

To prepare for your deployment, use the information below to confirm the contents of your software order and review its critical documentation. After you complete those sections of the *QuickStart Guide*, follow the numbered steps to perform your software deployment.

## Confirm your order

- Confirm that your SAS Software Order Email lists the software that you expect to receive.
  - If it is not what you expected, contact SAS Customer Service at 1-800-727-0025.
  - This software list is also in the *SAS Order Information* document available from your SAS Software Depot (the repository for your SAS software) at `<depot location>/install_doc/<order number>/soi.html`
  - The complete list of every product in your software order is available at `<depot location>/install_doc/<order number>/ordersummary.html`
- If you have not downloaded your software, follow the instructions in the SAS Software Order Email.
  - The SAS Download Manager stores your software in a SAS Software Depot at the location you choose.

## Review critical documentation

- If you have not reviewed them yet, refer to the System Requirements.
  - To search for system requirements documentation for SAS Foundation and the other products in your software order, use the Quick Links listed here:  
<http://support.sas.com/documentation/installcenter/94/index.html>
- Review the appropriate requirements for the SAS Installer account:
  - For Windows, the installer account must have Administrator rights (user must be a local administrator on the machine and/or a member of the administrators group; for details see <http://support.sas.com/techsup/notes/v8/5/055.html>).
  - For UNIX, the installer account must be the `sas` account with a `umask` of 022. If you use the `root` account instead, your deployment will fail.
- If you have an existing SAS 9.4 deployment, you must prepare for the modifications associated with your software order. Before you perform the software deployment, you must follow the instructions at <http://support.sas.com/software/updates>

## Perform your Software Deployment

- 1 If you are modifying an existing SAS deployment, perform a backup before you install your new SAS software order.**
  - Back up the existing `SASHOME` directory (for example, `C:\Program Files\SASHome`).
  - Follow your site's established backup procedures.
- 2 Follow the supplemental instructions for deploying SAS software.**
  - If your order contains alternate or supplemental instructions for certain products, these products are listed in product readme files found in your SAS Software Depot.
  - The readme files are located in `<depot location>/install_doc/<order number>/ReadmeFiles`
- 3 To install your software order, use the SAS Deployment Wizard in your SAS Software Depot.**
  - Each software order contained in your SAS Software Depot must be installed using the SAS Deployment Wizard, which presents a set of dialogs to help you install and configure your software. The dialogs can vary depending on the contents of the order and your selections in previous dialogs.
  - If the order you are installing contains updates or maintenance for software that is currently installed on your system, the SAS Deployment Wizard will present dialogs about applying them to your existing environment.

- Use the method appropriate for the host where the software will be installed:
  - Windows users double-click the `setup.exe` at the root of your SAS Software Depot to start the SAS Deployment Wizard. You may have to right-click the `setup.exe` and select **Run as administrator**.
  - UNIX users execute `setup.sh` at the root of the SAS Software Depot.
- Use the dialogs to install and configure your software. For more information about the choices available in each dialog, use the **Help** button.
- The *SAS Deployment Wizard and SAS Deployment Manager 9.4: User's Guide* is available at <http://support.sas.com/deploywizug94.html>

## 4 Additional steps may be required for your deployment.

- If you applied updates to an existing deployment, follow the additional post-update steps that are available from <http://support.sas.com/software/updates>
- Follow any product-specific post-installation steps associated with your operating system or systems. These steps are described in the configuration guides that are available from Install Center, <http://support.sas.com/documentation/installcenter>

## SAS Notes

- For the latest installation news, visit this site for Alert Notes: <http://support.sas.com/94installalerts>
- For general SAS 9.4 information, visit this site for the SAS 9.4 FAQ: <http://support.sas.com/kb/49/516.html>

## Technical Support

If you need assistance with the software, we ask that only SAS support personnel 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 you call, you may want to explore the SAS Support Web site at <http://support.sas.com/techsup/>

This site offers access to the SAS Knowledge Base, as well as discussion forums, Technical Support contact options, and other support materials that may answer your questions.

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