

SAS4070-2020

## Resources for SAS® Admins and Architects: What You Need to Know to Get the Job Done Hassle-Free

Shelley Sessoms, SAS Institute Inc.

### ABSTRACT

As a SAS® administrator or architect, your customers expect you to know everything related to SAS. And there's a lot to know. What is available to you, and where do you find all this information? Attend this discussion and you'll walk away with a multitude of resources to help you and your customers succeed with SAS.

### INTRODUCTION

Many people turn to search engines when they have questions related to the administration of SAS. While that's a good place to start, the [SAS Customer Support site](#) has a wealth of information to help SAS administrators and architects. But it can be difficult to sort through the areas when you have a question and need help NOW. That's where this paper comes in. I will break down the various resources available to administrators and architects, provide overviews, and give you the links you need to jump right in and get the information you need.

### WHERE QUESTIONS MEET ANSWERS

You need help, and you need it NOW. What do you do? Tech support is a good option, as is searching documentation. But those take time. Maybe you have time; **maybe you don't**. You can try searching on Google. Or you can visit one of the many SAS "properties" such as the SAS Support Communities. **That's it...SAS knows about SAS, so let's start there.** And even if you start with Google, **you're likely to end up on a SAS property.** So, just go straight to the source.

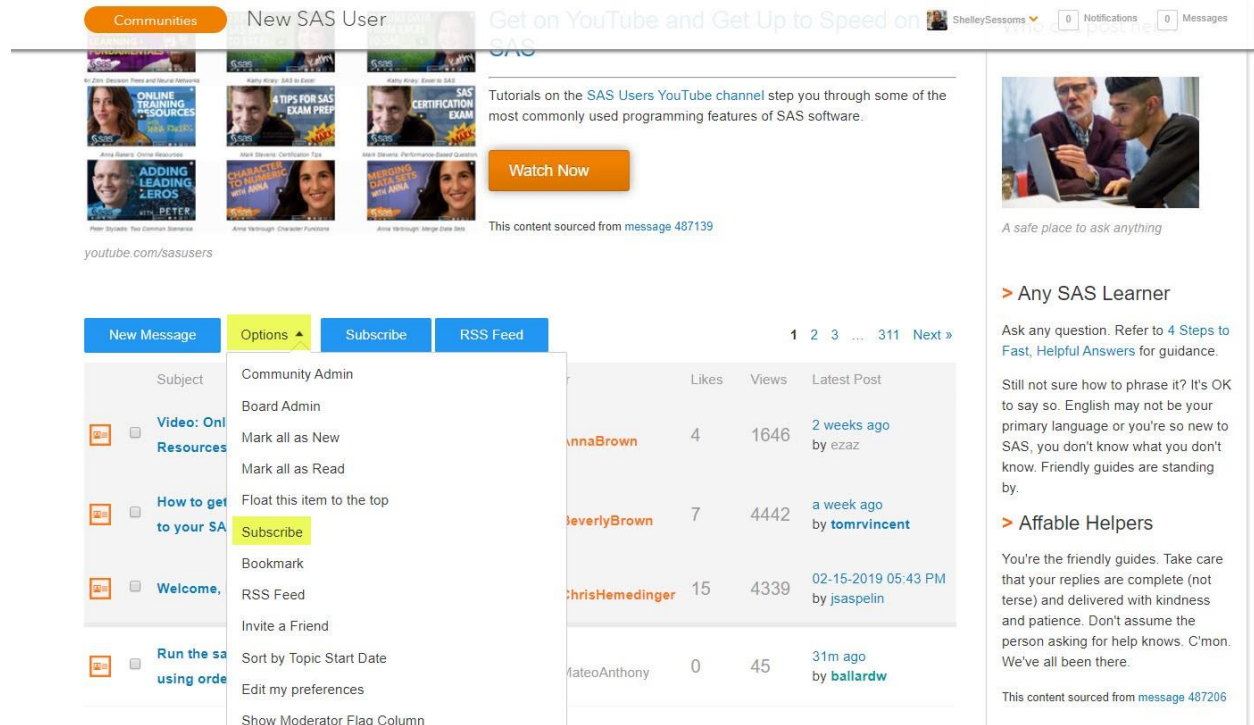
### COMMUNITIES

The [SAS Support Communities](#) are the place to go to ask questions, find resources, and share your knowledge. They are maintained by SAS, but they are for customers. For the SAS administrator, the most popular communities are the following:

- [Administration and Deployment](#): For help with installing and maintaining your SAS environment.
- [Architecture](#): For help with planning, designing, and executing SAS within your organization.
- [SAS Hot Fix Announcements](#): For details about how to subscribe and receive hot fix and maintenance news from SAS Technical Support.
- [SAS Product Release Announcements](#): For news about product releases. The bulletins on this board help you to know when a product was released, the current release level for a product, and which products are in a specific revision.

You do not need to sign in or register to read or search any of the content on the communities site. But to make the most of the content on the site, I encourage you to join. **You'll then be able to ask a question, answer a question, or "like" something. All you need in order to join is the email and password associated with your SAS profile. You will then select a user name that is specific to the communities.**

Once you have found a community you are interested in, be sure to subscribe to it. When you subscribe, you will be alerted, via email, when any new content is added to the community. How easy is that? **You don't need to keep checking back on the topic. Just wait for an email to arrive and click the link to follow the discussion. To subscribe, click the Options drop-down list and select "Subscribe."**



**Figure 1. Subscribing to a Community**

In addition to Q&A-type posts on the community, you can subscribe to articles in the [SAS Communities Library](#). These articles are typically, but not always, written by SAS employees, which go into great depth about a specific **topic. You'll see code samples, output, screen shots, and step-by-step instructions.** They are separated into areas such as [administration](#) and [architecture](#). To subscribe to articles, scroll toward the bottom of the page and click "Subscribe":

The screenshot displays the SAS Communities Library interface. At the top, there's a header with 'Communities' and 'SAS Communities Library'. Below this, a list of articles is shown, each with a title, labels, and a count. The 'Architecture' label is highlighted in orange, and a red arrow points to the 'Subscribe' button for this label. The sidebar on the right lists various categories such as 'Data Mining(177)', 'Data Science Academy(12)', and 'Developers(57)'. At the bottom, there's a pagination control showing '1 2 3 ... 8 Next »'.

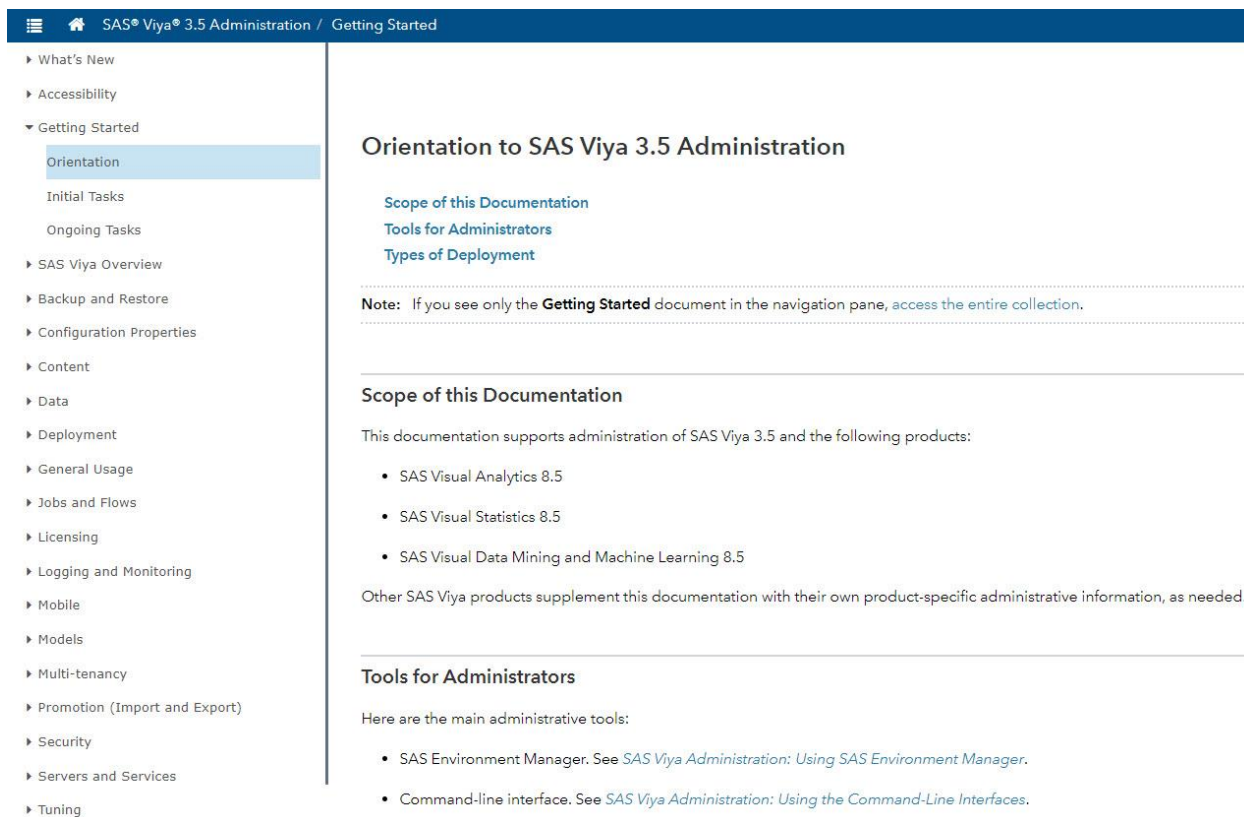
**Figure 2. Subscribing to a Library**

## DOCUMENTATION

Sometimes you need to view the documentation for a product to really understand what to do. SAS documentation is organized into two primary areas: [SAS Viya Administration](#) and [SAS 9.4 Administration](#).

SAS Viya Administration covers SAS Viya 3.2 through SAS Viya 3.5, and it supports Linux, Windows, Containers (where appropriate) and Cloud Foundry (where appropriate). So **you're sure not to miss** anything.

Under SAS 9.4 documentation, you'll find information for releases 9.1.3, 9.2, and 9.3.



**Figure 3. Snapshot of the SAS Viya 3.5 Administration Documentation**

## SAS TECHNICAL SUPPORT

You've searched the communities and documentation for your answer, and you've even asked a question on communities. You've received a reply, but it isn't specific to your situation. What to do next? [SAS Technical Support](#) is your best bet. If the problem is urgent, it's best to [call them](#). If you'd rather communicate in writing, you have a number of ways to [contact technical support](#), including creating a track, emailing them, or starting a chat. The SLA (service level agreement) associated with tracks that originate by email is two business days. Remember to have some basic information handy before you contact them:

#### Information Needed Before You Contact SAS Technical Support

Before you contact SAS Technical Support, gather the following information to ensure quick and efficient service:

- Products and versions
- Operating system
- Site number (See [Locating Your SAS Site Number](#) for assistance.)
- Problem details (including errors and logs)
- Troubleshooting steps you have taken

For tips about contacting SAS Technical Support, see [SAS Note 57691](#).

For general information about SAS support services, see [SAS Technical Support Services and Policies](#).

**Figure 4. Information Needed Before You Contact SAS Technical Support**

Already have some tracks open with Tech Support? [You can see](#) all your open Tech Support tracks, filter the list, or open a new track...all in one spot.

## ACCESS YOUR INFORMATION 24/7

**There's nothing worse than needing to get information** about your SAS license and not knowing where to get it. Or wondering if you are running the latest version of SAS. Or needing to change the SAS representative at your site. Who knows how to do that? SAS has **a spot where all that information, and more, can be found. And it's only a click away.**

## DOWNLOADS AND HOT FIXES

[Downloads & Hot Fixes](#) contains updates for SAS products and solutions, SAS DataFlux software, JMP software, and other software products.

**You'll find** products listed by product category, A-Z, and by release date. Click the specific product, and you will go to the appropriate download page.

## INSTALL CENTER

[SAS Install Center](#) contains the most up-to-date installation and configuration documentation for SAS software. The documentation on this site is grouped by SAS release, installation, and configuration type.

From this site, you can also request a temporary license extension and more.

## SITE AND ACCOUNT DATA

---

- ◆ Resend the SAS Installation Data
- ◆ Request a Temporary License Extension
- ◆ Send a message to the SAS installation contact at my company
- ◆ Update Administrative Information or redesignate the SAS Representative at your site
- ◆ Access Administrator Services (Login Required)

**Figure 5. Options Available from the Install Center**

## LICENSE ASSISTANCE

On the [SAS License Assistance page](#), you will find instructions for obtaining and applying license files, troubleshooting common issues, and getting contact information for SAS licensing. **It's your one-stop-shop** for all things related to licensing.

Looking for information about how to contact your [licensing support](#) area? SAS has a site for that, too.

## SECURITY BULLETINS

SAS has a [SAS Product Security site](#) that contains security bulletins, JRE updates, vulnerability notes, and a link to the security team, who can help you open a track for an incident.

Security bulletins are shown in the order of the release date (from most to least current). It also shows the severity level, which makes it easy to decide which release to install first.



**Figure 6. What You Need to Know about SAS Product Security**

## SOFTWARE UPGRADES

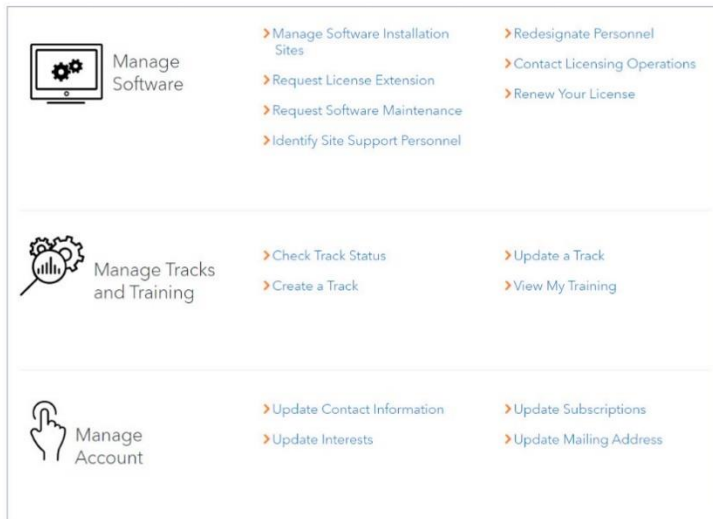
You'll find SAS 9.2, SAS 9.3, and SAS 9.4 [all in one location](#). Using SAS 9.4 as an example, you can learn about the following:

- Migrating to SAS 9.4
- Updating an existing SAS 9.4 deployment
- Applying a product-specific maintenance release platform
- Upgrading to a new product release
- Adding software to a SAS 9.4 deployment

## MANAGE YOUR SOFTWARE

Everything you need to do to manage your software, your tracks and training, and your account can be found all in one location. Need to identify site support personnel, renew your license, or **update your contact information or subscriptions? It's all available from the [Manage Your Software page](#).**





**Figure 7. Software Management All in One Location**

## RESEARCH AND LEARN ON YOUR TIME

Do you like to see what others have to say about administration and deployment topics? Are you someone who learns best with screen shots and detailed step-by-step instructions? Have no fear. There is plenty of information for you now, or later. Read and watch to your heart's content and bookmark those areas of interest. They'll be there when you're ready to delve deeper.

## BLOGS

[SAS Administrators blog](#): The SAS Users blog has an area for SAS Administrators. Here, you can stay informed about the best ways to manage SAS programs and installations. Many blogs are written by SAS employees. They cover topics such as setting up your computer resources, performance monitoring, cloud readiness, log management, and much more. The blogs are useful for new and long-time administrators and provide a way to ask questions of the authors.

[Platform Admin blog](#): This blog, by Paul Homes, SAS partner and co-owner of [Metacoda](#), covers SAS platform administration and working with SAS metadata.

[Zencos Insights blog](#): SAS partner Zencos provides some timely blog posts about SAS administration.

## SAS TECHNICAL PAPERS

If you want real-world examples of SAS installation and enterprise administration, check out the [SAS Technical Papers](#), which are compiled by SAS Technical Support. These papers are written by SAS employees from around the world. Some papers were presented at previous SAS Global Forum conferences. Some papers were written to go into greater depth than the documentation. All papers help you to understand administration and architecture. There is



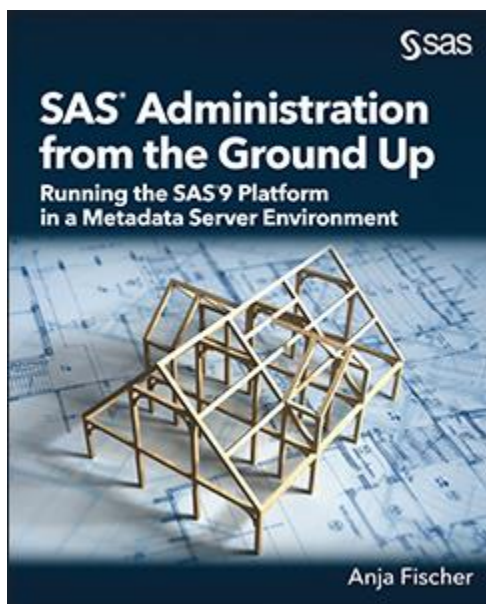
even a [checklist of SAS Viya administration tasks](#) and a [checklist of SAS platform administration tasks](#) by SAS employee David Stern.

Looking for administration papers from previous SAS Global Forum conferences? There's a [SAS spot for that](#), as well. And let's not forget about [lexjansen.com](#). Lex Jansen has compiled conference proceedings for every SAS Global Forum since the first one in 1976. His site also includes proceedings from many of the U.S. regional conferences. And you can search by author. Looking for all the papers written by SAS employee Margaret Crevar? You'll [find them here](#).

And, finally, SAS R&D has compiled a [list of links to papers](#) that explain how to configure hardware and software for use with SAS 9.4. You'll find papers about operating system tuning, storage tuning, SAS Grid tuning, and much more. This paper is a [collection of pre-installation resource documentation for SAS 9.4](#).

## BOOKS

SAS Press published a book specifically for SAS administrators in March 2019. [SAS Administration from the Ground Up: Running the SAS 9 Platform in a Metadata Server Environment](#) is available in e-book format from the SAS site or in print format from any major online reseller.



**Figure 8. SAS Administration Book by SAS Press**

## FREE SAS TUTORIALS

If you are more of a visual learner, SAS provides [free administration and architecture videos](#), ranging from 5–30 minutes in length, depending on the topic. As of the writing of this paper, there are 23 topics to select from.



**Top 10 Platform Administration Tasks**  
8:13

**SAS Environment Manager - SAS System Availability: A 30,000 ft. View**  
10:51

**SAS Environment Manager: Tracking Invalid Logon Notifications**  
6:53

**Backup your SAS Deployment Interactively**  
8:57

**Using the SAS Environment Manager Report Center to Explore Auditing Data**  
9:50

**Use SAS Environment Manager to Get SAS License Expiration Notice**  
6:58

**Figure 9. Assortment of Free Admin Tutorials**

## FREE ASK-THE-EXPERT WEBINARS

Who better to teach you about SAS administration and architecture than the folks who live and breathe it? There are many SAS employees trained to deliver [Ask the Expert webinars](#), and you won't find a better group of experts than those focusing on administration.

These sessions began as live webinars, with a Q&A period. They're taped for on-demand viewing. New sessions are added throughout the year. So be sure to keep an eye on the site as [new ones are added regularly](#).

There's even an [Ask the Expert community](#). There, you will find articles and Q&As associated with the various [administration and deployment webinars](#).

## TAKE IT TO THE NEXT LEVEL

You've done all your research, you know where to find what you need to get to your job done faster and easier. You're the go-to person at your company for all things SAS. What do you do next? Well, there's always more to learn (and myriad ways to learn).

## SAS USERS GROUP FOR ADMINISTRATORS

SAS launched its first-ever virtual user group in 2016: SAS Users Group for Administrators ([SUGA](#)). SUGA is hosted on the Administration and Deployment community. Simply join <https://communities.sas.com/> and then subscribe to the [Administration and Deployment community](#) as previously described. You will receive email notifications about SUGA events.

Webinars are typically held once a quarter, with a live networking event at SAS Global Forum. Plans are underway for a second live event, including presentations by SAS staff, at SAS headquarters September 23-24, 2020.

## SUGA

The SAS Users Group for Administrators (SUGA) is open to all SAS administrators and architects who install, update, manage or maintain a SAS deployment.



[About SUGA](#)

### On-demand webinars

Enterprise Session Monitor: [View](#)

Containers and SAS Viya: [View](#)

SASGF admin presentations: [View](#)

**Figure 10. About SAS Users Group for Administrators**

## SAS ADMINISTRATOR TRAINING

Training options abound for SAS administrators. There are many options: on-site classroom, live web, e-learning, and even one-on-one mentoring. The [training site for administrators](#) is organized by SAS platform, Application/Technology Area, and Solutions. You'll also find information on advanced and specialty courses listed.

### SAS Platform

Install, configure, and maintain the platform for SAS Business Analytics.



**Figure 11. SAS Platform Training Plan**

The [SAS Viya learning path](#) is distinct from the SAS 9.4 path. So be sure to check it out if you're on SAS Viya.

## CONCLUSION

SAS administrators and architects have a tough job. And when your customers need answers, they expect you to provide them immediately. Although this paper **doesn't** cover every question that you might have, **I hope I've made it easier** for you to find the sources you need to help your daily routine run smoothly.

Most of these links can be found on the [SAS Administrators page](#) from the SAS website. The order might be different from what **I've listed, but the information is the same.**

## ACKNOWLEDGMENTS

I would like to thank my colleague Beverly Brown for being my sanity check and making sure this paper reads and flows well. Margaret Crevar gave me the incentive to write the paper and made sure I included everything she thought an admin would need to know about. **I'd also like to thank** my manager Chris Hemedinger for letting me step out of my community manager box and provide support for many wonderful admins and architects **around the world. You three are some of the best...thanks!**

## CONTACT INFORMATION

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

Shelley Sessoms  
SAS Institute Inc.  
(919) 531-0440  
Shelley.sessoms@sas.com  
communities.sas.com

SAS and all other SAS Institute Inc. product or service names are registered trademarks or trademarks of SAS Institute Inc. in the USA and other countries. ® indicates USA registration.

Other brand and product names are trademarks of their respective companies.

