Troubleshooting SAS Installs

Due to its large size and lengthy installation requirements, installation errors are common.

Most installation errors are due to:
- Corrupted installation files
- Files on the user’s computer interfering with the installation
- Uninstalling previous versions of SAS

You can check to see if an installation file is corrupted before attempting an installation using the SAS Depot Checker.

Common signs of a corrupted installation file include:
- A single SAS component failing to install
- Java components failing to install

If you experience issues in an installation due to corrupted files, you should:
1. Run the SAS Depot Checker to assess the integrity of the files on your distribution device
2. If errors are found in the files, recopy the installation files onto your device and reattempt the installation
3. If problems continue to arise, contact SAS Technical Support

If an installation is interrupted or fails at any point, it is possible to restart the installation from the beginning without taking any other action and the installation will resume where it left off. You can also add files to a computer after the initial installation if the customer requests additional modules.

- If the customer has had a previous version of SAS installed on their machine SAS must be cleanly removed prior to installation of the new version. It is not possible to install a new version with an older version of SAS remaining on the system.

- SAS has an uninstaller that works well for SAS 9.4; however, to uninstall earlier versions of SAS we have found that the SAS uninstaller may incompletely remove the software. Therefore, after uninstalling you need to check the hard drive for any remaining SAS installation files and remove them prior to beginning the new installation. Prior to doing this, make sure the customer has a backup of any SAS data files on the hard drive.

The built-in uninstaller for SAS 9.4 has been tested and shown to successfully remove the software. Customers who wish to uninstall SAS 9.4 may do so using the built-in uninstaller.
For troubleshooting, support.sas.com is a comprehensive resource for finding solutions to installation errors, runtime problems, and other issues such as those you may find with the depot checker.

**Technical Support:**
Although ITS is unable to provide technical support on the installation of SAS, the company provides a comprehensive knowledge base for finding solutions to installation errors, runtime problems, and other issues such as those you may find with the depot checker.

To access these resources, please visit [http://support.sas.com](http://support.sas.com)

If you are unable to find a solution to an issue on support.sas.com, you can reach a SAS representative at:

919-677-8008
[support@sas.com](mailto:support@sas.com)

- Support hours for new questions: M-F 9 a.m. to 8 p.m. Eastern
- Limited support for new questions: M-F 5 p.m. to 8 p.m.
- Support hours for questions with an assigned tracking number: M-F 9 a.m. to 8 p.m. Eastern