

ARIS Client Installation Guide

ARIS
Version 9.7 - Service Release 3

April 2015

Product Documentation

This document applies to ARIS Version 9.7 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 Legal notices

This manual describes the settings and features as they were at the time of print. Since manual 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 Readme file that accompanies the product. Please read this file and take the information into account when installing, setting up, and using the product.

If you want to install all technical and/or business system functions without the services of Software AG, 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 only describe 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 AG sales organization. Please note that this type of manufacturer-specific or customer-specific customizing is not subject to the standard Software AG software maintenance agreement and can be performed only on special request and agreement.

If a description refers to a specific ARIS product, the product is named. If this is not the case, names for ARIS products are used as follows:

Name	Includes
ARIS products	Refers to all products to which the license regulations of Software AG standard software development apply.
ARIS clients	Refers to all programs, e.g., ARIS Architect or ARIS Designer that access shared databases via ARIS Design Server or ARIS Connect Server.
ARIS Download clients	Refers to ARIS clients that can be started in a browser.

2 Notes on data security observance

We do all we can to protect your data. Please ensure that ARIS is integrated correctly in your IT environment.

In order for communication between ARIS Design Server and ARIS clients to proceed safely and reliably, protect your system from unauthorized access with a firewall. ARIS needs a functioning TCP/IP connection with a correct DNS name resolution. Should connection problems occur, please contact your administrator.

3 Installation

This chapter describes the installation of the ARIS client software (rich client). 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 Windows is located on your installation media under **Setups\Windows\ARIS Client**. The term installation media refers to a DVD or an installation package you downloaded.

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

There are two ways to use the client programs, either as installed versions or in a browser (download client). The installation is described below. ARIS Symbol Editor is always automatically installed.

For instructions on installing the ARIS server components and information on the settings required for operation, please refer to the **Server Installation and Administration Guide**.

Please consider the legal notices (Page 1).

For information about hardware and software requirements please refer to the document **ARIS Platform Matrix** on your installation medium, or download (https://empower.softwareag.com/Products/default.asp?) it.

3.1 Installation of ARIS Administrator Tools

This chapter describes the installation of ARIS Administrator Tools on Windows operating systems. Please consider the legal notices (Page 1). During this installation, ARIS Server Administrator and ARIS Script Runner are installed.

Use the console application **ARIS Server Administrator** to manage the ARIS databases of a client, 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 start ARIS Server Administrator from any client computer and access the databases on the server.

Procedure

1. Ensure that the system requirements of all products and functions are met. Information about the installation of the servers used by ARIS and their configuration is available in the **Server Installation and Administration Guide** on your installation media.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the **setup.exe** installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.

6. Click **Next**.

   The **Select program folder** page opens.

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**.

   You are provided with all of the products for installation.

8. Select **ARIS Administrator Tools**.

9. Click **Install** to install the product.

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

10. Click **Finish**.

The installation is complete and the installation program closes.

3.2 With local standard database system

On 64-bit operating systems, you can install the ARIS Client software with a local standard database system.

If you do not have a license for ARIS Architect or ARIS Designer and normally work with a central ARIS server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.

Please note that when using the **LOCAL** server you can only work with the **system** user and the password **manager**. You cannot create ARIS Publisher exports. However, you can create static HTML exports.

You should back up the databases created with previous ARIS versions so that they can be restored after installation in the new ARIS version.

If you are working with the **LOCAL** server, the following functions are not available to you:

- Process Governance
- webMethods integration
- ARIS document storage
- SAP® synchronization
- ARIS Cloud Controller (ACC)

3.2.1 Installation of ARIS Architect and ARIS Designer - Microsoft® Windows operating system

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

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

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Activate **ARIS Architect / Designer**. Depending on your license, either ARIS Architect or ARIS Designer opens when you start the program.
9. Click **Next**.
10. Select **ARIS with local standard database system**. In this case, you can use ARIS Architect, but not ARIS Designer.
11. Click **Next**.
12. Import an ARIS Architect license. Click **Import** to navigate to the relevant file. If you do not have a license for ARIS Architect or ARIS UML Designer and normally work with a central ARIS server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.
13. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.2.2 Installation of ARIS UML Designer - Microsoft® Windows operating system

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

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

Procedure

1. Ensure that the system requirements of all products and functions are met. Information about the installation of the servers used by ARIS and their configuration is available in the **Server Installation and Administration Guide** on your installation media.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Select **ARIS UML Designer**.
9. Click **Next**.
10. Select **ARIS with local standard database system**. Import an ARIS UML Designer license. If you do not have a license for ARIS UML Designer and normally work with a central ARIS server instead, you must log in to this server once after installation to obtain a license for the server **LOCAL**.
11. Click **Next**.
12. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.3 Without local standard database system

3.3.1 Installation of ARIS Architect and ARIS Designer - Windows operating system

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

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

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Select **ARIS Architect / Designer**. Depending on your license, either ARIS Architect or ARIS Designer opens when you start the program.
9. Click **Next**.
10. Select **ARIS without local standard database system**.
11. Click **Next**.
12. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.3.2 Installation of ARIS UML Designer - Windows operating system

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

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

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Select **ARIS UML Designer**.
9. Click **Next**.
10. Select **ARIS without local standard database system**.
11. Click **Next**.
12. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.3.3 Installation of ARIS Optimizer - Microsoft® Windows operating system

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

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

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Select **ARIS Optimizer**.
9. Click **Next**.
10. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.3.4 Installation of ARIS Smart Input for Optimizer - Microsoft® Windows operating system

This chapter describes the installation of ARIS Smart Input for Optimizer on Microsoft® Windows operating systems.

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

Procedure

1. Ensure that the system requirements of all products and functions are met.
2. Insert the ARIS installation media into your drive or download the installation program.
3. Double-click the installation program.
4. Click **Next**.
5. Enable **I accept the conditions of this license agreement** if you have read and accept the license agreements.

   Click **Print**, if you want to print the license regulations.
6. Click **Next**.

   The **Select program folder** page opens.
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**.

   You are provided with all of the products for installation.
8. Select **ARIS Smart Input for Optimizer**.
9. Click **Next**.
10. Click **Install** to install the products.

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

The installation is complete and the installation program closes.

3.4 Silent installation - Installation via software distribution

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

Prerequisite

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

Procedure

1. Copy the text file **silent.txt** to the same directory that contains the **setup.exe** for the ARIS Clients.
2. Open a command line and run the setup with the **silent** parameter.

   Example: setup.exe silent

Setup starts and is installed in the specified target directory configured in the silent.txt file.

Example

In this example, a **silent.txt** file is shown that installs ARIS Architect and ARIS Optimizer in the **c:\Program Files** directory with the **LOCAL** server.

```
TARGETDIR=C:\Program Files\ARIS9.5
product=Platform
clientproduct=ARISBusinessArchitect;ARISBusinessOptimizer
LANGUAGES=de;en
ProgramGroup=ARIS
DESTOPLINKS=FALSE

LOCAL.ENABELD=TRUE
lic.source=#.zip
```

If you want to install all products, enter the following:

```
TARGETDIR=C:\Program Files\ARIS9.5
product=Platform
clientproduct=all
LANGUAGES=de;en
ProgramGroup=ARIS
DESTOPLINKS=FALSE

LOCAL.ENABELD=TRUE
lic.source=#.zip
```

3.5 Java Runtime Environment

You need to install the Java Runtime Environment (JRE) on each computer from which you want to use ARIS as a download client. This section describes the standard installation process. To perform a different installation, enable the **Adapted** option button during JRE installation.

JRE is also required for certain ARIS Publisher export types.

Procedure

1. Open a browser and enter **http://www.java.com** in the address bar. You need the 32-bit version.
2. Follow the installation instructions provided by Oracle Java Runtime Environment 32-bit.
3. If you are using software systems that install a separate JRE, please make sure that in the environment variables, the path of the SUN 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.

You have installed Oracle Java Runtime Environment (JRE).

3.6 Make SAP® Java Connector (SAP JCo) available to locally installed clients

If you have installed ARIS locally, you need SAP® JCo 3.0.9 (sapjco3.jar/sapjco3.dll). For licensing reasons, the unsigned files must not be automatically copied during installation.

Procedure

1. Depending on your operating system and the Java Runtime Environment (JRE) used, download the download packages from the **SAP AG Service Marketplace** (**http://service.sap.com/connectors**) (login required), and install SAP JCo 3.0x (from version 3.0.9). The connectors are located there under **Connectors > SAP Java Connectors > Tools Services**.
2. Copy the 32-bit version of the file **sapjco3.dll** for a 64-bit Windows operating system to the directory **<Windows installation directory>\SysWOW64**. Please refer to the table for further combinations. If you are using a different operating system, such as Solaris, please note the instructions in the corresponding download packages from SAP AG.
3. Copy the 32-bit version of the file **sapjco3.jar** to the directory **<ARIS installation directory>\client\lib**.

SAP JCo 3.0.x is available after you restart ARIS.

If you are using the **LOCAL** server, you also need the 64-bit version of SAP JCo 3.0.x from version 3.0.9 (Page 14).

If you properly supplied SAP® Java Connector **SAP JCo 3.0.9**, but installed older runtime library versions than Visual Studio 2005 C/C++, you may have to update the Microsoft® Active Template Library (ATL) (download Microsoft® ATL patch; http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=766a6af7-ec73-40ff-b072-9112bab119c2). Please read SAP® notes **1077727** and **1375494** in the SAP Service Marketplace.

JCo and JRE	Windows	Processor	Windows installation directory
32-bit for Download clients and installed clients	32-bit	x86	\system32
32-bit for Download clients and installed clients	64-bit	x86	\SysWOW64
64-bit for **LOCAL** server	64-bit	x86 Itanium	\system32

3.7 Make SAP® Java Connector (SAP JCo) available to local standard database system

If you have installed ARIS locally together with the local standard database system, you need the 32-bit version of SAP® JCo 3.0.x (sapjco3.jar/sapjco3.dll) from version SAP® JCo 3.0.9, that you have made available to the locally installed client (Page 12). For the local standard database system, you also need the 64-bit version. For licensing reasons, the unsigned files must not be automatically copied during installation.

Procedure

1. Depending on your operating system and the Java Runtime Environment (JRE) used, download the download packages from the **SAP AG Service Marketplace** (**http://service.sap.com/connectors**) (login required), and install SAP JCo 3.0x (from version 3.0.9). The connectors are located there under **Connectors > SAP Java Connectors > Tools Services**.
2. Copy the file **sapjco3.jar** to the directory **<ARIS installation directory>\LOCALSERVER\bin\work\work_abs_local\base\webapps\abs\WEB-INF\lib**.
3. Copy the 64-bit version of the file **sapjco3.dll** to the directory **<Windows installation directory>\system32**.

SAP JCo 3.0.x is available after you restart ARIS.

If you properly supplied SAP® Java Connector **SAP JCo 3.0.9**, but installed older runtime library versions than Visual Studio 2005 C/C++, you may have to update the Microsoft® Active Template Library (ATL) (download Microsoft® ATL patch; http://www.microsoft.com/downloads/details.aspx?displaylang=en&FamilyID=766a6af7-ec73-40ff-b072-9112bab119c2). Please read SAP® notes **1077727** and **1375494** in the SAP Service Marketplace.

3.8 Use download client

ARIS can be used as a download client. The download client is installed during the ARIS server installation. For instructions on installing the ARIS server, please refer to the Server Installation and Administration Guide.

To operate the download client, you need to install (Page 12) the Oracle Java Runtime Environment (JRE) on each computer from which you want start the download client.

Procedure

Your administrator can provide you with the link to the download client from ARIS.

You can access the download client in your network via a browser.

You can add this link to your favorite list in the browser.

Process-driven Management for SAP® Solutions

If you want to use Process-driven Management for SAP® Solutions, you need to copy the file **sapjco3.dll** in dependence of the Java version used into the system directories of the Windows installations of the clients on which Process-driven SAP is to be available.

Procedure

1. Ensure that the users have been created in the SAP® systems and have RFC privileges for the SAP® synchronization and BI Modeling.
2. Save the current file **sapjco3.dll** in the directory **<Windows installation directory>\system**. Copy the 32-bit version of the file **sapjco3.dll** for a 64-bit Windows operating system to the directory **<Windows installation directory>\SysWOW64**. Please refer to the table for further combinations. If you are using a different operating system, such as Solaris, please note the instructions in the corresponding download packages from SAP AG.

SAP JCo 3.0.x is available after you restart ARIS. You need the SAP JCo from version 3.0.9.

JCo and JRE	Windows	Processor	Windows installation directory
32-bit for Download clients and installed clients	32-bit	x86	\system32
32-bit for Download clients and installed clients	64-bit	x86	\SysWOW64
64-bit for **LOCAL** server	64-bit	x86 Itanium	\system32

4 Known restrictions

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

For specific cases, please contact Software AG (http://softwareag.com).

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, operational faults may occur when you display graphics in ARIS, create reports, use other Office applications, or in ARIS Publisher exports.

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 AG sales organization. Please note that this type of manufacturer-specific or customer-specific customizing is not subject to the standard Software AG software maintenance agreement and can be performed only on special request and agreement.

4.1 Java Runtime Environment (JRE)

Version 7 in the 32-bit version

We recommend the use of JRE Version 7.

Currently, Java can only process files of up to a maximum of 4 GB safely. Thus, errors may occur with larger backup files (ADB) (Page 16) and during database recovery. If errors occur during backup or while restoring please use the backup mechanism in your database management system (DBMS). Make sure that sufficient disk space is available for restoring large databases. This may exceed the memory requirements stated in the document **ARIS Platform Matrix**.

4.2 Calendar

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

4.3 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 (**C:\Windows\Fonts**) on which the ARIS server is installed are used. 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.

4.4 Software AG Designer

If you open models in Software AG Designer that were published using ARIS Publisher, they may not be displayed correctly. Display problems may occur, if, for example, you are using a browser in Software AG Designer that has not been approved for ARIS Publisher or if ARIS Publisher has been customized.

4.5 Characters

Because of a known error in JVM (Oracle) (http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=5040856), you should use only Western European characters in computer names.

If you publish OLE objects whose file names are written in Japanese characters in another language, e.g., **de** or **en**, the names will not be displayed correctly. These files cannot be opened. To be able to open the files, replace the Japanese (or other) file names with English ones.

5 Support

If you have any questions on specific installations that you cannot perform yourself, contact your local Software AG sales organization.

By telephone

If you have a valid support contract, you can contact us internationally at:

+800 ARISHELP

"+" stands for the prefix required in a given country to dial an international connection.

Example for dialing within Germany with a direct extension line:
00 800 2747 4357

By Web interface

https://empower.softwareag.com (https://empower.softwareag.com/)/