



ARIS Server **UPDATE INSTALLATION GUIDE**

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.

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1 Update installation

The update installation setup is available for ARIS 10 servers that have been installed by a setup program. So each ARIS server is installed on one machine (single-node installation).

Locally installed ARIS Clients can be updated as described in the ARIS Client Installation Guide.

The ARIS Risk & Compliance Manager server update procedure is described in the ARIS Risk & Compliance Manager Installation Guide.

On Linux systems you must first update ARIS Cloud Controller (ACC) and ARIS Agent. Then perform an update setup (page 8).

The **default** tenant will be updated and migrated automatically. All other tenant's system databases must be updated manually (page 8) to get the most current script and method update.

To update customized installations, for example, multi-node systems, when an ARIS installations spans across several computers, please contact your local Software AG sales organization.

When you update or uninstall ARIS by an ARIS setup, the current installation will automatically be backed up. This process takes additional time and requires additional disk space while the setup is running. Make sure that the size of the free disk space is at least 15 GB larger than the folder size of the working directories <ARIS installation path>\server\bin\work (Windows®) or /home/ARIS10/cloudagent/work (Linux). The update will fail if there is insufficient free disk space. If the update process fails, all ARIS components will be rolled back automatically.

If you use an external database management system backup these systems before running an update setup. In case of a failed update you will be able to restore the external database systems, too.

Before updating backup all tenant's data (page 3) (see: **ARIS Cloud Controller Command-Line Tool.pdf**) and read the **ARIS Release Notes.pdf** for last-minute information which couldn't be included in this document anymore. 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).

Restrictions

- In the highly unlikely event of running reports during an update, the system database might fail to be updated. Make sure to lock scheduled reports before starting the update.
- Use the **reconfigure** ACC command (see document **ARIS Cloud Controller (ACC) Command-Line Tool**) to change settings.

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

Save modified configuration files locally and document your modifications. After an update installation you can easily compare your saved file and copy the modified line into the updated configuration file.

- Deconfigure all manually added runnables.
If runnables were added manually, you will not be able to update this installation with an update setup. As the setup will recognize that the installation has been tampered with. You can either update the installation manually (see **ARIS Update Cookbook**) or you can remove the added runnables with the ACC **deconfigure** command (see ACC help), then run the update setup and add and configure the runnables again.
- Make sure that no file in the installation directory is locked. Therefore, close all Command Prompts pointing into the ARIS installation folder.
- Make sure to exit ACC before running the update setup.
- If the ARIS help link does not work anymore (404 error) after the update of a custom configuration, it can easily be fixed by modifying the **useraction_default.xml** file (<ARIS installation directory>\server\bin\work\work_copernicus_<s, m or l>\base\webapps\ROOT\WEB-INF\config\<customization>\instances\UserAction\). In the help url e.g.:
/static/help/{locale}/handling/ca/index.htm#52910.htm
The **connect** directory is missing. Please add this folder, e.g.:
/static/help/{locale}/handling/**connect**/ca/index.htm#52910.htm.

1.1 Backup and restore data

Before you perform an update installation (page 1), please make sure to save all tenant's important data before starting the setup process. Administrators can save tenant data in different ways.

- Using the Tenant Management tool is a way to backup and restore the infrastructure tenant (master) as well as all productive tenants.
- Using the ACC command **backup tenant** will save all important data of a specific tenant at once. Tenants can be restored using the **restore tenant** command.

If you use an external database management system please backup these systems before running an update setup. If the update process fails all ARIS runnables will be restored automatically. In case of a failed update you will be able to restore the ARIS content managed from the external database systems, too. It is recommended to make a backup of your ARIS related relational database management system.

You can also save data individually:

DATABASE

In ARIS Architect on the **Administration** tab, using the  **Backup** functionality.

On the command line tool ARIS Server Administrator, using the **backup** or **backupasn** commands.

In ARIS Server Administrator, use the **backupsystemdb** command to backup filters, method, configuration, queries, report scripts, macros and semantic checks. Alternatively, you can back up the data mentioned before individually as follows.

FILTER

In ARIS Architect on the 'Administration' tab, using the function  **Export**.

METHOD, CONFIGURATION, AND QUERIES


In ARIS Server Administrator, using the **backupsystemdb** command.

REPORT SCRIPTS, MACROS AND SEMANTIC CHECKS

In ARIS Architect on the **Administration** tab with the function **Export** in the pop-up menu for a script (individual backup). If you have adapted standard scripts and standard files instead of copies the individual backup is mandatory. All standard scripts and standard files will be overwritten by an updated. Modifications will be lost.

In ARIS Server Administrator, using the **backupsystemdb** command.


QUERIES AND AD HOC ANALYSES

In ARIS Architect on the **Administration** tab with the  **Back up analysis data** function .

When you perform an update installation, add languages, or uninstall a component, the relevant files and directories are backed up automatically. A selection of files is listed here to provide examples for server installations:

- <ARIS installation directory>\server\backup
- <ARIS installation directory>\server\data (saved databases after uninstallation)
- <ARIS installation directory>\server\sysconfig
- <ARIS installation directory>\server\templates

PORTAL MODIFICATION SETS

You can back up the configurations that you configured via the graphical user interface in ARIS Administration on the **Configuration** tab with the  **Backup** function (Portal > Manage views).

1.2 Update ARIS Connect/ARIS Design Server

To update the installed version run the most recent ARIS Server installation program.

When you update or uninstall ARIS by an ARIS setup, the current installation will automatically be backed up. This process takes additional time and requires additional disk space while the setup is running. Make sure that the size of the free disk space is at least 15 GB larger than the folder size of the working directories <ARIS installation path>\server\bin\work (Windows®) or /home/ARIS10/cloudagent/work (Linux). The update will fail if there is insufficient free disk space. If the update process fails, all ARIS components will be rolled back automatically.

Restrictions

- If you use an external database management system backup these systems before running an update setup. In case of a failed update you will be able to restore the external database systems, too.
- If you update ARIS make sure to exit ACC before running the update setup.
- During the update, you will in general need the following credentials:
Username/password of the ARIS Agent (default values are **Clous/g3h31m**)
The password of the **superuser** user (default: **superuser**), or alternatively, the password of a user with all functional privileges for each tenant.

Procedure

1. Back up all tenant's data (page 3).

Process Governance backup archives greater than 2 GB might lead to insufficient TEMP space issue when restoring them into ARIS with Oracle back end. For such large backups, extend the temp tablespace size before restoring operation executed.

2. Make sure to have all runnables activated (page 6).
3. Exit ACC.
4. Start the update setup as the same administrator that has installed ARIS.
5. Enter the agent user's credentials. The update process starts. The **default** tenant's system database is updated automatically.
6. When the setup is completed update the system databases for all additional tenants (page 8).
7. For the use of Tenant Management user interface all operational tenants must be configured. Make sure to enter **superuser** in the **Impersonation target users** field again.

ARIS is up to date.

Make sure to update locally installed clients, too.

If the update process has failed all ARIS runnables will be restored automatically. Please restore your external database system using the backup.

1.2.1 Activate runnable

You can activate runnables that have been deactivated. This is required before starting an update setup.

Procedure

1. Start ARIS Cloud Controller.
2. To activate the runnable enter, for example:

activate simulation_m

The **simulation** runnable can be started again.

1.2.2 Update additional tenants

When you update (page 1) the ARIS Server using the update setup, the **default** tenant's system database is updated automatically. For all additional tenants you must update the system databases with the provided database manually. If you do not update system databases, all updates, for example, concerning scripts, filters and templates will not be available.

Prerequisites

- **ARIS Server Administrator** is installed (see **ARIS Server Administrator Command-line Tool**)
- You know the credentials of the superuser, or you have the Server administrator function privilege.
- You have access to the most recent system database (<installation DVD>/Content/SystemDB/<ADB file>)
- You have backed up all data that will be overwritten during the update (page 3).

Procedure

1. Click **Start > Programs > ARIS > Administration > ARIS Server Administrator 10.0** if you accepted the program group suggested by the installation program. Under a Linux operating system, execute the **arisadm.sh** shell script instead. The command prompt opens and ARIS Server Administrator is launched in interactive mode.
2. Establish a connection to the server and tenant:
syntax: **server <server name>:<port number> <tenant> <user name> <password>**
Example: **server arissrv:1080 default system manager**
3. Enter **updatesystemdb <name of ADB file on DVD>**.

The system configuration of this tenant, managing, for example, report scripts, scheduled reports, macros, semantic checks, filters, and templates, will be updated. User defined changes made in the configuration will remain.

1.3 Update ARIS Publisher Server

To update the installed version run the current ARIS installation program.

Procedure

1. Save modified configuration files locally, if you have customized your ARIS Publisher Server manually by modifying **XML** and **CFG** files. These modifications will be lost after the update. When you update ARIS Publisher Server by an ARIS setup, the current installation will automatically be backed up.
2. Make sure to have all runnables activated (page 6).
3. Start the **setup.exe** as the same administrator that has installed this ARIS Publisher Server. The runnables will be stopped. After the system has been updated all runnables will be started automatically.
4. If you have customized your system in a way that these modifications have been lost after the update please compare the affected **CFG** and **XML** files and copy the modified lines into the updated files.

After you have updated the ARIS Publisher Server you must import the ARIS Publisher Server license again. The user authentication must be handled by the administration.

You may change the standard database connection parameters. You can adjust all parameters that have been entered during the setup process. For some functionalities and extension packs, e.g. ARIS Publisher/IT Inventory or Process-Driven Management for SAP® Solutions you must customize ARIS depending on the functionality to be provided.

To obtain information on additional settings required please refer to the related documents in the **Administration** folder on DVD. Documents can also be downloaded from Empower (<https://empower.softwareag.com/>), where a login is required, or from the ARIS Download Center (aris.softwareag.com).

1.4 Update Linux installation

To update one ARIS version to the next you must update ARIS Cloud Controller (ACC) and the ARIS Agent. After ACC and ARIS Agent are up to date, you must run the update setup remotely from a Windows machine.

Prerequisites

Make sure to copy the new installer packages from ARIS DVD 2 (Linux) to the Linux system's hard drive that fit to your system:

ARIS Cloud Controller (ACC)

aris10-acc-<version>-1.x86_64.rpm

ARIS Agent

Red Hat: aris10-cloud-agent-<version>.x86_64.rpm

SUSE: aris10-cloud-agent-SLES<version>.x86_64.rpm

Optionally copy aris10adm-<number>-1.x86_64 and aris10-scriptrunner-<number>-1.x86_64

Procedure

1. Start ARIS Cloud Controller (ACC).
2. Make sure to have all runnables activated (page 6).
3. Stop all runnables (stopall).
4. To update ACC, run the command:

```
rpm -Uvh aris10-acc-<version>-1.x86_64.rpm
```

5. When ACC is updated, run the commands depending on the Linux operating system.

- a. Using **Red Hat**, run:

```
rpm -Uvh aris10-cloud-agent-<version>.x86_64.rpm
```

- b. Using **SUSE**, run:

```
rpm -Uvh aris10-cloud-agent-SLES<version>.x86_64.rpm
```

Due to changed paths warnings are logged. These warnings can be ignored, for example:

```
Cleaning up / removing...
2:aris10-cloud-agent-10.0.1.1168090warning: file /home/ARIS10/support.xml:
remove failed: No such file or directory
warning: file /home/ARIS10/jre/plugin/desktop/sun_java.png: remove failed: No
such file or directory
...
```

6. Remove the package **apr-<version>**, enter, for example:

```
rpm -e apr-1.4.8-3.el7.x86_64
```

7. Start ARIS Agent, enter:

```
service ArisCloudagent10 start
```

8. Start all runnables (startall).
9. Start the update setup remotely from a Windows machine. Start the update setup (using Oracle or the standard database system) as the same administrator that has installed ARIS.

10. Select the **Perform installation on a remote computer** option and enter the name of the remote server.
11. If you have changed the remote access credentials you must enter the new credentials using the **Enter changed credentials** option. Once after the installation process is completed configure the system (see: **ARIS Cloud Controller (ACC).pdf**) Once after the installation process is completed configure the system.
12. For the use of Tenant Management user interface all operational tenants must be configured. Make sure to enter **superuser** in the **Impersonation target users** field again.

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.