ARIS 10

# DISCLAIMER/GENERAL NOTICES

APRIL 2025

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

- 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 Technical Help**. For advanced installations, Software GmbH strongly recommends that you request an installation service by Global Consulting Services. You can order that service from your Software GmbH sales representative (page 5). This is of particular importance when you intend to install ARIS across several computers/VMs (distributed installation). A scenario as specific as this requires profound knowledge of the technical ARIS infrastructure and environment. This cannot be provided in the product documentation. The required knowledge can be acquired only by attending the training course **ARIS Server Installation**, available via Global Education Services.
- 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 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.
- 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 the ARIS. For information about hardware and software requirements, please refer to the ARIS system requirements. Read the documents on the ARIS Documentation Website or download them from 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.
- 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 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

For tenant names please only use up to 25 lowercase ASCII characters and numbers. The name must begin with a character. Special characters, such as _ and characters, for example, 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 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.

## 3.2 Support

### PRODUCT SUPPORT

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

Contact our Global Support services at ARIS Community to raise and update support incidents and 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.