



# ARIS RISK AND COMPLIANCE INSTALLATION GUIDE

VERSION 10.0 - SERVICE RELEASE 27 AND HIGHER  
OCTOBER 2024

This document applies to ARIS Risk and Compliance 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 © 2010-2024 Software GmbH, Darmstadt, Germany and/or its subsidiaries and/or its affiliates and/or their licensors.

The name Software AG and all Software GmbH product names are either trademarks or registered trademarks of Software GmbH 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 GmbH and/or its subsidiaries is located at <https://softwareag.com/licenses>.

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 GmbH Products / Copyright and Trademark Notices of Software GmbH Products". These documents are part of the product documentation, located at <https://softwareag.com/licenses> and/or in the root installation directory of the licensed product(s).

Use, reproduction, transfer, publication or disclosure is prohibited except as specifically provided for in your License Agreement with Software GmbH.

## Contents

Contents.....	1
1 Introduction .....	1
2 Important information about system installation .....	2
3 System requirements .....	3
3.1 Oracle system and settings .....	3
3.2 Microsoft® SQL Server system and settings.....	3
3.3 Acrobat Reader .....	3
3.4 Microsoft Office/Excel.....	3
4 ARIS Risk and Compliance installation using an Oracle or a Microsoft® SQL Server database .....	4
4.1 Installation of an Oracle or a Microsoft® database .....	4
4.1.1 Install an Oracle database schema .....	4
4.1.2 Install a Microsoft® SQL Server database schema (mixed mode/Windows authentication).....	5
4.2 Usage of a PostgreSQL database.....	5
4.3 Manual configuration of the database for ARIS Risk and Compliance .....	6
4.3.1 Add tenant schema of ARIS Risk and Compliance in existing tenant .....	6
4.3.2 Assign tenant schema for a new tenant .....	7
4.3.3 Provide and integrate the database driver.....	8
4.3.4 Configure the database connection pool.....	8
5 Installation of ARIS Risk and Compliance.....	9
5.1 Installation with the setup.....	9
5.2 Integrate ARIS Risk and Compliance in an existing ARIS installation .....	11
5.3 Configure parameters.....	12
5.4 Configuration of the e-mail functionality .....	13
5.5 Enable whistleblower tips .....	13
5.6 Configure form attributes, list columns, and list filters .....	13
6 Installation of a customer-specific version (Customizing).....	14
7 Legal information.....	15
7.1 Documentation scope.....	15
7.2 Support .....	15

## 1 Introduction

ARIS Risk and Compliance is a Web application. ARIS Risk and Compliance uses Java Servlets and Java Server Pages (JSP) which, in addition to a Java environment (JDK), require a Web, that is, Servlet container (Apache Tomcat) as runtime environment. The data is stored in a relational database system and is exchanged with the application via a JDBC interface. You can use ARIS Risk and Compliance with the **PostgreSQL** database for testing purposes or small environments (up to fifty concurrent users). You need the **Oracle** database system or **Microsoft® SQL Server** for full productive operation.

## 2 Important information about system installation

If you want to install the system technically and/or functionally without service support from Software GmbH, you need extensive knowledge about the systems to be installed, the target subject matter, as well as the target systems and their interdependencies. Due to the multitude of platforms and the hardware and software configurations that influence each other, it is only possible to describe specific installations. It is impossible to document all settings and dependencies. For detailed information, contact the Software GmbH support team (Page 15).

## 3 System requirements

### 3.1 Oracle system and settings

Refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) and the **ARIS System Requirements Guide**.

### 3.2 Microsoft® SQL Server system and settings

Refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) and the **ARIS System Requirements Guide**.

### 3.3 Acrobat Reader

The Adobe Reader must be installed on the client side in order to display PDF reports.

### 3.4 Microsoft Office/Excel

A Microsoft® Excel version 2003 or higher must be installed on the client side for displaying Excel reports.

## 4 ARIS Risk and Compliance installation using an Oracle or a Microsoft® SQL Server database

For productive operation of ARIS Risk and Compliance, use the standard database system (PostgreSQL) or an Oracle or Microsoft® SQL Server database. Note that a new database should be set up for productive operation. Do not use test data in your productive system.

### REQUIRED COMPONENTS

To operate the application, the following components must be installed:

- ARIS Risk and Compliance (including required applications, such as User Management or ARIS document storage)

If using Oracle or Microsoft® SQL Server as the standard database system:

- Oracle or Microsoft® SQL Server database
- ARIS Risk and Compliance database schema
- Database driver for Oracle or Microsoft® SQL Server

The following describes installation with automatic setup. If you want to use Oracle or Microsoft® SQL Server as a DBMS you must install the database and database schema first.

### 4.1 Installation of an Oracle or a Microsoft® database

Install the Oracle database with the Oracle installation program or the Microsoft® SQL Server database with the corresponding installation programs. Follow the instructions in the installation program, as well as the documentation provided by the manufacturers. During this step of the procedure, note the SID or the database names of the new database instance and also the account, that is, the user name and the password of the system user.

#### 4.1.1 Install an Oracle database schema

Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) to prepare the Oracle database. After you set up the database, use the corresponding script again to create the ARIS Risk and Compliance database schema. You can use an individual schema name, but it must be unique to the schema names of other ARIS applications:

```
cip_create_schema_for_tenant.bat <arcm_tenant_schema>
```

**Example for schema name ARIS10\_ARCM\_DEFAULT**

```
cip_create_schema_for_tenant.bat ARIS10_ARCM_DEFAULT
```



If you want to restore database backups of previous versions, you also need a migration schema:

```
cip_create_schema_for_tenant.bat <arcm_tenant_schema_migration>
```

**Example for schema name ARIS10\_ARCM\_DEFAULT\_MIGRATION**

```
cip_create_schema_for_tenant.bat ARIS10_ARCM_DEFAULT_MIGRATION
```

The database schema does not yet contain any table. They are created automatically when you start the ARIS Risk and Compliance Server for the first time. Observe any error messages while the scripts are running.

## 4.1.2 Install a Microsoft® SQL Server database schema (mixed mode/Windows authentication)

Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation**) to prepare the Microsoft® SQL Server database with mixed mode or Windows authentication. After you set up the database, use the corresponding script again to create the ARIS Risk and Compliance database schema. You can use an individual schema name, but it must be unique to the schema names of other ARIS applications:

```
create_schema_for_tenant.bat <arcm_tenant_schema>
```

**Example for schema name ARCM\_DEFAULT**

```
create_schema_for_tenant.bat ARCM_DEFAULT
```

If you want to restore database backups of previous versions, you also need a migration schema:

```
create_schema_for_tenant.bat <arcm_tenant_schema_migration>
```

**Example for schema name ARCM\_DEFAULT\_MIGRATION**

```
create_schema_for_tenant.bat ARCM_DEFAULT_MIGRATION
```

The database schema does not yet contain any table. They are created automatically when you start the ARIS Risk and Compliance Server for the first time. Observe any error messages while the scripts are running.

## 4.2 Usage of a PostgreSQL database

If ARIS or ARIS Risk and Compliance is installed with the setup, the PostgreSQL database is installed automatically.



## 4.3 Manual configuration of the database for ARIS Risk and Compliance

In some cases, it may be necessary to configure the database connection manually instead of using the setup. Follow the instructions provided in the **Technical help** of the ARIS online help (**Installation > ARIS server Installation - Windows > Configure ARIS server > Database connection**). The following steps are independent of the database system in use.

### 4.3.1 Add tenant schema of ARIS Risk and Compliance in existing tenant

After you installed the database connection according to the instructions in the previous chapters, you can add the tenant schema of ARIS Risk and Compliance.

#### Procedure

1. Start ARIS Cloud Controller (ACC).

To start ACC under a Windows operating system, click **Start > ARIS > ARIS Cloud Controller**. If you have changed agent user credentials, you must enter the user name and/or the password.

To start ACC under a Linux operating system, execute the **acc10.sh** shell script instead.

2. Enhance the existing assignment of the tenant to the external service of type **DB** with the corresponding ARCM schema configuration.

The parameter **com.aris.arcm.db.schema.migration** is only required if you want to restore database backups of previous versions and the migration schema is already created.

3. Enter:

```
set tenant <tenant name> data for service DB
```

```
com.aris.arcm.db.schema=<arcm_tenant_schema>
```

```
com.aris.arcm.db.schema.migration=<arcm_tenant_migration_schema>
```

Example for default tenant:

```
set tenant default data for service DB
```

```
com.aris.arcm.db.schema=ARIS10_ARCM_DEFAULT
```

```
com.aris.arcm.db.schema.migration=ARIS10_ARCM_DEFAULT_MIGRATION
```

The tenant schema of ARIS Risk and Compliance is available.

## 4.3.2 Assign tenant schema for a new tenant

Before you create a new tenant, you must create the ARIS and ARIS Risk and Compliance schemas using the database script provided. For detailed information, see **Installation of an Oracle or a Microsoft® database** (Page 4) and **ARIS server Installation - Windows** in the **Technical help** of ARIS.

### Warning

If the tenant is already assigned to the database service, changes to this assignment must be performed using the **set tenant [tenant] data** for the **service db** command. This can be necessary if the ARIS Risk and Compliance migration schema must be assigned after the initial tenant assignment.

### Procedure

1. Start ARIS Cloud Controller (ACC).

To start ACC under a Windows operating system, click **Start > ARIS > ARIS Cloud Controller**. If you have changed agent user credentials, you must enter the user name and/or the password.

To start ACC under a Linux operating system, execute the **acc10.sh** shell script instead.

2. To discover the database service (<dbserviceID>, such as db000000000), enter **list external services**.
3. To assign the tenant you want to use for the database service, enter:

```
assign tenant <tenant name> to service <dbserviceID> com.aris.cip.db.schema
=<aris_schema name> com.aris.arcm.db.schema=<arcm_tenant_schema>
com.aris.arcm.db.schema.migration=<arcm_tenant_migration_schema>
```

The parameter **com.aris.arcm.db.schema.migration** is only required if you want to restore database backups of previous versions and the migration schema is already created.

Example for a tenant with the name **test**:

```
assign tenant test to service db0000000000 com.aris.cip.db.schema
=ARIS10_ARIS_TEST com.aris.arcm.db.schema= ARIS10_ARCM_TEST
com.aris.arcm.db.schema.migration = ARIS10_ARCM_TEST_MIG
```

The tenant schemas of ARIS and ARIS Risk and Compliance are available and assigned to the tenant.

The new tenant can now be created using ARIS Cloud Controller (ACC) or Tenant Management.

### 4.3.3 Provide and integrate the database driver

Provide and integrate the database driver for ARIS Risk and Compliance.

#### Procedure

1. Download the appropriate database driver from the Internet. (For licensing reasons, database drivers are not supplied.)
2. Store it on the server on which ARIS Risk and Compliance is installed.
3. To integrate the database driver, enter the command **enhance arcm\_<s, m, or l> with commonsClasspath local file <Path>\\<to>\\<driver JAR>** in ARIS Cloud Controller (ACC).

The database is now available for ARIS Risk and Compliance.

#### Example for Oracle

Assumed that the driver jar file is located under **C:/driver**, the command is:

```
enhance arcm_m with commonsClasspath local file  
"C:/driver/ojdbc<version_number>.jar"
```

### 4.3.4 Configure the database connection pool

The default connection pool configuration of ARIS Risk and Compliance can be modified for all database systems by adding specific parameters to the external service registration of **DB** type. To avoid conflicts with pool parameters of other ARIS products, the prefix **com.aris.arcm.dbcp.\*** is used. Supported parameters are:

- **com.aris.arcm.dbcp.initialSize,**
- **com.aris.arcm.dbcp.maxActive, com.aris.arcm.dbcp.maxWait**
- **com.aris.arcm.dbcp.maxIdle, com.aris.arcm.dbcp.minIdle**
- **com.aris.arcm.dbcp.removeAbandoned**
- **com.aris.arcm.dbcp.removeAbandonedTimeout, com.aris.arcm.dbcp.logAbandoned**

#### Procedure

1. Start ARIS Cloud Controller (ACC).
2. Enter:

```
update external service <dbserviceID>  
com.aris.arcm.dbcp.initialSize=<size>  
com.aris.arcm.dbcp.maxActive=<size>
```

Example:

```
update external service db0000000001 com.aris.arcm.dbcp.initialSize=15  
com.aris.arcm.dbcp.maxActive=100
```

The default connection pool configuration is now available for ARIS Risk and Compliance.

## 5 Installation of ARIS Risk and Compliance

ARIS Risk and Compliance is gradually integrated into ARIS. Examples: GRC task processing, issue creation, and confirmation management. Therefore, we recommend installing ARIS Risk and Compliance together with ARIS. Nevertheless, it is still possible to install ARIS Risk and Compliance as a standalone installation.

Some of the ARIS Risk and Compliance reports are now run by the ARIS server. The ARIS server runnable is installed with the setup when ARIS Risk and Compliance is installed. The settings like output format and execution context can be changed easily. If you use a dedicated ARIS server, you can integrate the ARIS Risk and Compliance runnable into an existing ARIS installation.

### 5.1 Installation with the setup

The installation sources are available as a ZIP file via download or on the installation media. These instructions assume a local installation. This means that ARIS Risk and Compliance is installed on the server on which the setup is run. In addition to local installation, you can install ARIS Risk and Compliance via remote installation on another server. For detailed information, refer to the **Technical help** of the ARIS online help (**Installation > ARIS server Installation - Windows > ARIS remote installations**).

#### Procedure

1. If you have the installation sources as a ZIP file, first unpack the file for the ARIS server to a new directory. To do so, enter the password for the ZIP file that you have received from Software GmbH. Ensure that the path data is applied when you unpack the file. In WinZip, for example, this is done by selecting the **Use folder names** option.
2. Open the **Setup** directory, and run the **setup.exe** file.
3. Click **Next**. The license agreements are displayed.
4. To accept the license agreements, activate **I accept the terms of the license agreement**. The **Installation scenario** dialog is displayed.
5. Select the installation scenario **Install the ARIS server on this active computer** and click **Next**.
6. Select **ARIS Risk and Compliance** and click **Next**.
7. Enter the directory in which you want to install ARIS Risk and Compliance and click **Next**.
8. To use the suggested path, you do not need to make any changes.
9. If you want to specify an external IP address for incoming requests, enter the computer name or the IP address and click **Next**.

10. Change the agent user's credentials if necessary and click **Next**.
11. Change the HTTP and HTTPS ports if necessary and click **Next**.
12. Select the installation size in order to determine the memory allocated for ARIS Risk and Compliance: **Demo scenario** = 1GB, **Medium** = 4GB, **Large** = 8GB.
13. Select a license file automatically used by the setup. Alternatively, you can select a license file in User Management after the installation procedure is complete.
14. Click **Next**. The **Select database system** dialog is displayed.
15. Select the relevant database: **Standard database system** for a PostgreSQL database. For Oracle or Microsoft® SQL Server, an appropriate database driver that is installed during setup must also be provided. The driver can be downloaded from Oracle/Microsoft.
16. If you have selected Oracle or Microsoft® SQL (Page 4), perform the following additional steps.
  - a. Enter the name of the database server.
  - b. Enter the port number of the database server.
  - c. Enter the service name of the database (Oracle SID) or the database name of the database instance (Microsoft® SQL Server).
  - d. Enter the name and password of the database user.
  - e. Enter the ARIS master schema name and the ARIS default schema name.
  - f. Enter the ARIS Risk and Compliance default schema name.
17. Click **Next**.
18. Enter the SMTP mail processing parameters of an existing account to enable ARIS Risk and Compliance to send notifications, or configure SMTP e-mail processing later. Some parameters can also be managed with the User Management of this server. For detailed information, refer to the ARIS Administration online help.
19. Activate **Use TLS/SSL encryption** to prevent password sniffing.
20. 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.
21. If you want to use a proxy server, enter all proxy processing parameters. You can also enter them later, using User Management of this server. See the online help of User Management.
22. 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.

23. Enter the **superuser** password and confirm it a second time when you are prompted.

24. Click **Install** to start the installation.

ARIS Risk and Compliance is installed.

You can use ARIS Cloud Controller in the installed program group to start and stop the runnables. To open ARIS Risk and Compliance, enter the address **https://<server name>/arcm** in the browser.

## 5.2 Integrate ARIS Risk and Compliance in an existing ARIS installation

From ARIS version 10.0.12, you can install ARIS Risk and Compliance in an existing ARIS installation with the ARIS server setup you used to install ARIS Server.

### Procedure

1. Start the ARIS server setup that was used to install ARIS Server. For detailed information, refer to **Installation > ARIS server Installation** in the **Technical help** of the ARIS online help.
2. Enable **I accept the conditions of this license agreement** if you have read and accepted the license agreements.
3. If ARIS Server is installed on the same server where the setup was started, enable **Install the ARIS server on this active computer**, then click **Next**.
4. Select **ARIS Risk and Compliance** and click **Next**.
5. If you want to enable customizing for ARIS Risk and Compliance, select **Import now** and specify your customizing file. If no customizing is required, click **Next**.
6. Click **Install** to start the installation.

ARIS Risk and Compliance is installed.

You can use ARIS Cloud Controller in the installed program group to start and stop the runnables. To open ARIS Risk and Compliance, enter the address **https://<server name>/arcm** in the browser.

## 5.3 Configure parameters

You can configure ARIS Risk and Compliance with parameters in **System configuration** of ARIS Risk and Compliance and in the **Risk and Compliance** configuration of ARIS Administration.


For detailed information on how to schedule server tasks, refer to **Adapt server task schedules** in the online help of ARIS Risk and Compliance.

There are two groups of parameters:

- **Parameters which can be changed while the application is running**

To edit them, follow the procedure described below.

- **Parameters which require a re-start of the system after they are changed**




The parameters that are marked as  **Locked** in the **Editable** column must be edited using ARIS Cloud Controller by executing reconfigure commands. The affected server instances are restarted afterwards. If the installation contains several instances of ARIS Risk and Compliance server, all of them must be configured identically to ensure consistent behavior.


Example: **reconfigure arcm\_m arcm.config.dbCaseSensitive=false**

### Prerequisite

You have **system administrator** privileges in ARIS Risk and Compliance.

### Procedure

1. Click  **Administration**. The **General** menu item is displayed initially.
2. Under **System management**, click **System configuration**. The configuration parameters are displayed.
3. Use the filter () to gain a better overview of the list of property keys.
4. Move the mouse pointer over a property name to display an explanation.
5. Click  **Edit** in the row of the parameter you want to change. The **Specify parameter value** dialog opens.
6. Make the relevant changes, for example, to activate a feature, replace **false** with **true**.
7. Click **OK**.

The changes are immediately applied and stored in the database. Click  **Reset** in the row of the relevant parameter to return to the default value.

### Example

#### Use colors of ARIS Portal

If this parameter is set to **false**, the customized colors of the active ARIS configuration set are not used for ARIS Risk and Compliance.



## 5.4 Configuration of the e-mail functionality

You can configure ARIS Risk and Compliance in such a way that e-mails are sent automatically in specific situations, for example, to a tester to whom a control test was assigned. To send e-mails, an external mail server with SMTP support is used, which is normally already set up and available. No SMTP mail server is included with ARIS Risk and Compliance. If you did not specify the SMTP configuration during the installation with the setup, configure it manually in ARIS Administration. For more information on customizing the SMTP settings, refer to the **Technical help** in the online help of ARIS.

In ARIS Risk and Compliance, e-mails and internal messages are sent in the language defined for the environment if the corresponding object in the message is environment-specific. For general messages, such as requesting a new password, the set system language is used.

You can configure sender alias and HTML e-mails in the Risk and Compliance configuration of ARIS Administration. For detailed information, refer to **Enable sender alias** and **Use and modify HTML e-mail notifications** in the online help of ARIS.

## 5.5 Enable whistleblower tips

You can enable whistleblower tips in the **Risk and Compliance** configuration of ARIS Administration, where you can also specify the e-mail address of the **Whistleblower tip recipient** and optionally a **Whistleblower tip sender alias**. For detailed information, refer to **Enable whistleblower tips** in the online help of ARIS.

## 5.6 Configure form attributes, list columns, and list filters

You can configure form attributes, list columns, list filters and their visibility for a tenant of ARIS and ARIS Risk and Compliance in the **Risk and Compliance** configuration of ARIS Administration. For detailed information, refer to **Configure form attributes, list columns, and list filters** in the online help of ARIS.

## 6 Installation of a customer-specific version (Customizing)

ARIS Risk and Compliance can be extensively customized to fulfill customer requirements. These adjustments are made in XML and Java files and later combined in a ZIP file. This ZIP file must be imported with the ARIS Cloud Controller after installing ARIS Risk and Compliance.

### Warning

Customizing as described in **ARIS Risk and Compliance - Customizing Guide** will be slowly phased out from now on. From version 10.0.24, the configuration will be gradually replaced by a central Configuration in ARIS.

Customizing is applied to all tenants of the ARIS installation. It is not possible to use a different customizing for each tenant. The existing customizing is deleted during the installation of a new customer-specific version.

### Procedure

1. Install (Page 9) ARIS Risk and Compliance. Installation is completed.
2. Open ARIS Cloud Controller (ACC) console (**Start > ARIS Cloud Controller**).
3. Stop ARIS Risk and Compliance using ARIS Cloud Controller.
4. In the console, enter the command **enhance <ARCM-runnable> with customizing local file "<path to CustomizingZip>"**. The name of the ARIS Risk and Compliance component depends on the type of installation. Possible names for **<ARCM-runnable>** include: **arcm\_s**, **arcm\_m** or **arcm\_l**. Make sure that you always use double quotation marks (""") to indicate the ZIP file path.

Example: Assumed that the installation type is **Medium** and the **customizing.zip** file is located under **C:\customizing\customizing.zip**, the command is:

**Enhance arcm\_m with customizing local file "c:/customizing/customizing.zip"**

5. Start ARIS Risk and Compliance using ARIS Cloud Controller.

ARIS Risk and Compliance was extended with customer-specific adjustments.

If you have previously used ARIS Risk and Compliance without customizing, it is necessary to re-create the database schema, depending on the type of customizing, since the customizing does not automatically enhance the standard database schema.

## 8 Legal information

### 8.1 Documentation scope

The information provided describes the settings and features as they were at the time of publishing. Since documentation and software are subject to different production cycles, the description of settings and features may differ from actual settings and features. Information about discrepancies is provided in the Release Notes that accompany the product. Please read the Release Notes and take the information into account when installing, setting up, and using the product.

If you want to install technical and/or business system functions without using the consulting services provided by Software GmbH, you require extensive knowledge of the system to be installed, its intended purpose, the target systems, and their various dependencies. Due to the number of platforms and interdependent hardware and software configurations, we can describe only specific installations. It is not possible to document all settings and dependencies.

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, contact your local Software GmbH sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard Software GmbH software maintenance agreement and can be performed only on special request and agreement.

### 8.2 Support

If you have any questions on specific installations that you cannot perform yourself, contact your local Software GmbH sales organization (<https://www.softwareag.com/corporate/company/global/offices/default.html>). To get detailed information and support, use our Web sites.

If you have a valid support contract, you can contact **Global Support ARIS** at: **+800 ARISHELP**. If this number is not supported by your telephone provider, please refer to our Global Support Contact Directory.

For issues regarding the product documentation, you can also send an e-mail to [documentation@softwareag.com](mailto:documentation@softwareag.com) (<mailto:documentation@softwareag.com>).

### ARIS COMMUNITY

- Download products, updates and fixes
- Find information, expert articles, issue resolution, videos, and communication with other ARIS users

If you do not yet have an account, register at ARIS Community.

### PRODUCT TRAINING

You can find helpful product training material on our Learning Portal.

### TECH COMMUNITY

You can collaborate with Software GmbH experts on our Tech Community Web site. From here you can, for example:

- Browse through our vast knowledge base.
- Ask questions and find answers in our discussion forums.
- Get the latest Software GmbH news and announcements.
- Explore our communities.
- Go to our public GitHub and Docker repositories and discover additional Software GmbH resources.

### PRODUCT SUPPORT

Support for Software GmbH products is provided to licensed customers via our Empower Portal (<https://empower.softwareag.com/>). Many services on this portal require that you have an account. If you do not yet have one, you can request it. Once you have an account, you can, for example:

- Add product feature requests
- Search the Knowledge Center for technical information and tips
- Subscribe to early warnings and critical alerts
- Open and update support incidents.