

Empower Overview

Welcome to Empower

OBJECTIVES

- Introduction to Software AG's support tools

- Empower

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

- Brainstorm

- Communities & Community Forums

Empower

A woman in a dark coat and bag is walking away from the camera in a futuristic, curved hallway. The ceiling is made of horizontal slats, and the walls are composed of vertical light strips in various colors (red, blue, green, yellow, purple). The floor is dark and reflective. The overall atmosphere is modern and high-tech.

Registering for Empower

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

The screenshot displays the Empower Portal homepage. At the top, the 'software AG' logo is on the left, and 'EMPOWER PORTAL' is in the center. A navigation bar below the logo contains links for KNOWLEDGE CENTER, PRODUCTS & DOCUMENTATION, CONTACT SUPPORT, INFO, PARTNERS, PREFERENCES, and COMMUNITIES. On the left side, there is a vertical menu with options like EMAIL, PASSWORD, Forgot your password?, Request an Account, Knowledge Center, Products & Documentation, Contact Support, General Support Information, Partner Services, Preferences, Community Services, and Feature Requests in Brainstorm. The main content area features a large banner with the text 'HOW MAY WE HELP YOU TODAY?' and an image of two people. Below the banner are four service tiles: 'ONLINE SUPPORT SERVICES' with an eService icon, 'PRODUCT INFORMATION' with a product box icon, 'PRODUCT FIXES' with a scissors icon, and 'DOWNLOAD PRODUCTS' with a download icon. On the right side, there are sections for 'ANNOUNCEMENTS' (listing webinars and an innovation tour), 'HAVING PROBLEMS LOGGING IN?' with a FAQ link, 'SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS' with a Brainstorm link, 'REALITY CHECK BLOG' with a Go Now link, and 'NEW GLOBAL SUPPORT SERVICES' with a Check new offerings link.



Home

EMAIL

PASSWORD

Forgot your password ? [LOG IN](#)

[Request an Account](#)

[Knowledge Center](#)

[Products & Documentation](#)

[Contact Support](#)

[General Support Information](#)

[Partner Services](#)

[Preferences](#)

[Community Services](#)

[Feature Requests in Brainstorm](#)

HOW MAY WE HELP YOU TODAY?

Welcome to Empower!
Login with your credentials



<p>ONLINE SUPPORT SERVICES</p> <p>Open new Support Incidents and update existing ones.</p> <p>- eService</p> 	<p>PRODUCT INFORMATION</p> <p>View Product Documentation, Product Life Cycles, Technical Reports, Learn how to submit an Enhancement request, and more!</p> <p>View Product Info</p> 
<p>PRODUCT FIXES</p> <p>Fixes are solutions to known issues. Find product fixes by product family, product, product version and operating system.</p> <p>View Product Fixes</p> 	<p>DOWNLOAD PRODUCTS</p> <p>Download software products, including new purchases and upgrades.</p> <p>- Software Downloads - ARIS Download Center</p> 

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

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 To 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 

SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS

● Go to Brainstorm 

REALITY CHECK BLOG

● Go Now 

NEW GLOBAL SUPPORT SERVICES

● Check new offerings 

View Announcements

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

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

Global Search Example

Search Results 1 - 10 of 11,071

abends [Search Tips](#) Sort order: Relevance

[abends.pdf](#)
User **Abend** Codes The decimal **abend** (abnormal end) codes described in this chapter occur in ADAInn, ... system and nucleus STAE **abend** codes in hexadecimal; in this case, a nucleus **abend** code must first be changed...representative. If **abend** codes 23 or 24 occur, save the Work data set. For all **abend** codes, save any dumps...issues only the **abend** code 253 to indicate an abnormal termination occurred. The **abend** (abnormal end) ...
Apr 15, 2016 12:08:07 PM - 34 kB

[Fix - NAT82x and CMF343 Abends S0C4 - Con-form \[CMF\]](#)
... Feedback | [Suspended Document] NAT82x and CMF343 **Abends** S0C4 Fix ID: FM39012 Operating System Family: Mainframe...
- 6 kB

[Incident - \[REDACTED\] : Multiple Recursive abends starting with S80a-10 followed by multiple S878-10 abends - Adabas SQL Gateway \[ACE\]](#)
...for a week and then gets S80a-10 **abend** followed by many s878-10 **abends**. System Dump dataset is available... Multiple Recursive **abends** starting with S80a-10 followed by multiple S878-10 **abends** Severity: 2: Critical... Multiple Recursive **abends** starting with S80a-10 followed by multiple S878-10 **abends** Number: 16 Completed... Multiple Recursive **abends** starting with S80a-10 followed by multiple S878-10 **abends**.eml
Subject: Re: Support...
Feb 4, 2016 1:18:38 AM - 42 kB

[Fix - NCF834 / NAT826 Abends S0C4 in TLOPUSER+x2E6 - Natural Com-plete Interface \[NCF\]](#)
... Knowledge Center - Fix Feedback | NCF834 / NAT826 **Abends** S0C4 in TLOPUSER+x2E6 Fix ID: NP04003 Operating... Title Availability Fix NP04003 NCF834 / NAT826 **Abends** S0C4 in TLOPUSER+x2E6
Downloadable below Files ...
Jul 17, 2017 7:12:00 PM - 8 kB

Global Search Example

Search Results 1 - 10 of 11,071

[Search Tips](#) Sort order:

Enter keywords

- Entire site
- Knowledge Center
- Documentation
- Communities

Filter results by content type

[abends.pdf](#)

User **Abend** Codes The decimal **abend** (abnormal end) codes described in this chapter occur in ADAInn, ... system and nucleus STAE **abend** codes in hexadecimal; in this case, a nucleus **abend** code must first be changed...representative. If **abend** codes 23 or 24 occur, save the Work data set. For all **abend** codes, save any dumps...issues only the **abend** code 253 to indicate an abnormal termination occurred. The **abend** (abnormal end) ...
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[Fix - NCF834 / NAT826 Abends S0C4 in TLOPUSER+x2E6 - Natural Com-plete Interface \[NCF\]](#)

...Knowledge Center - Fix Feedback | NCF834 / NAT826 **Abends** S0C4 in TLOPUSER+x2E6 Fix ID: NP04003 Operating... Title Availability Fix NP04003 NCF834 / NAT826 **Abends** S0C4 in TLOPUSER+x2E6 Downloadable below Files ...
Jul 17, 2017 7:12:00 PM - 8 kB



Home > Knowledge Center

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

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

KNOWLEDGE CENTER

The Knowledge Center is a collection of technical information and tips to support you. Browse [Technical Papers](#), [Fixes](#), [Early Warnings/Critical Alerts](#), and our [Product Documentation Library](#), or [try our new global search](#).

Google Search Empower

[Search the Knowledge Center by product, article type, and other options](#)

KNOWLEDGE BASE ARTICLES

Articles derived from customer and partner Support Incidents and their resolutions.

Advanced Knowledge Center Search

PRODUCT FIXES

Fixes are solutions to known issues. Find product fixes by product family, product, product version and operating system.

View Product Fixes

EARLY WARNINGS

Late-breaking critical information about Software AG products.

View All

SUBSCRIPTIONS

Subscribe to Knowledge Base Articles, Product Updates, Early Warnings, and more.

Manage My Subscriptions

ANNOUNCEMENTS

Webinar: Adabas & Natural Roadmap
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[Find out more...](#)

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[View all announcements](#)

HAVING PROBLEMS LOGGING IN?

[Check out our FAQ](#)

SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS

[Go to Brainstorm](#)

REALITY CHECK BLOG

[Go Now](#)

NEW GLOBAL SUPPORT SERVICES

[Check new offerings](#)

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

The screenshot displays the Empower Portal Knowledge Center search interface. At the top, the 'software AG' logo and 'EMPOWER PORTAL' are visible, along with navigation links for Knowledge Center, Products & Documentation, Contact Support, Info, Partners, Preferences, and Communities. A search bar is located in the top right corner. Below the navigation bar, the page title is 'Knowledge Center - Query' with a 'Feedback | Help' link. The main search area includes a 'Search for:' input field with a 'Clear' button and a 'Find' button. To the right of the search bar, it indicates 'Results per page: 10' and a link for 'Fewer search options'. Below the search bar, there are 'Optional search fields' including Product Name, Product Family, SubProduct, Product Version, Error Code, Operating Systems, and Platform. The 'Document Type' dropdown menu is open, showing options such as 'All', 'KB Articles', 'Incidents', 'Incidents (only new ones)', 'Incidents (only active ones)', 'Incidents (only closed ones)', 'All Fixes', 'Early Warnings', and 'Technical Papers'. At the bottom, there are 'Document Last Updated' filters and another link for 'Fewer search options'.

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.
```

Product Documentation

EMPOWER PORTAL

software AG

KNOWLEDGE CENTER PRODUCTS & DOCUMENTATION CONTACT SUPPORT INFO PARTNERS PREFERENCES COMMUNITIES

Home > Products & Documentation > Documentation

LOG OUT

Knowledge Center

Products & Documentation

Download Products

Download Third Party Products

Download Components

Order Products/Licenses

Product Version Availability

Documentation

Security

Globalization

Feature Requests in Brainstorm

Contact Support

General Support Information

Partner Services

Preferences

Community Services

Feature Requests in Brainstorm

Welcome to Software AG's Online Documentation Center

The Documentation Center should open automatically in a new window (please be sure). If it fails to open automatically, you can access it from <http://documentation.software-ag.com>. View the Tutorial for details on how to use the Documentation Center.

View Product Documentation (opens in new window)

SOFTWARE AG

Search whole Documentation web

Search by Product Name

All Products Most Popular Latest Releases Recently Updated

Software AG Installer and Software AG Update Manager

VERSION	OPERATING SYSTEM	LANGUAGE	VIEW
10.1 (October 2017)	n/a	English	
10.0 (April 2017)	n/a	English	
10.0 (April 2017)	n/a	Japanese	
9.12 (October 2016)	n/a	English	
9.12 (October 2016)	n/a	Japanese	
9.10 (April 2016)	n/a	English	
9.10 (April 2016)	n/a	Japanese	

For older versions please contact Software AG support.

Adabas Administration Services on LLW

Adabas Analytics Server LUW

Adabas Bridge for DL/

Adabas Bridge for VSAM

Showing Pages (1 - 8) of 23

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

- Knowledge Center
- Recent Articles
- Search The Knowledge 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

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July 27, 2016 | 12:30pm ET

[→ Find out more...](#)

Webinar: Hybrid Integration for Digital Government

July 26, 2016 | 11am PT, 2pm ET

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Innovation World Tour - Digital Business Days 2016

July 19 & 20, 2016 - San Francisco

October 3 & 4, 2016 - New York

[→ Register now...](#)

[→ View all announcements](#)

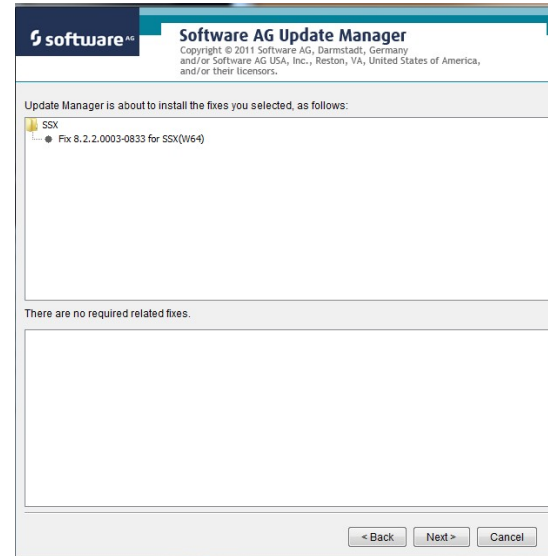
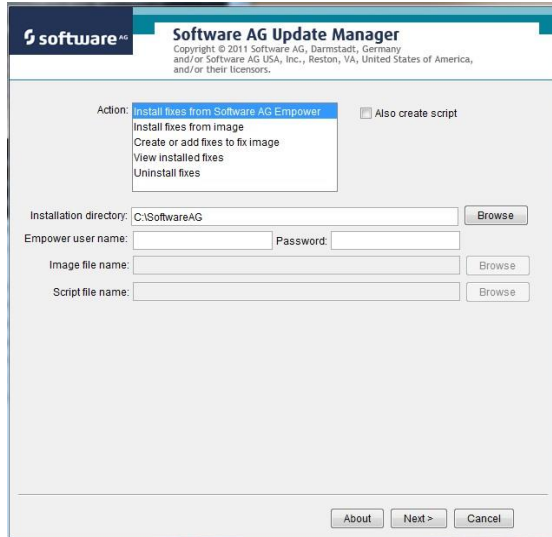
HAVING PROBLEMS LOGGING IN?

[Check out our FAQ](#)



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





LOG OUT

- Knowledge Center
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- Product Documentation
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Knowledge Center - Results

Refine | Clear | Help

- EW ADA 6.4.2 - ADA_642_EarlyWarning_004 - ADABCK: Creation of invalid backup file when using DRIVES parameter**
Excerpt from this page: To: All ADA 6.4 customers Affected Platform Group: LUW Affected Operating Systems: ALL (Linux, Unix, VMS)
Last Updated: 01-JUL-2016 OS: ALL,Any Operating System DocID: 500279
- EW ADA 6.3.4 - ADA_634_EarlyWarning_003 - ADABCK: Creation of invalid backup file when using DRIVES parameter**
Excerpt from this page: To: All ADA 6.3 customers Affected Platform Group: LUW Affected Operating Systems: ALL (Linux, Unix, VMS)
Last Updated: 01-JUL-2016 OS: ALL,Any Operating System DocID: 500280
- EW ADA 6.3 - ADA_63_EarlyWarning_004 - ADABCK: Creation of invalid backup file when using DRIVES parameter**
Excerpt from this page: To: All ADA 6.3 customers Affected Platform Group: VMSAffected Operating Systems: OPEN VMSPlease not
Last Updated: 01-JUL-2016 OS: Midrange,OpenVMS 8.4 (IA64) DocID: 500281
- EW NOP 5.4.3 - NOP_543_EarlyWarning_002 - Deleting of Sysout or Recovery Job gets into Loop**
Excerpt from this page: To: All NOP 543 Entire Operations Customers Early Warning regarding the actual NOP 543 Cumulative fi
Last Updated: 25-MAY-2016 OS: ALL,Any Operating System DocID: 500278
- EW NOP 5.4.3 - NOP_543_EarlyWarning_001 - SYNTAX Errors because of wrong position of Shell identifier (i.e. #!/bin/ksh)**
Excerpt from this page: To: All NOP 543 Entire Operations Customers Early Warning regarding the actual NOP 543 Cumulative fi
Last Updated: 03-MAY-2016 OS: UNIX,All supported Unix operating systems DocID: 500276
- EW ADA 6.4.2 - ADA_642_EarlyWarning_003 - Regenerate of a PLOG containing an added PE field (via ADADBM ADD_FIELDS online) results in an inconsistent FDT**
Excerpt from this page: To: All ADA 6.4 customers Affected Platform Group: LUWAffected Operating Systems: ALLPlease note:Earl
Last Updated: 01-MAR-2016 OS: ALL,Any Operating System DocID: 500269
- EW ADA 6.3.4 - ADA_634_EarlyWarning_002 - Regenerate of a PLOG containing an added PE field (via ADADBM ADD_FIELDS online) results in an inconsistent FDT**
Excerpt from this page: To: All ADA 6.3. customers Affected Platform Group: LUWAffected Operating Systems: ALLPlease note:Earl
Last Updated: 01-MAR-2016 OS: ALL,Any Operating System DocID: 500270
- EW NOP 5.3.1 - NOP_531_EarlyWarning_005 - BS2000 SYSOUT filenames are longer than 54 characters**
Excerpt from this page: To: All Entire Operations Version 531 customers who have installed cumulative fix 19, and are using
Last Updated: 20-DEC-2015 OS: ALL,Any Operating System DocID: 500264
- EW ADA 6.3.4 - ADA_634_EarlyWarning_001 - Database abends with signal 11**
Excerpt from this page: To: All ADA 6.3.4 Customers Early Warning regarding all Version 6.3_SP4 customers Affected Platform G
Last Updated: 09-DEC-2015 OS: ALL,Any Operating System DocID: 500263
- EW ADA 6.4.2 - ADA_642_EarlyWarning_002 - Database abend signal 11**
Excerpt from this page: To: All ADA 6.4.2 Customers Early Warning regarding all Version 6.4_SP 2 customers Affected Platform
Last Updated: 09-DEC-2015 OS: ALL,Any Operating System DocID: 500262

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.



Log Out

MANAGE MY SUBSCRIPTIONS

To edit your subscriptions, choose from the options below:

Knowledge Center Notifications

Knowledge Base Articles and Fixes

Critical Alerts/Early Warnings

Alerts on critical errors which may cause loss of data integrity or invalid results without an error message

Tech Community Forums

Choose from over 100 topics to stay on top of the latest Software AG news

Subscribe to the Knowledge Center notifications or Critical/Early Warning Alerts for your products

- Knowledge Center
- Recent Articles
- Search The Knowledge Center
- Subscribe to the Knowledge Center**
- Product Documentation
- Product Fixes
- Early Warnings/Critical Alerts
- Archived Technical Papers
- Products & Documentation
- Contact Support
- General Support Information
- Partner Services
- Preferences
- Communities
- Feature Requests



LOG OUT

- Knowledge Center
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- Technical Papers
- Product Documentation
- Product Fixes
- EarlyWarnings/Critical Alerts
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- Products & Documentation
- Contact Support
- General Support Information
- Partner Services
- Preferences
- Community Services
- Feature Requests in Brainstorm

Email Contact	
Email Address	<input type="text" value="a"/>
Subscriptions	
Send notification :	<input checked="" type="radio"/> daily <input type="radio"/> weekly <input type="radio"/> monthly
Email Format :	<input type="radio"/> Plain Text <input checked="" type="radio"/> 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	

Expand all - Collapse all

- ADABAS
- NATURAL
- OTHER
- WEBMETHODS

Knowledge Center Subscriptions

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=TC>

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



LOG OUT

PRODUCTS & DOCUMENTATION

The Products & Documentation section may contain references to Software AG products, programs, and services that are not announced or available in your country. These references in no way imply that Software AG will announce, or intends to announce, such products, programs, or services in your country. Please consult with your local Software AG Account Representative on products, programs, and services which may be available to you. Version/release numbers and dates set forth in this section are subject to change without further notice.

If you have questions concerning upgrades or migration issues, Software AG's product releases, or product notification and overall support plan, please contact your Software AG Account Representative.

DOWNLOAD PRODUCTS



Download software products, including new purchases and upgrades.

- Software Downloads
- ARIS Download Center

PRODUCT AVAILABILITY



Information about availability of product versions on operating systems, end of product support, release of new products and their versioning number, retirement of operating system versions.

[View All](#)

DOCUMENTATION



Information at your fingertips - login required. If you don't have Empower credentials, please go to the TECHcommunity pages.

- Doc in Empower
- Doc in TECHcommunity

FEATURE/ENHANCEMENTS REQUESTS



Help direct our product roadmaps with the new customer-led portals.

[Submit a Request](#)

Doc in Empower
 Oct 3-4, 2016
[Find out more...](#)

Webinar: Modernize Your Legacy Environment
 Aug 24, 2016
[Find out more...](#)

webMethods Integration Cloud 2.6.0 is now Generally Available!
 This release enables you to integrate your cloud-based Software as a Service (SaaS) applications with other cloud-based applications.
[Learn more](#)

[View all announcements](#)

HAVING PROBLEMS LOGGING IN?

[Check out our FAQ](#)



SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS

[Go to Brainstorm](#)



REALITY CHECK BLOG

[Go Now](#)



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

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.

The screenshot shows the EMPOWER PORTAL interface. The main heading is "Product Version Availability". Below the heading, there is a search bar and a navigation menu. The page content includes a search filter section with dropdowns for Product Line, Product Family, Product Name, Product Version, and Operating System. There are also options for sorting and displaying prior product versions. A table at the bottom displays the product version availability data, including columns for Product Line, Product - Product Version, and Version Lifecycle Milestone (GA, OS Retirement, EOM, EOSS).

1. View product version availability information

2. Refine the list

3. View All Data on One Page for Printing

Product Line Product - Product Version Operating System and Hardware *	Version Lifecycle Milestone			
	GA	OS Retirement	EOM	EOSS
Product Line: ARIS ARIS Architect [YAA] 9.8.5				
Hosted Software - Cloud	2016-06-16	-	2019-10-31	-
Red Hat Enterprise Linux 7 - Amazon EC2 ix86-64	2016-06-16	2024-06-30	2019-10-31	-
Red Hat Enterprise Linux 7 - x86-64	2016-06-16	2024-06-30	2019-10-31	-
Red Hat Enterprise Linux 6 - Amazon EC2 ix86-64	2016-06-16	2020-11-30	2019-10-31	-
Red Hat Enterprise Linux 6 - x86-64	2016-06-16	2020-11-30	2019-10-31	-

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	-

Download Product Version Availability information for offline use

NEXT >>

Page: 1 2 4 5

GA	General Availability
EOM	End of Maintenance
EOSS	End of Sustained Support
	End of Retirement, EOM, or EOSS milestone is within one year
	End of Retirement, EOM, or EOSS milestone is in the past
-	Scheduled or To Be Determined

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

Download Product Availability Lists

- Product Availability List for Current Products / Versions ([comma separated .CSV file 871 KB](#), [semicolon separated .CSV file 671 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.



LOG OUT

CONTACT SUPPORT

- Knowledge Center
- Products & Documentation
- Contact Support**
 - Before You Contact Us
 - Directory
 - Support Phone System
 - eService
 - Support Holidays
 - Planned System Outages
- General Support Information
- Partner Services
- Preferences
- Community Services
- Feature Requests in Brainstorm

In the Contact Support section, use the Directory to find the nearest support center

The best way to initiate contact from the start. Here are several components you can make an informed decision when contacting us. To report product-related issues or have other non-urgent questions, please contact our Global Support, [select your support center](#). If you are unable to find the support center you need, please [request assistance](#). To speak to a support center representative, please [contact us](#). If you're interested in a support center, please review our [Support Services agreement](#), learn about our [Enterprise Premium Support](#) services. For details please [send us an email](#).

<h3>DIRECTORY</h3> <p>Find the Global Support Center nearest you.</p> <p>Find Support</p>	<h3>ONLINE SUPPORT SERVICES</h3> <p>Open new Support Incidents and update existing ones.</p> <p>eService</p>
<h3>SUPPORT PHONE SYSTEM</h3> <p>Simple voice menu, which will connect you to a qualified support consultant as quickly as possible.</p> <p>How to use our Phone System.</p>	<h3>SUPPORT HOLIDAYS</h3> <p>Stay informed about Global Support Holidays for better planning of your maintenance.</p> <p>View Schedules</p>

Use eService to create Support Incidents

ANNOUNCEMENTS

Innovation World Presents: Digital Business Days

Oct 3-4, 2016
[Find out more...](#)

Webinar: Modernize Your Legacy Environment

Aug 24, 2016
[Find out more...](#)

webMethods Integration Cloud 2.6.0 is now Generally Available!

This release enables you to integrate your cloud-based Software as a Service (SaaS) applications with other cloud-based applications.
[Learn more](#)

[View all announcements](#)

HAVING PROBLEMS LOGGING IN?

[Check out our FAQ](#)



SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS

[Go to Brainstorm](#)



REALITY CHECK BLOG

[Go Now](#)









LOG OUT

- Knowledge Center
- Products & Documentation
- Contact Support
- General Support Information
- Partner Services
- Preferences**
 - Manage My Subscriptions
 - Help and FAQs
 - Change My Password
 - Feature Requests in Brainstorm
- Community Services
- Feature Requests in Brainstorm

Administer your account & subscriptions in the Preferences section

PREFERENCES

Edit your subscription preferences and change your password here in the Preferences section.

<h3>CHANGE PASSWORD</h3> <p>Password requirements, and password change form.</p>  <p>Change Your Password</p>	<h3>SUBSCRIPTIONS</h3> <p>Subscribe to Knowledge Base Articles, Product Updates, Early Warnings, and more.</p>  <p>Manage My Subscriptions</p>
<h3>HELP AND FREQUENTLY ASKED QUESTIONS</h3> <p>Answers to Frequently Asked Questions, Browser Requirements, Empower Technical Information and more!</p>  <p>Help and FAQs</p>	<h3>FEATURE/ENHANCEMENTS REQUESTS</h3> <p>Help direct our product roadmaps with the new customer-led portals.</p>  <p>Submit a Request</p>

Submit product Feature/Enhancement requests

ANNOUNCEMENTS

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[→ Find out more...](#)

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● Go to Brainstorm









LOG OUT

- Knowledge Center
- Products & Documentation
- Contact Support
- General Support Information**
 - Enterprise Active Maintenance & Support
 - Enterprise Premium Support Services
 - Standard Maintenance & Support
 - Product Lifecycle & Maintenance
 - Global Support Guides
 - Escalation Management
 - Frequently Asked Questions
 - Diagnostic Information
- Partner Services
- Preferences
- Community Services
- Feature Requests in Brainstorm

GENERAL SUPPORT INFORMATION

Empower, Software AG's web-based Product Support System is designed to proactively assist customers by providing timely information and problem solutions. Empower offers many different guides to ensure you are well-equipped with the tools you need when you need to use Global Support.

<h3>GLOBAL SUPPORT SERVICES</h3> <p>Overview of Global Support Service Offerings</p> <ul style="list-style-type: none">- Enterprise Active Support- Enterprise Premium Services- Escalation Management- Standard Support 	<h3>PRODUCT LIFECYCLE & MAINTENANCE</h3> <p>This section contains information about product lifecycle policies</p> <p>Browse Lifecycle Policies</p> 
<h3>HELP AND FREQUENTLY ASKED QUESTIONS</h3> <p>Answers to Frequently Asked Questions, Browser Requirements, Empower Technical Information and more!</p> <p>Help and FAQs</p> 	<h3>DIAGNOSTIC INFORMATION</h3> <p>To facilitate the transmission of diagnostic data and to reduce queries on how to send data to Software AG Support, please use the formats and services that best suit your needs.</p> <p>How to submit Diagnostic Info</p> 

The General Support Info section provides support information, guides & policies, and answers to common questions

Innovation World Digital Business Days
Oct 3-4, 2016
[Find out more...](#)

Webinar: Modernize Your Legacy Environment
Aug 24, 2016
[Find out more...](#)

webMet 2.6.0 is Available

your cloud Service (SaaS) for cloud-based applications.
[Learn more](#)

We have an escalation process you can follow if your Incident requires more attention

Follow these instructions for sending larger attachments to Software AG Global Support

[Check out our FAQ](#)

SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS

[Go to Brainstorm](#)





LOG OUT

COMMUNITY SERVICES

Connect with the Software AG community

[TECHcommunity](#)

- Visit the [TECHcommunity](#) to discover new assets, share insights, and collaborate with peers. Explore content that interest you most: [Adabas-Natural](#) | [Alfabet](#) | [ARIS](#) | [Apama](#) | [Terracotta](#) | [webMethods](#)
- Discover the latest product news and [documentation](#) and download [free product trials](#). Share best practices or learn from others through [technical articles](#), informative [tutorials](#), [code samples](#) and webinars.

[TECHcommunity Discussion Forums](#)

- Visit the [TECHcommunity Discussion Forums](#) to search for answers, start a discussion or collaborate with peers.

[User Groups](#)

- Software AG's international and regional [User Groups](#) provide the opportunity to interact with your peers, sharing experiences and making new contacts. The regional groups meet regularly, and there are several international meetings annually, including Software AG's Innovation World user conference.

- Knowledge Center
- Products & Documentation
- Contact Support
- General Support Information
- Partner Services
- Preferences
- Community Services**
- TECHcommunity
- Discussion Forums
- User Groups
- Feature Requests in Brainstorm

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>

Download Products



EMPOWER PORTAL

KNOWLEDGE CENTER PRODUCTS & DOCUMENTATION CONTACT SUPPORT INFO PARTNERS PREFERENCES COMMUNITIES

Home > Products & Documentation > Download Products > Software Download Center

LOG OUT

- Knowledge Center
- Products & Documentation
 - Download Products
 - Software Download Center**
 - ARIS Download Center
 - Download Third Party Products
 - Download Components
 - Order Products/Licenses
 - Product Version Availability
 - Announcements
 - Documentation
 - Technical Reports
 - Security
 - Globalization
 - Feature Requests in Brainstorm
- Contact Support
- General Support Information
- Partner Services
- Preferences
- Community Services
- Feature Requests in Brainstorm

Software Download Center

Click here to download Software AG Installer or Command Central Bootstrapper

Use this [Order Form](#) if you need to order new license keys.

Releases

- [Apama 9.10](#)
- [Apama 9.9](#)
- [Apama 5.3](#)
- [Apama 5.2](#)
- [Apama 5.1](#)
- [Apama 5.0](#)
- [Apama 4.3](#)
- [AgileApps Cloud](#)
- [Universal Messaging \(standalone installer\) 9.9](#)
- [Universal Messaging \(standalone installer\) 9.8](#)
- [Universal Messaging \(standalone installer\) 9.7](#)
- [Universal Messaging \(standalone installer\) 9.6](#)
- [Universal Messaging \(standalone installer\) 9.5.2](#)
- [Universal Messaging \(standalone installer\) 9.1](#)
- [webMethods Nirvana 7.0](#)
- [Terracotta 4.x](#)
- [Terracotta 3.x](#)
- [Software AG Product Suite 9.10](#)**
- [Software AG Product Suite 9.9](#)

Products

- [API-Portal \(v9.10\)](#)
- [ARIS MashZone \(v9.10\)](#)**
- [ActiveTransfer \(MAP/MAT\) \(v9.8.1528\)](#)
- [Adabas LUW \(v6.4.2\)](#)
- [Adabas SQL Gateway \(v12.0.3\)](#)
- [Applix \(v9.10\)](#)
- [BigData Driver for Apache Cassandra \(v9.0\)](#)
- [BigData Driver for Apache HIVE \(v9.0\)](#)
- [BigData Driver for MongoDB \(v9.0\)](#)
- [Broker \(v9.6.0.0.230\)](#)
- [Business Rules \(v9.10\)](#)
- [CentraSite ActiveSOA \(v9.10\)](#)
- [CentraSite Community Edition \(v9.10\)](#)
- [CloudStreams Server \(v9.10\)](#)
- [Composite Application Framework \(CAF\) \(v9.10\)](#)
- [Connex Gateway \(v12.0.3\)](#)
- [Content Service Platform \(CSP\) \(v9.0.1_165\)](#)
- [Content Service Platform \(CSP-BPMS Integration Components\) \(v9.10\)](#)

Product Items

File	Locale
Download this product using Software AG Installer	ENGLISH (USA)

Brainstorm



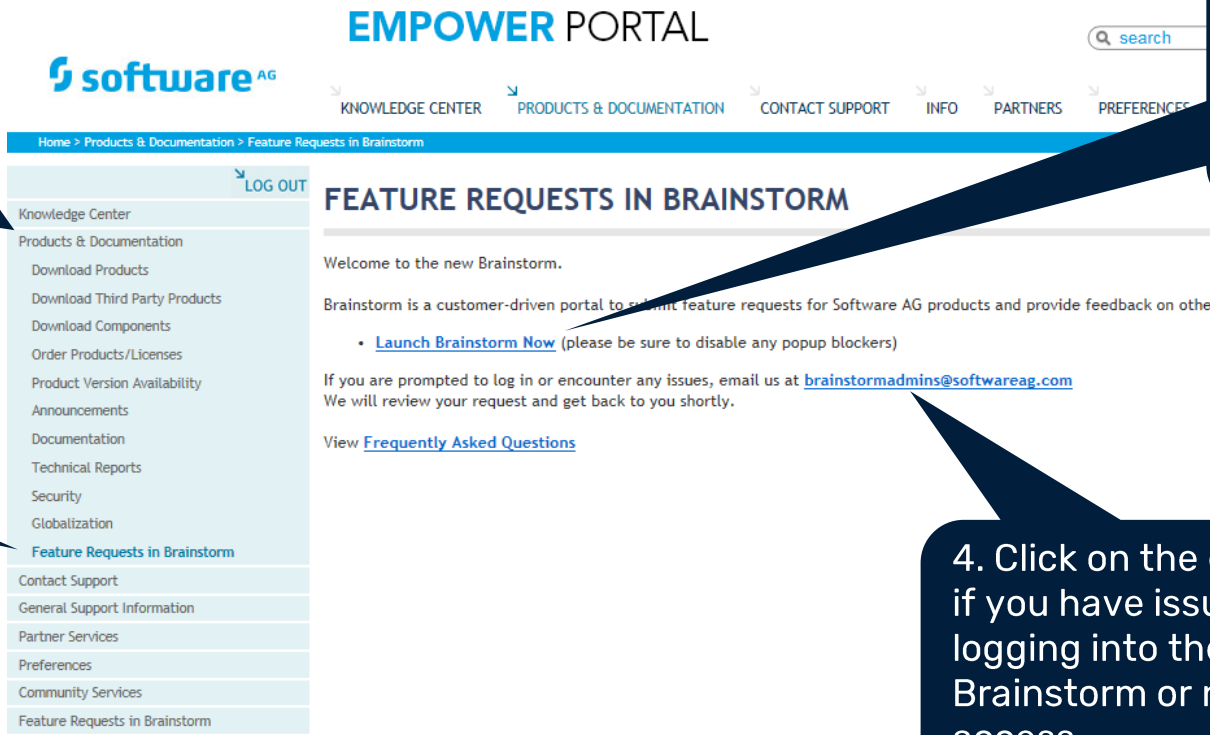
Logging in to Brainstorm

1. Login to Empower and click on "Products & Documentation"

2. Go to "Feature Requests in Brainstorm"

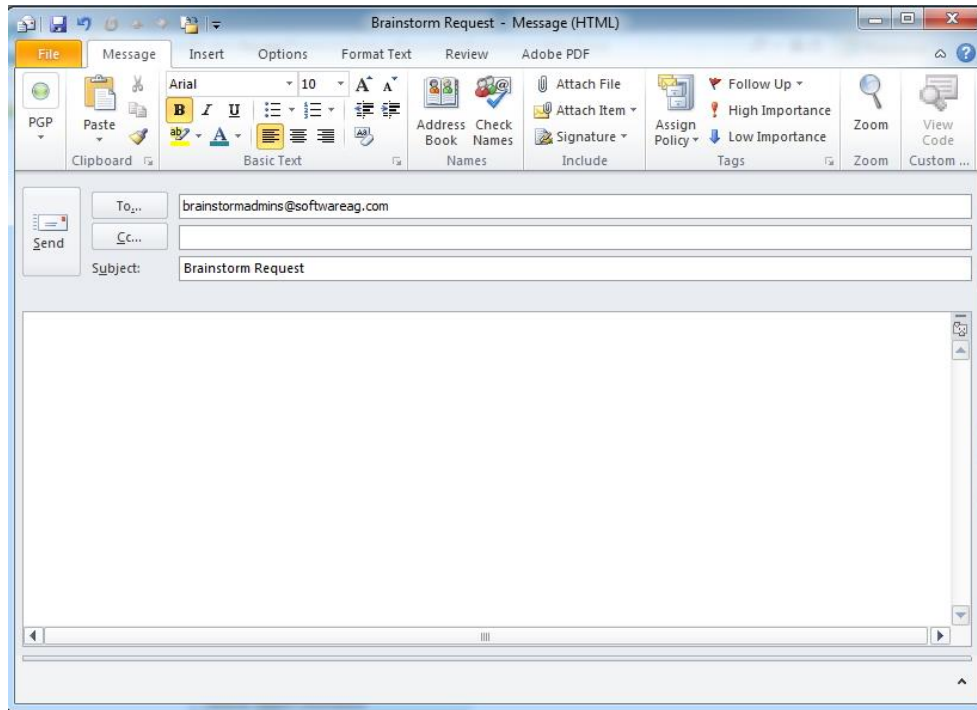
3. Click on "Launch Brainstorm Now" to access Brainstorm

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



REQUESTING ACCESS TO BRAINSTORM

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



Brainstorm

Click on the Feature Requests tab to create, edit and view Feature Requests.

software

Brainstorm | Demo Test | New | ⚙️

DASHBOARD FEATURE REQUESTS HELP

Search

DASHBOARD VIEWS

Dashboard

Dashboard

To create, edit, or view a feature request, please click on the "Feature Request" tab above.

My Feature Requests

Request Number	Summary	Product.	Likes	Last Modified	Status
01837	Improve usability	Deployer		09/24/2014	New
01832	test	Active Transfer		09/08/2014	New
01831	test	Broker		09/05/2014	New

My Watched Requests

Request Number	Summary	Product.	Likes	Last Modified	Status
01174	Create a Flow Service diff tool	Integration Server (ESB)	121	09/05/2014	Under Review
01621	MWS Usability Enhancements	MWS	8	09/05/2014	Not In Plan
01691	CentraSite: Lifecycle: Network Diagram	Command Central	1	09/05/2014	Under Review

Brainstorm – Feature Request

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

The screenshot shows the 'Brainstorm' software interface. At the top, there's a navigation bar with 'software' logo, 'Brainstorm', 'Demo Test', and 'New' options. Below this, there are tabs for 'DASHBOARD', 'FEATURE REQUESTS', and 'HELP'. A search bar is located on the right. The main content area is titled '--My Feature Requests--' and contains a table with columns: Request Number, Summary, Product, Likes, Last Modified, and Status. A 'New Feature Request' button is visible in the top right of the table area. On the right side, there is a 'Feature Request Views' sidebar menu with various report options.

Request Number	Summary	Product	Likes	Last Modified	Status
01832	test	Active Transfer		15 days ago	New
01831	test	Broker		17 days ago	New

Feature Request Views

- My Feature Requests--
- Adabas Most Popular Requests
- Adabas Most Recent Requests
- Apama Most Popular Requests
- Apama Most Recent Requests
- ARIS Most Popular Requests
- ARIS Most Recent Requests
- bpms records
- Natural Most Popular Requests
- Natural Most Recent Requests
- Presto Most Popular Requests
- Presto Most Recent Requests
- Terracotta Most Popular Requests
- Terracotta Most Recent Requests
- Univ. Messaging Most Popular Requests
- Univ. Messaging Most Recent Requests
- webMethods Most Popular Requests

Create New Feature Request by clicking on New Feature Request button

New Feature Request

New Feature Request

Feature Request

Product *

Summary *

Description *

Reported Version

Incident Number

Save Cancel

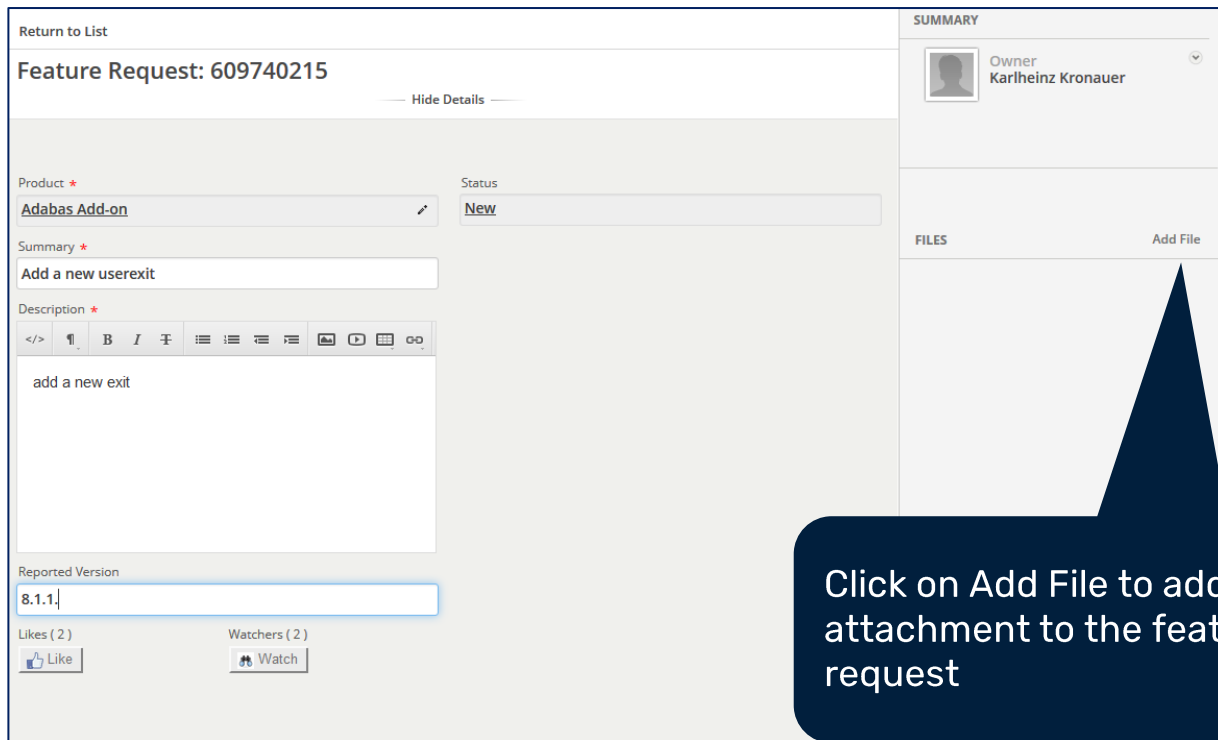
Select the product that this feature request is for.

Short, concise, summary of the request and functionality.

Detailed description of the functionality you are requesting. You can add an attachment using the "Attach File" link once you click Save.

Enter the complete description when creating new Feature requests

Add attachments to a feature request after creating it



The screenshot shows a web interface for a feature request. The main content area includes a 'Return to List' link, the title 'Feature Request: 609740215', and a 'Hide Details' button. Below this, there are fields for 'Product' (Adabas Add-on) and 'Status' (New). A 'Summary' field contains the text 'Add a new userexit', and a 'Description' field contains 'add a new exit'. At the bottom, there is a 'Reported Version' field with '8.1.1' and buttons for 'Like' and 'Watch'. On the right side, a 'SUMMARY' panel shows the owner 'Karlheinz Kronauer'. Below this, a 'FILES' section contains an 'Add File' button. A dark blue callout bubble with a white border points to the 'Add File' button, containing the text: 'Click on Add File to add an attachment to the feature request'.

Full text Search

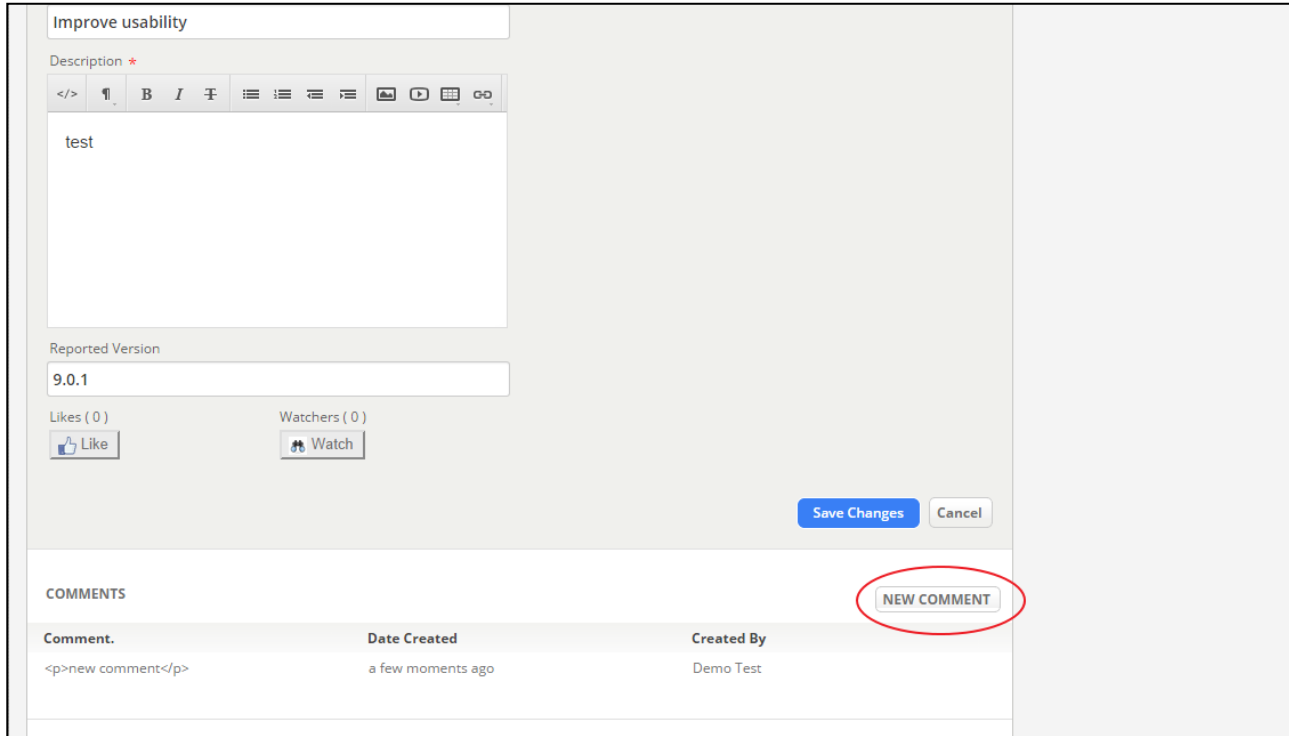
The screenshot shows a software interface with a search bar in the top right corner. A red arrow points to the search icon. The search dropdown menu is open, showing the following options:

- Feature Requests
- Products
- Likes
- Request Statuses
- Comments
- Status SLA
- Request Watches

Below the search options, there is a "Search" button. The main content area shows a table of feature requests:

Request Number	Summary	Product	Likes	Last Modified	Status
01837	Improve usability	Deployer		6 hours ago	New
01832	test	Active Transfer		16 days ago	New
01831	test	Broker		19 days ago	New

Add a Comment to a Feature Request



The screenshot shows a web interface for managing a feature request. At the top, there is a title field containing "Improve usability". Below this is a "Description" section with a rich text editor toolbar and a text area containing the word "test". Underneath the description is a "Reported Version" field with the value "9.0.1". There are two interaction buttons: "Like" (with a thumbs-up icon) and "Watch" (with a person icon), both showing zero counts. At the bottom right of the form area are "Save Changes" and "Cancel" buttons. Below the form is a "COMMENTS" section with a table. A "NEW COMMENT" button is circled in red in the top right corner of the comments section.

Improve usability

Description *



</> **B** *I* U [List Icons] [Image Icon] [Video Icon] [Link Icon] [Unlink Icon]

test

Reported Version

9.0.1

Likes (0) Watchers (0)

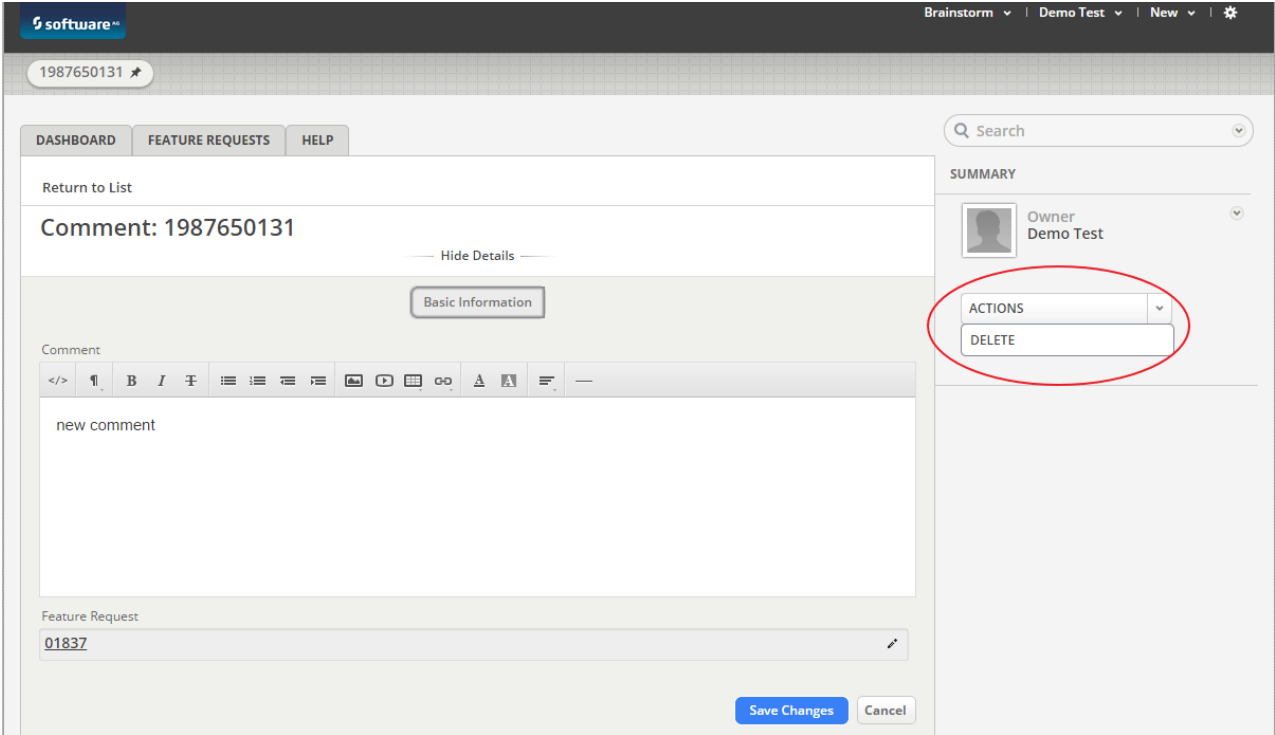
 Like  Watch

[Save Changes](#) [Cancel](#)

COMMENTS [NEW COMMENT](#)

Comment.	Date Created	Created By
<p>new comment</p>	a few moments ago	Demo Test

Delete a comment



Like and Watch a Feature Request

Feature Request: 00978 Hide Details

Product * Status.

Summary *

Description *

Layout Painter
Copy field
should be enhanced by the options:

- 'Paste as preceding Sidenode'
- 'Paste as subsequent Sidenode'

Reported Version

Incident Number

Likes (1) Watchers (0)

Owner: JKS

FILES Add File

SEND YOUR ENQUIRIES OR FEEDBACK ON BRAINSTORM TO

- brainstormquestions@softwareag.com

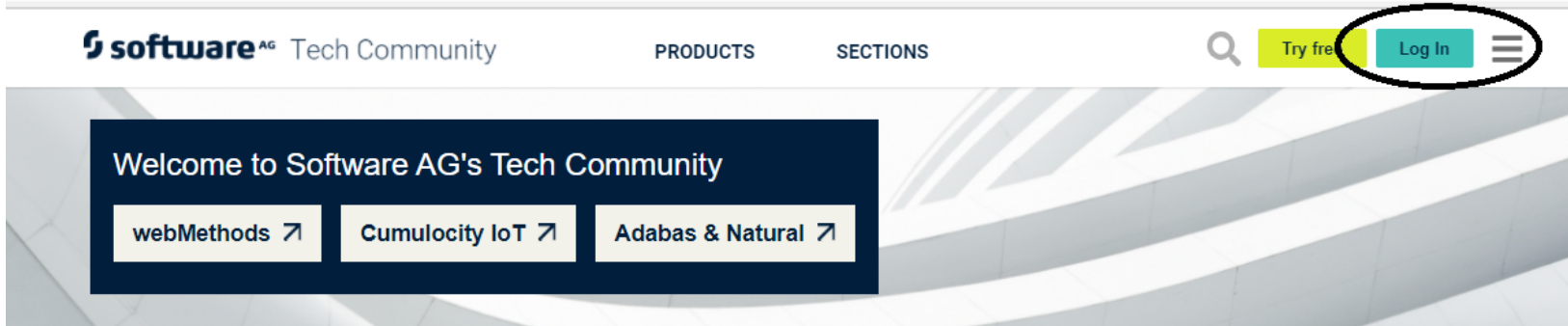


Tech Community & Tech Forum





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

REGISTERING FOR THE TECH COMMUNITY

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



All sections ▾ All tags ▾ Latest Top Sections + New Topic

Topic	Replies	Likes	Activity
  Getting Started Guide  Community news, tips & tricks #FAQ We are excited to introduce the new Software AG Tech Community Forums. Feel free to ask questions, get help and inspiration, show off your latest project and share your ideas with your peers. But first - we prepared ... read more	0	14 	Mar 1
Sync Shopify with Microsoft Teams			

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

The image displays a collage of screenshots from the Software AG Communities website. The top screenshot shows the 'Adabas Community' page for Thursday, September 30, 2010, with a navigation menu and search bar. Below it is a 'Natural Community' page for Wednesday, September 29, 2010, featuring a 'NEWS' section with an article titled 'New TECHniques edition' and a 'DISCUSSION FORUMS' section with several posts. To the right, there are sections for 'Natural Demos', 'Natural Business Services v5.n.', 'Natural Engineer v5.1.n.', 'Natural Productivity Tools v6.1.n.', 'Event Replicator', 'Versioning Natural objects', 'NaturalONE application - 'Xloof Safari Adventures'' by Demos Economics, 'The CPU Policeman: Adjusting a Date Format Variable', 'Natural Web Technology', 'Calling Web Services from Natural', and 'Request Document and Parse Statements on Mainframe'. On the far right, a 'NATURAL PRODUCTS' sidebar lists various products like NaturalONE, Natural General, and Natural for Unix, Linux and OpenVMS. The bottom of the collage shows a footer with links for 'Displacement Requests (Brenburn)', 'UNIVERSITAS', 'Events', 'Skills Assessment', 'Training', and 'Contact Us'.

Tech Forum

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

The screenshot displays the Software AG Communities website. The main page features a navigation bar with categories like 'GENERAL', 'ADABAS', 'NATURAL', 'CENTRIDGE', 'WEBMETHODS', 'ENTERPRISES', 'APPS', 'CONSUMERY', and 'APPLICATION'. Below this, there's a 'Community Discussion Forums' section with a search bar and links for 'Forums Overview', 'phpBB FAQ', 'Search', 'Agreement Terms', and 'Register'. A sidebar on the left lists various forums and categories, including 'Natural', 'Centralize', and 'WebMethods'. The main content area shows a list of forums with 'NaturalONE Community Forums' highlighted. A detailed view of a forum post is shown, titled 'I need a separate licence for Natural for Windows CE'. The post is by Peter Holmick and includes a table with columns for 'Author' and 'Message'. The table contains several posts, including one from June 23, 2007, and another from May 18, 2008. The post also includes a 'Rate this Topic' section and a 'Find us on Facebook' link.

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>

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.

No System is perfect....



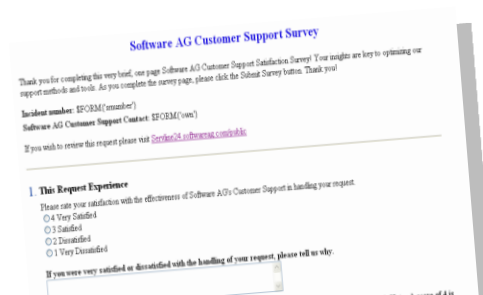
Therefore please provide your Feedback about Empower via eService

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

The screenshot shows the 'eService - Submit Incident' form in the Empower Portal. The form is titled 'eService - Submit Incident' and includes a navigation menu on the left with options like 'Log Out', 'Knowledge Center', 'Products & Documentation', 'Contact Support', 'Before You Contact Us', 'Directory', 'Support Phone System', 'eService', 'My Company's Incidents', 'My Company's Open Incidents', 'My Company's Closed Incidents', 'Support Mailbox', 'Planned System Outages', 'General Support Information', 'Partner Services', 'Problems', 'Comments', and 'Feature Requests'. The main form area contains the following fields and sections:

- Product Description ***: Includes a 'Product Line' dropdown menu (with a sub-option '-Select Product Line-'), a 'Product Name' text field, and three dropdown menus for 'Product Version', 'Operating System', and 'OS Version'.
- Incident Details**: Includes a 'Severity' dropdown menu, a text area for 'Incident Title: * (max. 80 chars)', and a larger text area for 'Incident Description: * (max. 3500 chars)'. A note states: 'For a CRISIS situation (severe business impact - product down), you must CALL your local Support Center for assistance.'
- Buttons**: 'Submit' and 'Reset Form' buttons.
- Footer**: A note: 'You can upload attachments up to 10 MB via email (once you have received your support incident number) or refer to the [uploading info](#) page for SFTP larger file uploads.' and a copyright notice: 'Copyright © 2021 Software AG. Legal Aspects Privacy Policy Imprints'.

...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.

