



ARIS Platform Matrix

ARIS Products

Version 9.8 SR2

October 2015

This document applies to ARIS Version 9.8 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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| Supported Server Operating System Platforms | | | | | | | | | | | | | | |
|---|-----|-----|------------------------------|--------------------------------|------------------------------|---------------------------------|---------------------|---|--|--|---------------------------|--|--|--|
| Operating System | | | Windows Server 2008 (64 bit) | Windows Server 2008 R2(64 bit) | Windows Server 2012 (64 bit) | Windows Server 2012 R2 (64 bit) | Windows 10 (64 bit) | Linux RedHat ES 6.4 (64bit) Linux RedHat ES 6.5 (64bit) Linux RedHat ES 6.6 (64bit) | Linux RedHat ES 7 (64bit) Linux RedHat ES 7.1 (64bit) | SUSE Linux ES 11 SP2 (64 bit) SUSE Linux ES 11 SP3 (64 bit) | SUSE Linux ES 12 (64 bit) | Ubuntu 12.04.x LTS (64 bit) Ubuntu 14.04.x LTS (64 bit) | Oracle Linux 6.x (64 bit) Oracle Linux 7.x (64 bit) | Hosted Software (Amazon EC2 with Windows / Linux) |
| ARIS Connect Server | 9.8 | YCS | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | ✓ |
| ARIS Design Server | 9.8 | YDS | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | ✓ |
| ARIS Publisher Server (3) | 9.8 | YPS | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ | ✓ | --- | --- | ✓ | --- | ✓ |
| ARIS Risk and Compliance Manager | 9.8 | YRC | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ | --- | --- | --- | --- | --- | --- |

| Legend | |
|--------|---|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | For ARIS Publisher Server you need a dedicated machine. ARIS Publisher Server cannot be installed on a machine that running ARIS Connect / Design Server. Please follow instructions in Installation guideline. |

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| Supported Client Operating System Platforms | | | | | | | | | | | | | | | | | |
|---|-----|-------|------------------------------------|----------------------|------------------------|--------------------|------------------------------|---------------------------------|------------------------------|--------------------------------|---|--|--|---------------------------|--|--|--|
| Operating System | | | Windows 7 (Prof., Ult.) (32/64bit) | Windows 8 (32/64bit) | Windows 8.1 (32/64bit) | Windows 10 (64bit) | Windows Server 2008 (64 bit) | Windows Server 2008 R2 (64 bit) | Windows Server 2012 (64 bit) | Windows Server 2012 R2(64 bit) | Linux RedHat ES 6.4 (64bit) Linux RedHat ES 6.5 (64bit) Linux RedHat ES 6.6 (64bit) | Linux RedHat ES 7 (64bit) Linux RedHat ES 7.1 (64bit) | SUSE Linux ES 11 SP2 (64 bit) SUSE Linux ES 11 SP3 (64 bit) | SUSE Linux ES 12 (64 bit) | Ubuntu 12.04.x LTS (64 bit) Ubuntu 14.04.x LTS (64 bit) | Oracle Linux 6.x (64 bit) Oracle Linux 7.x (64 bit) | Hosted Software (Amazon EC2 with Windows) |
| ARIS Viewer (4) | 9.8 | YBU | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | ✓ |
| ARIS Designer (3) | 9.8 | YAD | ✓ (1)(3) | ✓ (1)(3) | ✓ (1)(3) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |
| ARIS Architect (3) | 9.8 | YAA | ✓ (1)(3) | ✓ (1)(3) | ✓ (1)(3) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |
| UML Designer | 9.8 | YUD | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |
| ARIS Connect Viewer (5) | 9.8 | YCSCC | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |
| ARIS Connect Designer (5) | 9.8 | YCSDC | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |
| ARIS Business Optimizer | 9.8 | YBO | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (2) | ✓ (1) | ✓ (1) | ✓ (1) | ✓ (1) | --- | --- | --- | --- | --- | --- | ✓ |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | ARIS Client with LOCAL only under 64bit Windows |
| 4 | A single license to view ARIS repository contents on all information in ARIS Publisher, to access and maintain IT system attributes in ARIS IT Inventory, and to manage ARIS Process Governance tasks using a browser. |
| 5 | Supported minimal resolution size: 1152 x Y or higher |

Windows 32-bit environment will not be supported with Software AG products:
Please be aware that we will no longer be supporting Windows 32-bit for all Software AG server and client products starting with new releases in 2016. This update will be made in the System Requirements document starting from the 2016 releases. Please note that all existing products with versions that haven't reached their End of Maintenance (EOM) stage will be supported on Windows 32-bit. In case you have further questions, please reach out to your Account Manager regarding this.

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| Supported Database Systems | | | | | | | | | | | | |
|----------------------------------|-----|-----|--------------------------|-------------|-------------|----------------|-------------|-------------|-----------------|------------------|-------------------------|------------------------|
| Database System | | | Standard database system | Oracle 11.x | Oracle 12.x | MS SQL 2008 R2 | MS SQL 2012 | MS SQL 2014 | IBM DB2 UDB 9.x | IBM DB2 UDB 10.5 | ADABAS for Open Systems | ADABASE for Mainframes |
| ARIS Connect Server | 9.8 | YCS | ✓ (3) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | ✓ (5) | --- | --- |
| ARIS Design Server | 9.8 | YDS | ✓ (3) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | ✓ (5) | --- | --- |
| ARIS Publisher Server | 9.8 | YPS | ✓ (3) | ✓ | ✓ | ✓ | ✓ | ✓ | --- | --- | --- | --- |
| ARIS Risk and Compliance Manager | 9.8 | YRC | ✓ (4) | --- | ✓ | --- | ✓ | ✓ | --- | --- | --- | --- |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | Only for demo scenarios or small number of users |
| 4 | Only for demo scenarios. Not for production. |
| 5 | Installation only with support from Software AG |

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| Supported Web Browser | | | | | | | | | | | | | |
|----------------------------------|-----|-------|-----------------------------|-----------------------------|----------------------|----------------------|----------------|----------------------|----------------------------|--------------------|--|--|--|
| Web Browser | | | Internet Explorer 8 (32bit) | Internet Explorer 9 (32bit) | Internet Explorer 10 | Internet Explorer 11 | Microsoft Edge | Firefox 24 or higher | Google Chrome 27 or higher | Safari 6 or higher | | | |
| ARIS Viewer | 9.8 | YBU | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ | ✓ | --- | | | |
| ARIS Designer (4) | 9.8 | YAD | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ (6) | ✓ (6) | --- | | | |
| ARIS Architect (4) | 9.8 | YAA | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ (6) | ✓ (6) | --- | | | |
| UML Designer (4) | 9.8 | YUD | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ (6) | ✓ (6) | --- | | | |
| ARIS Connect Viewer | 9.8 | YCSCC | --- | ✓ | ✓ (5) | ✓ (5) | ✓ (2) | ✓ | ✓ | --- | | | |
| ARIS Connect Designer | 9.8 | YCSDC | --- | ✓ | ✓ (5) | ✓ (5) | ✓ (2) | ✓ | ✓ | --- | | | |
| ARIS Business Optimizer (4) | 9.8 | YBO | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ (6) | ✓ (6) | --- | | | |
| ARIS Publisher Server | 9.8 | YPS | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ | ✓ | --- | | | |
| ARIS Risk and Compliance Manager | 9.8 | YRC | --- | ✓ | ✓ | ✓ | ✓ (2) | ✓ | ✓ | --- | | | |

| Supported JAVA versions | | | | | | | | | | | | | |
|----------------------------------|-----|-----|---------|---------|---------|--|--|--|--|--|--|--|--|
| JAVA version | | | 1.6.0.x | 1.7.0.x | 1.8.0.x | | | | | | | | |
| ARIS Viewer | 9.8 | YBU | --- | ✓ | ✓ | | | | | | | | |
| ARIS Designer (4) | 9.8 | YAD | --- | ✓ | ✓ | | | | | | | | |
| ARIS Architect (4) | 9.8 | YAA | --- | ✓ | ✓ | | | | | | | | |
| UML Designer (4) | 9.8 | YUD | --- | ✓ | ✓ | | | | | | | | |
| ARIS Business Optimizer (4) | 9.8 | YBO | --- | ✓ | ✓ | | | | | | | | |
| ARIS Business Publisher | 9.8 | YPS | --- | ✓ | ✓ | | | | | | | | |
| ARIS Risk and Compliance Manager | 9.8 | YRC | --- | ✓ | ✓ | | | | | | | | |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | Java VM is embedded and cannot be changed in this version. |
| 4 | Download client |
| 5 | Connecting to ARIS Connect Portal using IE10 + IE 11 with NON-standard Browser configuration leads to white page. Workaround: Changing the Compatibility mode or the Document mode to IE9. |
| 6 | More and more browsers are blocking Java applets due to security reasons. This causes the issue that the ARIS download clients can neither be downloaded nor started from a browser. For this reason we provide the ARIS downloader as an additional way for starting download clients. That is a JAR file executable with a local Java Runtime Environment (JRE). 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 more information read ARIS Installation and Administration Guide (Configuration → Download Client). |

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| Supported Web Application Server | | | | | | | | | | | | | |
|----------------------------------|-----|-----|-----|------------|------------|------------|---------------|---------------|-----------------------|--|--|--|--|
| Web Application Server | | | | Tomcat 5.5 | Tomcat 6.0 | Tomcat 7.x | WebSphere 6.1 | WebSphere 7.0 | SAP NetWeaver CE 7.10 | | | | |
| ARIS Publisher Server | 9.8 | YPS | --- | --- | ✓ | --- | --- | --- | --- | | | | |

| Supported Web Server | | | | | | | | | | | | | |
|-----------------------|-----|-----|-----|--------------|--------------|--------------|-------|-------|--|--|--|--|--|
| Web Server | | | | Apache 1.3.x | Apache 2.0.x | Apache 2.2.x | II S6 | II S7 | | | | | |
| ARIS Publisher Server | 9.8 | YPS | --- | --- | ✓ | --- | --- | --- | | | | | |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |

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| Supported Mobile Platforms | | | | | | | | | | | | | |
|----------------------------|-----|-------|-------------|-------------|---------|---------|----------------|--|--|--|--|--|--|
| Mobile OS | | | Android 4.4 | Android 5.0 | iOS 8.x | iOS 9.x | Windows Mobile | | | | | | |
| ARIS Connect Viewer | 9.8 | YCSCC | ✓ | ✓ | ✓ | ✓ (2) | --- | | | | | | |

| Tested Mobile Devices | | | Nexus 7 II | iPad 4 th generation (3) | | | | | | | | | |
|-----------------------|-----|-------|------------|-------------------------------------|--|--|--|--|--|--|--|--|--|
| ARIS Connect Viewer | 9.8 | YCSCC | ✓ | ✓ | | | | | | | | | |

| Legend | |
|--------|---|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | Model number A1458, A1459 (GSM), A1460 (MM) |

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| Supported LDAP systems | | | | | | | | | | | | | |
|---|-----|-----|--|--|------------------------------|---|------------------------------------|--|--|--|--|--|--|
| Other LDAP systems have to be configured by Software AG Global Consulting Services (GCS). | | | | | | | | | | | | | |
| LDAP system | | | Active Directory Domain Services Windows 2008 Server | Active Directory Domain Services Windows 2012 Server | Net IQ eDirectory 8.8 SP8 | Oracle Directory Server Enterprise Edition 11g | IBM Tivoli Directory Server 6.1 | | | | | | |
| ARIS Connect Server | 9.8 | YCS | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | |
| ARIS Design Server | 9.8 | YDS | ✓ | ✓ | ✓ | ✓ | ✓ | | | | | | |
| ARIS Publisher Server | 9.8 | YPS | ✓ | ✓ (3) | ✓ (3) | ✓ (3) | ✓ (3) | | | | | | |

| Legend | |
|--------|---|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |
| 3 | If Publisher authenticates against ARIS Central User Management (UMC) |

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| Supported Single Sign-On Technologie | | | | | | | | | | | | |
|--------------------------------------|-----|-------|----------|----------|--|--|--|--|--|--|--|--|
| Single Sign-On | | | Kerberos | SAML 2.0 | | | | | | | | |
| ARIS Viewer | 9.8 | YBU | ✓ | ✓ | | | | | | | | |
| ARIS Designer | 9.8 | YAD | ✓ | --- | | | | | | | | |
| ARIS Architect | 9.8 | YAA | ✓ | --- | | | | | | | | |
| UML Designer | 9.8 | YUD | ✓ | --- | | | | | | | | |
| ARIS Connect Viewer | 9.8 | YCSCC | ✓ | ✓ | | | | | | | | |
| ARIS Connect Designer | 9.8 | YCSDC | ✓ | ✓ | | | | | | | | |
| ARIS Business Optimizer | 9.8 | YBO | ✓ | --- | | | | | | | | |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |

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| Supported Document Management Systems | | | | | | | | | | | | |
|---------------------------------------|-----|-----|------------------------------|------------------------------|--|--|--|--|--|--|--|--|
| Document Management System | | | Microsoft SharePoint 2010 | Microsoft SharePoint 2013 | | | | | | | | |
| ARIS Connect Server | 9.8 | YCS | ✓ | ✓ | | | | | | | | |
| ARIS Design Server | 9.8 | YDS | ✓ | ✓ | | | | | | | | |
| ARIS Publisher Server | 9.8 | YPS | ✓ | ✓ | | | | | | | | |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Including all manufacturer's service packs |
| 2 | Planned for next Release (April 2016) |

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| Languages | | | | | | | | | | | | | | | | | |
|----------------------------------|-----|-------|---------------------------------|-------|-------|---------|---------|--------|--------|-----------|---------|----------|--------|--------------------------------------|---------|--------|---------|
| Languages | | | Chinese (Simplified Chinese) | Czech | Dutch | English | Finnish | French | German | Hungarian | Italian | Japanese | Polish | Portuguese (Brazilian Portuguese) | Russian | Slovak | Spanish |
| ARIS Connect Server | 9.8 | YCS | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Design Server | 9.8 | YDS | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Viewer | 9.8 | YBU | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Designer | 9.8 | YAD | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Architect | 9.8 | YAA | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| UML Designer | 9.8 | YUD | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Connect Viewer | 9.8 | YCSCC | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Connect Designer | 9.8 | YCSDC | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Business Optimizer | 9.8 | YBO | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Publisher Server | 9.8 | YPS | ✓ (1) | --- | ✓ (1) | ✓ | ✓ (1) | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | ✓ (1) | ✓ (1) | ✓ (1) | --- | ✓ (1) |
| ARIS Risk and Compliance Manager | 9.8 | YRC | ✓ (1) | --- | --- | ✓ | --- | ✓ | ✓ | ✓ (1) | ✓ (1) | ✓ | --- | ✓ (1) | --- | --- | ✓ |

| Legend | |
|--------|--|
| ✓ | Supported / Released |
| --- | Not supported / Not released / Not planned |
| 1 | Documentation and online help in english |
| 2 | Planned for next Release (April 2016) |

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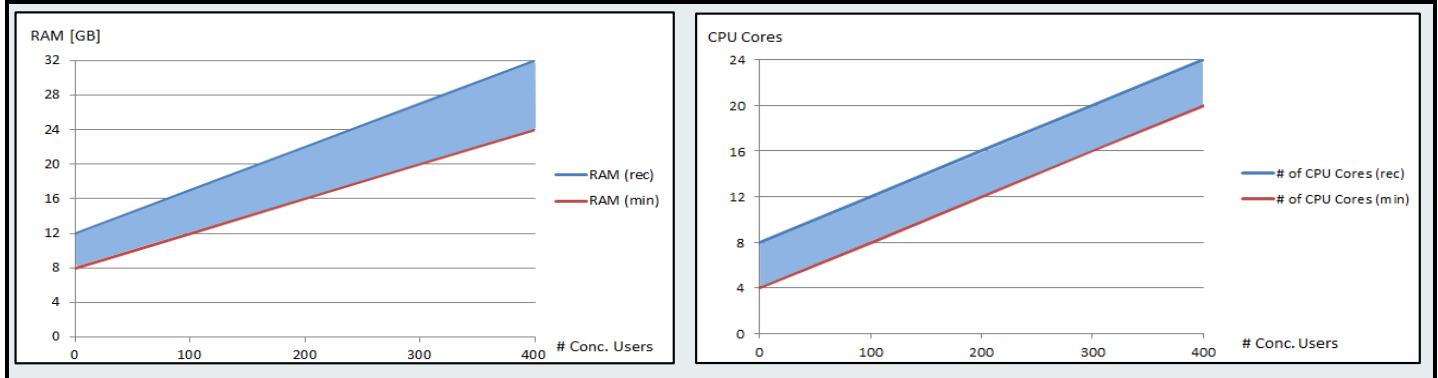
| Hardware Scenarios Design & Connect Server (Minimum required HW) | | | | |
|--|---------------|---|--|---------------------------------------|
| Scenario | # Conc. Users | Remark | Single Server | Distributed (1) |
| Demo | 1 | "Laptop"-SingleUser Installation (only Demo scenario) | 8GB (>=6GB free RAM) | |
| Medium | 1-50 | Small server installation | 8GB (>=6GB free RAM) 6 CPU Cores >= 50GB free HD Space | |
| Large | 50-200 | Medium server installation (Oracle or MS SQL recommended) | 16GB 12 CPU Cores >= 50GB free HD Space | 2x Medium Server |
| XL (Custom) | 200-400 | Large server installation (only with Oracle or MS SQL) | 32GB 24 CPU Cores >= 100GB free HD Space | 2x Large Server |
| XXL (Custom) | 400-800 | Extra Large server installation (only with Oracle or MS SQL) | | 2x XL Server or 4x Large Server |

Please contact ARIS Support for XL, XXL or larger scenarios.

Software AG recommends to monitor utilization (of RAM & CPU Cores) in productive environment. Due to the number of users / databases, complexity of databases and other influencing factors, hardware recommendation could be higher.

The database server (MSSQL/Oracle) must be dimensioned and installed appropriate the manufacturer's instructions. We recommend a separate database server.

(1) Not: Fail safe



| Hardware Scenarios Client (Installed ARIS Architect) | | | | |
|--|---------|---|--|---|
| Scenario | # users | Minimum | Recommended | Bandwith |
| without local database system | 1 | 2GB >= 2GB free HD Space | 4GB >= 2GB free HD Space | 100 Mbit/s Lower bandwidths can result in reduced performance. |
| with local database system | 1 | 8GB >= 20GB free HD Space (plus sufficient disk space for user databases) | >8GB >= 20GB free HD Space (plus sufficient disk space for user databases) | |

| Hardware Scenarios Publisher Server | | | | |
|-------------------------------------|---------------|---|----------------------|---|
| Scenario | # Conc. Users | Processor | (free) RAM | Controller & Hard disk |
| Demo | 1 - 5 | 1 x Dual Intel® Xeon® 5.X or more current | 2 GB | |
| Medium | 5 - 100 | 2 x Dual Intel® Xeon® 5.X or more current (only with Oracle or MS SQL) | 12 GB ⁽²⁾ | SAS/SATA with RAID 0 option Rapid RAID array |
| Large | 100 - 250 | 2 x Intel® Xeon® 5.X 6c or more recent (only with Oracle or MS SQL) | 32 GB ⁽²⁾ | SAS/SATA with RAID 0 option Rapid RAID array |
| XL (Custom) | 250 - 750 | 2 x Intel® Xeon® 5.X 6c or more recent (only with Oracle or MS SQL) | >= 64 GB | SAS/SATA with RAID 0 option Rapid RAID array |

Please contact ARIS Support for XL or larger scenarios.

Software AG recommends to monitor utilization (of RAM & CPU Cores) in productive environment. Due to the number of users / databases, complexity of databases and other influencing factors, hardware recommendation could be higher.

If you are about to use all ARIS server types in your system, ARIS Connect Server, ARIS Design Server, ARIS Publisher Server and ARIS Risk & Compliance Manager Server must be installed on different machines. You can only install one server on one machine.

(2) ARIS Publisher Server setup will configure the memory lower. To increase the memory settings, please provide additional memory for publisher runnable. (See ARIS Server Installation and Administration Guide --> "Provide Additional Memory")

Virtual Machine Support

Software AG provides for all its software the definitions of supported, documented platform configurations (referred to here just as 'supported platform') which will include specific Operating System (OS) and hardware configurations, and may include Java Virtual Machine (JVM) and database versions. Customers can use a commercially available virtualization environment for a Software AG production environment if it accurately and completely emulates one of the supported platforms.

Customers who use virtual environments are required to comply fully with their contractual terms and conditions for licensing.

Software AG tests its software for operation on the supported platforms and not specifically against all possible combinations of hardware that might be comprised that operating system (for example, file system, disk controllers, memory configuration, display devices and so on). Therefore, the correct expertise, provision and management of a hardware configuration to support the platform remain the responsibility of our customers, whether directly using physical hardware or a virtualization environment.

Software AG tests and supports certain products on the specific virtualized environments listed in the system requirements section of the product documentation. Customers can use a different virtualized environment that accurately and completely emulates one of the supported platforms; however, if they encounter an issue that Software AG judges might be caused by the virtualized environment, then the customer is responsible for reproducing the issue on an actual supported platform before further analysis can take place. Software AG Global Support will refer customers to the Global Consulting Services group for guidance or recommendation about the use of virtualization software, or, if required, the best approaches for copying a system to a supported platform.