

SAS® 9.1.3 for Microsoft® Windows®

Please Read Before Beginning Installation

Alert Notes list problems that you need to be aware of before you install or use this software. Fixes and/or workarounds may be provided for the problems. While Alert Notes may be written about any aspect of your software, Alert Notes about installation and general system Issues are the only ones included in this document.

For the latest Alert Notes, visit the following SAS Web site:

http://support.sas.com/techsup/search/alert_search.html

It is essential that one or more representatives at your site subscribe to TSNEWS-L in order to receive future Alert Notes concerning your software. To subscribe through e-mail, send e-mail to LISTSERV@VM.SAS.COM. The body of the e-mail should read `SUBSCRIBE TSNEWS-L`. To subscribe through Technical Support's Web site, complete the Web form located at

<http://support.sas.com/techsup/news/tsnews.html>

If you need assistance with the software beyond the information provided by the Alert Notes or TSNEWS-L, we ask that only the SAS Installation Representative or SAS Support Consultant call our Technical Support Division. Sites in the U.S. and Canada may call (919) 677-8008. Other sites should contact their SAS Installation Representative or SAS Support Consultant for the nearest SAS office.

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SAS Software Depot

Do Not Add Service Pack Media to Any Existing SAS Software Depot

Do not attempt to add SAS service pack media to any existing SAS Software Depot.

You can either install the service pack directly from CDs to your installation or copy the CDs to a location of your choosing and install the service pack from there.

If you are performing an installation from a pre-existing SAS software depot, first perform the installation from the SAS software depot and then apply the service pack from media by following the instructions listed in the SAS 9.1.3 Service Pack Installation Instructions.

For complete information, see the section “Applying the Service Pack” in the SAS 9.1.3 Service Pack Installation Instructions which can be found at.

http://support.sas.com/documentation/installcenter/the_sas_system/9.1.3_TS1M3/servicepack_install.pdf

SAS Note SN-014839 documents this issue.

SAS Software Navigator

Opening SAS Software Navigator on Asian Language Machine Causes Blocks to Appear Instead of Characters

When you open the SAS 9.1.3 Software Navigator on a machine whose language and regional settings are set to Japanese, Korean, or Chinese, blocks appear in the right panel of the SSN instead of characters.

The installation instruction section is in English, so those contents are readable, but the overview information about the bundled package appears as blocks and is unreadable.

This issue occurs only when you are installing in index mode and only on overview pages of software bundles.

Because this issue does not affect the installation of SAS or its products or the functionality of the SSN, you can choose to use the installer or use one of these two workarounds:

- Install in plan or advanced mode.
- Choose English as the installer language so that all of the contents of the SAS Software Navigator are in English.

Note: *Use this method only if you need to install in index mode.*

This issue will be fixed in a later version of SAS.

SAS Note SN-017456 documents this issue.

Server Tier

When you perform a SAS Planned Install, create a SAS Software Depot before you begin your installation

SAS highly recommends creating a SAS Software Depot (SSD) before you begin a SAS planned installation. Doing so allows the installation to flow easier and decreases the amount of time spent on the install.

To create an SSD perform the following:

1. Insert the **SAS Software Navigator** CD found in the “801 Deployment Tools Media” section.
2. Select a language for the SAS Software Navigator (for example, *English*), and click **OK**.
3. Choose **Create a SAS Software Depot**, and click **Next**.

4. Specify a target location for the SSD (for example, F:\SAS913SP4), and click **Next**.
5. Add software to the SSD by specifying a source location (for example, D:\), and click **Add**.
6. Click **Finish** when you are finished adding software to the SAS Software Depot.

In some cases, if you do not install from a SSD, extra screens appear that are confusing and potentially lead to installation failure.

Some installation failures from CDs and DVDs have been reported. For example, Enterprise Guide might show a check mark next to it, indicating installation completion, when in fact it has not completed.

The following products have been converted to use InstallShield 11, the source of the installation failures:

- Add-in for Microsoft Office 2.1
- Enterprise Guide 4.1
- SES Office Integration 1.2
- Web OLAP Viewer for .NET 1.3

This issue will be corrected in a future release of SAS.

SAS Note SN- 017817 documents this issue.

"The current date is past the final expiration date" when downloading SAS 9.1.3 Service Pack 4 on Windows

The Renew SAS Software tool is the established and supported method to apply your SAS license data.

If your SAS license was updated using a different method, you run the risk that future SAS installations/updates might not complete correctly.

In one known instance, after a SAS service pack was applied, the following error message appeared when SAS was invoked:

```
The current date is past the final expiration date.
```

The SAS Service Pack installation procedure depends on the `setinit.sss` file that is located in the `!sasroot\core\sasinst`. This file contains the current license information. By applying the SAS Installation Data file using the "Renew SAS Software" tool, you ensure that the license file is updated correctly. If you use other methods to renew your SAS software, the proper files will not be updated.

In order to update your license information, perform the following:

1. Click on **Start >Programs >SAS >SAS 9.1 Utilities >Renew SAS Software** and point to your SAS Installation Data (SID) file.

Note: If "Renew SAS Software" is not on your **Start >Programs** menu, go to the `!sasroot\core\sasinst\sasrenew` directory and run `sasrenew.exe`. For example:

```
C:\Program Files\SAS\SAS 9.1\core\sasinst\sasrenew\sasrenew.exe
```

2. Invoke SAS.

You also have the option of running the Renew SAS Software tool in quiet mode, which allows you to run this tool without ever seeing a dialog box. To do so, go to `!sasroot\core\sasinst\sasrenew` and run the following command from a command prompt:

```
"!sasroot\core\sasinst\sasrenew\sasrenew.exe" -s "datafile:  
<full path to your SAS Installation Data file>"
```

For example:

```
"C:\Program Files\SAS\SAS 9.1\core\sasinst\sasrenew\sasrenew.exe"  
-s "datafile:c:\Program Files\SAS\SAS 9.1\core\sasinst\sid.txt"
```

To check if the SID was applied successfully, look in
C:\Program Files\SAS\SAS 9.1\setinit.log.

This information is documented more fully in *Administrator Guide for SAS 9.1.3 Foundation for Microsoft Windows* in

http://support.sas.com/documentation/installcenter/the_sas_system/9.1.3_TS1M3/win/win/admin.pdf

If you still have problems, contact SAS Technical Support.

SAS Note SN-017635 documents this issue

SAS Installation Qualification Tool fails after installing the SAS Foundation 9.1.3 - SAS Enterprise Guide 3.02 DVD with SP4 and selecting NLS and SAS/OR

After you install SAS 9.1.3 Foundation - SAS Enterprise Guide 3.02 with Service Pack 4 DVD and run the SAS Installation Qualification Tool (SASIQ), the following are listed as failures in the `sasiq.htm` file:

All the NLS Support Files:

- Chinese (Simplified) NLS Support (nls_zh)
- Korean NLS Support (nls_ko)
- German NLS Support (nls_de)
- Italian NLS Support (nls_it)
- Japanese NLS Support (nls_ja)
- Czech NLS Support (nls_cs)
- French NLS Support (nls_fr)
- Hungarian NLS Support (nls_hu)
- Polish NLS Support (nls_pl)
- Russian NLS Support (nls_ru)
- Spanish NLS Support (nls_es)
- Swedish NLS Support (nls_sv)

The following NLS Support files for SAS/OR:

- DE NLS Support for SAS/OR(db_nls_de_or)
- IT NLS Support for SAS/OR(db_nls_it_or)
- KO NLS Support for SAS/OR(db_nls_ko_or)
- ZH NLS Support for SAS/OR(db_nls_zh_or)

The following SAS/Genetics files:

- SAS/Genetics (db_nls_cs_genetics)
- SAS/Genetics (db_nls_de_genetics)
- SAS/Genetics (db_nls_es_genetics)
- SAS/Genetics (db_nls_fr_genetics)
- SAS/Genetics (db_nls_hu_genetics)
- SAS/Genetics (db_nls_it_genetics)
- SAS/Genetics (db_nls_pl_genetics)
- SAS/Genetics (db_nls_ru_genetics)
- SAS/Genetics (db_nls_sv_genetics)

Note: *The SAS/Genetics failures are obsolete entries for national language support.*

These failures do not indicate a problem with the installation or operation of SAS but reflect an issue with duplicate files.

To identify if this is the DVD that you are running, inspect the front of the DVD for CDSets 51.

This issue will be corrected in a later release.

SN-017393 documents this problem.

Error: SETINSTALLFLAG: Error setting install flag to CLIENT SERVER in file sas9.id

When you install SAS 9.1.3 Service Pack 4 for SAS Foundation from the CD, the following error might appear in the sawsetup.log file, located in the client/server image:

```
Error -2147024894 occurred while installing SAS Installation Data to
server at <client server directory>sas\core\sasinst\sid.txt
SETINSTALLFLAG: Error setting install flag to CLIENT_SERVER in file
<client server directory>\SAS\sas9.id
```

The following pop-up window might be seen during the SAS 9.1.3 Service Pack 4 update:

```
SAS Message Log:
Unable to open/read message file using the -MSG paths
```

This message is caused because the sas9.id file is set to read-only.

Perform the following steps to complete your client installs from the client/server image:

1. Remove the read-only attribute from sas9.id.

On Windows XP:

- A. Go to the client server directory on the server.
- B. Right-click the root folder and select **Properties**.
- C. Uncheck the read-only attribute and select **Apply**. The “Confirm Attribute Changes” dialog box appears.
- D. Check **Apply changes to this folder, subfolders and files**, click **OK**, and click **OK** on the Properties dialog box.

On other operating systems such as Windows 2000:

- A. Click on **Start > Run**, type cmd, and select **Enter**.
- B. Use the cd command to change to the client\server image directory, for example, cd d:\AdminClientImage.
- C. Run the following command:
attrib /S -r *.*

2. Add the following text to the sas9.id file located in <SERVER_FOLDER>\9.1\sas (where SERVER_FOLDER=the location where you have installed the client server image).

```
[SASServer]
Type=CLIENT_SERVER
```

3. Proceed with SAS client installation from the updated client\server image.

SAS Note SN-017378 documents this problem.

The Java Runtime Environment for SAS launches the SAS Software Navigator during the SAS 9.1.3 Foundation for Microsoft Windows with Service Pack 4 installation

When installing the SAS 9.1.3 Foundation for Microsoft Windows with Service Pack 4 from the SAS Setup CD, when you are prompted for the Java Runtime Environment for SAS - Volume 1 CD, after you insert the CD the SAS Software Navigator (SSN) might launch in the foreground. This leaves the original request to insert the disk labeled, *Java Runtime Environment for SAS - Volume 1* window in the background.

The following pop-up windows are seen during this installation:

1. Recommended Version of Java Not Found.

You may either install a JRE from the Java Runtime Environment for SAS CD, or specify the location of a JRE you have already installed. Make a selection and click **Next** to continue.

- Install the recommended JRE
- Specify a JRE

Select "Install the recommended JRE."

2. Setup Needs the Next Disk. Please insert the disk labeled:
Java Runtime Environment for SAS - Volume 1
Click "OK."

At this point you do not get a chance to click "OK."

The **Java Runtime Environment for SAS - Volume 1** CD is located in Section "800 SAS Foundation Media" in your SAS Installation Kit or if you have a SAS Software Depot (SSD) this is created in the "thirdpty3cd" directory.

3. Installer

Welcome to the InstallShield Wizard for SAS Private JRE (J2SE(tm)
Java Runtime Environment 1.4.2_09)

Click **Next**, **Next** and **Finish**.

4. This brings you back the original pop-up window:

Setup Needs the Next Disk. Please insert the disk labeled:
Java Runtime Environment for SAS - Volume 1
Click "OK."

After you click OK in Step 4, the installation will continue as expected.

To correct this behavior, perform the following:

1. At the "Recommended Version of Java Not Found" window, select **Install the recommended JRE**.
2. When prompted, insert the disk labeled **Java Runtime Environment for SAS - Volume 1**.
3. When the SAS Software Navigator launches the SAS Private JRE (J2SE(tm) Java Runtime Environment 1.4.2_09 install, click on the **X** in the upper right-hand corner to end this installation.
4. To continue the installation, click **OK** on the "Please insert the disk labeled: Java Runtime Environment for SAS - Volume 1" window."

This will be fixed in a future release of SAS.

SAS Note SN-017155 documents this problem.

IKernel.exe - Application Error. The instruction at "0x4fef10a2" referenced memory at "0x00168ac0". The memory could not be "read"

When you install SAS Foundation on Microsoft Windows XP (WinXP) Service Pack 1 (SP1), the following error message might appear:

```
IKernel.exe - Application Error
The instruction at "0x4fef10a2" referenced memory at "0x00168ac0".
The memory could not be "read".
Click on OK to terminate the program
OK
```

There are several possible reasons for this error message. To read more about them, see the following from InstallShield, Microsoft, and Macrovision:

- InstallShield KB article, *ERRDOC: Ikernel Application Error Instruction*:
<http://support.installshield.com/kb/view.asp?articleid=Q108020>
- Microsoft KB article, *Flaw in Windows WM_TIMER Message Handling Could Enable Privilege Elevation*:
<http://support.microsoft.com/?kbid=328310>
- Macrovision tech support article, *Problems with InterVideo DVD Software After Upgrading to Windows XP Service Pack 1*:
<http://support.microsoft.com/?kbid=329623>

If you are running WinXP without SP1, perform any of the following to correct this issue:

- Install Microsoft Windows XP Professional Service Pack 2. For more information go to the following link:
<http://www.microsoft.com/windowsxp/sp2/preinstall.msp>
- Install the Microsoft Support Files Q329623 from:
<http://www.microsoft.com/downloads/details.aspx?FamilyID=9cf87cda-c7f3-41a2-8ea3-cc4f03ff0e31&DisplayLang=en>
- As a temporary fix, click OK on the error message during the installation and continue.

If you are not running WinXP SP1, try the following suggestions:

1. Reboot your PC before you run a new installation.
2. Make sure that you are logged in as the Administrator (not just part of the admin group).
3. Make sure that your antivirus software is disabled or closed.
4. Make sure that your Internet Explorer and its service packs are up to date.
5. Make sure that all other applications are closed (including instant messaging programs, anti-spyware, anti-adware).
6. Remember to close all SAS processes and services before you install SAS.
7. If you still encounter problems, try to install on a different computer. If the installation is successful, there could be a problem with your computer.
8. Ensure that there is sufficient hard disk space on the computer you are installing SAS to.
9. Re-install Internet Explorer (IE) 5.x or 6 to repair corrupted or missing core Windows files.
10. Make sure that the IKernel.exe is not in memory. If it is, and no other installation setup is running, end the IKernel.exe task and restart your PC:
 - A. Select Ctrl+Alt+Del.
 - B. Select **Task Manager**.

- C. Select **Processes** tab.
 - D. Inspect the list of names under **Image Name**.
 - E. Select **IKernel.exe**.
 - F. Select **End Process** button.
 - G. Select Ctrl+Alt+Del.
 - H. Select **Task Manager**.
 - I. Select **Shutdown** button.
11. Delete all files in the Windows temp directory, reboot your PC, and retry the installation.
 12. Delete the Program Files\Common Files\InstallShield\Engine folder.
 13. Make sure that you do not have a C:\Program directory and a C:\Program Files directory. Having the extra C:\Program directory can cause problems. SAS and other applications write to C:\Program Files, so it is necessary for this directory to exist.
 14. Check the Data Execution Prevention (DEP) settings and add sas.exe, if necessary. For detailed information on DEP, see the following Microsoft Knowledge Base articles:

<http://support.microsoft.com/kb/875352>

<http://support.microsoft.com/kb/903008>

Adding sas.exe to the list of excepted processes will prevent DEP from blocking the code generation done by SAS processes.

To add a process to the list in Microsoft Windows:

- A. Right-click on **My Computer** and choose **Properties**.
- B. Select the **Advanced** tab.
- C. Under **Performance**, select **Settings**.
- D. Select the **Data Execution Prevention** tab.
- E. Click **Add**.
- F. Locate the sas.exe file to include it in the list.

The sas.exe file can be found on the Software Disk 1 CD in the sas directory. If you have a SAS Software Depot (SSD), this is located in the disk101\sas directory.

SAS Note SN-016891 documents this problem.

Error: Change User ID. SAS Service Pack Installer could not locate a SAS 9.1.3 installation. This may be due to using a user ID that is different than the one used to perform the original installation.

When you install SAS Service Pack 1 to an existing installation of SAS 9.1.3 Foundation, the following error message might appear:

Error: Change User ID

The SAS Service Pack Installer could not locate a SAS 9.1.3 installation. This may be due to using a user ID that is different than the one used to perform the original installation. If this is the case, you should exit the SAS Service Pack Installer and restart using the original user ID.

If you continue, the Service Pack installation and configuration may not complete successfully. Would you like to stop applying the service pack at this time?

"Yes" "No"

Select "No" to allow the installation to complete.

Then, during the installation of the service pack, the following dialog boxes appear. The installation checks for the first two products even if these products are not installed. This is expected behavior.

- Mid-Tier and Desktop Client Service Pack
- SAS Foundation Service Pack
- SAS Configuration Wizard

These same behaviors also occur when you install SAS Service Pack 2 to an existing installation of SAS 9.1.3. For the SAS 9.1.3 Foundation installation, you only need the **Service Pack 2 for SAS Foundation** CD.

SAS Note SN-014976 documents this problem.

Requirements for Installing SAS 9 and SAS 9 Service Packs on Terminal Servers

1. Your computer must be in install mode when you install SAS 9 or SAS 9 service packs on a Terminal Server. To set your computer to install mode, use the change user/install command at the command line or select **Start > Settings > Control Panel > Add/Remove Programs** to automatically enter into install mode.

Note: *Your computer must be in install mode before you insert the installation disk.*

2. When you install additional products to an existing install, you must use the original user account that was used to perform the original installation.
3. When you install a SAS service pack, you must use the original user account that was used to perform the original installation.

Tip: *Use an account that can be used and reused for installation and all subsequent product additions and service pack installations.*

Note: *If you reboot during the install process, by default the Terminal Server will not be in install mode at restart. It is necessary to set computer to install mode again if further installation is required.*

SAS Note SN-014710 documents this problem.

Admin/Client Installation Might Hang at 82 Percent When the Client does not Have Write Access to the Reporter Directory on the Network

In some cases, your installation might hang at 82 percent when you perform a client installation from an admin/client image.

This hang is caused by the Enterprise Reporter product that is creating a new `sasv9.cfg` file when a client install is performed. This `sasv9.cfg` file is located under the `!sasroot\reporter` directory on the network. This `sasv9.cfg` file makes a change to the Enterprise Reporter shortcut which creates a new `sasv9.cfg` on the network in the reporter directory.

When you perform a client installation from an admin/client image, you must have administrator privileges on your machine to perform the installation. You might also need write permissions to the network image where the admin/client resides, specifically the reporter directory.

Here are the possible workarounds:

- When the SAS Administrator performs the admin/client image, when you select the products to put on your image, click on the SAS System and uncheck Enterprise Reporter. Note that this product is installed whether your licensed for this or not, unless you uncheck it prior to your installation.
- Give your users write access to the reporter directory when they perform the installation.

SAS Note SN-012894 documents this problem.

“Error: Could not open the specified registry key” Error Message Appears When Double-Clicking on SAS or Windows Explorer in 9.1

When you double-click on a data set in SAS Explorer or in Windows Explorer, the following error message might appear:

`ERROR: Could not open the specified registry key.`

This error appears three times before SAS opens up with the data set in a VIEWTABLE window.

Here is another error that might appear with the error message:

`Warning: Attempt to free a semaphores that is not locked.`

Currently the only solution is to reinstall SAS.

To uninstall SAS, if SAS 9.1 is the only version of SAS on your machine, perform the following steps:

1. Reboot your machine.
2. Log in as the administrator.
3. Close all applications, including anti-virus software, and stop any SAS services or processes that are running.
4. From **Start > Settings > Control Panel > Add/Remove Programs**, remove (uninstall) SAS 9.1.
5. Go to `C:\Program Files\SAS` directory and delete this directory.
Note: Perform Step 5 only if this is the only release of SAS on your machine.
6. Reboot your machine again.
7. Log in as the administrator.
8. Close all applications, including anti-virus software and stop any SAS Services or processes that are running.
9. Reinstall SAS 9.1.

If you have multiple versions of SAS on your machine, perform the following steps:

1. Reboot your machine.
2. Log in as the administrator.
3. Close all applications, including anti-virus software, and stop any SAS services or processes that are running.
4. From **Start > Settings > Control Panel > Add/Remove Programs**, remove (uninstall) SAS 9.1.
5. Reboot your machine again.
6. Log in as the administrator.
7. Close all applications, including anti-virus software, and stop any SAS services or processes that are running.

8. Reinstall SAS 9.1.

SAS Note SN- 012501 documents this problem.

Browse Dialog for the Destination Folder Might Lose Focus

During the installation of SAS 9.1 on Windows XP, a repeated loss of focus on the Browse dialog might occur when you select a destination location. If this happens, close the Browse dialog box, wait two seconds and reopen it. The loss of focus might occur if other applications receive focus while the Browse dialog is displayed.

SAS Note SN-010906 documents this problem.

SAS Java Installations Using the Japanese Input Mode Replace the Underscore Character with the Pipe Symbol

SAS Java installations that use the Japanese Input Mode replace the underscore character with the pipe symbol. When you install any Java product, if you try to use an _ in the path or in password creation, for example, that character is mapped to the "|" character. This does not occur in any native windows application, such as Notepad.

The workaround is to switch to a Japanese input mode and to select the underscore key. It should show the double-byte representation of the underscore. Then press the space bar to toggle the IME to allow the selection of the half-width ASCII underscore character.

This problem will be corrected in future Java installations.

SAS Note SN-010205 documents this problem.

Under Windows XP, Autorun Window may Appear when Inserting CDs

When you insert CD media on Windows XP, an Autorun window and an Autorun prompt may appear. This could occur during the SAS 9.1.3 Foundation installation process when CDs are swapped. The prompt is intermittent and may not happen when each CD is inserted.

If the Autorun window appears (this looks like a fancy Explorer window), you can close the window and continue with the installation.

If the Autorun prompt appears, it includes the following options:

```
Windows can perform the same action each time you insert a disk or
connect a device with this kind of file:
```

```
Pictures
```

```
What do you want windows to do?
```

- Copy pictures to a folder on my computer using Microsoft Scanner and Camera Wizard
- View a slideshow of the images using Windows Picture and Fax Viewer
- Print the pictures using Photo Printing Wizard
- Open folder to view files
- Take no action
- Ok
- Cancel

Choose **Take No Action, OK**, and then continue with the installation.

To circumvent these dialogs permanently, you can try the following steps:

1. Open the **My Computer** icon.

2. Under **Devices with Removable Storage**, right-click the CD-ROM drive that you are using, and select **Properties**.
3. On the **Autoplay** tab, select the **Mixed Content** type.
4. Write down its original action in case you want to change it back later.
5. Select the **Action to Perform** button.
6. Select **Take No Action**.

Please note that this procedure might not work in all cases.

This issue is caused by a file type association that is set by the Windows XP operating system. SAS cannot control file types that are initiated by Windows XP.

SAS Note SN-006260 documents this problem.

Mid-Tier

When you perform a SAS Planned Install, create a SAS Software Depot before you begin your installation

SAS highly recommends creating a SAS Software Depot (SSD) before you begin a SAS planned installation. Doing so allows the installation to flow easier and decreases the amount of time spent on the install.

To create an SSD perform the following:

1. Insert the **SAS Software Navigator** CD found in the “801 Deployment Tools Media” section.
2. Select a language for the SAS Software Navigator (for example, *English*), and click **OK**.
3. Choose **Create a SAS Software Depot**, and click **Next**.
4. Specify a target location for the SSD (for example, F:\SAS913SP4), and click **Next**.
5. Add software to the SSD by specifying a source location (for example, D:\), and click **Add**.
6. Click **Finish** when you are finished adding software to the SAS Software Depot.

In some cases, if you do not install from a SSD, extra screens appear that are confusing and potentially lead to installation failure.

Some installation failures from CDs and DVDs have been reported. For example, Enterprise Guide might show a check mark next to it, indicating installation completion, when in fact it has not completed.

The following products have been converted to use InstallShield 11, the source of the installation failures:

- Add-in for Microsoft Office 2.1
- Enterprise Guide 4.1
- SES Office Integration 1.2
- Web OLAP Viewer for .NET 1.3

This issue will be corrected in a future release of SAS.

SAS Note SN- 017817 documents this issue.

Error: Change User ID. SAS Service Pack Installer could not locate a SAS 9.1.3 installation. This may be due to using a user ID that is different than the one used to perform the original installation.

When you install SAS Service Pack 1 to an existing installation of SAS 9.1.3 Foundation, the following error message might appear:

```
Error: Change User ID
```

```
The SAS Service Pack Installer could not locate a SAS 9.1.3
installation. This may be due to using a user ID that is different
than the one used to perform the original installation. If this is the
case, you should exit the SAS Service Pack Installer and restart using
the original user ID.
```

```
If you continue, the Service Pack installation and configuration may
not complete successfully. Would you like to stop applying the service
pack at this time?
```

```
"Yes"    "No"
```

Select "No" to allow the installation to complete.

Then, during the installation of the service pack, the following dialog boxes appear. The installation checks for the first two products even if these products are not installed. This is expected behavior.

- Mid-Tier and Desktop Client Service Pack
- SAS Foundation Service Pack
- SAS Configuration Wizard

These same behaviors also occur when you install SAS Service Pack 2 to an existing installation of SAS 9.1.3. For the SAS 9.1.3 Foundation installation, you only need the **Service Pack 2 for SAS Foundation** CD.

SAS Note SN-014976 documents this problem.

Requirements for Installing SAS 9 and SAS 9 Service Packs on Terminal Servers

1. Your computer must be in install mode when you install SAS 9 or SAS 9 service packs on a Terminal Server. To set your computer to install mode, use the change user/install command at the command line or select **Start > Settings > Control Panel > Add/Remove Programs** to automatically enter into install mode.

Note: *Your computer must be in install mode before you insert the installation disk.*

2. When you install additional products to an existing install, you must use the original user account that was used to perform the original installation.
3. When you install a SAS service pack, you must use the original user account that was used to perform the original installation.

Tip: *Use an account that can be used and reused for installation and all subsequent product additions and service pack installations.*

Note: *If you reboot during the install process, by default the Terminal Server will not be in install mode at restart. It is necessary to set computer to install mode again if further installation is required.*

SAS Note SN-014710 documents this problem.

Browse Dialog for the Destination Folder Might Lose Focus

During the installation of SAS 9.1 on Windows XP, a repeated loss of focus on the Browse dialog might occur when you select a destination location. If this happens, close the Browse dialog box, wait two seconds and reopen it. The loss of focus might occur if other applications receive focus while the Browse dialog is displayed.

SAS Note SN-010906 documents this problem.

SAS Java Installations Using the Japanese Input Mode Replace the Underscore Character with the Pipe Symbol

SAS Java installations that use the Japanese Input Mode replace the underscore character with the pipe symbol. When you install any Java product, if you try to use an `_` in the path or in password creation, for example, that character is mapped to the `|` character. This does not occur in any native windows application, such as Notepad.

The workaround is to switch to a Japanese input mode and to select the underscore key. It should show the double-byte representation of the underscore. Then press the space bar to toggle the IME to allow the selection of the half-width ASCII underscore character.

This problem will be corrected in future Java installations.

SAS Note SN-010205 documents this problem.

Client Tier

When you perform a SAS Planned Install, create a SAS Software Depot before you begin your installation

SAS highly recommends creating a SAS Software Depot (SSD) before you begin a SAS planned installation. Doing so allows the installation to flow easier and decreases the amount of time spent on the install.

To create an SSD perform the following:

1. Insert the **SAS Software Navigator** CD found in the “801 Deployment Tools Media” section.
2. Select a language for the SAS Software Navigator (for example, *English*), and click **OK**.
3. Choose **Create a SAS Software Depot**, and click **Next**.
4. Specify a target location for the SSD (for example, `F:\SAS913SP4`), and click **Next**.
5. Add software to the SSD by specifying a source location (for example, `D:\`), and click **Add**.
6. Click **Finish** when you are finished adding software to the SAS Software Depot.

In some cases, if you do not install from a SSD, extra screens appear that are confusing and potentially lead to installation failure.

Some installation failures from CDs and DVDs have been reported. For example, Enterprise Guide might show a check mark next to it, indicating installation completion, when in fact it has not completed.

The following products have been converted to use InstallShield 11, the source of the installation failures:

- Add-in for Microsoft Office 2.1
- Enterprise Guide 4.1
- SES Office Integration 1.2
- Web OLAP Viewer for .NET 1.3

This issue will be corrected in a future release of SAS.

SAS Note SN- 017817 documents this issue.

Error: Change User ID. SAS Service Pack Installer could not locate a SAS 9.1.3 installation. This may be due to using a user ID that is different than the one used to perform the original installation.

When you install SAS Service Pack 1 to an existing installation of SAS 9.1.3 Foundation, the following error message might appear:

```
Error: Change User ID
```

```
The SAS Service Pack Installer could not locate a SAS 9.1.3
installation. This may be due to using a user ID that is different
than the one used to perform the original installation. If this is the
case, you should exit the SAS Service Pack Installer and restart using
the original user ID.
```

```
If you continue, the Service Pack installation and configuration may
not complete successfully. Would you like to stop applying the service
pack at this time?
```

```
"Yes"    "No"
```

Select "No" to allow the installation to complete.

Then, during the installation of the service pack, the following dialog boxes appear. The installation checks for the first two products even if these products are not installed. This is expected behavior.

- Mid-Tier and Desktop Client Service Pack
- SAS Foundation Service Pack
- SAS Configuration Wizard

These same behaviors also occur when you install SAS Service Pack 2 to an existing installation of SAS 9.1.3. For the SAS 9.1.3 Foundation installation, you only need the **Service Pack 2 for SAS Foundation** CD.

SAS Note SN-014976 documents this problem.

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Note: *Your computer must be in install mode before you insert the installation disk.*

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3. When you install a SAS service pack, you must use the original user account that was used to perform the original installation.

Tip: Use an account that can be used and reused for installation and all subsequent product additions and service pack installations.

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This problem will be corrected in future Java installations.

SAS Note SN-010205 documents this problem.