## Maintaining your SAS<sup>®</sup> Viya<sup>®</sup> environment, Keys to success

#### Younes SAMMOUR

Sr Technical Support Eng., Global Technical Support, SAS



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### Presentation



## Technical Customer Support



**S**sas

## Agenda



#### Avoiding problems and handling them



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Update

# UPDATE



No need for a new SAS Order

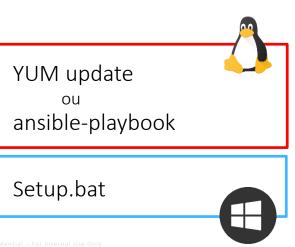
Minor functionality change

Bug fix

Security patches



Mirror Update



Sas

Upgrade

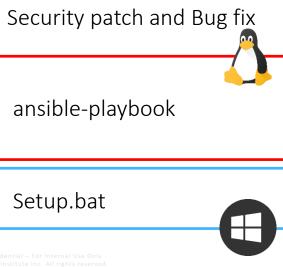
# Upgrade



Viya 3.X to Viya 3.Y New product version : VA / Model Studio / ... Maintenance (every 3 to 6 months)



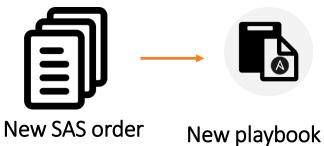
**New Mirror** 







## Adding SAS Viya Software Add-On product

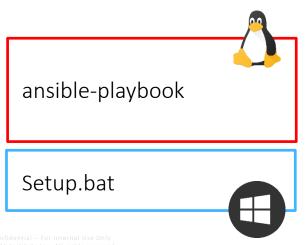


New Module (eg. SAS/Access)

New Solution



New miror





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# Steps for a successful Update / Upgrade

- Update or Upgrade ?
- Documentation
- Mirror
- Preparing configuration files
- Deployment
- Test / Validation

#### SAS Viya Hot Fix Availability

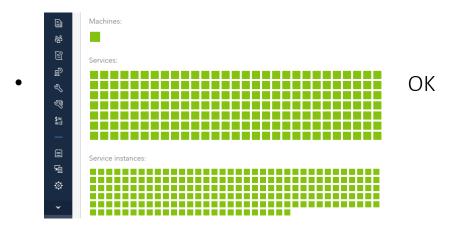
SAS Viya 3.5 for Windows	Initial Release
SAS Viya 3.5 for Linux	Initial Release
SAS Viya 3.4 for Windows	<ul> <li>Initial Release</li> <li>May 2019 Release</li> <li>August 2019 Release</li> </ul>
SAS Viya 3.4 for Linux	<ul> <li>Initial Release</li> <li>May 2019 Release</li> <li>August 2019 Release</li> </ul>
SAS Intelligence and Investigation Management 8.1	
SAS Event Stream Processing 6.2	
SAS Event Stream Manager 6.2	
SAS Visual Investigator 10.6	

#### Version 🗸

SAS® Viya® 3.5 for Linux: Deployment Guide SAS® Viya® 3.4 for Linux: Deployment Guide SAS® Viya® 3.4 for Linux: Deployment Guide (Before August 2 SAS® Viya® 3.4 for Linux: Deployment Guide



# **Technical Support Recommandations**



- TLS / SSL Certificates
- Modification dates of vars.yml / site.yml / inventory.ini
- rpm –qa
- Cold Backup (Before and After)
- Ansible-playbook -vvv



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#### If I have an issue

Contact **SAS Technical Support** with the below information :

1) Order number used for various deployment steps (initial / upgrade / etc.)

2) Deployment.log from the Playbook folder

3) Done investigation related to the error message

### **Development Environment**



#### If I have an issue

1) Contact SAS Technical Support with the same informations than in DEV env.

2) Rollback / Restore from backup

3) Confirm if the same operation was done in another environment (and worked).

## **Production Environment**







#### support@sas.com

sas.com



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