SAS University Edition Installation FAQ

Do you need help installing SAS UE?

Check out the following list of commonly asked questions during the installation process.

If you can't find your issue here, then head to the SAS University Edition Help Centre, a page dedicated to answering all the questions you have.

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Incorrect file extension when downloading SAS University Edition

The file you have downloaded from the SAS University Edition website should look something like:

unvbasicvapp__9411013__ova__en__sp0__1.ova

Note the **.ova** file extension. In some situations, the file downloaded may come instead with a different file extension like **.txt** and **.gnumeric**.

If this is your issue, please rename the file extension of the file you have downloaded to **.ova**, and retry.

I am using my friend's University Edition download file and it is not working

Please do NOT use another person's download file! The download file is unique to you as you must create an account on the SAS website to get the download file.
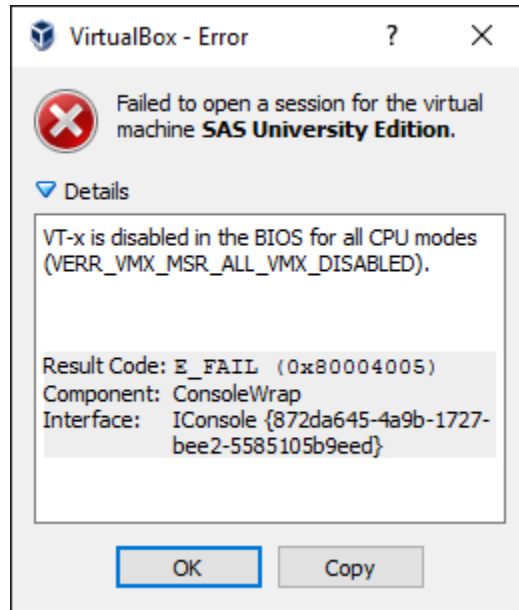
Please go to https://www.sas.com/en_au/software/university-edition/download-software.html, follow the instructions on the screen until you see the following:

Click on **Get SAS University Edition** circled in red and follow the prompts there to access the download.

Error: VT-x is disabled in the BIOS for all CPU modes

When you are trying to start SAS University Edition on the virtual machine, you may receive an error that looks like the following:

Error message: VT-x is disabled in the BIOS for all CPU modes (VERR_VMX_MSR_ALL_VMX_DISABLED).

This is saying that Virtualization Technology has been disabled in the BIOS. You must enable it to allow virtual machines to work.
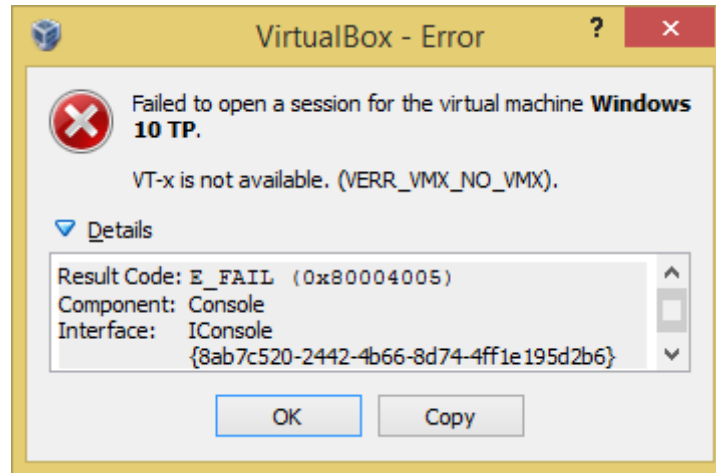
To do this, follow the troubleshooting instructions in this link: http://support.sas.com/kb/46/250.html

You will need to access your BIOS – the way to do this differs on different machines, please look up how to do so for your machine.

Error: VT-x is not available

When you are trying to start SAS University Edition on the virtual machine, you may receive an error that looks like the following:

Error message: VT-x is not available. (VERR_VMX_NO_VMX).

The problem may be that virtualization is not supported on your machine. Unfortunately, if this is the case, you will not be able to use SAS University Edition.

Go to this link http://support.sas.com/kb/46/250.html, and following the instructions in Step 1 to verify your system supports virtualization.
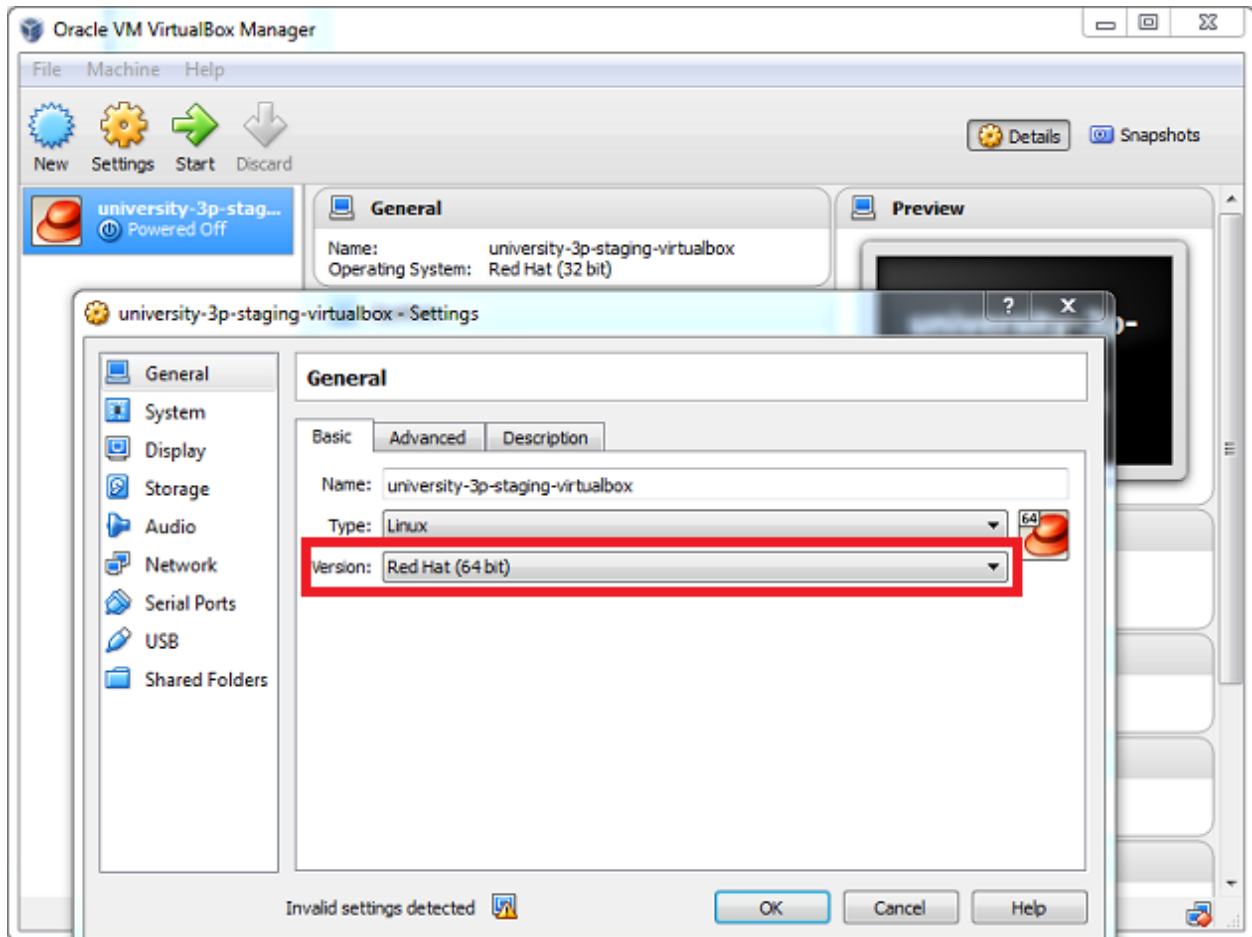
If you have **Hyper-V** enabled in Windows, this may cause issues with virtualization technology and result in the above error message. Please go to this link http://support.sas.com/kb/46/250.html and navigate to the section titled **Microsoft Hyper-V and SAS University Edition**, and follow the instructions there on how to disable it.

Error: This kernel requires an x86-64 CPU, but only detected an i686 CPU

This error indicates that your virtual machine is using an operating system 32-bit when it should be using a 64-bit operating system.

Please make sure you have set the operating system to Red Hat (64 bit)

Follow the instructions on this link to troubleshoot the issue: http://support.sas.com/kb/53/263.html.

Error: The launch of the server process failed with an unknown status code

This error indicates that the shared folder is in a location that requires administrative rights to access. To correct this issue, move the SASUniversityEdition shared folder to a location that the virtualization software has permissions to access.

Follow the instructions on this link to troubleshoot the issue: http://support.sas.com/kb/54/002.html

My question isn't answered here. Where else can I look?

Head to the SAS University Edition Help Centre!

It has everything you need to know about SAS UE, from installation to usage.

If you have questions about the challenge, please email the ANZ Academic Team or post your question on our Facebook group 2018 University Edition 5 Day Challenge.

If issues persist, please contact SAS Technical Support using the SAS Technical Support Form on support.sas.com, or send an email to support@sas.com.