software AG
A SOFTWARE GMBH BRAND

GUIDE

Get started with Software AG

Quick-start guide

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How to get started

If you have purchased one of our on-premise products, our logistics team will send your product license keys, download information and installation instructions via email. In order to download your products, you'll need to access **Empower Portal.**

Whether using our product on prem or in the cloud, the **Empower Portal** is the hub for Software AG information. The portal will provide access to these key areas:

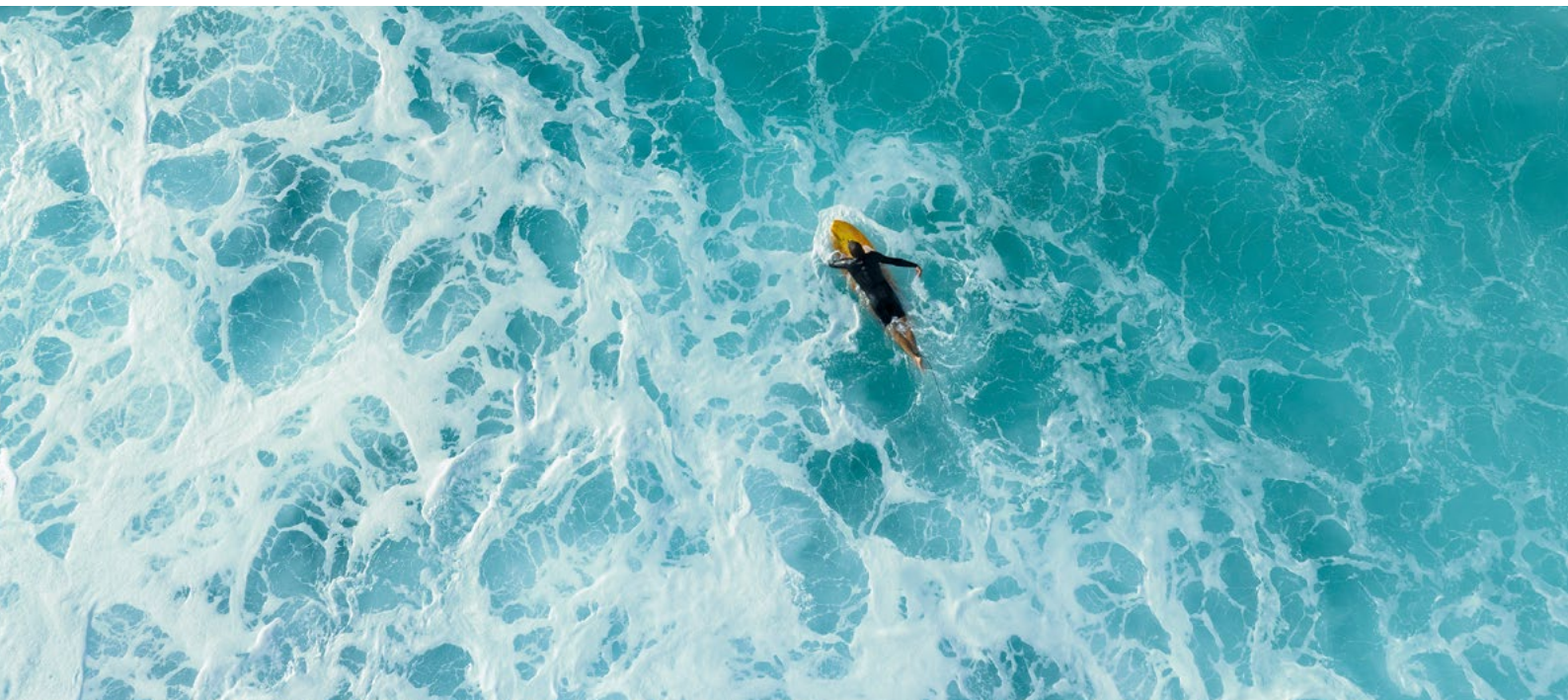
- Online Support Services
- Product Information
- Product Downloads
- Product Fixes
- Knowledge Center
- Discussion Forum
- Feature Requests

To register send an email to **empower@softwareag.com**

Please include:

- Full name
- Business email address
- Customer number
- Company name
- Product line
- Business phone and cell
- Your timezone
- User type of Customer

Support will respond as soon as possible with confirmation of your account.



How to solve a problem

We're here to ensure your success! When you encounter a problem, Global Support can help you get to the root of the problem. You can start by looking directly in Empower to see if this is a known issue with a known solution.

In Empower, you can:



Download product documentation, updates and fixes

Browse Early Warnings/Critical Alerts

Find tips and answers to your technical questions

Search the Knowledge Base and view resolution abstracts

Subscribe to alerts and notifications

>>> If you have a **CRISIS SITUATION**, you can reach Global Support by opening a Crisis incident via the **Incident Management Portal** to immediately alert our team, and/or call our **24/7 support number.**

When you open an incident via the Incident Management Portal or call into Global Support to open an incident have the following information ready:

PHONE ONLY:

Your name, the organization that needs assistance, email and phone number
Note: we can only respond to support incidents from an Authorized Technical Contact for your organization. These contacts are defined when you purchase your Software AG solution.

Incident Management Portal and Phone:

- Software AG products and version numbers & Installed service packs and fixes
- Third-party products and version numbers
- Hardware platform and operating system
- Severity of impact
- Description of the Support Incident & any related Support Incidents number(s)

In order to respond to an open Support Incident, you can either update it via Empower, or you can simply respond to the emails you will receive from the Global Support Engineer in charge. Please do not make any modifications to the subject line of this email.

How to learn, share and network with others

Be inspired. Be inspiring.

We have multiple channels that allow you to connect with other Software AG experts and users to learn and share information and showcase your own achievements, innovations and best practices.



Communities and 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 members from around the world, 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.

While most of the content is public, selected content and participation activities require a membership. Anyone can join and participate immediately simply by providing their email address. The great thing is that your Empower ID works on these channels as well.



User groups

By joining a **user group** you can share ideas and experiences, discuss technology issues, and connect directly with Software AG experts. We support both international and local user groups, which have established themselves as independent customer panels.

By participating in a user group, you can:

- Learn about upcoming Software AG product developments – often before the information is public
- Connect with peers from around the globe
- Discuss and vote on product changes and enhancements
- Connect directly with Software AG experts at the annual International User Groups conference.

How to get help getting started

Navigating today's complex IT landscape takes more than just the right tools. It takes the right partner. From strategizing and planning to building, implementing, and managing your solution, Software AG Professional Services is with you every step of the way. Whether you need a comprehensive upgrade or staff augmentation, trust the experts who understand your technology inside and out to guide your success.

Our consultants bring deep knowledge of Software AG products and more than 50 years of experience supporting complex, mission-critical environments. With a proven track record of delivering quality, reliable, and sustainable solutions, we help organizations maximize the value of their software investments today and well into the future. Find out more about Software AG Professional Services **here**.

How to get product training

Build the skills you need to get more from Software AG solutions. Whether you're identifying ways to solve a business challenge, learning how to put a solution to work, building advanced technical expertise, or keeping up with what's new, you'll find learning designed for each stage.

Self-paced learning is available at no charge to anyone interested in building Software AG skills—whether you're a student, an experienced professional, or simply looking to expand your technical expertise. Instructor-led and hands-on learning are also available for those who want more guided or in-depth training.

Ready to get started? Explore available learning in **Software AG | Learn**.

Take the next step

For more information visit **SoftwareAG.com** and follow on **Linkedin** and **X**.

Learn more at **www.SoftwareAG.com**. Follow us on **LinkedIn**.

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