Empower Portal Overview

Welcome to Empower

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software AG
A SOFTWARE GMBH BRAND

Empower Portal

OBJECTIVES

Introduction to Software AG's tools

- Empower

Empower is the hub for Software AG information. The portal will provide access to these key areas: Online Support Services, Product Information, Product Downloads, Product Fixes, Knowledge Center, Discussion Forum, Feature Requests.

- AHA!

AHA! is our ideas portal for suggesting product improvements, voting on existing ideas, and tracking your proposals.

- Communities & Community Forums

TECH Community features tutorials, code samples, forums, and tips and tricks newsletter. It is your one-stop source for product information.

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Table of Contents

Empower

- Registering for Empower
- Global Search, powered by Google™
- Knowledge Center Search
- Product Fixes
- Software AG Update Manager (SUM) – Linux / Windows
- Early Warnings / Critical Alerts
- Product Documentation
- Product Version Availability
- Contact Support
- Incident Management Portal - Create Support Incidents
- Incident Management Portal - Find Your Support Incidents
- Incident Management Portal - Search for Knowledge Base Articles
- General Support Information

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Table of Contents

AHA!

- Registering for AHA!
- Posting new Ideas
- Finding Ideas
- Voting on Ideas

Communities & Community Forums

- Registering for the Communities and Community Forums
- Product Communities (e.g. Adabas, Natural, CONNX)
- Knowledge Base
- Tech Forum
- News & Announcements Forum
- Events & User Groups

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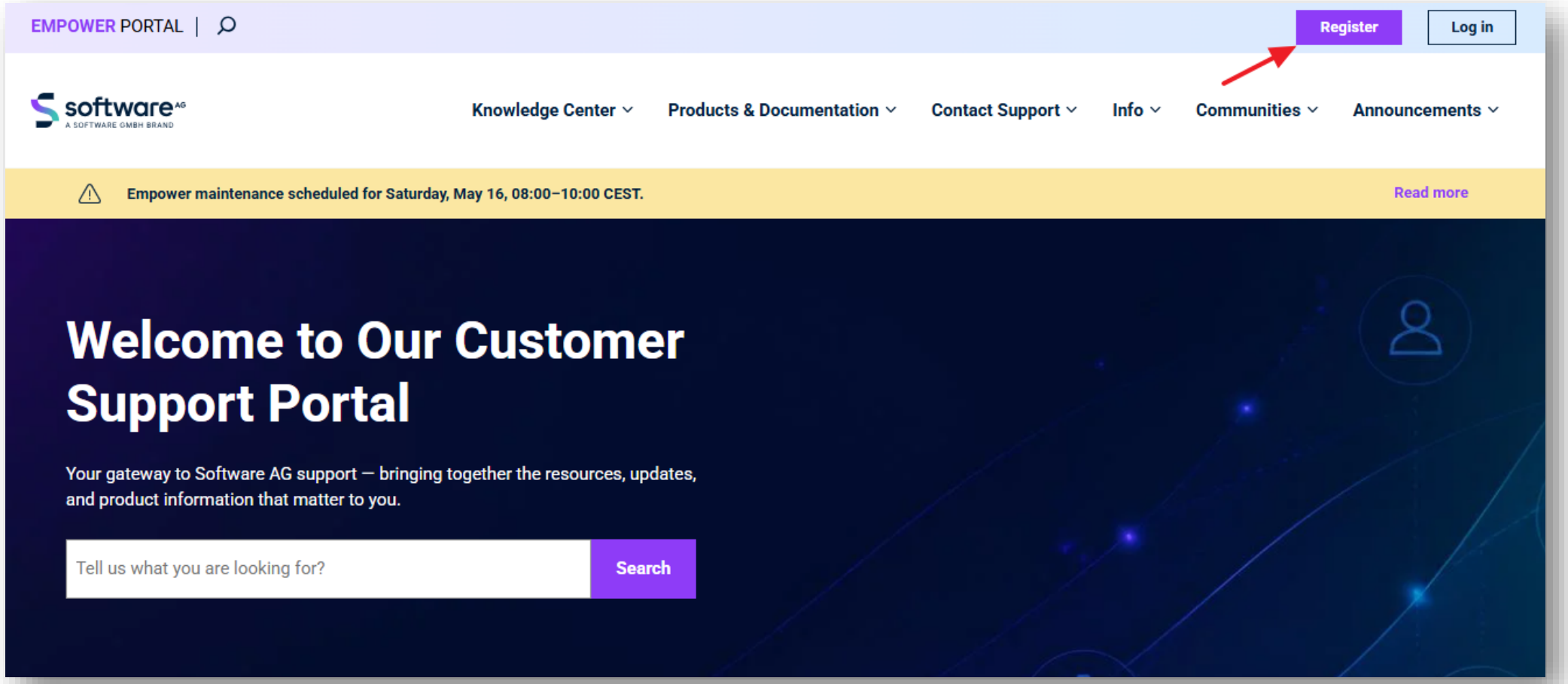
https://support.softwareag.com/

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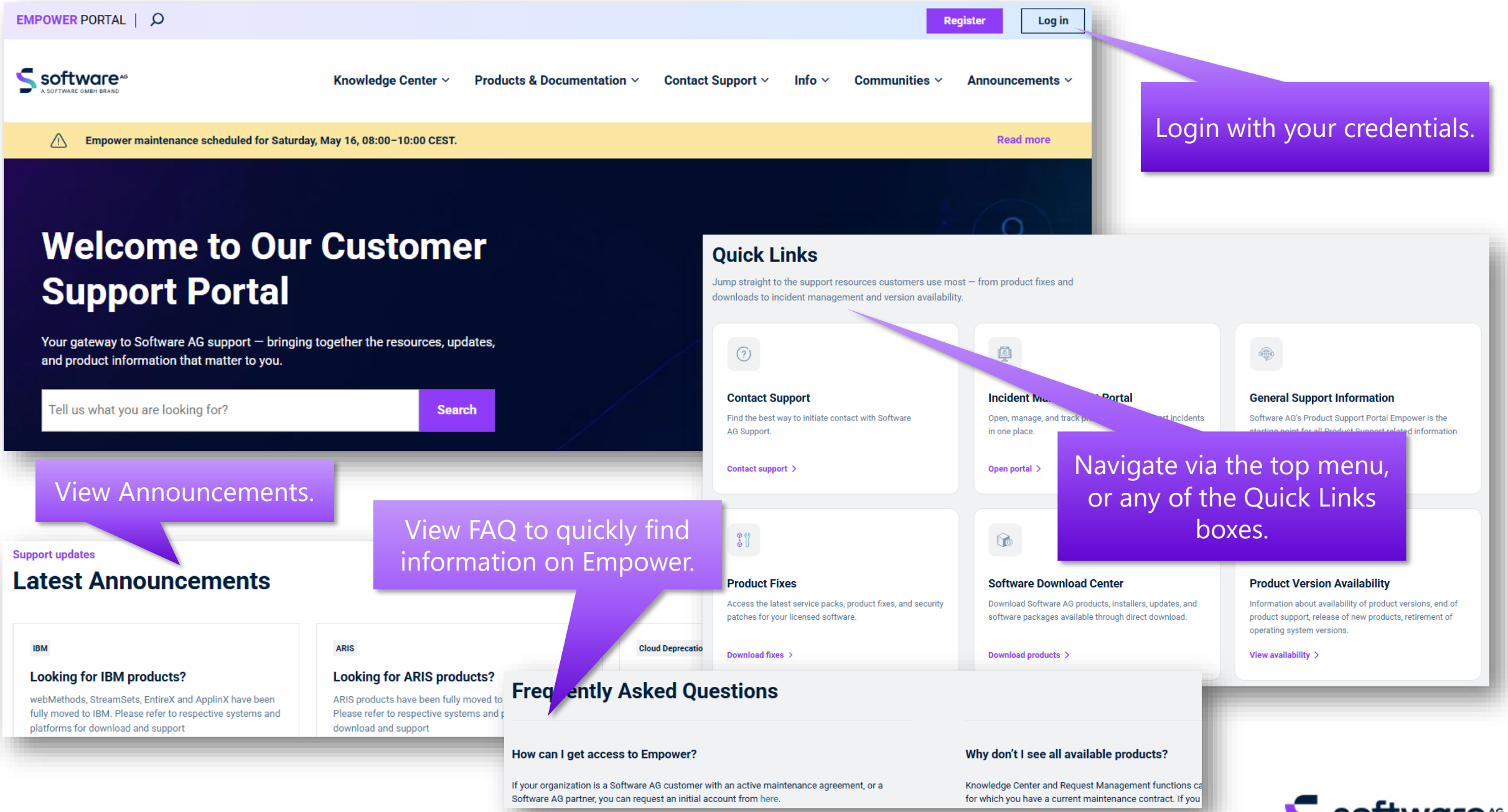
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REQUESTING EMPOWER ACCESS

- Request access from https://support.softwareag.com/en/register/, or send an email to empower@softwareag.com.



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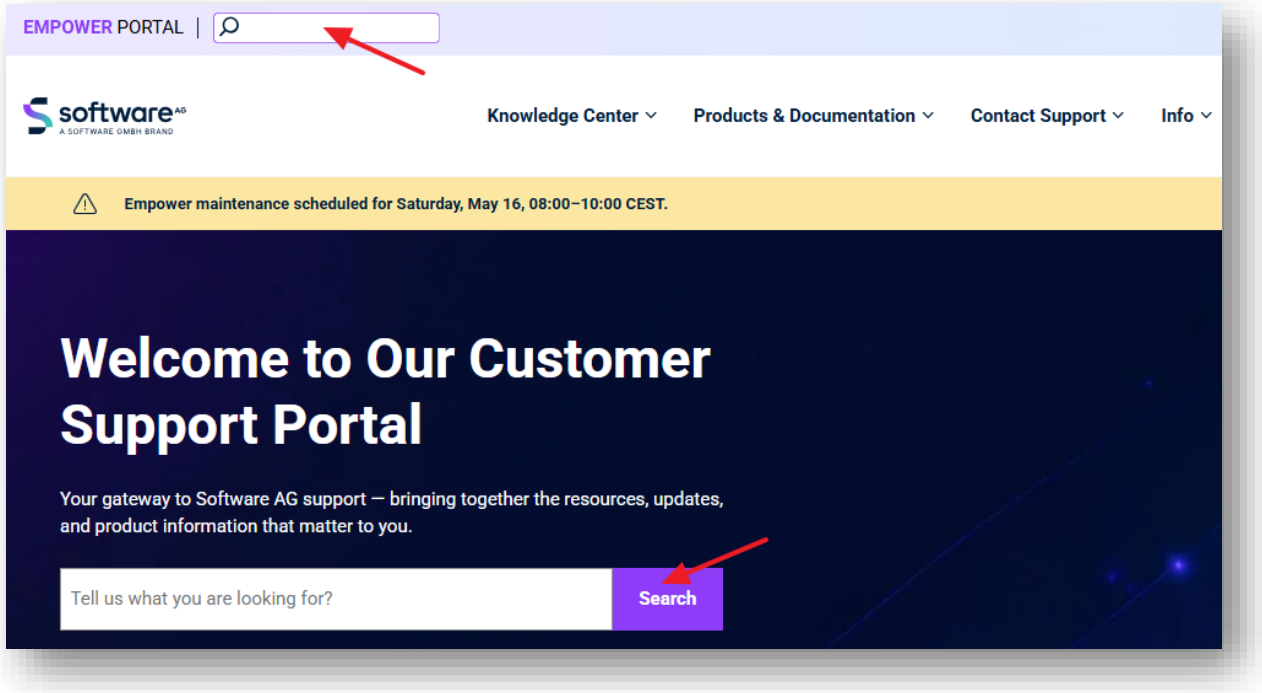
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GLOBAL SEARCH

Use the global site Search, at the top left corner of most pages, or the one at the home page, to find what you're looking for.

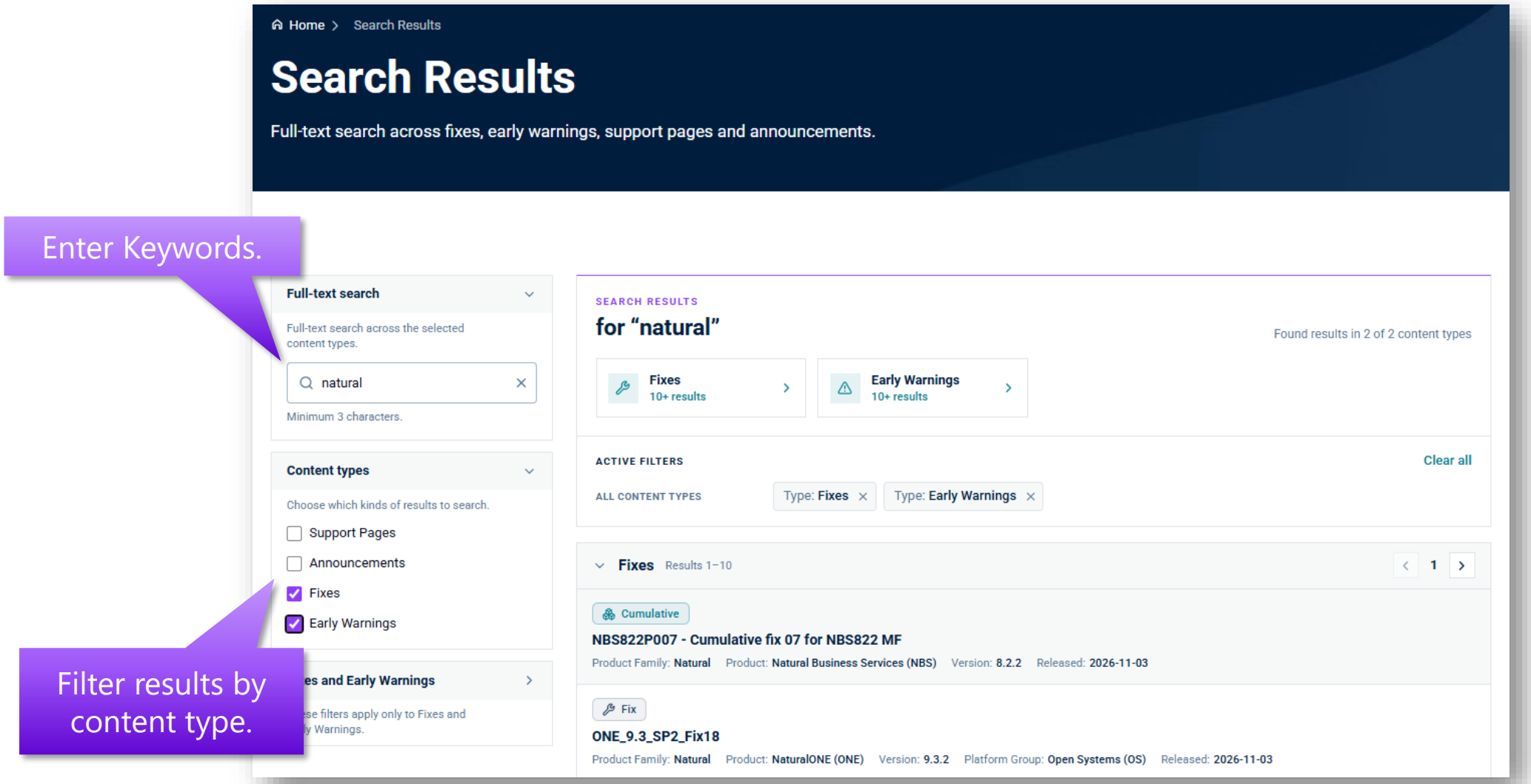
- Knowledge Center
  - Fixes
  - Early Warnings
- Product Documentation
  - Download Products
  - Order Products / Licenses
  - Product Version Availability
- Contact Support
- Tech Community & Tech Forum



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GLOBAL SEARCH EXAMPLE

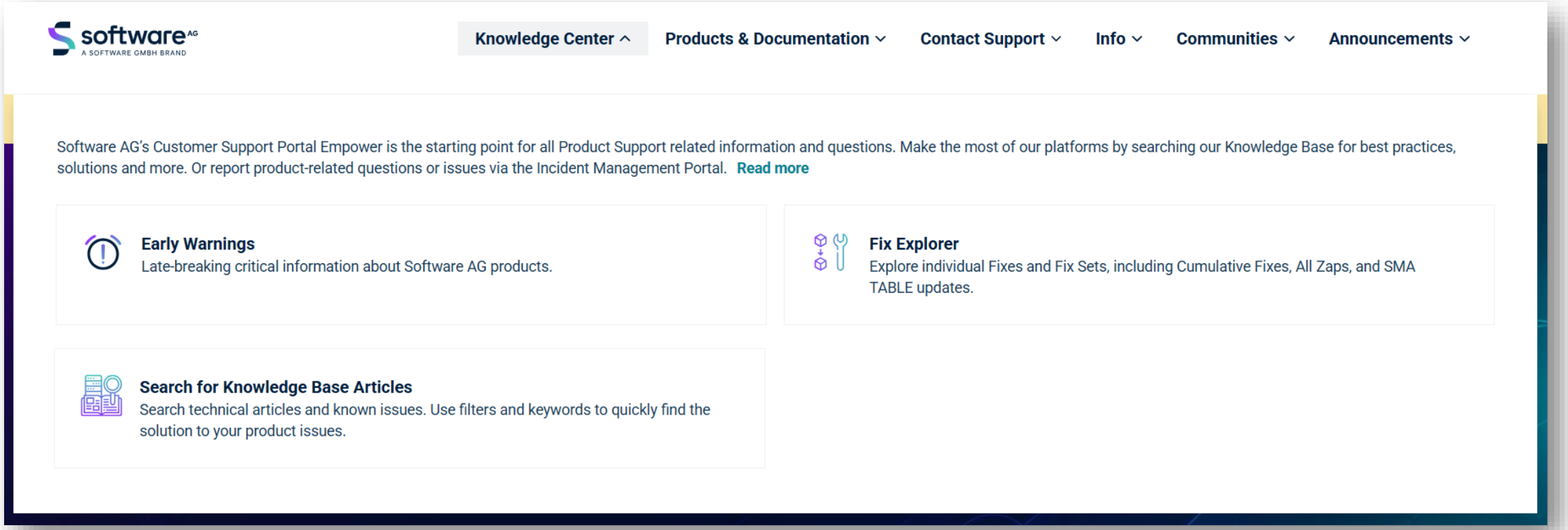


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KNOWLEDGE CENTER

- Utilize the Knowledge Center to find fixes, critical alerts / Early Warnings, and search for knowledge base articles.

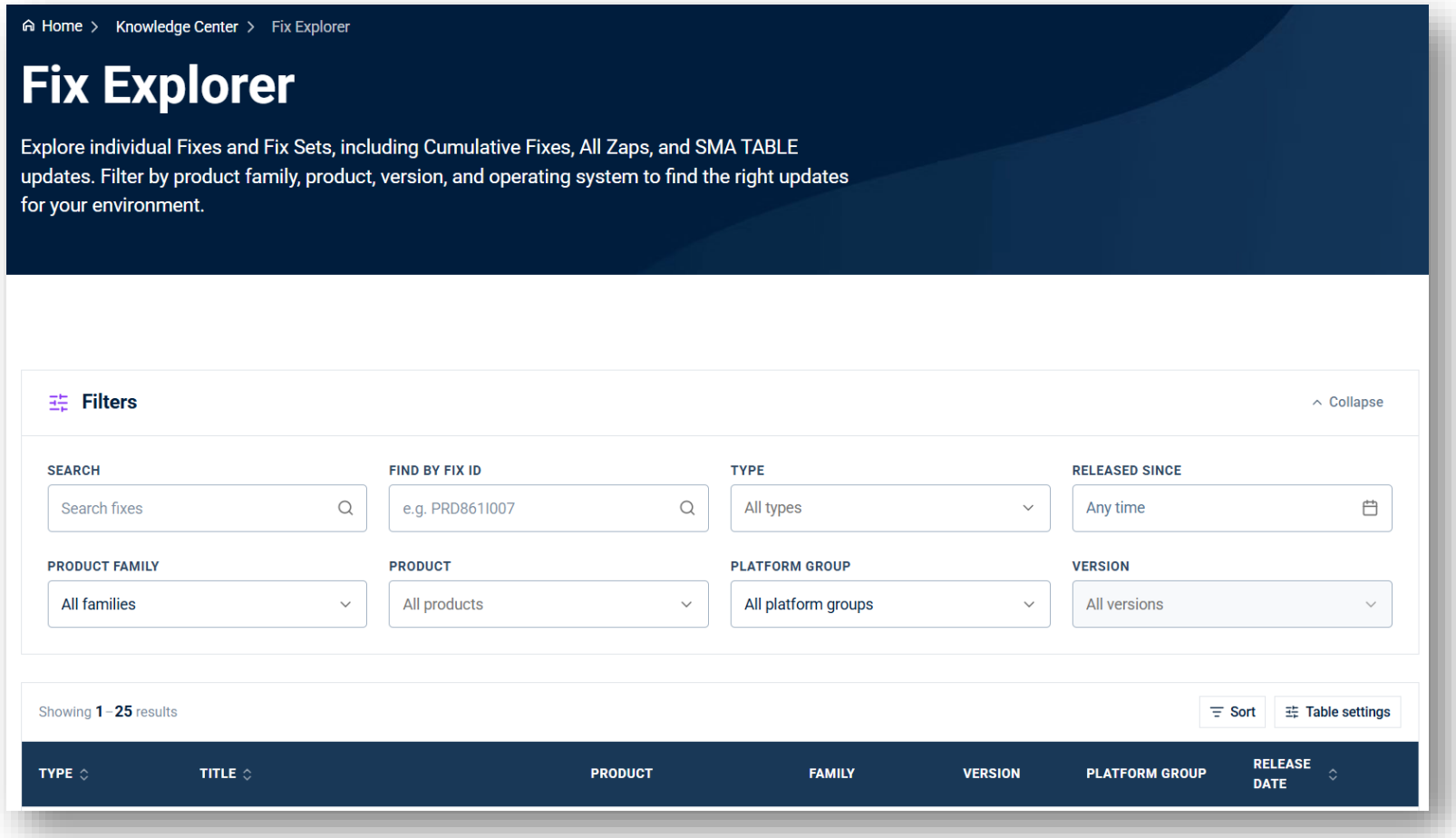


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FIX EXPLORER

- In the Fix Explorer, find individual Fixes and Fix Sets, including Cumulative Fixes, All Zaps, and SMA TABLE updates. Filter by product family, product, version, and operating system to find the right updates for your environment..

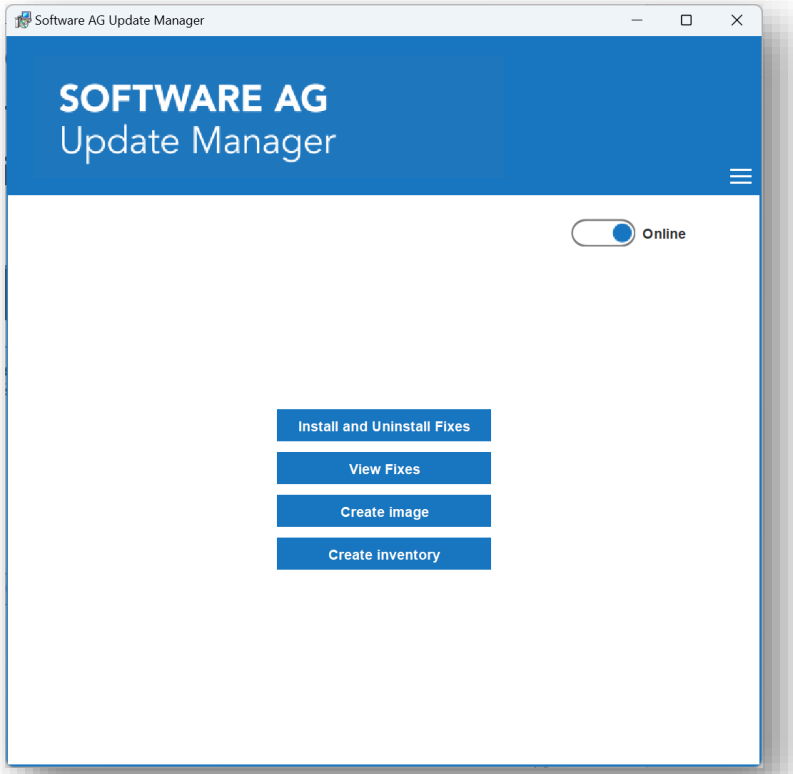


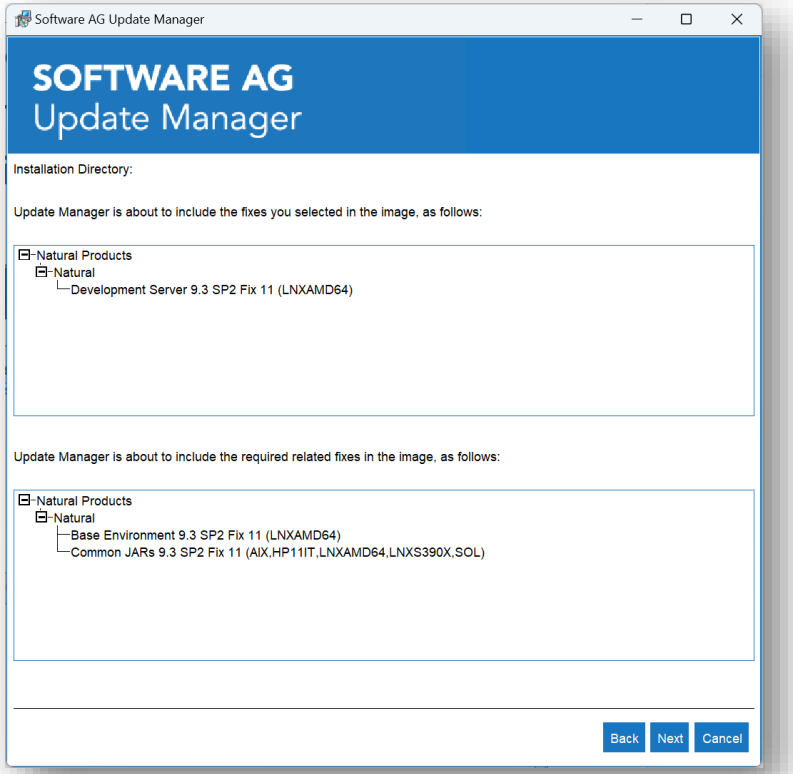
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SOFTWARE AG UPDATE MANAGER (SUM) – LINUX / WINDOWS

- Fixes for most products - on Linux or Windows only - can be installed via SUM.
- SUM is downloadable via the Software AG Installer.
- SUM simplifies fix installations and alerts you to any fix dependencies.



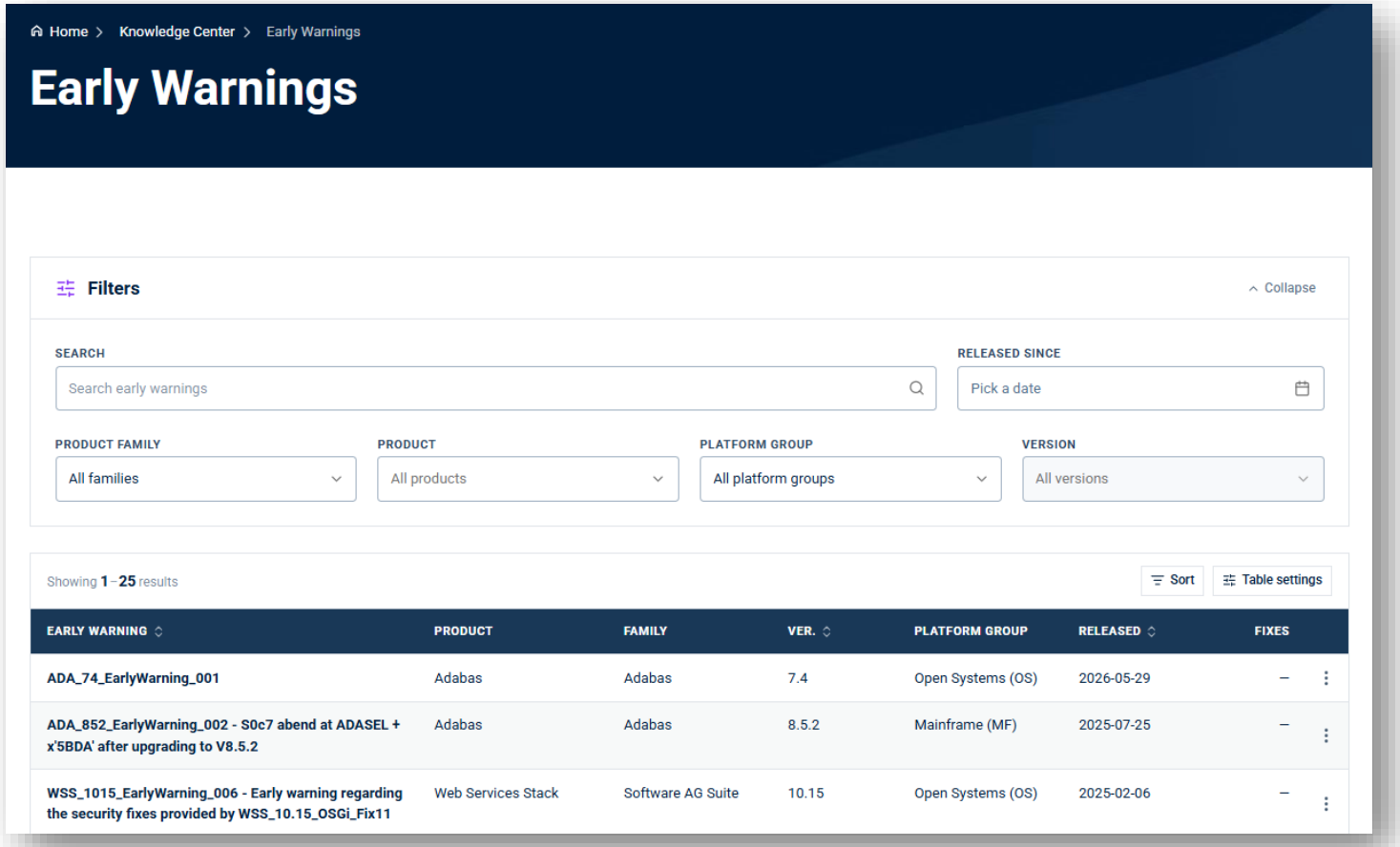


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EARLY WARNINGS / CRITICAL ALERTS

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



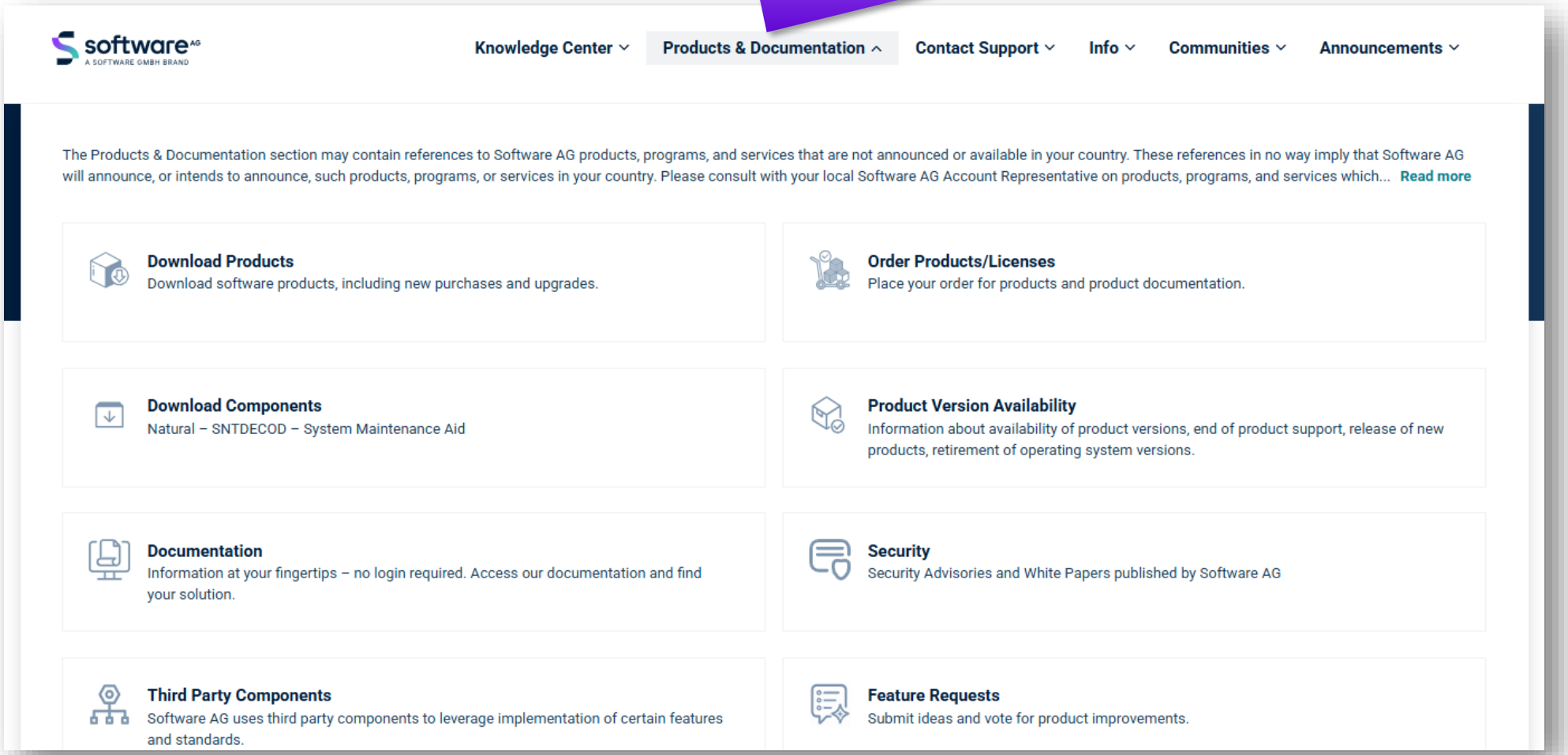
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PRODUCTS & DOCUMENTATION

Visit the Products & Documentation section for Product Downloads, Documentation, Product Availability information, Order Products / Licenses, among other things.



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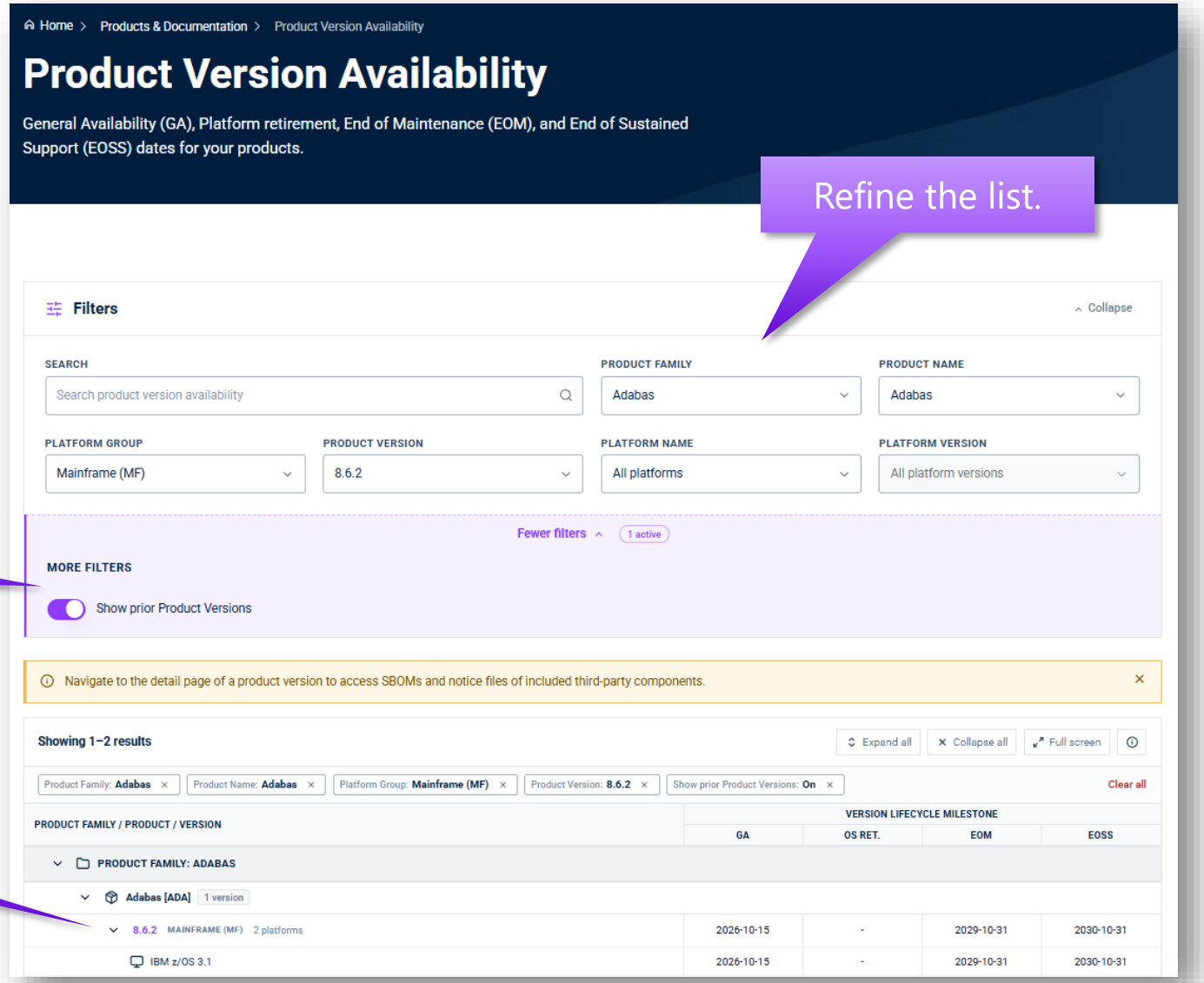
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PRODUCT VERSION AVAILABILITY

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

View prior product versions.

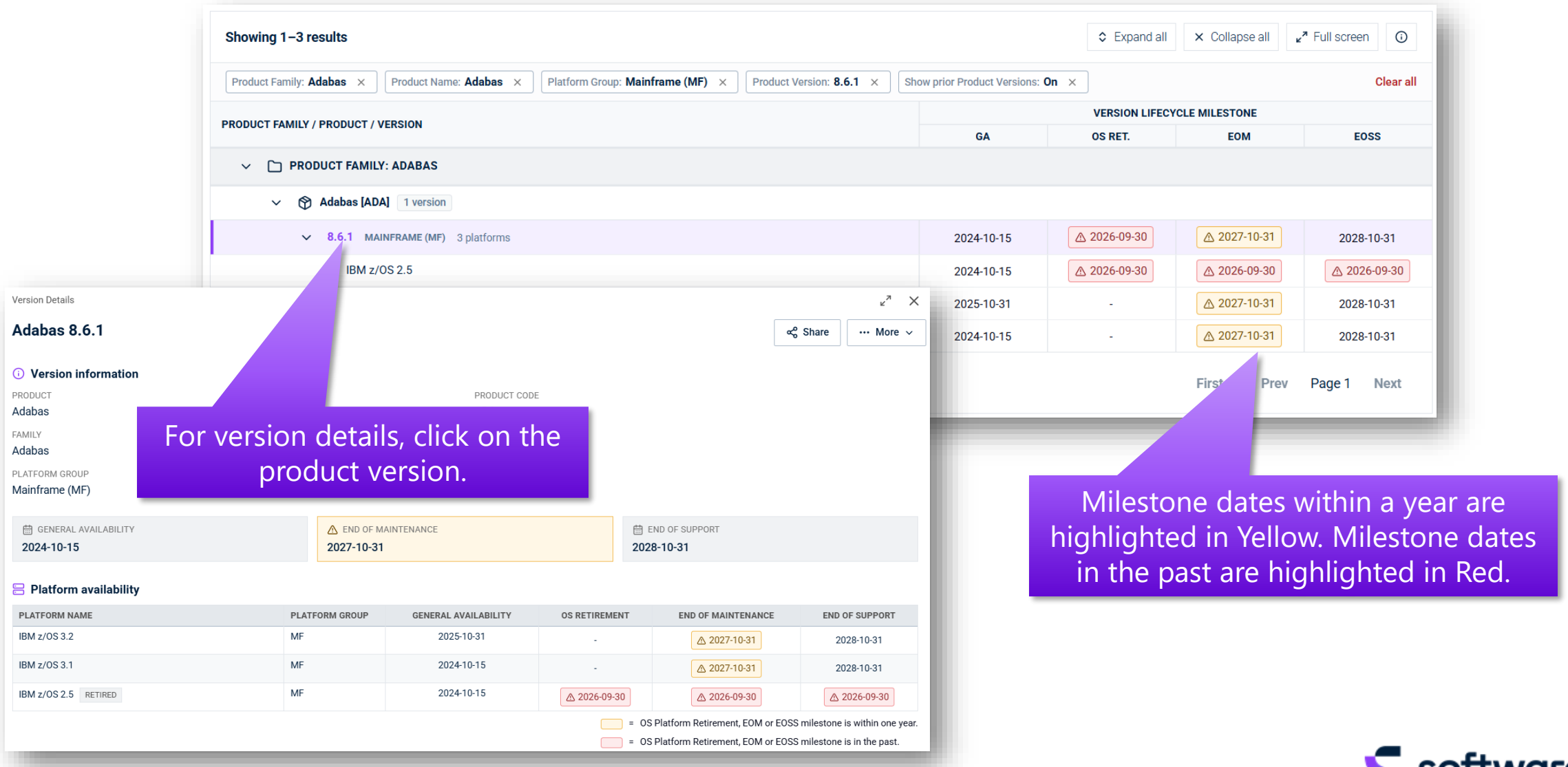
View product version availability information.



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PRODUCT VERSION AVAILABILITY

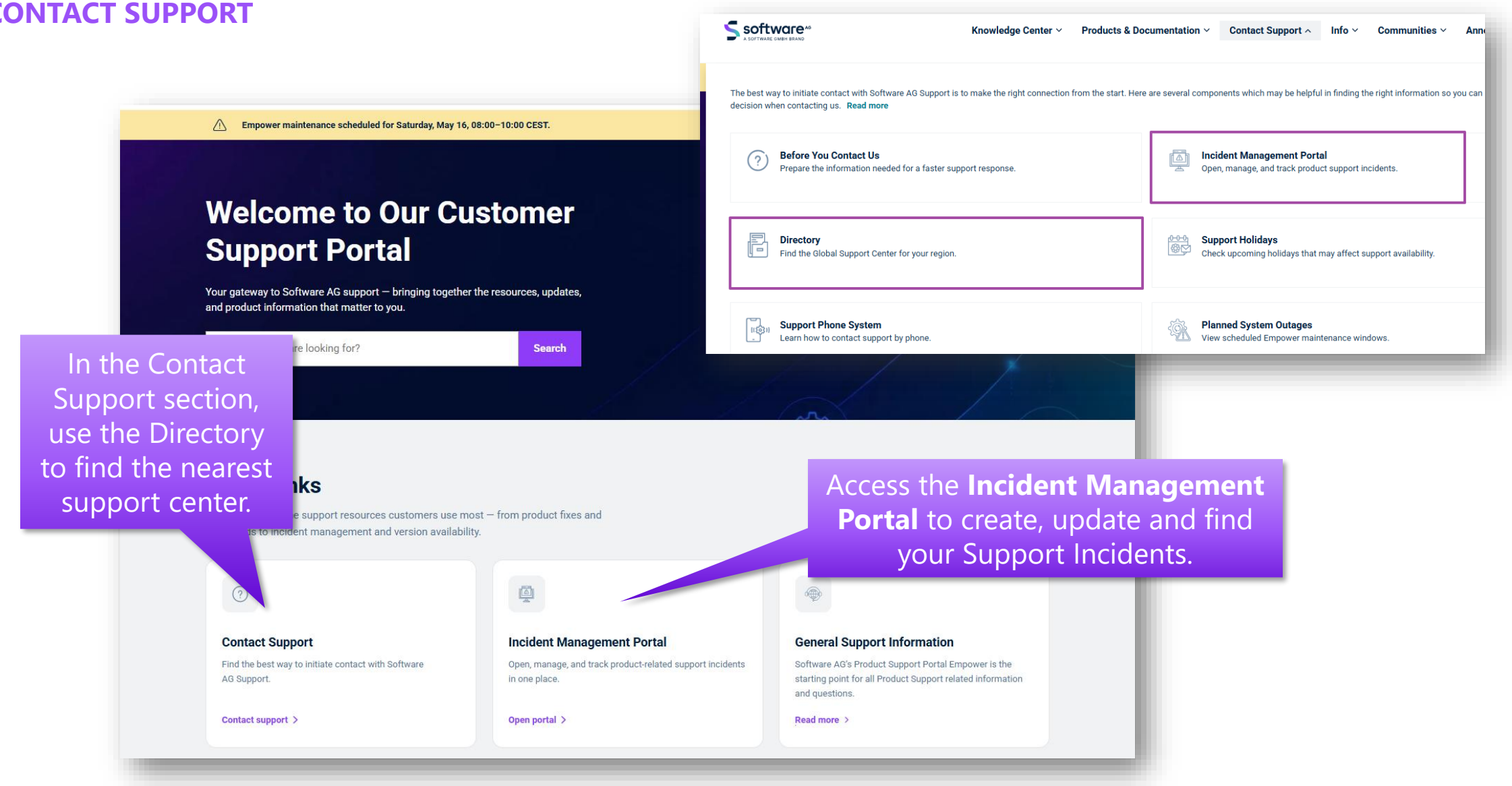


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CONTACT SUPPORT



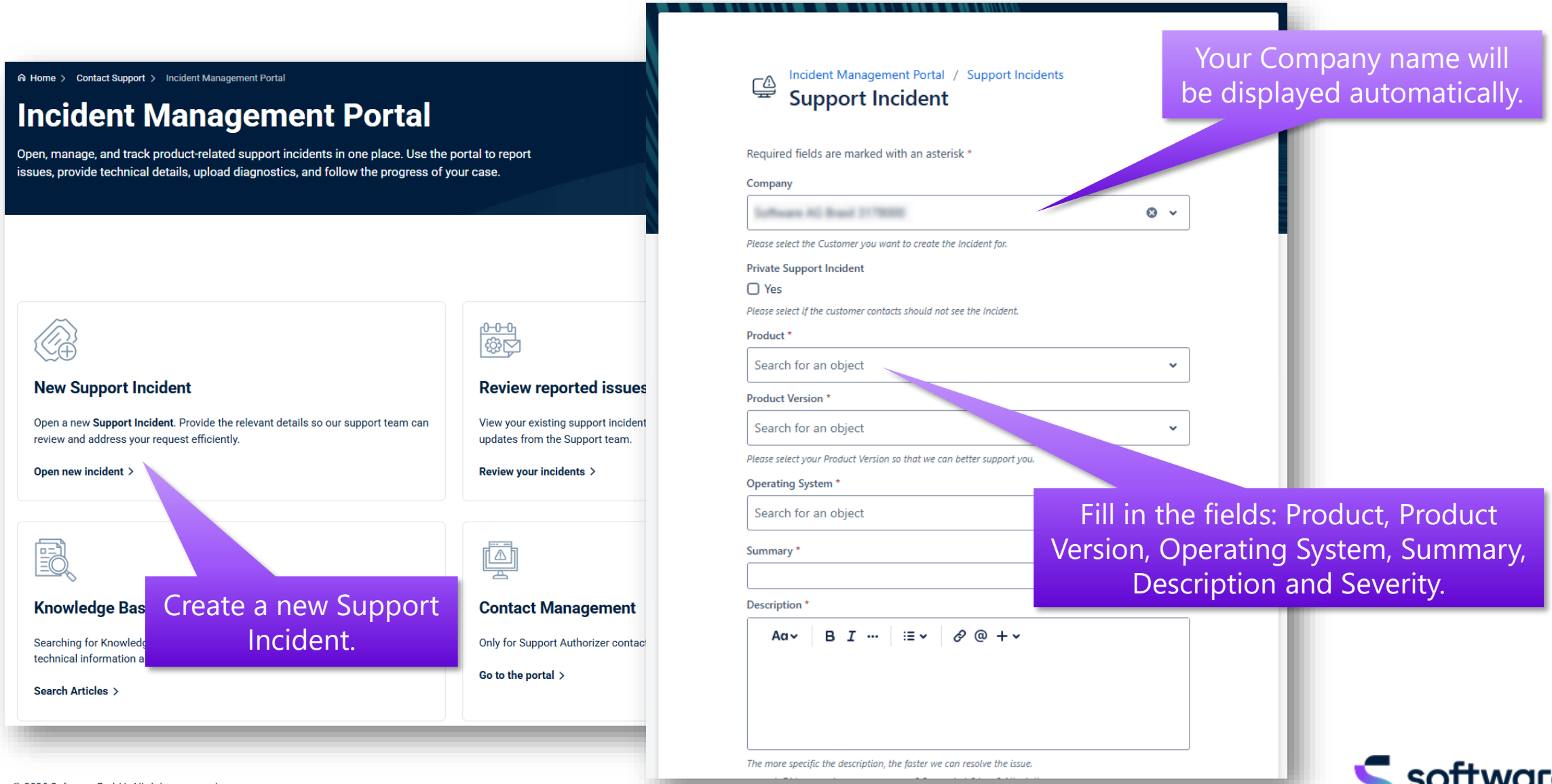
In the Contact Support section, use the Directory to find the nearest support center.

Access the **Incident Management Portal** to create, update and find your Support Incidents.

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Incident Management Portal

CREATE NEW SUPPORT INCIDENTS

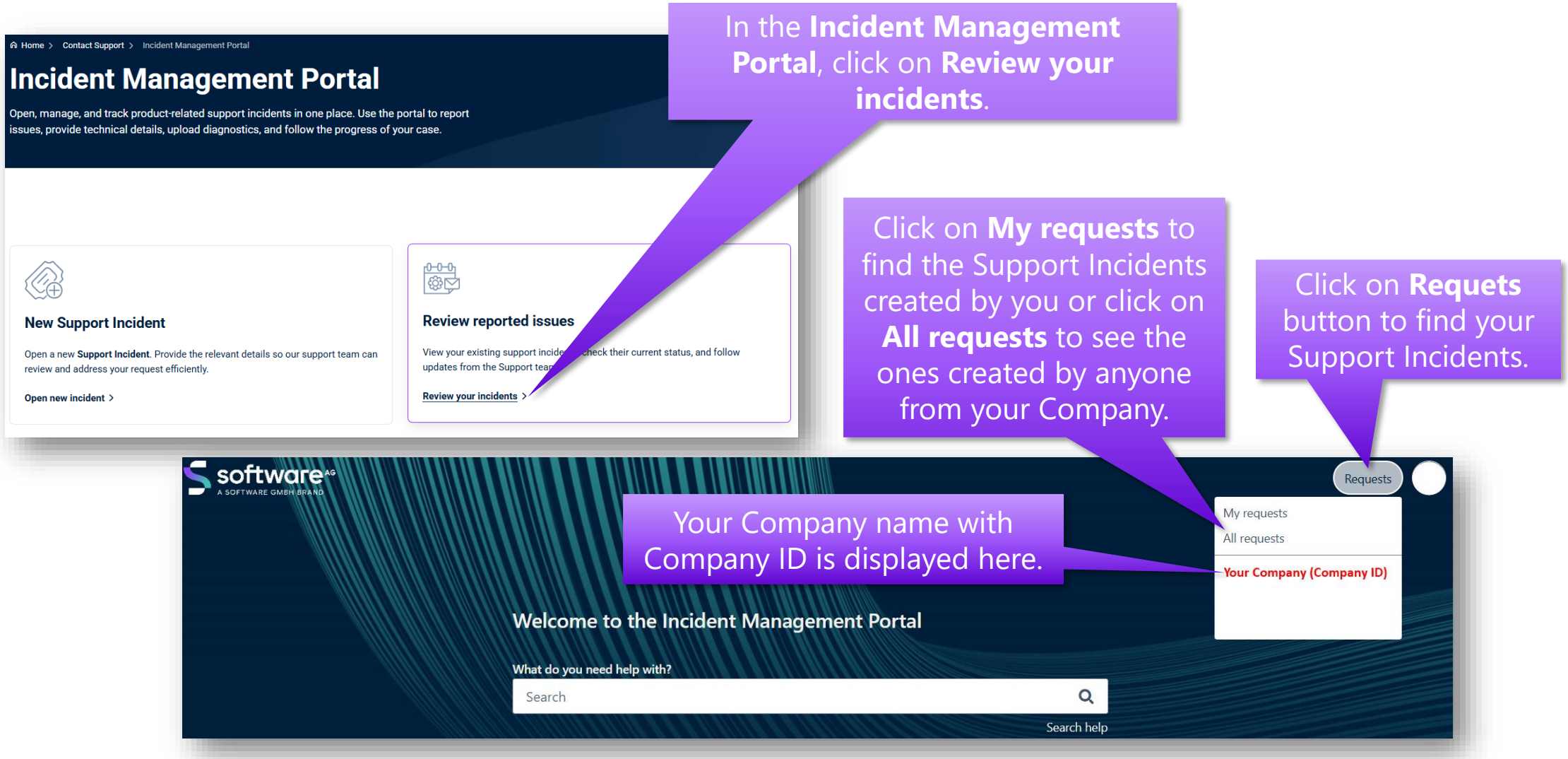


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Incident Management Portal

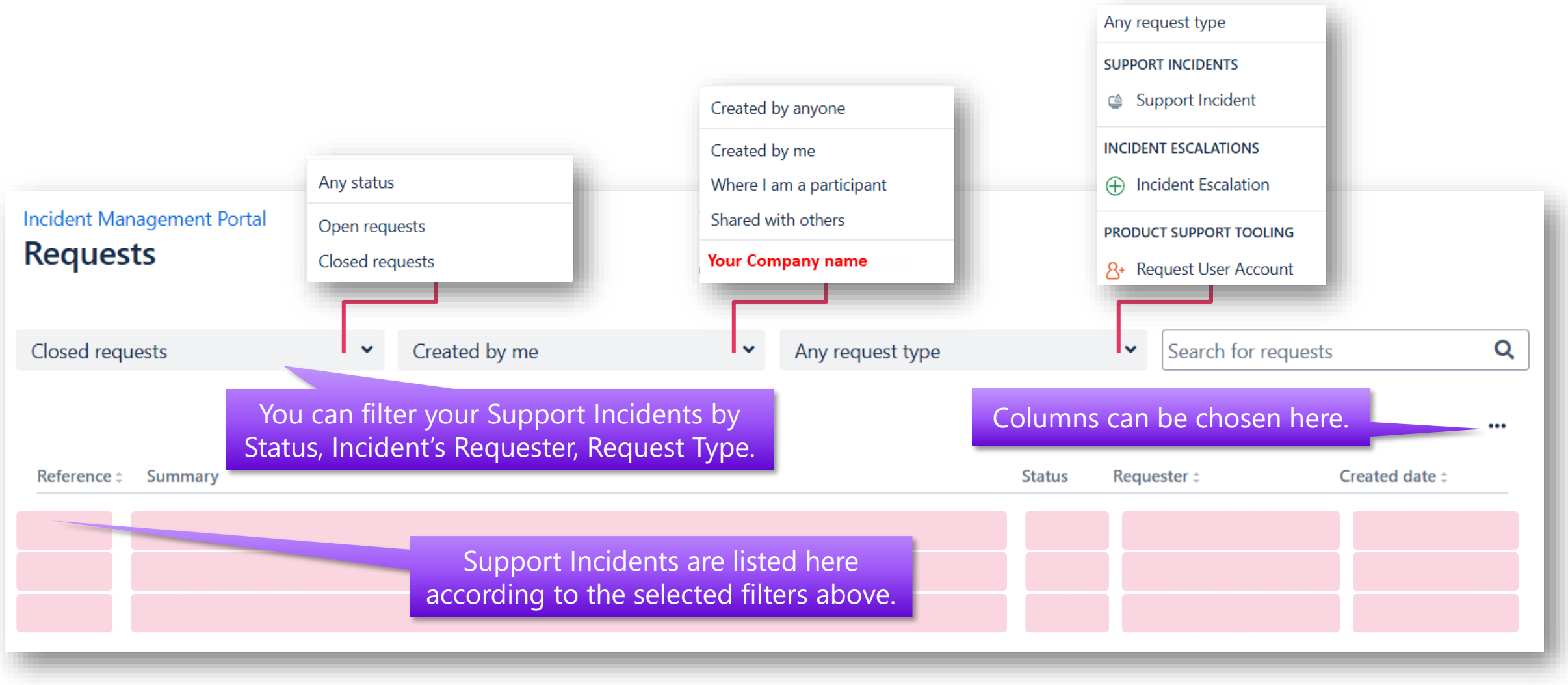
FIND YOUR SUPPORT INCIDENTS



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Incident Management Portal

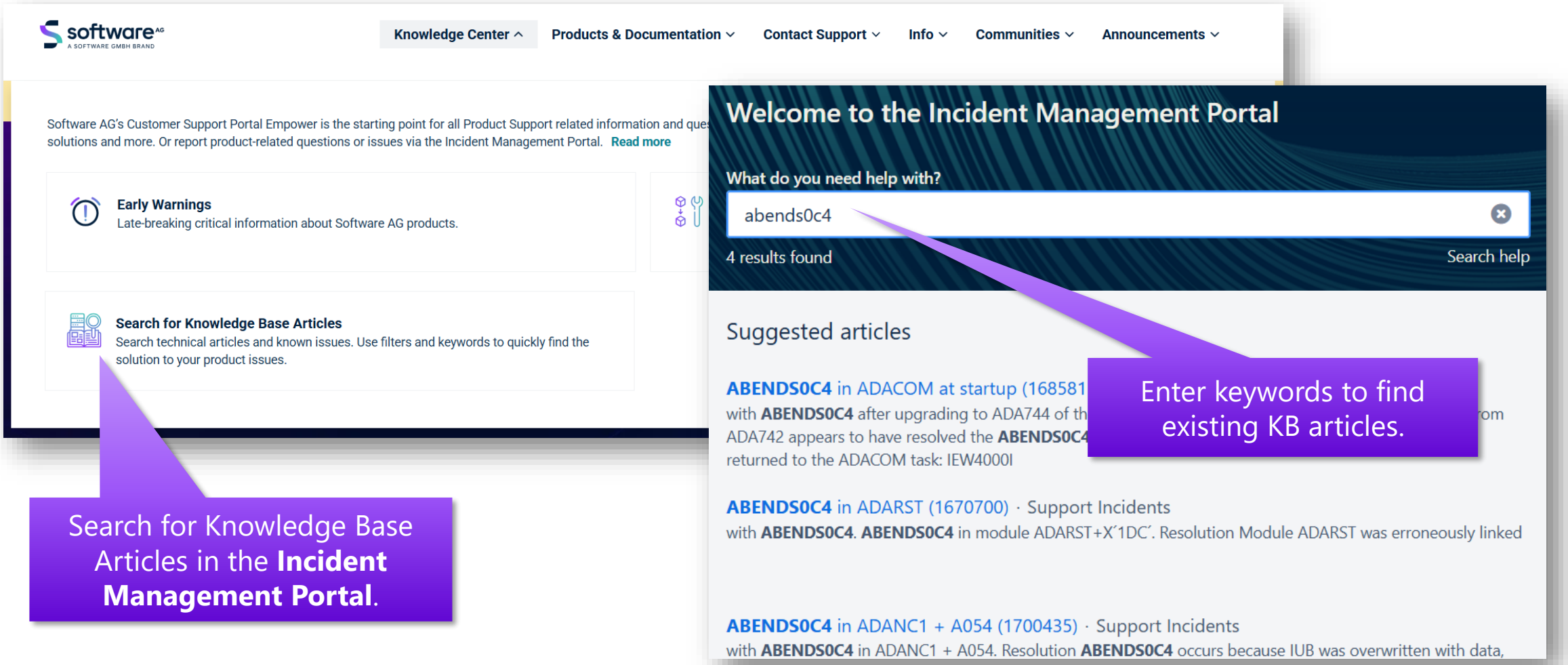
FIND YOUR SUPPORT INCIDENTS



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Incident Management Portal

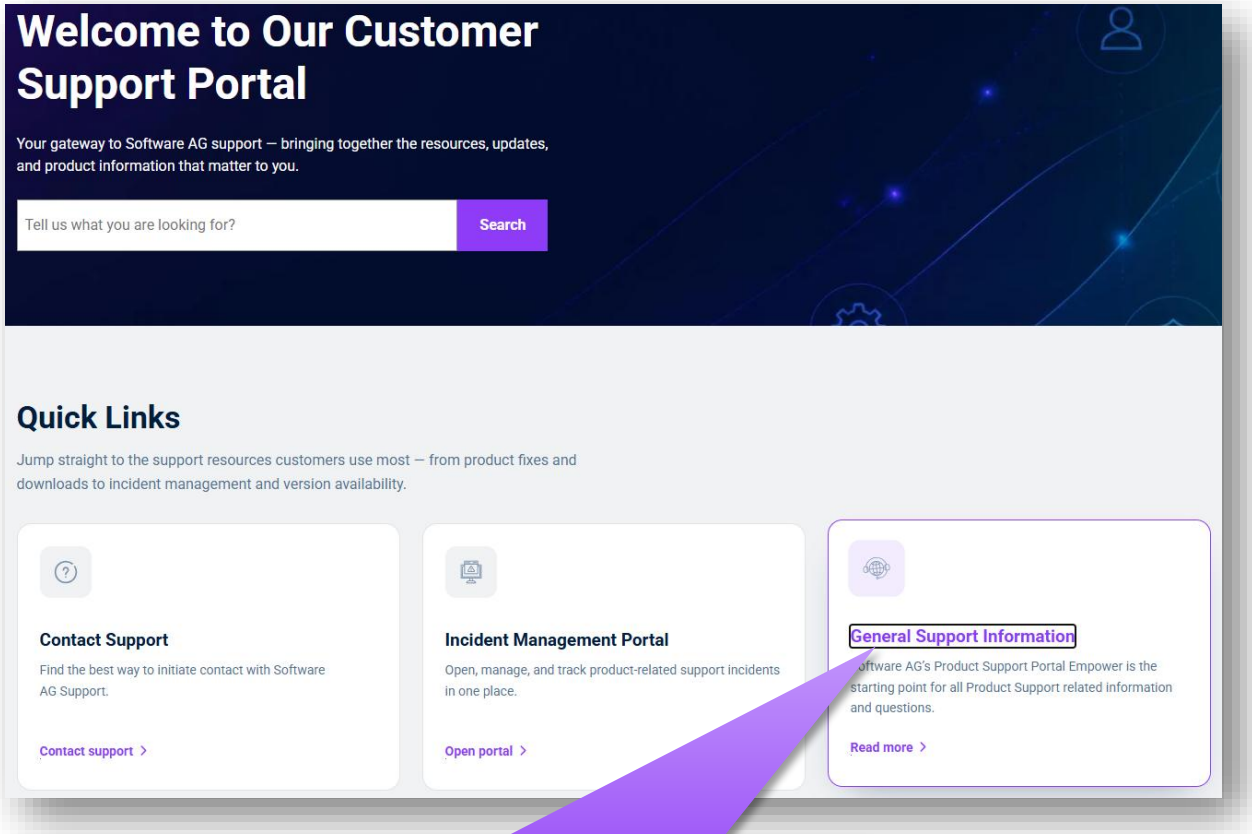
SEARCH FOR KNOWLEDGE BASE ARTICLES

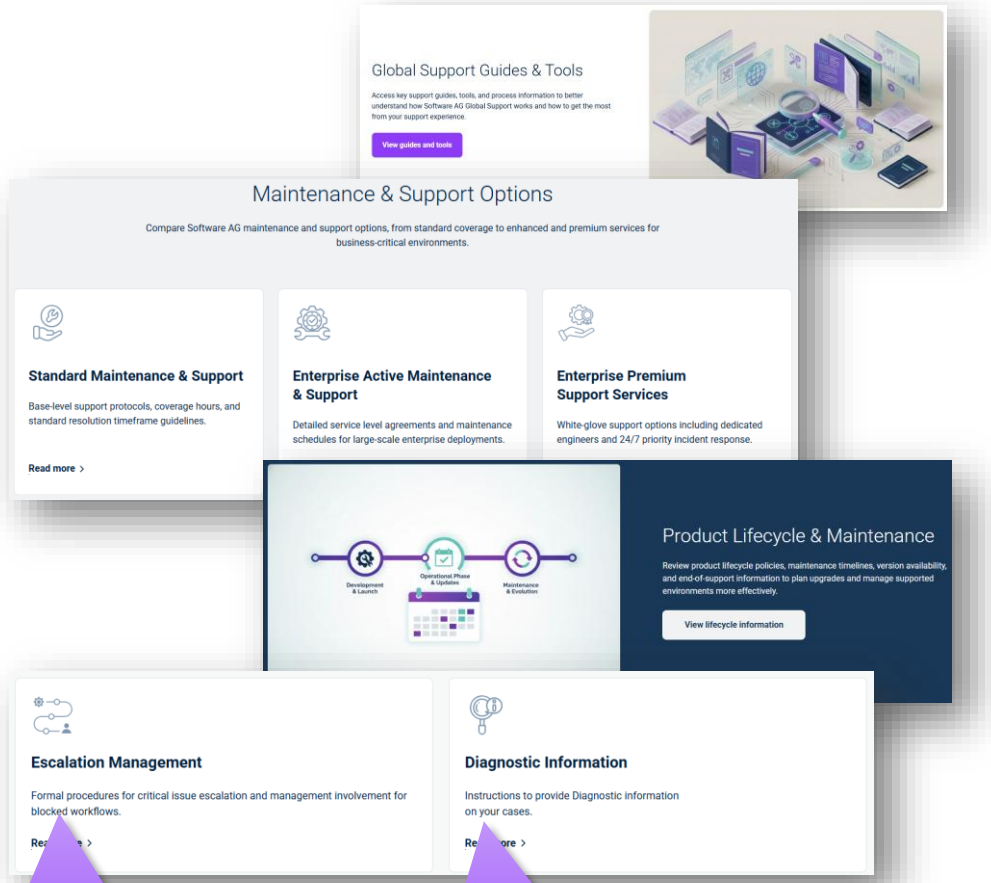


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GENERAL SUPPORT INFORMATION





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

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.

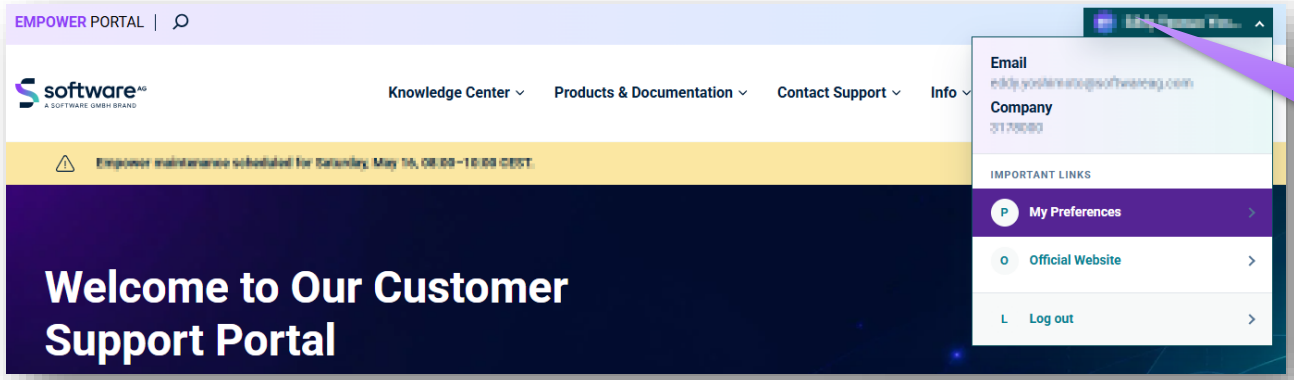
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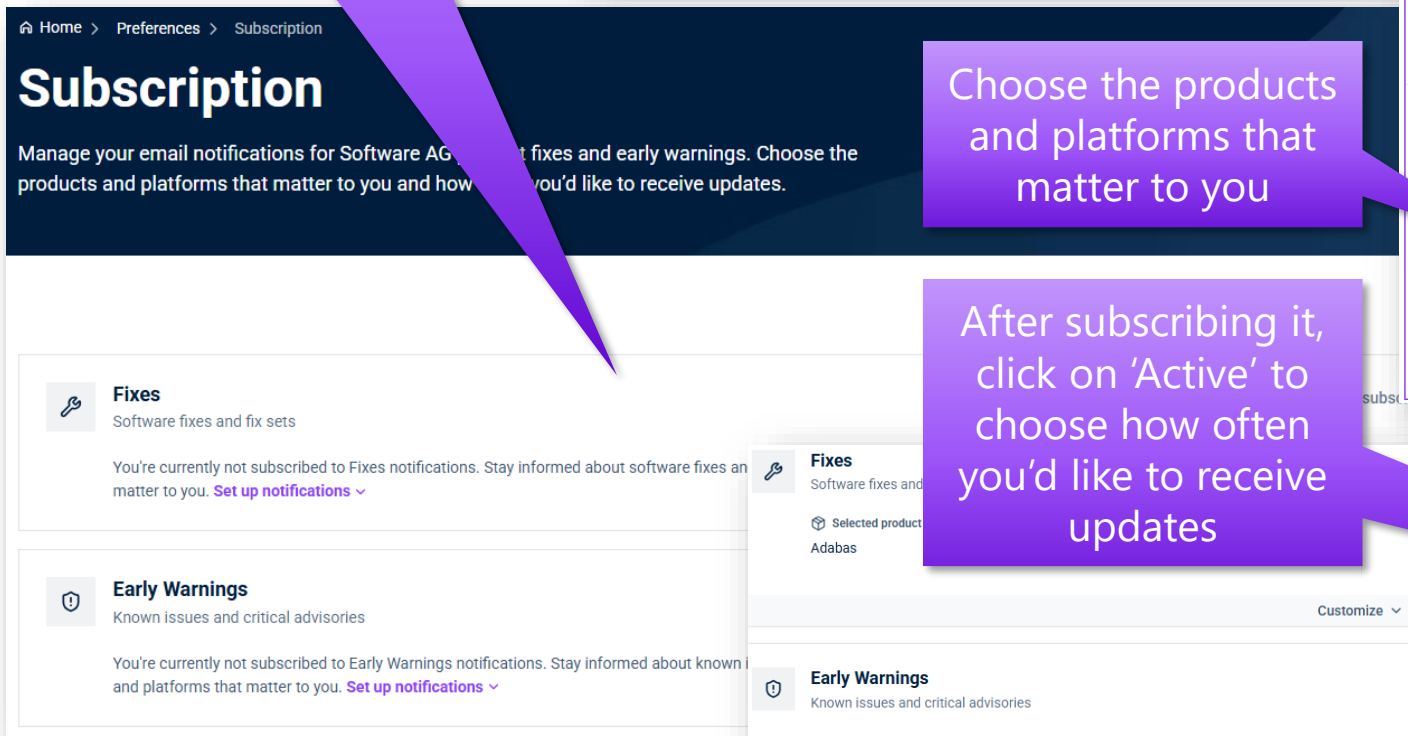
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SUBSCRIPTION

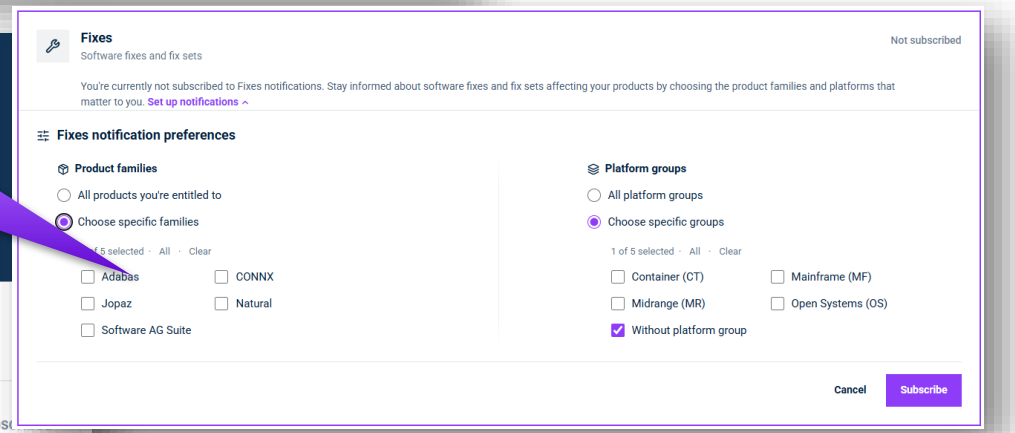
Subscribe to receive notifications for Software AG product fixes and early warnings



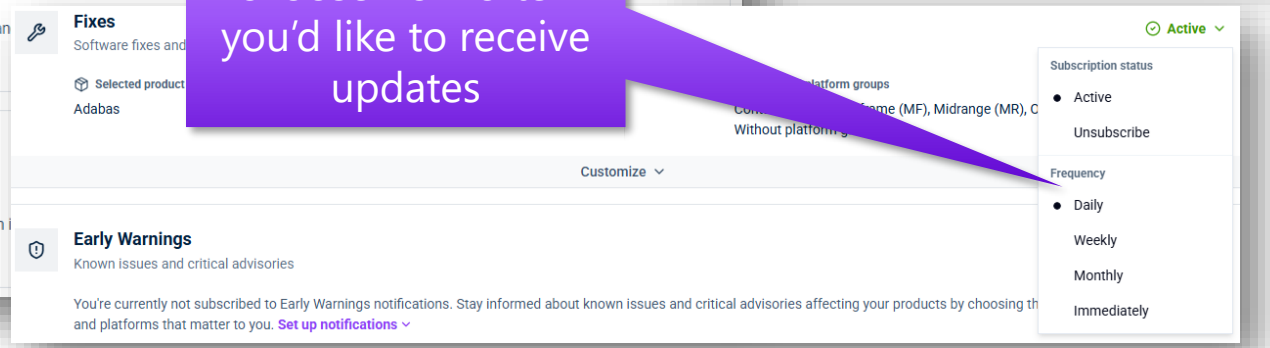
Go to your profile and click on 'My Preferences'



Choose the products and platforms that matter to you



After subscribing it, click on 'Active' to choose how often you'd like to receive updates



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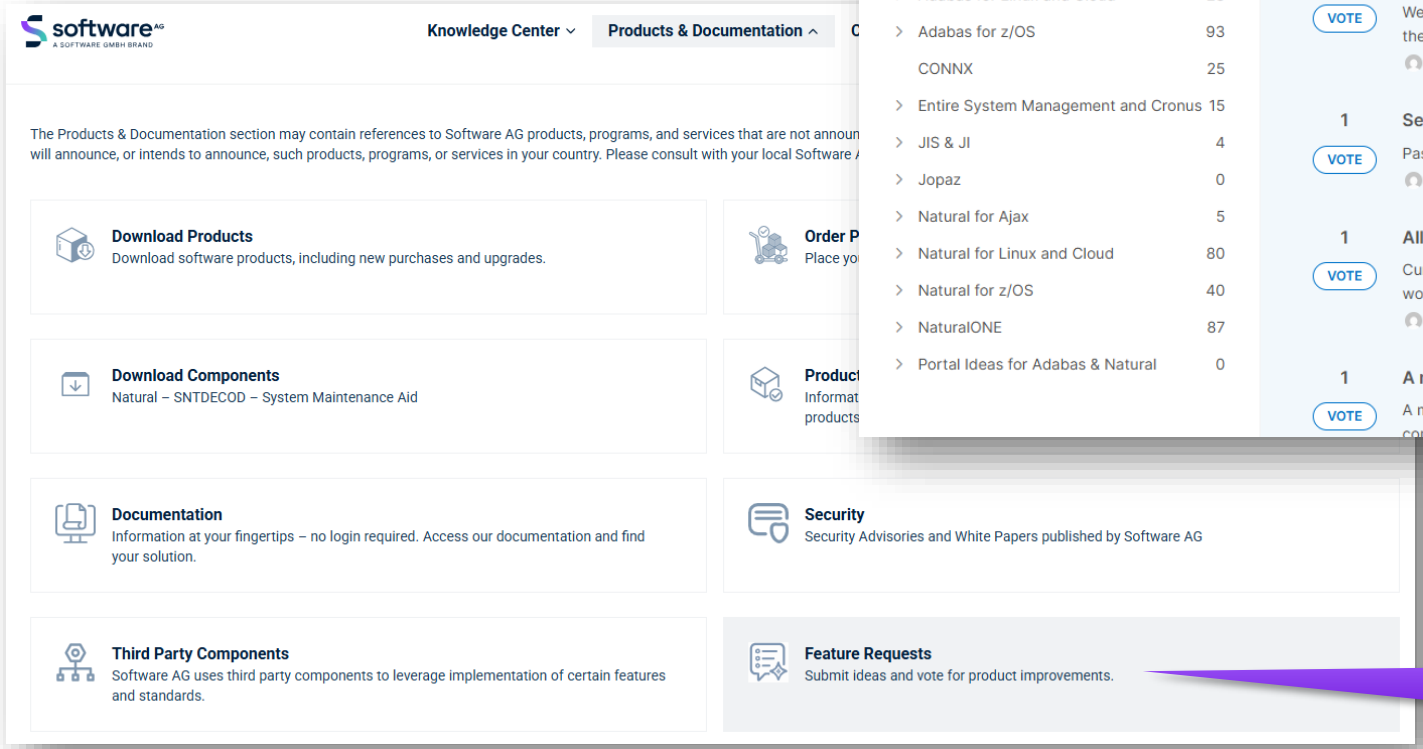
AHA!

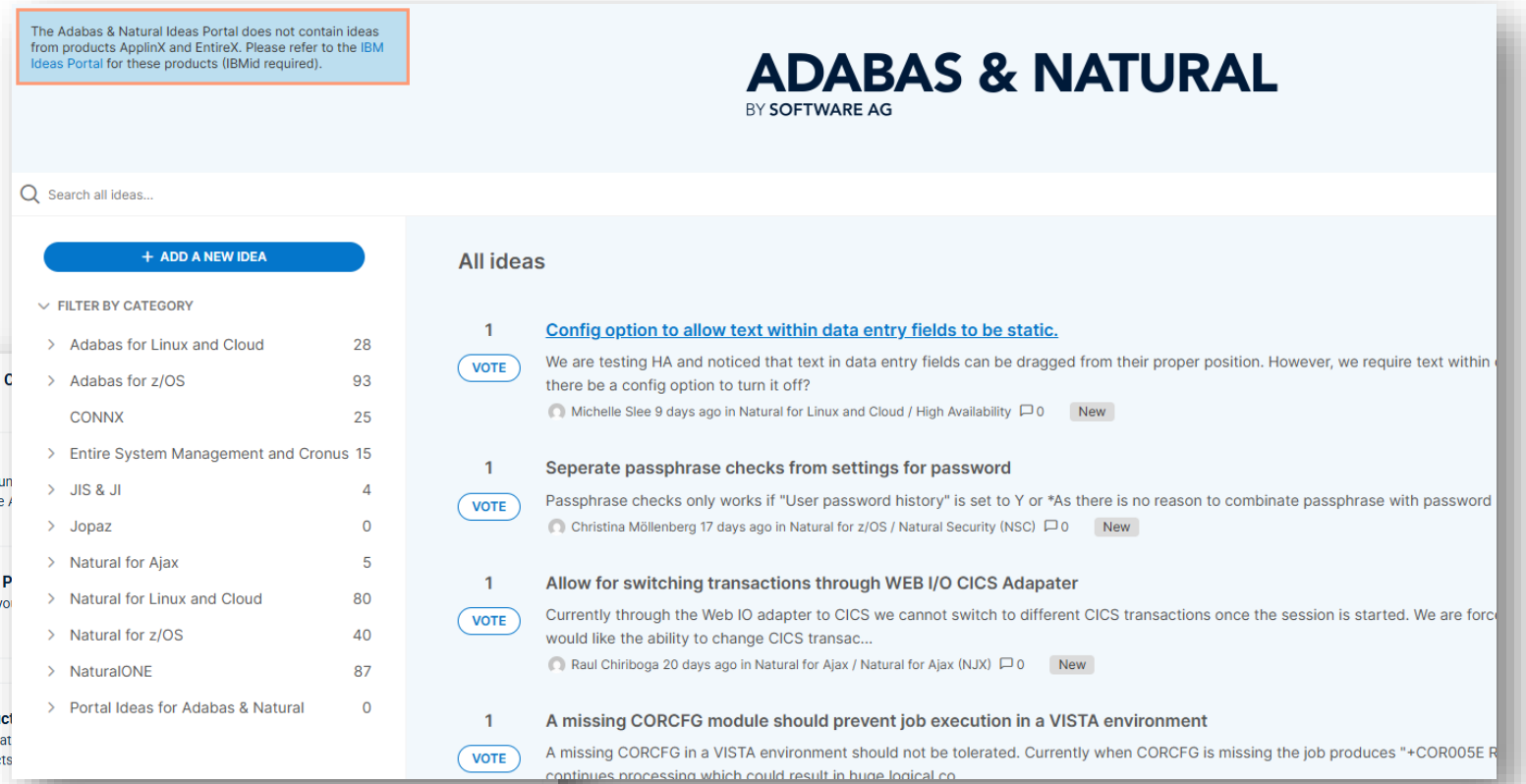
https://adabasnatural.ideas.aha.io/ideas

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FEATURE REQUEST – AHA!





Click on Feature Request from Products & Documentation menu to launch to **AHA! Ideia Portal**.

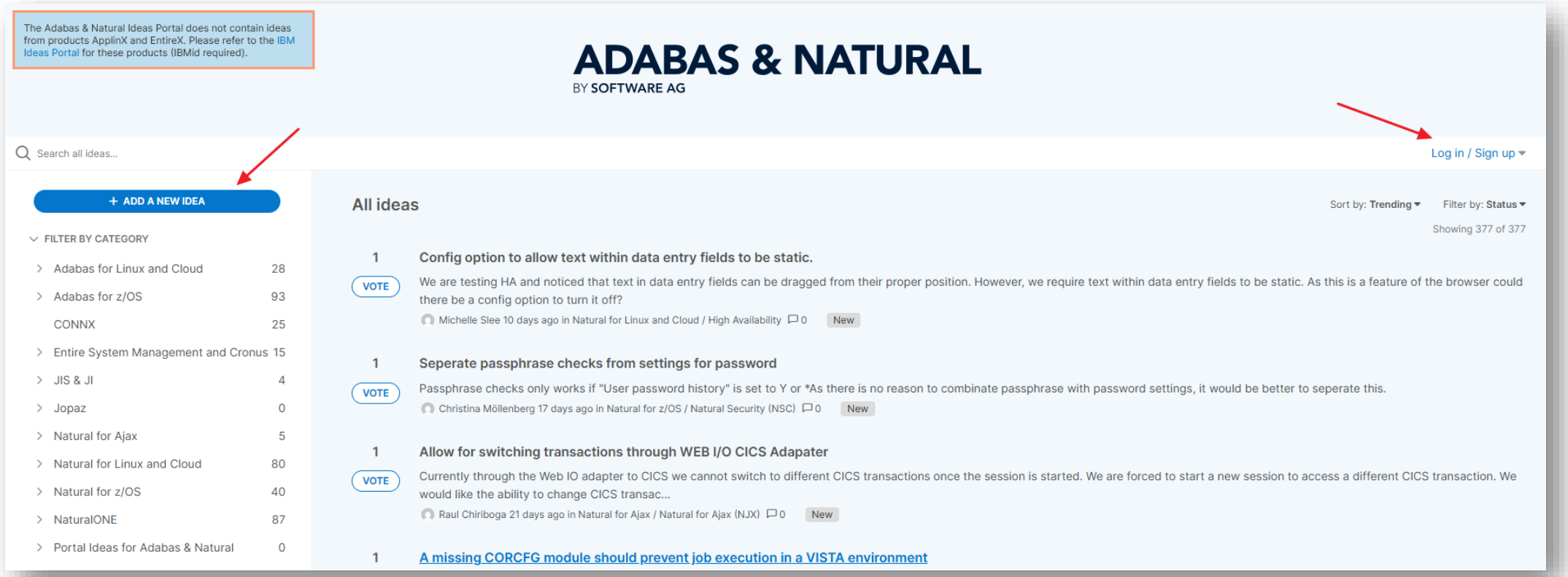
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AHA!

REGISTERING FOR AHA!

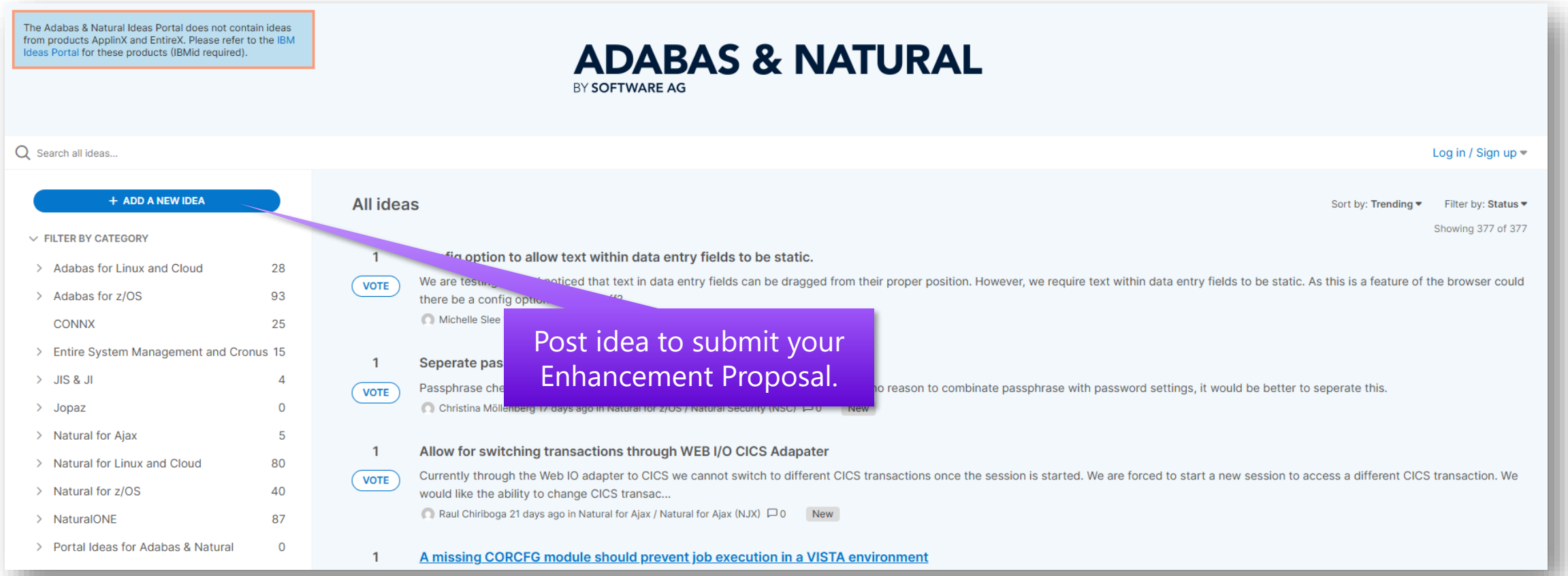
- Click on '**+ ADD A NEW IDEA**' button, or on '**Log in / Sign up**' to register for AHA!.
- You can use your Empower credentials.



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AHA!

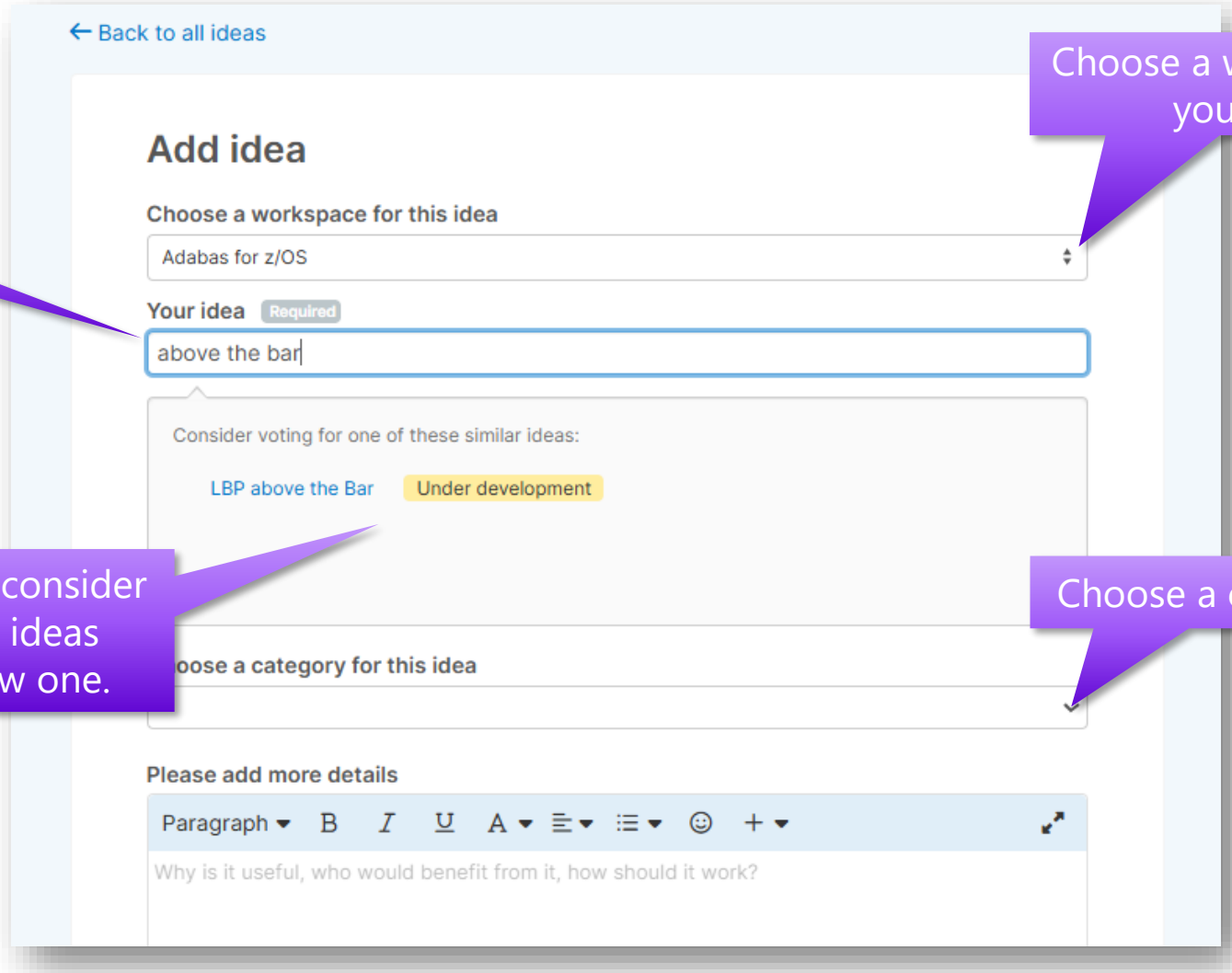
POSTING NEW IDEAS



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AHA!

ADDING IDEA



Give a title for your idea.

Choose a workspace for your idea.

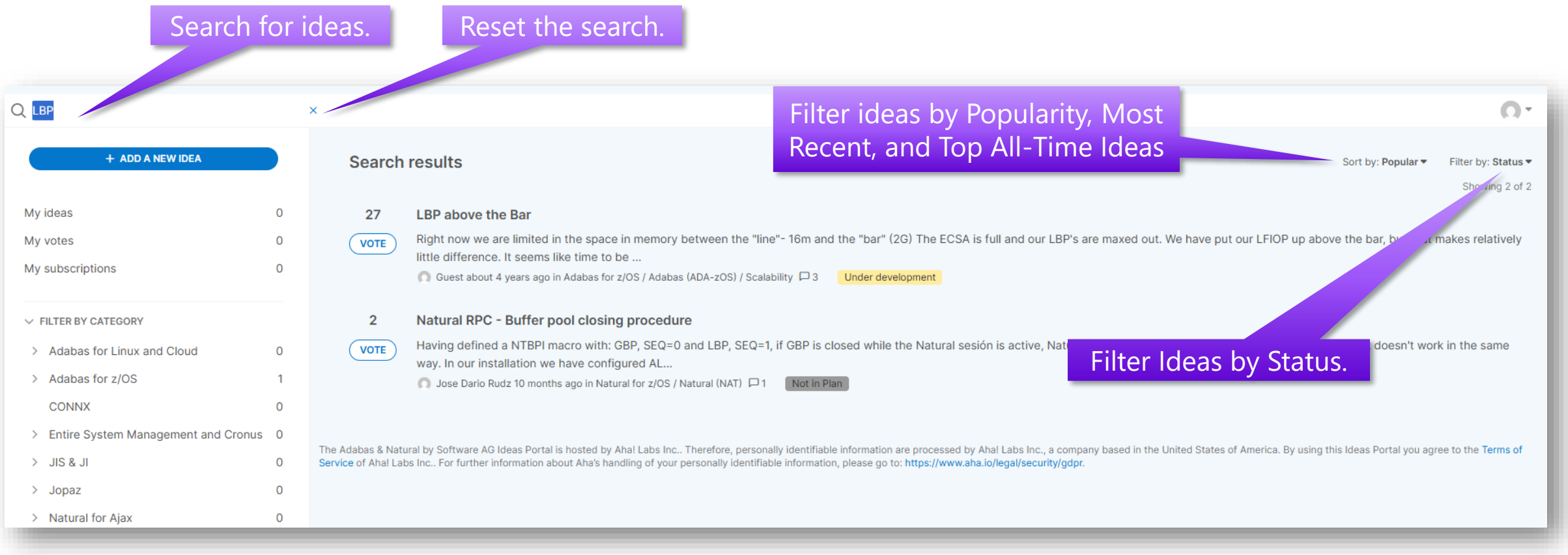
If similar ideas are found, consider voting for one of these ideas instead of creating a new one.

Choose a category.

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AHA!

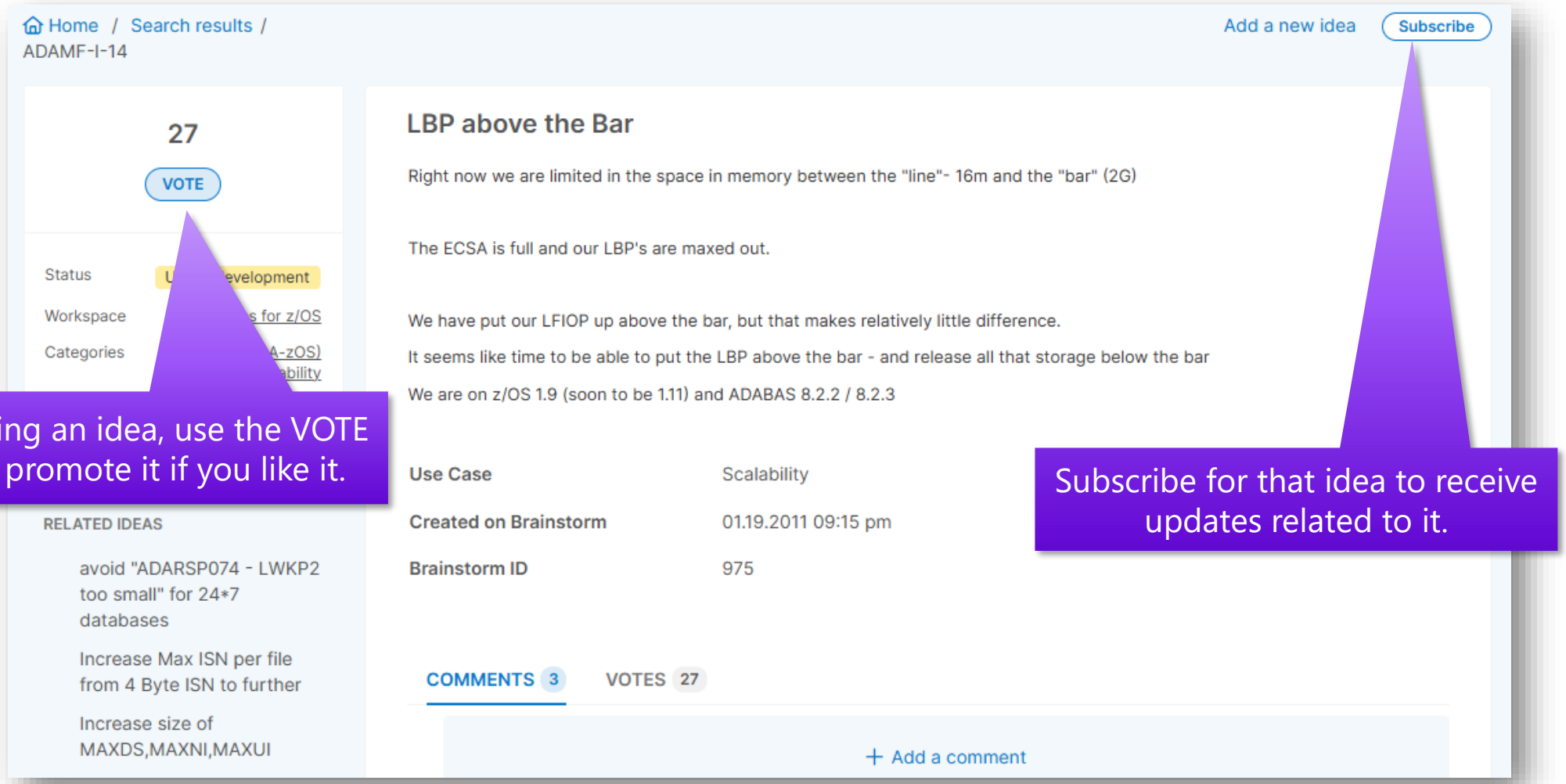
FINDING IDEAS



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AHA!

VOTING ON IDEAS



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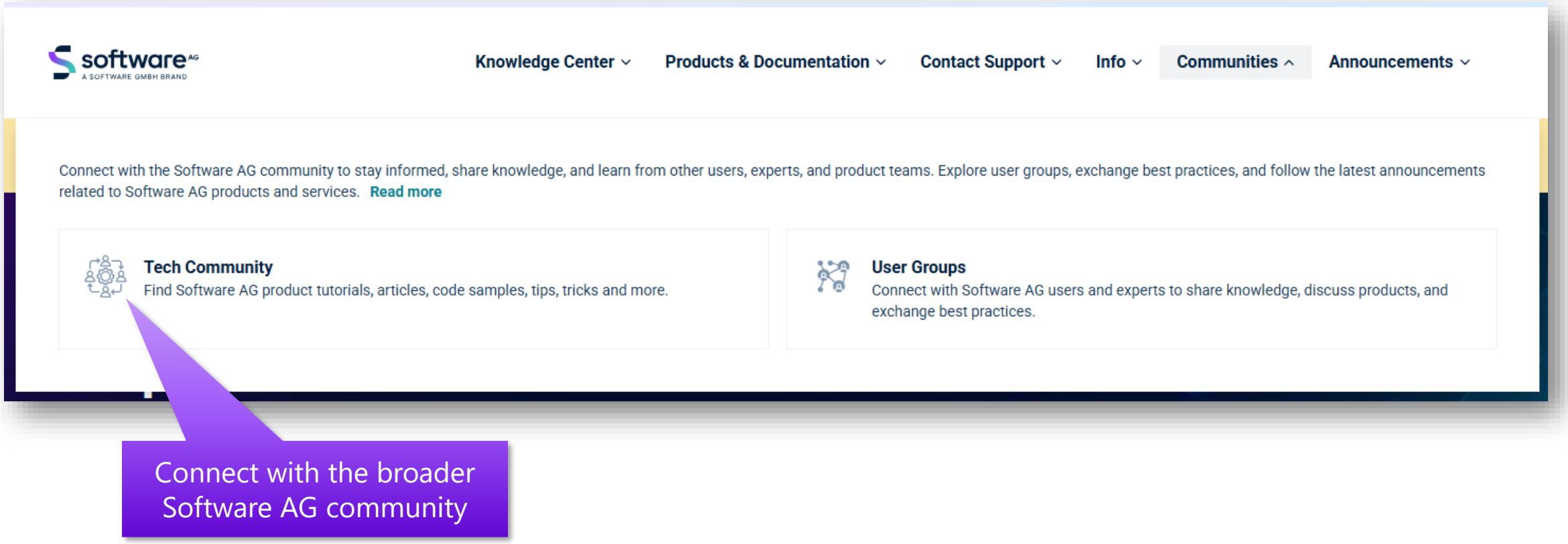
Communities & Community Forums

https://techcommunity.softwareag.com/

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Tech Community

COMMUNITIES & COMMUNITY FORUMS

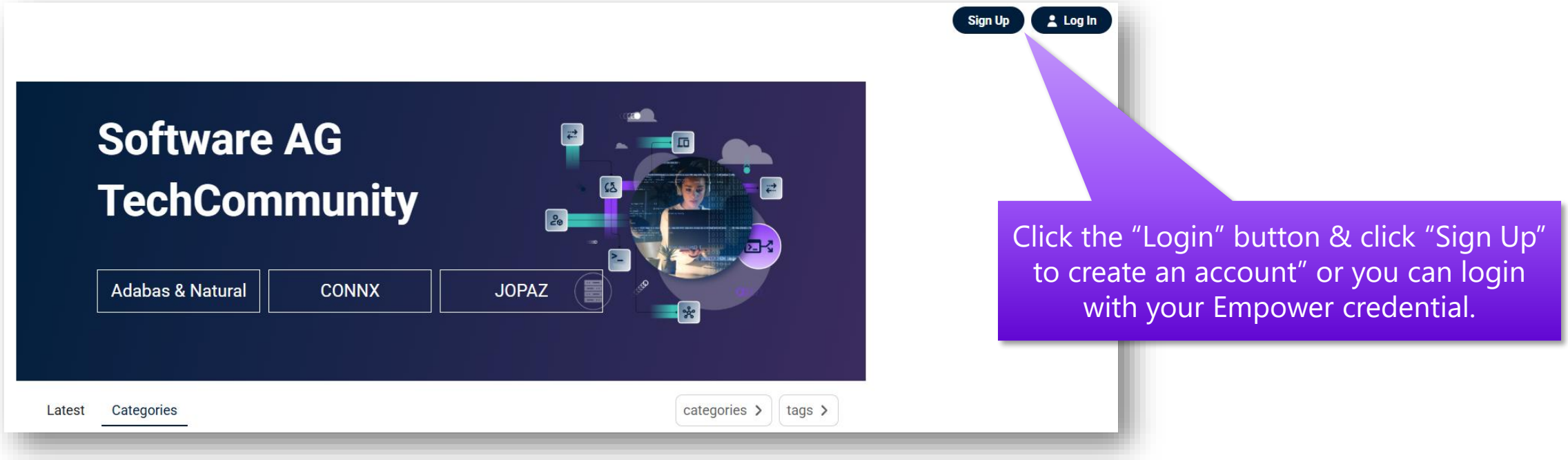


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Tech Community

REGISTERING FOR THE COMMUNITIES AND COMMUNITY FORUMS

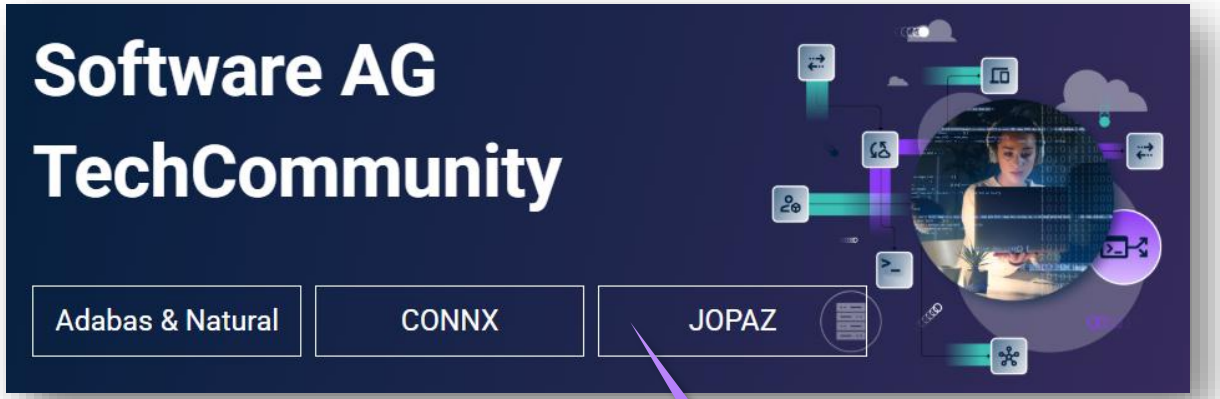
- Our communities and forums enable users to collaborate and share best practices and insights. Organized by product platforms, content and contributions are made by both Software AG experts and customers. You can connect with 57,000 members from more than 100 countries, ask questions, get how-to advice, learn about user solutions and workarounds, collaborate on wikis and much more. You can find the latest product documentation, product news and release announcements, as well as periodic community magazines and newsletters.

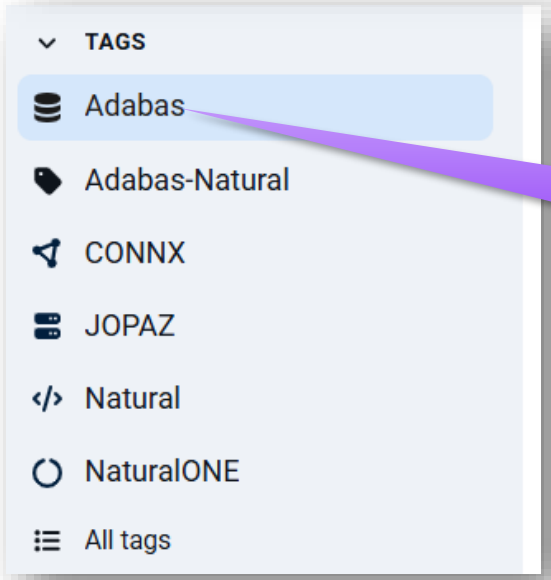


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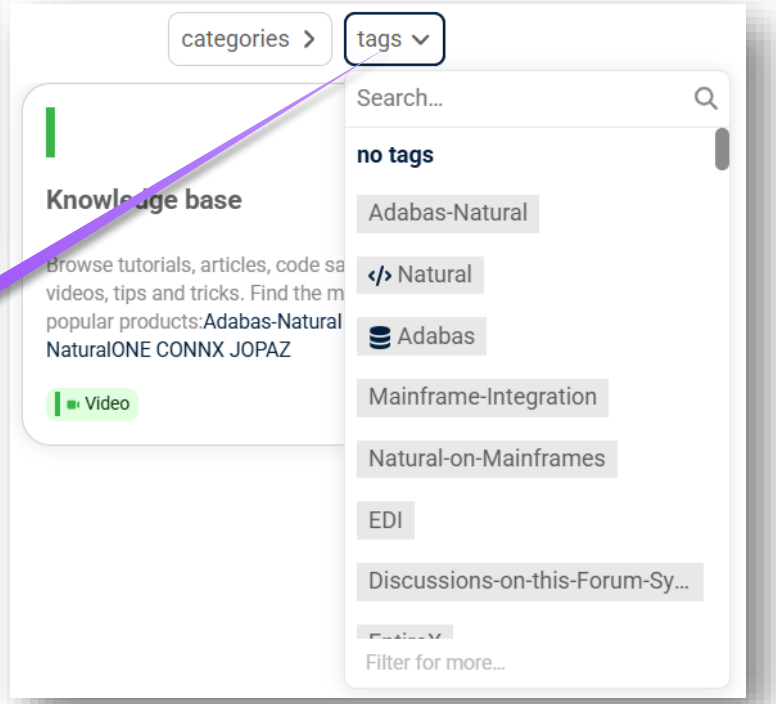
Tech Community

PRODUCT COMMUNITIES





Use the tags for specific product communities.

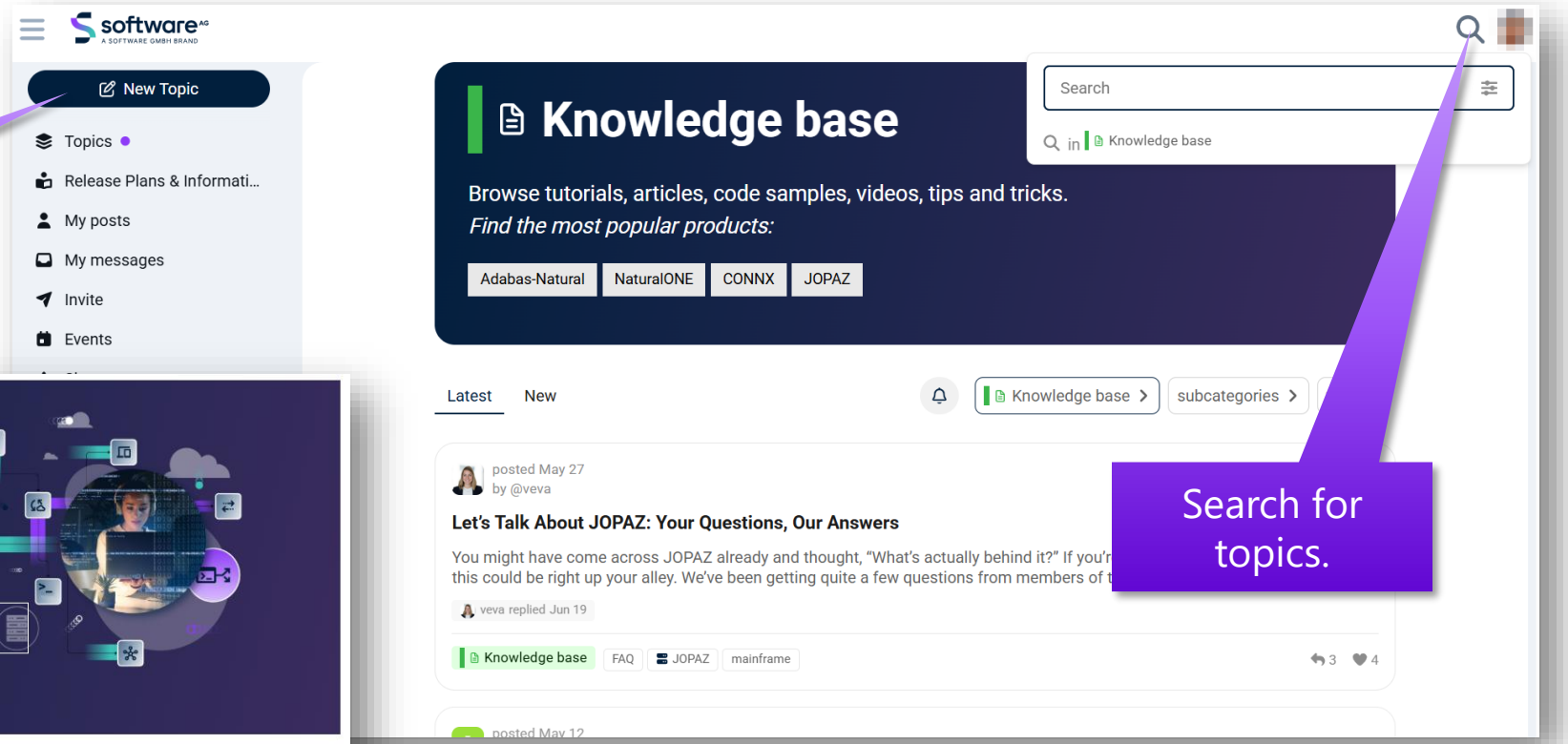


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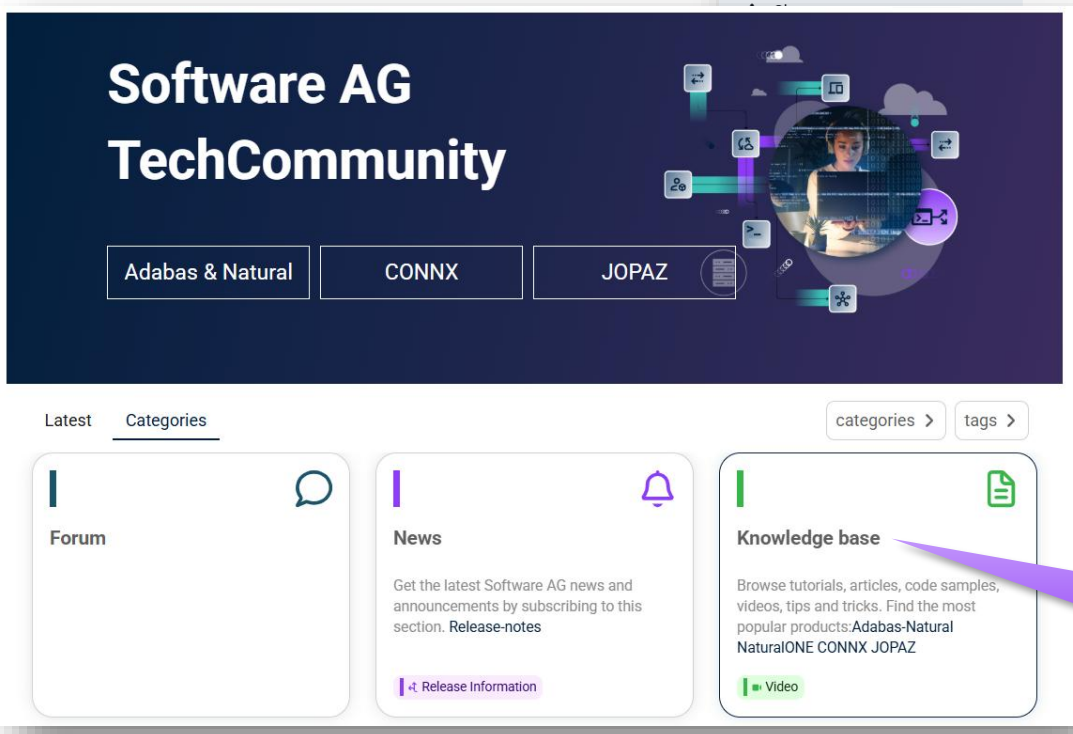
Tech Community

KNOWLEDGE BASE

Create new topics (login required).



Search for topics.

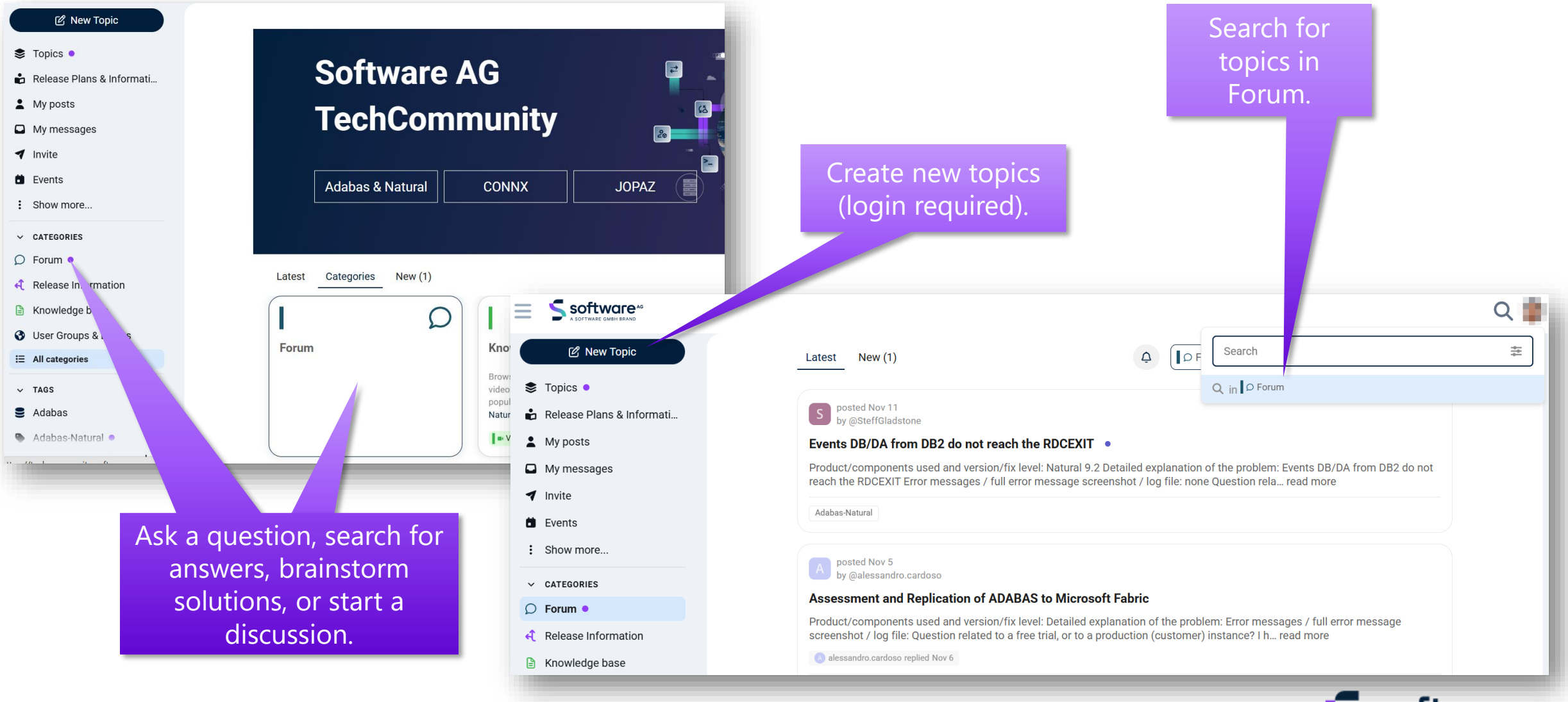


Browse tutorials, articles, code samples, videos, tips and tricks.

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Tech Community

TECH FORUM

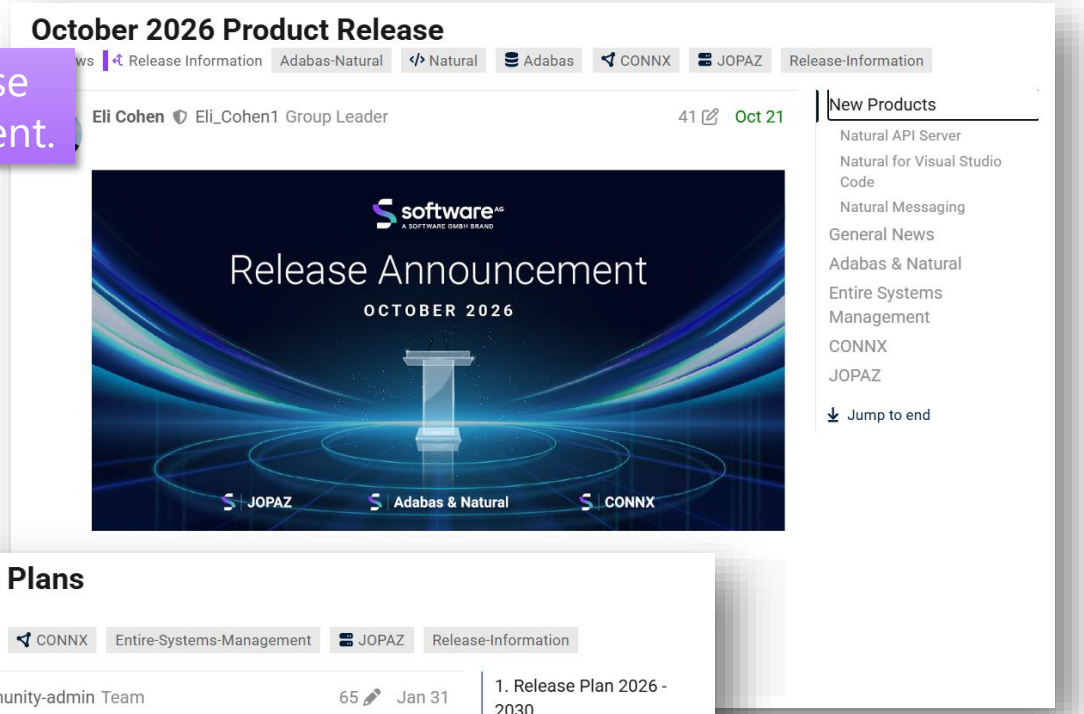


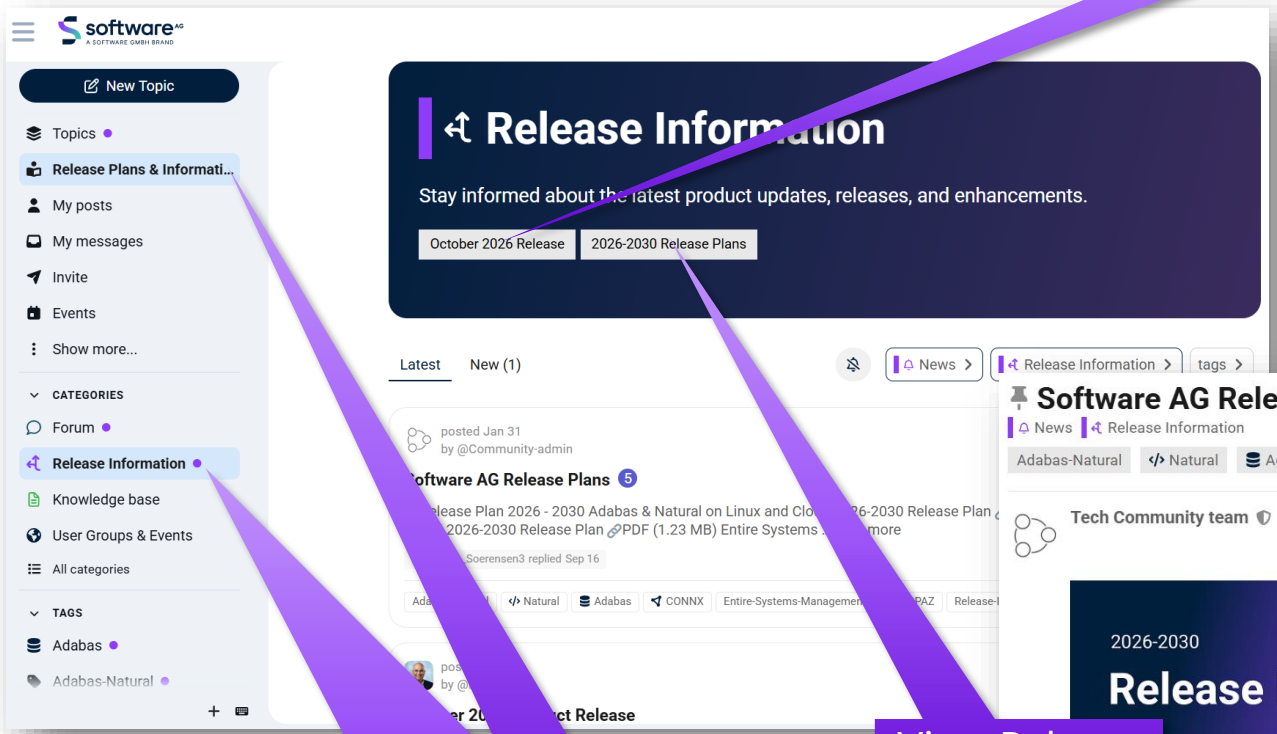
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Tech Community

RELEASE INFORMATION

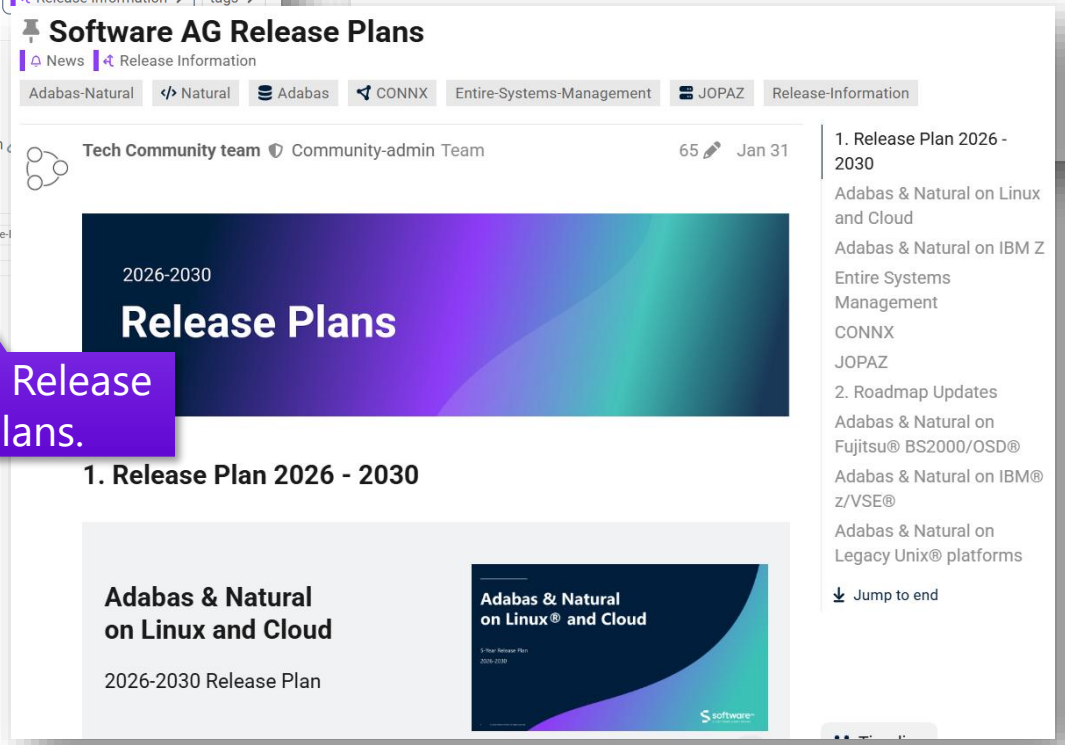
View Release Announcement.





Stay informed about the latest product updates, releases, and enhancements.

View Release Plans.

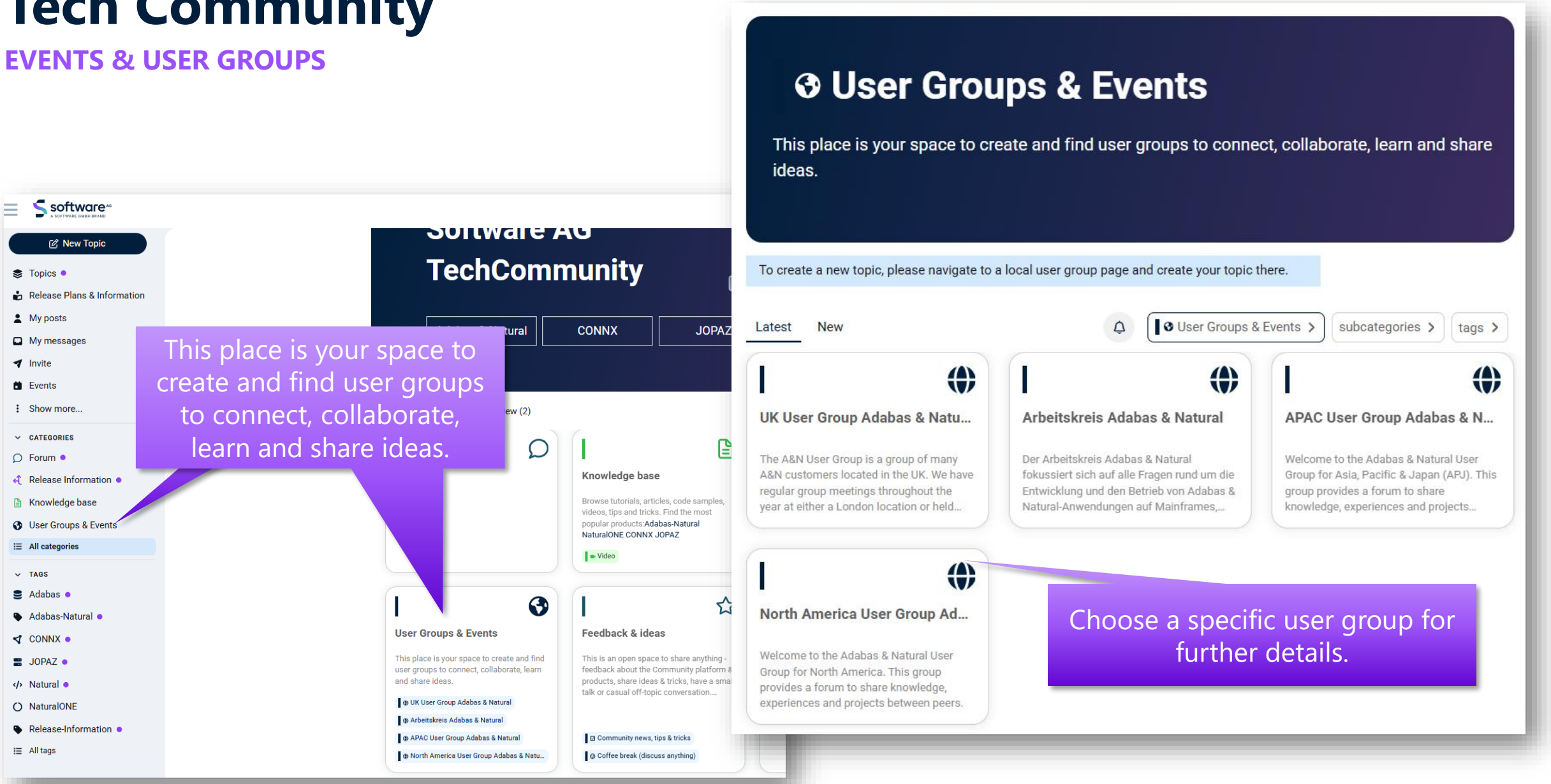


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Tech Community

EVENTS & USER GROUPS



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