

## How to Resolve SAS Web Infrastructure Platform (WIP) Server Install Issue; the Missing libintl-8.dll Saga

SAS recommends installing SAS WIP (SAS Transaction store) preferably on the compute tier. During configuration phase, sometimes when proper filesystem permissions check is missed in the initial pre-install phase the following error may occur

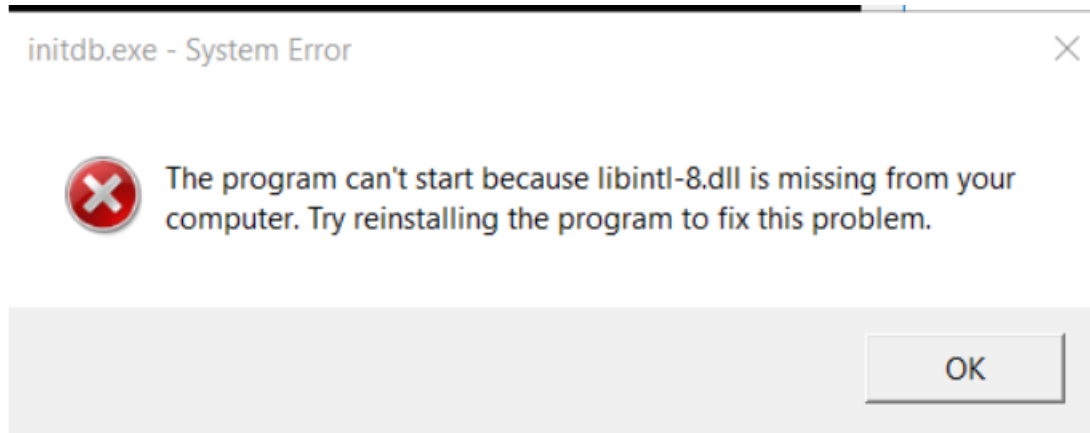


Figure 1: Missing DLL error

However, if the presence of the said DLL is checked, we often find that the DLL in question exists

|                       |                      |                       |          |
|-----------------------|----------------------|-----------------------|----------|
| clusterdb             | 11/21/2018 4:43 A... | Application           | 96 KB    |
| createdb              | 11/21/2018 4:43 A... | Application           | 96 KB    |
| createlang            | 11/21/2018 4:43 A... | Application           | 128 KB   |
| createuser            | 11/21/2018 4:43 A... | Application           | 97 KB    |
| dropdb                | 11/21/2018 4:43 A... | Application           | 93 KB    |
| droplang              | 11/21/2018 4:43 A... | Application           | 127 KB   |
| dropuser              | 11/21/2018 4:43 A... | Application           | 93 KB    |
| ecpg                  | 11/21/2018 4:43 A... | Application           | 791 KB   |
| initdb                | 11/21/2018 4:43 A... | Application           | 157 KB   |
| isolationtester       | 11/21/2018 4:43 A... | Application           | 65 KB    |
| libcrypto-1_1-x64.dll | 11/21/2018 4:43 A... | Application extens... | 2,630 KB |
| libcurl.dll           | 11/21/2018 4:43 A... | Application extens... | 376 KB   |
| libecpg.dll           | 11/21/2018 4:43 A... | Application extens... | 82 KB    |
| libecpg_compat.dll    | 11/21/2018 4:43 A... | Application extens... | 19 KB    |
| libiconv-2.dll        | 11/21/2018 4:43 A... | Application extens... | 1,649 KB |
| libintl-8.dll         | 11/21/2018 4:43 A... | Application extens... | 670 KB   |
| libpgtypes.dll        | 11/21/2018 4:43 A... | Application extens... | 71 KB    |
| libpq.dll             | 11/21/2018 4:43 A... | Application extens... | 181 KB   |
| libssl-1_1-x64.dll    | 11/21/2018 4:43 A... | Application extens... | 628 KB   |
| libxml2.dll           | 11/21/2018 4:43 A... | Application extens... | 2,212 KB |

Figure 2: Missing DLL and EXE present

## Details

1. Topology 2 machines (meta & mid + compute + clients) on WIN X64 2016 standard servers. SAS 9.4 TS1M6 ship event 19w43.
1. During compute tier configuration a SDW error occurs and the pop SDW window guides to run a PostgreSQL command as a normal non-admin user account which would allow for the creation of the failed DB creation step (on a DOS command shell) and to attempt RETRY in the configuration as a work around. However, when attempted this error occurred: **“initdb.exe\_ The program can't start because libintl-8.dll is missing from your computer\_files”**
2. During search for the said DLL file and the DBinit.exe in the SASHome > SAS WIP/bin folder we see initdb.exe and libintl-8.dll files being present (see figure 2 above).

## Resolution

The following link was instrumental in providing the solution

<http://serverfault.com/questions/280341/postgresql-server-install-cant-find-or-access-dll> in SASHome directory, we added the **installer ID** and group **Everyone** and granted **FULL Control** > once done clicked Retry on SDW (important to remember to not stop or quit the SDW process and leave it running). This fixed the issue and the configuration process completed without further error.

## Lesson Learned

This issue reiterated the importance of going through the pre-install requirement checks to avoid such simple yet time consuming error