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# WEBppliance™ 3.1.3 for Linux® Release Notes

December 31, 2002

## Introduction

These release notes provide information about WEBppliance™ 3.1.3 for Linux.



**Note:** For simplicity, we will refer to WEBppliance 3.1.3 for Linux as WEBppliance 3.1.3 throughout this document.

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## About WEBppliance 3.1.3

WEBppliance 3.1.3 is a maintenance release that resolves issues evidenced with previous versions of WEBppliance for Linux.



**Important:** If upgrading from WEBppliance versions, **3.0.x or 3.1.0**, the upgrade process may take several hours depending on the number of domains. It is recommended that you schedule the upgrade at a time of relatively low activity and inform Resellers and Site Administrators about domain downtime.

However, if you are upgrading from WEBppliance version, **3.1.1**, sites will **not** go into maintenance mode and therefore will be available during the upgrade. Services such as Web, FTP, and Mail will continue to function during this upgrade. The control panel for Appliance Administrator, Site Administrator, User Administrator, and Reseller Administrator will however be inaccessible, toward the end of the upgrade, for a short period of time, as they will have to be restarted. These control panels will be inaccessible for the length of time required to restart WEBppliance.

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### Product enhancements

One of the key highlights is the upgrade of the Apache® Web server software to the Apache 1.3.27 release. This release is recommended by Apache as the best of the 1.3 series.

The Apache 1.3.27 version is chiefly a security and bug fix release, particularly notable for addressing a few critical security vulnerabilities.

Refer to [“Resolved issues” on page 3](#) for more details on this and other bug fixes that accompany the WEBppliance 3.1.3 release.

## Resolved issues

This section describes the resolved product issues of WEBppliance 3.1.3. The numbers in parentheses indicate the Ensim problem report (PR) number.

- WEBppliance 3.1.3 now enables the Site Administrator to back up large files ( more than 100 MB) successfully. (PR 17409)

Previously, when the Site Administrator attempted to back up a large file the browser would time out and a zero byte file would be saved as the backup.

- WEBppliance 3.1.3 now validates domain names that include the "-" (dash) character, when creating relay domains. (PR 18570)

Previous versions of WEBppliance failed to validate a relay domain that contained the "-" dash character. As a result customers could not add relay domains to a site.

- WEBppliance 3.1.3 rectifies the implementation of GetSSLDomains to successfully enable SSL service for domains after migration from WEBppliance 2.x version.

With previous versions of WEBppliance, the GetSSLDomains command would produce incorrect SSL Apache command line arguments for migrated WEBppliance 2.x servers, due to which problems were observed on domains enabled with SSL.

- WEBppliance 3.1.3 now rectifies the segmentation fault error evidenced while removing a site. (PR 18575)

In previous versions of WEBppliance, removing a site would result in a segmentation fault error as a result of which the process would fail.

- WEBppliance 3.1.3 resolves the data transfer deadlock evidenced with HTTP requests. (PR 18498)

In the previous versions of WEBppliance, requests to the HTTP server would result in the HTTP daemon logging a data transfer of zero bytes in and zero bytes out. As a result of this, any attempt to flush the cached data to the Bandwidth Manager would result in an infinite loop.

- WEBppliance 3.1.3 corrects a faulty interpretation of "," (comma) character in French control panels and now enables customers to add or modify plan templates from the French control panels. (PR 18391)

Earlier versions of WEBppliance misconstrued the "," (comma) character, as a result of which customers could not successfully modify or create plan templates (if using the "," as a character) from French control panels.

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- WEBppliance 3.1.3 plugs the vulnerability evidenced with email forwards at the User Administrator level. (PR 20412)

With earlier versions of WEBppliance, a .forward hard link to the /etc/shadow file of a user would expose the contents of the /etc/shadow file, thus leaving the user vulnerable to malicious exploits.

- WEBppliance 3.1.3 now displays a message alert if the “patch” rpm package, necessary for successful upgrade of MySQL, is not installed prior to the upgrade. (PR 20409)

Previously, an upgrade would complete without an alert being displayed if the “patch” rpm package was not installed and the MySQL patch for the upgrade failed.

- WEBppliance 3.1.3 now includes an updated version of xinetd to fix security issues. (PR 20327)

xinetd is an Internet services daemon that provides security against intrusions and reduces risk of denial-of-service (DoS) attacks. xinetd versions prior to 2.3.7 contained a denial-of-service vulnerability wherein file descriptors for the signal pipe leaked to services launched by xinetd, potentially allowing anyone to execute a DoS attack through the signal pipe.

- WEBppliance 3.1.3 now enables successful site modifications irrespective of the server up time. (PR 20413)

Previously, any modifications made to a site hosted on that server continuously running for 256 days or more failed and resulted in the site becoming inaccessible.

- WEBppliance 3.1.3 now effectively restores all existing records for the site when the site is restored after suspension. (PR 20085)

Previously, when an Appliance Administrator suspended or disabled a site, the custom Mail eXchanger (MX) records created for the site were deleted.

- WEBppliance 3.1.3 now alerts the Site Administrator when an attempt is made to upload a blank file. (IPR 18664)

Previously, if the Site Administrator attempted to upload a blank file and the Web browser was not enabled to run Javascript., additional files from the source directory were deleted.

- WEBppliance 3.1.3 now enables Appliance Administrators to restore backed up sites to a reseller, irrespective of whether an account for the reseller exists on the WEBppliance server or not. (PR 20261)

Previously, when an Appliance Administrator restored a backed up site for a reseller, WEBppliance first checked for the associated reseller ID and then restored the backup to that reseller. If the if the site or the reseller did not exist on the WEBppliance server, the restore process failed with an error message being written to the log file.

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- WEBppliance 3.1.3 now enables IP address values to be entered for relay domains when configuring the Sendmail SMTP Server Manager from the Appliance Administrator user interface. (PR 20166)

Relay domains are domains hosted on any IP-based site that is configured to receive mails from the current domain hosted on WEBppliance. Earlier versions of WEBppliance did not recognize the IP address as a valid configuration value for relay domains when it was entered from the Appliance Administrator user interface resulting in the following error message:

```
Updated settings were not saved. Save Configuration failed.
```

- WEBppliance 3.1.3 now upgrades the Apache Web server software to the Apache 1.3.27 release. (PR 20202)

The Apache 1.3.27 version is a security and bug fix release that addresses a few critical security vulnerabilities evidenced with previous versions.

The vulnerabilities as described in CAN-2002-0839, CAN-2002-0840 and CAN-2002-0843 are briefly described here.

**CAN-2002-0839.** This vulnerability allows malicious exploit of the Apache shared memory scoreboard format that can subsequently result in denial-of-service attacks.

**CAN-2002-0840.** This cross-scripting vulnerability enables remote attackers to execute scripts on the host server.

**CAN-2002-0843.** This vulnerability allows a malicious Web server to cause denial-of-service attacks and possibly execute arbitrary code via a long response.

For more details, please visit the [Apache](#) Web site.

- WEBppliance 3.1.3 now enables successful Vacation mail transactions. (PR 16108, 20203)

Vacation mail is a type of autoresponder that enables you to set up an auto-response to messages sent to your mail account when you are out of office or on vacation. Previously, email sent using the vacation mail service would fail as a result of a broken pipe, though the service would continue to run as a background process monopolizing CPU resources. As a result of CPU overload, the Web server performance would diminish considerably impeding prompt response to user requests.

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- WEBppliance 3.1.3 now includes PHP fixes to plug security vulnerabilities. (PR 18298)

If PHP is configured with `safe_mode` option enabled, special restrictions are set up including limit on external binaries that may be executed from within a PHP script.

```
mail("nobody", "", "", "", "-C$cf");
```

The fifth argument to the `mail()` function (introduced in version 4.0.5) allows you to specify a command line option to the `sendmail` executable file (binary), which gives you the ability to influence its behavior. If you would like to influence the behavior of the binary using the fifth argument, you should ensure that PHP is not configured for `safe_mode`, else the following warning is evidenced.

```
Warning: mail(): Safe mode restriction in effect. The fifth parameter is disabled in safe mode in /var/www/html/<script name>
```

Arbitrary ASCII control characters may be injected into string arguments of `mail()` function. If `mail()` arguments are taken from the user's input it may give the user the ability to alter message content including mail headers. [

- WEBppliance 3.1.3 now resolves the upgrade issue with MySQL-enabled sites (PR 20077)

The WEBppliance upgrade process is preceded by the stoppage of all services or applications active on the target WEBppliance server. Services or applications that fail to stop before the upgrade are not be upgraded and therefore rendered non-functional after the upgrade. Previously, although the parent process of the MySQL daemon stopped functioning, the child or sub-process continued to be active during the upgrade, resulting in a failed MySQL upgrade with all MySQL sites inaccessible after the upgrade.

## Known issues

This section describes the known issues of WEBppliance 3.1.3. The numbers in parentheses indicate the Ensim problem report (PR) number.

- If you are running a firewall on the server running WEBppliance for Linux (LS) or if the WEBppliance for Linux (LS) server is running in a NATed environment, please ensure that you can connect to `ftp.ensim.com` and retrieve files in passive mode FTP, failing which the upgrade will fail.

If you need assistance from Ensim in configuring your NAT environment, purchase the Advanced System Administration Support package, provided by Ensim Professional Services, from <https://buy.ensim.com>.

- Starting with WEBppliance 3.1, for every user that is used by CustomerXchange/ ResellerXchange to register a WEBppliance server, a corresponding entry must be added in the `/etc/rb_trusted_users` file on the Appliance Server. This file is maintained for security reasons. For example, if the CustomerXchange/ResellerXchange uses the username **administrator** to register a WEBppliance server, then the user **administrator**

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must exist on the WEBppliance server, and must also be added to the `/etc/rb_trusted_users` file.

- Hiding the Reseller service is not permitted. To hide the reseller function from the Appliance Administrator interface, you must customize the navigation bar and remove the Reseller link. (17259)
- If the domain name is changed, then the Site Administrator for that domain must log off and log on again to have the change in domain name reflected in the current session. (13440)
- When a Site Administrator deletes a user, the aliases and responders of the user are not removed. If the users have a main alias (that is, an alias which is not shared with any other user or alias) assigned to themselves, then this alias will be redirected to `site_blackhole`. The Site Administrator needs to remove the aliases and responders of this user through the WEBppliance 3.1.3 `sendmail` interface. (13290)
- The Microsoft® FrontPage® password does not get updated when the Site Administrator password is changed. Please ensure that you change your FrontPage password when the Site Administrator password is changed. (13836)
- Having the list owner name the same as any of the list leads to the email messages moving in a loop. Make sure that the list owner and anyone on the mailing lists do not have the same mailing address. (17751)
- Email messages fail to get delivered if `domain.com` is hosted somewhere else. The workaround is to modify `sendmail.cf` in the chrooted environment and change the following:  
# Mailer table (overriding domains)  
Kmailertable hash -o /etc/mail/mailertable.db  
# to  
# Mailer table (overriding domains)  
Kmailertable hash -o /etc/mail/mailertable2.db  
Create an empty file **mailertable2.db** and copy the top level **/etc/mail/mailertable.db** to the chrooted **etc/mail/mailertable.db**. (15008)
- Before enabling FrontPage for a site make sure that the document root of the site does not contain `.htaccess` files, which are not compatible with FrontPage (manually created `.htaccess` files or the ones created through WEBppliance 3.1 Protect Directories interface are not compatible with FrontPage). If the `.htaccess` files exist they will be renamed as `.htaccess.old` and the existing protection will be lost. (14637, 14995, 14636 and 15009). Additionally, the document root of the site should not contain sub webs.  
The Site Administrator should either not enable FrontPage for the site (the assumption being that if `.htaccess` files are available, FrontPage may not be required), or enable FrontPage for the site, but be aware that FrontPage uses its own protection model. (16763)

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- In WEBppliance 3.1.3, if you update the domain name of a site, the corresponding Apache Web server name does not get updated automatically. You have to update it manually. (12158)

At the Appliance Administrator Interface level, you must change the Web server name entry in order to reflect on the new site name.

- The individual sites do not currently have the locale files for all languages. Hence, some system commands like `mkdir` and `rm`, which run at the site level will generate the output messages in English if the command fails. This means that in the Details window, after any operation at the site-level, you may see English output. (15869)
- You cannot take a backup of a suspended site because the compression utilities (`tar` and `gzip`) are not available for a suspended site. If you attempt to take a backup of a suspended site, you will receive an email stating that the backup failed for that particular site. (13991)
- The Apache Web server consumes an increasing amount of memory every time a domain is added, edited, or deleted. This results in a decrease in available system memory over time. Hence, it is recommended that the Appliance Administrator should manually restart the Apache Web server after adding a domain, or when the system appears to be slower than normal. The Apache Web server can be restarted either through the Appliance Administrator GUI by clicking **Services** in the left navigation bar, and then the **restart** icon next to Apache, or by following these steps. (17736)
  - a Connect to the WEBppliance server and log on as root.
  - b Type the following command.

```
# service httpd restart
```
- If you experience problems connecting to the MySQL server, make sure that the domain file system contains the following entry in the file `/etc/hosts`. (17752)

```
127.0.0.1 localhost localhost.localdomain
```
- If a site user name and password is changed by the Site Administrator from the interface when IMAP/POP is disabled, then the site goes into an inconsistent state. To bring the site back to its normal state, edit the site from the Appliance Administrator interface and save the changes. (17742)
- Over time, the Site Summary page in the Site Administrator interface and the bandwidth pages in the Appliance Administrator interface may become sluggish or even unresponsive. It is recommended that you periodically follow the procedure below to avoid GUI timeouts on bandwidth pages. (18306)
  - a Connect to the WEBppliance server using Telnet or SSH and log on as root.
  - b Enter the following command.

```
echo "vacuum analyze;" | psql appldb
```
- If site users make any changes to the Personal Information section of the SquirrelMail options, then they must log out and then re-log on for the changes to take effect. (18354)

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This section describes the known issues specific to the German version of WEBpliance 3.1.3. The numbers in parentheses refer to the Ensim Problem Report (PR).

- Backing up all sites from the Appliance Administrator interface fails, and the error is sent as email to root@localhost. To resolve this issue, use the hot fix provided by Ensim. Contact Ensim Support to obtain the hot fix. (17263)
- Removing a previously copied file from the clipboard results in an error and the file not being removed. (17306)

## Support information

To take advantage of Ensim's support services or to find technical information quickly, visit the Ensim support page at <http://support.ensim.com>.

If you need additional online support or if you would like to provide feedback about Ensim documentation, please enter a CaseConnect ticket at <https://onlinesupport.ensim.com>.

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