



**ARIS**

# DOWNLOAD CLIENT CONFIGURATION

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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 Download Clients

Users do not need a local ARIS Client installation (see **ARIS Client Installation Guide**). If ARIS Server is installed, all authorized users can start ARIS Download Client within their browsers instead.

All necessary files are downloaded from the ARIS Server to a local directory. This process requires a locally installed JRE. Settings from the ARIS Server configuration file are passed to the download client's configuration while starting the ARIS Download Client. The target directory and several settings can be configured (page 7) by an administrator.

By default a Java applet, is used to start this process. If browsers are blocking Java applets due to security reasons, ARIS Download Client can neither be downloaded nor started from a browser. In this case use the ARIS downloader to start ARIS Download Client.

The ARIS downloader manages the download process the same way the Java applet does. It checks whether the ARIS download client already exists and still matches the client available on this server. If needed, it downloads a new version of the ARIS Download Client, and then starts ARIS.

For both, the Java applet and the ARIS downloader **JAR** file a local Java Runtime Environment (JRE) is mandatory. A different JRE can be used for the download clients (page 17) themselves.

If browsers block Java applets, there are several ways to start download clients via the ARIS downloader:

- **Start ARIS download clients manually** (page 6)

Depending on the browser in use, ARIS users must add a parameter to the URL of the server's download page. There's no need to modify the ARIS Server configuration.

- **Start ARIS download clients automatically** (page 5)

In this case the administrator must modify the ARIS Server configuration manually:

- **Use ARIS downloader for all tenants of that server** (page 3)

If you are managing a lot of tenants, you can change the settings for all tenants at once. If you run an update setup, you have to change the settings again.

- **Use ARIS downloader for one tenant only** (page 2)

If you only use a few tenants, you can change the settings for each tenant, one after the other. Even after an update, these changes are persistent.

## 1.1 Configure the Use of ARIS downloader for one Tenant only

By default the use of a Java applet is configured for starting ARIS download clients. If your browser blocks Java applets, there are several ways (page 1) to start download clients using the ARIS downloader. This procedure shows how to configure this for one tenant of an ARIS server. In this case the settings will be permanent, and there's no need for users to modify the URL (page 6).

### Prerequisite

You have access to ARIS Server Administrator.

### Procedure

1. Start the command line tool **ARIS Server Administrator**.
2. Enter the login credentials and change the setting for one tenant. Enter:  
**set abs.downloadclient.useJARASDownloadClientLauncher true**
3. Exit ARIS Server Administrator. The setting is saved in the system database. This means, that this setting will outlast a program update. If you have configured the setting for all tenants (page 3), the value in the **defaultServerSettings.cfg** file will be overruled.

The ARIS downloader will be used instead of the java applet.

## 1.2 Configure the Use of ARIS Downloader for all Tenants

By default the use of a Java applet is configured for starting ARIS Download Clients. If browsers block Java applets, there are several ways (page 1) to start download clients using the ARIS downloader. This procedure shows how to configure this for all tenants of an ARIS Server. In this case there's no need for users to modify the URL (page 6).

### Warning

If you change settings in the **defaultServerSettings.cfg** file, the settings will be lost after an update setup.

### Prerequisite

You have write access to the ARIS installation directory.

### Procedure

1. Open the **defaultServerSettings.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<size>\base\webapps\abs\<config set>).
2. Set the option **abs.downloadclient.useJARASDownloadClientLauncher** to true:  
**abs.downloadclient.useJARASDownloadClientLauncher=true**  
The download page of ARIS Download Client will provide the ARIS downloader, a JAR file. If the option is false (default value), ARIS Download Client is provided as Java applet.
3. Save the changes. If you reset the settings via ARIS Server Administrator (page 2), after you have manipulated the **defaultServerSettings.cfg** file, these changes will overrule the settings in the **defaultServerSettings.cfg** file.

When performing an update setup all modifications made manually in CFG or XML files 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.

4. Restart the server.

The ARIS downloader will be used instead of the java applet.

## 1.3 Start ARIS Download Client (Java applet)

If ARIS Server is installed, all authorized users can start ARIS Download Client within their browsers.

### Prerequisite

- A Java Runtime Environment is installed on the user's computer.
- Users need ARIS Architect or ARIS Designer license privileges.
- Users need function and access privileges according to their user roles. These privileges are managed within the ARIS Administration as well as in ARIS Architect.

### Procedure

1. Open your browser and enter the adapted link provided by your administrator:  
**Syntax: `http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home`**  
You must enter the port number only if the standard port **80** has been changed or redirected. The login dialog opens.
2. Click on your user name (top right).
3. Click **Download Clients**.
4. Click the **Start** button besides the desired ARIS Download Client.

The ARIS Download Client will be downloaded and started.

If your browser blocks Java applets, the download client will not start. In the case, please start the download client via ARIS downloader (page 6) instead.

## 1.4 Start ARIS Download Client automatically using ARIS Downloader

If ARIS Server is installed, all authorized users can start ARIS Download Client within their browsers. If browsers block Java applets, an administrator must configure the start process of the download clients either for one tenant (page 2) or for all tenants of an ARIS Server (page 3).

### Prerequisite

- A Java Runtime Environment is installed on the user's computer.
- The file extension **.JAR** is assigned to the JRE on the user's computer.
- Users need ARIS Architect or ARIS Designer license privileges.
- Users need function and access privileges according to their user roles. These privileges are managed within the ARIS Administration as well as in ARIS Architect.
- The use of ARIS downloader has been configured (page 3).

### Procedure

1. Open your browser and enter the link provided by your administrator:

**Syntax:** `http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home`

You must enter the port number only if the standard port **80** has been changed or redirected. The login dialog opens.

2. Click on your user name (top right).
3. Click **Download Clients**.
4. Click the **Start** button besides the desired ARIS Download Client.
5. Save the **JAR** file locally. The name of that file is a combination of the ARIS Download Client product name and the server name. Hence, for different download clients different **JAR** files will be downloaded.

The ARIS downloader for the selected download client will be saved. It's a good advice for users to copy the downloaded **JAR** file. So users can easily start download clients without the need to navigate to the download page.

6. After the **JAR** file has been downloaded, double click the file. The ARIS downloader starts. A progress dialog monitors the initial download. It is checked whether the ARIS Download Client already exists and still matches the client available on this server. If needed, it downloads a new version of the ARIS Download Client.

The ARIS Download Client starts. If a proxy is used to access the ARIS Server from the ARIS Download Client, the user must add the proxy settings once. If you face problems starting ARIS Download Client, refer to the **log** files and the ARIS Basic Troubleshooting Guide. The download process of the ARIS downloader is being monitored in the **%TEMP%** folder within the files **ARISLauncher\_<timestamp>.log** or **StartARISFailed\_<timestamp>.log** with detailed information about the download process.



## 1.5 Start ARIS Download Client manually using ARIS Downloader

If ARIS Server is installed, all authorized users can start ARIS Download Client within their browsers. If browsers block Java applets, users can start download clients via ARIS downloader instead.

### Prerequisite

- A Java Runtime Environment is installed on the user's computer.
- The file extension **.JAR** is assigned to the JRE on the user's computer.
- Users need ARIS Architect or ARIS Designer license privileges.
- Users need function and access privileges according to their user roles. These privileges are managed within the ARIS Administration as well as in ARIS Architect.

### Procedure

1. Open your browser and enter the link provided by your administrator:

**Syntax:** `http://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home`

You must enter the port number only if the standard port **80** has been changed or redirected. The login dialog opens.

2. Click on your user name (top right).

3. Click **Download Clients**.

4. Add the additional parameter **?jar=true** to this page's URL, e.g.:

**http://<IP address or fully-qualified host name>:<port number other than default>/?jar=true#<tenant name>/downloadclients**

5. Click the **Start** button besides the desired ARIS Download Client.

6. Save the **JAR** file locally. The name of that file is a combination of the ARIS Download Client product name and the server name. Hence, for different download clients different **JAR** files will be downloaded.

The ARIS downloader for the selected ARIS Download Client will be saved. It's a good advice for users to copy the downloaded **JAR** file. So users can easily start ARIS Download Client without the need of navigating to the download page.

7. After the **JAR** file has been downloaded, double click the file. The ARIS downloader starts. A progress dialog monitors the initial download. It is checked whether the ARIS Download Client already exists and still matches the client available on this server. If needed, it downloads a new version of the ARIS Download Client.

The ARIS Download Client. If a proxy is used to access the ARIS Server from the ARIS Download Client, the user must add the proxy settings once.

If you face problems starting ARIS Download Client, refer to the **log** files and the **ARIS Basic Troubleshooting Guide**. The download process of the ARIS downloader is being monitored in the **%TEMP%** folder within the files **ARISLauncher\_<timestamp>.log** or **StartARISFailed\_<timestamp>.log** with detailed information about the download process.

## 1.6 Configure ARIS Download Clients

If a user starts an ARIS download client, all files are downloaded to a local directory. Administrators can change this location, as well as several other settings.

### Warning

Please change values in configuration files as described only if this is absolutely necessary. If changes are not done correctly, they may cause severe issues. Possibly ARIS clients might not start or work reliably.

- Change the download path (page 8)
- Change the configuration and logging path (page 9)
- Change the memory settings (page 10)
- Use a different JRE (page 11)
- Activate SSL connection (page 17)
- Delete encrypted passwords (page 12)
- Use server name for download folder (page 13)

## 1.6.1 Change the download path

If a user starts ARIS Download Client, all files are downloaded to a local directory. By default, on Microsoft Windows OS, all files are stored in subfolders of the user's profile, e.g.:

**%UserProfile%\ARIS10\DownloadClient\<<the ARIS server's IP address or name>**

You can also define the server name to be used for the folder name instead of the IP address (page 13).

The folder size is about 200 MB per download, and grows with each update. If you are not about to store the files in the user's profile, administrators can change this location.

### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

### Prerequisite

You have write access to the ARIS installation directory.

### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).
2. Change the default value of **DownloadClientPath**="**<value>**".
3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

The files will be downloaded to the defined folder.

## 1.6.2 Change the configuration and logging path

If a user starts ARIS Download Client, user specific configuration data and log files are stored in a local directory. By default, on Microsoft Windows OS, all files are stored in sub-folders of the user's profile, e.g.:

**%UserProfile%\ARIS10\DownloadClient\<>the ARIS server's IP address or name<**

### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

### Prerequisite

You have write access to the ARIS installation directory.

### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).
2. Change the default value of **UserConfigPath=**.  
If you leave this empty, as it is by default, the value of the **DownloadClientPath** will be used.
3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

The files will be downloaded to the defined folder.

### 1.6.3 Change the memory settings

If a user starts ARIS Download Client, the default heap size of 700 MB is used.

You can change the memory settings.

#### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

#### Prerequisite

You have write access to the ARIS installation directory.

#### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).

2. Change the default value of **MaxHeapSize=**.

If you leave this empty, as it is per default, 700 MB will be used. To specify a maximum heap size of 512 MB, enter **MaxHeapSize=512**.

Take care about using the correct value. If values are not entered correctly, this may cause severe issues. Possibly ARIS clients might not start or work reliably.

3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

The memory settings are changed for ARIS Download Client.

## 1.6.4 Use a different JRE

If a user starts an ARIS download client, for both start types, the Java applet and the ARIS downloader **JAR** file, a local Java Runtime Environment (JRE) is used. This cannot be changed. After the download has been done once with the locally installed JRE, you can force all download clients to use one specific JRE to connect to the ARIS Server.

### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

### Prerequisite

- You have write access to the ARIS installation directory.
- You have zipped the JRE to be used as **jre.zip** file. Please take care, that the JRE must be zipped correctly, thus, the content of the JRE folder must be zipped, not only the **JRE** folder itself.

### Procedure

1. Copy the **jre.zip** file to the ARIS installation directory next to the **client.zip** file:  
**<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\lib**
2. Open the **arisloader.cfg** file (**<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config**).
3. Change the default value of **PrivateJRE=<arbitrary indicator for the jre>**.  
 You can enter any text string. It is important to change this string every time you have updated the **jre.zip** file. Only if this value has been changed, the **jre.zip** file will be unzipped and downloaded.
4. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

All download clients will use the zipped JRE.

To update the JRE version, zip the updated JRE, replace the **jre.zip** file and change the **PrivateJRE** value again.

## 1.6.5 Delete encrypted passwords

If a user logs into an ARIS client, the password will be encrypted and stored in configuration files. If you consider this as a security issue, you can force ARIS not to save passwords at all. If you do so, all stored passwords will be deleted automatically.

### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

All stored passwords will be removed from configuration files. This affects all ARIS servers in your system. Not only the one the ARIS client was downloaded from.

### Prerequisite

You have write access to the ARIS installation directory.

### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).
2. Set the value of **DoNotStoreConnectionPasswords** to **true**:  
**DoNotStoreConnectionPasswords=true**
3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

Download clients do not store any passwords for any server connection. This affects all ARIS servers in your system. Not only the one the ARIS client was downloaded from. All encrypted passwords will be deleted from all configuration files.

## 1.6.6 Use server name for download folder

To prevent multiple downloads, you can use the server name as download folder name instead.

If a user starts an ARIS download client, all files are downloaded to a local directory. By default, the ARIS server's IP address is used as folder name. The folder size is about 200 MB per download. If you use dynamic IP addresses, every time an ARIS user starts a download client, the same download will appear multiple times for the same server.

### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

### Prerequisite

You have write access to the ARIS installation directory.

### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).
2. Set the value of **UseServerNameAsDownloadFolderName** to **true**:  
**UseServerNameAsDownloadFolderName=true**
3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

The target folder, where the download client files are downloaded to, will have the ARIS server's name instead of the IP address.



## 1.7 Manage Java certificates for ARIS Download Client

For security reasons, the used Java certificates have to allow the access to the **jar** files when ARIS Download Client is downloaded. Certificates are valid for a certain period. After this period they expire. If the certificates you use are expired they must be updated.

If you update or newly install the ARIS Server the valid digital certificate is included.

If you cannot update your ARIS environment shortly, you can update the certificates by replacing the **y-aris-client-loader.jar** file manually (page 16).

If you are using an official, accepted certificate, you do not need to set anything else.

In case you use your own certificate, this must be made available to all ARIS Download Client users. Therefore you must import the certificate into a certificate store. Then, this certificate store must be made available to the download clients to establish https connections.

To make the certificate store available to download clients you must import the certificate into a JRE key store using the JRE **keytool** (see: Basic Trouble shooting guide; ARIS clients using SSL throw Java exceptions).

Place your certificate store file named **cacerts** on all **abs\_<s|m|I>** instances in this directory:

**<server install**

**dir>\server\bin\work\work\_abs\_<s|m|I>\base\webapps\abs\downloadClient\config**

The certificate store is downloaded, used for the JAR download and ARIS Download Client to connection to the ARIS Server. In this case you cannot change the password of the certificate store.

You can also add the certificate store to the **jre.zip** on the ARIS Server and save the jre.zip in the **lib** folder of the download location.

## 1.7.1 Make SSL certificate available

By default, the load balancer is set to allow both unencrypted HTTP (port 80) and encrypted HTTPS/SSL (port 443) access. For SSL the SSL certificate has to fit to the load balancer's host name otherwise clients in particular web browsers will complain about an invalid certificate. Using SSL with ARIS Publisher must be configured in a different way.

### OBTAINING A VALID CERTIFICATE

To use SSL you need to get a valid certificate signed by a certificate authority (CA) for the server on which the load balancer is running. Please make sure that the certificate is compatible with the Java version of all ARIS clients.

- You can buy a certificate from an official CA. Most clients in particular browsers will trust certificates signed by such a CA.
- If your company uses own CA get a certificate from this CA and add this CA to the trust store of all clients.

### ADDING A VALID CERTIFICATE TO THE LOAD BALANCER

Your certificate should consist of two parts the private key used to encrypt information sent back to the client (file extension **.key**) and the server certificate (file extension **.crt**).

1. Put these two files into a ZIP file.
2. Copy this ZIP file to a local directory that can be accessed by ARIS Cloud Controller (ACC).
3. Start the ACC.
4. Stop the **loadbalancer** runnable. Enter e. g.:  
**stop loadbalancer\_m**
5. Enter the ACC command **enhance loadbalancer\_<s, m, or l> with sslCertificate local file "<path to the ZIP file>"**, e. g.:  
**enhance loadbalancer\_m with sslCertificate local file "c:\\temp\\lbcert.zip"**.  
 Notice the double backslashes. Alternatively, use single forward slashes, e. g.  
**"c:/temp/lbcert.zip"**.
6. Start the **load balancer** runnable again. Enter e. g.:  
**start loadbalancer\_m**

The SSL certificate is available.

If ARIS clients cannot perform connections to servers using SSL certification you need to provide an additional certificate (see: **Basic Troubleshooting Guide**).

## 1.7.2 Replace the Java certificates manually

You can update the certificates by replacing the **y-aris-client-loader.jar** file manually.

### Procedure

1. Log in to the Software AG Download Center (<https://aris.softwareag.com>), either as Guest or with an existing account.
2. Click **Additional > General**.
3. Download the **ARIS.JavaCertificates.zip** file.
4. Select the folder where the downloaded **ARIS.JavaCertificates.zip** file is stored.
5. Unzip the file and select the folder appropriate to your ARIS version, e. g., **98.8.0.1156619**.
6. Use the contained **y-aris-client-loader.jar** file to overwrite the file in the corresponding folder.

The default **ARIS Web Client Components** directory is **<ARIS installation directory>server\bin\work\work\_abs\_{s|m|I}\base\webapps\abs\downloadClient\lib**. If you have chosen another installation path, the directory applies as appropriate.

The certificates for ARIS Download Client are updated.

### 1.7.3 Make SSL connection mandatory

By default, the load balancer is set to allow both unencrypted HTTP (port 80) and encrypted HTTPS/SSL (port 443) access (see ARIS Cloud Controller (ACC) Command-line Tool.pdf). You can force all download clients of this ARIS Server to only use https connections (encrypted data transfer **SSL: Secure Socket Layer**).

#### Warning

If you change settings in the **arisloader.cfg** file, the settings will be lost after an update setup.

#### Prerequisite

- You have write access to the ARIS installation directory.
- A valid SSL certificate is imported to the jre of the ARIS Client.
- The SSL certificate is available for ARIS Server (page 15). Please make sure that the certificate is compatible with the Java version of all ARIS Clients.

#### Procedure

1. Open the **arisloader.cfg** file (<ARIS installation path>\server\bin\work\work\_abs\_<s, m or l>\base\webapps\abs\downloadClient\config).
2. Set the value of **ForceSSL** to **true**:

**ForceSSL=true**

3. Save the changes.

When performing an update setup all modifications made manually in CFG or XML files 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.

All download clients of this ARIS Server only use SSL (https) connections. This option cannot be deactivated by ARIS users. The option on the **Login** dialog cannot be changed.

## 1.7.4 How to check Java certificates

You can check the validity period of the installed Software AG certificates.

### Prerequisite

You use Microsoft® Windows 7. If you use another Windows version, the procedure may differ from the following description.

### Procedure

1. On the computer the ARIS Server is installed, click **Start > Control Panel**. The Windows Control Panel opens.
2. Enter **java** in the **Search Control Panel** field. The **Java (32-bit)** control is shown.
3. Click the **Java (32-bit)** control. The **Java Control Panel** dialog opens.
4. Click the **Security** tab.
5. Click **Manage Certificates**. The **Certificates** dialog opens.
6. Select **Software AG**.
7. Click **Details**. The **Details - Certificate** dialog opens.
8. Click **Validity**. The validity period of the certificate is shown in the output field.

You checked the validity period of the installed Software AG certificates.

## 1.8 Logging

The activities considering the download or the start process of ARIS clients are recorded. Under **%UserProfile%\ARIS<version>\log** and **%temp%** you will find files like **ARISLauncher\_<timestamp>.log** or **StartARISFailed\_<timestamp>.log**.

## 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 if needed some documents should be archived.