



**ARIS**

# SERVER INSTALLATION GUIDE - WINDOWS

Version 10.0 - Service Release 3

December 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.

Copyright © 2010 - 2017 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> (<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> (<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> (<http://softwareag.com/licenses>) and/or in the root installation directory of the licensed product(s).

## Contents

1	Installation.....	1
1.1	Setup scenarios.....	3
1.1.1	Installing ARIS Connect/ARIS Design Server using the standard database.....	6
1.1.2	Installing ARIS Connect/ARIS Design Server using a Microsoft SQL Server® (mixed mode).....	10
1.1.3	Installing ARIS Connect/ARIS Design Server using a Microsoft SQL Server® (Windows authentication).....	17
1.1.4	Installing ARIS Connect/ARIS Design Server using an Oracle® database.....	25
1.1.5	Installing ARIS Publisher Server as a demo system using the standard database.....	32
1.1.6	Installing ARIS Publisher Server using a Microsoft SQL Server® .....	34
1.1.7	Installing ARIS Publisher Server using an Oracle® database.....	38
1.1.8	ARIS remote installations .....	43
1.1.9	Silent ARIS Connect/ARIS Design Server installation .....	45
1.1.10	Configure database connection .....	47
1.1.10.1	Configure the database connection for additional schemes .....	48
1.1.10.2	Update external service (database clusters) .....	51
1.1.10.3	Change database connection parameters (ARIS Publisher) .....	52
1.1.10.4	Reconfigure ARIS Publisher settings .....	53
2	Disclaimer.....	55

## 1 Installation

This chapter describes the single node installation of ARIS Connect/ARIS Design Server or ARIS Publisher Server using the setup program. The ARIS Connect/ARIS Design Server installation makes ARIS Download Client available.

The ARIS Risk & Compliance Manager installation procedure is described in the **ARIS Risk & Compliance Manager Installation Guide**.

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>).

### SETUPS

Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).

It is a good idea to read the **ARIS Release Notes.pdf** for last-minute information which could not be included in this document anymore.

Each setup will install ARIS on one machine. If you are going to use ARIS Connect/ARIS Design Server along with ARIS Publisher Server or ARIS Risk & Compliance Manager, the products must be installed on different machines. You can only install one product on one machine.

Setup activities are logged in the files **%temp%\ARIS\_install\_log** and **%temp%\aris\_install\_full.log**.

### REMOTE INSTALLATION

To perform remote installations on Microsoft Windows (page 43), first run the ARIS Agent setup on the remote computers. Then you can install remotely from your machine. For local installations under Windows, on the active machine, ARIS Agent will be installed automatically.

On Linux systems ARIS Agent must be provided first. The required files are available on DVD 2 (Linux) (see ARIS Server Installation Guide - Linux.pdf). Then you can run an ARIS Server setup remotely from a Windows machine.

## TECHNICAL DOCUMENTS

To avoid redundancies this document does not re-iterate information available in other technical documents. The documents are available on the installation media. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](https://aris.softwareag.com)).

For more details please review relevant documents. For example, the **ARIS Release notes** provide last-minute information that could not be included in the documents anymore. The **ARIS Guidelines for the Usage of Technical Documents guide** explains where to find relevant information, for example:

- **ARIS System Requirements**  
Provides information about hardware and software requirements.
- **ARIS - Process-driven Management for SAP**  
Provides information on how to configure Process-Driven Management for SAP® Solutions.
- **SAP Requirements**  
Provides information about SAP software requirements (needed for Process-Driven Management for SAP® Solutions).
- **Technical Whitepaper**  
Gives an overview on the product and software architecture of ARIS and non-functional and provisioning aspects of typical ARIS installations.
- **ARIS Update Cookbook**  
This document is meant for ARIS administrators who are experienced in manually installing ARIS only. Knowing just how to install ARIS by using the provided ARIS standard setups is insufficient.
- **ARIS Client Installation Guide**  
Describes how to install a local ARIS Client and ARIS Administrator Tools locally.
- **Functional Product Matrix**  
Gives an overview on features and functionalities.
- **Technical Product Matrix**  
For an overview on supported interfaces, methods, languages, and compatibilities.
- **ARIS Release notes**  
Provides detailed information on new or changed features in this ARIS version.

## 1.1 Setup scenarios

This chapter describes the installation processes of ARIS products using different database management systems. Microsoft Windows operating systems (page 3) and Linux operating systems are supported. Each setup will install ARIS on one machine. If you are going to use ARIS Connect/ARIS Design Server along with ARIS Publisher Server or ARIS Risk & Compliance Manager, the products must be installed on different machines. You can only install one product on one machine.

The ARIS Risk & Compliance Manager server installation procedure is described in the ARIS Risk & Compliance Manager Installation Guide (see installation media). Documents can be downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

You find all setup programs within the **ARIS\_Server** folder or the **ARIS\_Publisher\_Server** folder on the installation media. If you do not use the installation media to setup ARIS, copy the whole content to a directory of your choice. This will make available all documents needed to setup ARIS as well as the database scripts. These scripts are needed to setup your external database management system for the use of ARIS.

If you only copy a single ARIS setup, make sure to copy the content of the folder containing the **setup.exe** file as well as the **Setup\_Data** folder.

**ARIS DVD**

<b>Folder</b>	<b>Content</b>
Add-ons	Required files needed to connect third-party tools, for example, Microsoft SQL server, Oracle databases or SAP tools.
Content	ARIS databases, method filters and templates, the system database and queries, report scripts and macros that can be imported.
Documents	All required documents, guides (pdf) and ARIS Interactive Guides in different languages. All documents can be downloaded from Empower ( <a href="https://empower.softwareag.com/">https://empower.softwareag.com/</a> ) (login required) or from the ARIS Download Center ( <a href="http://aris.softwareag.com">aris.softwareag.com</a> ).
Setups	All required setup files.
Windows	All setup programs to be run on Windows machines. Files required for Linux installations are available on DVD 2 (Linux).
ARIS_Agent	<p>Installs ARIS Agent. ARIS Agent will be installed on all Windows machines that will have an ARIS Server. It provides basic components, for example, ARIS Cloud Controller (ACC) and handles internal communication processes.</p> <p>If you are about to install an ARIS Server remotely (page 43), please make sure to first install ARIS Agent locally on that machine.</p>
ARIS_Client	Installs an ARIS Client.

Folder	Content
ARIS_Server	<p>Installs ARIS Connect.</p> <p>This setup will install <b>ARIS Agent</b>, <b>ARIS Server</b> comprises of 100% of <b>ARIS Design Server</b>, <b>standard database system (optional)</b>, <b>ARIS Connect Viewer</b>, <b>ARIS Connect Designer</b> and <b>ARIS download clients</b>. It provides the <b>default</b> tenant for all user data. The functionalities <b>ARIS Connect workflows</b>, <b>Share model</b>, <b>Change request</b> and <b>Approve model</b> are available using an ARIS Server license. For full ARIS Process Governance functionality you need to purchase and import an ARIS Process Governance license.</p> <p>ARIS Aware can be installed optionally. It provides dashboards in ARIS Connect.</p> <p>This setup can be run on Windows operating systems using the standard database system (page 6), your Microsoft SQL Server (page 10) or your Oracle database (page 25). You can also install it on a Linux operating system.</p>
ARIS_Publisher_Server	<p>Installs ARIS Publisher Server or ARIS Publisher Report Server.</p> <p>This setup will install <b>ARIS Agent</b> and <b>ARIS Publisher Server</b>.</p> <p>Installation procedures are available for Windows operating system (page 3) and Linux operating systems.</p>
Setup_Data	<p>Folder content needed for all setups.</p> <p>If you only copy one ARIS server setup, please make sure to copy the content of the folder containing the <b>setup.exe</b> file as well as the <b>Setup_Data</b> folder.</p>

## INSTALLING ARIS CONNECT/ARIS DESIGN SERVER

- Using the standard database (page 6)
- Using a Microsoft SQL Server® (mixed mode) (page 10)
- Using a Microsoft SQL Server® (Windows authentication) (page 17)
- Using an Oracle® database (page 25)

## INSTALLING ARIS PUBLISHER SERVER

- As a Demo System (page 32)
- Using a Microsoft SQL Server® (page 34)
- Using an Oracle® database (page 38)



### 1.1.1 Installing ARIS Connect/ARIS Design Server using the standard database

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

This setup will install:

- **ARIS Agent**
- **ARIS Server** comprises of 100% of **ARIS Design Server** coming with the standard database system
- **ARIS Connect Viewer**
- **ARIS Connect Designer**

The functionalities **ARIS Connect workflows, Share model, Change request** and **Approve model** are available using an ARIS Server license. For full ARIS Process Governance functionality you need to purchase and import an ARIS Process Governance license.

- **ARIS Download Client**
- The **default** tenant for all user data.
- The **master** infrastructure tenant.
- **ARIS Aware** (optionally)

#### Prerequisites

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- If you would like to import the ARIS license file during the setup procedure, make sure to have the license file saved on this computer. Otherwise licenses must be imported after the installation.

#### Procedure

1. Start the ARIS Server installation (DVD folder **Setups\Windows\ARIS\_Server**).
2. Install ARIS on the active computer and use the default agent user credentials. You will change them in one of the following steps. This is to prevent unauthorized access to the system.
3. Select ARIS Connect/ARIS Design Server to be installed.
4. Select ARIS Aware. This will activate the **dashboarding** runnable and provide dashboards in ARIS Connect. If you do not select this option, the runnable will be installed but not activated.
5. Select the installation directory.
6. Only if you need to specify an external IP address for incoming requests enter the computer name or IP.

7. Change the ARIS Agent user credentials to prevent unauthorized access to your ARIS system.

If you change the credentials, you will be further on prompted to enter that password you've chosen whenever you start/stop the ARIS Server or access your ARIS installation using ARIS Cloud Controller.

8. If the ports **80** or **443** are already in use, specify the load balancer port numbers to be used. If you change the default port numbers users must add **:<this port number>** to the URL (see below).
9. To force secure connections uncheck **ARIS Server port**. If you do so, make sure to make a valid SSL server certificate available.
10. Select the suitable system settings option. You need to take the RAM required and the number of users who will be accessing the ARIS Server into account. For a productive system it is recommended to select the **Medium** or **Large** option.  
The Demo scenario option is recommended for demonstration purposes (laptop) only.
11. To import the ARIS license file, click **Select file...** to navigate to the license file. Otherwise licenses must be imported after the installation.
12. Select the **Standard** database system.
13. Enter the SMTP mail processing parameters of an existing account.

If you don't, ARIS will not send any notifications, due to the missing mailing functionality.

But you can configure SMTP mail processing at any later point of time. Some parameters can also be managed using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.


14. Activate **Use TLS/SSL encryption** to prevent password sniffing.
15. Only if your mail server requires SMTP authentication, select the option **SMTP authentication** and enter the user credentials.

If you enter these parameters but your mail server does not require SMTP authentication, the connection will be rejected.

16. If you are about to use a proxy server, enter all proxy processing parameters. You can also enter them later, using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.
17. Select 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.
18. Start the installation process.  
If you have changed the ARIS Agent default user credentials during this procedure, you will be prompted for that password you have chosen.
19. Alternatively, you might want to modify the shortcut (**Start > All Programs > ARIS > Administration >...**). However, that bears the risk of a stolen password.

20. Click **Start > All Programs > ARIS > Administration > Start ARIS Server**. If you have changed the ARIS Agents default user credentials during this procedure, you will be prompted for that password you have chosen.

The start process will take a while.

21. Click **Start > All Programs > ARIS > Administration > Start ARIS Cloud Controller**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.
22. Enter **list** to check the status of the processes.
23. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.
24. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.
25. The ARIS Administration's **Configuration > User management** tab opens.
26. Click  **Licenses** and check whether the licenses were properly imported during setup.
27. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.
28. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

29. Click **Logout**.
30. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

ARIS Server is installed and running.

You can stop ARIS Server using the **Stop ARIS Server** link in the Windows start menu or enter **stopall** in the **ARIS Cloud Controller** (see **ARIS Cloud Controller (ACC) Command-line Tool**).

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.2 Installing ARIS Connect/ARIS Design Server using a Microsoft SQL Server® (mixed mode)

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

This setup will install:

- **ARIS Agent**
- **ARIS Server** comprises of 100% of **ARIS Design Server**
- **ARIS Connect Viewer**
- **ARIS Connect Designer**

The functionalities **ARIS Connect workflows, Share model, Change request** and **Approve model** are available using an ARIS Server license. For full ARIS Process Governance functionality you need to purchase and import an ARIS Process Governance license.

- **ARIS Download Client**
- The **default** tenant for all user data.
- The **master** infrastructure tenant.
- **ARIS Aware** (optionally)

The external database management system is not included in this package. If you need help in setting up ARIS using your external database system, please contact Software AG (<https://empower.softwareag.com/>). Please note that this service 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.

### Prerequisites

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- An operating Microsoft SQL Server database. If you have not yet installed the Microsoft SQL Server, please follow the instructions in the Microsoft installation program, as well as the documentation provided by the manufacturer.
- The **SQL Server and Windows authentication mode** (mixed mode) option is selected (Microsoft SQL Console > **Security** tab).
- You need to know the port number, the database name of the new database instance and also the user name and the password of the application user.
- You have downloaded the latest version of the Microsoft SQL Server JDBC driver, for example, **sqljdbc4-4.0.2206.100.jar** from the Microsoft Download Center to a directory of your choice.
- SQL scripts and all additional files. All scripts and files are located on the installation medium (Add-ons\DatabaseScripts\ARIS Server\mssql) or they can be downloaded from the ARIS Download Center (aris.softwareag.com).
- If you would like to import the ARIS license file during the setup procedure, please make sure to have the zip file saved on this computer. Otherwise licenses must be imported after the installation.

## Procedure

1. Adjust the settings used by all configuration scripts.

Edit the **envset.bat** file to specify the connection data of the Microsoft SQL server instance. It's a good idea to write down the credentials. They must be entered later during the ARIS setup process.

To specify the connection data of the Microsoft SQL instance, modify the highlighted parameters:

```
@ECHO OFF
REM
REM You may edit this section for customizing purposes.
REM

REM If you use named instances then append a "\" and the name of your instance
SET MSSQL_SAG_MSSQL_SERVER_NAME=localhost

REM The login name that is used to execute this script
SET MSSQL_SAG_MSSQL_LOGIN_NAME=localhost\username

REM name of database that will be created by the script.
SET MSSQL_SAG_DATABASE_NAME=ARIS10DB

REM folder in which the database files should be stored.
SET MSSQL_SAG_FILEGROUP_FILE_DIR=F:\msqldata\ARIS10DB

REM credentials of the login that is used by the application.
SET MSSQL_SAG_APP_USER=ARIS10
SET MSSQL_SAG_APP_PWD=*ARIS!1dm9n#

REM schema names for the default and master tenants
SET MSSQL_SAG_TENANT_DEFAULT=aris_default
SET MSSQL_SAG_TENANT_MASTER=aris_master
...
```

2. Execute the **inst.bat** file. This will create the database including the two mandatory tenants and the application user. The application user (APP\_USER) is the Microsoft SQL user connecting ARIS and the Microsoft SQL database. The default user name is **ARIS10**. But you may have changed that name in the **envset.bat** earlier. Two schemes are mandatory. One for the **master** tenant and one for the **default** tenant. The values must be entered later during the ARIS Server setup process.
3. If you need additional tenants you must create additional schemes for each new tenant. If you are going to create additional tenants for ARIS10.0 in order to migrate data from ARIS 9.8.7 or later, make sure to use identical names in both ARIS versions.

Run the script **create\_schema\_for\_tenant.bat** and pass the schema name as parameter, for example:

**create\_schema\_for\_tenant.bat <schema name for additional tenant>**

If the schema already exists it will be dropped and recreated automatically. If you do not use the scripts you can also setup the database and create an empty schema for each tenant manually.

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

4. Start the ARIS Server installation (DVD folder **Setups\Windows\ARIS\_Server**).
5. Install ARIS on the active computer and use the default agent user credentials. You will change them in one of the following steps. This is to prevent unauthorized access to the system.
6. Select ARIS Connect/ARIS Design Server to be installed.
7. Select ARIS Aware. This will activate the **dashboarding** runnable and provide dashboards in ARIS Connect. If you do not select this option, the runnable will be installed but not activated.
8. Select the installation directory.
9. Only if you need to specify an external IP address for incoming requests enter the computer name or IP.
10. Change the ARIS Agent user credentials to prevent unauthorized access to your ARIS system.  
If you change the credentials, you will be further on prompted to enter that password you've chosen whenever you start/stop the ARIS Server or access your ARIS installation using ARIS Cloud Controller.
11. If the ports **80** or **443** are already in use, specify the load balancer port numbers to be used. If you change the default port numbers users must add **:<this port number>** to the URL (see below).
12. Select the suitable system settings option. You need to take the RAM required and the number of users who will be accessing the ARIS Server into account. For a productive system it is recommended to select the **Medium** or **Large** option.  
The Demo scenario option is recommended for demonstration purposes (laptop) only.
13. To import the ARIS license file, click **Import** to navigate to the license file. Otherwise licenses must be imported after the installation.
14. Select **MSSQL**.
15. Select the required JDBC driver for the Microsoft SQL database management system.



16. Enter the connection parameters used in the **envset.bat** file and exactly the values used by the **Microsoft SQL server**.

The values shown are the default values used in the **envset.bat** file and the default parameters used when setting up the Microsoft SQL server.

**Server**

Fully qualified name or IP address of the Microsoft SQL server.

**Port**

Port addressing the SQL server instance running over TCP. The default port number is **1433**. Specify the required port number.

**Database name**

Name of the database. Specify the value of the corresponding line in the **envset.bat** file:

**Instance name**

When setting up a Microsoft SQL server, the default instance name is **MSSQLSERVER**. If you use named instances, specify the used named instance name instead.

```
SET MSSQL_SAG_DATABASE_NAME=ARIS10DB
```

**Application user**

Login user name that is used by the application. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_APP_USER=ARIS10
```

**Password**

The application user's password. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_APP_PWD=*ARIS!1dm9n#
```

**Master schema**

Schema name for the **master** tenant and user name for that schema's owner. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_TENANT_MASTER=aris_master
```

**Default schema**

Schema name for the **default** tenant and user name for that schema's owner. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_TENANT_DEFAULT=aris_default
```

17. Enter the SMTP mail processing parameters of an existing account.

If you don't, ARIS will not send any notifications, due to the missing mailing functionality.

But you can configure SMTP mail processing at any later point of time. Some parameters can also be managed using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.

18. Activate **Use TLS/SSL encryption** to prevent password sniffing.
19. 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.

20. If you are about to use a proxy server, please enter all proxy processing parameters. You can also enter them later, using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.

21. 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.

22. Start the installation process.

If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

23. Alternatively, you might want to modify the shortcut (**Start > All Programs > ARIS > Administration >...**). However, that bears the risk of a stolen password.

24. Click **Start > All Programs > ARIS > Administration > Start ARIS Server**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

The start process will take a while.


25. Click **Start > All Programs > ARIS > Administration > Start ARIS Cloud Controller**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

26. Enter **list** to check the status of the runnables.

27. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.

28. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.

29. The ARIS Administration's **Configuration > User management** tab opens.

30. Click  **Licenses** and check whether the licenses were properly imported during setup.

31. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.
32. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

33. Click **Logout**.
34. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

ARIS Connect is installed and running.

You can stop ARIS Server using the **Stop ARIS Server** link in the Windows start menu or enter **stopall** in the **ARIS Cloud Controller** (see **ARIS Cloud Controller (ACC) Command-line Tool**).

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

### 1.1.3 Installing ARIS Connect/ARIS Design Server using a Microsoft SQL Server® (Windows authentication)

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

This setup will install:

- **ARIS Agent**
- **ARIS Server** comprises of 100% of **ARIS Design Server**
- **ARIS Connect Viewer**
- **ARIS Connect Designer**

The functionalities **ARIS Connect workflows, Share model, Change request** and **Approve model** are available using an ARIS Server license. For full ARIS Process Governance functionality you need to purchase and import an ARIS Process Governance license.

- **ARIS Download Client**
- The **default** tenant for all user data.
- The **master** infrastructure tenant.
- **ARIS Aware** (optionally)

The external database management system is not included in this package. If you need help in setting up ARIS using your external database system, please contact Software AG (<https://empower.softwareag.com/>). Please note that this service 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.

### Prerequisites

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- An operating Microsoft SQL Server database. If you have not yet installed the Microsoft SQL Server, please follow the instructions in the Microsoft installation program, as well as the documentation provided by the manufacturer.
- You have downloaded the **sqljdbc\_auth.dll** file (<https://www.microsoft.com>).
- You need to know the port number, the database name of the new database instance and also the user name and the password of the application user.
- You have downloaded the latest version of the Microsoft SQL Server JDBC driver, for example, **sqljdbc4-4.0.2206.100.jar** from the Microsoft Download Center to a directory of your choice.
- SQL scripts and all additional files. All scripts and files are located on the installation medium (Add-ons\DatabaseScripts\ARIS Server\mssql) or they can be downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).
- If you would like to import the ARIS license file during the setup procedure, please make sure to have the zip file saved on this computer. Otherwise licenses must be imported after the installation.

## Procedure

1. Adjust the settings used by all configuration scripts.

Edit the **envset.bat** file to specify the connection data of the Microsoft SQL server instance. It's a good idea to write down the credentials. They must be entered later during the ARIS setup process.

To specify the connection data of the Microsoft SQL instance, modify the highlighted parameters:

```
@ECHO OFF
REM
REM You may edit this section for customizing purposes.
REM

REM If you use named instances then append a "\" and the name of your instance
SET MSSQL_SAG_MSSQL_SERVER_NAME=localhost

REM The login name that is used to execute this script
The login name used to run the script (MSSQL_SAG_MSSQL_LOGIN_NAME) must be
different from the Windows user used to run the service (see install.sql file; <domain
account>).

SET MSSQL_SAG_MSSQL_LOGIN_NAME=localhost\username

REM name of database that will be created by the script.
SET MSSQL_SAG_DATABASE_NAME=ARIS10DB

REM folder in which the database files should be stored.
SET MSSQL_SAG_FILEGROUP_FILE_DIR=F:\msqldata\ARIS10DB

REM credentials of the login that is used by the application.
SET MSSQL_SAG_APP_USER=ARIS10
SET MSSQL_SAG_APP_PWD=*ARIS!1dm9n#

REM schema names for the default and master tenants
SET MSSQL_SAG_TENANT_DEFAULT=aris_default
SET MSSQL_SAG_TENANT_MASTER=aris_master
...
```

2. Edit the **install.sql** file:

- a. If the login to be used does not exist change the **CREATE LOGIN** command as follows:

```
CREATE LOGIN [<domain account>] FROM WINDOWS WITH
DEFAULT_DATABASE=[$(database)]
```

In the **CREATE USER** command for login replace **\$(username)** with the domain account to be used:

```
CREATE USER [$(username)] FOR LOGIN [<domain account>]
```

- b. If the login to be used already exists delete the following highlighted section from the file:

```
USE [master]
```

```
GO
```

```
CREATE LOGIN $(username) WITH PASSWORD=N'$(password)',
```

```
DEFAULT_DATABASE=[$(database)]
```

```
GO
```

In the **CREATE USER** command for login replace **\$(username)** with the domain account to be used:

```
CREATE USER [$(username)] FOR LOGIN [<domain account>]
```

3. Edit the **create\_tenant.sql** file:

In the **GRANT IMPERSONATE ON USER** command replace **\$(username)** with the domain account to be used.

4. Execute the **inst.bat** file. This will create the database including the two mandatory tenants and the application user. The application user (APP\_USER) is the Microsoft SQL user connecting ARIS and the Microsoft SQL database. The default user name is **ARIS10**. But you may have changed that name in the **envset.bat** earlier. Two schemes are mandatory. One for the **master** tenant and one for the **default** tenant. The values must be entered later during the ARIS Server setup process.
5. If you need additional tenants you must create additional schemes for each new tenant. If you are going to create additional tenants for ARIS10.0 in order to migrate data from ARIS 9.8.7 or later, make sure to use identical names in both ARIS versions.

Run the script **create\_schema\_for\_tenant.bat** and pass the schema name as parameter, for example:

```
create_schema_for_tenant.bat <schema name for additional tenant>
```

If the schema already exists it will be dropped and recreated automatically. If you do not use the scripts you can also setup the database and create an empty schema for each tenant manually.

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

6. Start the ARIS Server installation (DVD folder **Setups\Windows\ARIS\_Server**).
7. Install ARIS on the active computer and use the default agent user credentials. You will change them in one of the following steps. This is to prevent unauthorized access to the system.
8. Select ARIS Connect/ARIS Design Server to be installed.
9. Select ARIS Aware. This will activate the **dashboarding** runnable and provide dashboards in ARIS Connect. If you do not select this option, the runnable will be installed but not activated.
10. Select the installation directory.

11. Only if you need to specify an external IP address for incoming requests enter the computer name or IP.
12. Change the ARIS Agent user credentials to prevent unauthorized access to your ARIS system.  
If you change the credentials, you will be further on prompted to enter that password you've chosen whenever you start/stop the ARIS Server or access your ARIS installation using ARIS Cloud Controller.
13. If the ports **80** or **443** are already in use, specify the load balancer port numbers to be used. If you change the default port numbers users must add **:<this port number>** to the URL (see below).
14. Select the suitable system settings option. You need to take the RAM required and the number of users who will be accessing the ARIS Server into account. For a productive system it is recommended to select the **Medium** or **Large** option.  
The Demo scenario option is recommended for demonstration purposes (laptop) only.
15. To import the ARIS license file, click **Import** to navigate to the license file. Otherwise licenses must be imported after the installation.
16. Select **MSSQL**.
17. Select the required JDBC driver for the Microsoft SQL database management system.
18. Enter the connection parameters used in the **envset.bat** file and exactly the values used by the **Microsoft SQL server**.

The values shown are the default values used in the **envset.bat** file and the default parameters used when setting up the Microsoft SQL server.

**Server**

Fully qualified name or IP address of the Microsoft SQL server.

**Port**

Port addressing the SQL server instance running over TCP. The default port number is **1433**. Specify the required port number.

**Database name**

Name of the database. Specify the value of the corresponding line in the **envset.bat** file:

**Instance name**

When setting up a Microsoft SQL server, the default instance name is **MSSQLSERVER**. If you use named instances, specify the used named instance name instead.

```
SET MSSQL_SAG_DATABASE_NAME=ARIS10DB
```



**Application user**

Login user name that is used by the application. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_APP_USER=ARIS10
```

**Password**

The application user's password. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_APP_PWD=*ARIS!1dm9n#
```

**Master schema**

Schema name for the **master** tenant and user name for that schema's owner. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_TENANT_MASTER=aris_master
```

**Default schema**

Schema name for the **default** tenant and user name for that schema's owner. Specify the value of the corresponding line in the **envset.bat** file:

```
SET MSSQL_SAG_TENANT_DEFAULT=aris_default
```

19. Enter the SMTP mail processing parameters of an existing account.

If you don't, ARIS will not send any notifications, due to the missing mailing functionality.

But you can configure SMTP mail processing at any later point of time. Some parameters can also be managed using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.

20. Activate **Use TLS/SSL encryption** to prevent password sniffing.
21. Only if your mail server requires SMTP authentication, select the option **SMTP authentication** and enter the user credentials.

If you enter these parameters but your mail server does not require SMTP authentication, the connection will be rejected.


22. If you are about to use a proxy server, please enter all proxy processing parameters. You can also enter them later, using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.
23. Configure the start option:  
Select **Start manually**. Otherwise the installation will fail. All runnables remain in the **stopped** state when the installation is completed.

24. Start the installation process.

If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

Alternatively, you might want to modify the shortcut (**Start > All Programs > ARIS > Administration >...**). However, that bears the risk of a stolen password.

25. Open the **ARIS Agent 10.0 Properties** dialog.
26. In the **Log on** tab and select **This account**.
27. Click **Browse** and specify the name of the domain account to be used.

28. Enter the password and click **OK**.
29. Restart the service.
30. Copy the downloaded **sqljdbc\_auth.dll** file (<https://www.microsoft.com>) to <ARIS Server installation directory>\server\jre\bin.
31. Click **Start > All Programs > ARIS > Administration > Start ARIS Cloud Controller** (see ARIS Cloud Controller (ACC) Command-Line Tool.pdf). If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.
32. Start the **zookeeper** runnable to modify the database connection string. Enter, for example:  
**start zookeeper\_m**
33. Add the **integratedSecurity=true** parameter to the database service:  
To update an existing service use the following command to edit the URL, for example:  
**update external service <service ID> url="jdbc:sqlserver://<database server>:<database port>;DatabaseName=<database name>;integratedSecurity=true"**  
If you register a new service the **integratedSecurity=true** parameter must be added to URL, too, for example:  
**register external service db url="jdbc:sqlserver://<database server>:<database port>;DatabaseName=<database name>;integratedSecurity=true"  
driverClassName="com.microsoft.sqlserver.jdbc.SQLServerDriver"  
username="<user name>" password="<password>" maxIdle=15  
maxActive=300 maxWait=10000 removeAbandoned=false  
removeAbandonedTimeout=600 logAbandoned=true initialSize=0  
testOnBorrow=true validationQuery="select 1" defaultAutoCommit=false  
rollbackOnReturn=true host=<database server> jmxEnabled=true"**
34. Click **Start > All Programs > ARIS > Administration > Start ARIS Server**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.  
The start process will take a while.
35. In ACC enter **list** to check the status of the runnables.
36. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.
37. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.
38. The ARIS Administration's **Configuration > User management** tab opens.
39. Click  **Licenses** and check whether the licenses were properly imported during setup.

40. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.
41. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

42. Click **Logout**.
43. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

ARIS Connect is installed and running.

You can stop ARIS Server using the **Stop ARIS Server** link in the Windows start menu or enter **stopall** in the **ARIS Cloud Controller**.

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.4 Installing ARIS Connect/ARIS Design Server using an Oracle® database

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

This setup will install:

- **ARIS Agent**
- **ARIS Server** comprises of 100% of **ARIS Design Server**
- **ARIS Connect Viewer**
- **ARIS Connect Designer**

The functionalities **ARIS Connect workflows, Share model, Change request** and **Approve model** are available using an ARIS Server license. For full ARIS Process Governance functionality you need to purchase and import an ARIS Process Governance license.

- **ARIS Download Client**
- The **default** tenant for all user data.
- The **master** infrastructure tenant.
- **ARIS Aware** (optionally)

The external database management system is not included in this package. If you need help in setting up ARIS using your external database system, please contact Software AG (<https://empower.softwareag.com/>). Please note that this service 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.

**Prerequisites**

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- An operating Oracle database management system. The Oracle database management system is not included in the package. If you have not yet installed the Oracle database management system, please follow the instructions in the Oracle installation program, as well as the documentation provided by the manufacturer.
- Ensure that **SQL\*PLUS** is available. Therefore an ORACLE client or an ORACL server must be installed on the machine where the scripts are run.
- Use of the database character set **AL32UTF8** is mandatory.
- You need to know the port number, the database/service name of the new database instance and also the credentials, for example, the user name and the password of the application user.
- You have downloaded the latest version of the Oracle JDBC driver, for example, **ojdbc7-12.1.0.1.jar** from the Oracle Web Site to a directory of your choice.
- SQL scripts and all additional files. All scripts and files are located on the installation medium (Add-ons\DatabaseScripts\ARIS Server\oracle) or they can be downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).
- If you would like to import the ARIS license file during the setup procedure, please make sure to have the zip file saved on this computer. Otherwise licenses must be imported after the installation.

## Procedure

1. Adjust the settings used by all configuration scripts.

Edit the file **envset.bat** to specify the connection data of the Oracle instance. It's a good idea to write down values and credentials. They must be entered later during the ARIS Server setup process.

2. Edit the **envset.bat** file and adjust the following lines replacing the **highlighted** parameters with the settings appropriate for your environment:

REM The path to where sqlplus.exe can be found.

SET CIP\_ORA\_BIN\_PATH=**<enter the path>**

REM hostname, port and service name

SET TARGET\_HOST=**localhost**

SET TARGET\_PORT=**1521**

SET TARGET\_SERVICE\_NAME=**ARIS**

3. Edit the following lines to change the **highlighted** credentials of the application user:

REM credentials of the user that is used by the application.

SET CIP\_APP\_USER=**ARIS10**

SET CIP\_APP\_PWD=**\*ARIS!1dm9n#**

REM password of the tenant schemas.

SET CIP\_TENANT\_SCHEMA\_PWD=**\*ARIS!1dm9n#yy**

4. With the next two lines you specify the DBA user you intend to use to create the application user and this DBA user's password:

REM credentials of the Oracle user that will be used to create the application schema.

REM Note that this user must be endowed with DBA privileges such as user SYSTEM.

SET CIP\_INSTALL\_USER=**system**

SET CIP\_INSTALL\_PWD=**manager**

5. If your data tablespace name is different from **ARISDATA** respectively **TEMP** for temp tablespace, you will also need to modify these highlighted parameters accordingly:

REM tablespace name of the tablespace in which the data of the application schema should be stored.

SET CIP\_TS\_DATA=**ARISDATA**

REM name of the temporary tablespace.

SET CIP\_TS\_TEMP=**TEMP**

6. Save the **envset.bat** file. So you can use it for future update setups again.

7. Run the script **cip\_create\_app\_user.bat**.

This will create the application user. The application user (CIP\_APP\_USER) is the Oracle user connecting ARIS and the Oracle database. The default user name is **ARIS10**. But you may have changed that name in the **envset.bat** earlier.

8. Create an empty schema for each tenant. Two schemas are mandatory. One for the **master** tenant and one for the **default** tenant. The names, for example, **aris\_master** and **aris\_default** can be modified. These names must be entered later during the ARIS Server setup process. If you need additional tenants you must create additional schemes.

To create the schema objects, run these commands for each schema name **aris\_master**, **aris\_default** and additional tenants.

Run the script **cip\_create\_schema\_for\_tenant.bat** and pass the schema name as parameter, for example:

```
cip_create_schema_for_tenant.bat aris_master (mandatory)
```

```
cip_create_schema_for_tenant.bat aris_default (mandatory)
```

```
cip_create_schema_for_tenant.bat <oracle schema name for additional tenant>  
(optional)
```

If you are going to create additional tenants for ARIS10.0 in order to migrate data from ARIS 9.8.7 or later, make sure to use identical names in both ARIS versions. If the schema already exists it will be dropped and recreated.

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

9. Start the ARIS Server installation  
(DVD folder **Setups\Windows\ARIS\_Server**).
10. Install ARIS on the active computer and use the default agent user credentials. You will change them in one of the following steps. This is to prevent unauthorized access to the system.
11. Select ARIS Connect/ARIS Design Server to be installed.
12. Select ARIS Aware. This will activate the **dashboarding** runnable and provide dashboards in ARIS Connect. If you do not select this option, the runnable will be installed but not activated.
13. Select the installation directory.
14. Only if you need to specify an external IP address for incoming requests enter the computer name or IP.
15. Change the ARIS Agent user credentials to prevent unauthorized access to your ARIS system.
16. If you change the credentials, you will be further on prompted to enter that password you've chosen whenever you start/stop the ARIS Server or access your ARIS installation using ARIS Cloud Controller.
17. If the ports **80** or **443** are already in use, specify the load balancer port numbers to be used. If you change the default port numbers users must add **:<this port number>** to the URL (see below).
18. Select the suitable system settings option. You need to take the RAM required and the number of users who will be accessing the ARIS Server into account. For a productive system it is recommended to select the **Medium** or **Large** option.  
The Demo scenario option is recommended for demonstration purposes (laptop) only.

19. To import the ARIS license file, click **Select file...** to navigate to the license zip file. Otherwise licenses must be imported after the installation.
20. Select **Oracle**.
21. Select the required JDBC driver for the Oracle database management system.
22. Enter the connection parameters used in the **envset.bat** file and exactly the values used by the Oracle server.

The values shown are the default values used in the **envset.bat** file and the default parameters used when setting up the Oracle server.

Enter exactly the values used by the Oracle server, e. g. **database name**. Use the **default** schema's name and the **master** schema's name that have been created earlier.

**Server**

Fully qualified name or IP address of the Oracle server.

**Port**

Specify the port number addressing the Oracle server instance running over TCP. The corresponding line in the **envset.bat** file is **SET TARGET\_PORT=1521**.

**Database/Service name**

Specify the Oracle SID or Oracle service name. The corresponding line in the **envset.bat** file is **SET TARGET\_SERVICE\_NAME=ARIS**.

**Application user**

Login user name that is used by the application. The corresponding line in the **envset.bat** file is **SET CIP\_APP\_USER=ARIS10**.

**Password**

The application user's password. The corresponding line in the **envset.bat** file is **SET CIP\_APP\_PWD=\*ARIS!1dm9n#**.

**Master schema**

Schema name for the **master** tenant and user name for that schema's owner. Enter exactly the name used when you have created the schema, e. g. **aris\_master** (see step **Create an empty schema for each tenant**).

**Default schema**

Schema name for the **default** tenant and user name for that schema's owner. Enter exactly the name used when you have created the schema, e. g. **aris\_default** (see step **Create an empty schema for each tenant**).

23. If you want to use an Oracle cluster you must change the connection URL as required:

**syntax:**

**jdbc:oracle:thin:@<ORACLE\_SERVER>:<ORACLE\_PORT>:<ORACLE\_SID>**. If you need to adapt the connection URL later, you can update the external service (page 51).



24. Enter the SMTP mail processing parameters of an existing account.

If you don't, ARIS will not send any notifications, due to the missing mailing functionality

But you can configure SMTP mail processing at any later point of time. Some parameters can also be managed using the ARIS Administration of this server. Please refer to the online help of ARIS Administration.

25. Activate **Use TLS/SSL encryption** to prevent password sniffing.
26. 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.

27. If you are about to use a proxy server, enter all proxy processing parameters. You can also enter them later, using the ARIS Administration of this server. In this case refer to the online help of ARIS Administration.

28. 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.

29. Start the installation process.

If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

30. Alternatively, you might want to modify the shortcut (**Start > All Programs > ARIS > Administration >...**). However, that bears the risk of a stolen password.

31. Click **Start > All Programs > ARIS > Administration > Start ARIS Server**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

The start process will take a while.


32. Click **Start > All Programs > ARIS > Administration > Start ARIS Cloud Controller**. If you have changed the ARIS Agent's default user credentials during this procedure, you will be prompted for that password you have chosen.

33. Enter **list** to check the status of the runnables.

34. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.

35. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.

36. The ARIS Administration's **Configuration > User management** tab opens.

37. Click  **Licenses** and check whether the licenses were properly imported during setup.

38. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.
39. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

40. Click **Logout**.
41. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

ARIS Connect is installed and running.

You can stop ARIS Server using the **Stop ARIS Server** link in the Windows start menu or enter **stopall** in the **ARIS Cloud Controller** (see **ARIS Cloud Controller (ACC) Command-line Tool**).

If you have created empty schemes for additional tenants, you must assign additional tenants (page 48) to these schemes after the ARIS Server setup is completed. The **default** tenant and the **master** tenant were assigned automatically.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.5 Installing ARIS Publisher Server as a demo system using the standard database

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

This setup will install **ARIS Agent** and **ARIS Publisher Server** for demonstration purposes only, for example, on a laptop. The standard setup installs ARIS Publisher Server and **Tomcat** Web Application Server in a single procedure.

The standard database **Derby** used by Apache Tomcat Web Application Server can only be used as demo version. It is only available for Microsoft Windows operating systems. This test system only allows a small number of users to access a Publisher export. Swim lane models cannot be exported using a **Derby** database.

### Prerequisites

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- If you would like to import the ARIS license file during the setup procedure, please make sure to have the zip file saved on this computer. Otherwise licenses must be imported after the installation.

### Procedure

1. Start the ARIS Publisher Server installation as an administrator (DVD folder **Setups\Windows\ARIS\_Publisher\_Server**).
2. Install ARIS Publisher Server on the active computer and use the default agent user credentials. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.
3. Select the installation directory.
4. To import the ARIS license file right now, click **Select file...** to navigate to the license zip file. Otherwise licenses must be imported after the installation.
5. Select the ARIS Publisher Server to be installed. A Report Server can only be installed on another machine. This is to optimize system performance when running reports.
6. If you retain the settings of the installation program, the context path and the default port **14500** to the web server are entered automatically. Either make sure that the default port is not used by other programs, or enter another free port number.
7. If you use Process Governance as part of your ARIS Server installation, specify the IP address or fully-qualified ARIS Server name. Enter the port number only if it is another than the standard port.

The **Process Governance** module and the **Start governance process** pop-up menu are only available in the Publisher exports if a Process Governance license is available for the connected ARIS Server and all Process Governance integration parameters have been entered during the ARIS Publisher Server setup process.

8. To use the user and license management of another ARIS Server, select **Use the ARIS Administration of an existing ARIS Server**.

Enter the URL to that ARIS Server ARIS Administration:

**http://<IP address or fully-qualified host name>:<load balancer port>/umc**

You must enter the port number only if you have changed or redirected the standard port **80**.

Enter the ARIS Administration user's name **superuser** and the corresponding password.

9. If you are about to manage documents using ARIS document storage of another ARIS Server, enter the required parameters. Only in this case ARIS document storage will be available if customized.
10. Select **Derby** as database system.
11. Start the installation process.
12. Configure the system, once after the installation process is completed. Settings entered during the setup process can be adjusted. Use the **reconfigure ACC** command (page 53) (see document **ARIS Cloud Controller (ACC) Command-Line Tool**) to change settings.
13. Click **Start > All Programs > ARIS > Start ARIS Publisher Server**.
14. After ARIS Publisher Server is running open your browser and enter:

**http://<IP address or fully-qualified host name>:<port number>/businesspublisher**

Example:

**http://arispublishersrv:14500/businesspublisher**

15. Start the ARIS Administration of the ARIS Server.
16. Log in as a license administrator.
17. Click the user name (top right).
18. Click **Administration**. The ARIS Administration opens.
19. Click **Licenses** and import the ARIS Publisher Server license file.

ARIS Publisher Server is accessible as a test system. It cannot be used as a productive system.

You can adjust (page 53) all parameters that have been entered during the setup process.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.6 Installing ARIS Publisher Server using a Microsoft SQL Server®

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

For a productive ARIS Publisher system you must select the **medium** or **large** installation option. For these installation options an external database system is required. The external database system is not included in the package. Depending on the ARIS Publisher Server license purchased, the system enables all users to simultaneously work on exports.

### Prerequisite

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- The file **create\_db.sql** (<installation media\Add-ons\DatabaseScripts\PublisherServer\mssql) is copied to a directory of your choice. This script can be modified according to your security guide lines.
- You have installed Microsoft SQL Server under **Microsoft Windows**. Microsoft SQL Server is not included in the package. If you install or configure a database yourself, always follow the instructions provided by the respective manufacturer, or contact your local Software AG sales organization.
- You have downloaded the latest version of the Microsoft SQL Server JDBC driver, for example, **JTDS.jar** or **sqljdbc4-4.0.2206.100.jar** from the Microsoft Download Center to a directory of your choice.
- To encrypt passwords use the ARIS Server Administrator command **encrypt**.
- If you would like to import the ARIS license file during the setup procedure, please make sure to have the zip file saved on this computer. Otherwise licenses must be imported after the installation.

### Procedure

1. Adjust the system as required to manage ARIS Publisher Server in combination with a Microsoft SQL Server database. For additional information about Microsoft SQL Server, visit <http://support.microsoft.com/kb/914277/en-us> (<http://support.microsoft.com/kb/914277/en-us>).
2. Open the Microsoft SQL Console.
3. Open the **Server properties** dialog.
4. On the **Security** tab, select the **SQL Server and Windows authentication mode** option (mixed mode).
5. Create a database using the **create\_db.sql** script.
6. Note the database name, user name, and password. You must enter these values later during the setup process.

7. Ensure that **Latin1\_General\_CI\_AI** sorting is selected for the **COLLATE** statement.  
The script creates the specified data groups. Note these values. You must enter the values later during the setup process.  
**ARISBPDATA**: contains all database objects  
**ARISBPINDEX**: contains all index data
8. Close the Microsoft SQL Console.
9. Start the ARIS Publisher Server installation as an administrator (DVD folder **Setups\Windows\ARIS\_Publisher\_Server**).
10. Install ARIS Publisher Server on the active computer and use the default agent user credentials. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.
11. Select the installation directory.
12. To import the ARIS license file right now, click **Select file...** to navigate to the license file. Otherwise licenses must be imported after the installation.
13. Select the ARIS Publisher Server to be installed. A Report Server can only be installed on another machine. This is to optimize system performance when running reports.
14. If you retain the settings of the installation program, the context path and the default port **14500** to the web server are entered automatically. Either make sure that the default port is not used by other programs, or enter another free port number.
15. If you use Process Governance specify the IP address or fully-qualified ARIS Server name. Enter the port number only if it is another than the standard port.  
The **Process Governance** module and the **Start governance process** pop-up menu are only available in the Publisher exports if a Process Governance license is available for the connected ARIS Server and all Process Governance integration parameters have been entered during the ARIS Publisher Server setup process.
16. To use the user and license management of another ARIS server, select **Use the ARIS Administration of an existing ARIS server**.  
Enter the URL to that ARIS Server ARIS Administration:  
**http://<IP address or fully-qualified host name>:<load balancer port>/umc**  
You must enter the port number only if you have changed or redirected the standard port.  
Enter the ARIS Administration user's name **superuser** and the corresponding password.
17. If you are about to manage documents using ARIS document storage of another ARIS Server, enter the required parameters. Only in this case ARIS document storage will be available if customized.
18. Select the **Medium** or **Large** installation option. You need to take the memory requirement into account to ensure optimum load distribution and better protection against failure.
19. Select the **Microsoft SQL Server** as database system.
20. Select the required JDBC driver for the Microsoft SQL database management system.

21. Enter the connection parameters used in the **create\_db.sql** file and exactly the values used by the **Microsoft SQL server**.

The values shown are the default values used in the **create\_db.sql** file and the default parameters used when setting up the Microsoft SQL server.

**Server**

Fully qualified name or IP address of the Microsoft SQL server.

**Port**

Port addressing the SQL server instance running over TCP. The default port number is **1433**.

**Instance name**

When setting up a Microsoft SQL server, the default instance name is **MSSQLSERVER**. If you use named instances, append a backslash and enter the used instance name instead.

**Database name**

Name of the database that was created by the **create\_db.sql** script. The default value is **ARISBP10**.

**Application user**

Login user name that is used by the application. The default value used in the from **create\_db.sql** file is **ARISBP10**.

**Password**

The application user's password. The default value used in the **create\_db.sql** file is **\*ARISBP!1dm95n#**.


**Data file group**

Name of the tablespace for table data that had been created earlier. The default value used in the **create\_db.sql** file is **ARISBPDATA**.

**Index file group**

Name of the tablespace for index data that had been created earlier. The default value used in the **create\_db.sql** file is **ARISBPINDEX**.

22. Start the installation process.
23. Configure the system (see **ARIS Publisher Specifics and IT Inventory Guide**), once after the installation process is completed. Settings entered during the setup process can be adjusted. Use the **reconfigure ACC** command (page 53) (see document **ARIS Cloud Controller (ACC) Command-Line Tool**) to change settings.
24. Click **Start > All Programs > ARIS > Start ARIS Publisher Server**.
25. After ARIS Publisher Server is running open your browser and enter:  
**http://<IP address or fully-qualified host name>:<port number>/businesspublisher**  
Example:  
**http://arispublishersrv:14500/businesspublisher**
26. Start the ARIS Administration of the ARIS Server.
27. Log in as a license administrator.
28. Click the user name (top right).

29. Click **Administration**. The ARIS Administration opens.
30. Click  **Licenses** and import the ARIS Publisher Server license file.
31. To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

After the installation, reports are run by ARIS Publisher Server. You can additionally install a Report Server on another machine to optimize system performance when running reports. To install ARIS Publisher Report Server, start the ARIS Publisher Server setup on another machine and install the ARIS Publisher Report Server. After you have installed ARIS Publisher Report Server, exports are managed by ARIS Publisher Server and reports are run by ARIS Publisher Report Server.

You may change the standard database connection parameters (page 52). You can adjust (page 53) all parameters that have been entered during the setup process.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).



### 1.1.7 Installing ARIS Publisher Server using an Oracle® database

This procedure describes the installation on the active computer. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.

For a productive ARIS Publisher system you must select the **medium** or **large** installation option. For these installation options an external database system is required. The Oracle database management system is not included in the package. If you have not yet installed the Oracle database management system, please follow the instructions in the Oracle installation program, as well as the documentation provided by the manufacturer.

Depending on the ARIS Publisher Server license purchased, the system enables all users to simultaneously work on exports.

### Prerequisite

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- We recommend two separate Oracle database instances for ARIS Server and ARIS Publisher. This keeps the two systems from competing for resources, and you achieve better performance and higher availability.
- While creating the database instance used by ARIS Publisher, write down all defined connection parameters, for example, the database name, the tablespace names, the user name, and password. You must enter these values later during the setup process.
- Use of the database character set **AL32UTF8** is mandatory.
- We recommend a block size of **8K**.
- **query\_rewrite\_enabled=true**
- **query\_rewrite\_integrity=trusted**
- Two tablespaces, for example, **ARISBPDATA** (for table data) and **ARISBPINDEX** (for index data) have been created.

We recommend setting the tablespaces for automatic, unlimited growth. Otherwise, you run the risk of completely exhausting the memory in the tablespaces, which may cause important functions of ARIS Server and ARIS Publisher to fail. If the option for automatic growth is not set, regular monitoring (example: weekly) of the Oracle instance is required to ensure that the tablespaces are manually increased on time.

- We recommend turning off the Oracle recycle bin because large quantities of tables accumulate there when exports are deleted.
- An Oracle user has been created using the **Create\_user.bat** and **bpadduser.sql** scripts (<installation media\Add-ons\DatabaseScripts\PublisherServer\oracle). The **ORACLE\_SID** and the **Oracle system user's password** must have been adapted in the **Create\_user.bat** file. Prompted during script execution, the name of the Oracle user as well as the password is arbitrary.
- If you would like to import the ARIS license file during the setup procedure, make sure to have the file saved on this computer. Otherwise licenses must be imported after the installation.

## Procedure

1. Start the ARIS Publisher Server installation as an administrator (DVD folder **Setups\Windows\ARIS\_Publisher\_Server**).
2. Install the ARIS Publisher Server on the active computer and use the default agent user's credentials. To perform remote installations (page 43) on Microsoft Windows machines, first run the ARIS Agent setup on the remote computers.
3. Select the installation directory.
4. To import the ARIS license file right now, click **Select file...** to navigate to the license zip file. Otherwise licenses must be imported after the installation.
5. Select the ARIS Publisher Server to be installed. A Report Server can only be installed on another machine. This is to optimize system performance when running reports.
6. If you retain the settings of the installation program, the context path and the default port **14500** to the web server are entered automatically. Either make sure that the default port is not used by other programs, or enter another free port number.
7. If you use Process Governance please specify the IP address or fully-qualified ARIS Server name. Enter the port number only if it is another than the standard port.

The **Process Governance** module and the **Start governance process** pop-up menu are only available in the Publisher exports if a Process Governance license is available for the connected ARIS Server and all Process Governance integration parameters have been entered during the ARIS Publisher Server setup process.

8. To use the user and license management of another ARIS Server, select **Use the ARIS Administration of an existing ARIS Server**.

Enter the URL to that ARIS Server ARIS Administration:

**http://<IP address or fully-qualified host name>:<load balancer port>/umc**

You must enter the port number only if you have changed or redirected the standard port.

Enter the ARIS Administration user name **superuser** and the corresponding password.

9. If you are about to manage documents using ARIS document storage of another ARIS Server, enter the required parameters. Only in this case ARIS document storage will be available if customized.
10. Select the **Medium** or **Large** installation option. You need to take the memory requirement into account to ensure optimum load distribution and better protection against failure.
11. Select **Oracle** as database system.
12. Select the required JDBC driver for the Oracle database management system.

13. Enter the connection parameters you have defined while creating the Oracle database.

**Server**

Fully qualified name or IP address of the Oracle system.

**Port**

Port addressing the Oracle server instance running over TCP. The default port number is

**1521.**

**Database instance name**

Oracle SID or Oracle service name.

**Application user**

Login user name that is used by the application. This is the name of the Oracle user created by the **Create\_user.bat** and **bpadduser.sql** scripts.

**Password**

The application user password.

**Data tablespace name**

Name of the tablespace for table data that had been created earlier. The default value is

**ARISBPDATA.**

**Index tablespace name**

Name of the tablespace for index data that had been created earlier. The default value is

**ARISBPINDEX.**

14. Start the installation process.
15. Configure the system, once after the installation process is completed. You may change the standard database connection parameters (page 52). You can adjust (page 53) all parameters that have been entered during the setup process.
16. Click **Start > All Programs > ARIS > Start ARIS Publisher Server.**
17. After ARIS Publisher Server is running open your browser and enter:

**http://<IP address or fully-qualified host name>:<port number>/businesspublisher**

Example:

**http://arispublishersrv:14500/businesspublisher**

18. Start the ARIS Administration of the ARIS Server and import the ARIS Publisher Server license file.
19. To prevent unauthorized actions, the administrator must take care that the passwords have been changed.

After the installation, reports are run by ARIS Publisher Server. You can additionally install a Report Server to optimize system performance when running reports. To install ARIS Publisher Report Server, start this setup again and select the ARIS Publisher Report Server to be installed. After you have installed ARIS Publisher Report Server, exports are managed by ARIS Publisher Server and reports are run by ARIS Publisher Report Server.

You may change the standard database connection parameters (page 52). You can adjust (page 53) all parameters that have been entered during the setup process. For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for

SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).


Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.8 ARIS remote installations

Before installing servers remotely on a Windows operating system you must install the ARIS Agent on your remote servers.

### Procedure

1. Start the ARIS Agent setup on the server that will be used for remote installation from the DVD folder **Setups\Windows\ARIS\_Agent**. This will install ARIS Cloud Controller (ACC) on that machine.
2. Select the installation directory and start the installation process. After the process is completed, any ARIS server can be installed remotely.
3. Start the server installation from any Windows system (page 3).
4. Select the **Perform installation on a remote computer** option and enter the name of the remote server.
5. If you have changed the remote access credentials you must enter the new credentials using the **Enter changed credentials** option.
6. Once after the installation process is completed configure the system.
7. Start the ARIS Server (**Start > All Programs > ARIS > Administration > <start link of the installed server>**). If you have changed the ARIS Agent default user credentials during this procedure, you will be prompted for that password you have chosen.  
The start process will take a while.
8. Click **Start > All Programs > ARIS > Administration > ARIS Cloud Controller**. If you have changed the ARIS Agent default user credentials during this procedure, you will be prompted for that password you have chosen.
9. Enter **list** to check the status of the runnables.
10. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.
11. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.
12. The ARIS Administration's **Configuration > User management** tab opens.
13. Click  **Licenses** and check whether the licenses were properly imported during setup.
14. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.

15. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

16. Click **Logout**.
17. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

The server is installed and running.

To stop the server, start ARIS Cloud Controller and enter **stopall**. For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## 1.1.9 Silent ARIS Connect/ARIS Design Server installation

You can install setups provided on ARIS DVD by automated software distribution, except the ARIS Agent. The silent setup will install the components as specified in the **silent.properties** file.

### Prerequisite

- Make sure that the hard and software requirements are met (see: **ARIS System Requirements.pdf**).
- You have access to the ARIS installation DVD.
- If you are going to use an external database management system, make sure that the operating Oracle database management system (page 25) or the Microsoft SQL Server database (page 10) is running and configured as required.
- You have access to the appropriate license files.

### Procedure

1. If you do not use the DVD for installation, copy the following directories from DVD (ARIS DVD\Setups\Windows) to the computer where ARIS Server will be installed:
  - **ARIS\_Server**
  - **Setup\_Data**
2. Open the **silent.properties** file and adjust the settings as required. Follow the instructions in this file.
3. Open a command line and run the ARIS Agent setup. To install ARIS Agent, enter:
 


```
package\ARIS Agent.exe" addon /s/z "TARGETDIR=%INSTDIR%"
```
4. To run the setup using the **silent** parameter including ARIS Agent, enter:
 

```
setup.exe silent
```

In this case the install shield progress bar will be displayed. If you enter:

```
setup silent -s
```

No dialog is shown.

The setup starts. The product will be installed as defined within the **silent.properties** file. You can start ARIS Server using the **StartARIS Server** link in the Windows start menu or enter **startall** in the **ARIS Cloud Controller**. You can adjust (page 53) all parameters that have been entered during the setup process (see **ARIS Cloud Controller (ACC) Command-line Tool**).
5. After the ARIS Server is running open your browser and enter **localhost** or **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/adminSettings**. You must enter the port number only if you have changed or redirected the standard port. The login dialog opens.
6. Enter the user name **superuser** and the password **superuser**. This user only has access to the server's ARIS Administration.
7. The ARIS Administration's **Configuration > User management** tab opens.
8. Click  **Licenses** and check whether the licenses were properly imported during setup.



9. Create users and user groups and assign privileges and licenses for the **default** tenant. If you have created additional tenants, users and licenses must be managed for each additional tenant.
10. Create additional system users and superusers holding all required administrator permissions. This will allow access to the ARIS system in case of password loss.

To prevent unauthorized access to the ARIS system, after installation or data migration, always change the passwords of the **arisservice** user, the **guest** user, the **system** user and the **superuser** user on all operational tenants, as well as on the infrastructure tenant (master). It is mandatory to provide administrator permissions to different users and/or make sure to not lose the superuser's password. Otherwise the system will not allow administrator access. If you did not change the **ARIS Agent** user's credentials during the setup process, please at least change the **ARIS Agent** user's password manually.

11. Click **Logout**.
12. Send the URL **http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home** to all users.

For some functionalities and extension packs, for example, ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided. Refer to the documents **ARIS Publisher Specifics and IT Inventory** and **ARIS - Process-driven Management for SAP** (see \documents\4 Administration\41 Basic).

Dashboards must be made available as well. Examples can be provided using the **United Motor Group** database (see **ARIS Aware - Configuration Guide**; ARIS Architect and ARIS Connect online help: ARIS Aware). You can also change settings entered during the setup process using the administration tools.

To obtain information on system requirements and required settings please refer to the related documents in the **Administration** folder on DVD. Documents can be installed locally (see **ARIS Client Installation Guide**), downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or downloaded from the ARIS Download Center ([aris.softwareag.com](http://aris.softwareag.com)).

## **1.1.10 Configure database connection**

This chapter provides information on configuring ARIS Server in order to use an external database management system.

## 1.1.10.1 Configure the database connection for additional schemes

### ASSIGN TENANT TO DATABASE SCHEMA

During the setup process you have created an empty Oracle or Microsoft SQL schema for an additional tenant (see ARIS Server Installation Guide). Additionally created tenants must be assigned to the database schema.

1. Start ARIS Cloud Controller (ACC).

Discover the database service ID (<dbserviceID>):

#### **list external services**

assign tenant <tenant name> to service <dbserviceID> com.aris.cip.db.schema = <schema name>

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, for example, in Chinese, Cyrillic or Arabic cannot be used.

2. Create the new tenant:

**create tenant <tenant name>**

The new tenant is available on ARIS Server.

## ADDITIONAL SETTINGS

To enable **validationQuery** for external DB connections (Oracle & Microsoft SQL) please use the correct validation query for the DBMS.

**For Oracle use:**

validationQuery="select 1 from dual" and testOnBorrow=true

**For Microsoft SQL use:**

validationQuery="select 1" and testOnBorrow=true

During registration of external service add parameters, for example, for Oracle:

```
register external service db
url="jdbc:oracle:thin:@<target_host>:<target_port>:<oracle_sid>"
driverClassName="oracle.jdbc.OracleDriver"
username="<cip_app_user>"
password="<cip_app_pwd>"
maxIdle=15
maxActive=100
maxWait=10000
removeAbandoned=false
removeAbandonedTimeout=600
logAbandoned=true
defaultAutoCommit=false
rollbackOnReturn=true
host=<target_host>
port=<target_port>
jmxEnabled=true
validationQuery="select 1 from dual"
testOnBorrow="true"
```

After the external service was already registered, for example, for Oracle:

```
update external service <dbserviceID>
url="jdbc:oracle:thin:@<target_host>:<target_port>:<oracle_sid>"
driverClassName="oracle.jdbc.OracleDriver"
username="<cip_app_user>"
password="<cip_app_pwd>"
maxIdle=15
maxActive=100
maxWait=10000
removeAbandoned=false
removeAbandonedTimeout=600
logAbandoned=true
defaultAutoCommit=false
rollbackOnReturn=true
host=<target_host>
jmxEnabled=true
validationQuery="select 1 from dual"
testOnBorrow="true"
```

## ENABLE VALIDATIONQUERY FOR EXTERNAL POSTGRESQL CONNECTION

1. stopall
2. reconfigure <postgres\_runnable> dbsp.validationQuery="select 1"  
dbsp.testOnBorrow=true
3. startall

The database connection is configured.

## 1.1.10.2 Update external service (database clusters)

If you have performed an installation using an Oracle or Microsoft SQL database cluster you need to reconfigure the external service after the installation process.

This procedure shows an example for an Oracle database.

### Procedure

1. Start ARIS Cloud Controller (ACC).
2. To connect to an Oracle cluster using a JDBC URL you may use this example:

```
update external service <dbserviceID>  
url="jdbc:oracle:thin:@(DESCRIPTION=ADDRESS_LIST=(ADDRESS=(PROTOCOL  
=TCP) (HOST=<virtual-ip-oracle-cluster>)(PORT = <target  
port>)))(CONNECT_DATA=(SERVICE_NAME=cluster-database-name))"  
driverClassName="oracle.jdbc.OracleDriver" username="<cip_app_user>"  
password="<new_cip_app_pwd>" maxIdle=15 maxActive=100 maxWait=10000  
removeAbandoned=false removeAbandonedTimeout=600 logAbandoned=true  
defaultAutoCommit=false rollbackOnReturn=true host=<target_host>  
jmxEnabled=true validationQuery="select 1 from dual" testOnBorrow=true
```

ARIS Server can be started using the Oracle cluster.

### 1.1.10.3 Change database connection parameters (ARIS Publisher)

After the installation of ARIS Publisher Server you might adjust the current database connection parameters stored in the **context.xml** file (<ARIS installation path>...\server\bin\work\work\_businesspublisher\_<size>\base\webapps\businesspublisher\META-INF). Do not modify this XML file. Use the **reconfigure ACC** command (page 53) (see document **ARIS Cloud Controller (ACC) Command-Line Tool**) to change settings. When performing an update setup all modifications made manually in CFG or XML files will be lost. This example shows the affected parameters when using an Oracle system with a ARIS Publisher Server installation for a medium number of users.

#### Example

The following values will be changed within the **businesspublisher\_m** runnable:

- <DBMS-Hostname>=**ora-server.domain.tld**
- <TCPIP PORT>=**1521**
- <SERVICE-NAME>=**ARIS**
- <DBMS-USERNAME>=**ARISBP**
- <DBMS-PASSWORD>=**ARISBP**
- <DATA-TABLESPACE>=**ARISBPDATA**
- <INDEX-TABLESPACE>=**ARISBPINDEX**

To change the settings in the server configuration follow this procedure:

1. Start ARIS Cloud Controller (ACC) on your ARIS Publisher Server.
2. To stop all runnables, enter:

**stop all**

3. Reconfigure the **businesspublisher** runnable, enter:

```
bp.ado.database="com.sag.aris.businesspublisher.application.dao.database.AOracleDAO"
```

```
bp.db.driver="oracle.jdbc.OracleDriver"
```

```
bp.db.url="jdbc:oracle:thin:@//oracle-srv.domain.tld:1521:oracle_sid"
```

```
bp.db.validation.query="select 1 from dual"
```

```
bp.db.username="ARISBP"
```

```
bp.db.passwd="ARISBP"
```

```
bp.arisbpdata="ARISBPDATA"
```

```
bp.arisbpindex="ARISBPINDEX"
```

For execution you must enter a single-line command.

4. Start all runnables, enter:

**start all**

The properties are changed.

### 1.1.10.4 Reconfigure ARIS Publisher settings

Settings entered during the setup process can be adjusted. Use the **reconfigure** ACC command (page 53) (see document **ARIS Cloud Controller (ACC) Command-Line Tool**) to change settings. When performing an update setup all modifications made manually in CFG or XML files will be lost.

In this example the Oracle connection parameters of ARIS Publisher Server will be modified and the user management of another ARIS Server will be used. Also, the connection parameters to Process Governance can be adjusted.

#### Procedure

1. Start ARIS Cloud Controller on your ARIS Publisher Server.
2. Reconfigure **businesspublisher\_<s,m or l>** and force that runnable to use the ARIS Administration of your ARIS Server installation.

Ensure that all values used in the **reconfigure** command, e. g. for the keys **username** or **password** actually match to the values used in the <ARIS installation path>\server\bin\work\work\_businesspublisher\_<s, m or l>\base\webapps\businesspublisher\config\**webappserver.cfg** file and the **umconfig.cfg** file. If typing errors happened during the setup process the affected values must be adjusted.

For a better overview the parameters of the reconfigure command are shown with line-wraps. For execution you must enter a single-line command.

#### **#Database connection parameters (in this example an Oracle database system is used)**

```
bp.ado.database="com.sag.aris.businesspublisher.application.dao.database.AOracleDAO"
bp.db.driver="oracle.jdbc.OracleDriver"
bp.db.url="jdbc:oracle:thin:@//oracle-srv.domain.tld:1521:oracle_sid"
bp.db.validation.query="select 1 from dual"
bp.db.username="ARISBP"
bp.db.passwd="ARISBP"
bp.arisbpdata="ARISBPDATA"
bp.arisbpindex="ARISBPINDEX"
```

#### **#ARIS Administration connection parameters**

```
bp.login.module="UMCLogin"
```

"**UMCLogin**" can be found in the **webappserver.cfg** file. This parameter value switches the ARIS Publisher Server's user management to the User Management of the defined ARIS Server ARIS Administration.

```
bp.umc.server.url="http://<aris-design-or-connect-srv>.domain.tld:<port number>/umc"
```



This URL can be found in the **umconfig.cfg file**. It directs to the user management of the ARIS Server ARIS Administration. Please enter the port number that has been used during the setup process. The **default** port number is 80 (Windows operating systems) or 1080 (Linux operating systems).

```
bp.umc.admin.login="superuser"
```

```
bp.umc.admin.passwd="<superuser's password>"
```

The ARIS Administration user's user name and password can be found in the **umconfig.cfg file**. By default the **superuser** user has access to the user management and holds all required permissions.

#### # APG

```
bp.age.host="<aris-design-or-connect-srv>.domain.tld"
```

```
bp.age.port=80
```

3. For execution enter a single-line command. For a better overview the parameters of the reconfigure command are shown with line-wraps, for example:

```
reconfigure businesspublisher_<s,m or l>
```

```
bp.ado.database="com.idsscheer.aris.businesspublisher.application.dao.database.AOracle  
DAO"
```

```
bp.db.driver="oracle.jdbc.OracleDriver"
```

```
bp.db.url="jdbc:oracle:thin:@//oracle-srv.domain.tld:1521:oracle_sid"
```

```
bp.db.validation.query="select 1 from dual"
```

```
bp.db.username="ARISBP"
```

```
bp.db.passwd="ARISBP"
```

```
bp.arisbpdata="ARISBPDATA"
```

```
bp.arisbpindex="ARISBPINDEX"
```

```
bp.login.module="UMCLogin"
```

```
bp.umc.server.url="http://<aris-design-srv>.domain.tld:<port number>/umc"
```

```
bp.umc.admin.login="superuser"
```

```
bp.umc.admin.passwd="<superuser's password>"
```

```
bp.age.host="<aris-design-srv>.domain.tld"
```

```
bp.age.port=80
```

This **businesspublisher\_<s, m or l>** runnable is reconfigured. Publisher users are authenticated via ARIS Administration and ARIS document storage will be available if it has been connected to the ARIS Publisher Server.

These modifications will not be affected by update setups. When performing an update setup all modifications made manually in CFG or XML files will be lost.

## 2 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, e.g., if custom reports are integrated.

ARIS document storage was tested with 40.000 documents. We recommend monitoring the number and overall size of stored documents and archiving some documents if needed.