



ARIS

DISCLAIMER/GENERAL NOTICES

Version 10.0 - Service Release 4

April 2018

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

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

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1 General notices

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

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

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

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

2.1 Update Setup

- Use the **reconfigure** ACC command (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, the help URL is broken. You can easily fix it 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 broken URL the **/connect/** entry is missing, for example:

```
/static/help/{locale}/handling/ca/index.htm#52910.htm
```

Add **/connect/**. The URL must look like in this example:

```
/static/help/{locale}/handling/connect/ca/index.htm#52910.htm.
```

2.2 Process Governance

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

2.3 Right-to-left (RTL)

Languages written in right-to-left (RTL) or top-to-bottom scripts are not fully supported yet. Arabic or Hebrew can be used with ARIS, but not all functionality support RTL.

Localized RTL content and text used for user interface elements are displayed correctly. Furthermore, ARIS Connect also supports mirroring of the user interface. Mirroring is automatically activated when an RTL language is selected. Models are not affected.

Mirroring is not yet available for the following products, functions and ARIS Connect plugins:

- ARIS Architect/ARIS Designer
- ARIS Aware
- ARIS Risk & Compliance Manager
- ARIS Process-Driven Management for SAP® Solutions
- ARIS UML Designer
- Administrative components as Tenant Management and Process Governance administration

2.4 Tenant names

For tenant names please only use up to 25 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.