

Paper 189-2012

## Community Discovery: Best Tips and Features from Communities on SAS®

Renee Harper, Cynthia L. Zender, SAS Institute, Inc. Cary, NC, USA

### ABSTRACT

Not long ago, "community" meant a collection of neighborhoods, grocery stores, and a place to gather and talk about life. Then, it all changed to include a gathering place on <gasp> the Internet. SAS recently upgraded our discussion forums to a new community format, making it easier for you to stay informed, share knowledge, grow your professional network, and get help. But how do you go about posting a question online? One key to successful community interaction is to learn how to ask your question rather than posting a riddle. We'll cover the basic netiquette of posting to the new community (or to any online forum). Come prepared for interactive and hands-on learning.

### INTRODUCTION

This paper represents a collaborative effort between two different SAS employees with different viewpoints and experiences with the SAS Communities Forum. Renee is a Web strategist and community manager at SAS, and as such, listens to the community and the industry to design and manage a viable customer support site and vibrant user community space. Cynthia is an instructor and course developer at SAS, who acts only as a participant on the Forums, answering questions. Each of us will introduce ourselves and our part of the collaboration separately.

### RENEE

As a community manager and Customer Support site advocate, I try to find new and interesting ways to bring attention to content and features that can help a SAS user solve problems with SAS software. I love to experiment with new technology and communication tools. Sometimes they work and sometimes they don't. I tweet as hrenee and blog on *Key Happenings on support.sas.com*. I also post to the support communities on *Communities on SAS* as ForumAdmin@sas. For my part of this paper, I will be introducing you to key, underutilized features on communities.sas.com. Come to the presentation to learn how to use these and other features.

### CYNTHIA

Cynthia speaking now. I have to admit that I am something of a luddite when it comes to technology. I don't tweet; I barely blog; I don't "friend", "like" or "subscribe" to anything. But in addition to wanting to be a teacher since I was in first grade; I also wanted to be Bunny Watson, the researcher in the Tracy/Hepburn movie "Desk Set."



Alas, I have never been able to replicate that hair style or find that outfit. However, participating on the forum provides me the opportunity to teach informally, by answering questions. One thing I've learned in my years of being a teacher

and answering students' questions, is that the first question someone asks is not always the question they mean to ask. In fact, sometimes, the very act of asking a question helps clarify what the question really is. Before we get onto the topic of answering questions on the Communities Forum, Renee is going to take over with a description of the resources available to you, how to set up a profile, and how to best utilize the Community.

## COMMUNITY WHERE?

If *home is where the heart is*, then community is where the collaboration is. You can't leave your home without bumping into "community". A community is simply a gathering of people with a common interest. These people enjoy sharing and collaborating around their shared interests. The gathering can occur at community centers, sports arenas or parks. It can happen on Twitter, blog sites, in discussion groups, and social sites like Facebook. Professional communities like LinkedIn have transformed the traditional networking activities, making it easier for you to network world-wide with people that you have never met.

SAS has created a community for you, the SAS customer, to gather and collaborate. We call it *Communities on SAS* and you can find it at [communities.sas.com](http://communities.sas.com).

## GETTING THE MOST FROM THE COMMUNITY

Participate. That's it. The only secret to community success. Follow this advice and you get back from the community more than you ever imagined – more than you put into it. Okay, stating the obvious isn't very helpful but often necessary. What does participation get you? It allows you to design your experience within the community by defining the role you want to play, determine your commitment level, and changing those definitions as dictated by the other requirements that life puts on you.

### Roles within the SAS Community

Community participants and members can take on a myriad of roles. For this paper, I am limiting the discussion to just three:

- **Random visitor**  
The person who reads posts occasionally then one day decides to log on and post a question. This type of community participant rarely completes the social profile or performs any other tasks beyond asking his 'question of the moment.'
- **Teacher**  
The community participant who regularly answers questions and posts knowledge nuggets to help out the community members. (If you keep reading this paper, you will hear directly from one of our community teachers.) The teacher rarely posts a question herself, but does usually complete the social profile, subscribes to RSS or email notifications, and has multiple followers within the community. The community generally regards the teacher as a subject matter expert.
- **Councilman**  
The participant who not only acts as a teacher but also helps to keep order and structure in the community. This isn't an official community manager role, but something that the councilman does for the good of the community. He can accomplish this by suggesting which posts are off-topic or out-of-line. He usually recommends best practices, and can help the community manager guide other users. These participants are rare but essential. The councilman will have a very complete social profile and many followers.

All of these community members get what they need from the community. Some enhance the community by asking the question that other members are thinking. Others provide the answers and guidance that make a community a valuable knowledge store for current and future visitors. You can decide which type of member you want to be.

### Primary Tasks within the SAS Community

While *Communities on SAS* contains a chock full of features and opportunities, most participants perform three main tasks:

- Searching
- Posting questions
- Answering questions.

*Searching* the community is easy using the search feature that is available within the site. The search functionality is available for all of our public communities without requiring you to log on. This means that you can visit the community and search for answers to the question that is on your mind. It is very possible that you will find the

answer without ever having to log on or post a question. We know that many community visitors read posts and search content without ever actually participating in the community. To search the community, just look for the search box near the top of every page. The SAS community is also indexed by all of the major external search engines (Google, Bing, etc.), so you may find an answer in the community before you visit the site.

*Posting a question* requires that you log on to the community. When you log on for the first time, you are required to create a username. This name is visible to everyone who visits the community and enables us to protect your full name and email address. You aren't required to do more than that, but as you will see in "Features Not to be Ignored", there are other tasks that you should consider as a community member.

To post a question in an appropriate community space, look for the **Start a discussion** option. An editing box will open and you can post your question to the community. Your post can include formatted text, formatted SAS code, embedded images and attached files. Remember that while the community has proven to be extremely responsive and helpful, the SAS community is not a replacement for SAS Technical Support. If you need immediate or confidential help, you should [contact Technical Support](#) using traditional methods.

Answered questions are the reason that searchers and posters visit the SAS community. *Answering a question* requires you to have a community login account and knowledge of the subject at hand. When you select the **Reply** option in a discussion post, the edit window appears and you can add your comment. Note: if you are the person who asked the question, please take a moment and return to the discussion and indicate when the question has been answered. This will allow people to search for only answered questions when looking for help. It also allows the teachers and councilmen in the community to search for unanswered questions that need answers.

These are the primary tasks that give life to the community. The next section will talk about other features that can enhance your experience, give more power to your posts, and take the site from a forum to a community.

## FEATURES NOT TO BE IGNORED

So far, you've been reading along thinking "Yeah, so? Isn't there more?" Of course there is. The rest of this community overview will introduce you to some features of which you may not be aware. Consider performing the following underutilized tasks and discovering other features along the way.

- Complete your community profile
- Modify your privacy settings
- Add tags to your posts
- Follow the teachers and councilmen
- @Mention community members and content

### The Community Profile

The SAS community is open for browsing, which encourages the maximum use from every question that has been asked. The open community enables you to find content using external search engines, browsing the community interface, or searching within the community. None of these activities requires you to log on or to create a profile. Because so much can be learned from the community, many community users simply lurk and learn. I encourage you to log on using your SAS Web Profile credentials, then create your community profile. Some best practices for your profile follow.

*Create a display name* that represents you, but it is one that fits within your personal sense of privacy. The name you choose will help other community members identify with you as an individual.

*Upload an avatar or profile picture.* The visual image that you use for your avatar doesn't have to be a photograph of you. Any picture or image can help the community identify you and scan content lists for your contribution.

*Complete the location and job role fields.* When community members consistently complete these fields, each user can search for other SAS users in their geographical area, industry, or profession. By using the profile to find others like you, you can quickly expand your professional network. To leverage other networking sites, the community profile includes fields for your Twitter handle, LinkedIn account, and Facebook account. You can choose to complete as much or as little of this information as you desire. For example, my networking information is set as shown in Figure 1.



Figure 1: Example of networking information from the profile

### Privacy Settings

SAS values your privacy; therefore, we have chosen to protect your personal information in the most rigorous manner possible within the community. We encourage you to review the profile privacy settings by selecting **Edit Profile & Privacy**. Consider sharing your profile photo, location, company and expertise with registered community users. You may want to share your name, bio or even email address with your community “friends”. Remember that you can continually update your privacy settings, so feel free to start slowly and open more information as you feel comfortable.

### Tags

Simply put, tags make it easier to find your post. Later in this paper, Cynthia will talk about how to create a great post that encourages the maximum value from responses. It goes without saying that the more people who find your post or content, the more people who can comment on or learn from the post. When creating community content, take a moment to add valuable, relevant tags and categories. Tagging is a great way to help other users sort content into buckets either when looking for questions to answer or when trying to locate information on a given topic. You can create your own tag or select from those already used. In the SAS support community, consider using a product name, procedure name or language element as a tag. Another benefit of tags is that tags can supplement the information in your title or subject line.

The tags appear in a tag cloud that consists of words that you can select to view content. Figure 2 shows a partial tag cloud from the SAS support community. The larger the word, the more frequently that tag has been used in the community.

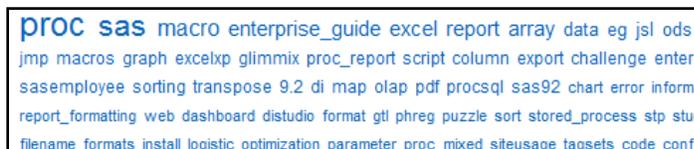


Figure 2: Partial tag cloud

### Community Friends (Follows)

Follow the teachers and councilmen in any community in which you participate. Following these most active community members can ensure that you never miss the advice and insight that they provide. By following or friending other members, you start to build relationships within the community. Content from the people that you follow or friend appears in your connections stream, making it easier for you to keep up with the shared wisdom. Look for members who work in your industry, who talk about the same products or tasks that you use, or members who offer great usage advice and examples.

### @mentions

The @mention functionality will be familiar to those of you who tweet or call out your friends on Facebook. This functionality is becoming more powerful in our next community upgrade. In addition to using this functionality in your status updates, you can also use it when using the Rich Text Editor to create a discussion or document.

When you mention someone in a conversation or an update, that person will receive notification. This is a great way to bring other community members into a conversation that they may otherwise miss. The image in Figure 3 shows an example communication that I see when I've been mentioned.



**Figure 3: Example of @mention notification**

If you choose to @mention content within the community, such as a discussion or document, that content is featured to people who follow you as well as to people who follow or watch the content you mentioned. This helps to make more people aware of information within the community. It also helps to time similar content nuggets together for the maximum value.

### **Conclusion**

Taking the plunge and participating in a community can leave you feeling exposed. You control your role within any community. You can choose to lurk unnoticed, to ask a question only when you feel compelled to do so, to answer questions to which you know the answers. You can choose to participate only in discussions or you can choose to open up your profile and 'mingle' with other community members. The choice is yours. Experiment with the features and options.

If you choose to post questions to the SAS community or any other community, you should continue reading to learn how to write the best possible post.

### **HOW TO ASK A GOOD QUESTION**

The easiest questions for me to answer are the ones where the person posting the question covers most of all of the basics: who, what, when, where, why, how. Or, at least they cover the essentials: who, what, when, and where. Sometimes, the why and how are part of the answer. First, let me reiterate what Renee has already said. The Community Forums are not a substitute for SAS Technical Support. Tech Support is there to help you – use them!

Consider these two (hypothetical) questions.

Question 1A	Question 1B
<p>Subject: Question about PROC REPORT</p> <p>I have been using SAS for a few years, but I am new to PROC REPORT. When I use the COMPUTE BEFORE section, that I found in a paper, I need to left-justify the text and make it black. Also, I really need the text to be above the column headers.</p> <p>Here's a sample of the code I tried, using SASHELP.CLASS:</p> <pre>ods rtf file='c:\temp\question1.rtf'; proc report data=sashelp.class nowd;   title 'The Question';   column name sex age height;   compute before;     line 'Report Header';   endcomp; run; ods rtf close;</pre> <p>Does anyone have a suggestion? Thanks, in advance. Also, I am running SAS 9.3 on Windows.</p>	<p>Subject: NEED HELP! URGENT!</p> <p>I'm having trouble with the header title in my output. It's in the wrong place. I need it above not under the columns. And left justified.</p> <p>HELP! My boss wants this tomorrow!</p>

**Table 1. Two Different Ways to Ask the Same Question**

Question 1B is more like a riddle. What is a "header title"? Do they mean text that comes from a TITLE statement? What procedure are they using? Since they posted in the ODS and Reporting Forum, I would normally assume they were using PROC PRINT, PROC REPORT or PROC TABULATE - -but which one? Do they mean text that comes from a spanning header in the COLUMN statement in PROC REPORT? Do they mean text from COMPUTE BEFORE? Well, they probably don't mean text from a TITLE statement, because that would never be under the column headers, if that's what they mean. As for the left-justifying, what is their destination of interest? Left justifying will happen differently for LISTING output versus other ODS destination output.

Compared to the minimal information in Question 1B, Question 1A pretty much has outlined everything. What is most useful is seeing the SAS code because now I immediately see that this person wants an RTF file and that they are using a simple COMPUTE BEFORE without any STYLE= overrides. The answer is simple. They need to use a STYLE= override for the LINE statement and COMPUTE BEFORE \_PAGE\_ instead of just COMPUTE BEFORE. But it really doesn't matter what the procedure was. The key to the success of Question 1A was that the original poster (OP) included sample code that illustrated the problem.

With that code sample that I can cut and paste into SAS, providing the answer is easy for Question 1A. On the other hand, in spite of the stated urgency of the question, Question 1B can't be answered. The person who asked Question 1B could have helped everyone on the forum by providing a better question, instead of posting a riddle. Here's how I would answer both questions:

Answer 1A	Answer 1B
<p>Hi,</p> <p>In order to do what you want, you have to modify your code just a bit. First, use COMPUTE BEFORE _PAGE_ (which will put the LINE statement text above the column headers). Next, use a STYLE= override to left justify the LINE statement text.</p> <p>I've posted a modified COMPUTE block below – with a few other style changes, too.</p> <p>Cynthia</p> <pre> compute before _page_ /   style={just=1         foreground=black         font_weight=bold};   line 'Report Header'; endcomp; </pre>	<p>Hi,</p> <p>You say that you are having trouble with the "header title" – what do you mean by this. Are you placing text with a TITLE statement? Are you using PROC REPORT, PROC PRINT or PROC TABULATE?</p> <p>If you are using PROC REPORT, could you mean text that you have placed in a COLUMN statement or in a LINE statement? If you are using PROC PRINT or PROC TABULATE, are you placing text with ODS TEXT=?</p> <p>In addition, it would be useful to see your code and find out what your destination of interest is (LISTING? RTF? HTML?) Also useful would be to find out your version of SAS.</p> <p>If you have urgent need for help, you might want to work with Tech Support on this question, because they can look at all your code and your data and help you come to a quick resolution of your issue.</p> <p>Cynthia</p>

**Table 2. Two Different Answers**

The very best case, is that the OP of Question 1B will respond back with code, so someone can help or they will work with Tech Support. But if the OP of Question 1B had followed the "who, what, where, when, why, how" rules of asking a question in the first place, he or she would have gotten the correct answer faster.

Let's take a closer look at Question 1A to see what they did right:

Question 1A	Notes
<p>Subject: Question about PROC REPORT</p> <p>I have been using SAS for a few years, but I am new to PROC REPORT. When I use the COMPUTE BEFORE section that I found in a paper, I need to left-justify the text and make it black. Also, I need the text to be above the column headers.</p> <p>Here's a sample of the code I tried, using SASHELP.CLASS:</p> <pre>ods rtf file='c:\temp\question1.rtf'; proc report data=sashelp.class nowd;   title 'The Question';   column name sex age height;   compute before;     line 'Report Header';   endcomp; run; ods rtf close;</pre> <p>Does anyone have a suggestion? Thanks, in advance. Also, I am running SAS 9.3 on Windows.</p>	<p><b>WHAT:</b> PROC REPORT</p> <p><b>WHO:</b> experienced with SAS, new to PROC REPORT – but read a paper to find out more about PROC REPORT</p> <p><b>WHAT, WHEN:</b> PROC REPORT/COMPUTE BEFORE</p> <p><b>WHAT, WHEN:</b> Working code that illustrates issue and shows ODS destination of interest</p> <p><b>WHERE:</b> SAS 9.3, Windows</p>

**Table 3. Notes About Question 1A**

So, the OP of Question 1A did a lot to help set the context for the question and make it easy for someone to help and come up with an answer. In addition, the person in Question 1A did not yell for HELP! Or post about how URGENT it was that someone provide the answer.

So, if you don't get an answer to a forum posting, ask yourself if you provided enough information. Did you ask the question in such a way that people had enough information to help you?

### WHAT IF YOUR DATA OR PROGRAM IS CONFIDENTIAL?

Another consideration for posting to public forums is that you might have confidential data or a program that was written for a Top Secret project. Does that mean you can't post code? No, but you'll have to take a cue from Question1A and look to some of the SASHELP files, or make your own fake data in order to illustrate the problem.

For example, in Question 1A it is entirely likely that the OP did not use SASHELP.CLASS for their production report. But they correctly identified the COMPUTE BEFORE and the LINE statement text as the text that needed to change. In this case, the use of SASHELP.CLASS to illustrate the problem was irrelevant. The question was unrelated to the data, in this case.

There are many files delivered with an installation of SAS: SASHELP.CLASS, SASHELP.SHOES, SASHELP.PRDSALE, SASHELP.HEART. For example. If you simplify your code and use one of these data sets to illustrate your question, anyone who has SAS on any platform, would be able to copy and run your code. More importantly, they would be able to modify the code with very little effort. You want to make it easy for forum participants to help you. Providing code that uses SASHELP files is one way to do that.

Another way to provide data for a program is to make some fake data using a DATA step program. For example, let's say that there's something about your data that is part of your question, but, the data is confidential. No problem! Post a DATA step program that approximates what your data looks like.

If you post a complete DATA step program that builds the data regarding which you have a question you don't need to change the column names in your program. You just make your post show your existing program with the "fake" data.

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What if you have investor data or patient data and you can't post that information publicly? If you wrote a DATA step program that used your variable names, but "fake" data, then everybody could run your code. Consider this program:

```

data fakedata;
  infile datalines;
  input cat $ group $ M_01_12 M_02_12 M_03_12 M_04_12;
  label m_01_12 = 'Jan'
        m_02_12 = 'Feb'
        m_03_12 = 'Mar'
        m_04_12 = 'Apr';
return;
datalines;
AAAAA   GrpA   1750   1500   2500   1500
AAAAA   GrpB   1750   1500   2500   2200
AAAAA   GrpC   1250   1500   1500   3400
AAAAA   GrpD   1250   1500   1750   4500
BBBBB   GrpA   1250   5400   2200   7600
BBBBB   GrpB   1250   4500   1100   8800
BBBBB   GrpC   1250   7500   2500   4600
BBBBB   GrpD   1250   3500   1500   3400
CCCCC   GrpA   1900   800    1200   1800
CCCCC   GrpB   900    600    500    880
CCCCC   GrpC   450    750    545    540
CCCCC   GrpD   825    725    625    715
;
run;

ods listing close;
ods html file='c:\temp\tab_question2.html';
proc tabulate data=fakedata f=percent10.2;
  title 'Question Based On Fake Data';
  class cat group;
  var M_;;
  table group*pctsum all*pctsum,
        m_01_12 m_02_12 m_03_12 m_04_12 ;
run;
ods html close;

```

In this program, the SAS dataset WORK.FAKEDATA is being created from the "in-line data" that is in the program, underneath the DATALINES statement. There are two character variables (CAT and GRP) being read and four numeric variables (M\_01\_12 M\_02\_12 M\_03\_12 M\_04\_12), which represent data for four months.

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If the exact same question was posted, one with the program and one without the program, which one would you try to answer?

Question 2A	Question 2B
<p>Subject: Need the Percent</p> <p>In SAS 9.2, with PROC TABULATE, I am able to get the sum of my category and group variables for every month. I have two problems. I know that I need PCTSUM to get the percent calculated, but when I use it with the PERCENT format, my percent of 32.50% turns into 3250.41%</p> <p>Any ideas?</p> <p><b>**Above SAS code posted;</b></p>	<p>Subject: Need the Percent</p> <p>In SAS 9.2, with PROC TABULATE, I am able to get the sum of my category and group variables for every month. I have two problems. I know that I need PCTSUM to get the percent calculated, but when I use it with the PERCENT format, my percent of 32.50% turns into 3250.41%</p> <p>Any ideas?</p>

**Table 4. Same Question, One Uses Program and Data**

Here's how I would answer the above questions.

Answer 2A	Answer 2B
<p>Hi,</p> <p>You are running into the issue where PROC TABULATE is trying to help you by doing an automatic multiply by 100. The only problem is that the PERCENT format is also doing a multiply by 100. So your formatted value is not what you expect, as described here:</p> <p><a href="http://support.sas.com/kb/38/001.html">http://support.sas.com/kb/38/001.html</a>  <a href="http://support.sas.com/kb/36/495.html">http://support.sas.com/kb/36/495.html</a></p> <p>If you create a PICTURE format that contains a percent sign, you can get a % in the cell without doing the second multiply by 100.</p> <p>Since you are using F= in your TABULATE statement, the fix is quite simple. I've posted 2 changes to your code below.</p> <p>Cynthia</p> <pre><b>**make format with proc format;</b> picture pct   low-high='009.99%'; run;</pre> <pre>ods html file='&lt;your file&gt;'; proc tabulate data=fakedata   f=pct.; ;</pre>	<p>Hi,</p> <p>You probably need to use a PICTURE format instead of the PERCENT format with TABULATE, as described in these Tech Support notes.</p> <p><a href="http://support.sas.com/kb/38/001.html">http://support.sas.com/kb/38/001.html</a>  <a href="http://support.sas.com/kb/36/495.html">http://support.sas.com/kb/36/495.html</a></p> <p>Since you did not post your code or data, it's hard to provide any more information about where you would use the PICTURE format (in the TABULATE statement, or in the TABLE statement).</p> <p>If you need more help with this question, you might want to work with SAS Tech Support. They can look at all of your code and your data to help you find the best solution.</p> <p>Cynthia</p>

**Table 4. Same Question, Only One Question Provides Data and Program**

So, in this case, both posters got essentially the same response – to use a PICTURE format. And, both were pointed to the same Tech Support notes. But, since Question 2A also included the program, it was possible for me to copy and run the code to verify that a working solution was provided.

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The answer to the Question 2B poster will probably be enough to get them on the right track, but if they had posted some fake data, their program, or both, it would have been much easier to provide a correct and complete answer.

Answers 2A and 2B illustrate the kind of answers where the WHY and HOW were provided either directly in my answer (Answer 2A) or in the posted Tech Support Notes (Answer 2B).

## TERMINOLOGY MATTERS

There is always more than one way to accomplish a task in SAS. Using the correct terminology matters. When the person who posted Question 3B referenced a "script", my mind immediately went to JavaScript or VB Script or a PHP script. So I immediately wondered where SAS fit in this picture. Compare the two questions:

Question 3A	Question 3B
<p data-bbox="203 531 641 583">Subject: Problems with Excel and PROC REPORT</p> <p data-bbox="203 625 665 699">I have two PROC REPORT programs that I use with ODS HTML to create a file for Excel.</p> <p data-bbox="203 741 673 825">I would like each PROC REPORT output to be in a separate worksheet, and I would like to specify the name for each sheet.</p> <p data-bbox="203 867 665 972">When I use ODS HTML, both PROC REPORTS are on one sheet and the sheet name isn't what I want. Also, the style is ignored by Excel when it opens the file.</p> <p data-bbox="203 1014 625 1066">Does anyone know how to solve this? I posted some sample code below.</p> <pre data-bbox="203 1108 649 1556">ods html   file='c:\temp\question3.xls'   style=sasweb; proc report data=sashelp.shoes   nowd;   column region sales returns;   define region / group;   rbreak after /summarize; run;  proc report data=sashelp.shoes   nowd;   column product sales returns;   define product / group;   rbreak after /summarize; run; ods html close;</pre>	<p data-bbox="706 531 1055 562">Subject: Problems with My Script</p> <p data-bbox="706 594 1177 730">I have this script to build an Excel file and all the script puts out is in one sheet. And the sheet name isn't right. But I don't even want just one sheet. My script should make two sheets.</p> <p data-bbox="706 772 1185 877">How do I fix the script so I get two sheets and the sheet names are what I want? And the sheet should look better in Excel. Now it's all gray, even when I say to use SASWEB.</p>

**Table 5. Different Terminology to Explain the Same Problem**

Both questions are (sort of) asking the same thing, but Question 3A is much easier to understand, again with the code provided, it's also the easier question to answer.

Answer 3A	Answer 3B
<p>Hi,</p> <p>Excel is not happy with the "flavor" of HTML that is generated when you use ODS HTML – that's the reason your style isn't being used. Also, the way that Microsoft interprets HTML is that everything goes into one worksheet by default.</p> <p>If you switch to ODS TAGSETS.EXCELXP as your destination, you can have your style respected and you can create a worksheet for each PROC REPORT step. In addition, TAGSETS.EXCELXP has sub-options that allow you to control the sheet name. Note in my code below that I just used 'One' and 'Two' as the sheet names.</p> <p>Cynthia</p> <pre>ods tagsets.excelxp   file='c:\temp\answer3.xml'   style=sasweb   options(sheet_name='One'); proc report data=sashelp.shoes   nowd;   column region sales returns;   define region / group;   rbreak after /summarize; run;  ods tagsets.excelxp   options(sheet_name='Two'); proc report data=sashelp.shoes   nowd;   column product sales returns;   define product / group;   rbreak after /summarize; run;  ods tagsets.excelxp close;;</pre>	<p>Hi,</p> <p>I'm not sure what you mean when you refer to a "script" – are you creating your file using JavaScript, VB Script or PHP? Or???</p> <p>If you are using SAS and ODS (which might be the case, since you refer to the SASWEB style), you have 3 choices for how to create files that you can open and render with Excel, when you use ODS:</p> <ol style="list-style-type: none"> <li>1) Delimiter-based methods (ODS CSV, ODS CSVALL) although, no style is used for CSV files</li> <li>2) HTML-based methods (ODS HTML, ODS TAGSETS.MSOFFICE2K)</li> <li>3) XML-based methods (ODS TAGSETS.EXCELXP)</li> </ol> <p>Without knowing more about how you are creating files for Excel, it is hard to provide advice for how to change the style or impact that sheet name. You could also be using PROC EXPORT or the SAS LIBNAME engine to create output for Excel and each of these methods has different ways to impact the sheet names.</p> <p>If you can provide a sample of your code and/or your data, perhaps someone can provide you with more help.</p> <p>If you are using a scripting language, such as JavaScript or PHP or VB Script to create your file for Excel, you might want to work with Tech Support on this question.</p> <p>Cynthia</p>

**Table 6. Two Different Answers**

Many people who post on the forum apologize, in advance, for the way they post, since English is not their first language. That's OK. There's no need to apologize. One SAS program explains everything, even if you don't speak English as your first language. A SAS program that everybody can run and look at the same results that you see, helps explain your problem better than 1000 words. We've even had folks post to the forums in their native language. Although, I will have to admit, that reading the Google Translate version of the question was pretty interesting reading!

No matter what language you speak, if you keep the "who, what, when, where, why, and how" in mind, you will always post a question that has a better chance of being answered. The appendix to this paper contains a model question formula that you can follow, which will ensure that you are posting questions and not riddles to the SAS Community Forums.

## CONCLUSION

Taking the plunge and posting a question publicly can be a scary proposition. You can help yourself by knowing all the resources that are available to you. For example, if you think there ought to be a way to change orientation for

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PDF or RTF destinations, don't post to the Forums until you complete a search at support.sas.com. For example, searching on the string "change orientation PDF RTF" at support.sas.com, will result in the right answer on the first hit of the page as shown in Figure 4:

The screenshot shows a search interface with a search bar containing the text "change orientation PDF RTF" and a "Submit" button. Below the search bar, it indicates "1 - 25 of 106 results for change orientation PDF RTF". There are navigation links for "Previous" and "1, 2, 3 ... Last". The results are sorted by "Date" and "Relevance". The first result is dated "2011-09-08" and titled "24559 - Can I change the orientation inside an RTF or PDF file? - Usage Note". The description of the result states: "Starting in SAS 9, the following logic can be used to create an RTF file which toggles orientation inside the file. The same capability is not currently available with the ODS PRINTER destinations (PCL/PDF/PS) until SAS . . . http://support.sas.com/kb/24/559.html, 29KB".

**Figure 4. Search Results on support.sas.com**

The bottom line is that you only become a better SAS programmer with experience and the essence of experience is self-reliance (according to T. H. White). The Community Forums exist to help you gain experience by interacting with your peers and other SAS programmers who may or may not have more experience with SAS than you do. Make sure you help yourself as much as you can by utilizing all the resources that SAS provides for you and by asking the best question you can.

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## CONTACT INFORMATION

Your comments and questions are valued and encouraged. Contact the authors at:

Renee Harper  
 SAS Institute Inc  
 100 SAS Campus Drive  
 Cary, NC 27513  
 E-mail: [Renee.Harper@sas.com](mailto:Renee.Harper@sas.com)

Cynthia Zender  
 SAS Institute Inc  
 100 SAS Campus Drive  
 Cary, NC 27513  
 E-mail: [Cynthia.Zender@sas.com](mailto:Cynthia.Zender@sas.com)

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## APPENDIX 1: QUESTION MODEL

**WHO:** I am new to SAS.

Or I have just learned PROC TABULATE.

Or I have only used PROC PRINT, but now I need to do something else with my data.

Or, I work for a hospital research department and I can't post my patient data, but I have a problem with trying to count unique visits.

**WHAT:** Explanation of the problem or code that creates data, illustrates the problem or a description of the data that you have, and the output that you want.

WHAT is the problem, as you see it.

WHAT is your code?

WHAT is your data?

WHAT is your version of SAS and operating platform?

WHAT is wrong with your output?

**WHERE:** If you are getting an error in the SAS Log, it would be useful for you to cut and paste part or all of the log into your posting. Or, alternately, attach a TXT file with the LOG to your posting.

**WHEN:** If you have a problem that occurs only at a certain time or place in your program, explain that here. For example, when I first start SAS in the morning, everything seems to work OK. But once I read in my file with a million observations and run a PROC SQL that creates a Cartesian product, everything seems to grind to a halt until I have to cancel SAS.

**WHY:** If your programming approach is being done for a particular reason, then you need to share that information. For example, I know that this problem could be solved with a DATA step program, but my team lead wants me to try PROC TRANSPOSE.

**HOW:** How have you tried to help yourself? Did you already read the documentation? Do you need help finding the right resources to solve the problem? For example, you read the documentation on hash tables, but you still need some help figuring out the syntax to DECLARE the hash table.