheduler | true ] [ executionTime |
0 0 8-18 ? * MON-FRI ] [ excludedEnvironments | ] [ includedEnvironments
| ] [ objecttypes | TESTCASE ]
```

7. Copy the modified parameter value to the clipboard, then paste it into the **New value** text box.

   Make sure that you always copy and paste the complete string. It does not work to use only the part of the string you want to adapt, for example, [executionTime | 0 0 8-18 ? * MON-FRI].

8. Click **OK**.

The changes are immediately applied and stored in the database. Click **Reset** in the row of the relevant parameter to reset the default value.

3 Glossary

In the glossary you will find explanations of basic technical terms.

GLOBAL UNIQUE IDENTIFIER (GUID)

Unique, cross-database identifier for ARIS elements.

JAVA DATABASE CONNECTIVITY (JDBC)

Interface facilitating communication between a Java application and a database.

MULTI-PURPOSE INTERNET MAIL EXTENSION MAPPING (MIME MAPPING)

Links a file name extension with the data file type, for example, text, audio, image.

ORACLE SERVICE ID (SID)

Unique identifier required by Oracle to identify the database instance.

SIMPLE MAIL TRANSFER PROTOCOL (SMTP)

Transfer protocol specifically designed for exchanging mails. It specifies, for example, how two mail systems interact and what control messages are used for this purpose.

SINGLE SIGN-ON (SSO)

With single sign-on (SSO) users authenticate only once with their user name and password to access all services, programs, and computers without logging in again. If services, programs, and computers request a new authentication, the authentication is handled by the underlying SSO mechanism.

4   Legal information

4.1   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.

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.

4.2 Support

If you have any questions on specific installations that you cannot perform yourself, contact your local Software AG sales organization (https://empower.softwareag.com/Products/default.aspx). 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**.**

SOFTWARE AG EMPOWER PORTAL

You can find documentation on the Software AG Documentation website. The site requires credentials for Software AG's Product Support site **Empower**. If you do not yet have an account for **Empower**, send an e-mail to empower@softwareag.com (mailto:empower@softwareag.com) with your name, company, and company e-mail address and request an account.

If you have no account, you can use numerous links on the TECHcommunity website. For any questions, you can find a local or toll-free number for your country in our Global Support Contact Directory and give us a call.

TECHCOMMUNITY

On the **TECHcommunity** website, you can find documentation and other technical information:

- Use the online discussion forums, moderated by Software AG professionals, to ask questions, discuss best practices, and learn how other customers are using Software AG technology.

- Access articles, code samples, demos, and tutorials.

- Find links to external websites that discuss open standards and web technology.

- Access product documentation, if you have **TECHcommunity** credentials. If you do not, you will need to register and specify **Documentation** as an area of interest.

EMPOWER (LOGIN REQUIRED)

If you have an account for **Empower**, use the following sites to find detailed information or get support:

- You can find product information on the Software AG Empower Product Support website.

- To get information about fixes and to read early warnings, technical papers, and knowledge base articles, go to the Knowledge Center.

- Once you have an account, you can open Support Incidents online via the eService section of Empower.

- To submit feature/enhancement requests, get information about product availability, and download products, go to Products.

FURTHER INFORMATION AND TRAININGS

Learn from your laptop computer, tablet or smartphone.

5   Index