Maintaining Your SAS Software

A hot fix is designed to repair a component while that component is operating. SAS Technical Support provides hot fixes in response to issues reported by customers.

The hot fix process corrects problems that cannot wait until the next scheduled release of SAS. Generally, these are alert-level or frequently recurring problems. Unfortunately, it is not possible for SAS to provide a hot fix for every problem that customers encounter.

While hot fixes are important tools, they are not intended to be the primary line of defense for customer problems. It is always better when a viable workaround can be designed, and if a newer software release solves the problem, it is best for the customer to upgrade to that release.

Please note that hot fixes are cumulative. When an existing hot fix is replaced with a newer version that contains additional fixes, all previous fixes are also included.

Hot fixes are made available on the hot fix download site:

> http://ftp.sas.com/techsup/download/hotfix/hotfix.html

Unless otherwise noted on the Hot Fix Download page, individual hot fixes are designed for specific releases of SAS. A hot fix should NOT be applied to a SAS release (or to an additional SAS product or solution) other than the one for which it was intended, as documented on the download site.

When new hot fixes become available, announcements are posted to tsnews-l. If you are not subscribed to this listserv, you can do so from this location:

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

There are two philosophies which can be followed when determining which hot fixes should be applied.

- Install only what is needed.

  Some customer sites are interested in fixing only those problems that they encounter. They do not see the necessity of installing fixes for problems that do not affect them. They want to install just the fixes that are needed to keep their existing jobs running successfully. This method minimizes the number of changes and regression tests to their SAS installations as well as the time spent installing hot fixes. These sites should download hot fixes only on an as-needed basis.

- Install every fix that is available.

  Other sites want to be proactive by keeping their SAS installation updated with all of the latest fixes. These are typically larger sites that use many different components of the software. There also tend to be users who are more comfortable with always running the "latest and greatest." For these sites, downloading every hot fix as it becomes available (or the product bundles if available for their release) is the best and most efficient approach.

Neither philosophy is better or more correct than the other; they are just two different approaches. It is up to each site to determine which philosophy best meets its business needs.

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