ARIS CLIENT INSTALLATION

ARIS 10

October 2026

This document applies to ARIS Version 10 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. Start Download Client

You can start an ARIS client as a download client.

Prerequisite

- A Java Runtime Environment [9] is installed on each computer from which ARIS download client will be started.
- 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 ARIS Administration as well as in ARIS Architect.
- If Java applets are not supported, the file extension **.JAR** must be assigned to the JRE on the user's computer.

Procedure

1. Open your browser and enter the link provided by your administrator:
   Syntax: **https://<IP address or fully-qualified host name>:<load balancer port>/#<tenant name>/home**
   You must enter the port number only if the standard port **443** has been changed or redirected. The login dialog opens. Log in.
2. Click your user name (top right).
3. Click **Download Clients**.
4. Click the **Start** button beside the ARIS download client with which you want to work. If the Java applet is used, ARIS download client starts immediately. Otherwise, an **ARIS downloader JAR** file is used.
5. Save the **ARIS downloader JAR** file locally. The name of that file is a combination of the ARIS download client product name and the server name. Therefore, for different download clients different **JAR** files will be downloaded.
6. Double-click the **JAR** file. The ARIS downloader starts. A progress dialog monitors the initial download. The ARIS downloader 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. The **Run ARIS** dialog opens.
7. Enter your user name and your password.
8. Click **OK**.

The ARIS client is opened.

2. Installation

This chapter describes the installation of the ARIS client software (rich client) on Microsoft® Windows operating systems. It provides the entire functionality for defining methods and filters, creating scripts and font formats, etc. Installing the ARIS client means that you install all program files locally on your computer.

ARIS Symbol Editor is always automatically installed.

Prerequisite

To download the package, you need access to the ARIS Download Center where a login is required.

Each installation is explained step-by-step. It is assumed that you perform the installations **for the first time** using the **Setup.exe** installation program. The client installation program for Microsoft® Windows is located in the ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup\ARIS_Client**.

If system files are changed during installation, you are prompted to reboot your computer after installation.

Please consider the legal notices.

For information about hardware and software requirements please refer to the document **ARIS System Requirements**.

2.1. Notes on data security observance

For communication between ARIS server and clients to proceed safely and reliably, protect your system from unauthorized access with a firewall. Please ensure that ARIS is integrated correctly in your IT environment.

ARIS requires a functioning TCP/IP connection with a correct **D**omain **N**ame **S**ervice (DNS) name resolution. Should connection problems occur, please contact your administrator.

2.2. Installing ARIS documents

The technical ARIS documents are installed with any product you install.

Procedure

1. Proceed as described for the initial installation [5].

The installation program copies the technical documents to your installation folder. You find the documents in **<installation folder>\client\doc\en\documents**, for example, in **C:\ARIS\client\doc\en\documents**.

2.3. Installing ARIS Architect/Designer

This chapter describes the installation of ARIS Architect/Designer on Microsoft® Windows operating systems. Depending on your license, either ARIS Architect or ARIS Designer opens when you start the program.

If additional languages are installed, the documents and help files for those languages are automatically installed.

Procedure

1. Ensure that the system requirements of all products and functions are met. The client installation program for Microsoft® Windows is located in the ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup\ARIS_Client**.
2. Double-click the installation program **setup.exe**.
3. Click **Next**.
4. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
5. Click **Next**.
6. Select the installation directory.

   To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
7. Click **Next**.

   You are provided with all of the products for installation.
8. Select **ARIS Architect/Designer**.
9. Click **Next**.
10. Click **Install**.

    The installation process runs and you will receive a message as soon as it is completed.
11. Click **Finish**.

The installation is complete, and the installation program closes.

2.4. Installing ARIS UML Designer

This chapter describes the installation of ARIS UML Designer on Microsoft® Windows operating systems.

If additional languages are installed, the documents and help files for those languages are automatically installed.

Procedure

1. Ensure that the system requirements of all products and functions are met. The client installation program for Microsoft® Windows is located in the ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup\ARIS_Client**.
2. Double-click the installation program **setup.exe**.
3. Click **Next**.
4. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
5. Click **Next**.
6. Select the installation directory.

   To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.

7. Click **Next**.
   You are provided with all of the products for installation.
8. Select **ARIS UML Designer**.
9. Click **Next**.
10. Click **Install**.
    The installation process runs and you will receive a message as soon as it is completed.
11. Click **Finish**.

The installation is complete, and the installation program closes.

2.5. Silent installation - Installation via software distribution

You can install the ARIS clients via software distribution [7] in your company, so that user interaction on the client computer is not required.

2.5.1. Installation via software distribution

You can install the ARIS client via software distribution in your company.

Prerequisite

The file **silent.properties** must not contain any relative paths.

Procedure

1. Copy the directory **ARIS_Client** from your ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup** to your hard drive. You will find it on the installation media under **Setup/Windows**.
2. To install ARIS clients, open the **silent.properties** file and adjust the settings as required. Follow the instructions in this file.
3. Open a command-line and run the setup using the **silent** parameter.
   Example: setup.exe -s silent

The setup is started and the products entered are installed in the target directory specified in the file **silent.properties**.

2.5.2. Deinstallation via software distribution

The procedure for uninstalling an ARIS client by software distribution is as follows.

Prerequisite

The file **silent.properties** must not contain any relative paths.

Procedure

1. Copy the directory **ARIS_Client** from your ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup** to your hard drive if it does not exist already, for example, due to an installation by software distribution [7].
2. Adjust the **silent.properties** file and adjust the settings as required. Follow the instructions in this file.
3. Open a command line and run the setup using the **silent** and **removeonly** parameters.

   Example: setup.exe -s silent -removeonly

The setup is started and the products entered are uninstalled in the target directory specified in the file **silent.properties**. The installation directory is retained and the subdirectory **Backup** is created in it to save the configuration.

2.6. Installing ARIS Administrator Tools

This chapter describes the installation of ARIS Administrator Tools on Windows operating systems. During this installation, ARIS Server Administrator and ARIS Script Runner are installed.

You can start ARIS Server Administrator from any client computer and access the tenants and databases on the server.

Use the console application **ARIS Server Administrator** to back up or restore a tenant configuration or to manage the ARIS databases of a tenant, for example. The individual commands are transferred as command line parameters. The program provides information on the success and effect of each command executed.

You can use the console application **ARIS Script Runner** to start reports outside ARIS from a server on which an ARIS client is installed. You cannot automatically start interactive reports, that is, reports that call dialogs and expect entries to be made during execution.

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. The client installation program for Microsoft® Windows is located in the ARIS installation package under **ARIS_Installation_and_Documentation<version>\Windows setup\ARIS_Client**.
3. Double-click the installation program **setup.exe**.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.
6. Click **Next**.
7. Select the installation directory.

   To install the products in a directory different from the one suggested, click **Change**. Enter the relevant path in the **Path** box or navigate to the relevant directory in the **Directories** box, and then click **OK**.
8. Click **Next**.

   You are provided with all of the products for installation.
9. Select **ARIS Administrator Tools**.
10. Click **Next**.
11. Click **Install**.

    The installation process runs and you will receive a message as soon as it is completed.

12. Click **Finish**.

The installation is complete, and the installation program closes.

2.7. Java Runtime Environment

Download client

You need to install a Java Runtime Environment (JRE) on each computer from which you want to use ARIS as a download client.

If you are using software systems that install a separate JRE, please make sure that in the environment variables, the path for the JRE is specified before the paths relating to the software systems with separate JRE. Otherwise, Java-based ARIS products may not run via a browser.

Installed ARIS client

If your ARIS server uses a self-signed JAVA certificate, you must import it into the ARIS client JRE after the first installation and after an update installation. Please contact your administrator.

2.8. SAP JCo 3.0.x (ARIS for SAP Solutions)

ARIS and SAP Solution Manager communicate via HTTP access. Therefore, the requirements must be met in the SAP system. SAP® JCo is only required for ARIS Architect or ARIS Designer if you want to run executables.

If you use SAP Solution Manager and the SAP® synchronization or Test Designer, you must provide SAP® JCo containing **sapjco3.jar** and **sapjco3.dll** in order to allow the program to connect to the SAP® systems and provide all functions. For licensing reasons, files of SAP® JCo may not be automatically installed during installation.

For further information please refer to the following chapters of the **ARIS for SAP Solutions** document:

- Provide SAP® JCo for ARIS download client
- Provide SAP® JCo for locally installed clients

2.9. Update installation

You can update installed ARIS clients.

ARIS PPM Analysis GUI is no longer available in this setup. There is a separate setup available for this product. Updating the installation will remove ARIS PPM Analysis GUI. If you want to continue using ARIS PPM Analysis GUI, please use the ARIS PPM Analysis GUI setup to install the product. You can find this setup on your installation media under **Setups > Windows > ARIS PPM Analysis GUI**.

Procedure

1. Proceed as described for the initial installation [5].

The installation program checks whether the client version to be installed is higher. In this case, the installation process can be started. The client is updated.

Otherwise, a warning will be displayed indicating that you are about to install an older version. If you proceed, the ARIS client is uninstalled. Once uninstall is complete, you can even install [5] an older version, if required.

3. Known restrictions

Knowing how the system is going to be used is essential to determining an optimal technical configuration.

For specific cases, please contact SAG ARIS GmbH.

Versions more recent than those listed in the hardware and software requirements have not been tested or approved for use.

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.

This applies, for example, to the use of certain printers/printer drivers or graphic cards/graphic card drivers under certain operating system versions. In some cases, problems may occur when you display graphics in ARIS or create reports.

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

3.1. Calendar

ARIS supports the Gregorian calendar. Other calendars, such as the Islamic and traditional Japanese calendar, are not supported.

3.2. Reports in PDF format

If you select **PDF** as the output format and create the report script in design view, only the character sets of the computer on which the ARIS server is installed are used (**C:\Windows\Fonts**). If you have formatted a text with the **Algerian** character set, for example, and this is not available in the specified directory, the default character set is used to output this text.

Additional character sets that you install in **C:\Windows\Fonts** are automatically considered.

4. Support and legal information

This section provides you with some general information regarding product support and legal aspects.

4.1. 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 SAG ARIS 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 ARIS sales organization. Please note that this type of manufacturer-specific or customer-specific customization is not covered by the standard ARIS software maintenance agreement and can be performed only on special request and agreement.

4.2. Support

Product support

We provide support for ARIS products to all customers with a valid support contract.

Information on product version availability and support, as well as sustained support dates, is available at ARIS Community.

Contact our Global Support services at ARIS Community to raise and update support incidents, or post ideas and feature requests.

Community

Register with ARIS Community to download products, updates and fixes, find expert information, and interact with other users.

Documentation

For information on how to use and activate products and for other technical support questions, visit the ARIS Documentation website.

If you want to give feedback on any documentation topic, write to documentation@aris.com.

4.3. Legal notices

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