ARIS UPDATE COOKBOOK

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. Scope & Motivation

This document describes the steps that you must perform if you manually update any ARIS 10.0 installation to any 10.0 SR.

Do not update ARIS manually if you have installed the current ARIS server using the ARIS server setup. To update such an installation, start the most current ARIS server setup program to update your installation.

From ARIS 10.0.12.0, ARIS Risk and Compliance and ARIS server use the same external database management system if configured. When you update your ARIS server, ARIS Risk and Compliance still uses the database connection as configured for ARIS Risk and Compliance. If you want ARIS server and ARIS Risk and Compliance to use the same connection, you must first update ARIS server. Then configure the database connection manually, as described in the **ARIS Risk and Compliance Installation Guide**.

If you currently run ARIS in version 10.0.18 or lower, you must update to version 10.0.21 first and then update to ARIS in the current version. The direct update to the current version is blocked in server setup, the agent setup, and via ACC **update** command.

Depending on the current version (source version) that you are going to update to (target version), some of the steps described below are optional or might not be needed. Some steps are only required if you are using an external database system, such as Oracle or Microsoft SQL Server. In these cases, this is indicated at the beginning of the related steps. If there is no such indication, the step is required regardless of current source or target version.

The steps described in this document are only necessary if you want to:

- Update an ARIS installation that was originally installed manually by provisioning (either on a single node or on multiple nodes). We consider an installation as manual if it was not created with one of the product-specific setups, for example, the ARIS server setup for a single-node installation, but by manually installing (empty) ARIS agents on the machines and then using ARIS Cloud Controller (ACC) to install or configure the individual components (so called runnables) that comprise an ARIS system on these agents.
- Update a setup-based ARIS installation that was changed so that the update setup refuses to update.
- Learn about what goes on under the hood of an update setup. After all, the steps described here are basically what the setup does (but of course only for simple single node, that is, not distributed installations).

2. Checklist

This list gives an overview of the procedure to be performed.

1. Ensure that required prerequisites are met [6]
2. Archive all log files [11].
3. Delete old log files [12].
4. Backup data [13].
5. Log modification steps and backup all manual changes [16].
6. Update ARIS agents on all nodes [17].
7. Validate the ARIS agent updates [17].
8. Prepare ARIS Cloud Controller (ACC) [18].
9. Provide a remote repository [22].
10. Update all runnables on all nodes [24].
11. Adjust elasticsearch cluster [27].
12. Enhance 'simulation' runnable [30]
13. Start ARIS after the update of all runnables is completed [32].
14. Update the system database for each tenant [37].
15. Update dashboards (optional) [33].
16. Update the demo databases for each tenant.
17. Check and upload missing fonts (ARIS 10.0.5 or earlier) [35].
18. Reindex CES (optional) [40]
19. Reindex modeling data for each tenant [38].
20. Optionally configure the ARIS agents on all nodes to use the local repository [41].
21. Make online help available (optional) [42].

3. Prerequisites

Before updating an ARIS installation, you must assure that the following prerequisites are met.

- **You know all required user credentials**.
  The ARIS agent user name and password (default credentials: **Clous**/**g3h31m**) for each node that is part of the installation to be updated.
- **You have enough free disk space available**.
  For a successful update, sufficient free disk space must be available on each node that is part of the update installation.

  > **Warning**
  > Do not try an update if free disk space is limited.
  > The update might fail, and the installation cannot be repaired.
  > Try to clean up your current installation to delete content that is not needed any longer [11].

  The following is a rough guideline on how to determine the disk space required:
  - Determine the currently available free disk space **f** on the machine where the ARIS agent runs.
  - Determine the current size **w** of all runnables working directories located in:
  - **Windows**: <installation directory>\server\bin\work
  - **Linux**: /home/ARIS/cloudagent/work).
  - Make sure that the condition **f > w + 100 GB** is met.
- **All runnables are activated** (affecting source versions from 9.8.4 and later)
  Starting with ARIS 9.8 SR4, individual runnables can be deactivated. A deactivated runnable is ignored by the startup process of the runnables. This can be useful in cases where the full product is installed, but where only a subset of the functionality is initially used. For example, you might start out only with ARIS Design Server, but for an easier upgrade to ARIS Connect, ARIS Connect Server was installed. In this case, the unneeded runnables can be deactivated, such as **ECP** and **PostgresECP**.
  To keep an installation consistent, however, deactivated runnables must also be updated. Hence, a deactivated runnable is not ignored by the update process. Some of the steps described in this guide might require the entire installation or at least one instance of a specific application to be started for the step to be successful. So, unless you fully understand the dependencies of the different runnables and which runnables are involved in which step, it is therefore highly recommended to activate all runnables before proceeding and deactivate them again later.
- **Sufficient amount of virtual memory is available** (affecting ARIS server installations on Linux machines)
  From ARIS 10 SR4, the **elastic** runnable (elastic search) requires more virtual memory on your Linux operating system to prevent indices from causing out-of-memory exceptions. On the machine where the **elastic** runnable is installed, check which value the **vm.max_map_count** system parameter is currently set to.
  For this, use the **sysctl vm.max_map_count** command. If the value is lower than **262144**, change it to **262144**.
  To change the value for this session only, use the following command (root access permissions required):
  sudo sysctl -w vm.max_map_count=262144
  This command changes the value for the current session only. After a reboot, this change is undone.
  To change the value permanently, add this line to the **sysctl.conf** configuration file that is available in the ARIS installation directory on your machine:
  vm.max_map_count=262144

- **Files are writable**.

  Make sure that no file in the installation directory is opened or in use by another process [8]. Locked files will cause issues while the patch setup is running. Use the task manager or the process explorer to identify processes that may access related files, such as **notepad** or **notepad++**.

  - Close all ARIS command-line tools, such as **ARIS Cloud Controller**, **ARIS server Administrator**, **ARIS document storage Command-Line Tool**, or **Process Governance Command-Line Tool**.
  - Close all command prompt boxes that you use to start command-line tools, such as **y-datadump.bat**, **y-elasticsearch.bat**, **y-ldapsync.bat**, **y-password.bat**, or **y-tenantmgmt.bat**.
  - Sign off all other users to release all possible file locks.

  The user account running the **ARIS agent 10** Windows service must have permission to delete and write files. This is the **system** user on **Windows** operating systems and the **ARIS10 user** on **Linux** operating systems.

4. How to prevent the setup from failing

If the prerequisites are not met and files are not writable [8], 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.

It is a good idea to check whether all files stored in the ARIS server installation directory are not locked by other users or processes. You can also force all files to be writable. The user account running the **ARIS agent 10** Windows service must have permission to delete and write files. This is the **system** user on **Windows** operating systems and the **ARIS10 user** on **Linux** operating systems.

4.1. Check all files

If you currently use ARIS 10.0.6 or a later ARIS version, the **check file system permissions** ARIS Cloud Controller command is executed automatically when you run the setup. This command checks whether all files in the ARIS server installation work directory can be deleted. This check takes quite a while if executed on a running ARIS system. As a result, the first 10 detected files causing a problem are listed. If more files were found not to be writable, they are listed in the **agent.log** file.

You can manually execute this command before you start the setup to discover possible problems. If you do so while all runnables are started, this check will take a long time and a lot of wrong warnings are reported. This is because some files are regularly locked when ARIS is running, such as files related to the **elastic** runnable.

To reduce runtime and the number of warnings, it is recommended that you stop all runnables before you execute the **check file system permissions** ARIS Cloud Controller command.

This is an example of the **check file system permissions** ARIS Cloud Controller command that was executed on a distributed ARIS server installation containing three nodes.

```
Node n1: Permission problems found in one runnable:
Permission problems found for runnable adsadmin_1:
       Found 1 file that is missing the permission WRITE:
       U:\ARIS10.0\server\bin\work\work_adsadmin_1\tools\bin\Documents.zip

Node n2: No permission problems found.
Node n3: No permission problems found.

Problems were found on node n1 regarding the file permissions of the runnable
adsadmin_1.
Command failed with exit code 100.
Elapsed Time : 0h 54min
```

4.2. Set write attribute to all files

To force all files to be writable, execute the following commands.

In **Windows** operating systems, this command sets the **write** attribute to all files:

```
attrib -r <Installation Directory>\bin\work\*.* /s
```

In **Linux** operating systems, the following commands are executed by the RPM package. The commands allow the **aris10** user accessing all files:

```
ARIS Version >= 10.2
. /etc/aris10.conf
cd $TARGETDIR
chown -R aris10 *

ARIS Version < 10.2
cd /home/ARIS10
chown -R aris10 *
```

4.3. Make files accessible that are used by other processes

Even if files are readable, they can be blocked when accessed by other processes. To release all locks make sure to:

- Close all ARIS command-line tools, such as **ARIS Cloud Controller**, **ARIS server Administrator**, **ARIS document storage Command-Line Tool**, or **Process Governance Command-Line Tool**.
- Close all command prompt boxes that you use to start command-line tools, such as **y-datadump.bat**, **y-elasticsearch.bat**, **y-ldapsync.bat**, **y-password.bat**, or **y-tenantmgmt.bat**. Use the task manager or the process explorer to identify processes accessing the files.
- Sign off all other users to release all possible file locks.
- Reboot the machine to assure that no user has access to any file.

4.4. Update from ARIS version 10.0.21 or lower

If you currently run ARIS version 10.0.21 or lower, you cannot update directly to the current ARIS version. If you are running version 10.0.18 or lower, two intermediate updates are required before you can reach the current version. The direct update to the current version is blocked in server setup, the agent setup, and via ACC update command.

Procedure

1. Check your current ARIS version.
   - If you are running version 10.0.18 or lower, first update to version 10.0.21, then continue to step 2.
   - If you are running version 10.0.21, continue directly to step 2.
2. Update to version 10.2026.4.
3. Start your ARIS installation to initiate the required migration step.
4. Wait until all runnables have reached the `STARTED` state.

   Some runnables, in particular Elasticsearch, may remain in the `STARTING` state while the migration is running. Do not interrupt this process.
5. Check the extended state of the ElasticSearch runnables using the ACC `list` command. There must not be an extended state **red** displayed anymore.

6. Update from ARIS version 10.2026.4 to the current ARIS version.

5. Clean up the installation

During the update procedure, backups of the working directories of all runnables are created. This is to be able to roll back to the original version if the update fails.

Depending on the number of files stored in the working directories of the runnables, backups consume free disk space. Creating these backups can take a long time. Particularly in environments with limited disk I/O, such as virtual machines or physical machines using **SAN** or **NAS** as their IO subsystem, the time to create these backups can significantly influence the total time for performing the update. Nonetheless, you are highly recommended to leave the automatic backup of runnable working directories enabled.

However, as a preparation step, you can remove unnecessary files from the working directories. Former ARIS versions used to write many log files that were not removed automatically.

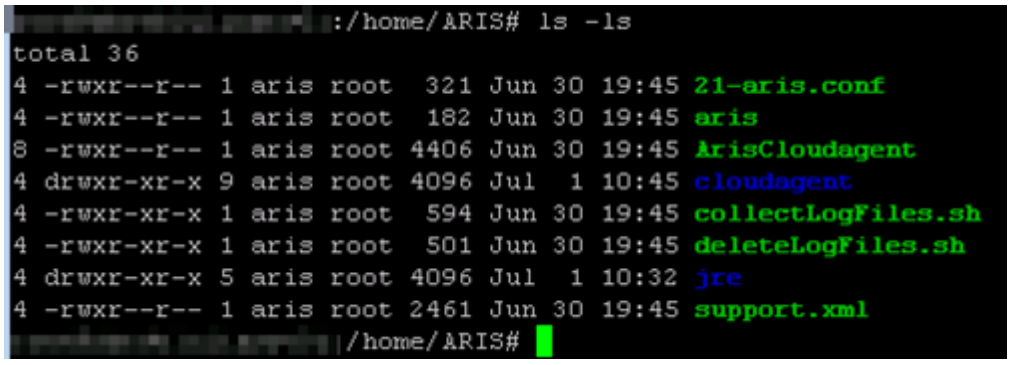
To provide more free disk space, you can first archive and then delete all log files from the current ARIS installation. Make sure to store the archive file containing the log files on a different drive or partition from the one where ARIS is installed.

To archive and delete all log files, use the **collect log files** and the **delete log files** ACC commands.
You can also use the batch files provided (see <ARIS installation directory>\support: **collectLogFiles** and **cleanLogFiles**). On Linux systems you can find the related **sh** files in the **home** directory of the ARIS user that was created by the ARIS Cloud Controller Linux packages.

5.1. Archive and then delete all old log files (Optional)

To reduce the used disk space, you can first archive and then delete all log files of the ARIS installation.
Two batch files are provided for this: **collectLogFiles** and **cleanLogFiles** (**.bat** on Windows, **.sh** on Linux). On Windows systems, the files are available in the **support** folder of the ARIS installation directory>.

On Linux systems, you can find them in the **home** directory of the ARIS user that is created by the ARIS Cloud Controller Linux packages:



5.1.1. Archive all log files

This step is optional but recommended. The **collectLogFiles** utility collects all log files of all runnables and the ARIS agent and puts them into a single **LogFiles.zip** archive. If you want to archive all log files before cleaning them, run **collectLogFiles** first. Depending on the amount of log files accumulated in your installation, this can take quite a while and of course you need additional free disk space for the log file archive.

After **collectLogFiles** has completed, copy the resulting **logfiles.zip** file to a safe location.

> **Warning**
> If you keep the **logfiles.zip** file with the log files on the same drive/partition where ARIS is installed, make sure that there is still enough free disk space as described in the **Prerequisites [6]** chapter [6].

5.1.2. Delete all log files

After you successfully archived the log files, run the **deleteLogFiles** utility or use the **delete log files** ACC command to remove them from the installation directory to increase free disk space.

6. Backup data

The very first step of an ARIS update is to back up all data.

Warning
If you run an update without having current and complete data backups, you bear the risk for any data loss or system outage.

There are multiple ways to do a backup:

- Start a tenant backup for all tenants using ARIS Cloud Controller (ACC). This backup contains all essential data of a tenant, with the notable exception of any customizations and tenant-specific settings related to published content.
- Using the Tenant Management tool is a way to backup and restore the infrastructure tenant (master) as well as all productive tenants.

  By default, backups are stored in the ARIS server installation directory (..\server\bin\work\work_umcadmin_<s, m or l>**backup**). If you have not yet defined a different folder on a physical drive, make sure to save the backup folder. As the default **backup** folder is overwritten by the update, all backups are lost.

- Most ARIS components offer individual backup functionalities [13]. You can back up databases in ARIS Architect or you can back up user data in the ARIS Administration. These components also provide command-line tools to be used, such as ARIS Server Administrator or command line tools for the ARIS Administration.
- Copy the working directories of all runnables to a safe place or copy the whole ARIS installation folder. If an external DBMS is used, such as Oracle or Microsoft SQL Server, create dumps of each schema containing ARIS data.

6.1. How to back up data manually

Administrators have multiple alternatives for manually backing up data.

Database

In ARIS, click **Application launcher > Administration > Databases**, select the database, and click **Back up**. In ARIS Architect on the **Administration** tab, use the **Backup** functionality.

On the command line tool ARIS Server Administrator, using the **backup** or **backupasn** commands.

In ARIS Server Administrator, use the backupsystemdb command to backup filters, method modifications (such as user-defined attributes, model types etc.), configuration, queries, report scripts, macros and semantic checks. Alternatively, you can back up the data mentioned before individually as follows.

Filter

In ARIS, click **Application launcher > Administration** > **Conventions > Filters**, select a filter and click **Export**. In ARIS Architect on the 'Administration' tab, use the function **Export**.

Method and configuration

In ARIS Server Administrator, using the **backupsystemdb** command.

Report scripts and macros

In ARIS, click **Application launcher > Administration > Evaluations**, select a report or macro, and click **Export**. In ARIS Architect on the **Administration** tab individually backup scripts with the function **Export** in the pop-up menu for a script. If you have adapted standard scripts and standard files instead of copies the individual backup is mandatory. All standard scripts and standard files, except XML files, will be overwritten by an updated. Modifications will be lost.

In ARIS Server Administrator, using the **backupsystemdb** command.

Queries and ad hoc analyses

In ARIS Architect on the **Administration** tab with the **Back up analysis data** function.

When you perform an update installation, add languages, or uninstall a component, the relevant files and directories are backed up automatically. A selection of files is listed here to provide examples for server installations:

- <ARIS installation directory>\server\backup
- <ARIS installation directory>\server\data (saved databases after uninstallation)
- <ARIS installation directory>\server\sysconfig
- <ARIS installation directory>\server\templates

Configuration and modification sets

You can back up the configurations that you configured via the graphical user interface in ARIS Administration on the **Configuration** tab with the **Backup** function (Publication settings > Manage configuration sets).

The **default** and the **classic** configuration set must not be modified. These sets, holding all new features, are used as template for all future modification sets. The **default** and the **classic** configuration sets are automatically updated.

If the **default** or the **classic** configuration set was modified on file level, all changes are lost after the update. To keep the modifications, proceed as follows:

Copy the folders of the modified default or custom configuration sets from <ARIS installation path>\server\bin\work\, for example:

- **work_copernicus_<s**, **m** or **l>**\base\webapps\ROOT\WEB-INF**config\default**
- **work_abs_<s**, **m** or **l>**\base\webapps\abs\WEB-INF**config\default**
- If a Heavy-duty Server (HDS) is in use, the related folder of the **hds_<s**, **m** or **l>** runnable must be copied as well.

After the update, the content of the **default** and the **classic** folders are updated, and your modifications are lost. Paste the copied folders into the <ARIS installation path>\server\bin\work\ subfolders, for example:

- **work_copernicus_<s**, **m** or **l>**\base\webapps\ROOT\WEB-INF**config**\<name of the customized **default** configuration set>
- **work_abs_<s**, **m** or **l>**\base\webapps\abs\WEB-INF**config**\<name of the customized **default** configuration set>
- If a Heavy-duty Server (HDS) is in use, the related folder of the **hds_<s**, **m** or **l>** runnable must be copied as well.

Warning
To make the content update-proof, the folder must be named other than **default**, for example, **customized_default**.

New ARIS functionality will not be available in the copied configuration sets. You can manually copy additional lines from the updated **default** or **classic** configuration sets and paste them to the related customized configuration sets. This advanced configuration requires high knowledge on XML configuration, that can be acquired in the instructor-led **ARIS Connect Portal Configuration** training course, which is available to partners and customers at ARIS Academy. Errors in XML configuration files may cause strong impact. You might not be able to start ARIS again.

Depending on the level of customization, you are recommend using a prepared customization package obtained by the original customizer. If you need help, contact SAG ARIS GmbH for a customization request. Customization and training services are not subject to the standard software maintenance agreement. Configuration changes can only be performed by SAG ARIS GmbH if you requested and agreed on them.

7. Log modification steps and backup all manual changes

To modify the ARIS installation or add third party files to your installation, such as JDBC drivers, SAP JCo adapters, SSL certificates, etc., you are recommended to use the ACC **reconfigure** and **enhance** commands. However, some modifications cannot yet be performed by ACC, for example, modifications made in configuration files, such as:

ARIS server

<installDir>\server\bin\work\work_abs_<sizing>\base\webapps\abs\downloadClient\config\arisloader.cfg

<installDir>\server\bin\work\work_abs_<sizing>\base\webapps\abs\config\defaultServerSettings.cfg

Warning
Any changes made to these files will be lost after an update. You must repeat your documented changes to those files after each update. Note that some of those changes might also no longer be relevant in the new ARIS version.

Expect any files copied manually into an installation will be gone after an update. Therefore, archive these files and document where they need to be copied back to after the update.

Certificates stored in the JRE of the ARIS agent are overwritten by an update. If you update ARIS server, the latest JRE containing its own cacert keystore are installed. Certificates stored in the JRE of the ARIS agent are used, for example, if you use SSL access and dashboards or LDAP.

If you previously had added certificates to your current system to allow SSL connections between ARIS server and external systems, you must make these certificates available again after each update of the ARIS agent.

Any manual changes and physical modifications made on an ARIS installation, such as adding files, are not preserved during an update. Only modifications made using the **reconfigure** and **enhance** ACC commands are safe unless stated otherwise.

Make sure to note each manual step done after the initial ARIS installation in an installation protocol.

Of course, all **content** that you enter into ARIS (models, users, documents, collaboration comments etc.) via the UI or official interfaces is preserved during an update.

8. Update ARIS agents on all nodes

Assure that all installation files can be updated. Especially on Windows systems, a file that is still being used by a process cannot be replaced during the update. Therefore, you must assure that no program is still using any files or folders inside the ARIS installation directory.

Therefore, make sure that the following prerequisites are met:

- All ACC commands are stopped
- All ACC command-line prompts are closed
- All Windows command-line prompts that access a folder inside the ARIS installation directory are closed.
- All Windows Explorers that point to the ARIS installation folder are closed.

All files inside the ARIS installation directory that are not used by external programs, for example, log files opened by a text editor.

8.1. Update ARIS agents

Update the ARIS agents on all nodes of the installation by running the ARIS agent setup (for Windows machines) or use the update packages for Linux machines.

Refer to the ARIS server Update Installation Guides for detailed instructions.

The ARIS agent setup stops all runnables to update the Java runtime environment (JRE).

8.2. Validate the ARIS agent update

After the ARIS agent was updated, run the following ACC command to check the new ARIS version number of all ARIS agents currently registered in ACC:

on all nodes get agent.version

Make sure that all lines show the same version of the latest update.

9. Prepare ARIS Cloud Controller (ACC)

Copy the **generated.apptypes.cfg** file from the **ARIS server setup** folder and overwrite the existing file in the ARIS installation folder, for example, **C:\ARIS\server**. Then start ARIS Cloud Controller (ACC) [19] with the command-line option **-c <path to generated.apptypes.cfg>** to provide ACC with the necessary information about the runnable of the new ARIS version. Make sure that ACC is started from now on with the new **generated.apptypes.cfg** file, for example, by creating or modifying a shortcut to ARIS Cloud Controller.

Example 1.

```
acc.bat -c "C:\ARIS\server\generated.apptypes.cfg"
acc.bat -c "C:\ARIS\server\generated.apptypes.cfg" -n nodes.nf
```

nodes.nf (example):

add node n1 ARISServerNode1 Clous g3h31m

add node n2 ARISServerNode2 Clous g3h31m

add node n3 ARISServerNode3 Clous g3h31m

Add all nodes of your distributed ARIS installation:

- Either use the **add node** command manually whenever you start ACC
- Or use a node file containing all **add node** commands which you pass as command-line option **-n** to ACC

The default settings for runnables provided in the **generated.apptypes.cfg** file can change from version to version.

However, in versions prior to **ARIS 9.8**, changes to the settings in the new **generated.apptypes.cfg** file (everything in the lines after defaults) will not be applied during an update.

As of version 9.8, only a selected subset of the default parameter changes is applied. You can identify the parameters in the **generated.apptypes.cfg** file that are changed during the update. They are marked with the prefix **!** or **~**. For example:

```
register app type umcadmin_s
com.aris.umcadmin.y-umcadmin-run-prod 10.2026.4.0 defaults
connector.ajp.executor.maxThreads=50 connector.http.executor.maxThreads=50
JAVA-Xmx="256m" ~connector.ajp.packetSize=32768 connector.ajp.port=14481
~connector.http.maxHttpHeaderSize=32768 connector.http.port=14480
JAVA-Dcom.sun.management.jmxremote.authenticate="false"
JAVA-Dcom.sun.management.jmxremote.port="14486" JAVA-
Dcom.sun.management.jmxremote.ssl="false" JAVA-Dcom.sun.management.jmxremote="/
enabled" JAVA-Dcom.sun.management.jmxremote.local.only="true" ~"JAVA-XX\\:
+CrashOnOutOfMemoryError"="/enabled" ~"JAVA-XX\\:
+HeapDumpOnOutOfMemoryError"="/enabled" ~"JAVA-XX
:MaxHeapFreeRatio"="30" -"JAVA-XX
:MaxPermSize" ~"JAVA-XX
:MinHeapFreeRatio"="10" JAVA_OPTS="-server"
zookeeper.connect.retry.time.ms="30000" !zookeeper.session.timeout.ms="60000"
```

- Parameters marked with the prefix **~** are applied, if the parameter is **NOT** already set for the runnable. Parameters that were set or changed manually are retained.

- Parameters marked with the prefix **!** are applied regardless of whether the parameter is already set or not.

> **Warning**
> Parameters that were set or changed manually are overwritten.

9.1. How to start ARIS Cloud Controller (ACC)

ACC is a command-line tool for administrating and configuring an ARIS installation. ACC communicates with the ARIS agents on all nodes. You can use ACC in multiple modes (see Technical Help: ARIS Cloud Controller Command-Line Tool). Read the documents on the ARIS Documentation website or download them from the ARIS Download Center.

> **Warning**
> ACC commands will majorly impact your system. They require profound knowledge of the technical ARIS infrastructure and environment. This knowledge can be acquired only by attending related training courses. These are provided by ARIS Academy. According to the standard software maintenance agreement, we cannot guarantee proper functioning if you use ACC commands without this knowledge or without our services.

ARIS Cloud Controller (ACC) can be used in three modes:

Interactive mode (default)

ACC runs with an interactive shell, allowing you to manually issue commands.

Batch mode

Batch mode is activated by specifying a command file with the **-f** command line parameter (see ACC command line parameters below). ACC will execute the commands in the file in the given sequence and exit after execution or if one of the commands fails.

A command file line starting with **#** will be interpreted as a comment line and ignored by ACC.

Command mode

You can directly pass a single command to ACC as a command line parameter. The command will be executed and ACC will exit.

When passing commands directly as a command line parameter, you must be careful when escaping strings in your command, for example, double-quote-delimited parameters. The operating system command shell will eliminate the double quotes, leaving your string parameter un-escaped. Therefore, make sure to escape the quote characters and special characters.

Examples

If you issue the command in command mode, for example:

```
    set remote.repository.url="http://something.com/repo"
```

you must enter:

```
    acc.bat -h localhost -u <user name> -pwd <remoteAccessPassword> set
remote.repository.url=\"https://something.com/repo\"
```

If you enter:

```
    acc.bat -h localhost -u <user name> -pwd <remoteAccessPassword> set
remote.repository.url="https://something.com/repo"
```

ACC will return an error message, for example:

```
    line 1:52 mismatched character '<EOF>' expecting '\n'
    Invalid or erroneous command "set     remote.repository.url=https://
something.com/repo ": line 1:30 extraneous i    nput ':' expecting EOF
    Use "help" to display a list of available commands.
```

This also affects passwords and names containing special characters. If you try to back up your tenants with the following command, make sure to escape the quote characters and the special character **&** used in the password **User&12345**.

If your user name or password includes any special character, add a backslash (****) before the character for ACC to process the special character as a string. If your password contains an ampersand (**&**), add a backslash before the ampersand.

```
    ./acc.bat -h localhost -u Clous -pwd g3h31m -p 18011 -c     ../
generated.apptypes.cfg backup tenant default username=\"admin\"
password=\"User\&12345\"
```

To obtain information about the usage of ACC commands, enter **help** or **help <command>**.

Windows operating system

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

Linux operating system

To start ACC under a Linux operating system, execute the **acc10.sh** shell script. To do so, enter: **su -c acc10.sh aris10**. After the ARIS server installation was completed on a Linux operating system, the **aris10** user is locked and has no password. Command-line tools (**sh** files), such as **ARIS server Administrator** or **ARIS Cloud Controller** can only be started by the **aris10** user related to the ARIS agent.

- To unlock the **aris10** user, enter: **passwd -u aris10**
- To interactively enter a password, enter: **passwd aris10**
- To start the command-line tools, enter: **su -c acc10.sh aris10** or **su -c arisadm.sh aris10**
- To execute these command-line tools as an ARIS user without **root** privileges, you must enter the password of the **aris10** user.
- To copy files manually into the **ARIS** directory, as the **aris10** user enter the commands: **su aris10** and **sudo aris10**

  As an ARIS user without **root** privileges, you must make sure that the files have the correct ownership (**aris10**).
- To lock the **aris10** user again enter: **passwd -l aris10**

10. Prepare and provide remote repository

On all nodes, each ARIS agent must be set so that it does NOT use the local repository. Enter this ACC command:

on all nodes set local.repository.only=false

10.1. Provide remote repository using a Web server

Copy the **Setup_Data** folder from the downloaded installation package to a Web or FTP server.

If you use Inter Information Server (IIS) to serve as remote repository, add the extension **.war** with MIME Type **text/plain** to avoid issues that can occur when importing the ARIS help.

On all nodes, point each ARIS agent to the prepared web server that holds the repository containing the runnables of the new ARIS version. The following command points to a web server:

on all nodes set remote.repository.url="https://<your_webserver>/<full_path_to_Setup_Data_folder>"

If the host name of your Web server is **intranet**, the Web server is serving **http** requests on port **8080** instead of using the default port **80**, and the contents of the **Setup_data** folder are copied the folder **arisrepo/10.2026.4.0** enter this command to provide a remote repository using a Web server:

on all nodes set remote.repository.url=https://intranet:8080/arisrepo/10.2026.4.0

10.2. Provide remote repository using a local file folder

If you do not have a Web or FTP server available in your environment, and you do not want to install one, you can copy the **Setup_Data** folder to a local folder on all nodes and point to that location.

> **Warning**
> Note that each location must be a physical drive because mapped network drives do not work as repositories, because the ARIS agent runs in the security context system that can only access physical drives.

Copy the **Setup_Data** directory from the ARIS installation package to a physical drive on each node. Use the same folder on every node to simplify the procedure, because only if you use the same name you can use the **on all nodes** command.

On all nodes, specify that each ARIS agent uses a local folder by using a file URL in the **remote.repository.url** ACC command set.

To use a local folder using a file URL in the ACC command **set remote.repository.url enter**:

on all nodes set remote.repository.url="file://<physicalPath>"

Replace **<physicalPath>** with the path to the folder that contains the **Setup_data** folder. If you copy the physical path from your Windows Explorer, make sure to replace the backslashes with forward slashes. The URL must only contain forward slashes.

For example, if you copied the **Setup_Data** folder to **C:\temp\Setup_Data**, enter:

on all nodes set remote.repository.url="file://c:/temp/Setup_Data"

11. Update all runnables on all nodes

To update all runnables on all nodes, run this ACC command:

on all nodes updateall

or

on all nodes force updateall

The **force updateall** command prevents confirmation for each node.

This command creates a backup of all working folders before any change is made. The backups are stored in the folder **<ARIS Installation path>\server\bin\.backup**.

These backups allow to reset to the previous ARIS version. This prevents a possible impairment of the system. If an update fails, a mixture of runnables from the previous version and the most recent version would result. Such an ARIS installation will most likely not work. Note that reset to the previous ARIS version is not required for the ARIS agent because the ARIS agent can use runnables of former ARIS versions.

The backup of the working folders takes some time and consumes a significant amount of disk space.

> **Warning**
> Make sure to backup application data before starting the update setup because the backups created automatically during the update process cannot be used as a backup of your application data.
>
> You can turn the backup option off. If you do so, a rollback to the previous ARIS version is no longer possible. If you attempt an update without backing up your data, you run the risk of system outages and/or data loss, for which SAG ARIS GmbH assumes no responsibility.

The **updateall** command first checks whether enough disk space is available. If the required amount is not available, a message is displayed, such as:

```
On node localhost 20,93 GB of usable space is available for back up, downloaded artifacts, working directory, plugins and unpacked runnables, but 72,67 GB must be available.
```

In this case, make sure that the required amount of free disk space is available.

If the **updateall** ACC command was successful, the output looks like the following example of a three-node installation. Of course, versions, node names, runnable instance IDs, etc. can vary depending on the environment:

```
ACC+ >on all nodes updateall
WARNING! The updateall command will update ALL currently not running instances on all nodes. Are you sure? (Y/N)
y
Runnable zoo0 on node n1 will be updated to version 10.2026.4.0
Runnable cloudsearch_m on node n1 will be updated to version 10.2026.4.0
Runnable umcadmin_m on node n1 will be updated to version 10.2026.4.0
Runnable abs_m on node n1 will be updated to version 10.2026.4.0
Runnable apg_m on node n1 will be updated to version 10.2026.4.0
Runnable copernicus_m on node n1 will be updated to version 10.2026.4.0
```

```
Runnable zoo0 on node n2 will be updated to version 10.2026.4.0
Runnable elastic_m on node n2 will be updated to version 10.2026.4.0
Runnable couchdb_m on node n2 will be updated to version 10.2026.4.0
Runnable adsadmin_m on node n2 will be updated to version 10.2026.4.0
Runnable umcadmin_m on node n2 will be updated to version 10.2026.4.0
Runnable octopus_m on node n2 will be updated to version 10.2026.4.0
Runnable simulation_m on node n2 will be updated to version 10.2026.4.0
Runnable loadbalancer_m on node n2 will be updated to version 10.2026.4.0
Runnable zoo0 on node n3 will be updated to version 10.2026.4.0
Runnable postgresECP_m on node n3 will be updated to version 10.2026.4.0
Runnable cloudsearch_m on node n3 will be updated to version 10.2026.4.0
Runnable couchdb_m on node n3 will be updated to version 10.2026.4.0
Runnable adsadmin_m on node n3 will be updated to version 10.2026.4.0
Runnable abs_m on node n3 will be updated to version 10.2026.4.0
Runnable copernicus_m on node n3 will be updated to version 10.2026.4.0
Runnable ecp_m on node n3 will be updated to version 10.2026.4.0
Runnable loadbalancer_m on node n3 will be updated to version 10.2026.4.0
Successfully updated runnable zoo0 on node n2 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable elastic_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable couchdb_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable adsadmin_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable umcadmin_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable octopus_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable simulation_m on node n2 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable loadbalancer_m on node n2 from version 10.0.0.2
to version 10.2026.4.0
Successfully updated runnable zoo0 on node n1 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable cloudsearch_m on node n1 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable umcadmin_m on node n1 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable abs_m on node n1 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable apg_m on node n1 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable copernicus_m on node n1 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable zoo0 on node n3 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable postgresECP_m on node n3 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable cloudsearch_m on node n3 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable couchdb_m on node n3 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable adsadmin_m on node n3 from version 10.0.0.2 to
version 10.2026.4.0
```

```
Successfully updated runnable abs_m on node n3 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable copernicus_m on node n3 from version 10.0.0.2 to
version 10.2026.4.0
Successfully updated runnable ecp_m on node n3 from version 10.0.0.2 to version
10.2026.4.0
Successfully updated runnable loadbalancer_m on node n3 from version 10.0.0.2
to version 10.2026.4.0
23 of 23 runnables updated.
```

12. Adjust elasticsearch cluster

If you update from an ARIS version prior to 10.0.12, you must first update to 10.0.12 and then update all cluster-related configuration parameters of all **elastic** runnables. To do so, run this ACC command (see example [27]):

adjust elasticsearch cluster

> **Warning**
> If you do not execute this command before you start all runnables, all **elastic** runnables will remain in the **STARTING** state and the system cannot be started. In this case, you must take more extensive action [28] to get all elastic runnables started.

12.1. Example: adjust elasticsearch cluster

If you update all runnables on all nodes, you must execute the **adjust elasticsearch cluster** command:

```
ACC+ >adjust elasticsearch cluster
Checking current cluster state
Determining required adjustments.
Found 3 Elasticsearch instances that must be adjusted:
Instance elastic_1 on node n1:
        JAVA-Xms will be set to 4g
        ELASTICSEARCH.cluster.initial_master_nodes will be set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
Instance elastic_1 on node n2:
        JAVA-Xms will be set to 4g
        ELASTICSEARCH.cluster.initial_master_nodes will be set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
Instance elastic_1 on node n3:
        JAVA-Xms will be set to 4g
        ELASTICSEARCH.cluster.initial_master_nodes will be set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
There were no errors or warnings.

Do you want to continue with the adjustment? (Y/N) y

Checking current cluster state
Determining required adjustments.
Adjusting instance elastic_1 on node n1.
OK
Adjusting instance elastic_1 on node n2.
OK
Adjusting instance elastic_1 on node n3.
OK
3 Elasticsearch instances were adjusted:

Instance elastic_1 on node n1:
        JAVA-Xms was set to 4g
```

```
        ELASTICSEARCH.cluster.initial_master_nodes was set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
Instance elastic_1 on node n2:
        JAVA-Xms was set to 4g
        ELASTICSEARCH.cluster.initial_master_nodes was set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
Instance elastic_1 on node n3:
        JAVA-Xms was set to 4g
        ELASTICSEARCH.cluster.initial_master_nodes was set to
sbrvmaris01_eur_com, sbrvmaris02_eur_com, sbrvmaris03_eur_com
There were no errors or warnings.
```

12.2. Getting elastic runnables started again

If you did not execute the **adjust elasticsearch cluster** ACC command before you started all runnables [27], you must take more extensive action to get all elastic runnables started again.

- If elastic runnables remain in the STARTING state, enter:
  on all nodes stopall
- If runnables cannot be stopped, enter:
  on all nodes killall
  on all nodes startall to zoo<m or l>

- If runnables still do not start properly, you must delete the migration node from the leader node of the elastic runnable in the ARIS Zookeeper. To do so, enter:

  force zk delete /aris/services/elasticsearch/migration

  force adjust elasticsearch cluster

  Because all ARIS agents that contain nodes holding elastic runnables, you must restart all related ARIS agents. To do this prevent the autostart of the ARIS agents.

  To get all runnables started after you executed the adjust elasticsearch cluster ACC command, follow the steps in the following examples:

  - If n1 contains an elastic runnable, enter:

    on n1 set autostart.mode="off"

    on n1 restart agent

    on n1 set autostart.mode="all"

    on n1 get autostart.mode
  - If n2 contains an elastic runnable, enter:

    on n2 set autostart.mode="off"

    on n2 restart agent

    on n2 set autostart.mode="all"

    on n2 get autostart.mode
  - If n3 contains an elastic runnable, enter:

    on n3 set autostart.mode="off"

    on n3 restart agent

    on n3 set autostart.mode="all"

    on n3 get autostart.mode
  - To start all runnables, enter:

    on all nodes startall

13. Enhance 'simulation' runnable

If you use an external DBMS system, from ARIS 10.2025.7 for manual installations you must enhance the **simulation** runnable with an JDBC driver.

Procedure

1. To enhance the **simulation** runnable with the Oracle JCBC driver, enter:
   enhanceall simulation_l with commonsClasspath path "com/oracle/ojdbc11/21.8.0.0/ojdbc11-21.8.0.0.jar"
2. To enhance the **simulation** runnable with the Microsoft JCBC driver, enter:
   enhanceall simulation_l with commonsClasspath path "com/microsoft/sqlserver/mssql-jdbc/11.2.3.jre17/mssql-jdbc-11.2.3.jre17.jar"

The runnable has been enhanced.

14. Check for incompatible JDBC drivers (optional)

This action is only required if you use an external database system, such as **Microsoft SQL Server** or **Oracle**, and you update from an ARIS version that uses an outdated JDBC driver. This can result in runnables that will remain in the

STARTING

state. The listed runnables use JDBC drivers and can be affected: **adsadmin**, **umcadmin**, **copernicus**, **octopus**, **abs**, **hds**, **apg**, **ecp**, **dashboarding**, and **arcm**.

If you had enhanced a JDBC driver in your former ARIS installation using an ACC command, such as:

enhanceall abs_l with commonsClasspath path "<JDBC Driver name with version>jar"

this JDBC driver file was copied to the <ARIS installation directory>**server\bin\work\work_abs_l\base\lib**.

If you add the latest file to update your JDBC driver with the **enhance** ACC command, both driver files, the obsolete file and the latest file are present. As a result, runnables will not start correctly because the JDBC driver to be used cannot be determined.

If **abs** and **copernicus** runnables remain in the **STARTING** state, delete obsolete JDBC driver files from the <ARIS installation directory>**server\bin\work\work_abs_l\base\lib**.

15. Start ARIS

To be able to perform the next steps, ARIS must be started. Start ARIS on all nodes with this ACC command:

on all nodes startall

Wait for the command to be completed and all runnables have started properly on all nodes. Check this with the following ACC command:

on all nodes list

This should show all runnables in status **STARTED**.

If any node does not start up properly, you may have missed an essential step during the update.
Known problems are failed database accesses, indicated by **umcadmin** instances with the status **FAILED**, and/or **abs [31]** and [31] **copernicus [31]** instances stuck in the [31] **STARTING [31]** state [31]. If elastic runnables do not start properly [28], you did not repair the elasticsearch cluster before starting the runnables.

16. Dashboard-specific topics

The predefined content of the **dashboarding** runnable is covered by the tenant backup.

Warning
Please note that if you restore **dashboarding** content, all existing dashboards, feeds and documents stored in ARIS document storage are overwritten. It is recommended that you import dashboard-specific content only initially on a completely new ARIS server installation.

17. Automatic system database updates

The system databases of all tenants are updated automatically. The system configuration, which includes ARIS method extensions, report scripts, scheduled reports, macros, filters, and templates, will be updated. Default semantic checks will no longer be updated automatically, with the following exceptions:

- Allocation rules
- Model attribute rules
- Object attribute rules
- Relationship attribute rules
- Existence rules
- Rules for BPMN diagrams (BPMN 2.0)

For these six rule types, the code is updated while the configuration remains unchanged. Any user-defined modifications made to the configuration will not be overwritten. To use the latest semantic checks, you can import them manually from the ARIS installation package (ARIS_Installation_and_Documentation\Content\Reports\Common_files and ARIS_Installation_and_Documentation\Content\Semantic Checks).

18. Check and upload missing fonts after updating ARIS 10.0.5 or earlier versions

Fonts define how text attribute values are displayed, such as names or descriptions in models, tables, output files, print outs and PDF outputs. These fonts are related to languages used in ARIS. The fonts used are taken from different sources, such as the operating system (OS), the JRE used and the system database of the tenant.

Since ARIS version 10.0.6, **Azul Zulu** JRE is used as an internally used JRE. This JRE provides no fonts anymore.

Make sure that all the fonts needed are available on the operating system of the machine were by ARIS server is installed or in the related tenant.

- To make fonts available server wide, use the tools and procedures related to the operating system in use.

  If you add fonts to the operating system or delete fonts, you must restart ARIS server so that the changes take effect.
- To make fonts available tenant wide, you must add the missing fonts to the system database of each tenant. You can add fonts using ARIS Architect or ARIS.

  Adding fonts to the system database has the advantages that font sets are update-prove and there is no need restarting ARIS server to make changes available.

18.1. Add fonts in ARIS Architect

Fonts define how text attribute values are displayed, such as names or descriptions in models, tables, output files, print outs and PDF outputs. These fonts are related to languages used in ARIS. The fonts used are taken from different sources, such as the operating system (OS), the JRE used and the system database of the tenant.

When ARIS server is installed on a Windows® operating system, all fonts saved in the **Fonts** folder of the operating system are available for report and model graphic generation. Linux operating systems usually provide a smaller set of fonts.

If you use additional fonts in report scripts or in models, you must add the missing fonts to the system database of this tenant. If a used font is missing, unreadable content appears in report output files or incorrect line breaks show up in model graphics. This can occur, for example, in Japanese, if the default attribute font **MS UI Gothic** is missing. In this case, add at least the **msgothic.ttc** font file.

Warning
If ARIS server is installed on a Linux operating system, usually no Windows® standard fonts are available. To prevent unreadable content or incorrect line breaks, make sure to add all used fonts from your Windows® operating system to the system database of the tenant.

Prerequisite

- You are the script administrator for this tenant.

- You have access to the required font file (*.**ttf** or *.**ttc**).

Procedure

1. In ARIS Architect, click **ARIS >** **Administration**.
2. Click **Navigation** in the bar panel if the **Navigation** bar is not activated yet.
3. In the navigation tree, click the folder **Evaluations >** **Fonts**. All additional fonts available in the system database of this tenant are listed. If no fonts are displayed, only the fonts of the Windows® operating system are in use. These fonts are not displayed here.
4. Click **Add font**. The dialog for file selection opens.
5. Navigate to the required **ttf** or **ttc** file.

   If you want to add fonts, such as the **msgothic.ttc** font file from your **Windows/Fonts** folder, you must first copy them to a different folder. The **Windows/Fonts** folder cannot be used as source folder because the Windows® operating system does not allow direct access.
6. Select the font files and click **Open**.

The fonts are added to the system database of this tenant. They are available for reports and model graphic generation.

If you want to delete a font, move the mouse pointer to the required font, right-click, and click **Delete**.

19. Update the system database for each tenant

The system database holds content available for all databases of a tenant, such as the ARIS Method (all model, object, connection, and symbol types), filters, templates, macros, reports, semantic checks, and similar content.

In a new ARIS installation, the system database only contains predefined ARIS content. ARIS users can customize the system database and add new content, for example, by defining custom method extensions, writing reports, or adding other content to the system database.

Each tenant in your ARIS installation has a different system database. Therefore, each ARIS tenant can have a specific set of ARIS method elements, a special set of reports, or other content that is not shared by the tenants.

As the default content of the system database shipped together with ARIS is updated as part of a new ARIS version, the new version of the system database is applied to an existing installation during an update. It only updates filters, default reports and macros, and templates shipped with the standard product. Default semantic checks will no longer be updated except of the following: **Allocation rules**, **Model attribute rules**, **Object attribute rules**, **Relationship attribute rules**, **Existence rules**, and **Rules for a BPMN diagram (BPMN 2.0)**. For these six rule types, the code is updated. The configuration of the rules stays untouched. User-defined modifications made in the configuration will not be overwritten. You can import the latest semantic checks from the ARIS installation package (<ARIS installation package>/ARIS_Installation_and_Documentation-<patch>**Content\Reports\Common_files** and../**Semantic Checks**). Usually, you have your own filters and templates and do not need updates for those that came with the standard product.

If you have an issue with any of the default reports, macros or scripts, or default Mini workflows, or you ran a patch setup, you can update the system database. In this case, it might also make sense to create a **test** tenant and only execute this command for this tenant. Then you can export individual report scripts or other content and distribute the required content to other tenants.

Run the **updatesystemdb** ACC command for all operational tenants one after another starting with the **default** tenant. Do not execute this command for the **master** tenant. Enter, for example:

invoke updatesystemdb on <abs_instance ID> tenant.name=default \ tenant.user.name=superuser tenant.user.pwd="<superuser password in default>"

invoke updatesystemdb on <abs_instance ID> tenant.name=<tenant1> \ tenant.user.name=superuser tenant.user.pwd="<superuser password in tenant1>"

invoke updatesystemdb on <abs_instance ID> tenant.name=<tenant2> \ tenant.user.name=superuser tenant.user.pwd="<superuser password in tenant2>"

If you use multiple nodes, you must prefix the **invoke** command with **on <node name>**. Alternatively, use **set current node** to switch to those nodes with **abs** runnables.

If you have more than one **abs** instance in your installation, you only need to update the system database once per tenant on each instance.

If you do not update the system database for all tenants, the system still works but the latest updates and fixes for SAG default reports, semantic checks, macros, etc. will not be available.

20. Reindex modeling data for each tenant

Depending on the ARIS version used, this step is optional but strongly recommended. If you are updating from ARIS version **10.0.16.0**, **10.0.18.0**, **10.0.24.0** or from an ARIS version lower than one of the previously mentioned versions, it is strongly recommended to reindex the modeling data.

By default, reindexing is started automatically at the first login to each database. Alternatively, you can reindex a specific database manually. Go to **Publication settings**, select a database and click **Reindex**. Reindexing takes some time to complete, which may delay user logins. The database is unavailable while it is being reindexed. If your databases contain large amounts of data, we recommend reindexing all databases on each tenant during the update maintenance window.

Warning
Do not use ARIS while databases are reindexed using the **maintainAll** ACC command. Make sure that no scheduled tasks are running, such as backups or reports. During **maintainAll** users cannot log into a database.

If you attempt an update without backing up your data, you run the risk of system outages and/or data loss, for which SAG ARIS GmbH assumes no responsibility.

The syntax of the ACC command is as follows:

on <node name> invoke maintainAll on <abs instance ID> tenant.name="<tenant ID>" tenant.user.name="<user name>" tenant.user.pwd="<password>"

- **<node name>**: Name of a node that contains an ABS instance.
- **<abs instance ID>**: Instance ID of this ABS instance.
- **<tenant ID>**: ID of the related tenant.
- **<user name>** and **<password>**: User credentials of a user related to the specified tenant. This user must have ether have the Database administrator or the Server administrator function privilege. You can also enter the credentials of the superuser user. Make sure to use quotes to avoid any problems with special characters.

Example (ACC)

If you want to reindex your databases contained in the **mycompany** tenant on node **n1** that contains the **abs_m** instance, and you use the **system** user (password is **1234ArisAdmin**), enter:

on n1 invoke maintainAll on abs_m tenant.name="mycompany" tenant.user.name="system" tenant.user.pwd="1234ArisAdmin"

Example (ARISserver> Administrator)

As an alternative to the **maintainAll** ACC command, after login to each tenant, you can use the **maintain all** ARIS server Administrator command:

Interactive mode

server <server name>:<port> <tenant> <user> <password> maintain all

Batch mode

arisadm.bat -s <server name>:<port> -t <tenant> -u <user> <password> maintain all

21. Reindex Enterprise Search (CES)

After you updated your ARIS version, you must reindex the Enterprise Search (CES). One option is to use the **createcesindex** ARIS Server Administrator command. Another option is to manually trigger a reindex.

Use ARIS Server Administrator

Procedure

1. If you have installed ARIS server, navigate to **<ARIS installation path>\server\bin\work\work_abs_<s, m, or l>\tools\arisadm** and run the batch file.
2. Establish a connection to the ARIS server and tenant:

   Syntax: **server <ARIS server name>:<port number> <tenant> <user name> <password>**

   Example: **server arissrv:1080 default system manager** or **server arissrv:443 default system manager -ssl**

   To use the interactive mode, enter: **server <server name>:<port> <tenant> <user> <password> createcesindex** or use the batch mode and enter: **arisadm.bat -s <server name>:<port> -t <tenant> -u <user> <password> createcesindex**

Reindex manually

Procedure

1. In ARIS click **Application launcher > Administration.** **Configuration** is displayed.
2. Click **Publication settings**. The databases are listed.
3. Enable the check box of the database you want to reindex.
4. Click **Reindex**.
5. The Enterprise Search (CES) is being reindexed.

22. Configure the ARIS agents on all nodes to use the local repository (optional)

Because all runnables were updated at this stage, the remote repository is no longer needed, and it can be shut down. However, if you want to configure another instance of a runnable later, you must keep the remote repository. Otherwise, configuring a new runnable will fail, because the ARIS agent first checks the remote repository for the most recent runnable version, and uses its local repository only if the file in the remote repository is of the same version. If you want to be able to configure additional runnables, you can now switch the ARIS agents to again only to use the runnables already contained in their local repository. To do so, enter this ACC command:

on all nodes set local.repository.only=true

Note that you can only configure additional instances of those runnables that are already in the local repository of the related ARIS agent in the respective version.

For example, if you have configured, an **abs** runnable on a node **n1**, after applying the setting above, you can configure an additional **abs** runnable on the same node (or configure it again if you had de-configured it). However, you cannot configure an additional **abs** runnable that runs on node **n2**, for example, if no instance of the **abs** runnable exists on this node.

If the server you are using is running and the disk space is not a critical factor so that you can leave the remote repository in place, it is recommended to leave the **local.repository.only** parameter set to **false**. In this case, you can configure additional instances of any runnable on any node. Only if you must shut down the remote repository due to limited disk space after the update has completed, use the setting mentioned above.

23. Make online help available (optional)

From **Service Release 28** and higher, documents and online help are no longer installed. If your company does not allow access to the ARIS Documentation Website, you can provide this content using an internal Web server with SSL configuration and redirecting ARIS.

Prerequisites

- You have access to a Web server with SSL configuration.
- You have downloaded the zipped help file from the ARIS Download Center, for example **ARIS_Installation_and_Documentation_<version>.zip**, and unzipped it to the **Root** directory of your Web server.

Procedure

1. Start ARIS Cloud Controller (ACC) [19] and establish a connection.
2. Enter the path to your internal Web server on which the documents and the online help are provided:
   help.url="<URL to your Web server>"
   Syntax: "https://<server>:<port number>"
   The default path is: **help.url="https://docs.aris.com/"**
3. To reconfigure the **abs**, **copernicus**, and **arcm** runnables using the **help.url** of your Web server, enter the following on all nodes:
   reconfigure abs_<s, **m**, or **l> help.url="<URL to your Web server>"**
   reconfigure copernicus_<s, **m**, or **l> help.url="<URL to your Web server>"**
   reconfigure arcm_<s, **m**, or **l> help.url="<URL to your Web server>"**
4. To specify the version of the content to be used, enter the following for each runnable on all nodes:
   reconfigure <runnable> help.version="10.2026.4.0"
   Example
   reconfigure abs help.version="10.2025.10"

The help is redirected to your internal Web server.

After an update setup, the help on your internal Web server will keep the current version until you have downloaded the corresponding zipped help file from the ARIS Download Center and updated your Web server.

23.1. Update the ARIS online help

From **Service Release 28** and higher, the **online help** files are no longer part of the runnables. That is why help files must be updated by so-called **enhancements** that add files to a runnable. Updating a runnable removes such enhancements. Hence, the help files of the new ARIS version must be added again.

The basic structure of an enhancement command for adding the help to runnables **apg**, **umcadmin**, **adsadmin**, is as follows:

on <node name> enhance <instance ID> with help <help artifact> <version> type war

where:

<node name> is the logical name of the node, for example, **n1**.

<instance ID> is the instance ID of the runnable you want to add the help to, for example, **umcadmin_m**.

<help artifact> is the technical name of the actual set of help files, for example, **com.aris.documentation.architect**. The technical name can be different for the help of different runnables.

<version> is the version you are updating to, for example, **10.2026.4.0**.

24. Update completed

If no problems have occurred yet, you have successfully updated your ARIS installation. You can use the application, find all your data as before and use all the functions and bug fixes of the new ARIS version.

25. Support and legal information

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

25.1. 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.

25.2. 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.

25.3. Legal notices

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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