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# SAS Technical Support

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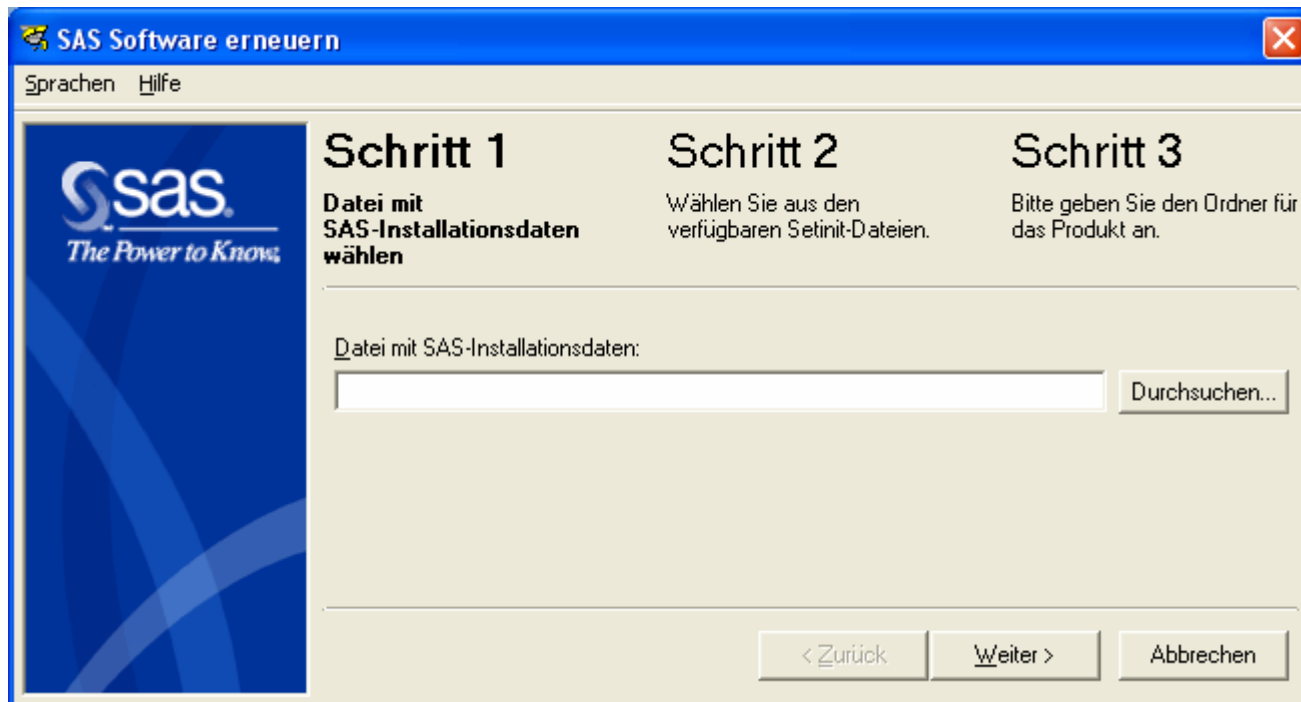
# Agenda

- SAS Installation Data
- SAS ServicePacks und Hotfixes
- SAS Support
  - Die neue Support-Webseite
  - Die SAS Hotline

# SAS Installation Data

- SID = SAS Installation Data unter SAS 9.1.3
- SETINIT unter SAS 8
- Einspielen unter Windows (praktische Übung)
- Einspielen unter UNIX

# SAS Installation Data - Einspielen unter Windows



# SAS Installation Data - Einspielen unter UNIX

```

-->/opt/SAS/Install/SID_SAS9.1.3_Solaris64_31_12_2008.txt
Set
Pr --- SAS Installation Data retrieved successfully.
-- *
*
Applying SAS Installation Data
Please wait...

SAS Installation Data application is complete.

Setup Utilities Menu
-----
1. Renew SAS Software
* 2. Perform SAS Software Configuration
3. Perform Product-Specific Configuration
4. Run Technical Support Tools
5. List Previously Installed Software
-----
g: Go back  q: Quit  h: Help
-----
Action? (2) █
  
```

# SAS ServicePacks und Hotfixes

- Hotfixes

- Hotfixes adressieren Softwareprobleme. Für einige Kunden sind Hotfixes schnelle Lösungen für dringende Probleme. Für andere dient es zur Systemwartung. Hotfixes sind getestet und werden voll unterstützt.

- Hotfix-FAQ

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

# SAS ServicePacks und Hotfixes

- Service Packs
  - Ein ServicePack ist ein Softwareupdate, das sowohl Funktionserweiterungen als auch Bugfixes in einem installierbaren Paket enthält.
  - Ein ServicePack beinhaltet alle zuvor erschienenen SAS 9.1.3 Hotfixes.

# SAS ServicePacks und Hotfixes

[support.sas.com](#) | [KNOWLEDGE BASE](#) | [SUPPORT](#) | [LEARNING CENTER](#) | [COMMUNITY](#)

[Return to 9.1.3 Hot Fix Home](#)

## SAS 9.1.3 (9.1 TS1M3)

### Hot Fix Downloads

**Hot Fix Download Quick Links:**

<a href="#">SERVICE PACK</a>	<a href="#">SAS/ACCESS INTERFACE TO DB2</a>	<a href="#">SAS/ACCESS INTERFACE TO INFORMIX</a>	<a href="#">SAS/ACCESS INTERFACE TO MYSQL</a>
<a href="#">SAS/ACCESS INTERFACE TO ODBC</a>	<a href="#">SAS/ACCESS INTERFACE TO OLE DB</a>	<a href="#">SAS/ACCESS INTERFACE TO ORACLE</a>	<a href="#">SAS/ACCESS INTERFACE TO PC FILES</a>
<a href="#">SAS/ACCESS INTERFACE TO R/3</a>	<a href="#">SAS/ACCESS INTERFACE TO SAP BW</a>	<a href="#">SAS/ACCESS INTERFACE TO SYBASE</a>	<a href="#">SAS/ACCESS INTERFACE TO TERADATA</a>
<a href="#">SAS/ASSIST</a>	<a href="#">BASE SAS</a>	<a href="#">SAS/CONNECT</a>	<a href="#">SAS DATA QUALITY SERVER</a>
<a href="#">SAS/FSP</a>	<a href="#">SAS/GENETICS</a>	<a href="#">SAS/GRAPH</a>	<a href="#">SAS HPF</a>
<a href="#">SAS/IML</a>	<a href="#">SAS INTEGRATION TECHNOLOGIES</a>	<a href="#">SAS/IOR</a>	<a href="#">SAS/QC</a>
<a href="#">SAS/STAT</a>			

**Other Hot Fix Links:**

- [Hot Fixes for Additional SAS Products and Solutions](#)
- [National Language Support Hot Fixes](#)

## SERVICE PACK

### SAS 9.1.3 Service Pack 4

- SAS 9.1.3 Service Pack 4 contains previously available Hot Fixes and other SAS 9.1.3 updates. You must install SAS 9.1.3 Service Pack 4 before installing any currently available hot fixes.
- If you have installed any additional SAS products or solutions, please review the list of [SAS Solutions NOT supported on Service Pack 4](#) before applying Service Pack 4 to your system.

[SAS 9.1.3 Service Pack 4 Fix List](#)

[Service Pack FAQ](#)

SAS 9.1.3 Service Pack 4 is available on the following operating systems:

MAINFRAME:	<a href="#">z/OS_(OS/390)</a>
PC:	<a href="#">Windows</a> , <a href="#">Windows_for_IPF_(64_bit)</a>
VMS:	<a href="#">OpenVMS_Alpha</a>
UNIX:	<a href="#">HPUX</a> , <a href="#">Solaris_(64-bit)</a> , <a href="#">AIX</a> , <a href="#">Tru_64</a> , <a href="#">Linux</a> , <a href="#">HPUX_for_Itanium</a> , <a href="#">Linux_for_Itanium</a>

[Top ^](#)

[SAS/ACCESS INTERFACE TO DB2](#)



# SAS Support

The screenshot shows the SAS Customer Support website. At the top, there's a navigation bar with links to [support.sas.com](#), [KNOWLEDGE BASE](#), [SUPPORT](#), [LEARNING CENTER](#), and [COMMUNITY](#). Below this is a search bar with the text "Search support.sas.com" and a "Search" button. The main content area is titled "SAS CUSTOMER SUPPORT /" and includes links for "Print", "E-mail", and "Bookmark".

On the left side, there's a sidebar with a "KNOWLEDGE BASE" section containing links to "System Requirements", "Install Center", "Product Documentation", "Papers", "Samples & SAS Notes", and "Focus Areas". Below this is a "SUPPORT" section with links to "Submit a Problem", "Check Problem Status", "License Assistance", "Administrator Services", and "Downloads & Hot Fixes". Further down is a "LEARNING CENTER" section with links to "Bookstore", "Training", "Certification", "SAS Learning Edition", "Higher Education Resources", and "SAS OnDemand for Academics". At the bottom of the sidebar is a "COMMUNITY" section with links to "Users Groups", "Events", "E-newsletters", "RSS & Blogs", and "Discussion Forums".

The main content area features a "SASware Ballot is open until January 4, 2008" announcement. Below this, there are several featured articles:

- Centralized Resource for License Assistance** (News): The license assistance page is a central resource to help you quickly find instructions for obtaining and applying license files. (Oct 19)
- Software Delivered Electronically** (News): Software delivery is about to change from physical media to electronic download. Electronic Software Download (ESD) arrives for SAS 9.2 delivery. (Oct 19)
- Efficient Data Access using SAS Enterprise Guide** (Sample): When your data flows freely into your SAS Enterprise Guide session, you can view it in the data grid, create queries, and run tasks. However, when data access points are not defined efficiently, everything seems to take so much longer to accomplish. (Oct 19)
- SAS In-Database Processing** (PDF): This paper describes a roadmap for enhanced partnership and deeper technical integration with database management systems (DBMS) providers that will allow SAS analytics and data transformation capabilities to be leveraged at the point of transaction rather than the typical extract, transform, and load (ETL) processes in use today. (Oct 08)
- Manipulating Data with PROC SQL** (Sample): This SQL Procedure tip illustrates how columns based on the numeric and character data types are defined; and how string functions, pattern matching, phonetic matching techniques, and a variety of other techniques are used with numeric and character data. (Oct 04)

On the right side, there are several promotional boxes:

- Discount**: Year-End 20% Discount from SAS Publishing. This offer is available to U.S. and Canadian customers only.
- Featured Book**: *Predictive Modeling with SAS Enterprise Miner: Practical Solutions for Business Applications*.
- Training News**: Search for SAS courses by job role. Save 25% on self-paced e-learning.
- Certification News**: Test your Predictive Modeling expertise.

At the bottom of the page, there's a footer with links to "Contact Us", "Sitemap", "www.sas.com", "Terms of Use & Legal Information", and "Privacy Statement". It also includes the copyright notice: "Copyright © 2007 SAS Institute Inc. All Rights Reserved."

# SAS Support

- SAS Hotline

- Tel. 0800 700 709
- EMITS  
<http://www.sas.com/offices/europe/germany/services/cts/emits.html>
- Öffnungszeiten:
  - Montag bis Donnerstag 09:00 - 17:00
  - Freitag 09:00 - 15:00
- Trackinformationen für Kunden  
<http://support.sas.com/techsup/trackintro.html>