

Installation Instructions for SAS[®] 9.3 Installation Kit for Basic DVD Installations on z/OS[®]



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Installation Instructions for SAS® 9.3 Installation Kit for Basic DVD Installations on z/OS
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Before You Begin

This document provides all of the information related to installing a SAS 9.3 DVD Software **basic** order on z/OS systems for which you have purchased licenses. Please review this document in its entirety.

Be sure to review each of the topics in the “Prerequisites” and “Overview” sections before beginning your installation.

Prerequisites

System Requirements

Confirm that your system meets the minimum requirements by referring to the system requirements from the SAS 9.3 Install Center Documentation Web site (<http://support.sas.com/documentation/installcenter/93/index.html>) and selecting **Documentation for SAS 9.3 Installation on z/OS**.

Installation Alert Notes

On the <http://support.sas.com/notes/index.html> Web page, click **Outstanding Alert Status Installation Problems**. Select the **Results Filter** tab, and then select **z/OS** as the operating system from the Operating System drop-down list. Then press **Enter**.

Review the Installation Alert Notes that are listed to see if they apply to this installation order.

Software Order E-mail (SOE)

To install SAS 9.3 on z/OS, start with the Software Order E-mail (SOE) you received from SAS Institute. This e-mail contains details such as the order number, a key, and the type of installation you have: Basic or Planning. Basic orders are generally straightforward single-machine deployments. Planning orders are more complex, multi-machine deployments. This document is for a **basic** order.

SAS Installation Data Files (SID files)

The SAS Software Depot includes one or more SAS installation data (SID) file or files. A SID file is valid for a limited time and consists of customized installation information and product authorization information. The SAS Deployment Wizard uses the installation information in a SID file to install your licensed software and apply customized product authorization information to your system. SID files follow a naming convention in which a file called `sas93_xxxxxx_yyyyyyyy_zzz.txt` would mean `xxxxxx` is your order number, `yyyyyyyy` is your setnumid (a unique identifier used by SAS Technical Support), and `zzz` is the operating system for which the order is licensed.

The SID files for your software order will be located in the `sid_files` directory at the root of your SAS Software Depot.

If your order is more than 90 days old, the SID file shipped with the order may have expired. Check your SOE for the expiration date of the SID file in your order. If it has expired, contact your SAS site representative who may have received a Renewal Software Order E-mail that will contain a more recent SID file. Once you have created your SAS Software Depot, put the updated SID file in the `sid_files` directory in your SAS Software Depot. If the site representative does not have an updated SID file, please contact SAS Customer Service at 1-800-727-0025 (press option 3).

Disk Space

Your SAS installation requires the following space defined in UNIX file system directories:

- SAS Software Depot
The SAS Software Depot is a collection of SAS installation files that represents one or more orders. The SAS Software Depot is organized in a specific format that is meaningful to the SAS Deployment Wizard, which is the tool that is used to install and initially configure SAS. The SAS Software Depot contains the SAS Deployment Wizard executable, one or more deployment plans, a SID file, order data, and product data. *Please see your Software Order E-Mail for the space required for the SAS Software Depot for your order.*

This directory must be available to z/OS. It can be:

- A UNIX File System directory on the z/OS machine.
- A UNIX File System or Windows remote directory that is accessible to the z/OS machine via an NFS mount.

You do not need the SAS Software Depot after you have completed installing and configuring your SAS software. You can archive your SAS Software Depot to tape using the process documented in SAS Note SN 37119 (<http://support.sas.com/kb/37119>).

- SAS home directory
The SAS home directory is an integral part of the SAS 9.3 installation. You may want to have your SAS Software Depot and SAS home directory in separate UNIX file system spaces so that you can easily recover the space from your SAS Software Depot after installation. For a SAS foundation only installation, 3 GB should be allowed for the SASHome directory.

User ID Requirements

The user ID used for installing SAS 9.3 must meet specific requirements:

- Must have a home directory that is not root.
- Must have a default program shell defined.
- Must not be a superuser.
- Must not share a UID with other user IDs.

The user IDs that will be running either the SAS Download Manager or SAS Deployment Wizard to install SAS 9.3 Foundation for z/OS require a larger region setting:

- If running under OMVS, a TSO region size and ASSIZEMAX setting of at least 800 MB.
- If running UNIX-style commands using rlogin, putty, or telnet, an ASSIZEMAX setting of at least 800 MB.

Note: *This note applies only when the SAS Software Depot is downloaded directly to a z/OS UNIX File System directory.*

To increase the amount of CPU time available to the SAS Download Manager download process, set the CPUTIMEMAX value in the user ID's OMVS segment to at least 1500. The amount of CPU time required to download the software varies depending on the size and number of products in the order. If the SAS Download Manager receives a SIGXCPU error, you may restart the SAS Download Manager to continue a download that was already in progress.

Updating the Logon Password

Before applying any maintenance or hot fixes, if the administrator of your system has changed their logon password, you must update the logon password. See "Updating the Logon Password" on page 11 for more information only if you originally installed **without** `-nojobsubmit`.

Installing Required Third-Party Software

Having an installed Java level that is supported by SAS is optional for a basic installation. You can check SAS's third party support Web page for information about the latest supported versions of Java at <http://support.sas.com/resources/thirdpartysupport/>.

X11 Server Availability

The SAS Download Manager for z/OS and the SAS Deployment Wizard have graphical user interfaces which require the use of an X11 server, if available. At many sites, this software is already available and running on a UNIX and/or Windows system. X11 software is available from commercial and shareware sites.

If you do not have access to an X11 server, you may be able to use the SAS Download Manager and the SAS Deployment Wizard in console mode, allowing you to use a headless system to configure your server. If you use **console mode**, each dialog used in the deployment of your SAS software is represented in text. Console mode is available in orders with a version number of Rev. 930_12w nn , where nn is 10 or higher. Refer to your Software Order E-mail to determine your version number. Console mode cannot be used on your middle tier.

For more information about X11 server minimum version requirements, see the Web page entitled "SAS 9.3 Support for Additional Software Products" at http://support.sas.com/resources/thirdpartysupport/v93/othersw.html#tab_x11.

Terminology

SAS Deployment Wizard

The SAS Deployment Wizard is the common interface used to install and deploy all SAS 9.3 software. Using the SAS Deployment Wizard, you interact with the SAS Software Depot, the repository of files and data necessary to install your SAS 9.3 software. You will invoke the SAS Deployment Wizard on each system that is part of your SAS software deployment.

The SAS Deployment Wizard is run by issuing **setup.rexx** which provides a windowing interface that requires an X11 server.

Note: If you do not have access to an X11 server, you may be able to use the SAS Deployment Wizard in console mode, allowing you to use a headless system to configure your server.

SAS Software Depot

The SAS Software Depot is a collection of SAS installation files that represents one or more orders. The SAS Software Depot is organized in a specific format that is meaningful to the SAS Deployment Wizard, which is the tool that is used to install and initially configure SAS. The SAS Software Depot contains the SAS Deployment Wizard executable, one or more deployment plans, a SID file, order data, and product data. *Please see your Software Order E-Mail for the space required for the SAS Software Depot for your order.*

Location of SAS Software Depot

You can load your SAS Software Depot from the DVD to either UNIX or Windows. You must be able to:

- Mount your UNIX or Windows directory on your z/OS system, using NFS mount, **or**
- Have a third-party utility that can transfer a complete directory tree to your z/OS system.

CPUTIMEMAX and ASSIZEMAX or TSO Region Parameters

The user ID that will be running the SAS Deployment Wizard to install SAS 9.3 Foundation for z/OS requires a larger region setting:

- If running under OMVS, a TSO region size of at least 800 MB.
- If running UNIX-style commands using rlogin, putty, or telnet, an ASSIZEMAX of at least 800 MB.

The user ID must meet the following requirements:

- Must have a home directory that is not root.
- Must have a default program shell defined.
- Must not be a superuser.
- Must not share a uid with other user IDs.

SAS Home Location

SASHOME is the UNIX directory location where the UNIX file system components of your SAS software are installed on your machine. SASHOME is specified when you install software through the SAS Deployment Wizard for the first time, and that location becomes the default installation location for any other SAS software you install on the same machine. You will need about 3 GB of UNIX file system space for your SAS Home directory.

Many sites prefer to have SAS Home in a separate UNIX file system than their SAS Software Depot. This allows you to easily archive the SAS Software Depot and reuse that disk space. The directory path for your SAS Home location cannot be a directory within your SAS software depot.

Note: The length of the SASHOME path is limited to 54 characters.

Note: The SAS Home directory is an integral part of the SAS 9.3 installation and **MUST** exist for you to apply maintenance or hotfixes to your SAS 9.3 software.

Update Mode

If you are adding maintenance or new products to an existing installation, the first invocation of the SAS Deployment Wizard will compare your installed products to the versions in the SAS Software Depot. If the SAS Software Depot contains new versions or maintenance to any installed products, the SAS Deployment Wizard switches to “update mode” and brings those products up to the current level. If you wanted to add new products to your existing installation, you will need to invoke the SAS Deployment Wizard a second time.

Creating the SAS Software Depot

Follow these steps to create your SAS Software Depot:

1. Confirm that you have received the software that you expected.
 - In your installation kit, find the SAS Order Information document, which lists the software that you ordered. Verify that the SAS products and servers listed are correct, and that they match what you expected to receive. If they are not, contact SAS Customer Service at 1-800-727-0025.
 - The SAS Software Depot is a network-accessible repository of your SAS software. After you have installed your software, the SAS Order Information document will also be

available from your SAS Software Depot at

`<SAS Software Depot Location>/install_doc/<order number>/soi.html`.

- After you have created your SAS Software Depot, you may view an expanded list of the software that makes up your order. Consult the `ordersummary.html`, located in your SAS Software Depot at
`<SAS Software Depot Location>/install_doc/<order number>/ordersummary.html`.
2. Insert your media into a DVD drive on either a Windows or UNIX system to create or add to your SAS Software Depot.
- If you already have a SAS Software Depot from a 9.3 installation, you should use the same location for creating this SAS Software Depot. Only new products, releases, and maintenance will need to be added to the SAS Software Depot, saving disk space. If you are creating a new SAS Software Depot, choose a location that either is, or can be, NFS-mounted on z/OS, or confirm that you have a third-party FTP utility that can move the entire directory tree to the z/OS file system. The directory name must not contain blanks.
 - For **Windows** users:
 - The media should autoplay. If it does not, double-click **setup.exe** at the root of your DVD to start the SAS Deployment Wizard.
 - Using the SAS Deployment Wizard, choose “Create or Add to a SAS Software Depot” to create or add to your SAS Software Depot.
 - When you enter the directory path name for the SAS Software Depot, the name should not contain blanks.
 - For **UNIX** users:
 - UNIX users should mount their DVD with the appropriate mount command and execute `setup.sh` at the root of the DVD.

Note: If you launch the SAS Deployment Wizard from an order that spans media, do not use a shell in the removable media’s file system when you launch `setup.sh`. In addition, the SAS Deployment Wizard should not be invoked via the File Manager. Either of these methods for launching the SAS Deployment Wizard will create a Device busy condition, which prevents disk swapping later in the deployment process.

 - Using the SAS Deployment Wizard, choose “Create or Add to a SAS Software Depot” to create or add to your SAS Software Depot.
 - When you enter the directory path name for the SAS Software Depot, the name should not contain blanks.

Make Your SAS Software Depot accessible to z/OS

You must make the SAS Software Depot accessible to z/OS by using one of the following methods:

- NFS mount the directory on z/OS, **or**
- Use the SAS Software Depot Copy Utility (which is provided in your SAS Software Depot. You can find instructions for this utility in the *SAS Deployment Wizard and SAS Deployment Manager 9.3: User’s Guide* at
<http://support.sas.com/documentation/installcenter/93/mvs/index.html>), **or**

- Transfer the SAS Software Depot to z/OS using a third-party utility such as Filezilla, WS-FTP, Blue Zone, etc., that can move a complete directory tree.
 1. FTP the entire directory tree, ensuring that all files are transferred in binary to a z/OS UNIX File System directory, and the case of all file names is preserved.
 2. Be sure to set the execute bits after moving from Windows. Execute the following command:

```
chmod -R a+r+x <SAS Software Depot Location>
```

Alternatively, if the SAS Depot is stored on UNIX, follow these steps:

1. Create a tar file of your existing SAS Software Depot on your UNIX machine. Execute the following command:

```
tar -cvf <SAS Software Depot Location> <tar file name>
```
2. FTP the tar file created in the previous step to z/OS in binary format.
3. Extract the SAS Software Depot on z/OS in the zFS directory where you want the SAS Software Depot created. Execute the following command from OMVS or rlogin:

```
tar -xvf <tar file name>
```

Note: The "v" option used in the tar commands is for "verbose." Information is displayed back to the terminal about each file as it is processed. It is not required.

Installing and Maintaining Your Software

The remainder of this document describes the installation and maintenance (where applicable) process in detail. At this point you should have reviewed and completed all of the pre-requisites for this installation previously documented.

Use **setup.rexx** to install your software.

Starting with the second maintenance release of SAS 9.3, when you perform a new installation (Action A), the SAS Deployment Wizard will also install any hot fixes included in the order.

Orders that are downloaded include hot fixes selected by SAS as being appropriate for the SAS Deployment Wizard to install during a deployment.

Note: Orders received on DVDs or cartridges do not initially include hot fixes.

For more information about applying hot fixes after SAS software is installed, please refer to "Appendix C - Applying Hot Fixes with Earlier Versions of the SAS Deployment Wizard" in the *SAS Deployment Wizard and SAS Deployment Manager 9.3: User's Guide* available at <http://support.sas.com/documentation/installcenter/en/ikdeploywizug/64204/PDF/default/user.pdf>.

Installation Action—Action A, Action B, or Action C

The installation process will prompt you for an installation action to choose. Determine which one of these installation actions below apply to this installation.

- **Action A** is for a new installation—if you do not currently have SAS 9.3 installed on your system at all.
- **Action B** installs maintenance and/or new products directly into your existing production SAS 9.3 libraries and directories.

- **Action C** is used when adding maintenance or new software products to an existing installation. This action installs the updates in staged libraries allowing you to test before copying the updates to production.

The `-nojbsubmit` command line option

Several batch jobs will be used to complete part of the deployment. By default, the SAS Deployment Wizard submits these jobs and:

- Assigns the same job name `xxxxxxA` to each job it automatically submits, where:
xxxxxxx – is assigned the installer user ID
“A” – suffix assigned to the installer user
- Uses the FTP JES interface to track the progress of each job, and in particular determine when they have completed.

There are several reasons why the use of the FTP JES interface might not be possible or successful at your site. If you specify the `-nojbsubmit` command line option when you invoke the SAS Deployment Wizard, you will submit the batch jobs manually after the SAS Deployment Wizard completes. Below are some of the reasons for using the `-nojbsubmit` command line option which will allow you to edit and submit the batch jobs yourself:

- Your site uses JES3 (not JES2), or
- Your FTP server is configured for `JESINTERFACELEVEL=2`, or
- The SAS installer ID is not authorized to use FTP, or
- You need to make site-specific changes to the JCL or wish to review the JCL before submission, or
- The FTP JES interface’s requirement that the jobname be the user ID performing the install suffixed with a single letter or digit is incompatible with your site’s jobname requirements

If any of these conditions apply at your site, you must use the `-nojbsubmit` command line option when you run the `setup.rexx` exec, discussed later in this document.

Important Notes

- Do **not** log in to z/OS as a superuser (sometimes called “root” or “UID(0)”). To deploy SAS on z/OS, you should create a RACF group named SASGRP. This group is used to control access to directories and files in the configuration directory created in the HFS file system. The definition of this RACF group must include an OMVS segment and must be set as the default group for the SAS Installer and the SAS Spawned Servers account. For information about creating groups and adding user accounts, see your IBM z/OS documentation.
- The user ID that will be running the SAS Deployment Wizard to install SAS 9.3 Foundation for z/OS must have the same requirements as noted in “User ID Requirements” on page 2.
- If you are applying maintenance or adding software to an existing installation, you must stop all SAS servers and processes before updating your installation.
- During the execution of `setup.rexx`, you will be prompted for a Java location. If you are using an installed JRE, be sure to use the same JRE as you are using to run the SAS Deployment Wizard for the “Select Java Runtime Environment prompt.” If you are unsure of which JRE you are using, see the messages displayed when the SAS Deployment Wizard starts up which indicate the JRE being used. Alternatively, call SAS Technical Support for assistance.

Installation Steps

1. In order to use the SAS Deployment Wizard interactively, you will need to have access to a desktop computer with an X11 server installed and active. You need to determine whether you have an X11 server.
 - a. If you will be using an X11 server, set the DISPLAY environment variable to point to your X11 server. Issue the following case-sensitive command from the z/OS UNIX shell on your z/OS system before starting the SAS Deployment Wizard:

```
export DISPLAY=<your X11 server name>:0.0
```

Note: If you do not issue this command, `setup.rexx` will prompt you for the server name. Make sure that the X11 server is started on your workstation before starting the install.

- b. If you don't have an X11 server, you can use the `-console` option. For example:

```
./setup.rexx -nojobsubmit -console
```

Note: `-nojobsubmit` and `-console` are optional.

If you intend to run the SAS Deployment Wizard in console mode to perform a deployment without a graphical display, ensure that the DISPLAY environment variable is unset, as opposed to it being set to a blank value (that is, DISPLAY=).

The `-console` line command option also supports two options to specify the size of the output of the SAS Deployment Manager. Use `-pagesize #` to specify the number of lines to display before pausing the output and `-pagewidth #` to specify the number of characters to display on a line before wrapping to another line. Note that `-pagesize` and `-pagewidth` will not work with any other command line option.

Usage

```
-console [-pagesize #] [-pagewidth #]
```

Example

```
setup.rexx -console -pagesize 20 -pagewidth 50
```

The `-console` line command option can be used with other options at the same time, such as recording or playing back a response file.

Note: If you are instructed to enter a sequence that includes angle brackets, such as "Enter <q> to quit", you must include those symbols.

Note: If you intend to run the SAS Deployment Wizard in console mode to perform a deployment without a graphical display, ensure that the DISPLAY environment variable is **unset**, as opposed to it being set to a blank value (that is, DISPLAY=).

2. Invoke `setup.rexx` (if using the X11 server or console mode) from OMVS (**not** ISHELL), `rlogin`, or `putty`. Enter the z/OS UNIX shell command.

The most commonly used option is:

-nojobsubmit as discussed earlier in this document, using this option means that the SAS Deployment Wizard will not submit the jobs automatically so that you can inspect and/or modify the JCL before execution. You will follow the manual steps in the section “After Running `setup.rexx` with the `-nojobsubmit` Command-line Option” on page 10.

Note: A full listing and description of these command-line options for `setup.rexx` may be found in the SAS Deployment Wizard User’s Guide, available from Install Center at <http://support.sas.com/installcenter>.

3. Use the SAS Deployment Wizard dialogs (`setup.rexx`) to install your software.
 - o Use the **Help** button for more information about the choices available in each page.
 - o Be sure to use the same JRE as you are using to run the SAS Deployment Wizard for the “Select Java Runtime Environment prompt” (see the screen image which follows). If you are unsure of which JRE you are using, see the messages displayed when the SAS Deployment Wizard starts up which indicate the JRE being used. Alternatively, you may call SAS Technical Support for assistance. This is an example of the messages displayed by the SAS Deployment Wizard (the highlighted text is what you would have put in the prompt in the SAS Deployment Wizard):

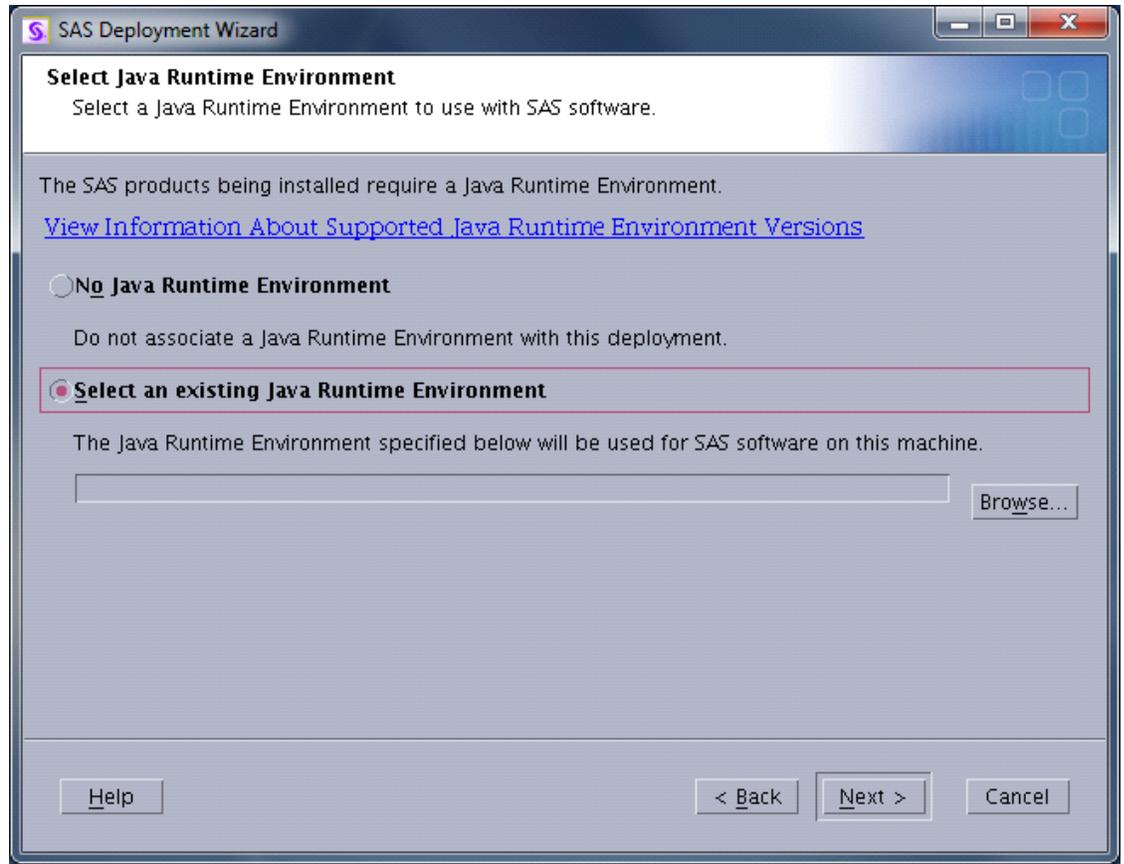
java runs from `/usr/lpp/java/J6.0/bin/java` by default.

The java version found is:

java version "1.6.0"

Java(TM) SE Runtime Environment (build pmz3160sr8fp1-20100624_01(SR8 FP1))

IBM J9 VM (build 2.4, JRE 1.6.0 IBM J9 2.4 z/OS s390-31 jymmz3160sr8ifx-20100609_59383 (JIT enabled, AOT enabled))



- For more detailed information, please see the *SAS Deployment Wizard and SAS Deployment Manager User's Guide*, available from the Install Center at <http://support.sas.com/installcenter>.
- Continue through the dialogs or prompts until the SAS Deployment Wizard completes.

After Running setup.rexx with the `-nojbsubmit` Command-line Option

Follow these steps to complete an installation that used the `-nojbsubmit` option.

1. Once the SAS Deployment Wizard shows all green checkmarks and/or states that it has completed successfully, batch jobs for the foundation installation have been created in the `<HLQ>.INSTALL.CNTL` partitioned data set. The number of batch jobs will vary based on the content of your order. The member `JOBINDEX` in the `<HLQ>.INSTALL.CNTL` data set will contain the list of jobs that must be executed.
2. You may want to edit each of the jobs listed in the `JOBINDEX` member of the `INSTALL.CNTL` data set to provide any required site-specific accounting information, etc. You may also want to edit the user-defined fields in the JCL statements (such as `UNIT` values, `SMS` classes, etc.), to conform to standards used at your site.

3. Submit the first job. Each job will submit the subsequent job as its final step. If you want to submit each job individually, you will need to edit the last step that submits the next job through the internal reader. Just delete the IEBGENER step at the end.

Note: After submitting an install job, the <HLQ>.INSTALL.CNTL library cannot be open in edit mode. This may cause some of the install jobs to fail when trying to open the CNTL library for update.

4. If the jobs listed in the JOBINDEX member were named MAINT1 through MAINTn, then the SAS Deployment Wizard updated your existing installed software.

Promoting from Staged Libraries to Production

If you chose Action C, data sets named <HLQ>.SL.CLISTS, <HLQ>.SL.SASRX, and <HLQ>.SL.PROCS were created that contain CLISTS, REXX execs, and JCL procedures respectively, which can be used for testing your updated software. Once you have completed testing, you will run the PROMOTE job to copy your updates to your existing production libraries.

Updating an Existing Installation

If you are adding a new order to an existing installation, and the jobs that were generated were named MAINT1 through MAINTn, then the SAS Deployment Wizard went into update mode and updated your installed SAS products to the most current level. If your order contained new SAS products, you will need to invoke the SAS Deployment Wizard again to install those products, following the same instructions above. Note that if you are installing using Action C, you must run the PROMOTE job before invoking the SAS Deployment Wizard again.

Updating the Logon Password

Note: You only need to update the logon password if you did **NOT** run with `-nojbsubmit`.

When the administrator of your system changes their logon password, you must run a rexx program to update the password that the previous SAS installation process stored. The user ID and password of the person who initially installed the system is located in the `install.properties` file. The password is encrypted and you will not be able to view it if you open the file. Do not attempt to edit this file on your own.

The CHGPW.REXX program is used to change the password. It can be found in USS under `[SASHOME]/SASDeploymentManager/9.3`.

To run this program in USS space, type `chgpw.rexx` and follow the prompts. Upon invoking the program, you will see the java version found in the system displayed on the screen along with the following:

Enter password for YOURID: <enter the current password for your user ID>

The following prompt will appear:

Enter password again: <enter the same password that you provided for the previous prompt>

If the passwords to the prompts are not the same, the following text will be displayed:

```
Passwords don't match. Try again.
```

If the passwords match, the following prompt will appear:

```
Password successfully updated.
```

Additional Configuration Steps

After all installation jobs have finished, submit the VALID job in the CNTL data set from the 31-bit installation and ensure that all steps complete with a return code of 0.

Consult the configuration instructions available for your operating system for product-specific post-installation steps. The configuration instructions are available from Install Center.

Note: If you performed an Action C, use the CLISTs, REXX EXECs, and JCL procedures in the <HLQ>.SL data sets to test the additional products. When your testing is complete, submit the PROMOTE job to copy the updates to your production libraries.

Archiving Your SAS Software Depot

For future maintenance or installation of additional SAS software products, you will need your SAS Software Depot. It can be recreated, but you may find it easier to keep a backup of your SAS Software Depot so that only updates must be downloaded in the future. SAS Note 37119 (available at <http://support.sas.com/kb/37/119.html>) contains sample jobs to back up and restore your SAS Software Depot.

Tips and Additional Information

For the latest installation news, please visit these sites for tips and additional information that may not be in your documentation:

General support for SAS issues (including a link to Tech Support)

<http://support.sas.com>

Technical Support SAS 9.3 Hot Fix downloads

http://ftp.sas.com/techsup/download/hotfix/HF2/93p2_home.html

Locating the log files for SAS 9.3 installations

<http://support.sas.com/kb/43/606.html>

Documentation for a SAS 9.3 installation on z/OS

<http://support.sas.com/documentation/installcenter/93/mvs/index.html>

Technical Support

If you need assistance with the software, we ask that only the SAS Installation Representative or the SAS Support Consultant call our Technical Support Division.

For U.S. and Canadian customers, support is provided from our corporate headquarters in Cary, North Carolina. You may call (919) 677-8008, Monday through Friday.

Customers outside of the U.S. can obtain local-language technical support through the local office in their countries. Customers in these locations should contact their local office for specific support hours. See <http://support.sas.com/techsup/contact/index.html> for contact information for local offices.

Before calling, you may want to explore the SAS Institute Technical Support Web site at <http://support.sas.com/techsup/>. The Technical Support Web site offers a Knowledge Base, FAQs, Technical Support Documents and more that may answer your questions. This Web site also provides a mechanism for reporting problems.



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