

# ARIS RISK AND COMPLIANCE INSTALLATION GUIDE

VERSION 10.0 - SERVICE RELEASE 22 AND HIGHER  
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This document applies to ARIS Risk and Compliance 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 Introduction

ARIS Risk and Compliance is a Web application. ARIS Risk and Compliance 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 and Compliance 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 Important information about system installation

If you want to install the system technically and/or functionally without service support from Software AG, you need extensive knowledge about the systems to be installed, the target subject matter, as well as the target systems and their interdependencies. Due to the multitude of platforms and the hardware and software configurations that influence each other, it is only possible to describe specific installations. It is impossible to document all settings and dependencies. For detailed information, contact the Software AG support team (Page 20).

## 3 System requirements

### 3.1 Oracle system and settings

Refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) and the **ARIS System Requirements Guide**.

### 3.2 Microsoft® SQL Server system and settings

Refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) and the **ARIS System Requirements Guide**.

### 3.3 Acrobat Reader

The Adobe Reader must be installed on the client side in order to display PDF reports.

### 3.4 Microsoft Office/Excel

A Microsoft® Excel version 2003 or higher must be installed on the client side for displaying Excel reports.

## 4 ARIS Risk and Compliance installation using an Oracle or a Microsoft® SQL Server database

For productive operation of ARIS Risk and Compliance, use the standard database system (PostgreSQL) or an Oracle or Microsoft® SQL Server database. Note that a new database should be set up for productive operation. Do not use test data in your productive system.

### REQUIRED COMPONENTS

To operate the application, the following components must be installed:

- ARIS Risk and Compliance (including required applications, such as User Management or ARIS document storage)

If using Oracle or Microsoft® SQL Server as the standard database system:

- Oracle or Microsoft® SQL Server database
- ARIS Risk and Compliance database schema
- Database driver for Oracle or Microsoft® SQL Server

The following describes installation with automatic setup. If you want to use Oracle or Microsoft® SQL Server as a DBMS you must install the database and database schema first.

### 4.1 Installation of an Oracle or a Microsoft® database

Install the Oracle database with the Oracle installation program or the Microsoft® SQL Server database with the corresponding installation programs. Follow the instructions in the installation program, as well as the documentation provided by the manufacturers. During this step of the procedure, note the SID or the database names of the new database instance and also the account, that is, the user name and the password of the system user.

## 4.1.1 Install an Oracle database schema

Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) to prepare the Oracle database. After you set up the database, use the corresponding script again to create the ARIS Risk and Compliance database schema. You can use an individual schema name, but it must be unique to the schema names of other ARIS applications:

```
cip_create_schema_for_tenant.bat <arcm_tenant_schema>
```

### **Example for schema name ARIS10\_ARCM\_DEFAULT**

```
cip_create_schema_for_tenant.bat ARIS10_ARCM_DEFAULT
```

If you want to restore database backups of previous versions, you also need a migration schema:

```
cip_create_schema_for_tenant.bat <arcm_tenant_schema_migration>
```

### **Example for schema name ARIS10\_ARCM\_DEFAULT\_MIGRATION**

```
cip_create_schema_for_tenant.bat ARIS10_ARCM_DEFAULT_MIGRATION
```

The database schema does not yet contain any table. They are created automatically when you start the ARIS Risk and Compliance Server for the first time. Observe any error messages while the scripts are running.



## 4.1.2 Install a Microsoft® SQL Server database schema (mixed mode/Windows authentication)

Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) to prepare the Microsoft® SQL Server database with mixed mode or Windows authentication. After you set up the database, use the corresponding script again to create the ARIS Risk and Compliance database schema. You can use an individual schema name, but it must be unique to the schema names of other ARIS applications:

```
create_schema_for_tenant.bat <arcm_tenant_schema>
```

### Example for schema name ARCM\_DEFAULT

```
create_schema_for_tenant.bat ARCM_DEFAULT
```

If you want to restore database backups of previous versions, you also need a migration schema:

```
create_schema_for_tenant.bat <arcm_tenant_schema_migration>
```

### Example for schema name ARCM\_DEFAULT\_MIGRATION

```
create_schema_for_tenant.bat ARCM_DEFAULT_MIGRATION
```

The database schema does not yet contain any table. They are created automatically when you start the ARIS Risk and Compliance Server for the first time. Observe any error messages while the scripts are running.

## 4.2 Usage of a PostgreSQL database

If ARIS or ARIS Risk and Compliance is installed with the setup, the PostgreSQL database is installed automatically.

## 4.3 Manual configuration of the database for ARIS Risk and Compliance

In some cases, it may be necessary to configure the database connection manually instead of using the setup. Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation - Windows > Configure ARIS server > Database connection**). The following steps are independent of the database system in use.

### 4.3.1 Add tenant schema of ARIS Risk and Compliance in existing tenant

After you installed the database connection according to the instructions in the previous chapters, you can add the tenant schema of ARIS Risk and Compliance.

#### Procedure

1. Start ARIS Cloud Controller (ACC).

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 user name and/or the password.

To start ACC under a Linux operating system, execute the **acc10.sh** shell script instead.

2. Enhance the existing assignment of the tenant to the external service of type **DB** with the corresponding ARCM schema configuration.

The parameter **com.aris.arcm.db.schema.migration** is only required if you want to restore database backups of previous versions and the migration schema is already created.

3. Enter:

```
set tenant <tenant name> data for service DB
```

```
com.aris.arcm.db.schema=<arcm_tenant_schema>
```

```
com.aris.arcm.db.schema.migration=<arcm_tenant_migration_schema>
```

Example for default tenant:

```
set tenant default data for service DB
```

```
com.aris.arcm.db.schema=ARIS10_ARCM_DEFAULT
```

```
com.aris.arcm.db.schema.migration=ARIS10_ARCM_DEFAULT_MIGRATION
```

The tenant schema of ARIS Risk and Compliance is available.

## 4.3.2 Assign tenant schema for a new tenant

Before you create a new tenant, you must create the ARIS and ARIS Risk and Compliance schemas using the database script provided. For detailed information, see **Installation of an Oracle or a Microsoft® database** (Page 4) and **ARIS server Installation - Windows** in the **Technical help** of ARIS.

### Warning

If the tenant was already assigned to the database service, changes to this assignment must be performed using the **set tenant [tenant] data** for **service db** command. This can be necessary if the ARIS Risk and Compliance migration schema must be assigned after the initial tenant assignment.

### Procedure

1. Start ARIS Cloud Controller (ACC).

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 user name and/or the password.

To start ACC under a Linux operating system, execute the **acc10.sh** shell script instead.

2. To discover the database service (<dbserviceID>, such as db000000000), enter **list external services**.
3. To assign the tenant you want to use for the database service, enter:

```
assign tenant <tenant name> to service <dbserviceID> com.aris.cip.db.schema
=<aris_schema name> com.aris.arcm.db.schema=<arcm_tenant_schema>
com.aris.arcm.db.schema.migration=<arcm_tenant_migration_schema>
```

The parameter **com.aris.arcm.db.schema.migration** is only required if you want to restore database backups of previous versions and the migration schema is already created.

Example for a tenant with the name **test**:

```
assign tenant test to service db0000000000 com.aris.cip.db.schema
=ARIS10_ARIS_TEST com.aris.arcm.db.schema= ARIS10_ARCM_TEST
com.aris.arcm.db.schema.migration = ARIS10_ARCM_TEST_MIG
```

The tenant schemas of ARIS and ARIS Risk and Compliance are available and assigned to the tenant.

The new tenant can now be created using ARIS Cloud Controller (ACC) or Tenant Management.

### 4.3.3 Provide and integrate the database driver

Provide and integrate the database driver for ARIS Risk and Compliance.

#### Procedure

1. Download the appropriate database driver from the Internet. (For licensing reasons, database drivers are not supplied.)
2. Store it on the server on which ARIS Risk and Compliance is installed.
3. To integrate the database driver, enter the command **enhance arcm\_<s, m, or l> with commonsClasspath local file <Path>\\<to>\\<driver JAR>** in ARIS Cloud Controller (ACC).

The database is now available for ARIS Risk and Compliance.

#### Example for Oracle

Assumed that the driver jar file is located under **C:/driver**, the command is:

**enhance arcm\_m with commonsClasspath local file  
"C:/driver/ojdbc<version\_number>.jar"**

## 4.3.4 Configure the database connection pool

The default connection pool configuration of ARIS Risk and Compliance can be modified for all database systems by adding specific parameters to the external service registration of **DB** type. To avoid conflicts with pool parameters of other ARIS products, the prefix **com.aris.arcm.dbcp.\*** is used. Supported parameters are:

- **com.aris.arcm.dbcp.initialSize,**
- **com.aris.arcm.dbcp.maxActive, com.aris.arcm.dbcp.maxWait**
- **com.aris.arcm.dbcp.maxIdle, com.aris.arcm.dbcp.minIdle**
- **com.aris.arcm.dbcp.removeAbandoned**
- **com.aris.arcm.dbcp.removeAbandonedTimeout, com.aris.arcm.dbcp.logAbandoned**

### Procedure

1. Start ARIS Cloud Controller (ACC).
2. Enter:

```
update external service <dbserviceID>  
com.aris.arcm.dbcp.initialSize=<size>  
com.aris.arcm.dbcp.maxActive=<size>
```

Example:

```
update external service db0000000001 com.aris.arcm.dbcp.initialSize=15  
com.aris.arcm.dbcp.maxActive=100
```

The default connection pool configuration is now available for ARIS Risk and Compliance.

## 5 Installation of ARIS Risk and Compliance

From version 9.8.6, ARIS reports are supported by ARIS Risk and Compliance. Some of the ARIS Risk and Compliance reports are now run by the ARIS server. The settings like output format and execution context can be changed easily. The ARIS server runnable is also installed during the installation of ARIS Risk and Compliance with the setup. If you use a dedicated ARIS server, you can integrate the ARIS Risk and Compliance runnable into an existing ARIS installation.

### 5.1 Installation with the setup

The installation sources are available as a ZIP file via download or on the installation media. These instructions assume a local installation. This means that ARIS Risk and Compliance is installed on the server on which the setup is run. In addition to local installation, you can install ARIS Risk and Compliance via remote installation on another server. For detailed information, refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation - Windows > ARIS remote installations**).

#### Procedure

1. If you have the installation sources as a ZIP file, first unpack the file for the ARIS server to a new directory. To do so, enter the password for the ZIP file that you have received from Software AG. Ensure that the path data is applied when you unpack the file. In WinZip, for example, this is done by selecting the **Use folder names** option. You can also put the ARIS Risk and Compliance installation media into the CD-ROM drive.
2. Open the **Setup** directory, and run the **setup.exe** file.
3. Click **Next**. The license agreements are displayed.
4. To accept the license agreements, activate **I accept the terms of the license agreement**. The **Installation scenario** dialog is displayed.
5. Select the installation scenario **Install the ARIS server on this active computer** and click **Next**.
6. Select **ARIS Risk and Compliance** and click **Next**.
7. Enter the directory in which you want to install ARIS Risk and Compliance and click **Next**.
8. To use the suggested path, you do not need to make any changes.
9. If you want to specify an external IP address for incoming requests, enter the computer name or the IP address and click **Next**.
10. Change the agent user's credentials if necessary and click **Next**.
11. Change the HTTP and HTTPS ports if necessary and click **Next**.

12. Select the installation size in order to determine the memory allocated for ARIS Risk and Compliance: **Demo scenario** = 1GB, **Medium** = 4GB, **Large** = 8GB.
13. Select a license file automatically used by the setup. Alternatively, you can select a license file in User Management after the installation procedure is complete.
14. Click **Next**. The **Select database system** dialog is displayed.
15. Select the relevant database: **Standard database system** for a PostgreSQL database. For Oracle or Microsoft® SQL Server, an appropriate database driver that is installed during setup must also be provided. The driver can be downloaded from Oracle/Microsoft.
16. If you have selected Oracle or Microsoft® SQL (Page 4), perform the following additional steps.
  - a. Enter the name of the database server.
  - b. Enter the port number of the database server.
  - c. Enter the service name of the database (Oracle SID) or the database name of the database instance (Microsoft® SQL Server).
  - d. Enter the name and password of the database user.
  - e. Enter the ARIS master schema name and the ARIS default schema name.
  - f. Enter the ARIS Risk and Compliance default schema name.
17. Click **Next**.
18. Enter the SMTP mail processing parameters of an existing account to enable ARIS Risk and Compliance to send notifications, or configure SMTP e-mail processing later. Some parameters can also be managed with the User Management of this server. For detailed information, refer to the ARIS Administration online help.
19. Activate **Use TLS/SSL encryption** to prevent password sniffing.
20. Only if your mail server requires SMTP authentication, select the option **SMTP authentication** and enter the user's credentials.

If you enter these parameters but your mail server does not require SMTP authentication, the connection will be rejected.
21. Optionally, enable whistleblower tips to be sent. In this case, you must specify an e-mail address for the whistleblower tip recipient and the whistleblower tip sender. You can change both addresses later in the system configuration of ARIS Risk and Compliance.
22. If you want to enable customizing for ARIS Risk and Compliance, select **Import now** and specify your customizing file.

23. If necessary, activate event enabling. For detailed information on configuring and adapting event enabling, refer to **Integrate external events** (in the online help of ARIS Risk and Compliance) and **Adapt and extend event enabling** (in the **Technical help** of the ARIS Risk and Compliance online help > **Customizing** or in the **ARCM - Customizing Guide.pdf**).
24. If you want to use a proxy server, enter all proxy processing parameters. You can also enter them later, using User Management of this server. See the online help of User Management.
25. Configure the start option:  
Select **Start automatically** if you want to have the server started up with every restart of your operating system.  
Select **Start manually** if you want to start/stop the server on the active computer manually.
26. Enter the **superuser** password and confirm it a second time when you are prompted.
27. Click **Install** to start the installation.

ARIS Risk and Compliance is installed.

You can use the entries **Start ARIS Risk and Compliance** and **Stop ARIS Risk and Compliance** in the installed program group to start and stop the runnables. To open ARIS Risk and Compliance, enter the address **http://<server name>/arcm** in the browser.



## 5.2 Integrate ARIS Risk and Compliance in an existing ARIS installation

From ARIS version 10.0.12, you can install ARIS Risk and Compliance with the ARIS server setup you used to install ARIS Server.

### Procedure

1. Start the ARIS server setup that was used to install ARIS Server. For detailed information, refer to **Installation > ARIS server Installation** in the **Technical help** of the ARIS online help.
2. Enable **I accept the conditions of this license agreement** if you have read and accepted the license agreements.
3. If ARIS Server is installed on the same server where the setup was started, enable **Install the ARIS server on this active computer**, then click **Next**.
4. Select **ARIS Risk and Compliance** and click **Next**.
5. If you want to enable customizing for ARIS Risk and Compliance, select **Import now** and specify your customizing file. If no customizing is required, click **Next**.
6. Optionally, enable whistleblower tips to be sent. In this case, you must specify an e-mail address for the whistleblower tip recipient and the whistleblower tip sender. You can change both addresses later in the system configuration of ARIS Risk and Compliance.
7. If necessary, activate event enabling. For detailed information on configuring and adapting event enabling, refer to **Integrate external events** (in the online help of ARIS Risk and Compliance) and **Adapt and extend event enabling** (in the **Technical help** of the ARIS Risk and Compliance online help > **Customizing** or in the **ARCM - Customizing Guide.pdf**).
8. Click **Install** to start the installation.

ARIS Risk and Compliance is installed.

You can use the entries **Start ARIS Risk and Compliance** and **Stop ARIS Risk and Compliance** in the installed program group to start and stop the runnables. To open ARIS Risk and Compliance, enter the address **http://<server name>/arcm** in the browser.

## 5.3 Configure parameters


You can configure ARIS Risk and Compliance with parameters in **System configuration**. For detailed information on how to schedule server tasks, refer to **Adapt server task schedules** in the online help of ARIS Risk and Compliance. For detailed information on how to schedule server tasks, refer to **Adapt server task schedules**.

There are two groups of parameters:

- **Parameters which can be changed while the application is running**

To edit them, follow the procedure described below.

- **Parameters which require a re-start of the system after they are changed**

The parameters that are marked as  **Locked** in the **Editable** column must be edited using ARIS Cloud Controller by executing reconfigure commands. The affected server instances are restarted afterwards. If the installation contains several instances of ARIS Risk and Compliance server, all of them must be configured identically to ensure consistent behavior.

Example: **reconfigure arcm\_m arcm.config.dbCaseSensitive=false**

Some parameters are described below as examples. All parameters not specified are used internally and should not be changed. Preset values are listed in brackets.

### ARCM.CONFIG.HIDEEMPTYATTRIBUTESREADONLY

param-value	Description
false	If this parameter is set to <b>true</b> , empty attributes of ARIS Risk and Compliance objects are not displayed. ARIS reports are not affected by this parameter.




### ARCM.CONFIG.ENTRIESPERPAGE


param-value	Description
20	Specifies the number of entries per page for object lists.

#### Prerequisite

You have **system administrator** privileges in ARIS Risk and Compliance (**ARCM administrator** function privilege in ARIS Administration).

## Procedure

1. Click  **Administration**. The **General** menu item is displayed initially.
2. Under **System management**, click **System configuration**. The configuration parameters are displayed.
3. Use the filter () to gain a better overview of the list of property keys.
4. Position the mouse pointer over a property name to display an explanation.
5. Click  **Edit** in the row of the parameter you want to change. The **Specify parameter value** dialog opens.
6. Make the relevant changes, for example, to activate a feature, replace **false** with **true**.
7. Click **OK**.

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

## Examples

- **Hide empty attributes**

If this parameter is set to **true**, empty attributes of ARIS Risk and Compliance objects are not displayed. ARIS reports are not affected by this parameter.

- **Unlock offline objects locked by other users**

If this parameter is set to **true**, owners and reviewers of the offline processing group of the object can remove the offline processing object lock set by other users.

- **Use colors of ARIS Portal**


If this parameter is set to **false**, the customized colors of the active ARIS configuration set are not used for ARIS Risk and Compliance.

## 5.4 Configuration of the e-mail functionality

You can configure ARIS Risk and Compliance in such a way that e-mails are sent automatically in specific situations, for example, to a tester to whom a control test was assigned. To send e-mails, an external mail server with SMTP support is used, which is normally already set up and available. No SMTP mail server is included with ARIS Risk and Compliance. If you did not specify the SMTP configuration during the installation with the setup, configure it manually in ARIS Administration. For more information on customizing the SMTP settings, refer to the **Technical help** in the online help of ARIS.

In ARIS Risk and Compliance, e-mails and internal messages are sent in the language defined for the environment if the corresponding object in the message is environment-specific. For general messages, such as requesting a new password, the set system language is used.

## 5.5 Enable whistleblower tips

To enable whistleblower tips, set the parameter **Allow whistleblower tips** to **true** ( **Administration > General > System management > System configuration > Basic settings > Allow whistleblower tips**). If not already done during installation, specify the e-mail address of the **Whistleblower tip recipient** there as well. Optionally, you can specify a **Whistleblower tip sender alias**.

For detailed information on how to configure parameters, refer to **Configure parameters** (Page 14).

## 5.6 Migrate from the test installation to a productive system

You are recommended keeping the server of the test system and productive system separate. Depending on the load on the production and test system, it can also be necessary to separate the system hardware. Migrating from a test installation to a productive system requires a new installation of ARIS Risk and Compliance on the productive hardware.

It is possible to redirect ARIS Risk and Compliance to the productive database by adjusting the parameters for the database connection (Page 6). To do this, you must change the database parameters in ARIS Cloud Controller.

## 6 Installation of a customer-specific version (Customizing)

ARIS Risk and Compliance can be extensively customized to fulfill customer requirements. These adjustments are made in XML and Java files and later combined in a ZIP file. This ZIP file must be imported with the ARIS Cloud Controller after installing ARIS Risk and Compliance. From version 10.0.4 you can also upload customized ZIP files during the setup.

### Warning

Customizing is applied to all tenants of the ARIS installation. It is not possible to use a different customizing for each tenant. The existing customizing is deleted during the installation of a new customer-specific version.

### Procedure

1. Install (Page 11) ARIS Risk and Compliance. Installation is completed.
2. Open ARIS Cloud Controller (ACC) console (**Start > ARIS Cloud Controller**).
3. Stop ARIS Risk and Compliance using **Start > ARIS > Stop ARIS Risk and Compliance**.
4. In the console, enter the command **enhance <ARCM-runnable> with customizing local file "<path to CustomizingZip>"**. The name of the ARIS Risk and Compliance component depends on the type of installation. Possible names for **<ARCM-runnable>** include: **arcm\_s**, **arcm\_m** or **arcm\_l**. Make sure that you always use double quotation marks (""") to indicate the ZIP file path.

Example: Assumed that the installation type is **Medium** and the **customizing.zip** file is located under **C:\customizing\customizing.zip**, the command is:

**Enhance arcm\_m with customizing local file "c:/customizing/customizing.zip"**

5. Start ARIS Risk and Compliance with **Start > ARIS > Start > ARIS Risk and Compliance**.

ARIS Risk and Compliance was extended with customer-specific adjustments.

If you have previously used ARIS Risk and Compliance without customizing, it is necessary to re-create the database schema, depending on the type of customizing, since the customizing does not automatically enhance the standard database schema.

## 7 Technical help

### USER MANUALS OF ARIS RISK AND COMPLIANCE

- The following manuals are now available in the **Technical Help of ARIS Risk and Compliance**:
  - **ARCM - Installation Guide**
  - **ARCM - Upgrade Guide**
  - **ARCM - Customizing Guide**
  - **ARCM - Data Migration Guide for Customized Versions**

You can also find them as PDF in the documents folder on your installation media.

- The contents of the following manuals are now available in the online help of ARIS Risk and Compliance:
  - **Modeling Conventions**
  - **Semantics verifications**
  - **Administration**

The content of **Confirmation Management Dashboard Installation** manual can now be found in the online help of ARIS under **Work with content > Confirmations > 'Confirmation management' dashboard**.

### ADDITIONAL INFORMATION

For more information about ARIS, such as manuals, technical help, and compendiums, see **Additional information** in the online help of ARIS.

## 8 Legal information

### 8.1 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.

### 8.2 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 Web sites.

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.

For issues regarding the product documentation, you can also send a mail to [documentation@softwareag.com](mailto:documentation@softwareag.com) (<mailto:documentation@softwareag.com>).

### 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 Web site (<https://documentation.softwareag.com>).

You can use numerous links on the TECHcommunity Web site. 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** Web site, 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 Web sites 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 Web site.
- 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.