DISCLAIMER/GENERAL NOTICES

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. General notices

- You can install ARIS server along with ARIS Risk and Compliance on one machine. The ARIS Risk and Compliance installation procedure is described in the **ARIS Risk and Compliance Installation Guide**. For advanced installations, it is strongly recommended that you request an installation service from ARIS Professional Services. This is of particular importance when you intend to install ARIS across several computers/VMs (distributed installation). A scenario this specific requires in-depth knowledge of the technical infrastructure and environment. This information cannot be included in the product documentation and must be obtained through specialized training. Contact your ARIS representative for more information.
- In general, it is advisable to use up-to-date hardware taking into account the number of users who will be accessing 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, 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.
- If you use external libraries, you must ensure that you have installed the latest security-relevant patches.
- Please consider the legal notices.

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 ARIS. For information about hardware and software requirements, refer to the ARIS system requirements. Read the documents on the ARIS Documentation website or download them from the ARIS Download Center.

Please consider the legal notices.

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 to change settings, such as ports.
- Make sure that no file in the installation directory is locked. Therefore, close all Command Prompts pointing into the ARIS installation folder. If the prerequisites are not met and files are not writable, the setup fails because files cannot be updated. In this case, your installation cannot be automatically restored, and ARIS may no longer run. To restore your installation, you must take further action.
- Make sure to exit ACC before running the update setup.

2.2. ARIS Repository API

Calls to the ARIS Repository API are subject to the following data limits:

Documents

- 1 document per request
- Maximum size of 100 MB per document

Models

READ requests	
max. page size (= 1 request)	1.000
max. absolute result size (= sum of all paging requests for 1 query)	10.000

Objects

READ requests	
max. page size (= 1 request)	10.000
max. absolute result size (= sum of all paging requests for 1 query)	100.000
WRITE requests	
max. number of objects in one request	500

2.3. 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).

2.4. 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 features support RTL.

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

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

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

2.5. Tenant names

Only use up to 25 lowercase ASCII characters and numbers for tenant names. Names must begin with a character. Special characters, such as the underscore (_), as well as characters in Chinese, Cyrillic, or Arabic, cannot be used.

3. Support and legal information

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

3.1. 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.

3.2. 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.

3.3. Legal notices

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