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# Ensim® WEBpliance™ Pro for Windows® Backup and Restore Guide

November 25, 2003

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***Legal and copyright notice***

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# About this guide

## Introduction

This guide provides instructions on backing up and restoring appliance level settings and sites for Ensim® WEBppliance™ Pro for Windows® 2000 and Ensim WEBppliance Pro for Windows 2003.

Appliance Administrators can use the backup and restore utilities to periodically back up appliance settings and site data of their WEBppliance Pro server and restore these on the same server or a new WEBppliance Pro server. This may be needed when moving sites to a new WEBppliance Pro server or when recovering from a crashed hard disk or the accidental deletion of a site from the WEBppliance Pro server.

### Important

The backup and restore utilities **cannot** be used to move sites from a WEBppliance Pro server to another WEBppliance Pro server with existing sites. Additionally, data backed up from one version of WEBppliance Pro **cannot** be restored to another version of WEBppliance Pro.

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## Intended audience

This guide is designed to aid ISPs and Appliance Administrators using Ensim WEBppliance Pro for Windows 2000 and Ensim WEBppliance Pro for Windows 2003 in the planning and implementation of the backup and restore process.

### Important

We recommend that you read the entire document and understand all instructions before you start the backup and restore process. The backup and restore utilities work with "live" data, so you must ensure that you fulfill all requirements and understand the limitations of the backup and restore process. For an overview of the backup and restore process and a list of known limitations, see [Chapter 1, "Preparing for the backup"](#).

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## Printer-friendly version (for HTML documents)

This document is presented in HTML and PDF formats. If you are viewing this document in HTML format and want to print it in a book style with numbered pages, access the Adobe® PDF version.

## Required skills

To use this guide, you must have some or all of the following skills:

- Experience using the Microsoft® Windows 2000 and Windows 2003 operating system
- Experience with networking applications
- Experience using Ensim WEBpliance Pro for Windows

## Related documentation

For information about installation-related information and known issues, refer to the following documents on the Ensim Web site at <http://www.ensim.com/support/wwp/index.html>.

- *Ensim WEBpliance Pro for Windows 2000 Release Notes*
- *Ensim WEBpliance Pro for Windows 2000 Installation Guide*
- *Ensim WEBpliance Pro for Windows 2003 Release Notes*
- *Ensim WEBpliance Pro for Windows 2003 Installation Guide*

## Additional resources

For help with product functions, refer to the WEBpliance Pro for Windows online Help. You can access the online Help from the WEBpliance Pro interface.

To open the online Help for a particular level:

- 1 Log on to WEBpliance Pro at the respective level; for example, log on as the Appliance Administrator.
- 2 Click **Help** on the left navigation bar of the WEBpliance Pro interface.

## Document conventions

Throughout this guide, specific fonts are used to identify computer input, output, and interface elements. [Table 1](#) lists the typographic conventions used in this guide.

**Table 1. Typographic conventions**

Appearance of text	How it is used
Narrow bold text (sans serif font)	Used for button names, column names, field names, file names, keystrokes, menu items, and path names. <i>Example:</i> From the <b>File</b> menu, choose <b>Delete</b> , then click <b>OK</b> .
Bold, italic text (serif font)	Used for information you type. <i>Example:</i> Type <b>cd</b> <directory name> on the command line.
Courier (typewriter-style) font	Used for system messages and screen text. <i>Example:</i> The following message is displayed: The server has been added.

Key information is sometimes displayed using special headings and formats to make it stand out from regular text. The following special headings are used in this guide:



Information to help you perform procedures



Supplemental information about tasks or concepts



Supplemental information that is more important than a note



Warnings about potential damage to data or systems

## Feedback and support

To take advantage of Ensim's support services or to find **additional product documentation**, visit the Ensim support site, <http://support.ensim.com>.

To **log on to Ensim online support**, go to <https://onlinesupport.ensim.com>.

To **provide feedback** about Ensim products or documentation, **please use the feedback form** at <http://www.ensim.com/support/feedback.asp>.



# Preparing for the backup

## Introduction

This chapter describes the preparation required before you start to back up or restore data. It also provides an overview of the backup and restore process and describes the known limitations of the backup and restore process.

Topics in this chapter include:

- “About the backup process” on page 1-1
- “What is backed up” on page 1-2
- “What is not backed up” on page 1-3
- “Effects of restoring” on page 1-3
- “Known issues of backup and restore” on page 1-4

## About the backup process

The Appliance Administrator can choose to back up either appliance settings or site data. The backup can be used to:

- Restore the WEBppliance Pro settings in the event of a system failure
- Restore reseller data and site data for sites owned by a reseller
- Restore all sites or an individual site

### Important

You can back up a single site and restore it; however, it is not possible to back up and restore a single reseller or any other individual appliance settings. Additionally, it is not possible to restore data backed up from one version of WEBppliance Pro to another version.

You can restore the appliance settings and site data to:

- **A new server**

To restore appliance settings or site data to a new server, install Windows 2000 or Windows 2003 and WEBppliance Pro on the new server and ensure that the host name and IP address of the new server is the same as the server that was backed up.

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- **The server that was backed up**

The appliance settings **cannot** be restored directly to an existing server. You must first format the server, reinstall Windows 2000 or Windows 2003 and WEBppliance Pro, ensure that the host name and IP address of the server is the same before it was backed up, and then restore the appliance settings.

To restore a single site or multiple sites, you must remove the site or sites from WEBppliance Pro before restoring the site data.

The backup and restore process uses two Command Line Interface utilities. The **Export.vbs** utility is used to back up the appliance settings and site data, while the **ImportDomain.pyc** utility is used to restore the appliance settings and site data.

## Disk space requirement

Before backing up data, ensure that your WEBppliance Pro server has sufficient disk space available for storing the backup file. This must be at least twice the size of the site data.

## What is backed up

The backup process creates a file in ZIP format and stores appliance and site level data.

### Appliance level

The appliance level backup includes:

- SSL server key, certificate, and certificate request files
- Navigation bar customizations, logos, and banners
- Default Web site configuration
- Web site defaults used as the template to create Web sites
- Data Source Names (DSNs) created by the Appliance Administrator
- IP addresses from the Appliance Administrator's IP pool
- Resellers created by the Appliance Administrator and their settings
- Reseller Plans created by the Appliance Administrator
- Service Plans created by the Appliance Administrator
- Service Plans created by resellers
- Navigation bar customizations, logos, and banners for resellers

### Site level

The site level backup includes:

- Available services
- Web server and FTP server configuration
- File system of the sites
- All email users of the site and their mail configuration
- Web and FTP logs
- Analog usage data
- Urchin usage data

- 
- All email messages of all users stored on the server

 **Note**

Email users and email messages are **not** backed up on an Ensim WEBppliance Pro for Windows 2003 server. Additionally, on an Ensim WEBppliance Pro for Windows 2000 server, email users and email messages are **not** backed up for mail servers other than MailMax®.

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- DNS records added for the zones belonging to the site
- Data Source Names (DSNs) created by the Site Administrator
- Virtual directory settings
- Host headers

## What is not backed up

The backup does not include:

- Zones added explicitly by the Appliance Administrator
- Domain level SSL certificates, keys, and certificate requests

For information and instructions about backing up an SSL certificate, see the Microsoft Knowledge Base Article 232136 available at <http://support.microsoft.com/default.aspx?scid=kb;EN-US;232136>.

For information and instructions about restoring an SSL certificate, see the Microsoft Knowledge Base Article 232137 available at <http://support.microsoft.com/default.aspx?scid=kb;EN-US;232137>.

 **Note**

The preceding Knowledge Base articles are also applicable to Internet Information Services (IIS) 6.0.

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- Site Administrator password
- Customizations implemented without using the WEBppliance Pro interface; for example, skins
- Additional Appliance Administrators created other than the default Appliance Administrator
- Databases associated with the Appliance Administrator level Data Source Names (DSNs)  
You have to manually copy the databases after restoring the site data.

## Effects of restoring

Once the restore process is complete, Site Administrators will see changes specific to their level.

### At the site level

After restoring a site:

- The **LogFiles** directory in the site file system may contain new directories in addition to the existing directories.

- The FTP port number for a name-based site (used to access the site through FTP) will change to a new number.  
To view the new FTP port number:
  - a Log on to WEBpliance Pro as the Site Administrator.
  - b In the left navigation bar, click **SITE INFORMATION**. The **Configuration** page displays.
  - c In the **Configuration** page, the new FTP port number is displayed in the **Domain/Site URLs** area next to the **ftp:** label. For example, in the URL ftp://somesite.org:10004, 10004 is the FTP port number.
- The Site Administrator password will change to a random number.

This password is also applicable to Microsoft FrontPage® and Web Mail. The new password is stored in a file called **PasswordList.txt** located on C:\ (or relative root directory of the location specified for backup) on the WEBpliance Pro server. The file contains the Site Administrator login name and the corresponding new password. For example,

Username	New Password
sk8	348025
kingkong	498210

#### Note

If the Site Administrator name and password occurs more than once in the password file, use the last entry. Multiple entries may display if the site has been restored more than once.

## Known issues of backup and restore

This section describes the known issues of the backup and restore process.

- If a site to be backed up exceeds its disk quota, it may be in a suspended state after restoring. You must enable the site from within the WEBpliance Pro interface after restoring it. For instructions about enabling a site from WEBpliance Pro, see the WEBpliance Pro online Help.
- After restoring, the NS records on the restored WEBpliance Pro server may contain two periods (..). You must edit the NS record to remove the extra period.

To edit the NS records:

- a Connect to the WEBpliance Pro server and log on as the Appliance Administrator.
  - b Click **Services > ISC BIND configure icon > Zone name > Edit icon**.
- After restoring a site, the **MS SQL ODBC** option will reflect the setting of the **ODBC** option.

To change the **MS SQL ODBC** option:

- a Log on to the WEBpliance Pro server as the Appliance Administrator.
- b In the left navigation bar, click **SITE MANAGER**.
- c Locate the site to be modified and click the **Configure Site** icon in the **Actions** column. The **Edit Site** form displays.
- d In the **Site Options** area, select or clear the **MS SQL ODBC** check box.

# Backing up and restoring appliance settings and sites

## Introduction

This chapter describes how to back up and restore appliance settings and site data.

Topics in this chapter include:

- “Installing the backup and restore utilities” on page 2-1
- “Backing up appliance settings and site data” on page 2-1
- “Restoring appliance settings and site data” on page 2-2
- “Command syntax” on page 2-2
- “Post-restore tasks” on page 2-6

## Installing the backup and restore utilities

Before you start, you must copy the **Export.vbs** and the **ImportDomain.pyc** files to the WEBpliance Pro server. To obtain the backup and restore utilities, please contact Ensim Support; for support options, see “Feedback and support” on page v.

## Backing up appliance settings and site data

After you copy the **Export.vbs** file to the WEBpliance Pro server, use it to back up appliance settings and site data.



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**Procedure:** To back up appliance settings and site data:

- 1 Connect to the WEBpliance Pro server using the console or terminal services and log on as the administrator.
- 2 Open a command prompt window (Click **Start > Run > type cmd > OK**), and change to the directory where you have copied the **Export.vbs** file.
- 3 Stop the virtualhosting service. To do this, at the command prompt, type:  
**net stop virtualhosting**
- 4 Back up the required data using the **Export.vbs** file. For command usage and syntax, see “Backing up data using Export.vbs” on page 2-2.
- 5 Start the virtualhosting service after backing up the required data. To do this, at the command prompt, type:  
**net start virtualhosting**

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## Restoring appliance settings and site data

After you copy the **ImportDomain.pyc** file to the WEBppliance Pro server, use it to restore the backed up data.



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**Procedure:** To restore appliance settings and site data:

- 1 Connect to the WEBppliance Pro server using the console or terminal services and log on as the administrator.
- 2 Open a command prompt window (Click **Start > Run > type cmd > OK**), and change to the directory where you have copied the **ImportDomain.pyc** file.
- 3 Stop the virtualhosting service. To do this, at the command prompt, type:  
**net stop virtualhosting**
- 4 Restore the required data using the **ImportDomain.pyc** file. For command usage and syntax, see “[Restoring data using ImportDomain.pyc](#)” on page 2-4.
- 5 Start the virtualhosting service after restoring the required data. To do this, at the command prompt, type:  
**net start virtualhosting**

## Command syntax

The backup and restore utilities must be run from the Command Line Interface. The syntax for these commands is described in the following sections with a few examples. Typing the command without specifying any option displays the command usage.

### Backing up data using Export.vbs

Use the **Export.vbs** utility to back up appliance settings and site data from WEBppliance Pro.

To back up data, use the command:

```
cscript //nologo Export.vbs [--appliance/--domain=all/<domain_list>] [--zippath=<zipfile_path>] [--temppath=<tempfile_path>]
```

The **Export.vbs** command uses the following options. Unless mentioned otherwise, options are not mandatory.

**appliance:** Use this option to back up appliance settings.

**domain=all/<domain\_list>:** Use this option to back up site related settings and files. Use **all** to back up all sites or specify the sites you want to back up in a **comma separated list**.



#### Note

You can use either the **appliance** or **domain** option, but not both at the same time.

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**zippath=<zipfile\_path>:** This option is mandatory and the specified path should exist. The **Export.vbs** command will create ZIP files at the specified location with the name **Appliance.zip** for appliance settings and **Domains.zip** for site data. The names of these files cannot be changed. If you do not mention a path, the ZIP file is created in **C:\**.

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### Important

As the name of the ZIP file cannot be changed, if you run the command more than once at the same location, the previously created ZIP file will be overwritten with the new file. In case you want to create multiple backup sets, rename the existing file and create a new backup file. Renaming the backup file does not affect the restore process.

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**temppath=<tempfile\_path>**: This is the path where temporary files will be created. If you do not specify this path, the system path for temporary files is used.



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**Example:** To back up only appliance settings without specifying a directory for temporary files, type the command:

```
cscript Export.vbs --appliance --zippath=c:\test
```

This command backs up appliance settings to the file **Appliance.zip** in the directory **c:\test**. The directory specified in the system path is used for storing temporary files.

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**Example:** To back up only appliance settings by specifying a directory for temporary files, type the command:

```
cscript Export.vbs --appliance --zippath=c:\backup  
--temppath=c:\temp
```

This command backs up appliance settings to the file **Appliance.zip** in the directory **c:\backup** and stores temporary files in the directory **c:\temp**.

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**Example:** To back up only site data for a single site, type the command:

```
cscript Export.vbs --domain=mysite1.com --zippath=c:\test1
```

This command backs up site information for the site **mysite1.com** to the file **Domains.zip** in the directory **c:\test1**. The directory specified in the system path is used for storing temporary files.

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**Example:** To back up only site data for multiple sites, type the command:

```
cscript Export.vbs --  
domain=domain1.com, domain2.com, domain3.org  
--zippath=c:\backedupdata --temppath=c:\temp
```

This command backs up site data for the sites **domain1.com**, **domain2.com**, and **domain3.org** to the file **Domains.zip** in the directory **c:\backedupdata** and stores temporary files in the directory **c:\temp**.

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**Example:** To back up site data for all sites, type the command:

```
cscript Export.vbs --domain=all --zippath=c:\test1
```

This command backs up site information for all sites to the file **Domains.zip** in the directory **c:\test1**. The directory specified in the system path is used for storing temporary files.

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## Diagnostics

If an error occurs, the command line displays the appropriate message. If the data from some sites (but not all) is successfully backed up, the errors and warnings are recorded in the system event log.

To access the system event log:

- 1 Connect to the WEBppliance Pro server using the console or terminal services and log on as the administrator.
- 2 Click **Start > Programs > Administrative Tools > Event Viewer**.
- 3 Click **Windows Webppliance** in the left pane.
- 4 Double click the error or warning item to view more information about it.

## Restoring data using ImportDomain.pyc

Use the **ImportDomain.pyc** utility to restore appliance settings and site data backed up from WEBppliance Pro.

To restore appliance settings and site data, use the command:

```
python ImportDomain.pyc --zippath=<zipfile_path> --temppath=<tempfile_path>
```

The **ImportDomain.pyc** command uses the following options. Unless mentioned, options are not mandatory.

**zippath=<zipfile\_path>**: This option is mandatory and is the name of the ZIP file to be extracted with the full path (for appliance settings the file name is **Appliance.zip** and for site data it is **Domains.zip**). The path should exist.

**temppath=<tempfile\_path>**: This is the path where temporary files will be created. If you do not specify this path, the system path for temporary files is used.



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**Example:** To restore appliance settings without specifying a directory for temporary files, type the command:

```
python ImportDomain.pyc --zippath=c:\test\Appliance.zip
```

This command restores appliance settings from the file **Appliance.zip** located in the directory **c:\test**. The directory specified in the system path is used for storing temporary files.

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**Example:** To restore appliance settings by specifying a directory for temporary files, type the command:

```
python ImportDomain.pyc --zippath=c:\backedupdata\Appliance.zip  
--temppath=c:\temp
```

This command restores appliance settings from the file **Appliance.zip** located in the directory **c:\backedupdata** and stores temporary files in the directory **c:\temp**.

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**Example:** To restore site data without specifying a directory for temporary files, type the command:

```
python ImportDomain.pyc --zippath=c:\test1\Domains.zip
```

This command restores site data for the sites contained in the file **Domains.zip** located in the directory **c:\test1**. The directory specified in the system path is used for storing temporary files.

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**Example:** To restore site data by specifying a directory for temporary files, type the command:

```
python ImportDomain.pyc --zippath=c:\backedupdata\Domains.zip  
--temppath=c:\temp
```

This command restores site data for the sites contained in the file **Domains.zip** located in the directory **c:\backedupdata** and stores temporary files in the directory **c:\temp**.

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## Diagnostics

If an error occurs while restoring the data, the command displays messages on the command prompt. If the restore was successful, but errors occurred while restoring the site data, the errors and warnings are recorded in the system event log. For sites that fail during the restore process, roll-back happens automatically.

To access the system event log:

- 1 Connect to the WEBpliance Pro server using the console or terminal services and log on as the administrator.
- 2 Click **Start > Programs > Administrative Tools > Event Viewer**.
- 3 Click **Windows Webpliance** in the left pane.
- 4 Double click the error or warning item to view more information about it.

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## Post-restore tasks

After restoring appliance settings or site data, you may have to complete certain tasks to restore the appliance settings or site configuration to the pre-backup state. This section describes these tasks for the appliance and site level.

### Appliance level

After restoring appliance settings, reapply custom IIS mappings for each domain.

To apply IIS mappings:

- 1 Connect to the WEBppliance Pro server using the console or terminal services and log on as the administrator.
- 2 Click **Start > Programs > Administrative Tools > Internet Information Services (IIS) Manager**. The IIS Manager window displays.
- 3 Add the desired IIS mappings for each domain using menu options in the IIS Manager window. For instructions, see the IIS Help by clicking **Help** in the IIS Manager menu.

### Site level

After restoring site data:

- Disable Microsoft FrontPage authoring for sites that had Microsoft FrontPage authoring disabled before they were backed up.

To disable FrontPage authoring for a site:

- a Log on to the WEBppliance Pro server as the Appliance Administrator.
- b In the left navigation bar, click **SITE MANAGER**.
- c Locate the site to be modified and click the **Configure Site** icon in the **Actions** column. The **Edit Site** form displays.
- d In the **Site Options** area, clear the **Microsoft FrontPage Server Extensions 2002** check box.

- Reapply custom permissions for site files and directories from the Site Administrator interface. You may have to ask the Site Administrator to perform this task if you are not aware of the custom permissions set for a particular site.

To apply custom permissions to files and directories:

- a Log on to the WEBppliance Pro server as the Site Administrator. If you are applying custom permissions yourself, use the auto-logon feature of WEBppliance Pro to log on as the Site Administrator.
- b In the left navigation bar, click **FILE MANAGER**.
- c Select the check box next to the files and directories.
- d Select the **Read** or **Write** check box or both as desired.
- e Click **Set Permission**.

For more information, see the Site Administrator online Help by clicking **Help** in the left navigation bar.

- Enable .NET for sites that had .NET enabled before they were backed up (only for Ensim WEBppliance Pro for Windows 2000). For instructions about enabling .NET, refer to *Ensim WEBppliance for Windows .NET Guide*. You can access the latest version of this document at <http://www.ensim.com/support/wwp/index.html>.

# Troubleshooting

## Introduction

This chapter describes the potential problems that you may encounter during the backup and restore process and provides information on how to resolve them. If you still have problems, please contact Ensim Support. For information about support options, see [“Feedback and support” on page v](#).

Topics in this chapter include:

- [“Troubleshooting backup errors” on page 3-1](#)
- [“Troubleshooting restore errors” on page 3-1](#)

## Troubleshooting backup errors

If an error occurs when site information is extracted to a ZIP file, the error message is displayed on the command prompt. Depending on the exact error encountered, try and rectify the problem and repeat the backup process for sites with problems.

## Troubleshooting restore errors

When restoring site data, the system event log records whether a site has been successfully restored or not. If the **ImportDomain** command fails to restore the site information successfully, it automatically starts the roll-back process and removes the partially restored data. You see the appropriate message on the command line or in the system event log. In case of a catastrophic failure before the roll-back process is completed (such as a power shut-off), there is no record of the site in the system event log. In this case you need to delete the site data from the WEBppliance Pro server and restore the site again.

Depending on the extent to which the site information has been restored, you may need to delete:

- The site file system by deleting the site directory
- Web and FTP entries in Internet Information Server (IIS) by using the Internet Services Manager
- DNS zones by using the WEBppliance Pro interface
- MySQL databases by running the script **cscript delmysqlpdb.vbs <siteadmin\_name> <database\_name>** located in:
  - ❑ **C:\Program Files\Ensim\Webppliance** for the Standalone version of WEBppliance Pro
  - ❑ **C:\Webgui** for the Ensim ServerXchange® version of WEBppliance Pro

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To access the system event log:

- 1 Connect to the WEBppliance Pro server using the console or terminal services and log on as the administrator.
- 2 Click **Start > Programs > Administrative Tools > Event Viewer**.
- 3 Click **Windows Webppliance** in the left pane.
- 4 Double click the error or warning item to view more information about it.

## Possible errors and their solutions

- You cannot browse the home page of new sites added after restoring data on the WEBppliance Pro server. The following error is displayed: "The filename, directory name, or volume label syntax is incorrect."  
**Cause:** This happens if the default Service Plan or one of the restored Service Plans used to create new sites contains quotes ( " ) in the list of default documents.  
**Solution:** Remove quotes from the list of default documents for the Service Plans and also for the newly created sites.

### For Service Plans:

To remove quotes from the list of default documents for Service Plans:

- a Connect to the WEBppliance Pro server and log on as the Appliance Administrator.
- b In the left navigation bar, click **Site Manager**.
- c In the **Sites Manager** menu, click **View Plans**.
- d In the list of plans, locate the plan and in the **Action** column, click the **Edit** icon.
- e In the **Documents** area, in the **Default Document** text box, remove the quotes, if present, from the list of default documents.

For example, the list may appear as:

"Default.htm,Default.html,Default.asp,index.htm,index.html,index.asp".

Remove the starting and closing quotes from this string.

### For newly added sites:

To remove the quotes from the list of default documents for all newly added sites whose home pages cannot be browsed:

- a Connect to the WEBppliance Pro server and log on as the Appliance Administrator.
- b In the left navigation bar, click **Site Manager**.
- c Locate the site to be modified and in the **Actions** column, click the **Edit** icon.
- d In the **Documents** area, in the **Default Document** text box, remove the quotes, if present, from the list of default documents.

For example, the list may appear as:

"Default.htm,Default.html,Default.asp,index.htm,index.html,index.asp".

Remove the starting and closing quotes from this string.

- After restoring a site, it remains in suspended state.  
**Cause:** This happens if the restored site has exceeded the disk quota on the WEBppliance Pro server where it has been restored.  
**Solution:** Enable the site on the WEBppliance Pro server through the WEBppliance Pro interface. Log on as the Appliance Administrator and click the **Site Manager > Start** icon.

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- Database files (for example, .mdb) associated with Appliance Administrator Data Source Names (DSNs) are not restored.

**Solution:** Restore the database files manually by copying them from their original location on the WEBppliance Pro server (from where they were backed up). Ensure that the directory structure of these database files is the same as the server from which they were copied.

- NS records for a restored site contain double periods (..).

**Solution:** Edit the NS record for the restored site and remove the extra period.

To edit the NS records:

- a Connect to the WEBppliance Pro server and log on as the Appliance Administrator.
- b Click **Services > ISC BIND configure icon > Zone name > Edit icon**.



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