Empower Overview

Welcome to Empower

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OBJECTIVES

- Introduction to Software AG's support tools
  - –Empower
  - –Brainstorm
  - –Communities & Community Forums

Empower is our customer self-service portal for obtaining product information, searching Knowledge Center articles, troubleshooting issues, and creating Support Incidents.

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Empower

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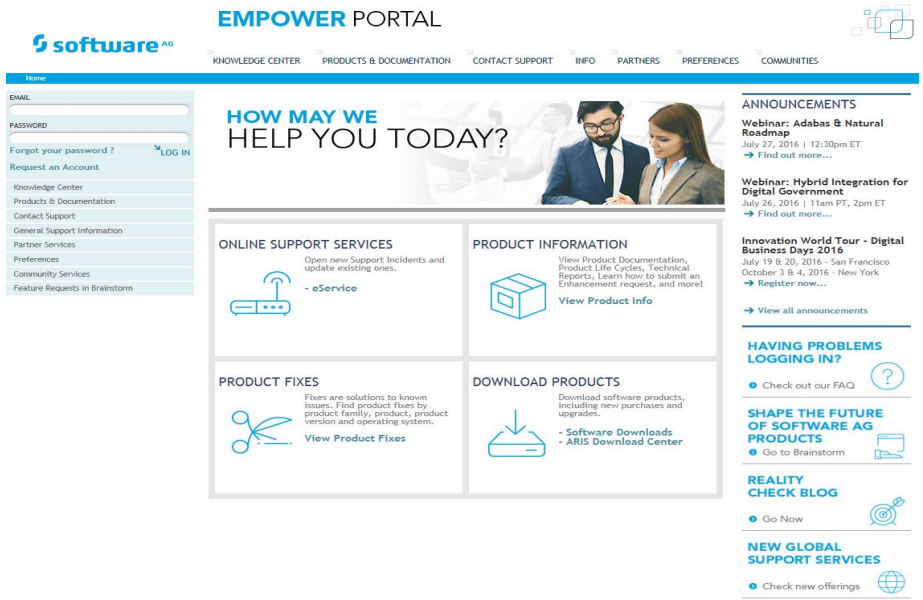
Registering for Empower

- Register from http://empower.softwareag.com/register/
  or via the “Request an Account” link on http://empower.softwareag.com



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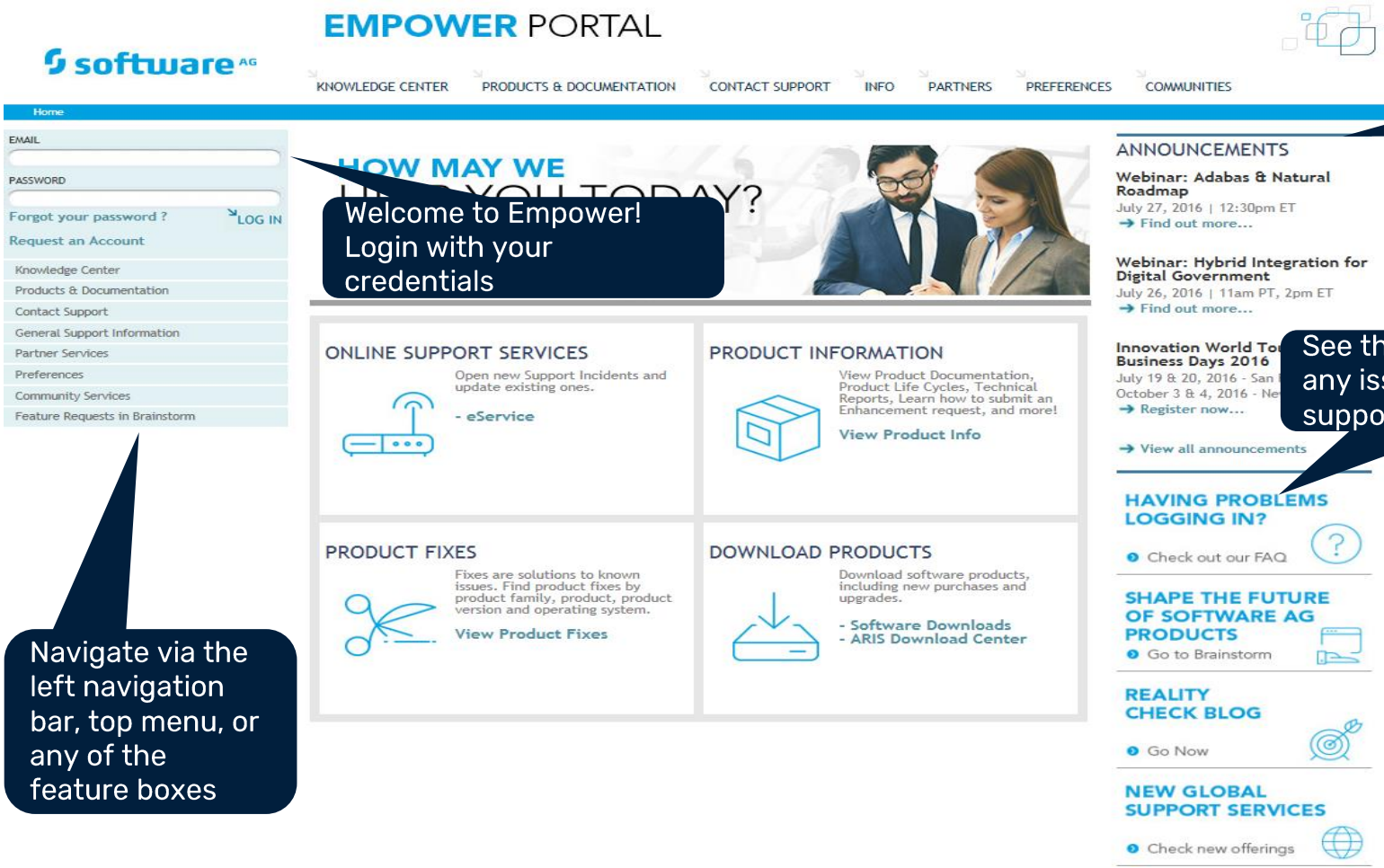

Welcome to Empower! Login with your credentials

View Announcements

See the FAQ if you have any issues, and for a list of supported browsers

Navigate via the left navigation bar, top menu, or any of the feature boxes

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Global Search

•Use the Global site search, at the top right corner of most pages, to find what you're looking for.

- Knowledge Center
  - Fixes
  - Early Warnings
  - Knowledge Base articles
  - Your Company's Incidents (restricted to users from your organization)
- Product Documentation
- Tech Community & Tech Forum

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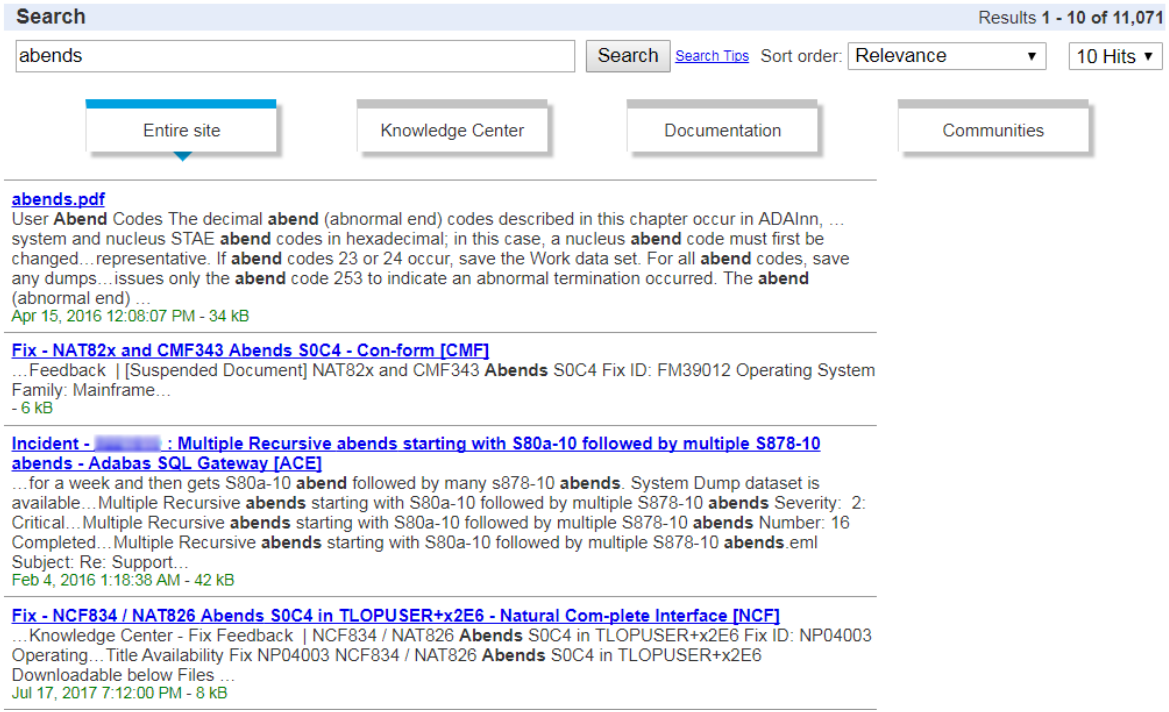
Global Search Example



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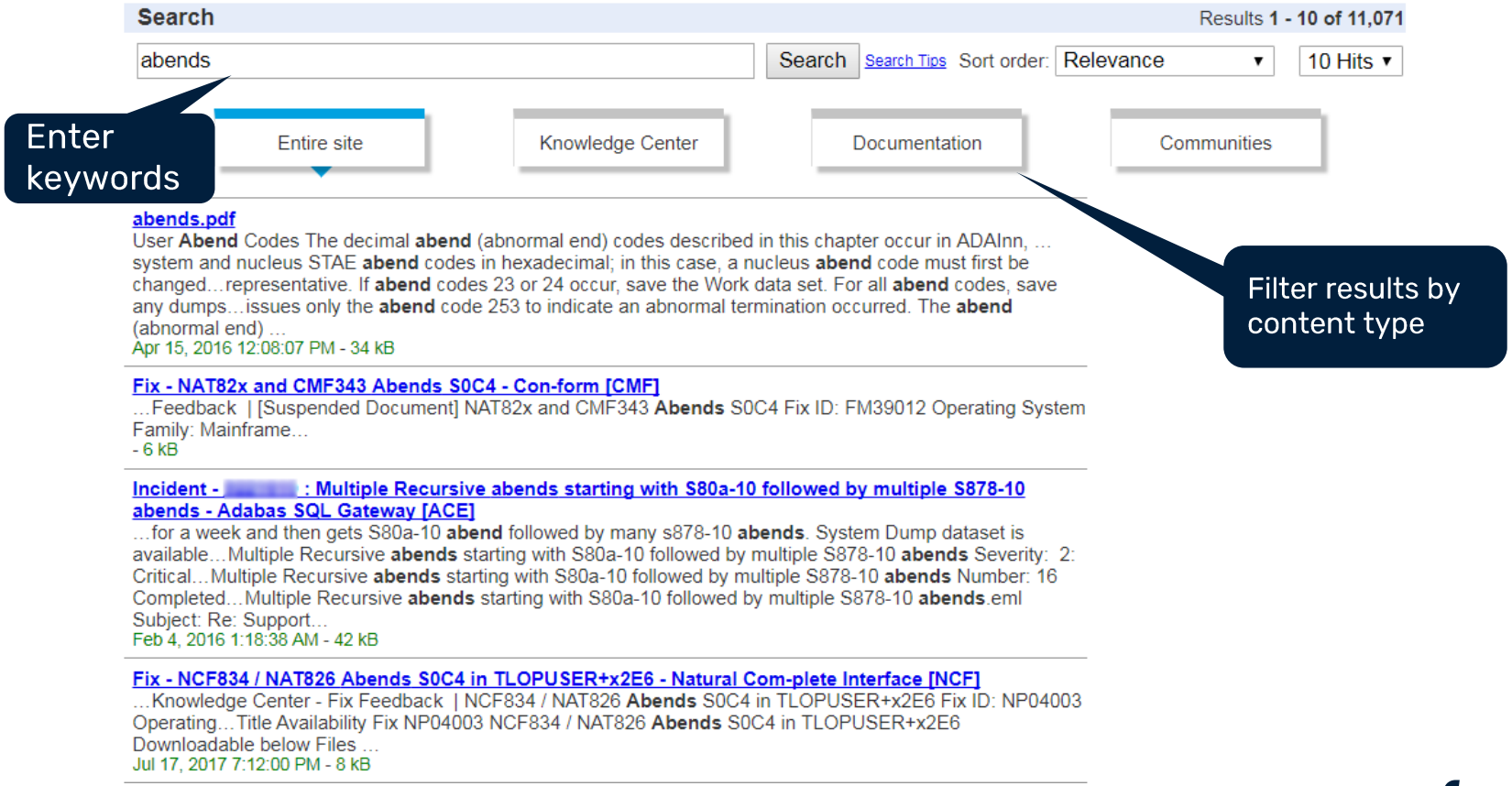
Global Search Example



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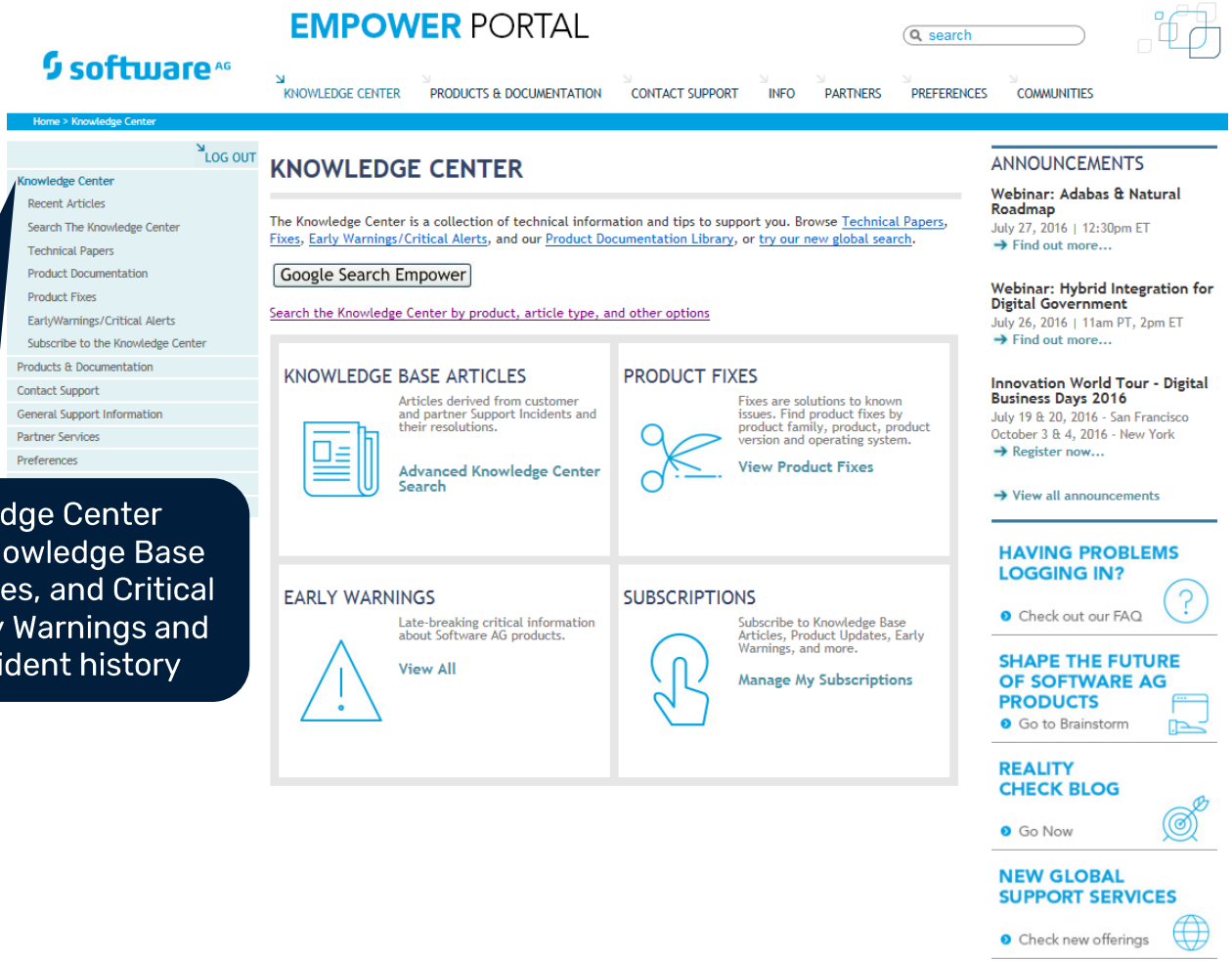

The Knowledge Center contains Knowledge Base Articles, Fixes, and Critical Alerts/Early Warnings and support incident history

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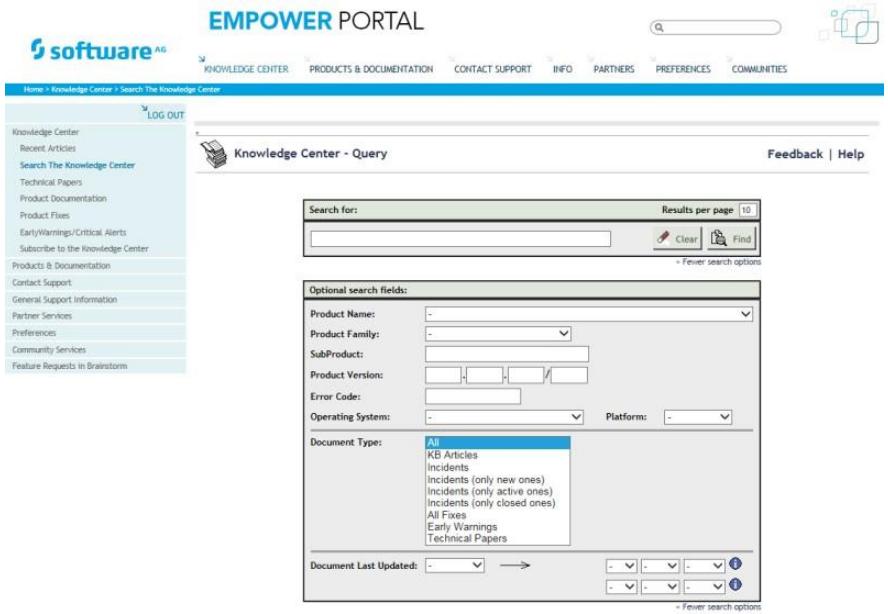
KNOWLEDGE CENTER SEARCH

Utilize the Knowledge Center Search to find KB Articles and your company's Incidents

- Search for KB articles and your company's incidents in the Empower Knowledge Center without having to go to eService
- Apply AND/OR and wildcard logic



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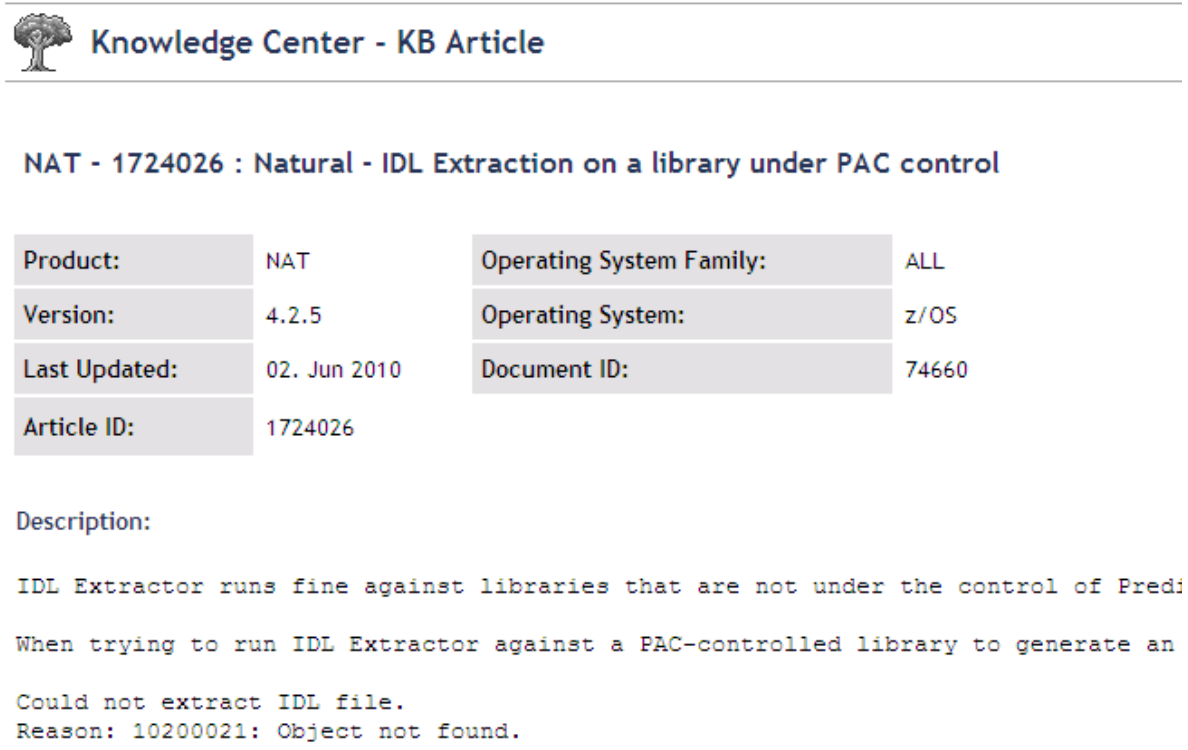
Example KB Article in the Knowledge Center



Knowledge Center - KB Article

NAT - 1724026 : Natural - IDL Extraction on a library under PAC control

Product:	NAT	Operating System Family:	ALL
Version:	4.2.5	Operating System:	z/OS
Last Updated:	02. Jun 2010	Document ID:	74660
Article ID:	1724026		

Description:

```
IDL Extractor runs fine against libraries that are not under the control of Predi

When trying to run IDL Extractor against a PAC-controlled library to generate an

Could not extract IDL file.
Reason: 10200021: Object not found.
```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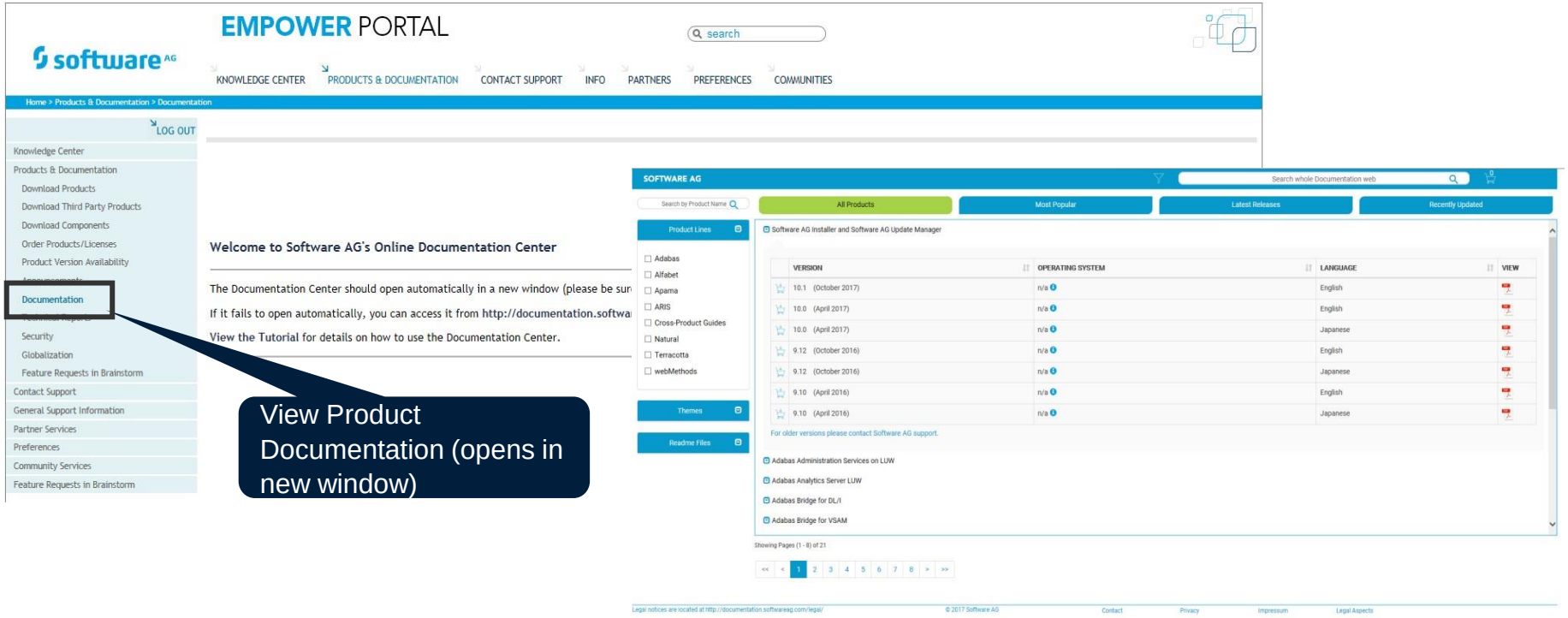
Product Documentation



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EMPOWER PORTAL

search

View Fixes in the Product Fixes area – individually or in sets.

ENTER | PRODUCTS & DOCUMENTATION | CONTACT SUPPORT | INFO | PARTNERS | PREFERENCES | COMMUNITIES

Home > Knowle

LOG OUT

- Knowledge Center
  - Recent Articles
  - Search The Knowle Center
  - Technical Papers
  - Product Documentation
  - Product Fixes
    - Fix Explorer (Single Fixes)
    - Fix Sets (Formerly All Fixes)
  - EarlyWarnings/Critical Alerts
  - Subscribe to the Knowledge Center
- Products & Documentation
- Contact Support
- General Support Information
- Partner Services
- Preferences
- Community Services
- Feature Requests in Brainstorm

PRODUCT FIXES

Product fixes are provided in various formats for your convenience:

- Fix Explorer allows you to navigate available fixes individually, selecting by Product, Platform and/or Fix Type. All Software AG product fixes are located in this section.
- Fix Sets (previously referred to as All Fixes) are collections of fixes, libraries, or other information specific to a certain product release level. Only certain products have fix sets - links are provided at the top of the list to allow you to locate your product easily.

Most fixes are installed via the Update Manager client which can be downloaded from the Software AG Installer. For more information, view the "Using the Software AG Update Manager" guide on the Software AG Installer and Update Manager documentation page.

FIX EXPLORER (SINGLE FIXES)

Explore fixes by product family, product, product version and operating system.

Explore Single Fixes

FIX SETS (FORMERLY ALL FIXES)

Access collections of fixes, libraries, etc. specific to product version and operating system.

Find a Fix Set

ANNOUNCEMENTS

Webinar: Adabas & Natural Roadmap
July 27, 2016 | 12:30pm ET
→ Find out more...

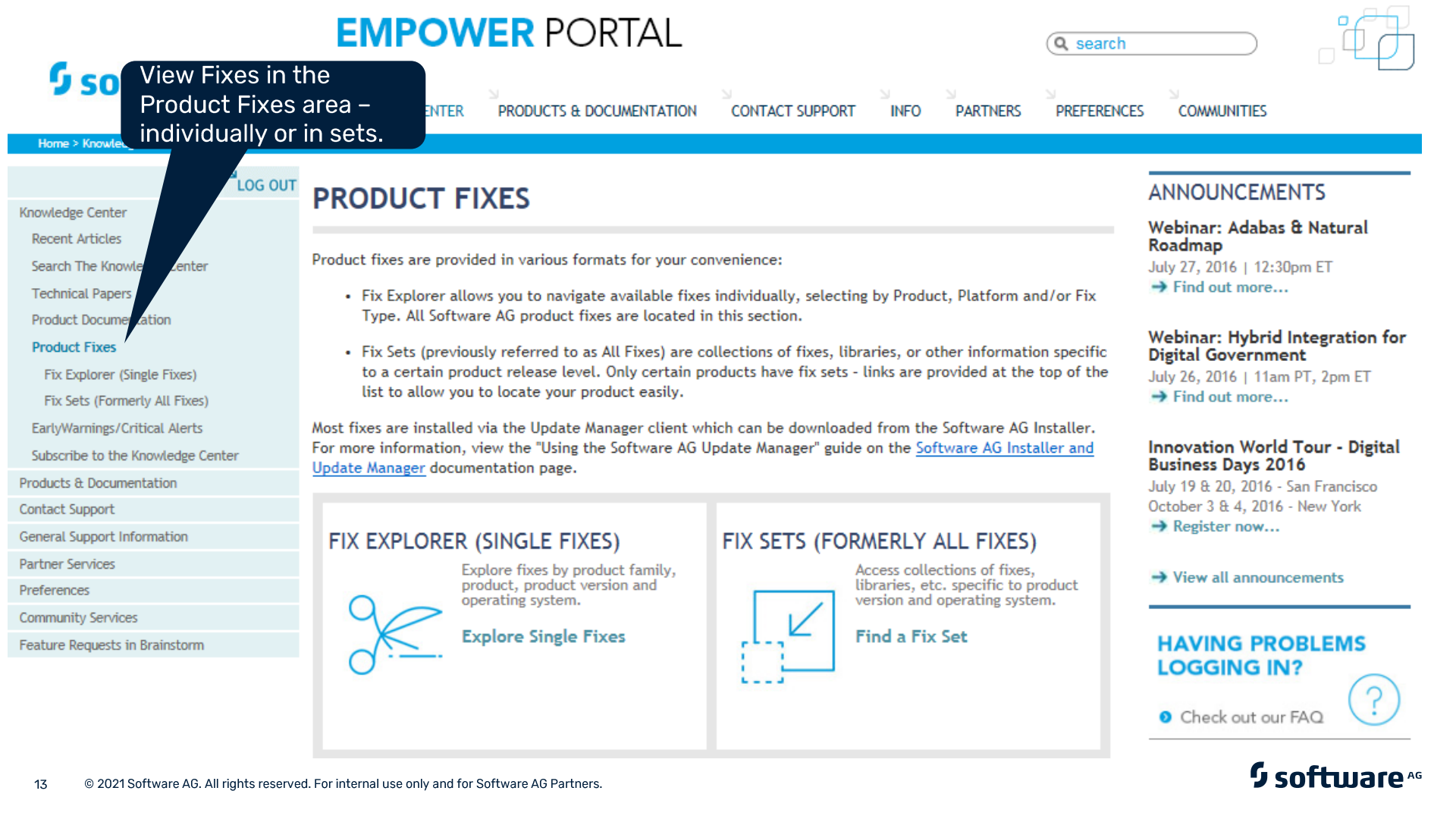
Webinar: Hybrid Integration for Digital Government
July 26, 2016 | 11am PT, 2pm ET
→ Find out more...

Innovation World Tour - Digital Business Days 2016
July 19 & 20, 2016 - San Francisco
October 3 & 4, 2016 - New York
→ Register now...

→ View all announcements

HAVING PROBLEMS LOGGING IN?

Check out our FAQ



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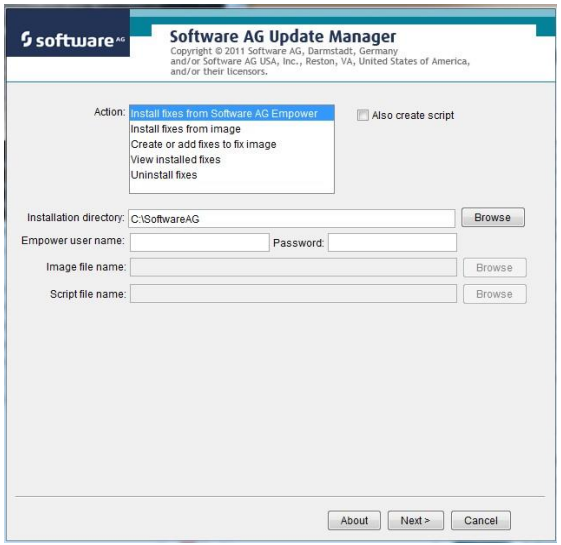
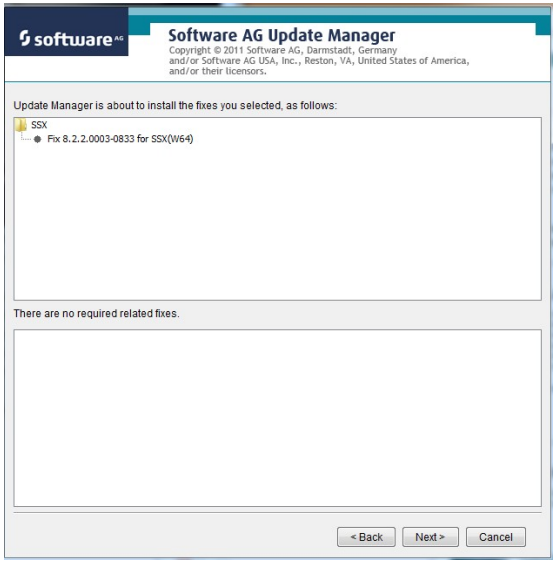
Update Manager

- Fixes for most products can be installed via Update Manager
- Update Manager is downloadable via the Software AG Installer
- Update Manager simplifies fix installations and alerts you to any fix dependencies





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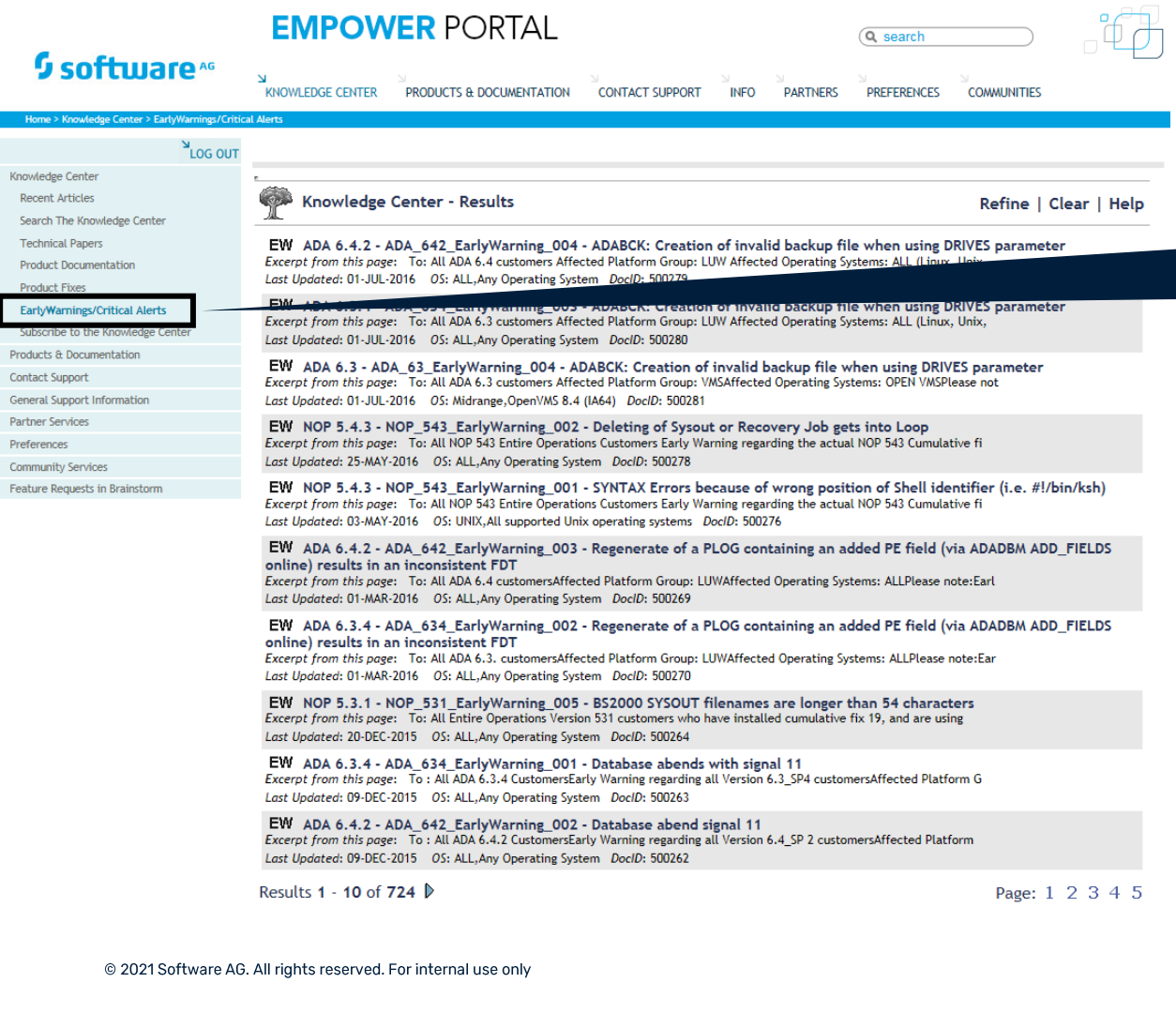

Early Warnings (also known as Critical Alerts) inform you of any issue for which we recommend your immediate attention. We recommend subscribing to receive these alerts via email.

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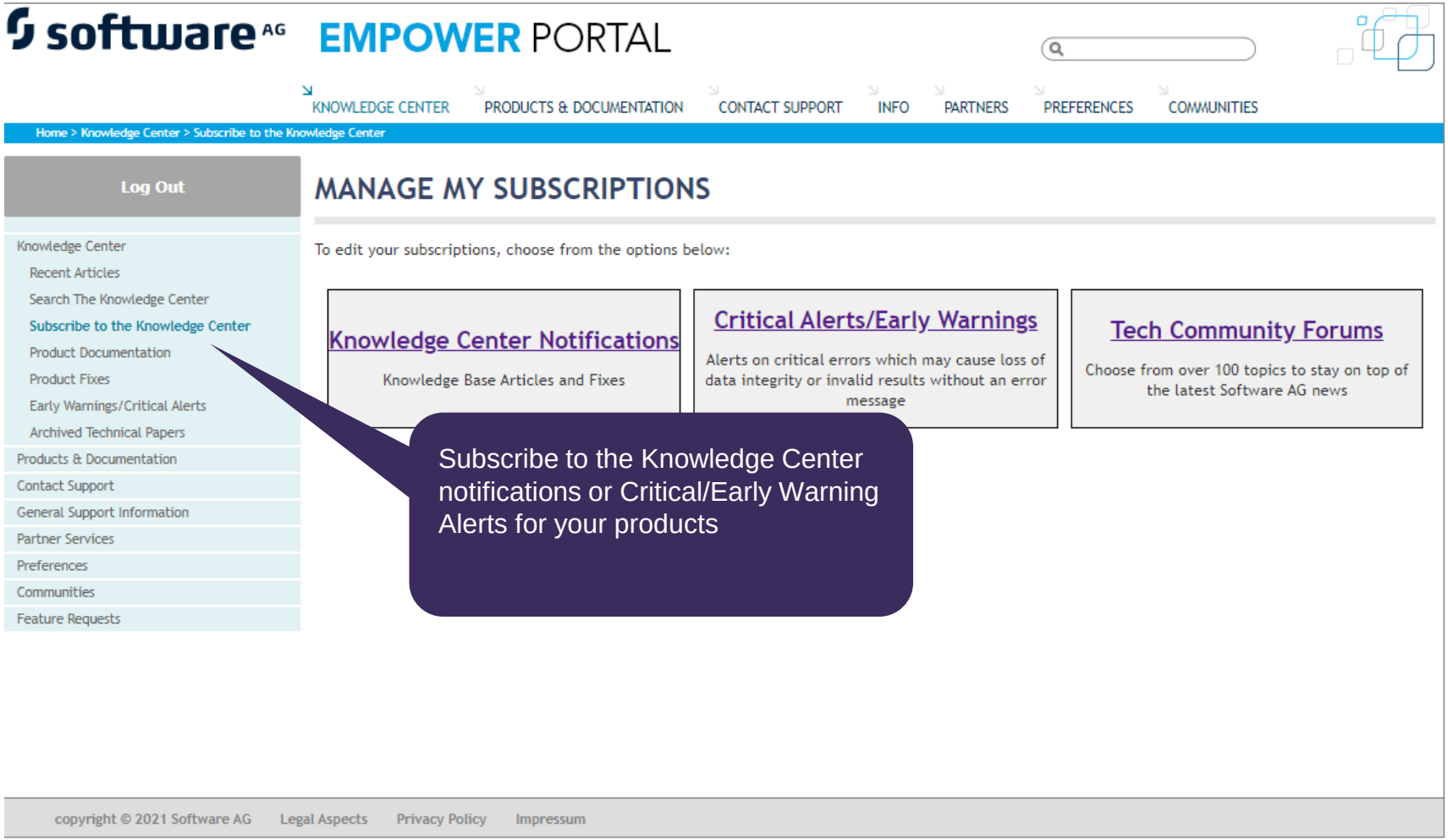

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LOG OUT

Knowledge Center
- Recent Articles
- Search The Knowledge Center
- Technical Papers
- Product Documentation
- Product Fixes
- EarlyWarnings/Critical Alerts
- Subscribe to the Knowledge Center

Products & Documentation

Contact Support

General Support Information

Partner Services

Preferences

Community Services

Feature Requests in Brainstorm

Email Contact	
Email Address	a
Subscriptions	
Send notification :	(•) daily ( ) weekly ( ) monthly
Email Format :	( ) Plain Text (•) HTML

Key to Tree Branches and Leaves below:
Platforms: MF = Mainframe, **MR** = Midrange, **PC** = Windows, **UX** = Unix
Types: KBA = Knowledge Base Articles, **TP** = Technical Papers, **SP** = Service Packs, **Fix** = Corrections

Update Reset

Expand all - Collapse all

- ADABAS
- NATURAL
- OTHER
- WEBMETHODS

Update Reset

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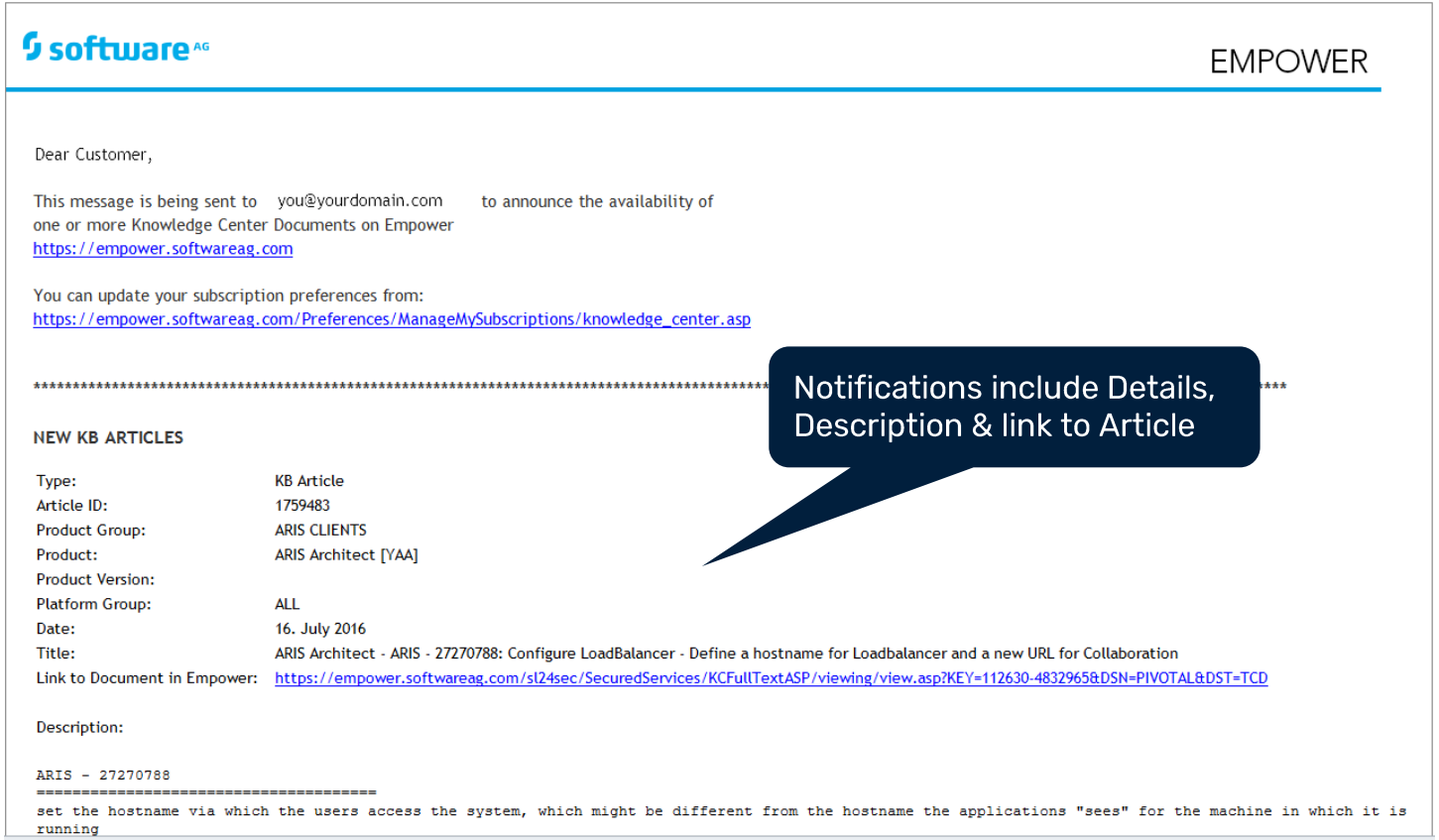
Knowledge Center Subscriptions



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EMPOWER

Dear Customer,

This message is being sent to you@yourdomain.com to announce the availability of one or more Knowledge Center Documents on Empower
https://empower.softwareag.com

You can update your subscription preferences from:
https://empower.softwareag.com/Preferences/ManageMySubscriptions/knowledge_center.asp

****

Notifications include Details, Description & link to Article

NEW KB ARTICLES

Type:	KB Article
Article ID:	1759483
Product Group:	ARIS CLIENTS
Product:	ARIS Architect [YAA]
Product Version:	
Platform Group:	ALL
Date:	16. July 2016
Title:	ARIS Architect - ARIS - 27270788: Configure LoadBalancer - Define a hostname for Loadbalancer and a new URL for Collaboration
Link to Document in Empower:	https://empower.softwareag.com/sl24sec/SecuredServices/KCFullTextASP/viewing/view.asp?KEY=112630-4832965&DSN=PIVOTAL&DST=TCD

Description:

```
ARIS - 27270788
=======================================
set the hostname via which the users access the system, which might be different from the hostname the applications "sees" for the machine in which it is
running
```

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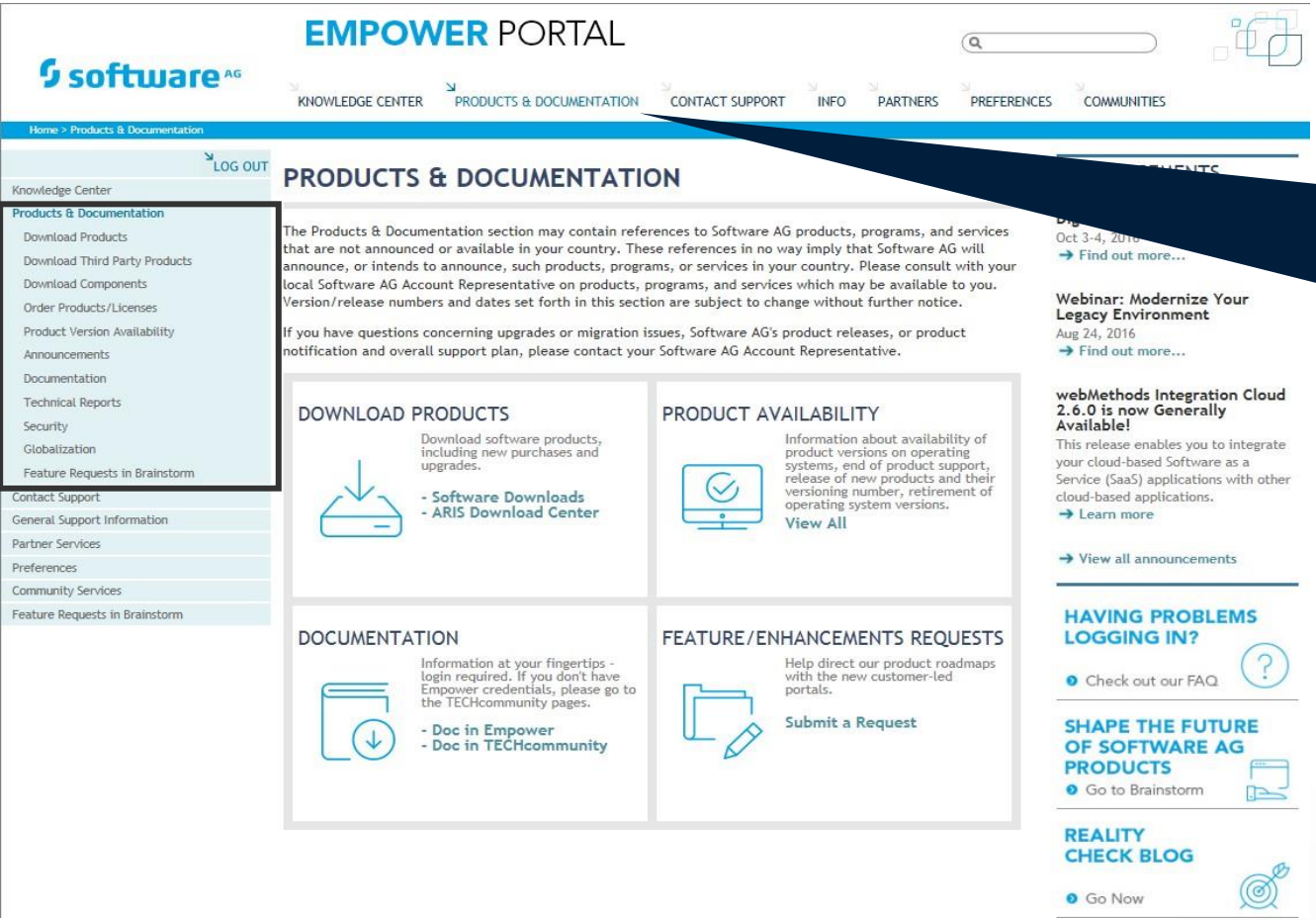

Visit the Products & Documentation section for Product Downloads, Documentation, Product Availability information, and to submit Feature Requests, among other things

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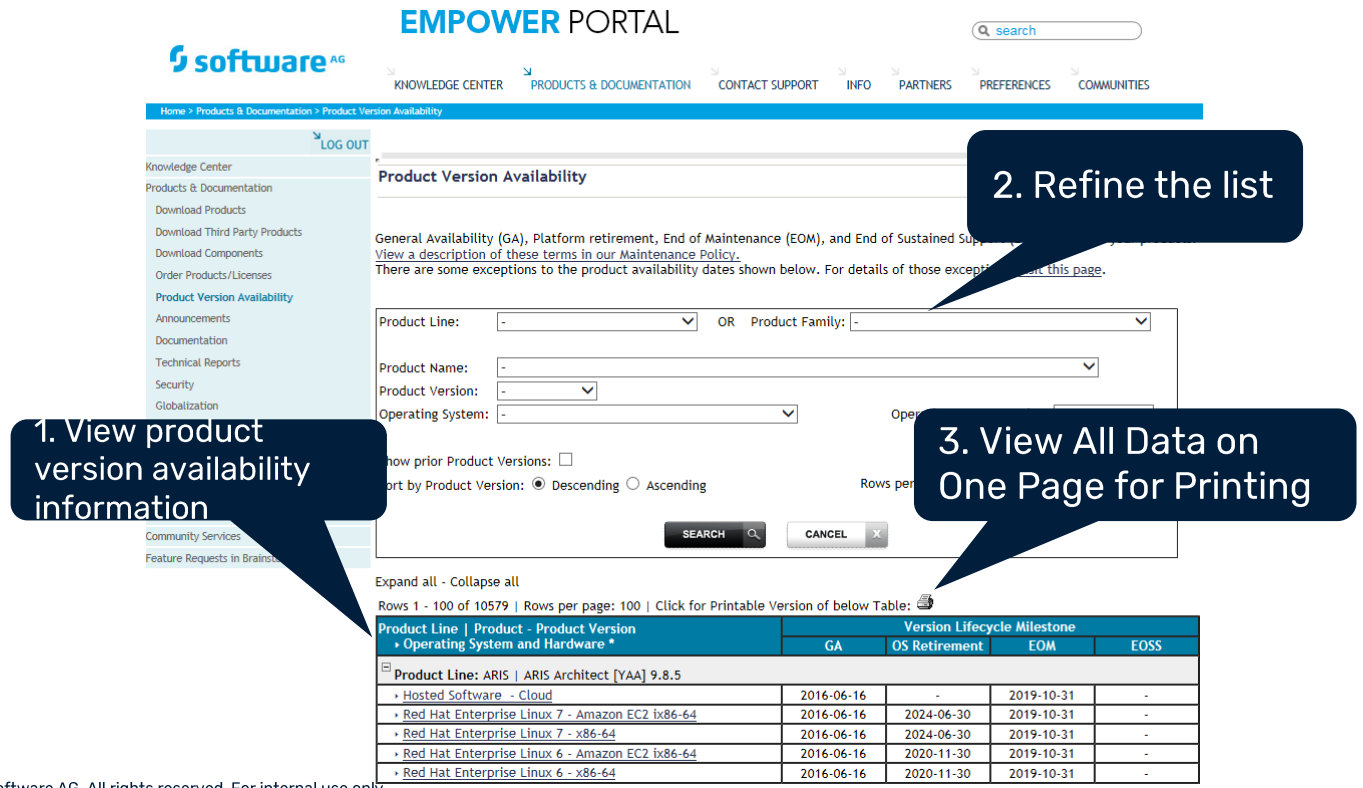
Product Version Availability Page

If you want to know how long your products will be supported and when they will enter each support phase, the new and improved Product Version Availability page is the place to go.



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Product Version Availability Page

Product Line: Adabas | Adabas [ADA] 8.2.3				
› BS2000/OSD 8.0 - FTS	2011-04-19	-	2014-06-30	-
› BS2000/OSD 7.0 - FTS	2011-04-19	-	2014-06-30	-
› BS2000/OSD 6.0 - FTS	2011-04-19	-	2014-06-30	-
› z/OS 1.13 - IBM	2011-09-30	-	2014-06-30	-
› z/OS 1.12 - IBM	2010-12-30	-	2014-06-30	-
› z/VSE 5.1 - IBM	2011-11-25	-	2014-06-30	-
› z/VSE 4.3 - IBM	2011-02-22	2014-05-31	2014-05-31	-
Product Line: Adabas | Adabas [ADA] 8.2.2				
› BS2000/OSD 8.0 - FTS	2010-02-19	-	2013-06-30	-
	2010-02-19	-	2013-06-30	-
	2010-02-19	-	2013-06-30	-

NEXT

Page: 1 2 4 5

GA = eral Availability
EOM = f Maintenance
EOSS = f Sustained Support
= m Retirement, EOM, or EOSS milestone is within one year
= m Retirement, EOM, or EOSS milestone is in the past
- = eduled or To Be Determined

Download Product Availability Lists
- Product Availability List for Current Products / Versions (comma separated .CSV file 871 KB, semicolon separated .CSV file 871 KB)
- Product Availability List for Older Products / Versions (comma separated .CSV file 1982 KB, semicolon separated .CSV file 1982 KB)

Don't see what you're looking for?
- Search above to refine your list, optionally show unpurchased products and prior product versions, and format search results.

* Click on the OS/HW link for additional information.

Product Roadmap Information | Software AG Maintenance Policy | Product Compatibility IBM Platforms| Processor Core Performance Class Table

Download Product Version Availability information for offline use

Milestone dates within a year are highlighted in Yellow. Milestone dates in the past are highlighted in Red.

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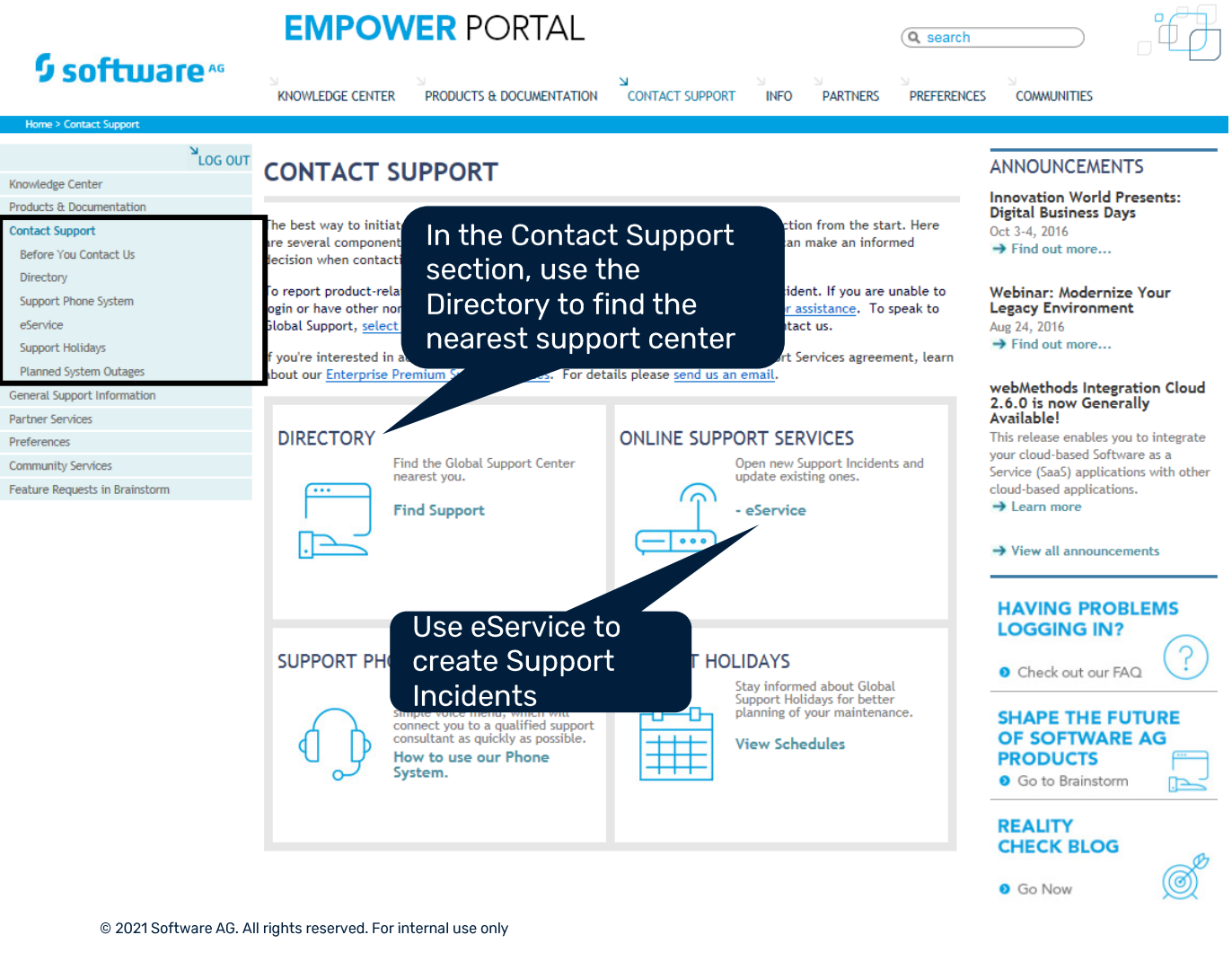

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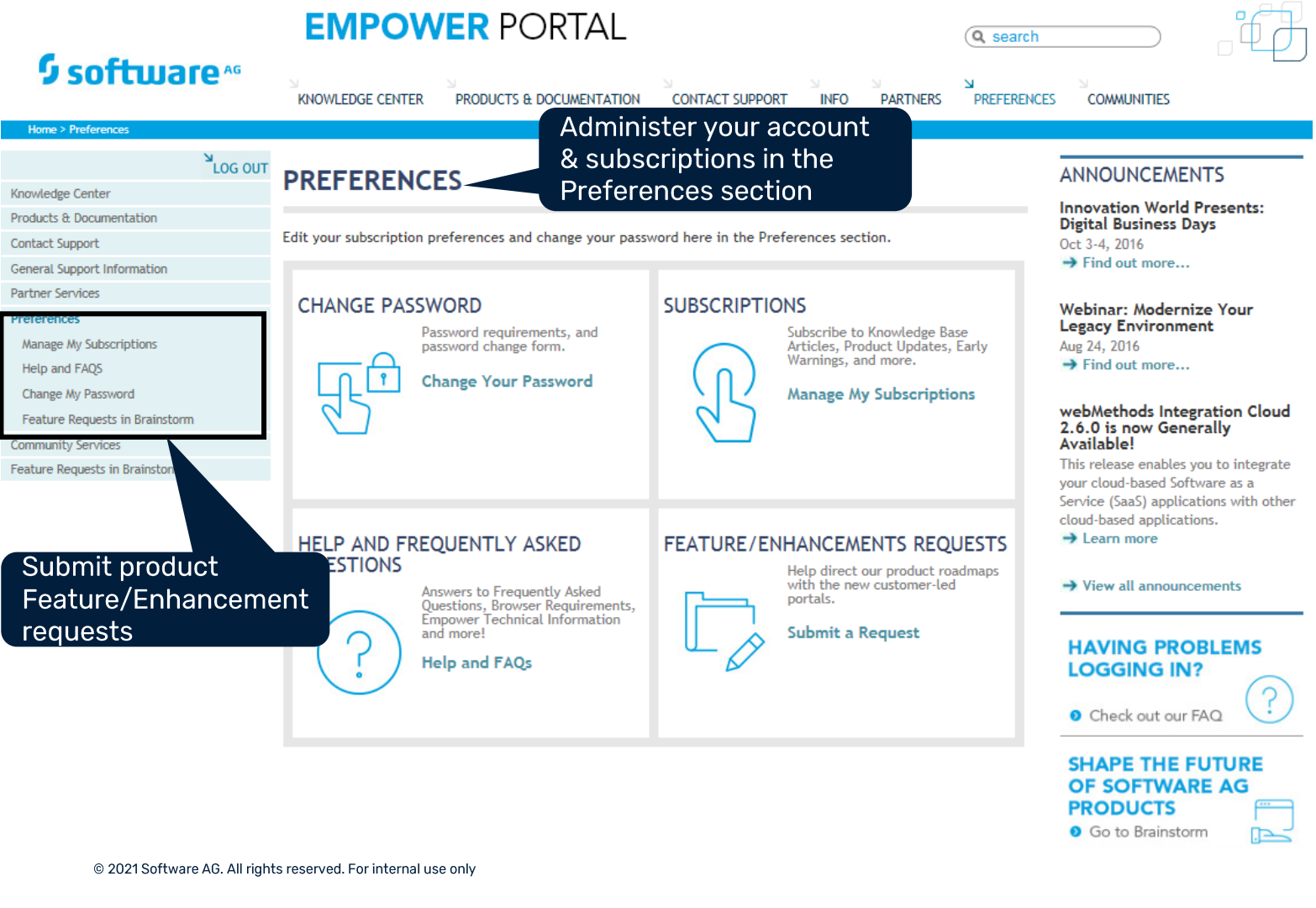

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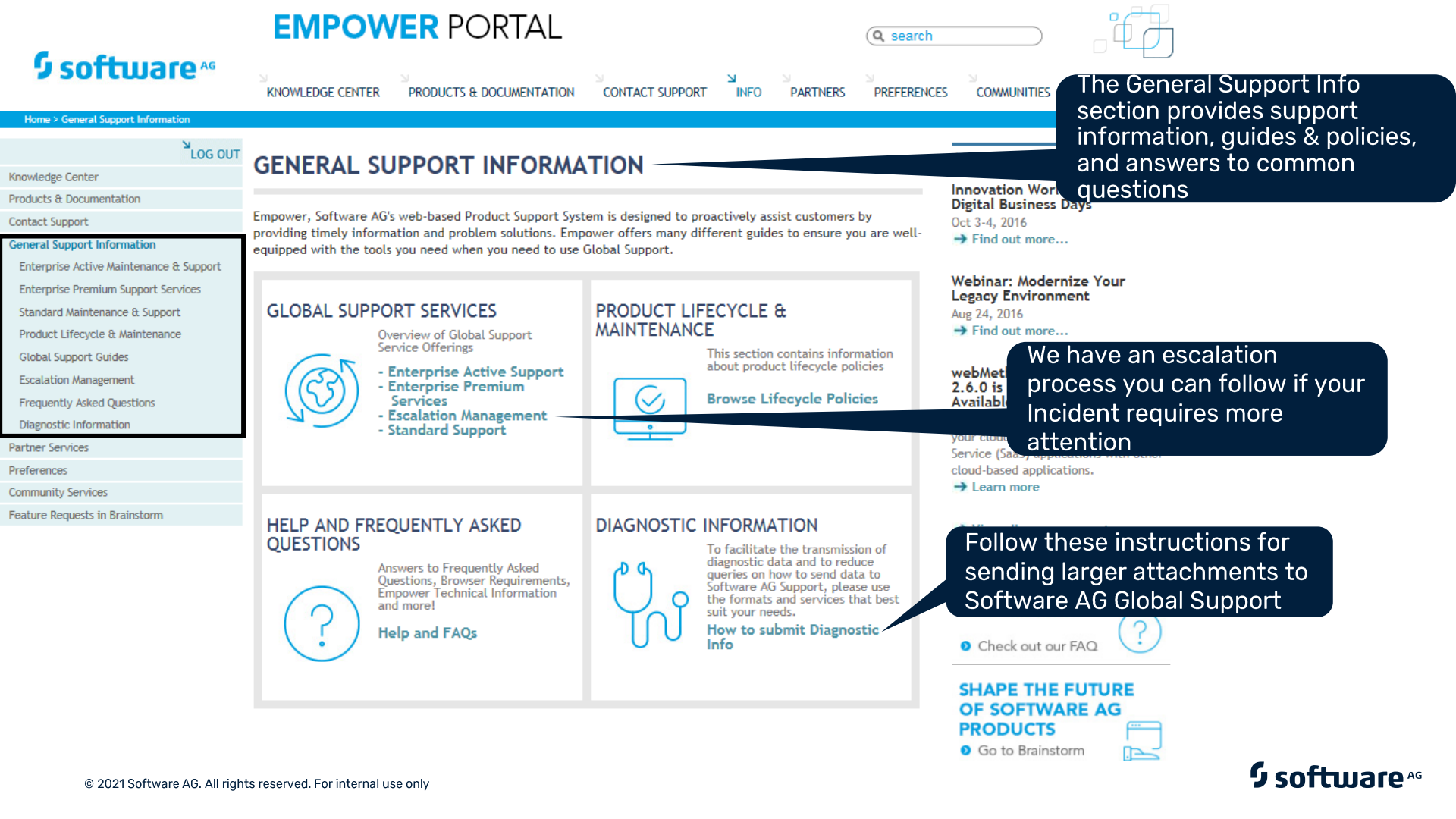

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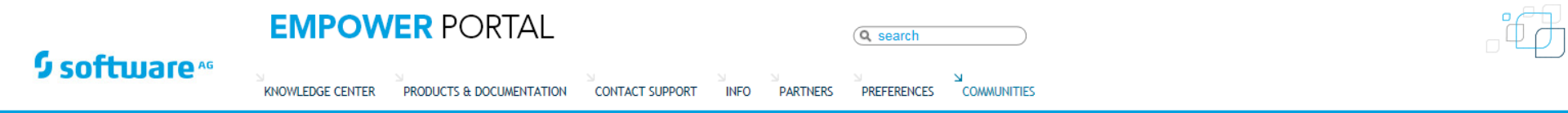

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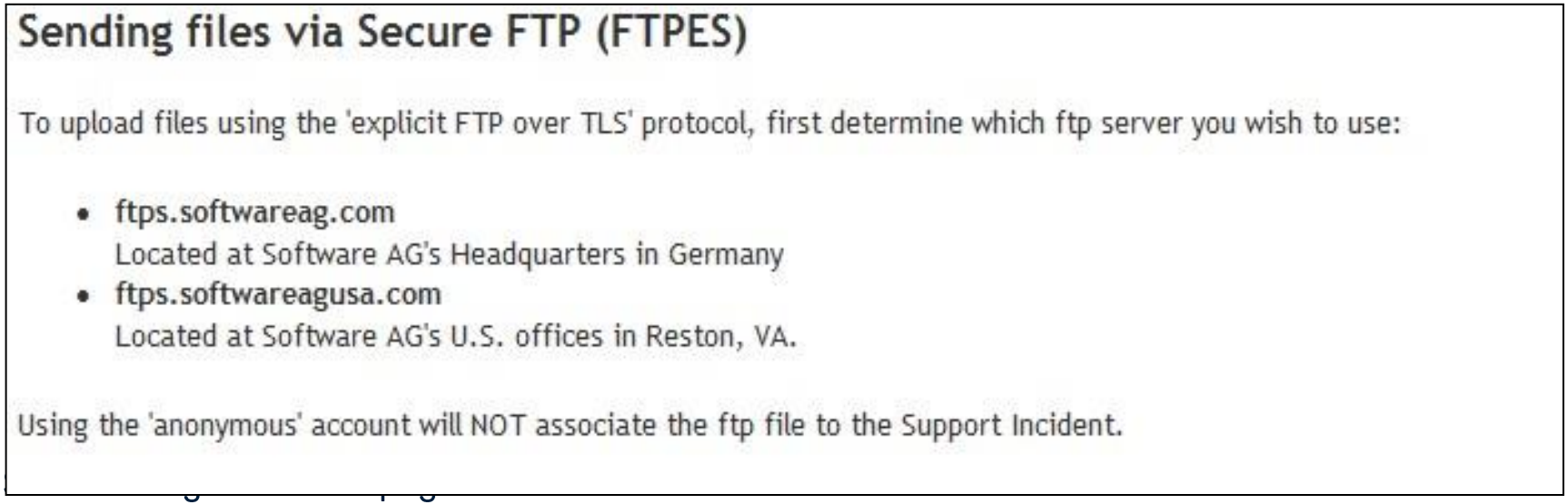
Secure FTP Options for Sending Diagnostic Info

- Securely transfer your diagnostic information to Software AG Global Support.



Sending files via Secure FTP (FTPES)

To upload files using the 'explicit FTP over TLS' protocol, first determine which ftp server you wish to use:

- **ftps.softwareag.com**
  Located at Software AG's Headquarters in Germany
- **ftps.softwareagusa.com**
  Located at Software AG's U.S. offices in Reston, VA.

Using the 'anonymous' account will NOT associate the ftp file to the Support Incident.

-
  - https://empower.softwareag.com/GeneralSupportInfo/DiagnosticInformation/default.asp

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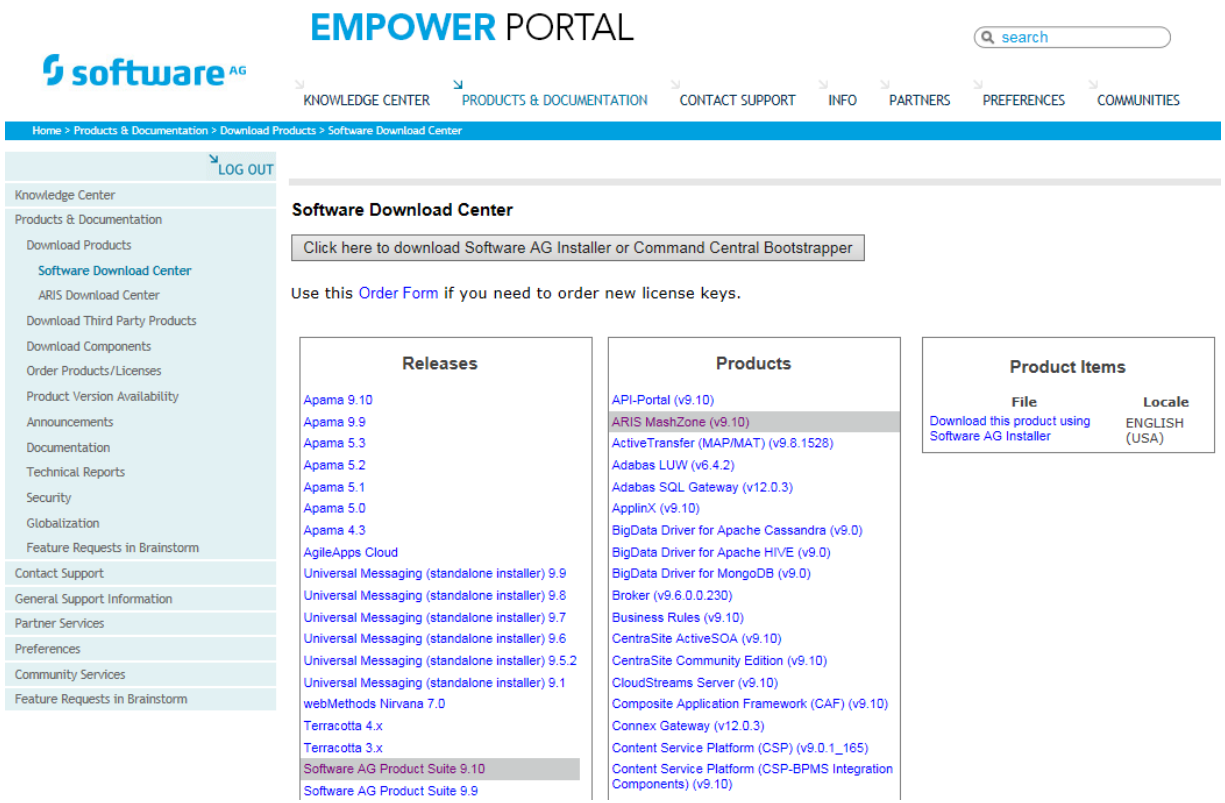
Download Products



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Brainstorm

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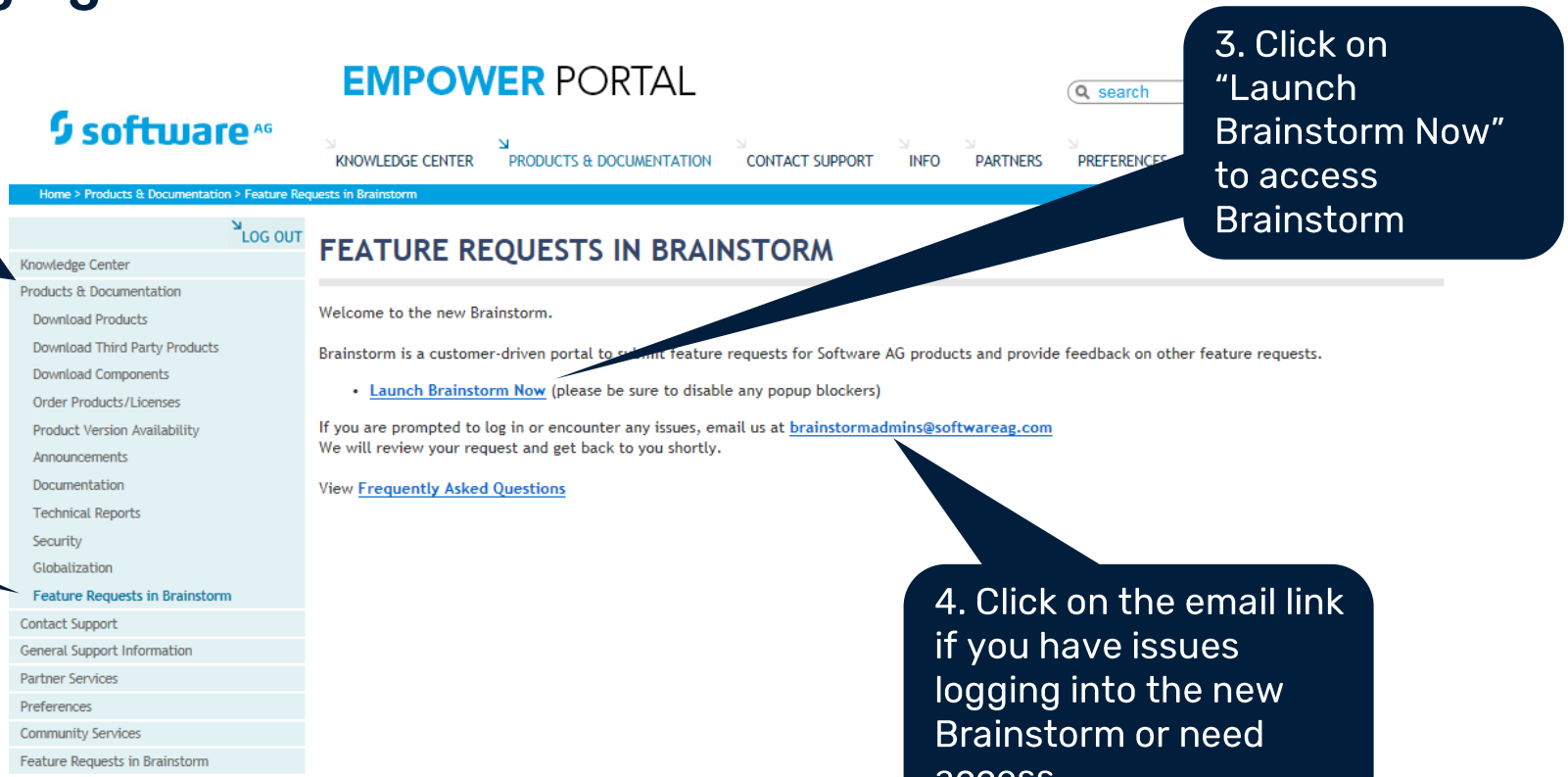
Logging in to Brainstorm

1. Login to Empower and click on “Products & Documentation ”

2. Go to “Feature Requests in Brainstorm”



3. Click on “Launch Brainstorm Now” to access Brainstorm

4. Click on the email link if you have issues logging into the new Brainstorm or need access.

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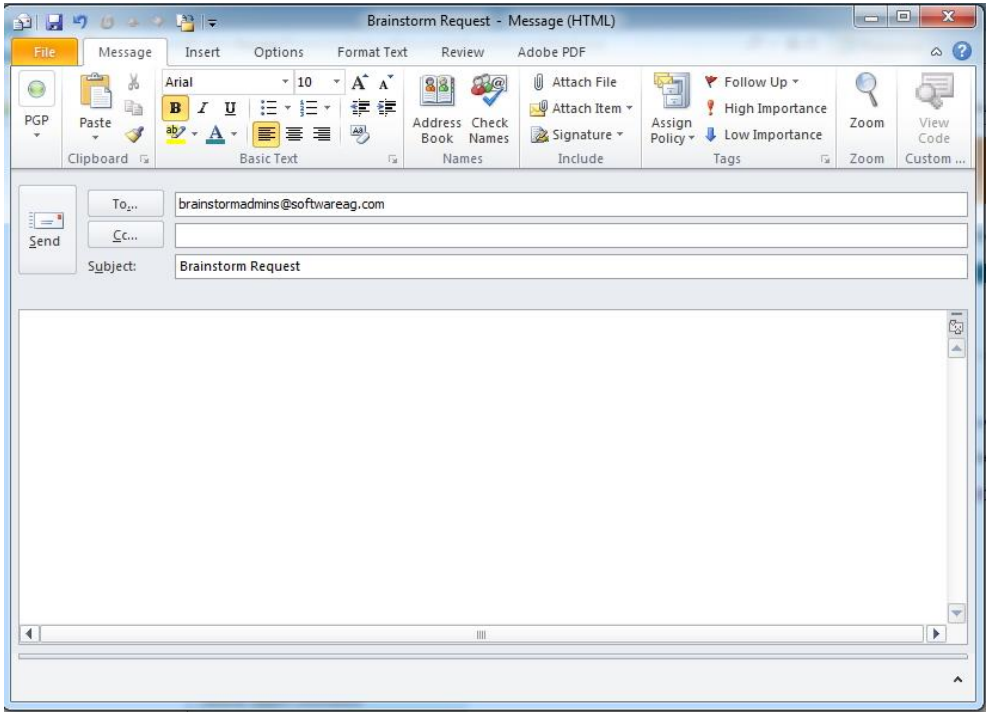
REQUESTING ACCESS TO BRAINSTORM

To request access to Brainstorm, send an email to brainstormadmins@softwareag.com



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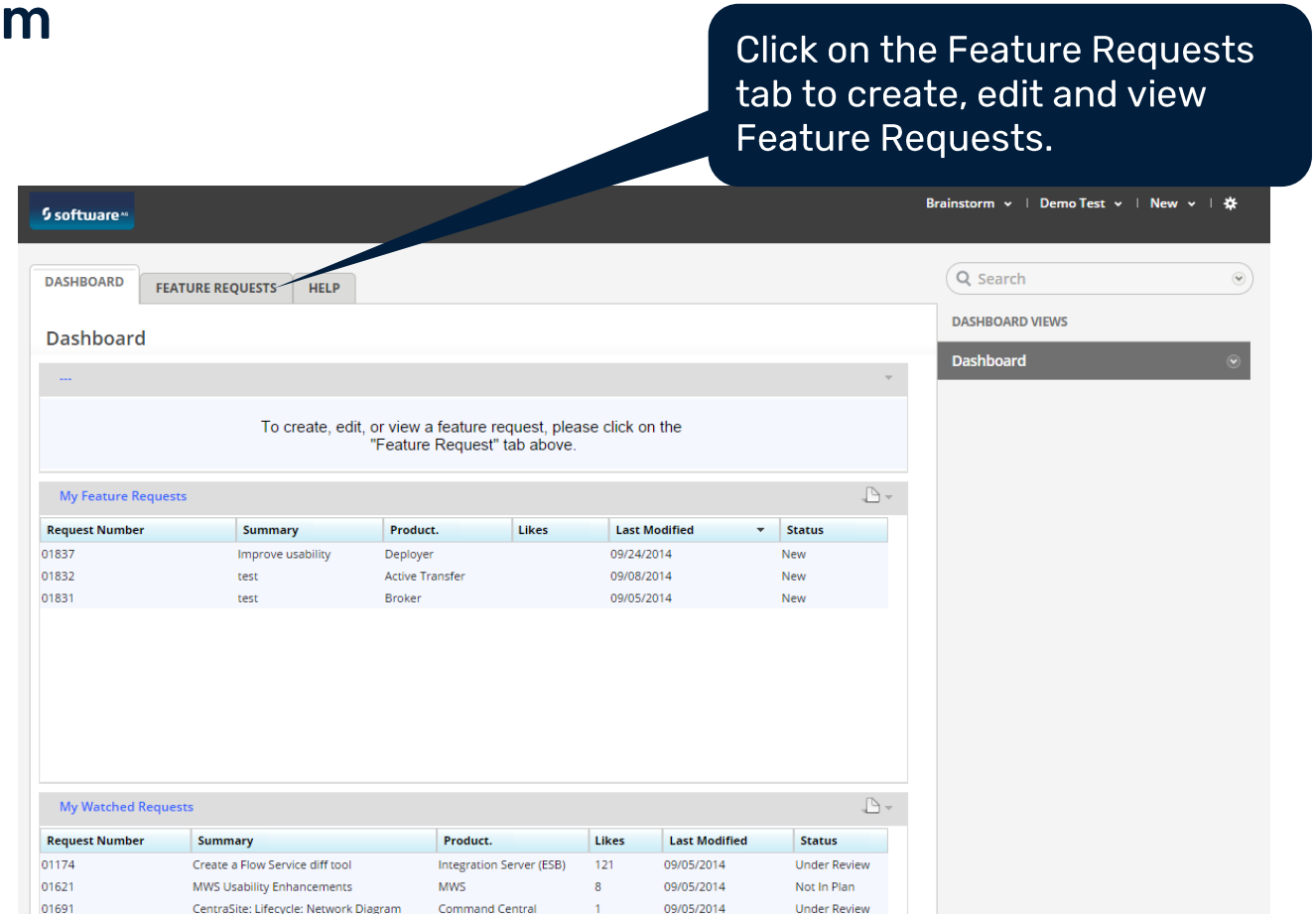
Brainstorm



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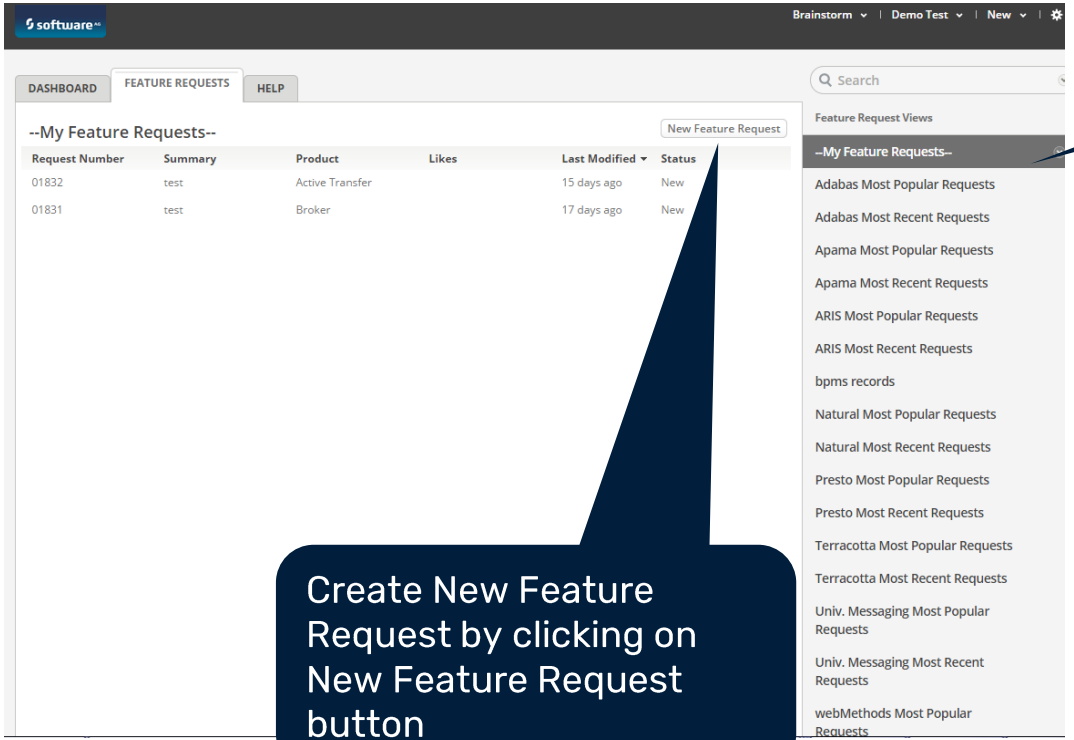
Brainstorm – Feature Request

Out of the box reports provided for Most Recent and Most Popular Feature Requests



Create New Feature Request by clicking on New Feature Request button

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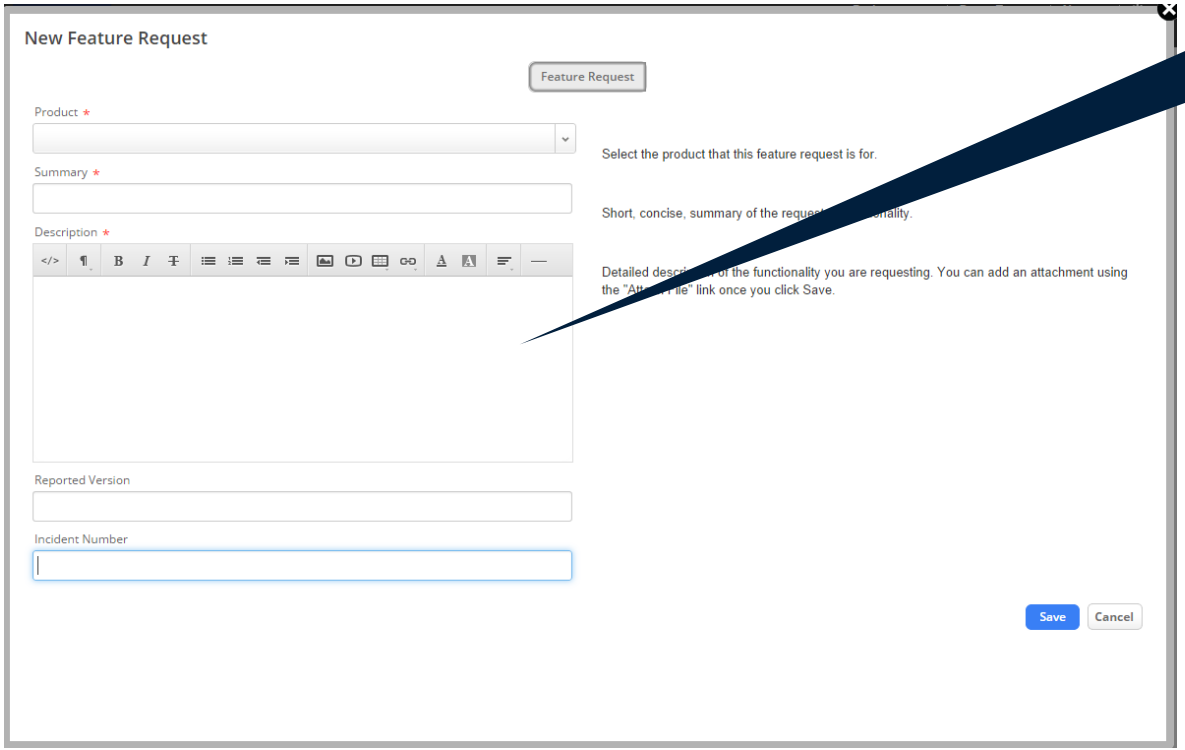
New Feature Request



Enter the complete description when creating new Feature requests

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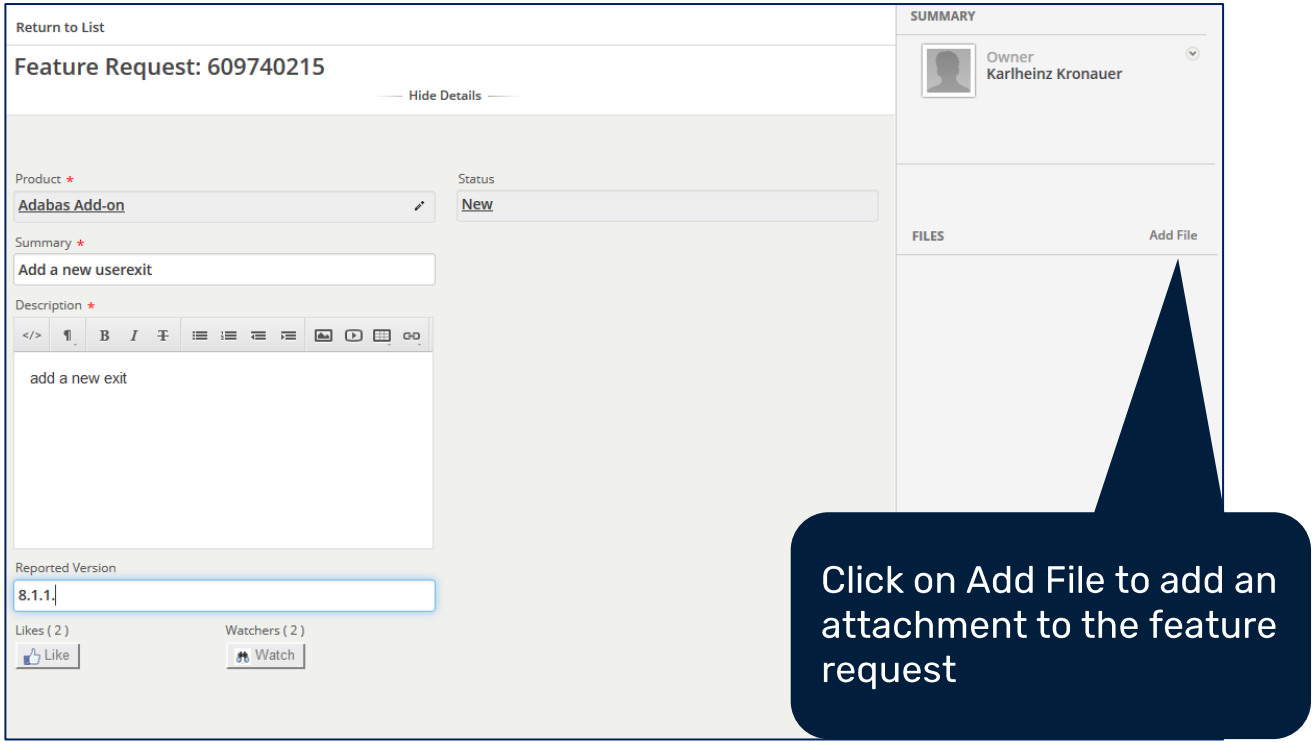
Add attachments to a feature request after creating it



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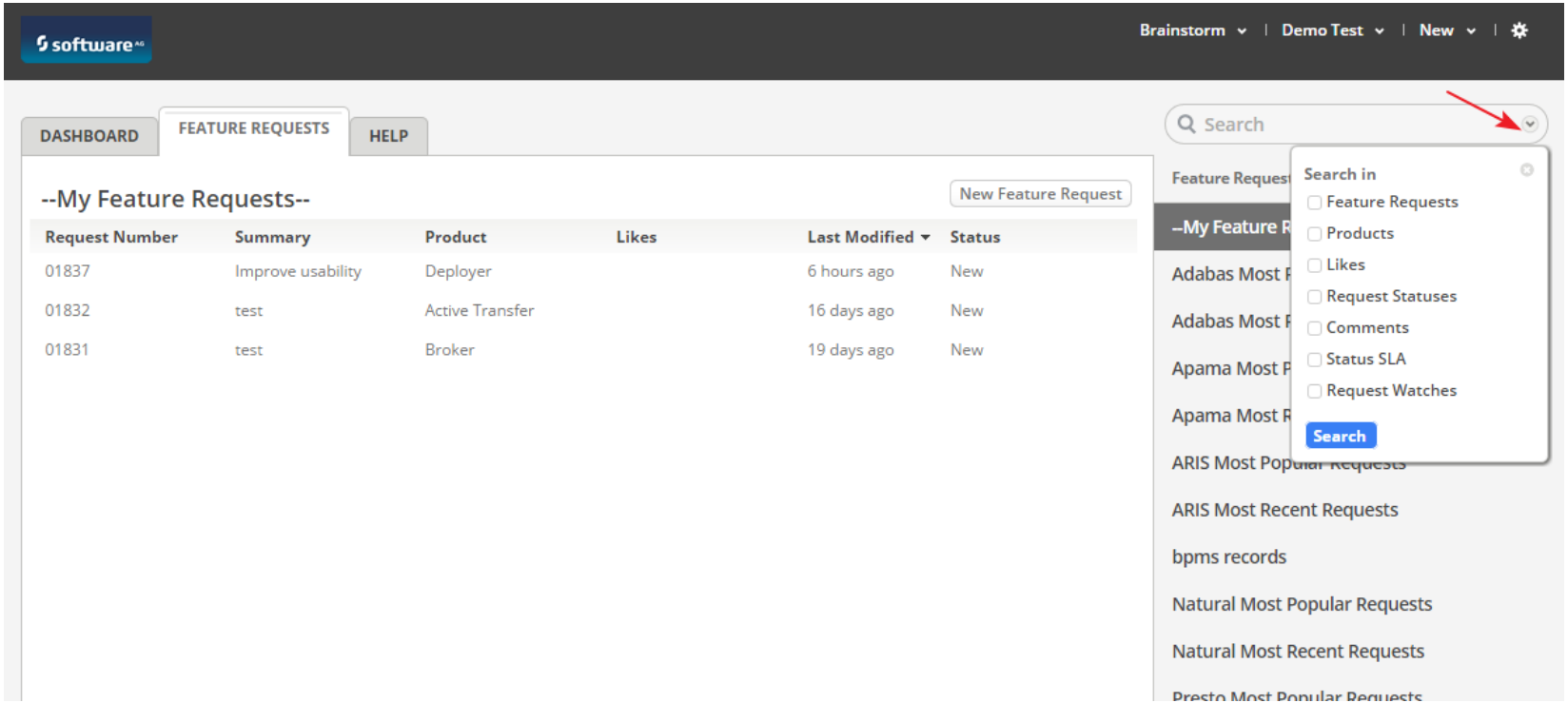
Full text Search



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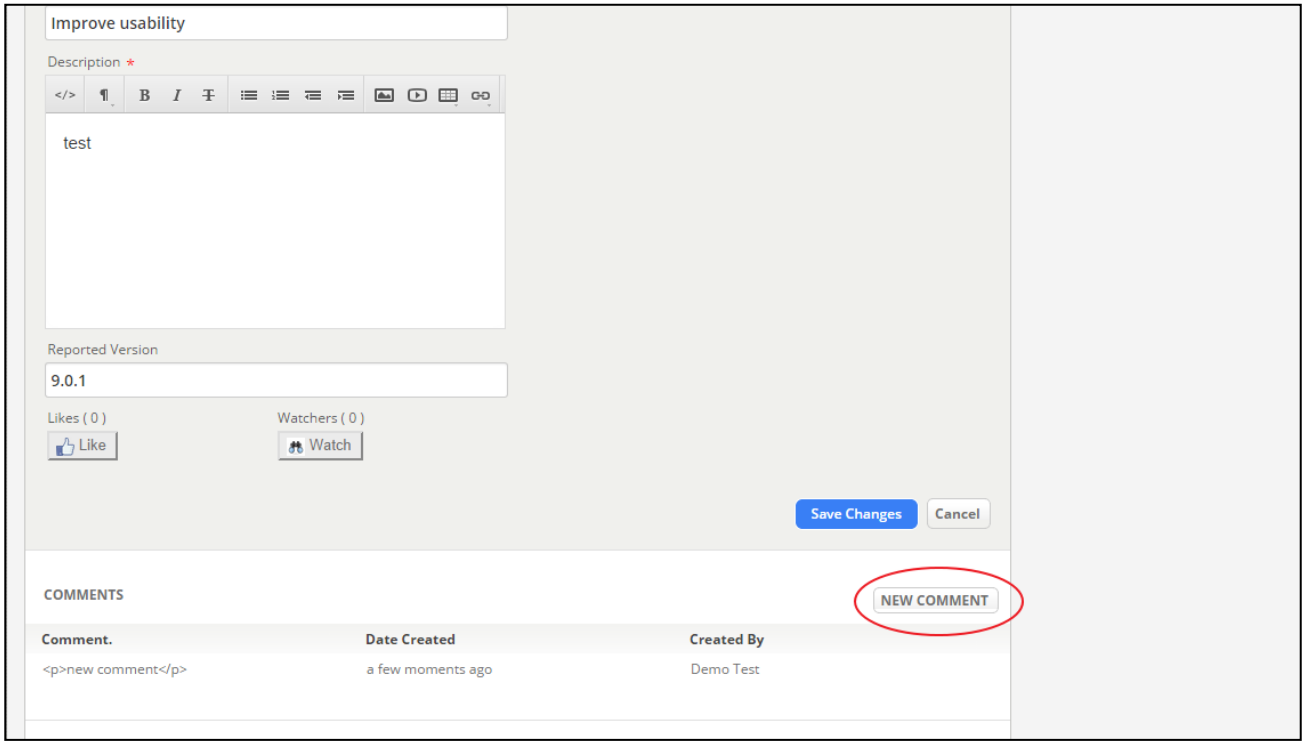
Add a Comment to a Feature Request



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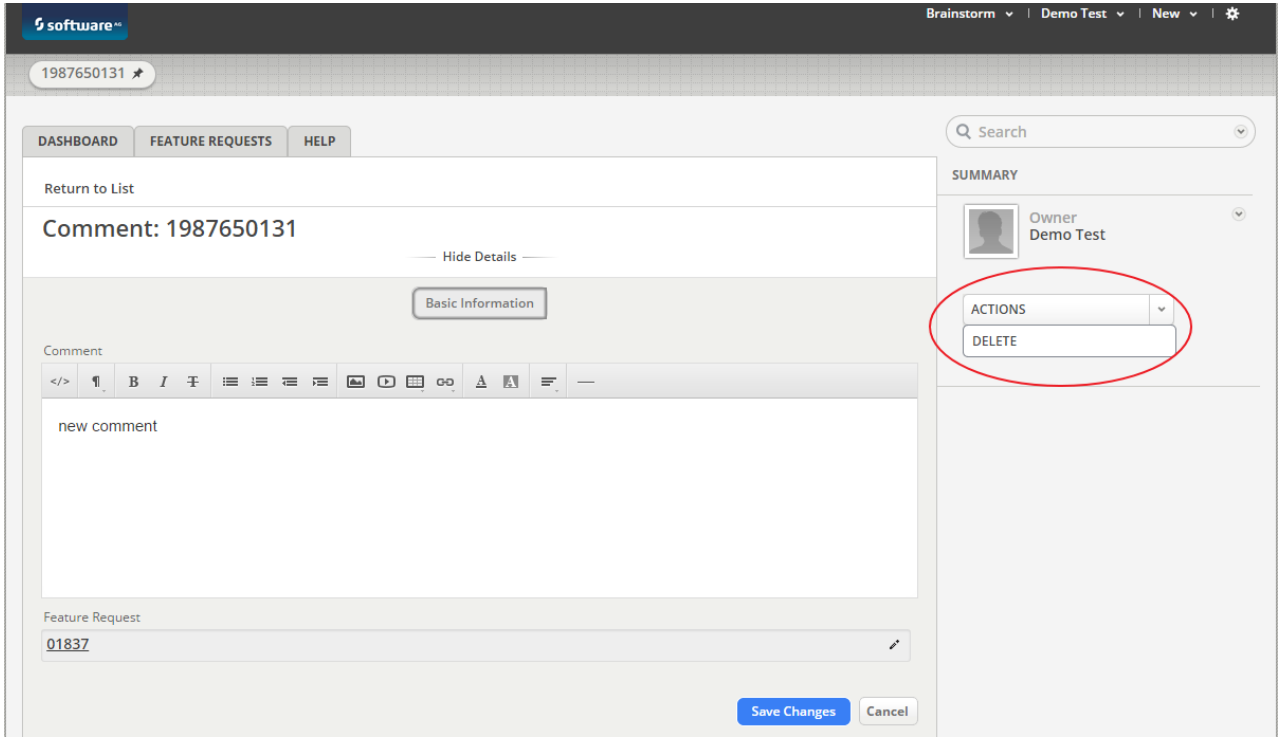
Delete a comment



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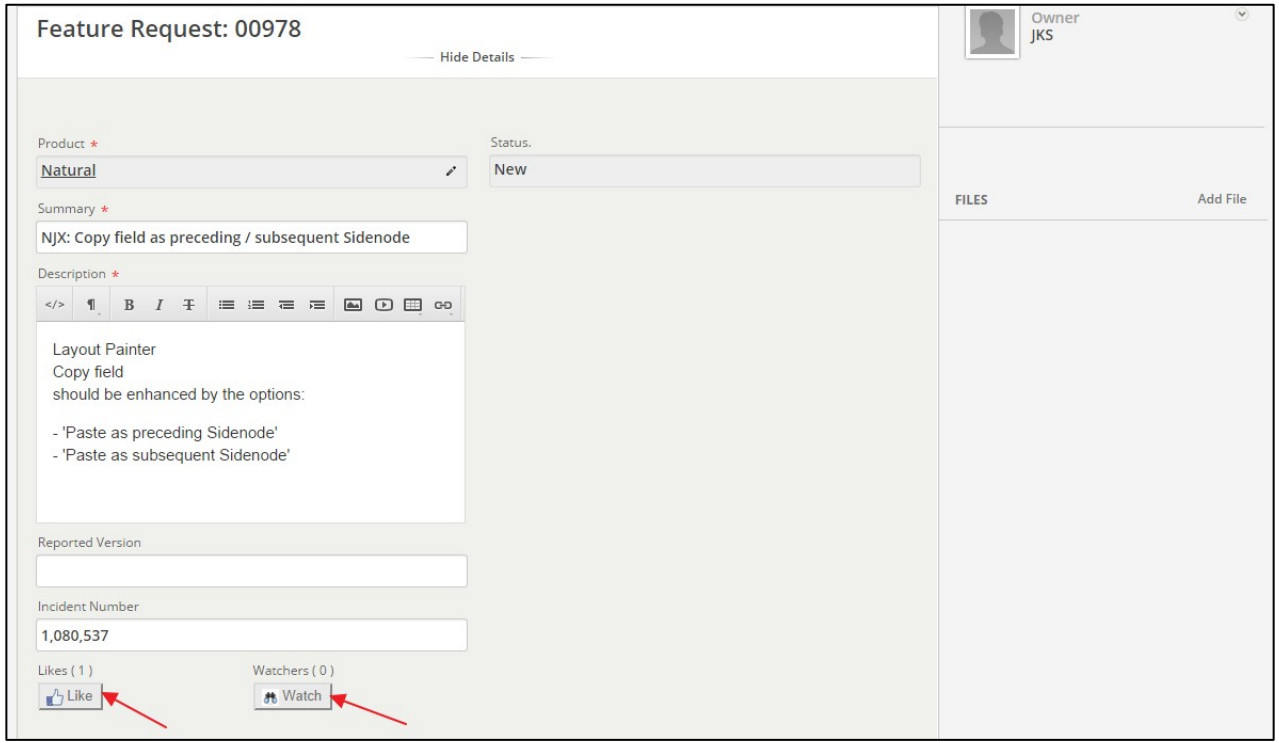
Like and Watch a Feature Request



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SEND YOUR ENQUIRIES OR FEEDBACK ON BRAINSTORM TO

- brainstormquestions@softwareag.com

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Tech Community & Tech Forum

https://tech.forums.softwareag.com/

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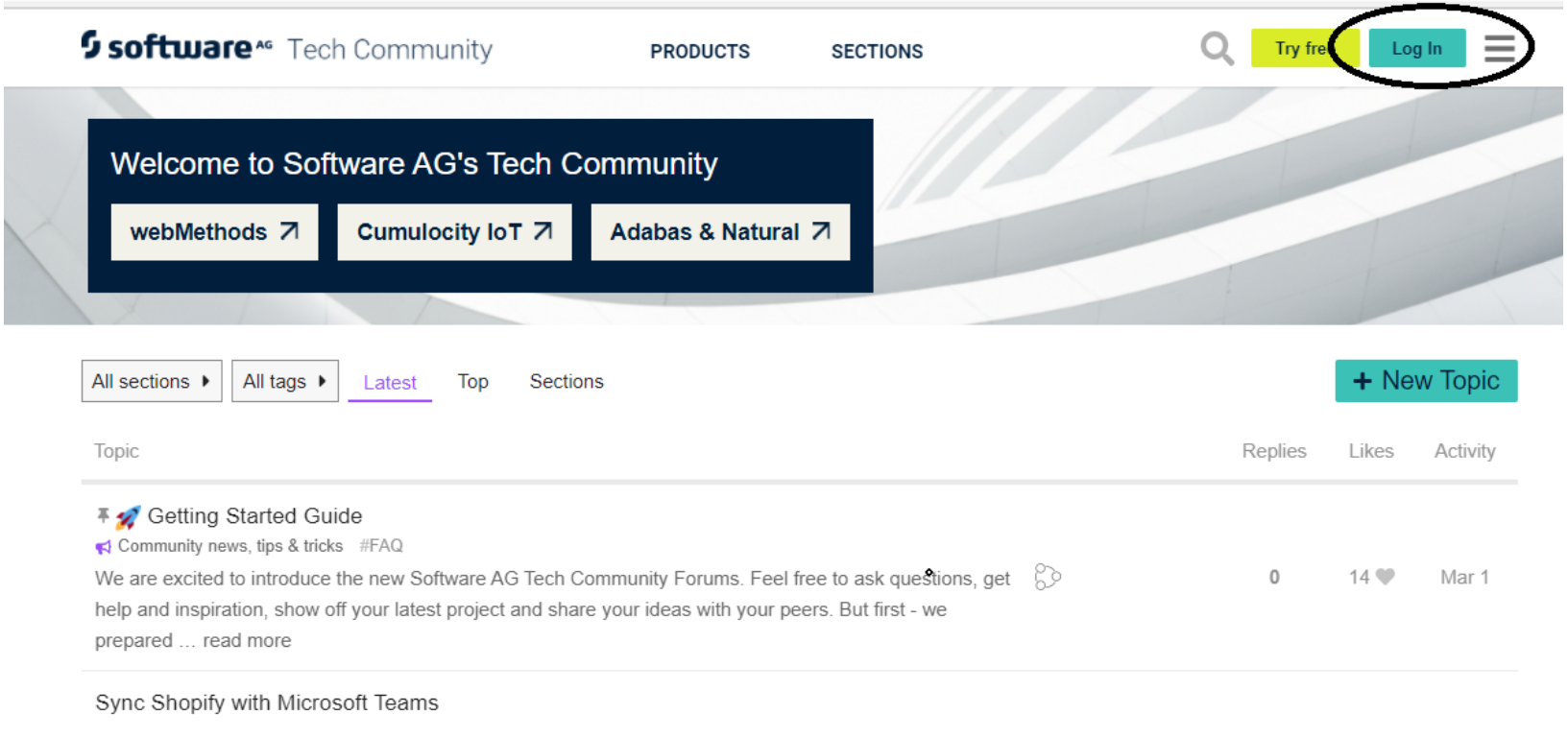
REGISTERING FOR THE TECH COMMUNITY

Click the “Login” button & click “Create Account” on https://tech.forums.softwareag.com/ and complete the form



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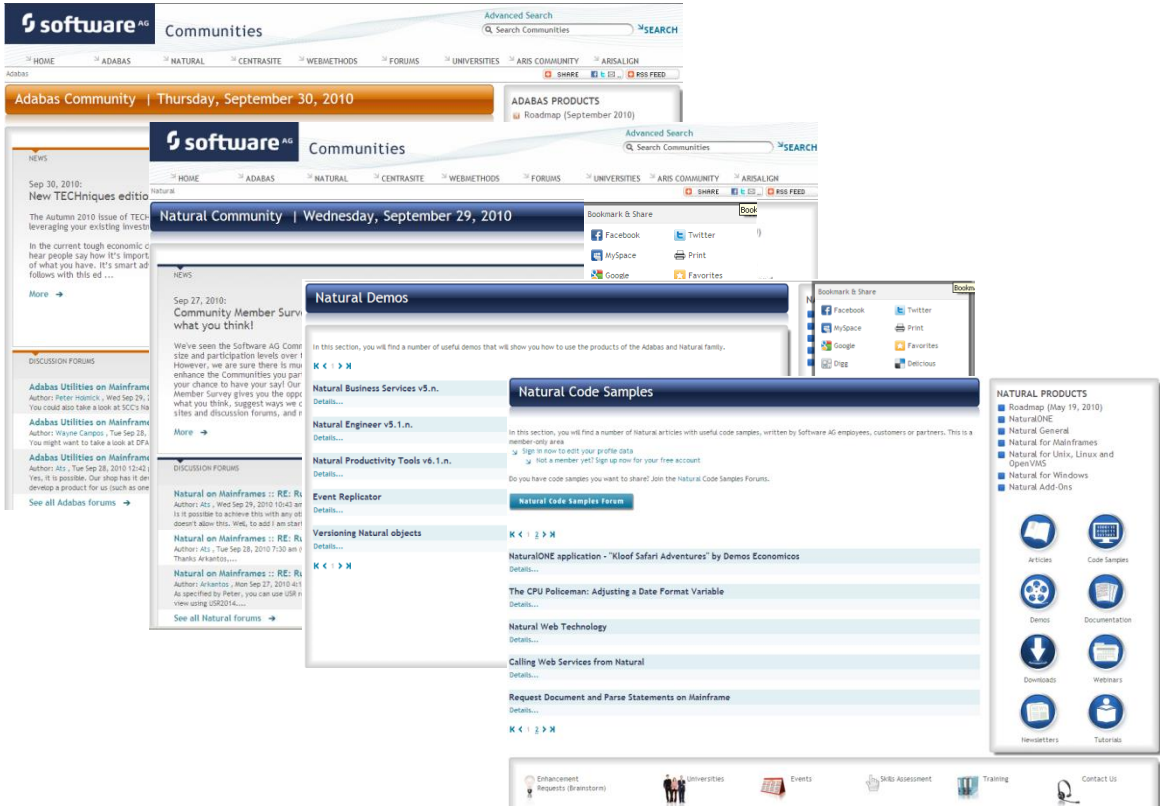
Product Communities (e.g. webMethods, CentraSite)

- News updates
- Latest forum posts viewable inside web page
- Resources
  Articles, Code Samples, Demos, Documentation, Downloads, Webinars, Newsletters, Tutorials
- Share content to social networking & bookmarking websites



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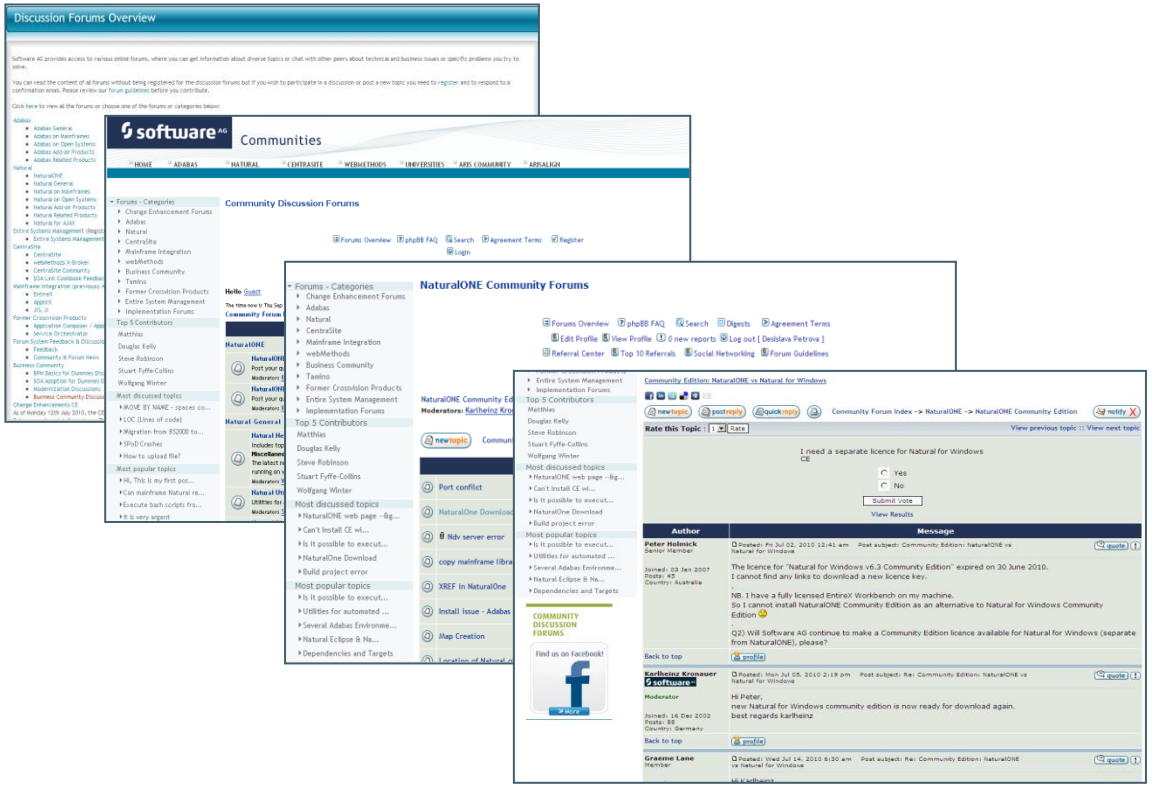
Tech Forum

- 100+ discussion forums
- List of most discussed and popular topics
- RSS updates & email notifications
- Sharing content to social networking & bookmarking websites



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Empower News & Announcements Forum

To subscribe, sign in to the Software AG TECHcommunity Discussion Forums with your **Software AG VIP Pass credentials**, or register for them (it's free)!

- Sign-in: http://tech.forums.softwareag.com/techjforum/josso_user_login/
- Register: https://techcommunity.softwareag.com/signup/

View the Forum & Subscribe Today

- https://tech.forums.softwareag.com/tag/Empower-News-Announcements

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Registration – Summary

Site	How to Register
Tech Community & Tech Forums	“Registration” link on https://tech.forums.softwareag.com/signup/
Empower	http://empower.softwareag.com/register/ or the “Request an Account” link on http://empower.softwareag.com
Brainstorm	“Products -> Feature Requests in Brainstorm You should automatically be granted access to Brainstorm within a few days of Empower registration. If Brainstorm does not launch, email brainstormadmins@softwareag.com to request access.

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No System is perfect….

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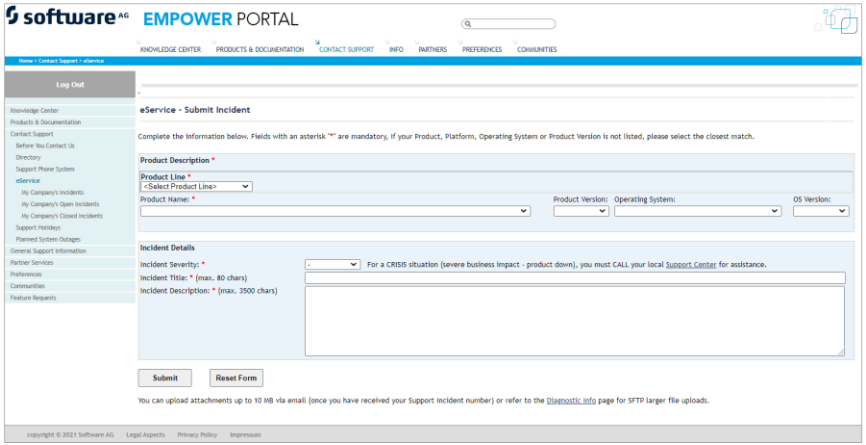
Therefore please provide your Feedback about Empower via eService

Authorized Technical Contacts can provide feedback on Empower by submitting a Support Incident in eService under the product “Empower / eService (EMP)”



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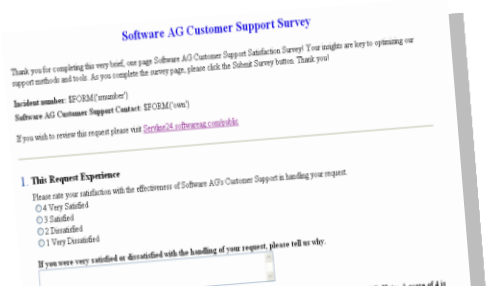
…or via the Customer Satisfaction Survey



3. Overall Software AG Customer Support Experience

Please rate your overall satisfaction with Software AG Customer Support, including all Web and telephone support you have used.

- ◯ Very Satisfied
- ◯ Satisfied
- ◯ Dissatisfied
- ◯ Very Dissatisfied

If you have suggestions or comments about our overall services, please enter them here.

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