

# 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.

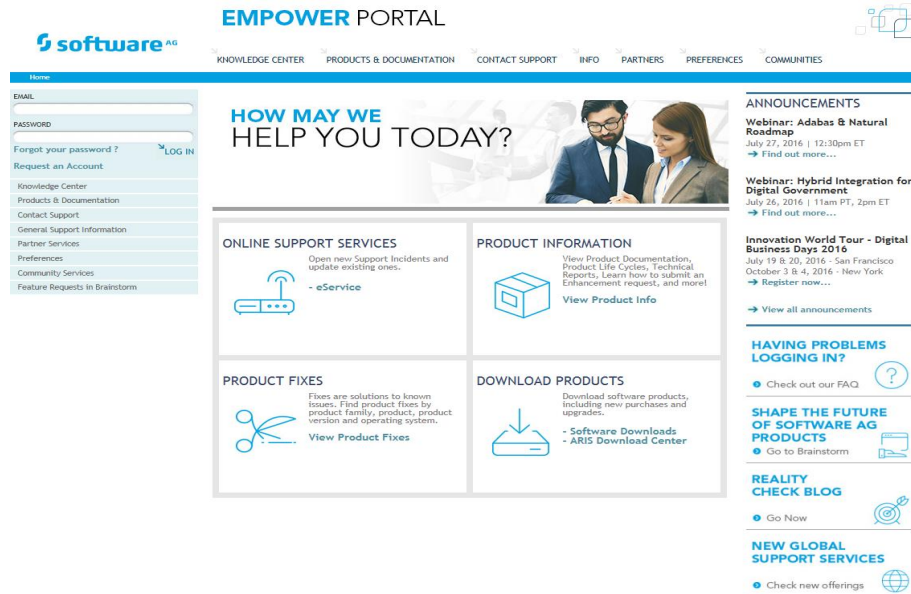
- Brainstorm

- Communities & Community Forums

# Empower

# 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 the 'EMPOWER PORTAL' title is in the center. A navigation bar below the title contains links: KNOWLEDGE CENTER, PRODUCTS & DOCUMENTATION, CONTACT SUPPORT, INFO, PARTNERS, PREFERENCES, and COMMUNITIES. On the left side, there is a vertical menu with options: Home, 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 e-service 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 question mark icon), 'SHAPE THE FUTURE OF SOFTWARE AG PRODUCTS' (with a document icon), 'REALITY CHECK BLOG' (with a target icon), and 'NEW GLOBAL SUPPORT SERVICES' (with a globe icon).





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



### ONLINE SUPPORT SERVICES

Open new Support Incidents and update existing ones.

- eService



### PRODUCT INFORMATION

View Product Documentation, Product Life Cycles, Technical Reports, Learn how to submit an Enhancement request, and more!

[View Product Info](#)



### PRODUCT FIXES

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

[View Product Fixes](#)



### DOWNLOAD PRODUCTS

Download software products, including new purchases and upgrades.

- Software Downloads  
- ARIS Download Center



### 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  
October 3 & 4, 2016 - Ne

[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

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

# 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

Search

[Search Tips](#)

Sort order: 

Relevance

10 Hits

Entire site

Knowledge Center

Documentation

Communities

[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

7

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 software AG

# Global Search Example

**Search** Results 1 - 10 of 11,071

abends  [Search Tips](#) Sort order:  10 Hits ▾

Enter  
keywords

Entire site

Knowledge Center

Documentation

Communities

[abends.pdf](#)

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Jul 17, 2017 7:12:00 PM - 8 kB

Filter results by  
content type





Knowledge Center

- Recent Articles
- Search The Knowledge Center
- Technical Papers
- Product Documentation
- Product Fixes
- Early Warnings/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

July 27, 2016 | 12:30pm ET

[Find out more...](#)

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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](#)



# 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' interface. At the top, there is a navigation bar with links for KNOWLEDGE CENTER, PRODUCTS & DOCUMENTATION, CONTACT SUPPORT, INFO, PARTNERS, PREFERENCES, and COMMUNITIES. A search bar is located on the right side of this bar. Below the navigation bar, the main content area is titled 'Knowledge Center - Query'. On the left side of this area, there is a sidebar menu with various links including 'Knowledge Center', 'Recent Articles', 'Search The Knowledge Center', 'Technical Papers', 'Product Documentation', 'Product Files', 'EarlyWarnings/Critical Alerts', 'Subscribe to the Knowledge Center', 'Products & Documentation', 'Contact Support', 'General Support Information', 'Partner Services', 'Preferences', 'Community Services', and 'Feature Requests in Brainstorm'. The main search area contains a 'Search for:' field with a 'Clear' button and a 'Find' button. Below this, there is a section for 'Optional search fields' which includes dropdown menus for 'Product Name', 'Product Family', 'SubProduct', 'Product Version', 'Error Code', 'Operating Systems', and 'Platform'. A 'Document Type' dropdown menu is also present, showing a list of options: '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 of the search area, there is a 'Document Last Updated' field with a dropdown menu and a 'Fewer search options' link.

# Example KB Article in the Knowledge Center



## Knowledge Center - KB Article

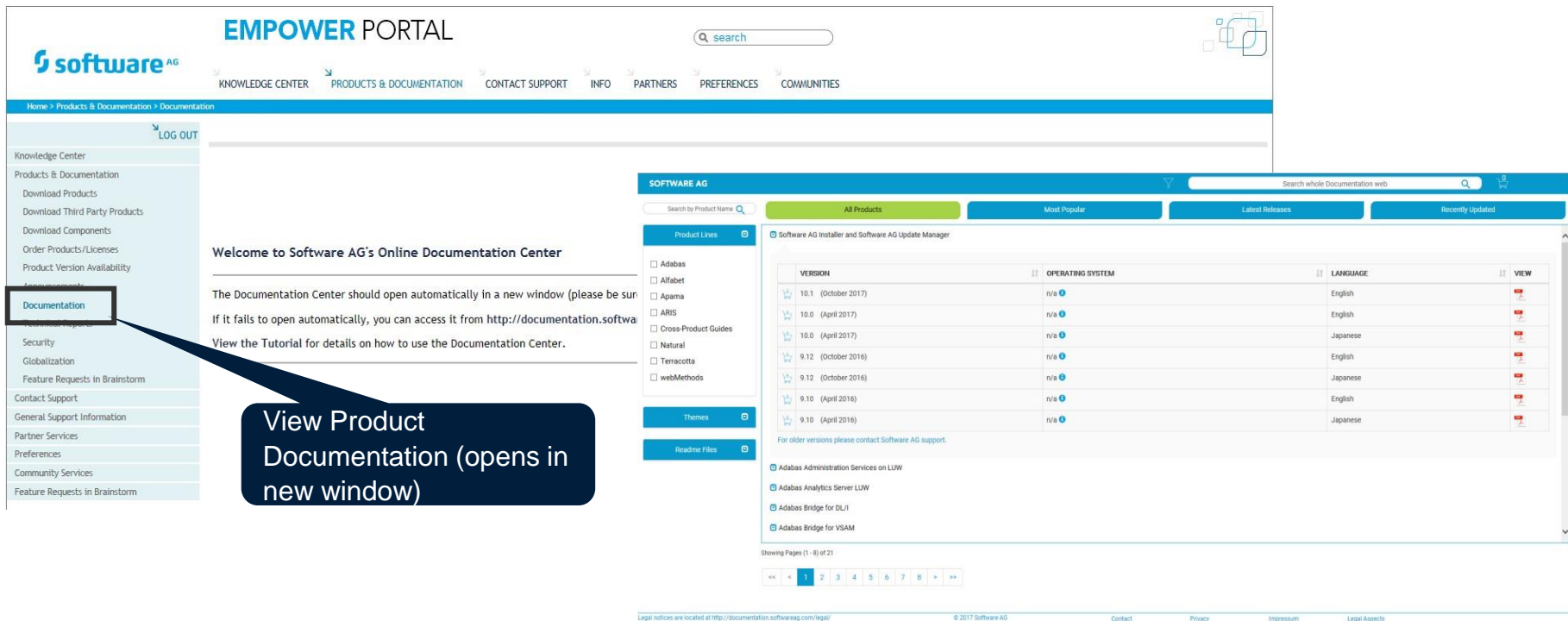
NAT - 1724026 : Natural - IDL Extraction on a library under PAC control

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

Product Lines

- ☐ Adabas
- ☐ Alfabet
- ☐ Apama
- ☐ ARIS
- ☐ Cross-Product Guides
- ☐ Natural
- ☐ Terracotta
- ☐ webMethods

Themes

Readme Files

Software AG Installer and Software AG Update Manager

VERSION	OPERATING SYSTEM	LANGUAGE	VIEW
10.1 (October 2017)	n/a	English	<a href="#">View</a>
10.0 (April 2017)	n/a	English	<a href="#">View</a>
10.0 (April 2017)	n/a	Japanese	<a href="#">View</a>
9.12 (October 2016)	n/a	English	<a href="#">View</a>
9.12 (October 2016)	n/a	Japanese	<a href="#">View</a>
9.10 (April 2016)	n/a	English	<a href="#">View</a>
9.10 (April 2016)	n/a	Japanese	<a href="#">View</a>

For older versions please contact Software AG support.

- ☐ Adabas Administration Services on LUW
- ☐ Adabas Analytics Server LUW
- ☐ Adabas Bridge for DL/I
- ☐ Adabas Bridge for VSAM

Showing Pages (1 - 8) of 23

<< < 1 2 3 4 5 6 7 8 > >>

Legal notices are located at <http://documentation.software-ag.com/legal/>

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Contact Privacy Impressum Legal Aspects



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

## 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

[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?

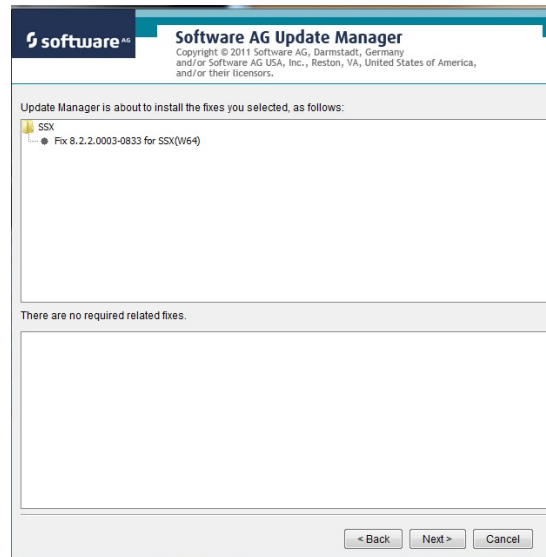
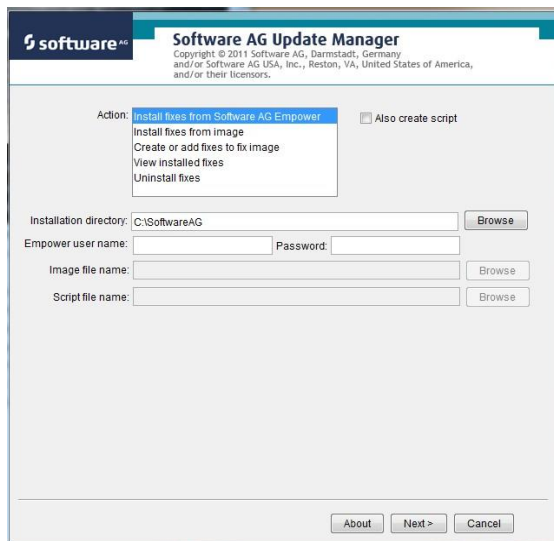
[Check out our FAQ](#)





# 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

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



## 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)  
Last Updated: 01-JUL-2016 OS: ALL,Any Operating System DocID: 500279

### EW ADA 6.4.2 - ADA\_642\_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,  
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 note  
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 customersAffected 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. customersAffected 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 CustomersEarly Warning regarding all Version 6.3\_SP4 customersAffected 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 CustomersEarly Warning regarding all Version 6.4\_SP 2 customersAffected Platform  
Last Updated: 09-DEC-2015 OS: ALL,Any Operating System DocID: 500262

Results 1 - 10 of 724

Page: 1 2 3 4 5

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


[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



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](https://empower.softwareag.com/Preferences/ManageMySubscriptions/knowledge_center.asp)

\*\*\*\*\*

## 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

Notifications include Details,  
Description & link to Article



## 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](#)

Big Data

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.

**EMPOWER PORTAL**

software AG

KNOWLEDGE CENTER PRODUCTS & DOCUMENTATION CONTACT SUPPORT INFO PARTNERS PREFERENCES COMMUNITIES

Home > Products & Documentation > Product Version Availability

LOG OUT

**Product Version Availability**

General Availability (GA), Platform retirement, End of Maintenance (EOM), and End of Sustained Support (ESS).  
View a description of these terms in our Maintenance Policy.  
There are some exceptions to the product availability dates shown below. For details of those exceptions, click on this page.

Product Line: - OR Product Family: -

Product Name: -

Product Version: -

Operating System: -

Show prior Product Versions: ☐

Sort by Product Version: ☒ Descending ☐ Ascending

Rows per page: 100

SEARCH CANCEL

Expand all - Collapse all

Rows 1 - 100 of 10579 | Rows per page: 100 | Click for Printable Version of below Table:

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	-

1. View product version availability information

2. Refine the list

3. View All Data on One Page for Printing

# Product Version Availability Page

Product Line: Adabas   Adabas [ADA] 8.2.3				
▸ <a href="#">BS2000/OSD 8.0 - FTS</a>	2011-04-19	-	2014-06-30	-
▸ <a href="#">BS2000/OSD 7.0 - FTS</a>	2011-04-19	-	2014-06-30	-
▸ <a href="#">BS2000/OSD 6.0 - FTS</a>	2011-04-19	-	2014-06-30	-
▸ <a href="#">z/OS 1.13 - IBM</a>	2011-09-30	-	2014-06-30	-
▸ <a href="#">z/OS 1.12 - IBM</a>	2010-12-30	-	2014-06-30	-
▸ <a href="#">z/VSE 5.1 - IBM</a>	2011-11-25	-	2014-06-30	-
▸ <a href="#">z/VSE 4.3 - IBM</a>	2011-02-22	2014-05-31	2014-05-31	-
Product Line: Adabas   Adabas [ADA] 8.2.2				
▸ <a href="#">BS2000/OSD 8.0 - FTS</a>	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

Page: 1 2 4 5

GA	General Availability
EOM	End of Maintenance
EOSS	End of Sustained Support
	Retirement, EOM, or EOSS milestone is within one year
	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 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




[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.

### CHANGE PASSWORD



Password requirements, and password change form.

[Change Your Password](#)

### SUBSCRIPTIONS



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

[Manage My Subscriptions](#)

### HELP AND FREQUENTLY ASKED QUESTIONS



Answers to Frequently Asked Questions, Browser Requirements, Empower Technical Information and more!

[Help and FAQs](#)

### FEATURE/ENHANCEMENTS REQUESTS



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

[Submit a Request](#)

## 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](#)



Submit product Feature/Enhancement requests





## 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.

### GLOBAL SUPPORT SERVICES



Overview of Global Support Service Offerings

- Enterprise Active Support
- Enterprise Premium Services
- Escalation Management
- Standard Support

### PRODUCT LIFECYCLE & MAINTENANCE



This section contains information about product lifecycle policies

[Browse Lifecycle Policies](#)

### HELP AND FREQUENTLY ASKED QUESTIONS



Answers to Frequently Asked Questions, Browser Requirements, Empower Technical Information and more!

[Help and FAQs](#)

### DIAGNOSTIC INFORMATION



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.

[How to submit Diagnostic Info](#)

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

[Learn more](#)

your cloud Service (SaaS, PaaS, IaaS) and 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

### 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.

Connect with the  
Software AG community

# 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

search

KNOWLEDGE CENTERPRODUCTS & DOCUMENTATIONCONTACT SUPPORTINFOPARTNERSPREFERENCESCOMMUNITIES

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 \(v12.0.3\)](#)  
[Applinx \(v9.10\)](#)  
[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
<a href="#">Download this product using Software AG Installer</a>	ENGLISH (USA)

# Brainstorm





# Logging in to Brainstorm

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

2. Go to "Feature Requests in Brainstorm"

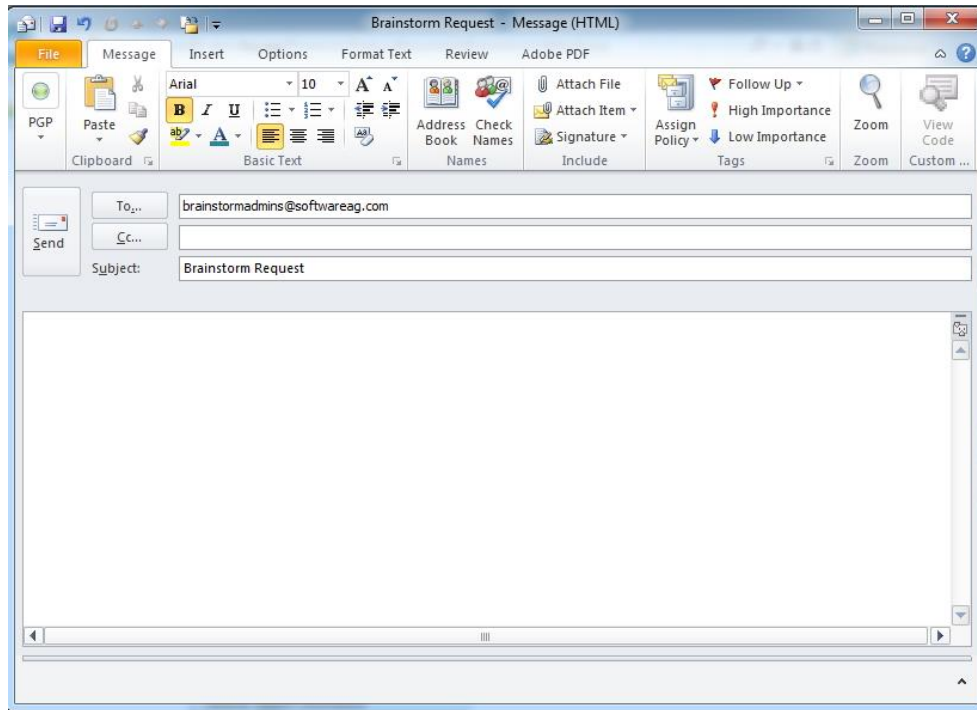
3. Click on "Launch Brainstorm Now" to access Brainstorm

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

The screenshot displays the EMPOWER PORTAL interface. At the top, the 'software AG' logo is on the left, and the 'EMPOWER PORTAL' title is in the center. A navigation bar contains links: KNOWLEDGE CENTER, PRODUCTS & DOCUMENTATION, CONTACT SUPPORT, INFO, PARTNERS, and PREFERENCES. A search bar is located on the right. Below the navigation bar, a breadcrumb trail reads 'Home > Products & Documentation > Feature Requests in Brainstorm'. On the left, a sidebar menu lists various categories, with 'Feature Requests in Brainstorm' highlighted. The main content area is titled 'FEATURE REQUESTS IN BRAINSTORM' and includes a 'LOG OUT' button. The text in the main area reads: 'Welcome to the new Brainstorm. Brainstorm is a customer-driven portal to submit feature requests for Software AG products and provide feedback on other feature requests. • [Launch Brainstorm Now](#) (please be sure to disable any popup blockers) If you are prompted to log in or encounter any issues, email us at [brainstormadmins@softwareag.com](mailto:brainstormadmins@softwareag.com) We will review your request and get back to you shortly. View [Frequently Asked Questions](#)'.

# REQUESTING ACCESS TO BRAINSTORM

To request access to Brainstorm, send an email to [brainstormadmins@softwareag.com](mailto:brainstormadmins@softwareag.com)



# Brainstorm

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

The screenshot displays the Brainstorm software interface. At the top, a dark header bar contains the 'software' logo on the left and navigation links 'Brainstorm', 'Demo Test', 'New', and a settings icon on the right. Below the header, a tabbed interface shows 'DASHBOARD', 'FEATURE REQUESTS' (which is selected), and 'HELP'. A search bar is located on the right side of the dashboard area. The main content area is titled 'Dashboard' and contains a message: 'To create, edit, or view a feature request, please click on the "Feature Request" tab above.' Below this message, there are two sections: 'My Feature Requests' and 'My Watched Requests'. Each section contains a table with columns for Request Number, Summary, Product, Likes, Last Modified, and Status.

**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 displays the 'FEATURE REQUESTS' section of the Brainstorm application. At the top, there are tabs for 'DASHBOARD', 'FEATURE REQUESTS', and 'HELP'. A search bar is located on the right. Below the tabs, there is a 'New Feature Request' button and a table titled '--My Feature Requests--'. The table has columns for 'Request Number', 'Summary', 'Product', 'Likes', 'Last Modified', and 'Status'. Two requests are listed: one with ID 01832 for 'Active Transfer' and another with ID 01831 for 'Broker'. To the right of the table is a sidebar titled 'Feature Request Views' containing a list of reports such as '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', and 'webMethods Most Popular Requests'.

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

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 its 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

Return to List

## Feature Request: 609740215

Hide Details

Product \* Adabas Add-on Status New

Summary \* Add a new userexit

Description \*

add a new exit

Reported Version 8.1.1

Likes ( 2 ) Watchers ( 2 )

Like Watch

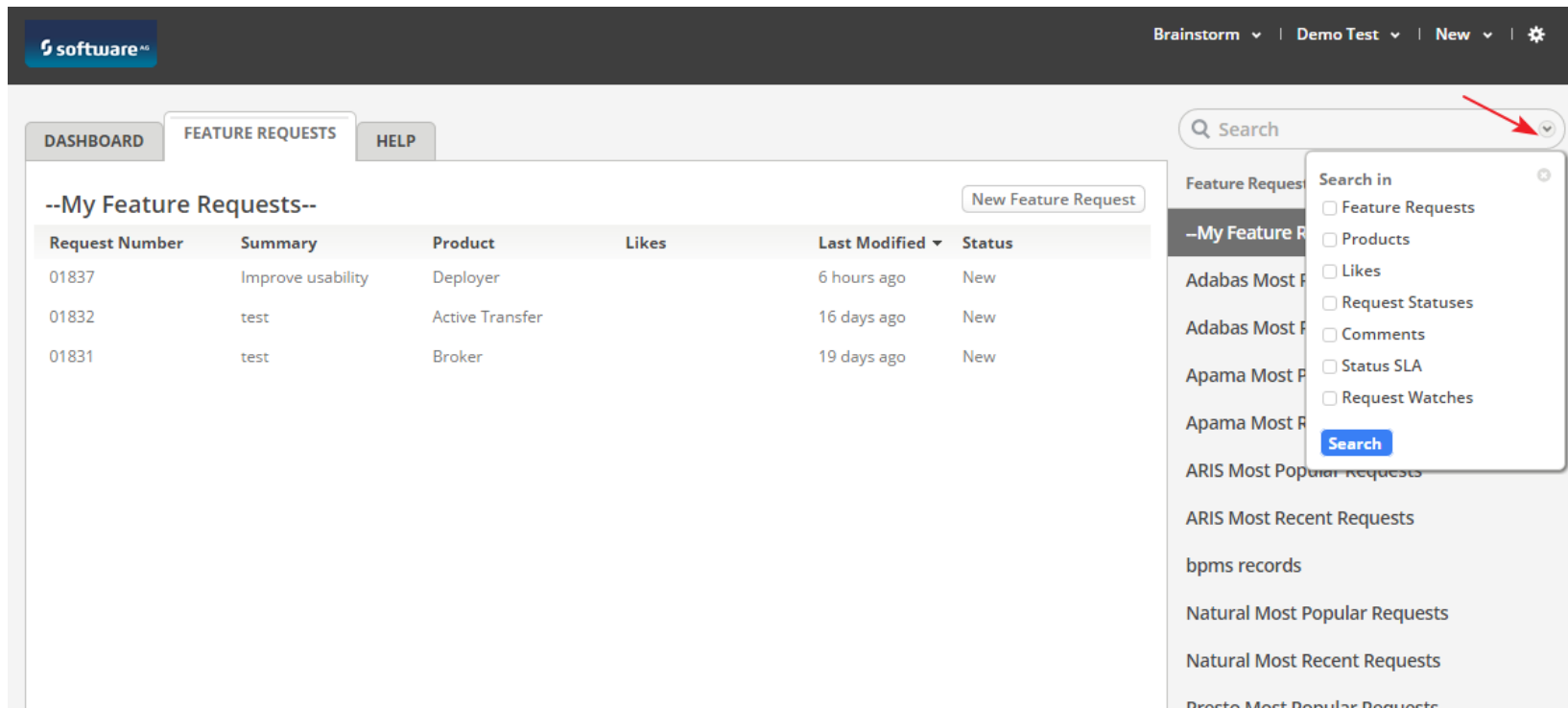
SUMMARY

Owner  
Karlheinz Kronauer

FILES [Add File](#)

Click on Add File to add an attachment to the feature request

# Full text Search



The screenshot displays the software AG user interface. At the top, a dark header bar contains the logo and navigation links: "Brainstorm", "Demo Test", "New", and a settings icon. Below this, a light gray navigation bar includes tabs for "DASHBOARD", "FEATURE REQUESTS" (which is active), and "HELP". A search bar is positioned on the right side of this navigation bar, with a red arrow pointing to its dropdown arrow icon. The search bar contains the text "Search". A dropdown menu is open, showing a list of search targets: "Feature Requests", "Products", "Likes", "Request Statuses", "Comments", "Status SLA", and "Request Watches". Each item has an unchecked checkbox to its left. A blue "Search" button is located at the bottom of the dropdown menu. The main content area is titled "--My Feature Requests--" and includes a "New Feature Request" button. It contains a table with the following data:

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

Below the table, there is a list of popular and recent requests for various products: "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", and "Presto Most Popular Requests".



# Add a Comment to a Feature Request

Improve usability

Description \*

</>

**B**

*I*

test

Reported Version

9.0.1

Likes ( 0 )

Like

Watchers ( 0 )

Watch

Save Changes

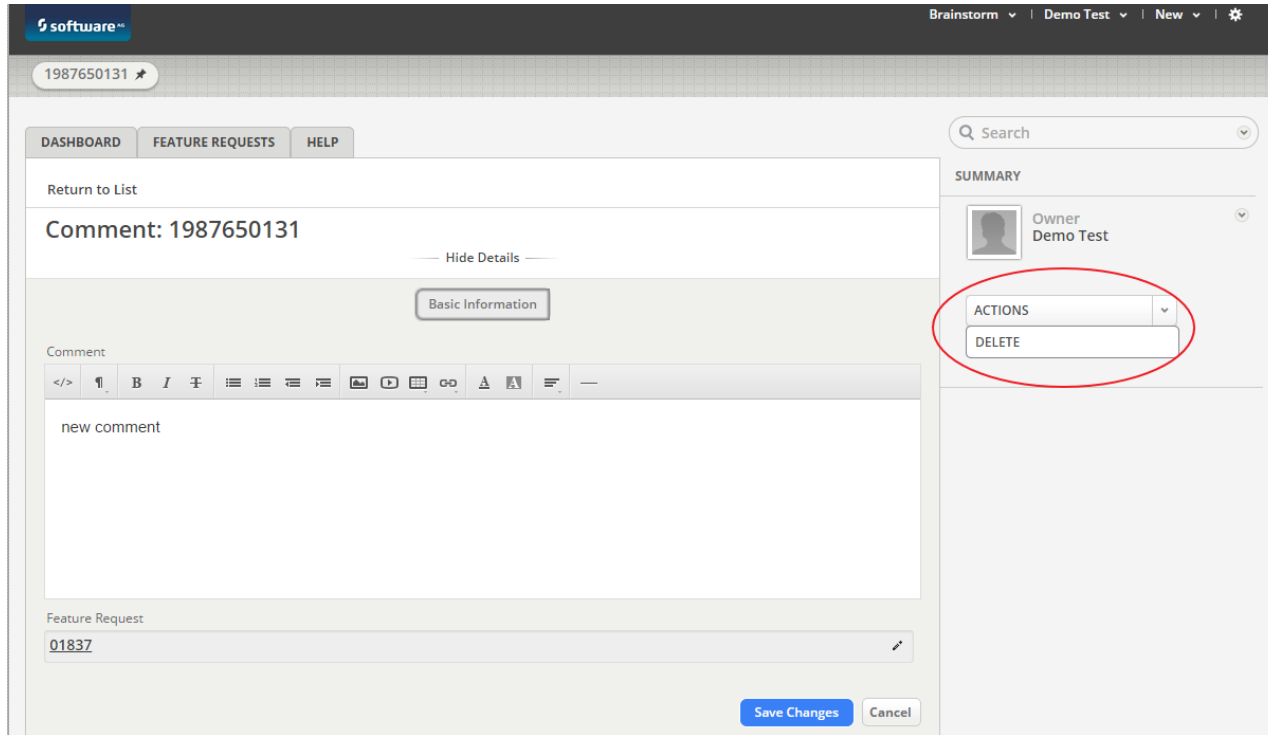
Cancel

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 \*

Natural












Status

New

Summary \*

NJX: Copy field as preceding / subsequent Sidenode

Description \*

</>   **B** *I*         


Layout Painter  
Copy field  
should be enhanced by the options:  
  
- 'Paste as preceding Sidenode'  
- 'Paste as subsequent Sidenode'

Reported Version


Incident Number


1,080,537

Likes ( 1 )

 Like

Watchers ( 0 )

 Watch

 Owner  
JKS

FILES Add File

# SEND YOUR ENQUIRIES OR FEEDBACK ON BRAINSTORM TO

- [brainstormquestions@softwareag.com](mailto: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

**software<sup>AG</sup>** Tech Community

PRODUCTS SECTIONS

Try free Log In

Welcome to Software AG's Tech Community

webMethods ↗ Cumulocity IoT ↗ Adabas & Natural ↗

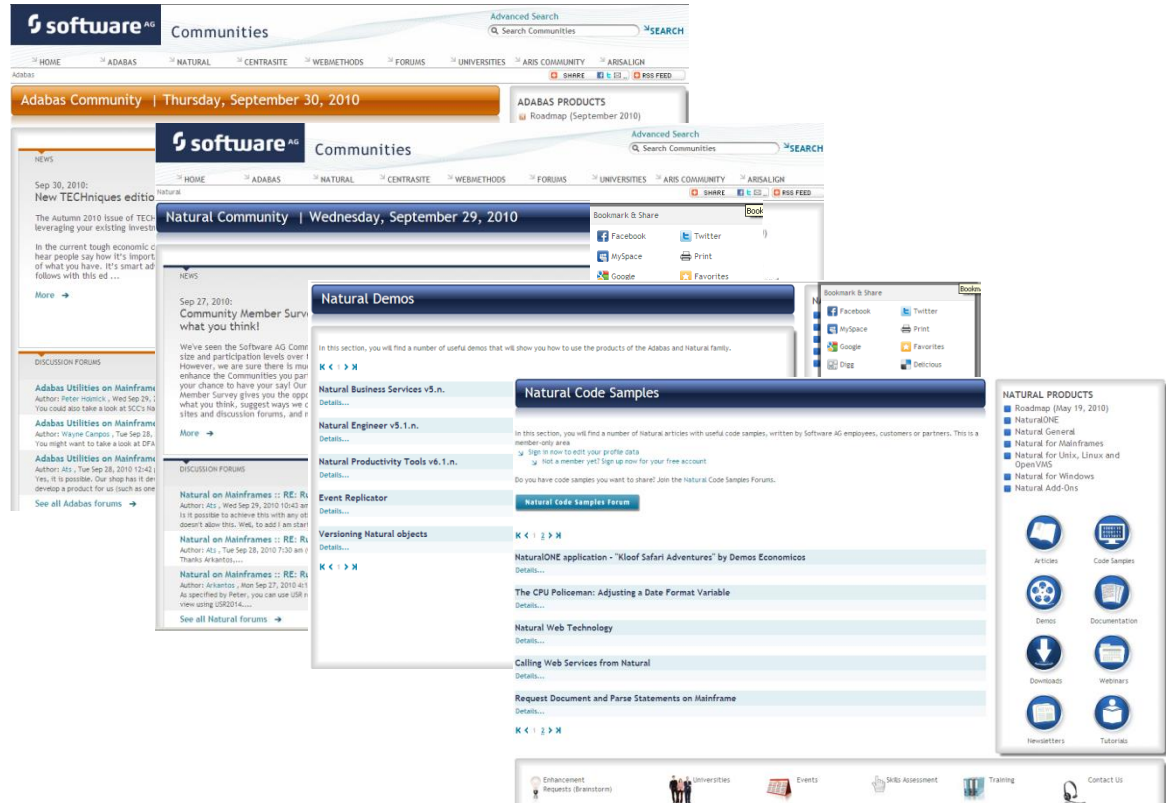
All sections ▾ All tags ▾ Latest Top Sections

+ 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)

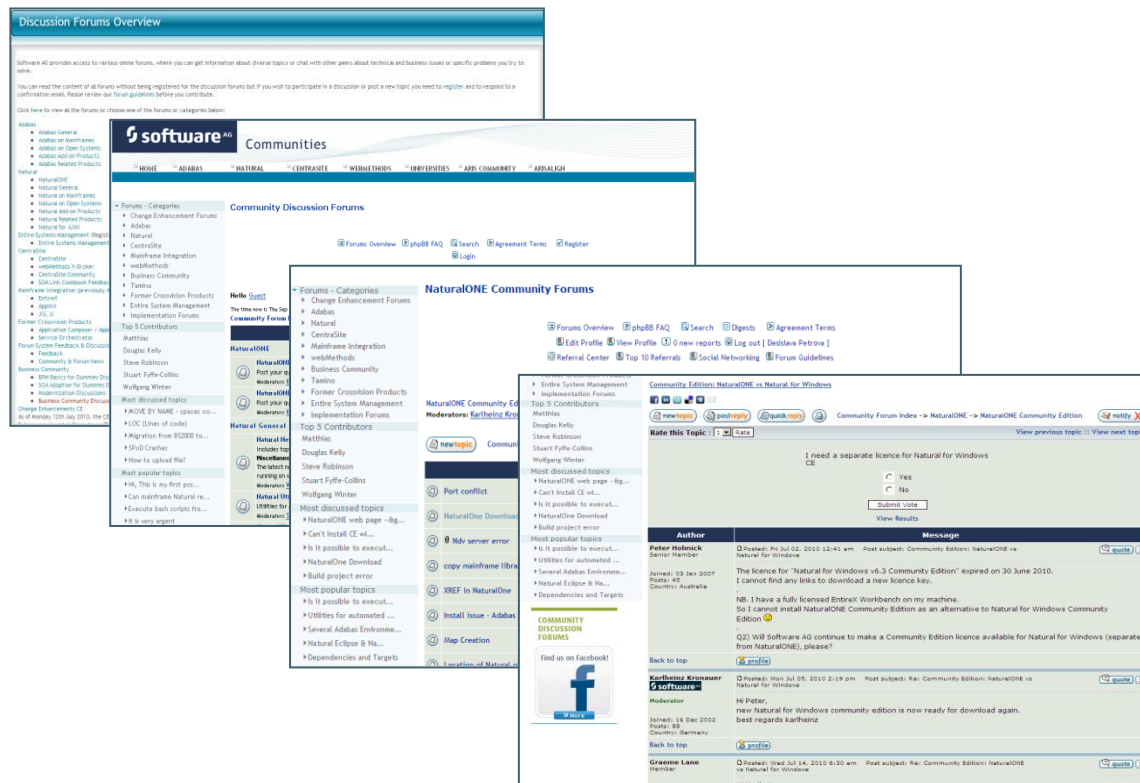
- News updates
- Latest forum posts viewable inside web page
- Resources  
Articles, Code Samples, Demos, Documentation, Downloads, Webinars, Newsletters, Tutorials
- Share content to social networking & bookmarking websites





# Tech Forum

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



# 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/](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 <a href="https://tech.forums.softwareag.com/signup/">https://tech.forums.softwareag.com/signup/</a>
Empower	<a href="http://empower.softwareag.com/register/">http://empower.softwareag.com/register/</a> or the “Request an Account” link on <a href="http://empower.softwareag.com">http://empower.softwareag.com</a>
Brainstorm	“ <a href="#">Products</a> -> <a href="#">Feature Requests in Brainstorm</a> You should automatically be granted access to Brainstorm within a few days of Empower registration. If Brainstorm does not launch, email <a href="mailto:brainstormadmins@softwareag.com">brainstormadmins@softwareag.com</a> 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 sub-header 'Complete the information below. Fields with an asterisk "\*" are mandatory. If your Product, Platform, Operating System or Product Version is not listed, please select the closest match.'

The form is divided into two main sections: 'Product Description' and 'Incident Details'.

**Product Description:**

- Product Line:** A dropdown menu with the option '<Select Product Line>'.
- Product Name:** A text input field.
- Product Version:** A dropdown menu.
- Operating System:** A dropdown menu.
- OS Version:** A dropdown menu.

**Incident Details:**

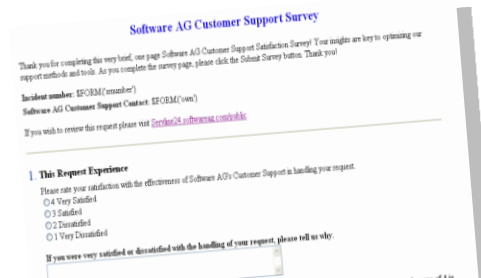
- Incident Severity:** A dropdown menu with a note: 'For a CRISIS situation (severe business impact - product down), you must CALL your local Support Center for assistance.'
- Incident Title:** A text input field with a note: '(max. 80 chars)'.
- Incident Description:** A large text area with a note: '(max. 3500 chars)'.

At the bottom of the form, there are two buttons: 'Submit' and 'Reset Form'.

Below the buttons, a note states: 'You can upload attachments up to 10 MB via email (once you have received your Support Incident number) or refer to the [diagnostics site](#) page for SFTP larger file uploads.'

The footer of the page includes the copyright notice: 'Copyright © 2021 Software AG. Legal Aspects Privacy Policy Impressum'.

# ...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.



