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Using This Book

Audience

The information in this document can be used by a SAS system administrator or an end user to install SAS Foundation on a Windows machine.
Introduction

What is SAS Foundation and Related Software?

SAS Foundation refers to the superset of all SAS software that can be deployed with Base SAS, such as SAS/ACCESS and SAS/GRAPH. Therefore, the list of products that constitute SAS Foundation can vary between SAS software orders. In your case, SAS Foundation is the collection of SAS products that was ordered by your company for your site.

Related software consists of SAS products that are neither part of SAS Foundation nor the third-party software your order might require. Related software can be graphical user interfaces, tools, or programming environments that enable you to effectively use SAS products. SAS ODS Graphics Editor, SAS/IML Studio, and SAS Stat Studio are all examples of related software.

Basic Deployment Type

When you install SAS Foundation, you are performing a basic deployment. Unlike planned deployments, basic deployments do not require a deployment plan.
SAS Software Distribution Methods

SAS supports two methods for distributing SAS software orders:

- **Electronic Software Delivery (ESD)**
  The SAS ESD process enables users to receive an order over the Internet from the SAS support website.

- **Physical media (DVD)**
  Physical media that are provided by SAS contains all of the installation materials that are needed to install an order.

With either distribution method, you build a SAS Software Depot from which you install SAS Foundation.

What Is Covered in This Document?

This document begins where you and your SAS representative have decided what software you need and on what machine you will install the software. It covers all of the pre-installation, installation, and configuration tasks that you must perform for a basic deployment of SAS Foundation and related software on a Windows machine.

There are two main users of this document:

- **SAS system administrator**
  The SAS system administrator oversees the entire process of deploying SAS. The administrator receives the software order email (SOE), receives the physical installation media or downloads the order, and installs and configures SAS.

  The SAS system administrator should read this entire document.

- **SAS End User**
  The SAS end user installs and configures SAS only.

  The SAS end user can skip to Chapters 4 and 5 of this document.

Software Order Email (SOE)

SAS sends an email to your site representative to provide details about your SAS software order. This email is referred to as the software order email (SOE). The SOE contains two important pieces of information that are critical for deploying SAS: your SAS order number and the SAS installation key. You will need this information later in the deployment process.
Overview of Deploying SAS Foundation

There are five steps required to deploy SAS Foundation:

1. Complete the Pre-Installation Checklist.
2. Set up a SAS profile.
3. Create a SAS Software Depot.
4. Install SAS.
5. Validate your SAS deployment.

Step One: Complete the Pre-Installation Checklist

Before you continue, complete all of the tasks listed in the pre-installation checklist:
Table 1.1 Pre-Installation Checklist

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
</table>
| Make sure that your machine meets all system requirements.          | Review the SAS system requirement appropriate for your operating system, which are available at http://support.sas.com/resources/sysreq/index.html. For example, the machine from which you are downloading the SAS installation software must have the following:  
  - Internet access  
    - Your machine must access the SAS download website.  
  - adequate disk space  
    - Just before creating a depot, the SAS Download Manager presents you with an estimate for required disk space. |
| Check for new hot fixes.                                           | Critical hot fixes that were released before the current maintenance release are automatically installed when you run the SAS Deployment Wizard. Additional hot fixes might be available for your products. To determine whether there are additional hot fixes for your products, see http://ftp.sas.com/techsup/download/hotfix/hotfix.html. |
| Ensure that your operating system supports the version of SAS that you are preparing to install. | SAS 9.4 Foundation and related software can run on specific versions of the Windows operating system. To find out if your machine supports the current release, go to the Supported Operating Systems page at http://support.sas.com/supportos/list. |
| Create a SAS Installer user account on your machine.               | Always use the SAS Installer user (for example, myDomain\sas) to deploy SAS and to apply future hot fixes, updates, and product add-ons. |
| Add the SAS Installer User to the Windows Administrators group on your machine. | Members of the Administrators group are given access to certain directories and files created by the SAS Deployment Wizard, which is the program used to install and configure SAS. |
| Decide which languages your SAS 9.4 products must support.         | The Select Language Support page of the SAS Deployment Wizard enables you to select all languages that your SAS 9.4 products support. By default, all supported languages are selected. To save download time and disk space, you should select only the languages that you plan to use. |
| Decide which locale (or regional) setting to use and whether to configure your machine as a Unicode server. | The Select Regional Settings page of the SAS Deployment Wizard enables you to select the locale for your SAS software. The locale of your operating system must match the locale that you plan to select during installation. The locale setting controls how SAS 9.4 formats text, numbers, currencies, date-time formats, and data (sorting) in the user interface.  
  The Select Regional Settings page of the SAS Deployment Wizard also enables you to configure your machine as a Unicode server. Unicode is useful if your deployment supports multiple languages. However, UTF-8 encoding can cause problems when sharing SAS data with sites that use default encodings.  
  Note: If you plan to configure your machine as a Unicode server, your operating system must use UTF-8 encoding. |
| Locate your Software Order Email.                                  | Your “Software Order Email (SOE)” contains two pieces of important information that you need later to download your SAS software: your SAS order number and your SAS installation key. |
Setting Up Your SAS Profile

Deployment Process Overview: Step Two

This chapter describes how to set up a profile on the SAS Technical Support website.

Setting up a profile is the second of five steps in deploying SAS Foundation.

1. Complete the Pre-Installation Checklist.

2. Set up a SAS profile.

3. Create a SAS Software Depot.

4. Install SAS.

5. Validate your SAS deployment.

Note: You are not required to set up a SAS profile if you are installing from physical media (DVDs). Proceed to Chapter 3, “Creating Your SAS Software Depot,” on page 11.

Overview of Setting Up a Profile on the SAS Technical Support Website

Setting up your profile on the SAS Technical Support website, support.sas.com, consists of the following steps:

1. Using a web browser, go to support.sas.com and provide the necessary information.

2. Click the link in a confirmation email that SAS sends to you.

3. Complete your SAS profile by providing a password.

4. Using your new SAS profile, verify that you can log on to support.sas.com.
Set Up a Profile on the SAS Technical Support Website

If you have not already, you must create a SAS profile before you can download your SAS software order.

To set up a profile on the SAS Technical Support website, support.sas.com, follow these steps:

1. You are not required to set up a SAS profile if you are installing from physical media (DVDs). Proceed to Chapter 3, “Creating Your SAS Software Depot,” on page 11.

2. Open a web browser and point it to http://support.sas.com/documentation/installcenter/94/win/.

   The SAS Knowledge Base / Install Center page is displayed.

3. In the upper right corner of page, click Create profile.

   The My Profile page is displayed.
4. Enter the required information and select the check box for agreeing to terms of use. When you are finished, click Create Profile.

The My Profile Activation page appears. An email will have been sent to the address that you specified when you created your SAS profile.

5. Using your email program, locate the email from SAS with a subject line similar to Please Activate your SAS Profile.

6. Click the link in the email, and follow the instructions to create a password for your SAS profile.

7. Using your web browser, return to http://support.sas.com/documentation/installcenter/94/win/. Then, in the upper right corner of page, click Log in to verify that you can log on to the Install Center.

Creating Your SAS Software Depot

Deployment Process Overview: Step Three

This chapter describes how to acquire the SAS Download Manager and use it to download your SAS software order.

Creating your SAS Software Depot is the third of five steps in deploying SAS Foundation.

1. Complete the Pre-Installation Checklist.
2. Set up a SAS profile.
3. Create a SAS Software Depot.
4. Install SAS.
5. Validate your SAS deployment.

Overview of Downloading Your SAS Software Order

Before you can install SAS, you must have a SAS Software Depot to install from. A SAS Software Depot is a file system that consists of SAS installation files that represent one or more orders. The depot is organized in a specific format that is meaningful to the SAS Deployment Wizard, which is the program that you use to install SAS.

How you create your SAS Software Depot depends on what software order distribution method you are using: Electronic Software Delivery (ESD) or physical media (DVDs).
If you are using ESD, take these steps:

1. Use a web browser to download and install a program called the SAS Download Manager.

2. Run the download manager to simultaneously download your SAS order and create your SAS Software Depot.

3. Change permission and ownership of your SAS Software Depot directories.

If you are using physical media, take these steps:

1. Mount the DVD that contains your SAS software order.

2. Run a program called the SAS Deployment Wizard to create your SAS Software Depot.

3. Change permission and ownership of your SAS Software Depot directories.

After you create your software depot, you can use the SAS Software Depot Checker Utility to check that your SAS Software Depot is valid.

---

**Download Your SAS Software Order and Create a Depot**

To download your software order and use the SAS Download Manager to create your SAS Software Depot, follow these steps:

1. Make sure that you know your SAS order number and the SAS installation key contained in your “Software Order Email (SOE)”. You will be asked for this information later.

2. Make sure that you have completed the Pre-Installation Checklist on page 3.

   **Note:** If you plan to move your SAS software order to another machine running a different operating system after you download it, please read the following SAS Note available at http://support.sas.com/kb/38/258.html.

3. As the SAS Installer user (for example, myDomain\sas), log in to the machine on which you want to install SAS.

4. Open a web browser and point it to http://support.sas.com/downloadmgr. You are directed to the Downloads page.
5 If you are not already logged in to the website, do so now by clicking Log in. (If you are logged in, skip to step 7.)

The SAS Login page is displayed.

Note: If you have not already set up a SAS Profile, see Chapter 2, “Setting Up Your SAS Profile,” on page 7.

6 Enter your email address and password, and click Login.

You are returned to the Downloads page.
Select **SAS Download Manager**.

The SAS Download Manager window is displayed.

Click the **Request Download** link that is appropriate for your operating system.

The SAS License Agreement for Download window is displayed.
9 Review the license agreement and click **Accept**.
Your web browser should prompt you to either run or save the download file.
For example, in Internet Explorer you see an alert box similar to the following:

![Alert Box](image)

10 Click **Run**.
The download manager Ready to Execute window is displayed.

![Ready to Execute Window](image)

11 Click **Run**.
The Initializing and Running window is displayed.
When the download manager is ready, the Choose Language dialog box is displayed.

12 Select the language that you want the download manager to use when it displays text, and click OK.

The Order Information window is displayed.
13 Referring to your SAS order email, enter your SAS order number and SAS installation key and click Next.

**TIP** To speed up entry of the SAS installation key, copy the key from your SAS order email and click Paste from Clipboard.

The Specify Order Details window is displayed.

14 You have the option to Click to see the contents of your order that correspond with the SAS Products to Include below.
When you click this link, the SAS Order Information page is displayed.

SAS Order Information

The following information is essential for the installation and support of your software from SAS. Please take special note of the SAS installation key below which may be required during the installation process.

Your Order Information:

Order Number: 09HY36
SAS Installation Key: P2J1-KY71-K25N
Deployment Type: Basic
Date: November 17, 2015
Space Required for SAS Software Depot: 10.2GB
SAS Installation Representative: Temporary SAS User
Email Address: ahmed.smith@example.com
Tech Support Site Number: 70068130

Information for Tech Support Site 70068130:

Site Name: Base SAS, SAS/STAT, SAS/GRAPH, SAS/ACCESS for Oracle
Tech Support Site Number: 70068130
Contracts Site Number: 545548
Operating System: Microsoft® Windows® Server & Workstation for x64
Internal Reference: SAS 9.4 TSIMJ, Rev. 940.15w29
License File: SAS94_09HY36_70068130_Win_X64_Wrkstn_Srv.txt

Product(s) Ordered
Base SAS
SAS/ACCESS Interface to Oracle
SAS/GRAPH
SAS/STAT

15 Return to the Specify Order Details window of the download manager and click Next.

The Specify Order Options window is displayed.
16 Make sure that **Include complete order contents** is selected and click **Next**.

The Specify SAS Software Depot Options window is displayed.

17 Enter the location where you want to download your SAS Software Depot (for example, `C:\SAS Software Depot`). Make sure that **Remove duplicate files and save space** is selected. Click **Next**.

If you have not yet created the SAS Software Depot directory, you see the following alert box.

The Select an Option dialog box is displayed.

Click **Yes**, to have the download manager create the directory automatically for you.

The Final Review window is displayed.
Review the information displayed in the window. If you want to change any earlier choices that you made, click Back.

When you are ready to start your download, click Download.

The Download in Progress window is displayed with the estimated time it takes to complete the software download.

Wait until the Download Complete window is displayed.
19 Click **Next**.

A second Download Complete window appears. It contains the details of the download.

20 Click **Finish**.

The Completed the SAS Download Manager window is displayed.
Create a Depot from DVDs

To create your SAS Software Depot from your software order on DVDs, follow these steps:

1. Make sure that you have completed the Pre-Installation Checklist on page 3.
   Note: If you plan to move your SAS software order to another machine running a different operating system after you download it, please read the following SAS Note available at http://support.sas.com/kb/38/258.html.

2. As the SAS Installer user (for example, myDomain\sas), log on to the machine on which you want to install SAS.

3. Load the DVD that contains your SAS software order.

4. Using Windows Explorer, navigate to the top-level directory of the DVD.

5. Double-click setup (or setup.exe).
   The deployment wizard splash screen with a progress indicator is displayed.

21 Click Finish.

22 If you want to verify the integrity of your SAS Software Depot, proceed to “Checking Your SAS Software Depot” on page 29.
The Choose Language dialog box is displayed.

Select the language that you want the download manager to use when it displays text, and click OK.

A second instance of the deployment wizard splash screen is displayed.

The Select Deployment Task page is displayed.
Select **Create or Add to a SAS Software Depot** and click **Next**.

The Specify Order Details page is displayed.

You have the option to **Click to see the contents of your order that correspond with the SAS Products to Include below**.

When you click this link, the SAS Order Information page is displayed.
Return to the Specify Order Details page of the deployment wizard and click Next.

The Specify Order Options page is displayed.

Make sure that **Include complete order contents** is selected and click Next.

The Specify SAS Software Depot Directory page is displayed.
Enter the location where you want to create your SAS Software Depot (for example, C:\SAS Software Depot), and click **Next**.

If you have not yet created the depot directory, you see the following alert box.

Click **Yes**, to have the deployment wizard to create the directory automatically for you.

The Final Review page is displayed.
9 Review the information displayed in the window. If you want to change any earlier choices that you made, click **Back**.

When you are ready to create your software depot, click **Start**.

The Adding SAS Software Order page is displayed with the estimated time it will take to create the software depot.

Wait until the SAS Software Order Added page is displayed.
10 Click **Next**.

Another instance of the SAS Software Order Added page is displayed.

The SAS Software Order Added page identifies the software order that you have added to your new SAS Software Depot, and confirms the directory that contains your depot.

11 Click **Finish**.

12 If you want to verify the integrity of your SAS Software Depot, proceed to "Checking Your SAS Software Depot" on page 29.
Overview of Checking Your SAS Software Depot

The SAS Software Depot Checker Utility can verify the integrity of your SAS Software Depot. It scans your depot and identifies any missing files. For each file that it finds, the depot checker attempts to validate its size, checksum, and date-and-time stamp.

The depot checker attempts to fix any problems that it encounters and lists the results of its various validation tests. You can print the results or view them in a web browser.

Figure 3.1  Depot Checker Results Displayed in a Web Browser

SAS Software Depot Check Utility version 9.4
Date: 2015 Nov 19 10:16:10
UserID: myacct
Depot Location: C:\SAS Software Depot

Checking depot path and loading order information...
Orders found in Depot: [09HYJ6]
Order information has been loaded.

Scanning the depot and building file lists...
Scan completed. 12,871 files found.

The following files are missing:
All files are present.

The following files have the wrong file size:
All files have the correct file size.

The following depot metadata files are missing:
All depot metadata files are present.

The following are problems with the depot compression files:
Depot compression files are correct.

The following files have an incorrect checksum:
All files had the correct checksum.

Processing complete. 12,871 files have been checked.
Check Your SAS Software Depot

To run the SAS Software Depot Checker Utility:

Note: It is recommended that you use the same user account with which the SAS Software Depot was created to run the SAS Software Depot Checker Utility.

1. Using Windows Explorer, navigate to the `utilities\depotchecker` directory in your SAS Software Depot.

2. Double-click `SASDepotCheck` (or `SASDepotCheck.exe`).

   The Ready to Execute window is displayed.
Click **Run**.

The Initializing and Running window is displayed.

When the depot check utility is ready, the Choose Language dialog box is displayed.
4. From the drop-down list, select the language that you want the depot checker to use when it displays text, and click OK.

You should see a welcome page similar to the following:

The Specify SAS Software Depot Directory window is displayed.

5. Make sure that the correct path to your depot is displayed in **SAS Software Depot Directory** and click Next.

The Final Review window is displayed.
6. On the Final Review window, click **Start**.

The depot checker begins scanning your depot. The time required to complete the scan depends on the size of your depot.

When the scan is complete, you see the Depot Check Complete window that is similar to the following:

7. Select one of the following options and then click **Finish**:
   - **Save Report** writes the results of the depot checker scan to a text file.
   - **View in Browser** launches a web browser and displays the results of the depot checker scan.
Print Report prints the results of the depot checker scan.
The Completed the SAS Depot Check Utility window is displayed.

8 Click Finish.

9 Proceed to Chapter 4, “Deploying SAS Foundation,” on page 35.
Deploying SAS Foundation

Deployment Process Overview: Step Four

This chapter describes how to use the SAS Deployment Wizard to install and initially configure SAS.

Installing SAS is the fourth of five steps in deploying SAS Foundation.

1. Complete the Pre-Installation Checklist.
2. Set up a SAS profile.
3. Create a SAS Software Depot.
4. Install SAS.
5. Validate your SAS deployment.

Deploying SAS Foundation

Before You Begin

Before you begin installing the SAS Foundation software, be sure to do the following:

- If the SAS Deployment Wizard is running on the machine, close it.
- Because the SAS Download Manager and the SAS Deployment Wizard write to many of the same files, they cannot run at the same time.
- Make sure that the computer is connected to a reliable power source. Do not rely on battery power during this process.
Install and Configure SAS

You install SAS by running the SAS Deployment Wizard.

To install SAS:

1. Make sure that you have completed the Pre-Installation Checklist on page 3.
   
   Note: If you plan to move your SAS software order to another machine running a different operating system after you download it, please read the following SAS Note available at http://support.sas.com/kb/38/258.html.

2. Log in to your machine as the SAS Installer user (for example, myDomain\sas).
   
   This can be your regular account, but you must use this same account in the future if you want to add, modify, or remove SAS software.

3. Using Windows Explorer, navigate to your SAS Software Depot directory (for example, C:\SAS Software Depot).

4. Double-click setup (or setup.exe).
   
   The deployment wizard splash screen with a progress indicator displayed.

   The Choose Language dialog box is displayed.
5 Select the language that you want the SAS Deployment Wizard to use when it displays text, and click **OK**.

A second instance of the deployment wizard splash screen is displayed.

Next, the Select Deployment Task page is displayed.

6 Make sure that **Install SAS Software** is selected, and click **Next**.

The Specify SAS Home page is displayed.
Enter the path where you want the deployment wizard to install SAS (for example, C:\Program Files\SASHome). Click Next.

If you have not yet created the SAS installation directory, you see the following alert box.

Click Yes, to have the deployment wizard create the directory automatically for you.

The Select Products to Install page is displayed.
8 Click **Next**.

**TIP** We recommend that you do not change the default settings on this page.

The Select SAS Foundation Products page is displayed.

9 Click **Next**.

**TIP** We recommend that you do not change the default settings on this page.
The Specify SAS Installation Data File page is displayed.

10 If your order has more than one SID file, be sure to select the one that includes the SAS Foundation products you want to install.

Click Next.

The Select Language Support page is displayed.

11 Select the languages for your SAS software to support:

a Click Clear All. (English remains selected as the default language.)

b Add any additional languages that you want SAS software to support.
By default, SAS attempts to support all languages for which your machine’s operating system is configured.

- Click **Next**.

The Select Regional Settings page is displayed.

12 Select the language, region, and locale setting that affect how SAS displays text, numbers, currencies, dates, and times and how SAS sorts data. Then click **Next**.

The deployment wizard scans your machine to determine whether any pre-existing SAS files are locked or do not have Write permission.
When the scan is completed, if no action is required, click Next.

If the wizard lists any files in the text box, then while the wizard is running, quit SAS and add Write permission to the files listed, or clear the lock on any affected files. When you are finished, click Next.

The Deployment Summary page is displayed.

Review the summary of software that the deployment wizard will install and configure.

This is the last opportunity to go back and change any information that you have provided in previous pages before the wizard begins installing SAS. Make one of the following choices:

- Click Start to begin installing SAS files to the current machine. The deployment wizard launches the installation and provides an ongoing status update.
- Click Back to navigate to earlier wizard pages to change installation information previously entered.
- Click Cancel to terminate the wizard session. Note that you will lose installation information that was previously entered.

The Deployment in Progress page is displayed.
When the deployment wizard has finished installing SAS, the Deployment Complete page is displayed.

The Deployment Complete page displays the installation results for each SAS product.

- Green check marks next to every item on this page indicate that your installation completed successfully. Click Next.
- If you received errors during your installation, review “Opening a SAS Technical Support Track” on page 52.

The Additional Resources page is displayed.
16 Use the links displayed to review more information about your SAS deployment.

Click **Finish** to close the SAS Deployment Wizard.

17 Proceed to Chapter 5, "Validating Your SAS Foundation Deployment," on page 45.
Validating Your SAS Foundation Deployment

Deployment Process Overview: Step Five

This chapter describes how to make sure that your SAS deployment is properly installed and configured.

Validating your deployment is the final step in deploying SAS Foundation.

1. Complete the Pre-Installation Checklist.
2. Set up a SAS profile.
3. Create a SAS Software Depot.
4. Install SAS.
   ▶ 5. Validate your SAS deployment.

Overview of Validating Your SAS Foundation Deployment

This section provides several tasks that you can perform to ensure that SAS is properly installed and configured:

- Run two SAS programs to test your deployment.
- Run the JAVAINFO procedure.
- View your deployment registry report to see an inventory of what has been deployed on your machine.
Run SAS Programs to Test Your Deployment

Run two programs to validate your SAS deployment: SAS IQ and SAS OQ. For more information, see SAS Qualification Tools User’s Guide.

Run the JAVAINFO Procedure

Run PROC JAVAINFO in SAS Studio to test that the SAS Private Java Runtime Environment is functional.

To run PROC JAVAINFO:

1. From the Windows Start menu, launch SAS Studio: Select Start ➤ All Programs ➤ SAS ➤ SAS Studio.

Your web browser launches with SAS Studio loading.
When SAS Studio is loaded, you see the SAS Studio window similar to the following:

2 In the **CODE** tab, enter the following command:

```sql
proc javainfo;
```
3 Click Run .

You should see output similar to the following:

4 Quit your SAS Studio session by clicking the Sign Out link in the top right corner of the SAS Studio window.
A confirmation dialog box is displayed.

5 Click **Sign Out**.

View Your Deployment Registry Report

You can view a report of the SAS deployment registry to get an inventory of what SAS products and components have been deployed on your machine.
To view your deployment registry report:

1. Using Windows Explorer, navigate to the `InstallMisc\InstallLogs` subfolder under your SAS installation folder (for example, `C:\Program Files\SASHome`).

2. Double-click `DeploymentRegistry` (or `DeploymentRegistry.html`).
   
   Your web browser should display a report similar to the following:

   ![Deployment Registry Report](image-url)
Troubleshooting a Failed Installation

Installation errors can happen. Most installation errors are due to one of these reasons:

- **corrupted installation files**
  
  Run the SAS Depot Checker Utility to assess the integrity of the files in your SAS Software Depot. If you find errors, download depot again. Then, attempt the installation again.
  
  For more information, see “Checking Your SAS Software Depot” on page 29.

- **inappropriate operating environment**
  
  Review the SAS system requirements appropriate for your operating system available at http://support.sas.com/resources/sysreq/index.html.

- **unfulfilled system requirements**
  
  Review the SAS system requirements appropriate for your operating system available at http://support.sas.com/resources/sysreq/index.html.

- **processes on the computer that interfere with the installation**
  
  Shut down all unnecessary processes on the machine, and re-install SAS.
  
  For more information, see Chapter 4, “Deploying SAS Foundation,” on page 35.

**TIP** Two SAS logs, SDW_date-installed_time-installed.log and IT_date-time-stamp.log, are helpful for troubleshooting a failed SAS deployment. Using the error message text from these logs, you can search http://support.sas.com for solutions. For more information, see http://support.sas.com/kb/49/799.html.
Opening a SAS Technical Support Track

If you are unable to resolve a SAS Foundation issue, the next step is to go to the SAS Technical Support website and open a track on the issue.

To open a Technical Support track:

1. Point your web browser to http://support.sas.com/ctx/supportform/createForm.
   
   You are directed to the SAS Technical Support Form page.

2. Click Log in.
   
   The SAS Login page is displayed.
3 Enter your email address, password, and click **Login**.

You are returned to the SAS Technical Support Form page with your basic information filled in from your SAS profile.

4 Verify your basic information, and enter additional information such as, product, product release, SAS release, and operating system. When you are finished, click **Next**.

The Problem Description form is displayed.
Enter the following:
- a subject and a description of the product in the required fields
- any relevant error or warning messages and describe any diagnostic steps taken or SAS Notes referenced
- any screen captures attached to the form as graphic files

When you are finished, click **Next Page**.

The Problem Description form page is displayed with all of your information entered.
Basic Information:

- **E-mail**: ahmed@example.com
- **Name**: Ahmed Smith
- **Company**: My Company
- **Country**: us
- **Phone Number**: +1 (555) 555-5555
- **Site Number**: 0001000121
- **Product**: Base SAS / SAS Foundation
- **Product Release**: 9.4_M3
- **SAS Release**: 9.4 TS1M3
- **Operating System**: Windows 7

Problem Description:

- **Subject**: SAS won't start

Uploaded Files:

- **Problem Description**: When I attempt to start SAS, nothing happens.

Error and Warning Messages:

Diagnostic Steps:

If you need to change anything, click **Return to Editing**. Otherwise, Click **Submit**.

A confirmation page is displayed.
The following tables lists information about other tasks that a SAS Foundation administrator might need to perform:

**Table A2.1 Additional Administration Tasks**

<table>
<thead>
<tr>
<th>Task</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backing up your SAS environment</td>
<td>See the following Microsoft documentation:</td>
</tr>
<tr>
<td></td>
<td>- <a href="http://windows.microsoft.com/en-us/windows/back-up-files#1TC=windows-7">http://windows.microsoft.com/en-us/windows/back-up-files#1TC=windows-7</a></td>
</tr>
<tr>
<td>Managing SAS software orders</td>
<td>- Creating a disc image of your order</td>
</tr>
<tr>
<td></td>
<td>- Changing order information</td>
</tr>
<tr>
<td></td>
<td>- Deleting an order</td>
</tr>
<tr>
<td>Subsetting a SAS software order</td>
<td>Creating a smaller SAS Software Depot that is for a particular language, operating system, or group of SAS products.</td>
</tr>
<tr>
<td>Provisioning SAS on Windows</td>
<td>Automating roll-out of new software to end users on their Windows desktop machines using the SAS Deployment Wizard in conjunction with a third-party provisioning system such as: LANDesk, Wise, Microsoft SCCM, Symantec Altiris, IBM Tivoli, BMC, and so on.</td>
</tr>
<tr>
<td>Uninstalling SAS</td>
<td>Removing SAS software from your machine.</td>
</tr>
</tbody>
</table>
Recommended Reading

- SAS Intelligence Platform: Installation and Configuration Guide
- SAS Installation Note 39379: Documentation and Frequently Asked Questions for the SAS Software Depot
- SAS Note 38236: Validating SAS Software Depots on UNIX Using the SAS Software Depot Checker
- SAS Guide to Software Updates

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