# ARIS

# DISCLAIMER/GENERAL NOTICES

Version 10.0 - Service Release 2

**October 2017**

This document applies to ARIS Version 10.0 and to all subsequent releases.

Specifications contained herein are subject to change and these changes will be reported in subsequent release notes or new editions.

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# 1 General notices

This manual describes the settings and features as they were at the time of print.

- Each setup program will install one specific product. If you need different products, they must be installed on a dedicated machine each. For advanced installations Software AG strongly recommends that you request an installation service by Global Consulting Services. You can order that service from your Software AG sales representative. This is of particular importance when you intend to install ARIS across several computers/VMs (distributed installation). Such a specific scenario requires profound knowledge of the technical ARIS infrastructure and environment. This cannot be provided in the product documentation. The required know-how can be acquired only by attending the training course **ARIS Server Installation**, available via Global Education Services (http://softwareag.com/training).
- In general, it is advisable to use up-to-date hardware taking into account the number of users who will be accessing the ARIS.
- When you combine various technologies, please observe the manufacturers' instructions, particularly announcements concerning releases on their Internet pages. We cannot guarantee proper functioning and installation of approved third-party systems and do not support them. Always follow the instructions provided in the installation manuals of the relevant manufacturers. If you experience difficulties, please contact the relevant manufacturer.
- If you need help installing third-party systems, please contact your local Software AG sales organization. Please note that this type of manufacturer-specific or customer-specific change is not subject to the standard Software AG software maintenance agreement and that these changes can only be performed if you requested and agreed on them.
- Please consider the legal notices (http://softwareag.com/licenses/).

# 2 Known restrictions

In general, it is advisable to use up-to-date hardware taking into account the number of users who will be accessing the ARIS. For information about hardware and software requirements, please refer to the **ARIS System Requirements** document on the installation media. You can also download it from Empower (https://empower.softwareag.com/) (login required) or from the ARIS Download Center (aris.softwareag.com).

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

Despite the approval of our software for operation with the listed operating system versions and other software and hardware requirements, we cannot exclude the possibility of problems arising from unpredictable incompatibility issues with certain hardware/software combinations.

## 2.1 Update Setup

- Use the **reconfigure** ACC command to change settings.

  If you have customized your ARIS Publisher Server manually by modifying **XML** and **CFG** files these modifications will be lost.

  Save modified configuration files locally and document your modifications. After an update installation you can easily compare your saved file and copy the modified line into the updated configuration file.
- Please make sure that no file in the installation directory is locked. Therefore, close all Command Prompts pointing into the ARIS installation folder.
- Please make sure to exit ACC before running the update setup.
- The update from ARIS **9.5** to higher ARIS versions using a Microsoft SQL database system is not possible. A new installation and database migration is recommended.
- Updating ARIS using Oracle as database management system:

  If you are about to update your ARIS installation using an Oracle database you must upgrade your database schema first before starting the server. Otherwise your runtime environment and data might be harmed and the application may not work anymore.

  To do so, use the files on you installation medium under **Add-ons\DatabaseScripts\Design&ConnectServer\Oracle**. Base requirement for this configuration is a correctly configured **envset.bat**.

  Execute the **cip_update_schema_for_tenant.bat** file for MS Windows operating system or **cip_update_schema_for_tenant.sh** file for a Unix operating system.

  This has to be executed for each tenant separately.

  Please consider that **in any case** you have to update the default and the master tenant and all other tenants used.

  cip_update_schema_for_tenant.bat <master tenant schema> (mandatory), e. g. **cip_update_schema_for_tenant.bat aris_master**

  cip_update_schema_for_tenant.bat <default tenant schema> (mandatory), e. g. **cip_update_schema_for_tenant.bat aris_default**

  Call the file directly on a computer where an Oracle client is installed in the following syntax:

  **cip_update_schema_for_tenant.bat <tenant_name>**, e.g.

  **cip_update_schema_for_tenant.bat aris_default**

  or

  **cip_update_schema_for_tenant.bat myprojecttenant**.

- If the ARIS help link doesn’t work anymore (404 error) after the update of a custom configuration, it can easily be fixed by modifying the **useraction_default.xml** file (<ARIS installation directory>\server\bin\work\work_copernicus_<s, m or l>\base\webapps\ROOT\WEB-INF\config\<customization>\instances\UserAction\). In the help url e.g.:
  `/static/help/{locale}/handling/ca/index.htm#52910.htm`
  The **connect** directory is missing. Please ad this folder, e.g.:
  `/static/help/{locale}/handling`**`/connect/`**`ca/index.htm#52910.htm`.
- If you update an ARIS version older than 9.7, make sure to execute the **updatesystem** command. This is mandatory in order to make databases visible for all authorized users. Using large databases this may take some time.

## 2.2 Process Governance

You can use Process Governance with up to 1000 process instances running in parallel. But the number may differ depending on the complexity of the running process (e. g. self-created reports).

## 2.3 Right-to-left (RTL)

Right-to-left, top-to-bottom text is not officially supported. Arabic or Hebrew can be used with ARIS, but not all functionality support Right-to-left.

## 2.4 Tenant names

For tenant names please only use up to 30 lowercase ASCII characters and numbers. The name must begin with a character. Special characters and characters e. g. in Chinese, Cyrillic or Arabic cannot be used.