

How to Resolve SAS Cache Locator not Starting on a WIN Platform

What is a Cache Locator:

According to Rob Cullum's SAS Global Forum paper SAS415-2017 [Twelve Cluster Technologies Available in SAS® 9.4:](#)

The SAS Cache Locator is a specialized implementation of Pivotal GemFire. It provides service discovery functionality and informs new, connecting members (like the SAS Web Application Server) where other running members are located. ... The members of a SAS Cache Locator cluster act as peers and provide failover support for each other. If one goes down, the other can continue doing all of the work. ... For multi-machine deployments, the SAS Deployment Wizard will automatically deploy two SAS Cache Locators in a clustered arrangement. One is placed on the primary middle-tier host machine and the other on the primary server-tier host.

Also, SAS® 9.4 Intelligence Platform: Middle-Tier Administration Guide: [Understanding the Middle-Tier Environment](#) defines the Cache Locator, which is used by SAS web applications to locate and connect to a distributed cache. The SAS web applications use the cache to maintain awareness of user sessions and to share application data.

Issue

Often SAS Administrators, run into an issue where the cache Locator Service does not seem to start despite attempts to stop and start the service as shown below in a screen shot from our lab.

Error:

The screenshot shows the Windows Services console with a list of services. The service 'SAS [Config-Lev1] Cache Locator on port 41415' is highlighted with a red box. Below the services list, a 'Services' dialog box is open, displaying an error message: 'Windows could not start the SAS [Config-Lev1] Cache Locator on port 41415 service on Local Computer. Error 1067: The process terminated unexpectedly.' A red arrow points to the error message.

Service Name	Path	Status	Startup Type	Log On As
BPC Endpoint Mapper	Resolver RP	Running	Automatic	Network S...
SAS [Config-Lev1] Cache Locator on port 41415	Cache Loca...	Stopped	Automatic	Local Syste...
SAS [Config-Lev1] Deployment Manager Server	SAS Deploy...	Stopped	Manual	Local Syste...
SAS [Config-Lev1] DIP JobRunner	SAS [Config...	Running	Automatic	Local Syste...
SAS [Config-Lev1] httpd - WebServer	Apache/2.4...	Running	Automatic	Local Syste...
SAS [Config-Lev1] JMS Broker on port 61616	JMS Broker ...	Running	Automatic	Local Syste...
SAS [Config-Lev1] Object Spawner	Object Spa...	Running	Automatic	Local Syste...
SAS [Config-Lev1] Remote Services	SAS Remote...	Stopped	Manual	Local Syste...
SAS [Config-Lev1] SAS Environment Manager	SAS Environ...	Running	Automatic	Local Syste...
SAS [Config-Lev1] SAS Environment Manager Agent	SAS Environ...	Running	Automatic	Local Syste...
SAS [Config-Lev1] SASMeta - Metadata Server	SASMeta - ...	Running	Automatic	Local Syste...
SAS [Config-Lev1] SASServer1_1 - WebAppServer	SASServer1_...	Running	Automatic	Local Syste...

The Log

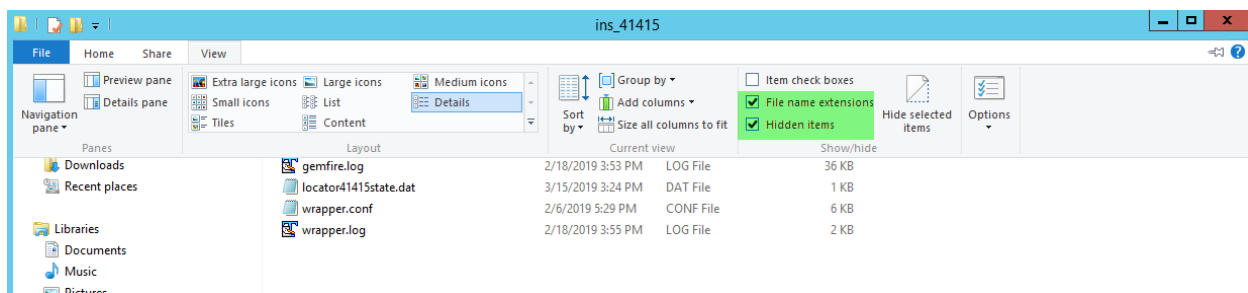
Error: in wrapper.log (Drive_Letter:\SAS\Config\Lev1\Web\gemfire\instances\ins_41415)

The SAS [Config-Lev1] Cache Locator on port 41415 service is not installed - The specified service does not exist as an installed service. (0x424)

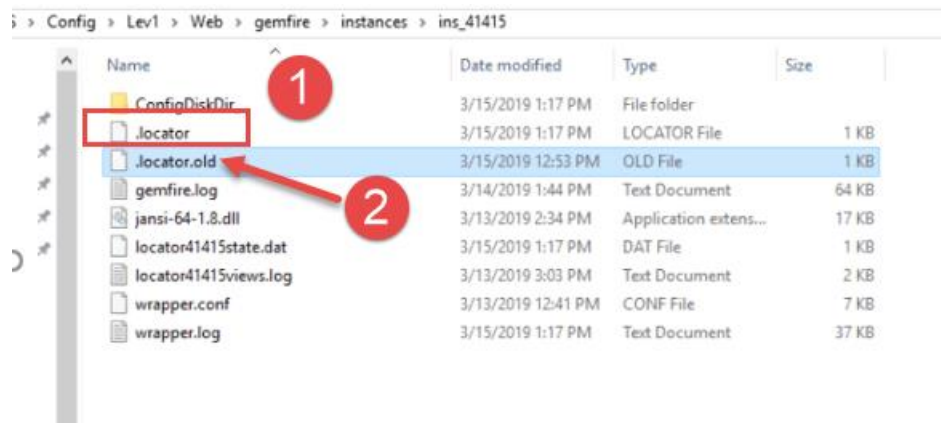
Resolution steps:

Navigate to "<Drive_Letter>:\SAS\Config\Lev1\Web\gemfire\instances\ins_41415" and set checkbox for hidden file option

i.e.:



And now rename .locator to .locator.old



Then refresh SAS Cache Locator service and then start it. The Cache Locator will start.