

The SAS Environment Manager Configuration step of the Load Content stage fails with Failed To create ev initial User and Role

Background: This specific error is occurred during SAS configuration phase. This issue affects any SAS Software Depot with a 22w04 release. These errors indicate that the SAS Environment Manager server is not functioning correctly due to the presence of the quartz-2.3.2.jar file. When the server is not functioning, the hqapi.sh script that runs during the Load Content configuration step is failing to connect, which in turn causes the "Failed To create ev initial User and Role" error. There is a workaround for this issue:

Error message in **vfabrchyperc_checkForErrors_2022-03-30-13.58.54.log** file

2022-03-30 13:58:56,242 [main] ERROR com.sas.sdw.SDWExceptionHandler - com.sas.sdw.SDWException: java.lang.Exception: Failed To create ev initial User and Role:

Resolution steps:

The following are the SAS resolution steps:

1. Stop the SAS Environment Manager server:

```
SAS-configuration-directory/Lev1/Web/SASEnvironmentManager/server-5.8.0-EE/bin/hq-server.sh stop
```

2. Use the following command to access the **lib** directory:

```
cd SAS-configuration-directory/Lev1/Web/SASEnvironmentManager/server-5.8.0-EE/hq-engine/hq-server/webapps/ROOT/WEB-INF/lib
```

3. In the **lib** directory, locate the quartz-2.3.2.jar file and move the file outside of the SAS file structure.

4. Restart the SAS Environment Manager server:

```
SAS-configuration-directory/Lev1/Web/SASEnvironmentManager/server-5.8.0-EE/bin/hq-server.sh start
```

5. Wait about 10 minutes and then select **Retry** in the "Failed To create ev initial User and Role" error message.