



TIBCO Nimbus[®]

Quick Start Guide

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Table of Contents

- Introduction 3
 - Target Audience 3
 - About the Quick Start Guide 3
 - About TIBCO Nimbus 3
- Principles of Mapping 4
- Process Mapping Tips 6
- Creating Diagrams 7
 - Activities 7
 - Flow Lines 8
 - Free Text 10
 - Images 10
 - Resources (Roles) 11
 - Diagram Links 12
 - Formatting Diagrams 13
 - Working with Objects 15
 - Supporting Information 16
 - Diagram Levels 18
- Managing Content 20
- TIBCO Nimbus Support 22
 - Contact Details 22
- Legal and Third-Party Notices 23

Target Audience

The intended audience for this Quick Start Guide is the TIBCO Nimbus® customers who are licensed Authors and are preparing to create process maps.

About the Quick Start Guide

This purpose of this guide is to assist new Process Authors in gaining a basic understanding of how to map processes in Nimbus®. It is not intended as a full user guide as Nimbus® has a great deal of functionality that may or may not be used, depending upon the requirements of an organization. Full instructions on using all of the functionality of Nimbus® is covered in the *TIBCO Nimbus® User Guide*.

About TIBCO Nimbus®

Nimbus® is a business application for process documentation. By presenting an easy-to-understand visualization of how people, processes, and systems should interact, it enables communication and simplification of processes to improve how businesses operate.

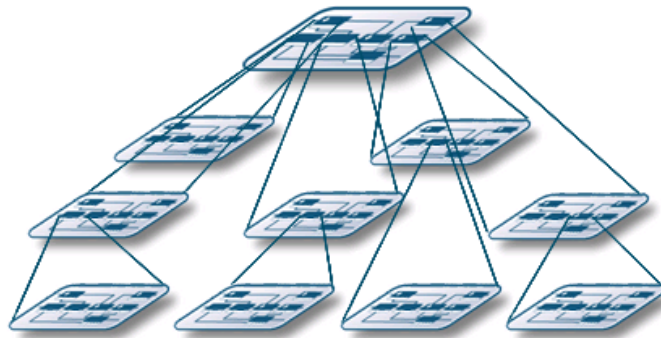
Maps are a collection of diagrams created by authors. A map is initially created as a draft until it is promoted to a master. Maps may also comprise a number of scenarios. Access rights can be assigned to individual users and groups, allowing or preventing access to an entire map or parts of a map. Continuous improvement of business processes is achieved through a number of collaborative features. Acknowledgement requests ensure users are aware of process content that affects their roles. Reviews ensure that content is kept up-to-date. Feedback and change requests allow users to suggest improvements. Users can also be notified when content changes through the use of subscriptions.

Statement sets are a hierarchical set of regulatory and auditable statements that ensure compliance to specific business and legal requirements, such as ISO 9001, 27001, CMMi, internal company policies, etc. Statements can be linked to activities that are related to compliance and governance.

Principles of Mapping

Principles of Process Mapping

Nimbus® enables the capture and management of business processes within an enterprise. The best practice approach is to map hierarchically as illustrated in the diagram below. At the top level you have a representation of the overall Enterprise. The core business processes and supporting business processes can be simplified down to a single diagram. For some customers the logical top level is actually a representation of the organization's strategy, from which the required business processes cascade. That is an equally valid approach.



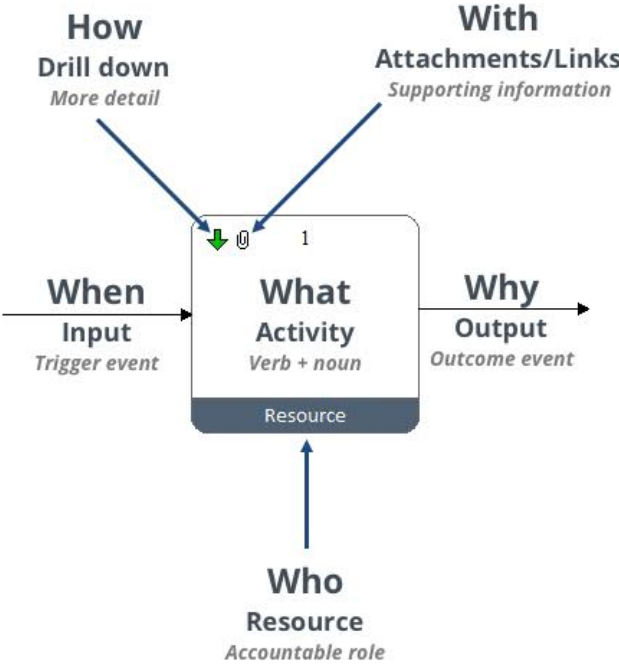
Hierarchically Structured

A map represents the entire scope of the area in question (be that the enterprise, division or department). The map is a collection of inter-related process diagrams, organized hierarchically. Diagrams are built from a collection of inter-related Activities. Activities can be explored in more detail by creating a drill down to a lower-level diagram. Supporting information, in a number of different formats, can be associated with diagrams through attachments and links.

Activities

Activities describe how to undertake a particular step in a process. For each activity you have a resource, one or more inputs and outputs and often supporting information to assist users.

- **Resources** are the people (roles), department, company or system that is responsible for undertaking a particular activity.
- **Drill downs** provide links to lower-level diagrams that describe a specific activity in more detail.
- **Inputs** initiate an activity and are usually events or scheduled entries.
- **Outputs** describe the result of undertaking an activity and may form the input of the next activity, or link to another process diagram.
- **Attachments/links** provide links to related documents, diagrams or any file or application that supports a particular process.
- **Measures** display metrics associated with a particular activity and these can be linked to third-party systems.



Process Mapping Tips

Process Mapping Tips

To measure the success of a process map is to measure the level of user adoption. Users are key when creating process diagrams and a users perspective should always be considered. Diagrams that look good are easy to follow and provide the target audience with enough information to undertake a particular process with no ambiguity. The following gives you a few basic pointers to consider when creating your process diagrams.

Map from the top level down

Processes should be created from the top level (corporate level) down.

Map activities as Verb + Noun

Activities should be described with a verb and noun, in other words **do this** (action) **to this** (object). For example, **Update** (action) **Employee record** (object).

Create a corporate 'look and feel'

Corporate colors improve process adoption. Note that in corporate installations, templates and style sheets will be provided for you.

Use the 'Assume it works' principle

When you're first mapping out a process, work on the assumption that it works. You can return to handle any process exceptions at a later stage, once the process has been mapped out.

Tidy 'loose ends'

All outcomes (outputs) of an activity should be described and either linked to another activity or to a related process diagram (via a flow-line link).

Create tidy diagrams

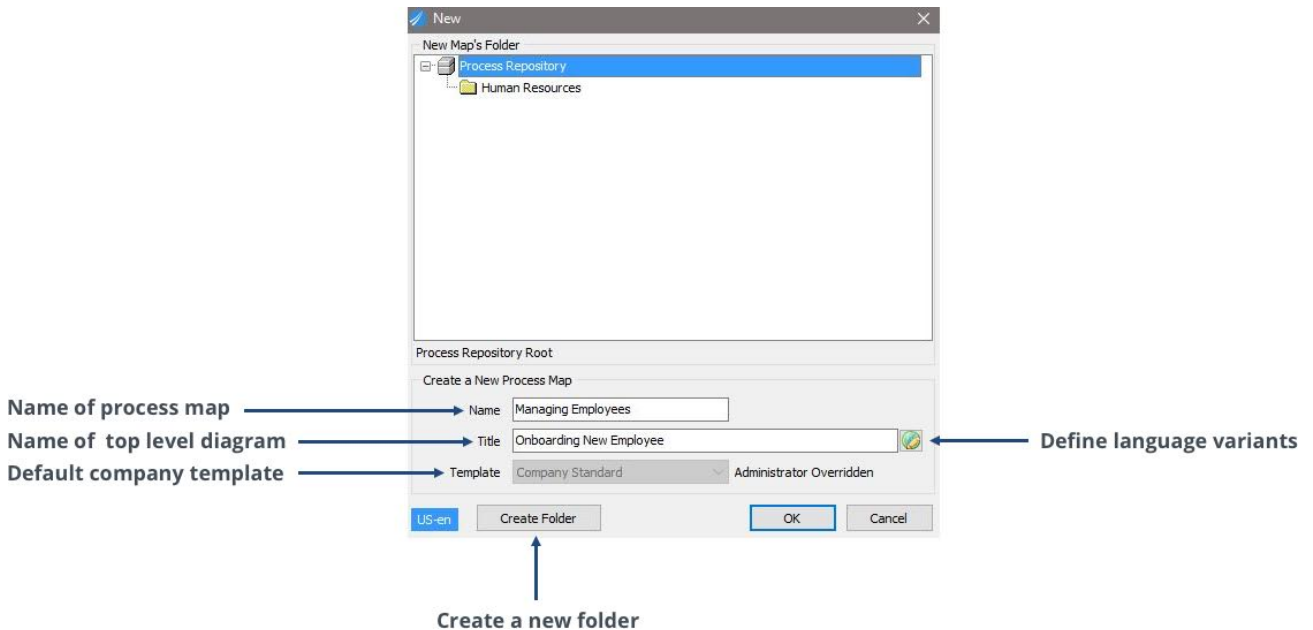
Always consider the appearance of diagrams from a user's perspective. If a diagram is too cluttered, consider sending some of the detail to child diagrams.

Check diagrams are readable

Diagrams must be readable to users who zoom to fit. The screen resolution of a user's monitor may differ but you can check the appearance of diagrams at different resolutions in both the Author Client and Web Client – from the **Window** menu choose **Simulate** and then choose a resolution. Resolutions include 640x480, 800x600, and 1024x768.

Creating Diagrams

Authors with the correct permissions can create new maps. From the **File** menu choose **New** and then enter the details, such as the name, title and then choose a template if applicable.



Templates

Templates standardize the look and feel of process maps. Creating and editing map templates is usually an administrator function only. At least one template will have been defined for use; if multiple templates exist then apply the appropriate one to your diagram(s).

To apply a template to an existing scope of diagrams:

1. From the **Map** menu choose **Templates**.
2. Select the template that you want to apply, then click **Apply**.
3. Choose the scope of diagrams to apply the template to, then click **OK**.

Start Designing

Diagrams define a specific process at a particular level, hierarchically ordered to form a process map. The drawing toolbar is used to access the tools for creating diagrams. If the drawing toolbar is not displayed then from the **View** menu choose **Toolbars & Panels**. On the Toolbars tab select the **Diagram Button Bar** check box.

Activities

An activity is a process event that is initiated by an input or an output and involves a verb (action) and a noun (person, place, thing, event, substance or quality). For example, 'Induct new employee'.

Creating Diagrams

To create an activity:

1. On the Drawing Toolbar click **Draw Activity** to access the Drawing mode. Your cursor will turn to crosshairs.
2. Hold the left mouse button down and draw the activity. Don't worry about alignment, position or size at this point as these can be adjusted later.
3. In the Text box enter the description of the activity, then click **OK**. Remember, where applicable, Verb + Noun.

Hint: If you're creating multiple activities in one go, you may find it useful to prevent the Text box appearing after creating each activity. To turn this option off select **Tools > Users > Preferences**, then deselect **Enter text immediately when new activity created**. To edit the text of an activity, simply double-click the activity and modify the text, as required.

Note: Once you have drawn an activity you will remain in Drawing mode. To create an activity of the same size as the previous activity, left-click in any space on the diagram. When you are finished drawing activities, right-click anywhere on the diagram to exit Drawing mode.

Automatically-generated Activities

Activities can be automatically generated by selecting **Diagram > Auto Generate Activities**. Select the shape of the activity, the number of activities required and the layout, then click **OK**.

Flow Charts

If you are using Nimbus® to create a flow chart then you can use a range of alternative flow-chart shapes. To display the Flowchart Shapes toolbar, choose **View > Toolbars & Panels**, and then select the **Flowchart Shapes Button Bar** check box. Please note that this option may have been disabled if your company has decided to limit the shapes palette in order to improve the readability of diagrams for users.

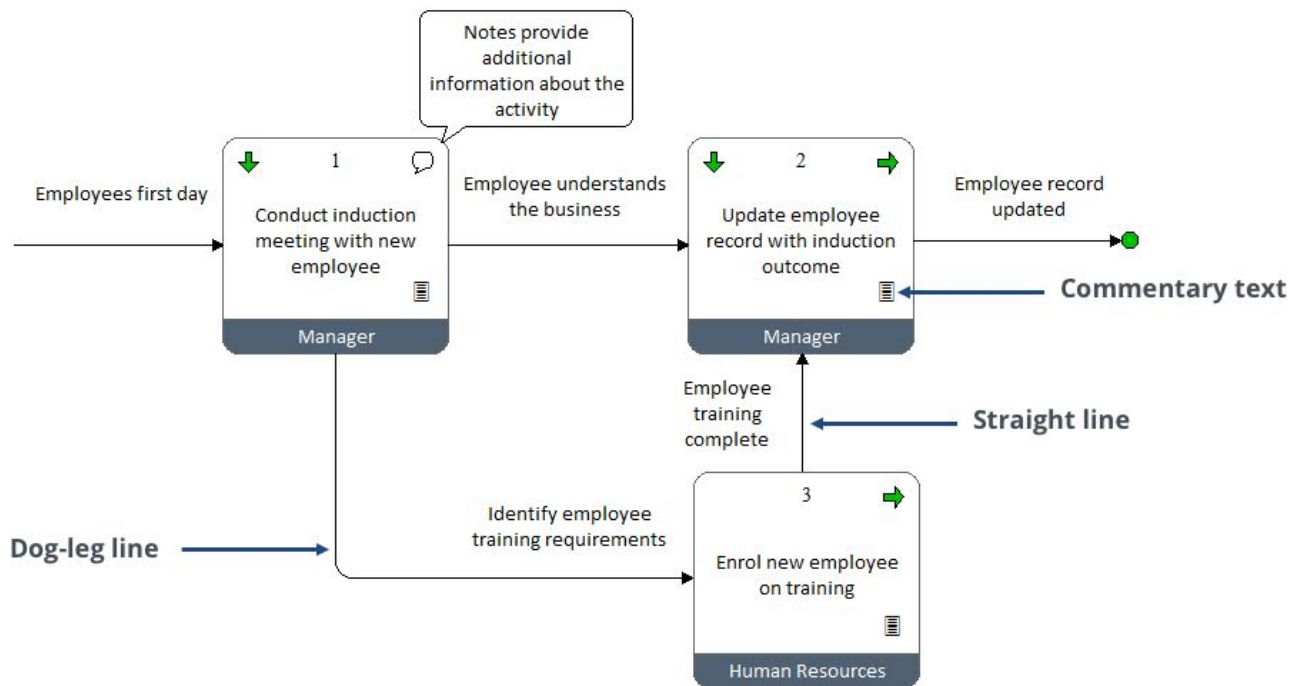
Activity IDs

Each activity is assigned a unique ID number; the first activity that is created will be assigned as '1', the second activity '2', and so on. Activity IDs are useful as they clearly show the sequence of activities to users. To toggle the display of activity IDs on or off, choose **Map > Toggle IDs**, and then select the relevant check box. If an activity is moved within a diagram you can reset the ID sequence by choosing **Diagram > Reset ID Numbers**.

Flow Lines

Flow lines form the inputs (triggers) and outputs (outcomes) of activities. For example, an activity described as 'Managing Employees' might be triggered by 'Employee's first day', which forms the input. The output might be 'Employee Understands the Business', which is the outcome of the meeting.

There are two forms of flow lines; **straight lines** and **dog-leg lines**. Straight flow lines connect parallel, i.e. aligned, activities, whereas dog-leg flow lines connect two activities that are not aligned.



To draw a flow line:

1. On the Drawing Toolbar click either **Straight Line** ↘ or **Dog-leg Line** ↗.
2. With the cursor as crosshairs +, click and drag from the inside of one activity box to the inside of another activity box. If you want to create an external connection or flow-line link, drag the flow line into a space on the diagram.

Flow Line Text

Double-click a flow line and enter the text into the text box. Once text has been added to a flow line, you can move it by clicking it to select it and then clicking and dragging it to a new position.

Flow Line Links

Flow line links connect the output of one diagram to the input of one or more diagrams, thereby supporting the capture of end-to-end processes. See [Diagram Links](#) for more information.

Detaching flow lines

Click the flow line to select it, then drag it away from the activity.

Dog Leg Lines

Dog-leg lines can be joined to one of four sectors on an activity box.

Creating Diagrams



For example, if you want to join the bottom of one activity to the top of another, you would click and drag from sector 3 of the first activity box and release the mouse in sector 1 of the other activity box.

External Connections


When a part of a process resides outside of the process that you are mapping and it cannot be mapped for whatever reason, for example if part of the process is the responsibility of a different company, you can mark an input or output flow line as 'externally connected' to indicate this.

To externally connect a flow line, right-click it and choose **Externally Connected**.

Free Text

Free text is text that is not associated with any object on a diagram. Attachments, links and hints can be associated with free text. See [Supporting Information](#) for more information.


To draw a free text box:

1. Click **Draw Free Text**  on the Drawing Toolbar.
2. With the cursor as crosshairs, click and drag an area container to display the free text in, then release the mouse button.
3. Enter the text and click **OK**.

Images

Images can be added to diagrams and images can be associated with attachments, links and commentary text. See [Supporting Information](#) for more information.

To insert an image:

1. Click **New Image**  on the Drawing Toolbar.
2. With the cursor as crosshairs, click and drag an area container to display the image in, then release the mouse button.
3. Find and select the image, then click **Open**.

Right-click on the image to access any of the following options:


| Option | Description |
|-------------------|---------------------------------------|
| Reset Width | Reset image width to original size |
| Reset Height | Reset image height to original size |
| Reset Size | Reset the size of the image |
| Scale To | Scale the image to a set value |
| Attachments/Links | Add an attachment or link |
| Drill Down | Create a child diagram from the image |
| Hint Text | Define mouse over hint text |
| Show Hint | Display hint text |
| Flip Horizontal | Flip the image horizontally |
| Flip Vertical | Flip the image vertically |
| Transparent | Render the image transparent |
| Position Locked | Prevent the image from being moved |
| Export | Save the image to your PC |
| Replace Image | Replace the image |

Resources (Roles)

A resource dictates who, or what, is responsible for completing a particular activity in a process. At the higher level processes of an enterprise, the activity resource is usually the process owner, i.e. the person ultimately accountable for the overall process. At the lower levels, resources are usually the job roles, machine and system names responsible for undertaking specific activities. Multiple resources can be assigned to single activities and single resources can be assigned to multiple activities.

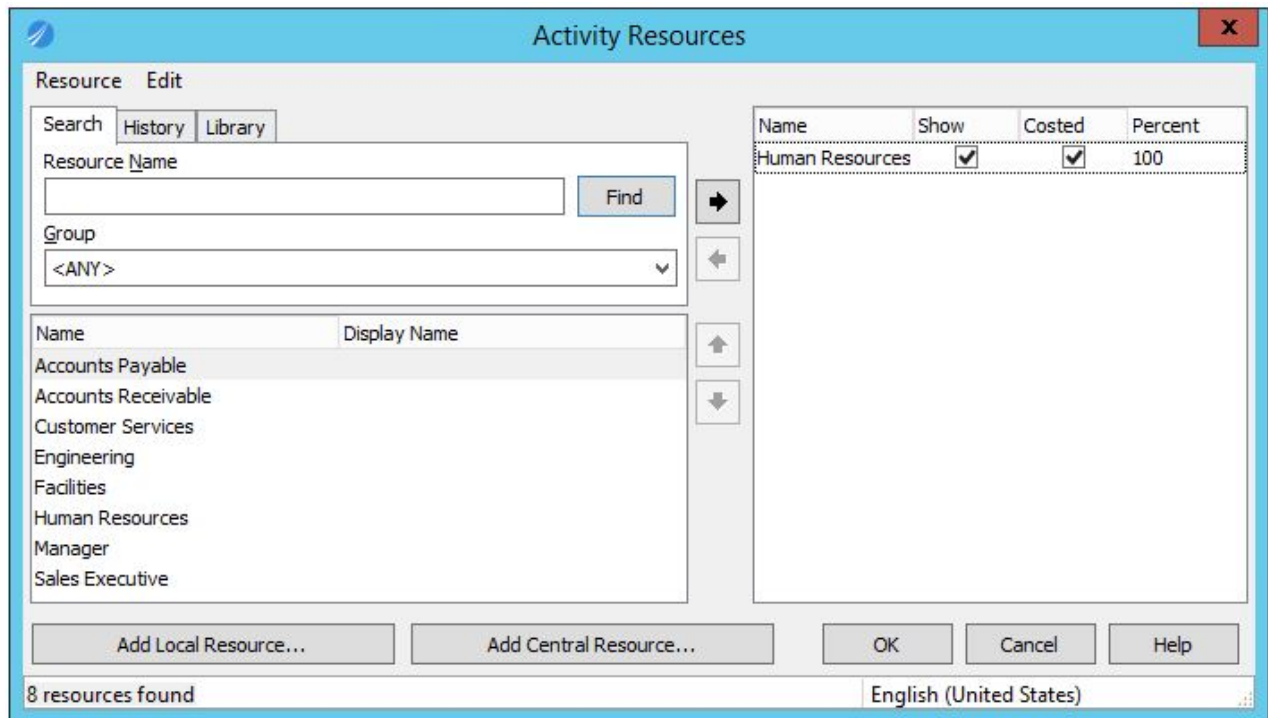
Resource Libraries

Resources are managed in resource libraries. Two types of resource library exist; the Central resource library and Local resource library. The Central resource library holds resources that are available to all maps in the Process Repository, whereas a Local resource library holds resources that are specific to particular maps. Resources can be copied between resource libraries and so any resource can exist in both the Central resource library and one or more local resource libraries.

To access the resource libraries click **Resources Library** . To create a new resource, select either the Central library, or a group within the Central library, or select a specific map under Local in which you want to create a new resource in, then click **Add new resource**. Use job roles rather than users' names. Please note that if access to the central or local libraries is not available, your company has

Creating Diagrams


decided to limit access to these areas in order to ensure enterprise-wide control over the information. Contact an administrator for further assistance.



To assign resources to activities:

1. Right-click an activity and choose **Resources**.
2. In the Activity Resources dialog, find the resource that you want to assign.

Note: Choose to search the Local resource library for the map or the Central resource Library by choosing either <ALL CENTRAL> or <LOCAL FOR MAP> from the **Group** options.

3. Select the resource and click **Add** , then click **OK**.

See **Resources and Roles** under **Administration\User Administration** in the Author Client Help for more information.

Diagram Links - Flow Line Connections

Flow line connections support the end-to-end capture of processes by allowing you to link activity inputs and outputs (flow lines) between diagrams in the same map or across maps. If multiple diagram inputs/outputs are specified then users will be prompted to choose which process to follow when the link is accessed.

To add a flow line connection:

1. Right-click a flow line and choose **Flow Line Connections**.

2. Click **New Link**, select the flow line in the diagram that you want to link to, then click **OK**.

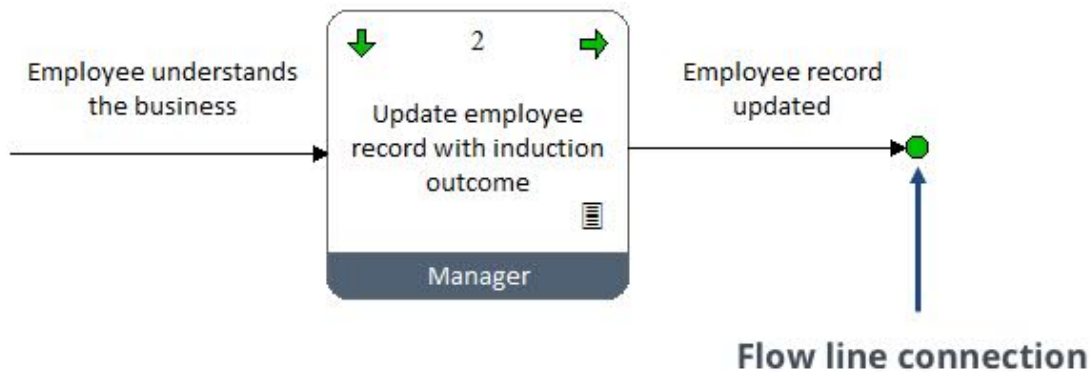
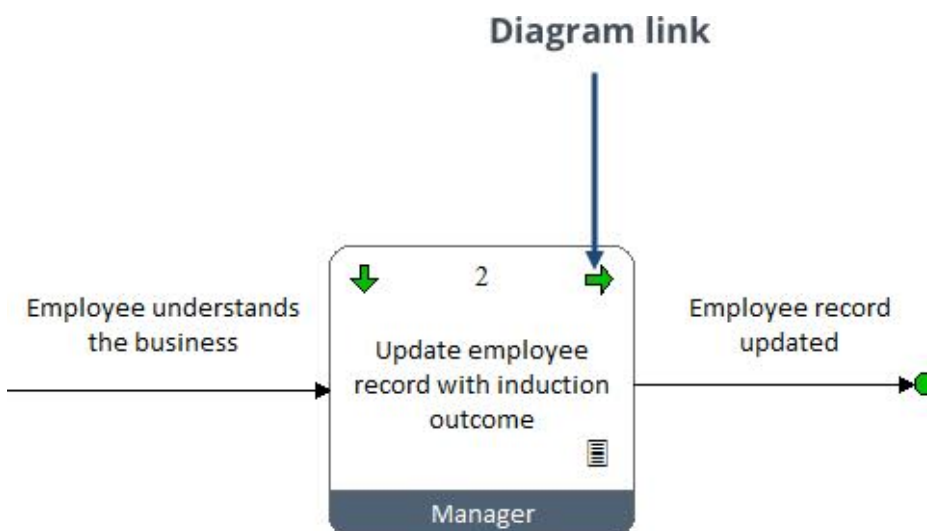


Diagram links allow you to link activities in the same map or across maps.

To create a diagram link:

1. Right-click an activity and choose **Link Diagram**.
2. Find and select the diagram that you want to link to and click **OK**.

Hint: Select between draft, master and scenario diagrams from the **Diagrams** drop-down list.



Formatting Diagrams

Formatting options are available that assist in creating good-looking diagrams. There are a number of right-click pop-up menu options available for objects, including changing an object's line color, fill color and adding shadows. Predefined styles – style sheets – can be applied to selected objects over a scope of diagrams. Style sheets define object colors, object text format, attachment icon type, free text styles, etc.

Creating Diagrams

Applying Colors and Styles

Creating and editing style sheets is usually an administrator function. At least one style sheet will have been defined for use; if multiple style sheets exist then apply the appropriate one to your diagrams.

To apply a style sheet:

1. Right-click an object and from the **Apply Style** menu choose either **Current**, **Default** or **Select** to select a particular style sheet.

Current will apply the last style used.

Default will apply the default style, as specified by an administrator.

Select will allow you to choose a style.

2. If you chose to apply a specific style – '**Select**' - choose the style sheet from the list and click **OK**.

To modify the color and style of objects:

1. Right-click an object and choose an option from the **Color And Style** menu.


To copy styles between objects:

1. Right-click the object that you want to copy the style from and choose **Pick Up Style**.
2. Right-click the object that you want to copy the style to and choose **Apply Style**, then **Current**.

Resizing Objects

Objects can be resized against other objects.


To resize objects:

1. Select the object that you want to resize other objects against.
2. Select the objects that you are resizing.
3. From the Drawing Toolbar click  and choose one of the options.

Aligning and Merging Objects

Objects can be aligned and merged with other objects.

To align objects:

1. Select the object that you want to align other objects against.
2. Hold **Shift** and select the objects that you are aligning.
3. From the Drawing Toolbar click  and choose one of the options.

Note: The ends of floating flow lines can also be aligned using this method.

To merge flow lines:

1. Select the flow lines that you want to merge.

2. Right-click the flow line that you want to merge with and choose **Align > Merge Floating Start Points** or **Merge Floating End Points**.

To align flow lines:

1. Select all flow lines that you want to align.
2. Right-click the flow line that you want to align against and choose **Align > Align Selected Input/Outputs**.

Working with Objects - Selecting Objects

Click objects to select them. If an object is linked hold **Alt** when selecting it. Multiple objects can be selected by holding **Shift**. You can also select a group of objects by clicking and dragging the cursor around the objects. Alternatively, a number of shortcut keys are available:

| Function | Shortcut |
|------------------|---------------------|
| All Objects | Ctrl+A |
| Activities | Shift+Ctrl+A |
| Resources | Shift+Ctrl+R |
| Link Lines | Shift+Ctrl+L |
| Link Text | Shift+Ctrl+T |
| Free Text | Shift+Ctrl+F |
| Activity Logos | Shift+Ctrl+G |
| Activity Notes | Shift+Ctrl+N |
| Drill Downs | Shift+Ctrl+D |
| Attachment Logos | Shift+Ctrl+H |
| Costing Boxes | Shift+Ctrl+C |
| Images | Shift+Ctrl+I |

Adding Text

Text can be added to describe activities, free text and flow lines.

To add or modify object text:

1. Double-click an object to open the Text Editor.
2. Enter or modify text, then click **OK**.

Copying Objects

Creating Diagrams

Hold **Ctrl** and click and drag an object into space to copy them. Any attachments and note bubbles must be copied separately when copying activities. To copy linked objects such as attachments, signposts, linked free-text boxes, etc, hold **Alt** when selecting the object.

Deleting Objects

Select the objects that you want to delete and press **Delete**. If an object is linked, hold **Alt** when selecting it.

Hint: If you accidentally delete an item you can restore it by pressing **Ctrl+Z**.

Moving Objects

Click and drag objects to move them. Multiple objects can be moved by holding **Shift** to select multiple objects. For linked objects, hold **Alt** when selecting them. Any attached flow lines, activity-associated notes, attachments, etc, and flow-line links to other activities will be maintained. If an object does not move then it may be locked (see Locking Objects).

Locking Objects

Lock diagram objects, including activity attachments and note bubbles, to prevent them from being moved.

To lock an object:

1. Right-click the object and choose **Position Locked**.

Note: To unlock an object deselect **Position Locked**.

Supporting Information

Documents - Word documents, media files (videos, audio files, etc), Word PowerPoint presentations, spreadsheets, etc - can be attached to a number of diagram objects.

Attachments and Links

Attachments and links can be assigned to activities, free text, images and flow lines. Objects can hold multiple attachments - when a user clicks the link a popup list will allow them to choose which attachment or link to access.

To create an attachment or link:

1. Right-click an object and choose **Attachments/Links**.
2. In the Attachments dialog click **New** and choose an attachment/link type.

| | |
|-------------------------------|---|
| Document Registry Link | Link to a document in the Document Registry |
| Data Table | Link to a data table |
| Metric Link | Link to metric (measure) data |
| TIBCO | Link to AMX BPM Process, Formvine or Spotfire Analytics. |
| Applications | Link to Salesforce.com or Oracle |
| Internal Image | Create a new image in Nimbus® and link to it |
| Internal WP Document | Create a new word-processed document in Nimbus® and link to it |
| Diagram Link | Link to a diagram in the same process map or a different map |
| Email Link | Link to an Email address |
| Storyboard Link | Link to a storyboard |
| Scorecard Link | Link to a scorecard |
| Menu Function Link | Link to a Nimbus® menu function (for example, navigation functions) |

For more information on attachments and links, please refer to the *TIBCO Nimbus® User Guide*.

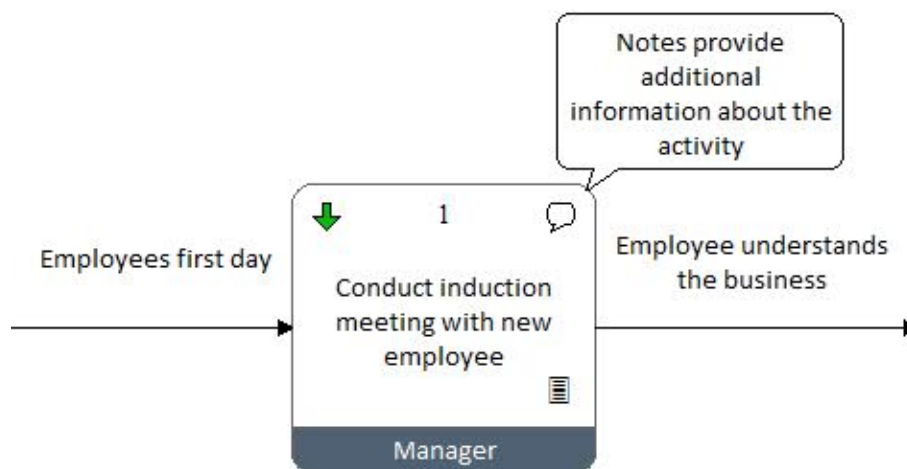
Notes Bubbles

Notes bubbles provide additional information to users about a particular activity. When a user clicks a notes bubble the note will be revealed.

To add a Notes Bubble:

1. Right-click an activity and choose **Notes Bubble**.
2. Enter the note text and click **OK**.

Hint: To edit a notes bubble, right-click it and choose **Edit Bubble Text**.



Creating Diagrams

Commentary Text

Commentary text provides additional information to users when they mouse over an object (including activities, free text, images, attachment logos, drill downs and notes bubbles).

To add commentary text:

1. Right-click the object and choose **Commentary**.
2. Enter the commentary text and click **OK**.

Hint: To edit commentary text, repeat the steps above. You can hide commentary text by right-clicking an object and choosing **Show Commentary as Hint Text**.

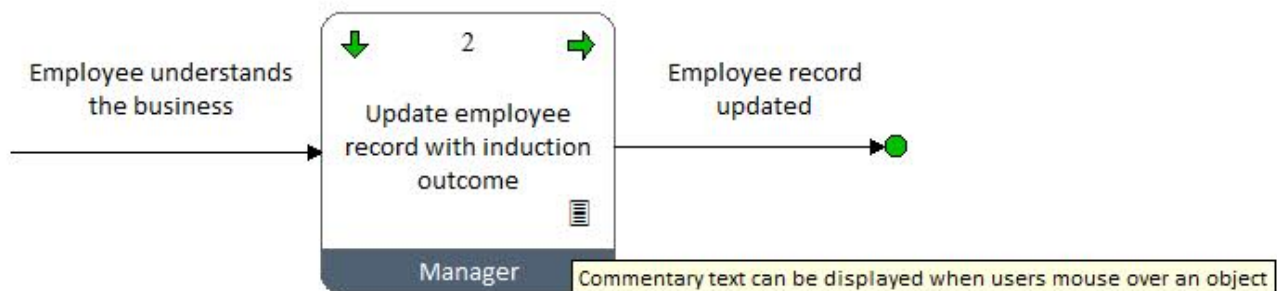


Diagram Levels

A drill down provides access from an activity to a lower-level diagram, also known as a child diagram. Since a single activity may involve a number of steps, child diagrams allow you to describe an activity in more detail to minimize the level of ambiguity.

Diagrams are uniquely numbered. The top-level diagram is level 1, a second-level diagram is 1.x, where x is the parent activity ID number that drills down to the child diagram. For example, if a child diagram is accessed from activity 3 on the top-level diagram, the child diagram will be 1.3. The third-level diagrams are defined as 1.x.x, and so on.

Drill downs to lower levels appear as arrows on an activity, as shown below. When users click these arrows they will navigate to the respective child diagram, assuming they have access.

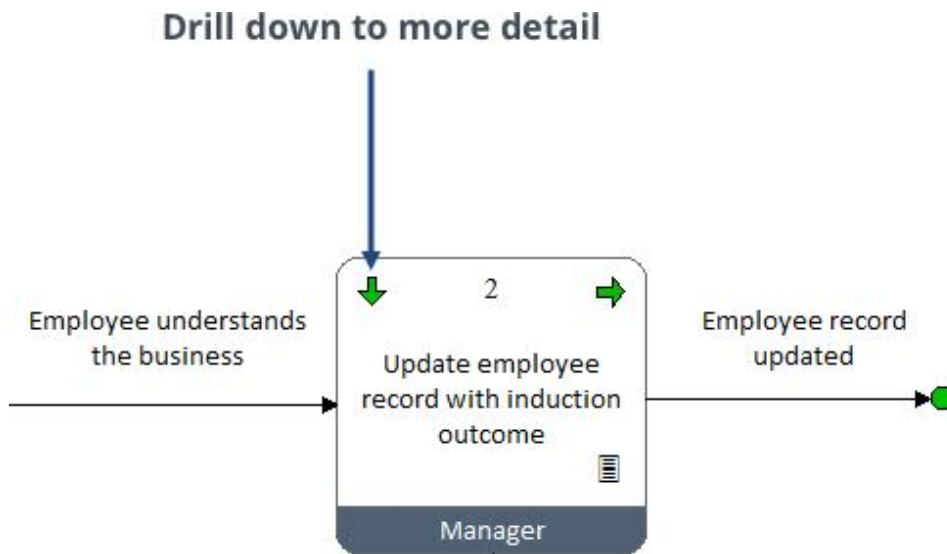
Creating Child Diagrams:

1. Right-click an activity and from the **Drill down** menu choose **New**.

A blank diagram will be created. You can now draw the child diagram to describe the parent activity in more detail.

Hint: Groups of activities can be sent to a child diagram. Select the group of activities that you want to send down a level and choose **Edit > Send To Child**.

The example below demonstrates that in order to update an employee record, the activity can be described in further detail within a child diagram. In fact, it is likely that all of the Level 2 activities may be described in more detail in Level 3 diagrams.



Managing Content

Now that you've been introduced to the basics of process mapping in Nimbus®, there are a number of other functions that may be useful to know about. For detailed information on any of the following topics, please refer to the Help menu in the Author Client.

Publishing Content To Users

To provide users with access to process content, diagrams and documents must first undergo an authorization cycle that requires assigned users (authorizers) to agree to the content being published. Following the authorization cycle, a diagram or document can then be promoted to a master version by an assigned draft promoter.

Governing Access To Process Content

Not every user will require access to every process diagram or item of supporting information in an organization, therefore access rights can be assigned to control who sees what. Default access rights govern the viewing rights of a diagram or document for all Nimbus® users and specific access rights can be granted for individual users and user groups. For example, you may not want all users to be able to view a particular high-level diagram, therefore you would deny access to default users and then grant specific access to individual users or user groups.

In an organization it is usual practice to provide users with access to the authorized master versions and allow only Process Authors and Administrators to access the draft diagram or document for editing purposes.

Modifying Published Content

To edit a process diagram or document that has been promoted, you must edit the draft version, which must first be unlocked. On completion of the editing, the draft diagram or document must undergo another authorization cycle and promotion in order to replace the existing master version.

Content Collaboration

Nimbus® assists the continuous improvement of your processes through a number of collaboration features. Acknowledgement requests ensure users are aware of process content that affects their roles. Reviews ensure that content is kept up-to-date. Feedback and change requests allow users to suggest improvements. Users can also be notified when content changes through the use of subscriptions.

Data Capture

Data tables provide a flexible method for capturing process-related data within the context of activities. Data tables are useful for capturing business requirements, system details, KPIs, audit results, RACI charting, etc.

Content Searching

My Searches is a powerful search facility in the Web that allows users to retrieve information (diagrams, documents and storyboards) that is relevant to their roles. This is achieved by associating keywords and additional filter groups with process content. Making it easy for users to find information assists in the process of user adoption.

My Searches offers the following benefits:

- Delivers relevant information to specific users and user groups.
- Provides access to recently-viewed processes, documents and storyboards.
- Allows users to add items to their favorites in order to quickly access them.
- Allows users to search for processes, documents and storyboards based on keywords associated with their user account or user group(s).

Storyboarding

Storyboards provide an easy method for navigating users through an end-to-end process that may traverse across diagrams or entire process maps. Storyboards can be used to implement the following:

- System implementation support testing
- Training aids
- Highlight process changes
- Highlight areas within a large process.

Document Storage

The Document Registry is a lightweight document management system used to store external documents and files, such as Word documents, Excel spreadsheets, PowerPoint presentations, multimedia files, images, drawings, etc. Documents can be attached to diagram objects, allowing supporting information to be linked to relevant processes.

Governance and Compliance

Statement sets are a hierarchical set of regulatory and auditable statements that ensure compliance to specific business and legal requirements, such as ISO 9000/12001/17799, CMMi, internal company policies, etc. Statements can be linked to activities that are related to compliance and governance.

Process Costing

Processes can be costed, which is useful when exploring costs based on simple volume changes, decision points, replacing resources or remodeling a process. Scenarios can be created, which are essentially copies of a process diagram. Scenarios are useful when costing a process as they allow you to modify a process to reduce the total cost without editing the main draft copy.

Contact Details

Our specialized team are on hand to provide assistance with the Nimbus® product. TIBCO Support is an online resource where you can log cases directly, 24 hours a day, 7 days a week. You can also view updates on current cases and search the Nimbus® Knowledge Base.

Use the links below to access the relevant service.

| Requirement | Contact Details |
|--|--|
| To register for a TIBCO Support account. | Request an account for TIBCO Support |
| To log in to TIBCO Support. | support.tibco.com |
| If your support issue is urgent and you have not yet registered for an account please email. | support@tibco.com |
| For further information on service level agreements. | TIBCO Support Services |
| Access the TIBCO Community site. | TIBCO Community |

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