Frequently Asked Questions

Tell me about the IT Security of the ARTIS Cloud service?

The subject of IT security of Cloud services attracts a lot of attention these days. When the discussion comes up in your environment, please have in mind that the ARTIS Cloud service is managed most strictly:

1. The Cloud server is hosted with a professional provider who is also handling bank, medical, government and other highly sensitive data. The server is located in Germany, outside the reach of government agents and protected by EU privacy legislation. The servers are running Debian Linux and the file permissions do not allow unauthorised access.
2. The data communication uses the HTTPS protocol with strong encryption, kept up to date with the latest cypher suites making eavesdropping impracticable. We maintain top security rankings from the leading IT security institutes.
3. On the server, the model file is decrypted and then saved in a locked folder. The application deletes that file immediately after it has read it. No copies are left behind.
4. The application produces a results file for downloading. That file is temporarily saved in a locked folder and deleted immediately after downloading. No copies are left behind.
5. The ARTIS Cloud service does not include storage; all model and result files must reside on the Clients' systems.

What training do you provide?

SecuoS arranges two-day Availability Assurance Workshops at regular intervals and different locations in the world, see the Availability Assurance Workshop calendar.

How to install ARTIS Live in our IT environment?

The preparations for using ARTIS Live are:

1. establish the business process interfaces,
2. develop the availability model to 'as-built' status and confirm that the items, units, components and downtime modes in the model have the correct names, consistent with the asset register and the databases,
3. develop the model management process,
4. develop the data collection and data quality processes,
5. prepare the database views and install the model in the same domain as the databases and
6. confirm secure access to the ARTIS Cloud Service.

With these preparations in place, data can be uploaded into the model and the runs can be made, all from the ARTIS user interface.

For the ability to search the databases for the sources of uploaded data, adminer must be installed in the same domain as the databases.

ARTIS is not for us because we have no data

As Lord Kelvin had it: "I often say that when you can measure what you are speaking about, and express it in

numbers, you know something about it…". On the subject of Production Availability, it is no different and ARTIS is a transparent and accessible platform with vertical integration from the senior management level and integrated system overview down to the technical support levels and individual root cause downtime events. By pulling the traditional area of 'reliability engineering' out of its specialised corner and providing it with a proper context, the adoption of ARTIS Live will spur immense improvements in data collection processes and data quality standards.

Does ARTIS save cookies on my device?

No, ARTIS does not work with cookies at all.

However, in case you'd like to contribute to this ARTIS wiki, you'll be expected to register with the Dokuwiki platform and then the Dokuwiki cookie policy applies.

There is one more exception; in case you hold a license to use ARTIS commercially, then you'll need to sign in before you can make any runs. The sign-in procedure follows the OAuth0 standard, using Auth0 as authorisation provider. Auth0 sets some cookies to facilitate the sign in procedure. Hence, during the login process, you need to allow *.artis.la to use 3rd party cookies. With the Safari browser, you can disable "Intelligent Tracking Prevention" for *.artis.la. After the login is completed, you can disable all cookies and enable all tracking prevention again.

What in case of unexpected trouble?

Due to IT security updates and other changes, it may happen, from time to time, that the browser cache needs a reset. For a full reset:

- first, close all ARTIS pages
- go to the browser history page
    - click on the settings menu
    - select 'history'
    - alternatively, just type hotkey Ctrl+H
- click on 'Clear browsing data'
    - then click on 'Adavanced'
    - in the Time range, select 'All time'
    - tick all boxes
    - click on the 'Clear data' button

After completing these steps, the browser cache reset is done and you can continue.

The production - consumption toggle on my Apple Mac/Macbook doesn't work!

With the current ARTIS version, when editing models on an Apple Mac/Macbook, the selection button for Production or Consumption only works properly with Firefox browsers. This issue will be resolved.

What if the Submit button doesn't appear?

When you are running the web browser with strict enhanced security, the browser may refuse to load some javascript content, with the consequence that the Run - Submit button doesn't appear. In that case, you can

turn the security settings down a notch. With Chrome and Edge:

- go to Settings > Privacy, search and services
- scroll down to the section "Enhance your security on the web"
- turn the setting down a notch, from Strict down to Balanced, or to Off.
- or better, if your browser allows it, just make an exception for *.artis.la

How to resolve an "invalid archive" error message?

In case your operating system imposes a limit on the size of compressed files, you may see an error message like "invalid archive" when you extract the results. In this case, there is nothing wrong with the results.zip file and you might ask your IT support how this size limit can be increased. Depending on the size of your model, the results.zip file may exceed 1 MB.

The results have the wrong layout and the images are missing.

Nowadays, many mobile and tablet browsers no longer support the file protocol, blocking access to your download folder.

- On Android devices, the Opera browser still does support local file access.
- In all other situations, you can install a light-weight mobile web server on your device, and set its root to your download folder. You can find a selection of web servers in the app store. After you start the web server, you'll be able to access the full results website with your favourite web browser.

How to configure MS Excel so that it will open the downloaded results file?

Depending on some user settings, MS Excel may show a message like "Error: There is a problem sending the command to the program".

The MS Community suggests some possible ways to resolve this.

What if my browser extension blocks cross site scripting (XSS)?

Your models are stored on your own computer systems but for doing any runs, you need access to the Cloud server. This requires cross-site scripting. If your browser extensions block cross-site scripting then you'd need to make an exception by whitelisting the Cloud service. For example, see the below Firefox Noscript screenshot and for specific guidance see http://noscript.net/faq#qa4_2.
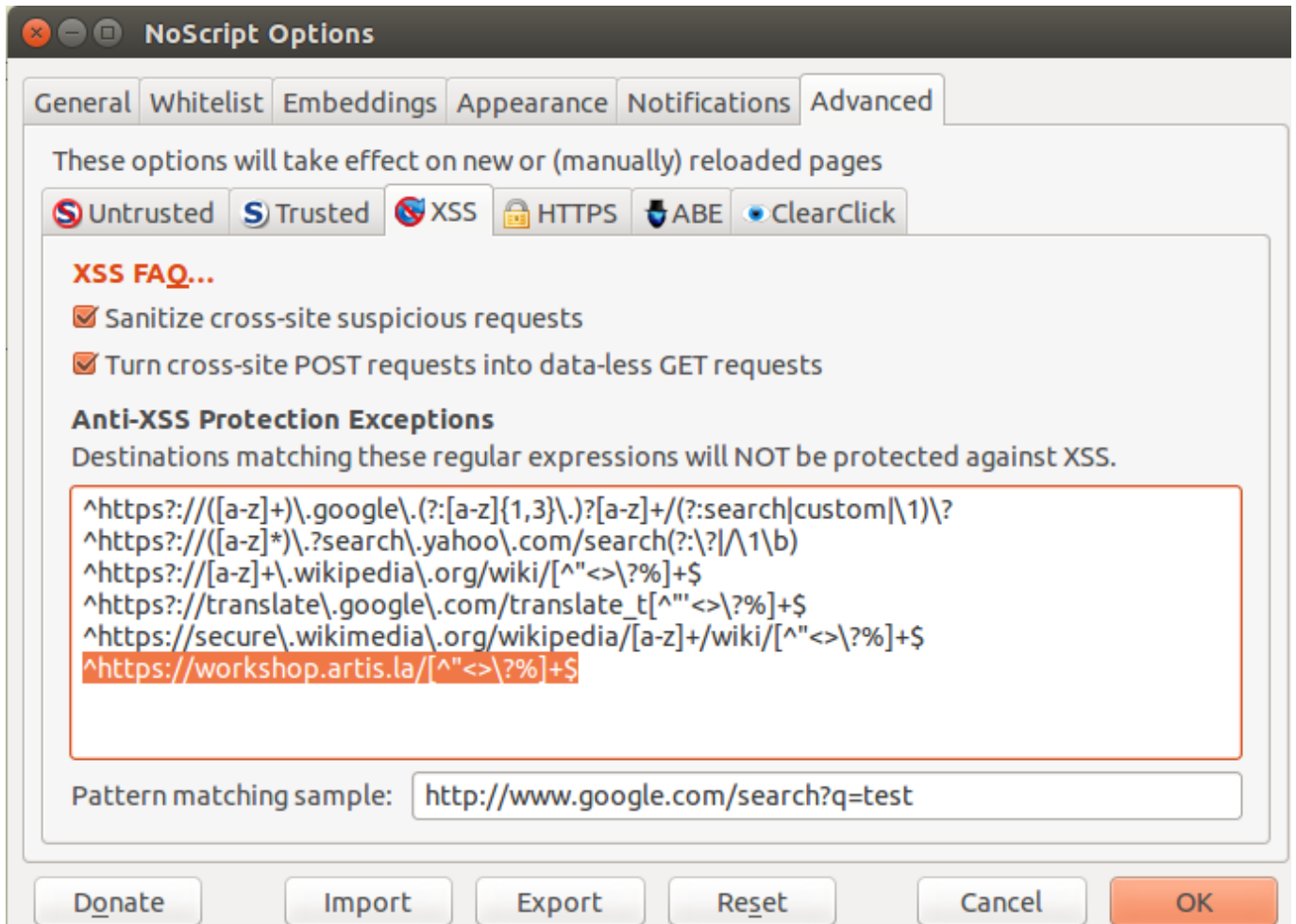
While using the Firefox ABP extension, the ARTIS Ctrl + Shift + V hotkey doesn't work?

Whenever you notice this, please refer to https://adblockplus.org/forum/viewtopic.php?p=64186 and change the ABP Ctrl + Shift + V hotkey.

From:
https://wiki.artis.la/ - **ARTIS V2.9**

Permanent link:
https://wiki.artis.la/doku.php?id=faq

Last update: **2025/03/22 08:24**