
Ensim® Pro and Ensim Basic 4.0.3 for Linux® (ServerXchange®) Upgrade Guide

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Introduction

This guide provides instructions for upgrading to Ensim® Pro and Ensim Basic 4.0.3 for Linux® (ServerXchange®) running on the Fedora™ Core 1.0 operating system. You can upgrade from version 4.0.1 and version 4.0.2.

For simplicity, we refer to Ensim Pro and Ensim Basic 4.0.3 for Linux (ServerXchange) as “Ensim Control Panel” and Fedora Core 1 as “Fedora 1” throughout the document.

You can upgrade from:

- Ensim Control Panel 4.0.1 (Fedora Core 1) to Ensim Control Panel 4.0.3 (Fedora Core 1)
- Ensim Control Panel 4.0.2 (Fedora Core 1) to Ensim Control Panel 4.0.3 (Fedora Core 1)

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About the upgrade

To upgrade to the latest version of Ensim Control Panel, you need to download the latest version of the Ensim Control Panel suite from Ensim AppXchange® onto your ServerXchange server, then install the suite on the server.

Estimated upgrade time

The time required to upgrade may vary depending on your server hardware (CPU and memory resources available), the speed of your network connection, and the number of sites hosted on the Ensim Control Panel server.

The time required to upgrade the core Ensim Control Panel server is approximately 10 minutes and the time required to upgrade the sites hosted on Ensim Control Panel is approximately 1 minute per site.

So, assuming there are 20 sites hosted on the Ensim Control Panel server, it will take approximately 30 minutes to complete the upgrade (10 minutes for the server and 20 minutes for 20 sites).

Before you upgrade

The following section describes the minimum system requirements and provides a checklist to help you prepare for the upgrade.

System requirements

To upgrade to the latest version of Ensim Control Panel, your system needs to meet the following requirements.

Table 1. System requirements for upgrading to Ensim Control Panel

System requirements	
RAM (Private server)	256 MB (512 MB of RAM, if you plan to run Tomcat)
Web server requirements	
Before the upgrade, configure Apache 2.0 as the Production Web server, then restart the Production and Test Web servers. Ensim Control Panel no longer supports Apache 1.3. For instructions on configuring your Web server, refer to the Appliance Administrator's Help .	
Important: You must restart both the Web servers after setting Apache 2.0 as the Production Web server.	
BFS requirements for Dedicated and Private servers	
Fedora 1	Dedicated servers and Private servers: BFS 01-13 Important: Ensim Control Panel 4.0.3 requires BFS 01-13 to be installed on your Private and Dedicated servers. After you download BFS 01-13 onto your ServerXchange Server and Application Manager control panel, all future Dedicated server installations will be registered with BFS 01-13. Once you install BFS 01-13, you cannot install earlier versions of Ensim Control Panel on either Dedicated or Private servers.

Table 1. System requirements for upgrading to Ensim Control Panel

System requirements	
Additional disk space requirements (for each Ensim Control Panel server)	
Your Private server and Dedicated server must have sufficient disk space to upgrade the following components.	
Base File System and Base Ensim Control Panel	380 MB
Miva Merchant (add-on)	17 MB
MySQL (add-on)	15 MB
Tomcat (add-on)	18 MB
Boot loader configuration	When you install Fedora 1 or Fedora 2 on your server, the Boot Loader Configuration screen displays only GRUB and not LILO. Select GRUB and proceed with the installation. After the installation, manually replace GRUB with LILO. For instructions, please refer to the <i>Ensim ServerXchange 3.4.1 Server & Application Manager Online Help</i> .
Web browser requirements	
Microsoft® Internet Explorer	Version 5.0 or higher Important: If you are using Internet Explorer, version 6.0, please verify that you have set your security settings (under Internet Options) to medium ; otherwise some pages may not display properly.
Netscape®	Version 6.2 or higher

Upgrade checklist

Use the following checklist to verify that you have adequately prepared your system for a successful upgrade.

Table 2. Upgrade checklist

Action	Description	Status
Have you backed up the hard disk?	Back up the entire hard disk before you upgrade Ensim Control Panel to prevent loss of data if the upgrade fails.	<input type="checkbox"/>
Have you configured Apache 2.0 as your Production Web server and subsequently restarted the Production and Test Web servers?	Ensim Control Panel no longer supports Apache 1.3. Before you upgrade, you must configure Apache 2.0 as your Production Web server, then restart the Web servers.	<input type="checkbox"/>
Does the MultiTenant server have enough disk space?	The MultiTenant server must have approximately 3000 MB of disk space to store the Ensim Control Panel RPMs. See “Appendix C: Troubleshooting upgrade issues” on page 20 for more information.	<input type="checkbox"/>
Are all sites in a consistent state?	<p>To verify the status of the sites:</p> <ul style="list-style-type: none"> Log on to the Appliance Administrator control panel. On the left navigation bar, click Site Manager. At the bottom of the page, click the <i>Display</i> arrow and select All Sites. <p>Sites that are inconsistent display the following message:</p> <pre>This site is currently in an inconsistent state. This may be the result of an active or failed edit.</pre> <p>To resolve the issue, please refer to the section “Appendix C: Troubleshooting upgrade issues” on page 20.</p> <p>You can find more information on related issues in Ensim’s knowledge base articles. You can find the knowledge base articles on the Web at http://onlinesupport.ensim.com/kb_search.asp?product=lwp.</p>	<input type="checkbox"/>
Is Microsoft [™] FrontPage [®] consistent on all your sites?	<p>Microsoft FrontPage must be consistent on all your sites for the upgrade to succeed. To verify that Microsoft FrontPage is consistent on all sites, log on to the server as the root user and run the following command:</p> <pre>#/usr/local/frontpage/currentversion/bin/owsadm.exe -o check -p all</pre> <p>If Microsoft Frontpage is consistent, the message <code>Check Completed</code> is displayed, otherwise errors related to the observed inconsistency is displayed.</p> <p>See “Sites that use Microsoft Frontpage Server Extensions in an inconsistent state” on page 20 for information on restoring a site to its consistent state.</p>	<input type="checkbox"/>

Table 2. Upgrade checklist (continued)

Action	Description	Status
Have you replaced the period (.) character in a MySQL database name with a valid character?	MySQL database names that include a period (.) must be replaced with a valid character before an upgrade. Note that usage of the characters—forward slash (/), period (.), and equal to (=)—is invalid. For instructions on renaming the database, please refer to the Site Administrator online Help (accessible through the Help option on the Site Administrator control panel.)	<input type="checkbox"/>
Have you upgraded to ServerXchange 3.4.1 or higher?	You must have ServerXchange 3.4.1 or higher, MultiTenant server 3.4.1 or higher, and Dedicated server 3.4.1 or higher to upgrade to the latest version of Ensim Control Panel.	<input type="checkbox"/>
Have you run the Ensim System Checker, reviewed your customizations, and performed necessary pre-upgrade steps?	Review the sections “Appendix A: Using the Ensim Control Panel System Checker” on page 11 and Customizations that require pre-upgrade or post-upgrade actions for more information on additional pre-upgrade tasks you may need to perform.	<input type="checkbox"/>
Have you downloaded the required Ensim Control Panel suites from AppXchange on to the ServerXchange server?	See “Downloading the Ensim Control Panel suites from AppXchange” on page 6 for instructions.	<input type="checkbox"/>

Downloading the Ensim Control Panel suites from AppXchange

Before you upgrade Ensim Control Panel, you must download the Ensim Control Panel suite **Ensim Control Panel 4.0.3** from AppXchange. The suite includes the core engine of Ensim Control Panel, the licenses, and the add-ons.

Procedure

To download the Ensim Control Panel suite from AppXchange:

- 1 Connect to AppXchange in one of the following ways:
 - In the *Links* area of the ServerXchange Home page, click **AppXchange**.
 - or
 - Click **Administration** on the left navigation bar, then click the **Maintenance** tab, and under the *Registered Patches* list, click **Connect to AppXchange**.
- 2 Enter the AppXchange user name and password assigned to you by Ensim, then click **Log in**. The Ensim AppXchange interface opens in a new browser window.
- 3 In the **Web Hosting** area, click **View**. The list of services and packages available for Web hosting displays.
- 4 In the **Name** column, locate the Ensim Control Panel suite **Ensim Control Panel 4.0.3** and select the corresponding check box.
- 5 Click **Add selected items to cart**.
- 6 Click **Download**.
- 7 Review the license agreement, then click **Agree**.

After the download completes successfully, the Ensim Control Panel suites are displayed in the list of downloaded suites.

Upgrading to the latest version of Ensim Control Panel

Before you install, verify that your server meets the system requirements described in the section “[Before you upgrade](#)” on page 2.

Important

Fedora Core 1: Ensim Control Panel 4.0.3 requires **BFS 01-13** to be installed on your Private and Dedicated servers. Once you install BFS 01-13 on your Private and Dedicated servers, you **cannot** install earlier versions of Ensim Control Panel on them.

During the upgrade, Ensim Control Panel 4.0.3 uninstalls Apache 1.3 as it no longer supports Apache 1.3. Before you upgrade, configure Apache 2.0 as the Production Web server, then restart the Production and Test Web servers.

For instructions, refer to the Ensim ServerXchange online Help at <http://www.ensim.com/support/sxc/index.shtml>.

Procedure

To upgrade to the latest version of Ensim Control Panel:

- 1 If you have customized or installed your own RPMs on the target server, run the System Checker as described in the section “[Appendix A: Using the Ensim Control Panel System Checker](#)” on page 11 and review the section “[Appendix B: Reviewing customizations](#)” on page 16 to verify the compatibility of the customizations with Ensim Control Panel (these customizations are NOT automatically verified).
- 2 Connect to ServerXchange and log on to Server & Application Manager.
- 3 On the left navigation bar, click **Servers**.
- 4 Locate the server you want to upgrade and click on the server name.
- 5 Click the **Applications** tab.
- 6 Under the *Applications* tab, click **Install**. The *Install Application* wizard starts.
- 7 On the *Step 1: Select suites* page, in the **Name** column, locate the Ensim Control Panel suites and select the corresponding check box in the **Select** column.

a To upgrade Ensim Pro

Select **Ensim Control Panel 4.0.3** (the core engine of Ensim Control Panel) and any of the **Ensim Pro <x> License Packs**, where <x> represents the domain limit for the license. For example, if you select the Ensim Pro 250 domain license pack, you install Ensim Pro with the capability to host 250 domains on your server.

b To upgrade Ensim Basic

Select **Ensim Control Panel 4.0.3** (the core engine of Ensim Control Panel) and the license **Ensim Basic Unlimited Domains License Pack**. The license upgrades Ensim Basic with the capability to host any number (unlimited) of domains on your Ensim Basic server.

Important

You must upgrade the base Ensim Control Panel **and** the appropriate license. If you do not install the license, you will receive a “**License Invalid**” message when you try to set up Ensim Control Panel.

c To install or upgrade Ensim Control Panel add-ons

To install or upgrade Ensim Control Panel add-ons, select the corresponding check boxes of the add-ons.

- 8 Click **Next**.
- 9 On the *Step 2: Select services* page, in the **Select** column, select the check boxes of additional services you want to install or upgrade and click **Next**.

Important

You must select the following services for upgrade.

Dedicated servers: Base service for Fedora Core 1 Dedicated servers (Release: 13)

Private servers: Base service for Fedora Core 1 Private servers (Release: 13)

- 10 On the *Step 3: Confirmation* page, review the selected suites and services. To change a selection, click **Previous**, make the change, then click **Next**. Clicking the browser’s **Back** button reloads the page and discards information from the wizard.
- 11 To confirm the selections and upgrade, click **Finish**.
- 12 Click **Done** below the progress report to conclude the upgrade.

-
- 13** Complete the necessary post-upgrade tasks. See “[Post-upgrade tasks](#)” on page 8 for more information.

Once the upgrade completes successfully, you can log on to Ensim Control Panel with your user name and password.

Congratulations! You have successfully upgraded Ensim Control Panel.

Reviewing the status of Ensim Ignite services after the upgrade

You may want to review the status of the Ensim Ignite services after you upgrade before you customize the provisioning of these services in accordance with your business needs.

This section describes the status of the services on each of the control panels after the upgrade.

On the Appliance Administrator and Reseller Administrator control panels:

- Existing Service Plans or sites that had the Ensim Ignite service enabled or disabled before the upgrade will retain their existing configuration after the upgrade.
- If the Ensim Ignite service was hidden before the upgrade, the service is not visible on any of the control panels.
- The Ensim Ignite service is not selected in the default Service Plan or in the Add Site forms.

On the Site Administrator control panel:

- If the Ensim Ignite service was disabled or hidden, the services will not be visible on the control panel.
- If the Ensim Ignite service was enabled, the services retain their existing status and configuration after the upgrade.

Post-upgrade tasks

This section explains the tasks that you need to perform after you upgrade to the latest version of Ensim Control Panel.

Upgrading the SquirrelMail file config.php

After the upgrade, some sites may not be able to access SquirrelMail. To resolve this, you must upgrade the SquirrelMail file `config.php`.

Procedure

To upgrade the SquirrelMail file `config.php`:

- 1 Log on to the Ensim Control Panel server as the `root` user.
- 2 Back up the original configuration file `/home/virtual/<domain>/var/www/squirrelmail/config/config.php` using the following command:

```
#cp /home/virtual/<domain>/var/www/squirrelmail/config/config.php <directory>/config.php.bak
```

 where `<directory>` is the directory in which you want to copy the file.

- 3 Copy the file `/etc/virtualhosting/templates/sqmail/var/www/squirrelmail/config/config.php` to the broken site's directory (`/home/virtual/<domain>/var/www/squirrelmail/config/config.php`).
- 4 After copying the file, change the file owner and group to match that of the original file.
- 5 If the original file `config.php` has been modified by Site Administrators, then they should merge the old and new `config.php` files.

Regenerating the Sendmail configuration file after an upgrade

Ensim Control Panel does not regenerate the Sendmail configuration file after an upgrade in order to retain any customizations made to the file. However, you may need to regenerate the file after an upgrade to take advantage of new service features or security fixes.

Procedure

To regenerate the file after an upgrade:

- 1 Log on to the Ensim Control Panel server as the **root** user.
- 2 Back up your existing Sendmail configuration file using the following command.
#cp /etc/mail/sendmail.cf <directory>/sendmail.cf.bak
where **<directory>** is the directory to which you want to copy the file.
- 3 Regenerate the Sendmail configuration file by typing the following command at the prompt.
#!/usr/bin/m4 /usr/lib/opcenter/sendmail/install/sendmail.mc > /etc/mail/sendmail.cf
- 4 Restart the Sendmail service.
#!/etc/rc.d/init.d/sendmail restart

Migrating MySQL databases to the site's file system

After upgrade, the MySQL databases continue to remain under the ownership of the Appliance Administrator leading to the following functional snags.

- Disk space consumed by the databases does not count toward consumption of the site's disk quota.
- Existing databases are not listed when you attempt to view the list of databases from the Site Administrator control panel.

To resolve these, you need to migrate the MySQL databases of a site from the file system of the appliance to the file system of the site. You will need to stop the MySQL service and run the following command, as the root user.

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc <-f | -m | -h |  
-u > < -a | <Database name> <domain name>>
```

where:

-f: Adds an entry for the database to the list of databases owned by `<domain name>`

Existing databases cannot be viewed from the Site Administrator control panel after an upgrade. To resolve this, the -f option must be used.

-m: Moves the database to the <domain name>

The -m option moves the database into the site's file system. You will be required to stop the database and restart it. This action is recommended during a period of low activity.

-u: Adds entry from localhost and localhost.localdomain for users

For 3.1 Compatibility or High Security sites, your database users will be unable to connect to their databases as the localhost and localhost.localdomain entries are not present in the mysql database. This can be resolved by using the -u option after you have moved your databases to the site's file system.

-a: Indicates that the action (depending on the other parameters selected, -f, -m) be performed on all the sites

-h: Display this help.

<Database name>: Name of the database to be migrated

<domain name>: Name of the domain to which the database is migrated

Note

To synchronize a single database, specify the <Database name>. If this argument is not given then default value will be used. The default value is formed by replacing every "." in the domain's name with "_". For example, for the domain name "ensim.com" the default database will be "ensim_com". Do not use the -a parameter if you are synchronizing a single database.

Examples of the mysqlmig command

Example

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc -f
example_com example.com
```

*Lists the **example_com** database for the **example.com** site in the Site Administrator control panel*

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc -f -a
```

List all the database for all the sites in the Site Administrator control panel

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc -m -a mysqlmig.py -
m example_com example.com
```

*Moves the **example_com** database to the **example.com** site's file system*

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc -m -a
```

Moves all the database to the respective site's file system

```
ensim-python /usr/lib/opcenter/mysql/mysqlmig.pyc -u example.com
```

Adds the localhost and localhost.localdomain entry for the site into the mysql database

Upgrading the ProFTPD service

Earlier versions of Ensim Control Panel automatically upgraded the ProFTPD service to later versions. However, the naming convention used by the service in its latest release, version 1.2.10, constrains Ensim Control Panel from automatically upgrading the service. If you want to upgrade to the latest version of the service, you must manually upgrade the service as described in the procedure.

Note

The ProFTPD RPM **proftpd-1.2.10** has been tested successfully with Ensim Control Panel 4.0.3 by Quality Assurance.

Procedure

To manually upgrade the ProFTPD service:

- 1 Log on to the Ensim Control Panel server as the **root** user.
- 2 Download the ProFTPD RPM **proftpd-1.2.10-1.fc1.i386.rpm** from the Web site <ftp://ftp.proftpd.org/distrib/packages/RPMS/>.
- 3 Run the following command to upgrade the existing RPM.
rpm -Uvh proftpd-1.2.10-1.fc1.i386.rpm --oldpackage
- 4 Restart the service.
service proftpd restart

Appendix A: Using the Ensim Control Panel System Checker

Before upgrading Ensim Control Panel, you must run the System Checker to ensure that your system provides a compatible platform for a successful upgrade. The System Checker reports potential conflicts and ways to resolve them. At the end of the check it displays the number of errors or warnings encountered. The results of the system check (list of checks, status of each check, and details about errors or warnings) are logged in the file **/temp/ensimchecker.log** and can be viewed after the completion of the installation process.

The tool must be run using the command line interface and requires you to have “root” access to the server on which you want to install Ensim Control Panel.

The System Checker:

- Uses scripts to examine your system for incompatible configurations
- Provides Helper scripts to resolve observed conflicts

Performing a pre-upgrade check requires you to install the System Checker, then run the tool.

Note

If you choose to run the System Checker by logging into a MultiTenant server and then kickstarting into a Private server, you may encounter a problem in setting the locale variable. This causes an error indicating that Perl may not be working. You may ignore this error.

Installing the System Checker

Installing the System Checker involves two steps:

- [Step 1: Downloading the System Checker from AppXchange](#)
- [Step 2: Installing the System Checker on the server](#)

Step 1: Downloading the System Checker from AppXchange

Procedure

To download the System Checker from AppXchange:

- 1 Connect to AppXchange in one of the following ways:
 - a In the Links area of the ServerXchange Home page, click **AppXchange**.
 - or
 - Click **Administration** on the left navigation bar.
 - b Click the **Maintenance** tab.
 - c Under the Registered Patches list, click **Connect to AppXchange**.
- 2 Enter the AppXchange user name and password assigned to you by Ensim, then click **Log in**. The Ensim AppXchange interface opens in a new browser window.
- 3 In the **Web Hosting** area, click **View**. The list of services and packages available for Web hosting displays.
- 4 In the Select column, select the **Ensim Control Panel System Checker** check box, then click **Add selected items to cart**.
- 5 Click **Download**.
- 6 Review the license agreement, then click **Agree**.

After the download completes successfully, the System Checker displays in the list of installed applications. You can now install it on your Ensim Control Panel server.

Step 2: Installing the System Checker on the server

Procedure

To install the System Checker on the Ensim Control Panel server:

- 1 In the Server and Application Manager control panel, click **Servers** on the left navigation bar.
- 2 In the Server List, click the name of the Ensim Control Panel server on which you want to install the System Checker. The server's properties page opens.
- 3 Click the **Applications** tab.
- 4 Under the Applications tab, click **Install**. The Install Application wizard starts.
- 5 Click **Next**.
- 6 On the Suites page, in the Name column, locate **Ensim Control Panel System Checker**, and select the corresponding check box in the **Select** column.
- 7 Click **Next**.
- 8 Click **Finish**.

The System Checker is installed on your Ensim Control Panel server.

Running the System Checker

The System Checker is a command line tool that requires you to run the **ensimchecker** script using the command line interface. You must have “root” access to the Ensim Control Panel server to run the tool.

To run the System Checker, type the following command at the prompt.

```
ensimchecker [--help] [--admin] [--email=<addr>] [--log=<logfile>] [--mode=<install|upgrade>] [--with-<check>] [--without-<check>] [--version=<version>] [--old-version=<old version>]
```

The arguments are optional and may or may not be used with the command. Please refer to the service info file on AppXchange for information on the list of checks.

Table 3 lists the arguments and the corresponding action.

Table 3. Argument description

Argument	Action
--help	Prints the help text
--admin	Emails the report to the Appliance Administrator
--email=<addr>	Emails the report to the address specified in <addr>
-log=<logfile>	Appends the report to the log file specified in <logfile>
-mode=<install upgrade>	Performs pre-install or upgrade checks depending on the selected mode. Specify upgrade.
--with-<check>	Enables the check specified in <check>
--without-<check>	Disables the check specified in <check>
--version=<version>	Indicates the Ensim Control Panel version being installed or upgraded to
--old-version=<old version>	Indicates the version from which Ensim Control Panel is being upgraded (upgrade only)

Table 4 provides a list of the checks performed by the System Checker.

Table 4. System checks performed by the System Checker

Name of the check	What it does
--with-postgreson	Ensures that the Postgres server is running
--without-vacuum	Runs vacuum analyze on the Postgres database
--with-extras	Checks /usr/lib/opcenter/fastcgi/extras/
--with-usrjava	Ensures that there is no broken /usr/java symlink
--with-perl	Checks for working Perl
--with-domainmap	Checks site to domain mapping
--with-htaccess	Checks for non-FrontPage .htaccess files
--with-mount	Checks for BIND mounts
--with-default	Checks default Service Plan
--with-anonftp	Checks Anonymous FTP configuration files
--with-rpm	Checks the version of RPM
--with-sitesendmail	Checks Sendmail configuration of the site

Table 4. System checks performed by the System Checker (continued)

Name of the check	What it does
--with-appendmail	Checks Sendmail configuration of the server
--with-sqmail	Checks SquirrelMail configuration files
--with-mysqld	Ensures that the MySQL server, if installed, is running
--with-iris	Ensures that the iris skin add-on is not installed
--with-index.shtml	Checks /var/www/html/index.shtml
--with-php	Checks for correct PHP RPMs and binaries
--without-daemons	Checks if the database servers can be restarted
--with-mysql	Checks for correct MySQL RPMs and binaries
--with-apache	Checks Apache configuration files
--with-logrotate	Checks /etc/logrotate.conf
--without-phpini	Checks /etc/php.ini
--with-zonemtpl	Checks /usr/lib/openssl/bind/named_conf_zone.tmpl
--with-consistent	Checks if all sites are in a consistent state
--with-proftpd	Checks ProFTPD configuration files
--with-dtml	Checks Ensim Control Panel .dtml files
--with-suexec	Checks /usr/sbin/suexec
--with-kernel	Checks the kernel version installed on the server
--with-sysctl	Sets operating system parameters
--with-diskspace	Checks if the server has sufficient disk space
--with-mailscan350	Checks for dependencies between mailscanner, clamav, and spamassassin
--with-pty	Checks for sufficient pty devices
--with-upgrade	Checks if the version from which the server is upgraded is a valid upgrade path
--with-hostname	Checks the host name and IP address of the server
--with-pwdb_locks	Checks for locked files
--with-swap	Checks for sufficient swap space
--with-run_as_root	Checks that the installer is running as root
--with-shadowpwd	Checks for shadow password support
--with-mem	Checks for sufficient memory
--with-portmap	Checks the status of the portmap service
--with-quotacheck	Checks for disk quota support
--with-quotaenable	Enables disk quota support
--with-php	Check for the correct PHP RPMs and binaries
--with-net	Checks for non-loopback net device
--with-lang	Checks the default language
--with-nfslock	Checks the status of the nfslock service
--with-oscheck	Checks if the operating system installed on the server is supported by Ensim Control Panel.

[Table 5](#) lists the checks that are disabled in the default configuration. If any of these actions interfere with the operation of your server, leave them disabled. Otherwise, to take full advantage of the tool's capabilities, we recommend that you enable them when you run the command.

Table 5. Disabled checks

Disabled check	Reason for disabling the check
--with-vacuum	Performs certain maintenance tasks on the Postgres database
--with-daemons	Restarts the Postgres and MySQL servers
--with-phpini	Briefly modifies <code>/etc/php.ini</code> , then restores it to its original state

Example

To run the System Checker disabling the MySQL check

```
ensimchecker --without-mysqld
```

To determine the name of the check to be specified in `<check>`, please refer to [Table 4](#).

Interpreting the results of the System Checker

As the System Checker performs each check, it displays the name and brief description of the check and the outcome of the check.

The outcome can be any of the following:

- **SKIPPED**. Displayed when the check is not run (it was either disabled by default or explicitly on the command line)
- **OK**. Displayed when the check is successful
- **WARNING**. Displayed when the check encounters an exception that **may** interfere with the installation
- **ERROR**. Displayed when the check encounters an exception that **will** interfere with the installation and cause it to fail

When the outcome of the check is a warning or an error, details about the exception are provided. You can find more details in the System Checker report.

The System Checker report provides:

- A detailed list of exceptions observed on sites hosted on Ensim Control Panel
- A detailed list of exceptions observed on the server
- Recommended actions to be performed before the installation
- Recommended actions to be performed after the installation

Note

The actions recommended provide broad solutions. You need to determine if these actions are appropriate for your server and execute them as necessary. After performing the recommended pre-upgrade actions, it is advisable to re-run the System Checker to validate the results of your actions.

At the end of the check, a summary of the results is displayed in the following format:

```
SUMMARY for <hostname>: <n> error(s), <m> warning(s), <k> domain(s)
with issues
```

Where:

- <hostname> is the name of the server on which you want to upgrade Ensim Control Panel
- <n> indicates the number of errors
- <m> indicates the number of warnings
- <k> indicates the number of domains for which exceptions have been observed

Given below is a sample report. Note that the following report presents only a brief extract and not the complete report.

Example

```
postgreson   ensure the postgres server is running [OK]
vacuum       run vacuum analyze on the postgres database [SKIPPED]
extras      check /usr/lib/opcenter/fastcgi/extras/ [OK]
usrjava     ensure there is no broken /usr/java symlink [OK]
default     check default plan [WARNING]
```

Appendix B: Reviewing customizations

The following sections lists additional customizations that need to be reviewed before or after the upgrade.

Important

If you have customized Ensim Control Panel, we recommend that you contact Ensim Support to verify the impact of these customizations on the upgrade process.

Customizations that do not require pre-upgrade or post-upgrade actions

The following customizations do not require any pre-upgrade or post-upgrade actions.

- Files added to **/usr/lib/opcenter/fastcgi/extras**
- Customization files added to **/usr/lib/python2.1/site-packages/vh3/custom/**
- Files modified in **/etc/virtualhosting/ipranges**
- Files modified in **/etc/appliance/customization**
- Files modified in **/etc/virtualhosting/templates** that do not belong to SquirrelMail

Customizations that require pre-upgrade or post-upgrade actions

The following customizations require either pre-upgrade or post-upgrade actions or both.

- `<SITEROOT>/var/www/squirrelmail/config/config.php` file modified by Appliance Administrators or Site Administrators
 - Pre-upgrade action required?
No.
 - Post-upgrade action required?
Yes. There may be errors in the SquirrelMail control panel and/or the control panel may not function properly. To resolve this issue, copy `/etc/virtualhosting/templates/sqmail/var/www/squirrelmail/config/config.php` to the affected site's `var/www/squirrelmail/config/config.php` file, then merge any customizations to the site's `/var/www/squirrelmail/config/config.php` file.
- Upgraded or replaced MySQL RPM
 - Pre-upgrade action required?
Yes. The upgrade replaces the existing version with the MySQL version packaged with Ensim Control Panel. Before you upgrade, back up the MySQL database.
 - Post-upgrade action required?
Yes. Upgrade the MySQL version as follows.
 - 1 Create a directory to download the RPMs.
 - 2 Connect to the MySQL Web site
<http://www.mysql.com/downloads/mysql-4.0.html>.
 - 3 Locate the download section **Linux x86 RPM Downloads**.
 - 4 Download the following RPMs to the directory created in [Step 1](#).
 - Server
 - Client programs
 - Dynamic client libraries
 - Dynamic client libraries (including 3.23.x libraries)
You may download other RPMs that are listed in the section to meet specific requirements.
 - 5 Change to the directory where you downloaded the RPMs.
 - 6 Log on to Ensim Control Panel server as the **root** user and perform the following steps.
 - a Upgrade the MySQL RPM on the server.
rpm -Uvh MySQL*.rpm
 - b Update the site file system with the changes effected in the root file system (as a result of the upgrade).
set_pre_maintenance
set_maintenance
set_post_maintenance
service webpliance restart

c Restart the MySQL service.

service mysqld restart

- Files modified in `/usr/lib/opcenter/bind/named_conf_zone.tmpl`
 - ❑ Pre-upgrade action required?
Yes. Back up your `named_conf_zone.tmpl` file.
 - ❑ Post-upgrade action required?
Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-apply your changes to `/usr/lib/opcenter/bind/named_conf_zone.tmpl`.
- DTML modifications to files under `/usr/lib/opcenter`
 - ❑ Pre-upgrade action required?
Yes. Back up your custom DTML files.
 - ❑ Post-upgrade action required?
Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-deploy your custom DTML files to `/usr/lib/opcenter`.
- Modifications made to the file `/usr/lib/opcenter/fastcgi/httpd-tmpl.conf`
 - ❑ Pre-upgrade action required?
Yes. Back up your `httpd-tmpl.conf` file.
 - ❑ Post-upgrade action required?
Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-apply your changes to `/usr/lib/opcenter/fastcgi/httpd-tmpl.conf`.
- Modifications made to the file `/etc/httpd/conf/httpd_app.conf` to enable `mod_gzip`
 - ❑ Pre-upgrade action required?
No.
 - ❑ Post-upgrade action required?
Yes. Tomcat and other new Ensim Control Panel Web features may not work until you upgrade the Apache configuration file `httpd_app.conf`.
- Modifications made to the non-config files owned by the RPM database
 - ❑ Pre upgrade action required?
Yes. Back up the binaries.
 - ❑ Post-upgrade action required?
Yes. Custom-compiled files owned by an RPM (which is part of the Control Panel service) may get replaced during the upgrade.

To see if a file is owned by an RPM, run the command `rpm -qf <full_path_of_binary>`. If the command returns the name of a RPM, the file is replaced during the upgrade. To ensure compatibility, recompile your binaries under a Fedora 1.0 system, or obtain the appropriate RPMs/source-RPMs that are compatible with Fedora 1.0.

-
- Modifications made to the file `/var/www/html/index.shtml`
 - Pre upgrade action required?
Yes. Back up the file `/var/www/html/index.shtml`.
 - Post-upgrade action required?
Yes. Modifications made to the Ensim Control Panel root level file `/var/www/html/index.shtml` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file `/var/www/html/index.shtml`.
 - Modifications made to the file `/etc/php.ini`
 - Pre upgrade action required?
Yes. Back up the file `/etc/php.ini`
 - Post-upgrade action required?
Yes. Modifications made to the file `/etc/php.ini` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore from your backup.
 - Modifications made to the files `/etc/proftpd/site<n>` or `/etc/proftpd/site<n>.anonftp`
 - Pre-upgrade action required?
Yes. Back up your changes to any of the `/etc/proftpd/site<n>` or `/etc/proftpd/site<n>.anonftp` files.
 - Post-upgrade action required?
Yes. Modifications made to the files `/etc/proftpd/site<n>` and `/etc/proftpd/site<n>.anonftp` may be lost after the upgrade (your changes may be lost even when performing an enable or disable operation). To resolve this issue, re-apply your changes to the files `/etc/proftpd/site<n>` and `/etc/proftpd/site<n>.anonftp`.
 - Modifications made to the files `/etc/httpd/conf/virtual/site<n>`
 - Pre upgrade action required?
Yes. Back up changes to any of the `/etc/httpd/conf/virtual/site<n>` files.
 - Post-upgrade action required?
Yes. Modifications made to any of the `/etc/httpd/conf/virtual/site<n>` files may be lost after the upgrade (your changes may be lost even when performing an enable or disable operation). To resolve this issue, re-apply your changes to the file `/etc/httpd/conf/virtual/site<n>`.
 - Modifications made to the file `/etc/logrotate.conf`
 - Pre-upgrade action required?
Yes. Back up the file `/etc/logrotate.conf`.
 - Post-upgrade action required?
Yes. Modifications to the Ensim Control Panel root level file `/etc/logrotate.conf` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore from your backup.

- Modifications made to default Service Plans
 - Pre-upgrade action required?
Yes. Save the settings of your default Service Plan.
 - Post-upgrade action required?
Yes. The Ensim Control Panel upgrade will overwrite the default Service Plan. To resolve this issue, re-apply your default Service Plan settings.
- Sites that use Microsoft Frontpage Server Extensions in an inconsistent state
 - Pre-upgrade action required?
No.
 - Post-upgrade action required?
Yes. When sites that use Microsoft Frontpage Server Extensions go into an inconsistent state, the following error message displays.

The document root of the web server where you are trying to install the server extensions already contains a disk-based web.

To resolve the issue:
 - a Open the file `/home/virtual/<domain>/var/www/html/_vti_pvt/service.cnf`.
 - b Remove the following lines.


```
vti_httpdversion: SX|FrontPage DBW
vti_webservertyp: SR|diskweb
```
 - c Save your changes.

Appendix C: Troubleshooting upgrade issues

If you encounter problems that you cannot troubleshoot or resolve using the information in [Table 6](#), or the log files (see [Log files](#)), contact Ensim for online support at <https://onlinesupport.ensim.com>

Table 6. Troubleshooting upgrade issues

Problem	Description	Solution
Unsatisfied dependencies or conflicts	This error is observed when you fail to upgrade the installed add-ons to the version required by Ensim Control Panel.	Repeat the Ensim Control Panel upgrade by selecting the add-ons along with Ensim Control Panel for upgrade.
Unavailable services	It is sometimes observed that some services may fail to respond after upgrade on servers that host a large number of sites.	You will need to restart the services after you upgrade Ensim Control Panel. To restart a service: 1 Click Services on the left navigation bar. 2 Locate the service in the <i>Services</i> page, and click the Restart icon in the <i>Actions</i> column.

Table 6. Troubleshooting upgrade issues (continued)

Problem	Description	Solution
<p>Could not allocate space for upgrade</p>	<p>ServerXchange requires approximately 3000 MB of disk space on the MultiTenant server to store the Ensim Control Panel RPMs before it upgrades Ensim Control Panel on the Private server. Lack of sufficient space causes ServerXchange to terminate the upgrade.</p> <p>Note: To check the available disk space on your MultiTenant server, log onto the MultiTenant server as “root” and run the following script at the command prompt:</p> <pre data-bbox="646 806 894 1003"> echo `[`df -P awk '/[/]\$/ { print \$4}` - `df -P grep qffs awk '{ sum += \$4} END {print sum}`] </pre> <p>The above command assumes that all the Private servers are on a single file system.</p>	<p>You need to allocate enough disk space before restarting the upgrade.</p> <p>To manage disk allocation:</p> <p>Step 1: Reduce the disk space allocated to your other Private servers temporarily.</p> <ol data-bbox="932 464 1409 1062" style="list-style-type: none"> 1 Log onto the ServerXchange Server & Application Manager with your user name and password. 2 Click Servers on the left navigation bar. 3 Locate any Private server on which you can reduce disk space consumption and in the Host Name column, click the host name of the Private server. The <i>Properties</i> page opens. 4 In the <i>Properties</i> sub-menu, click Resources. 5 In the <i>Resources</i> window, modify the disk quota value specified in the Value text box. 6 Click Update. A progress bar displays as the update proceeds. Click Done when the update process is completed. The disk space of the Private server is updated. <p>Step 2: Restart the upgrade.</p> <p>Step 3: Resize the disk space (of the changed Private servers) to the previously allocated size.</p> <p>To resize the disk space, follow the instructions specified in Step 1.</p>
<p>Sites in an inconsistent state</p>	<p>Sometimes, the upgrade leaves sites in an inconsistent state. You must restore these sites to their consistent state after the upgrade.</p>	<p>You need to restore sites to their consistent state using the following steps.</p> <ol data-bbox="932 1335 1409 1713" style="list-style-type: none"> 1 Log on to the Appliance Administrator control panel with your user name and password. 2 Click the Configure icon. 3 Click Save at the bottom of the <i>Edit Site</i> form. At this point, Ensim Control Panel attempts to bring the site out of its inconsistent state and reports any accompanying errors. Once these errors are resolved, try editing the site again. 4 Repeat the steps until the site regains its consistent state. <p>Note: Once the site regains its consistent state, it is listed “disabled” in the site list. If you want to enable the site, click .</p>

Log files

Ensim Control Panel creates log files that record various actions and events that qualify an upgrade. You may refer to the log files to troubleshoot fault points encountered during the upgrade. The log files are emailed to the specified email address.

Table 7. Log files and their description

File name	Location	Description
ensim_appliance.log	/var/log/appliance/	The ensim_appliance.log file is an error log that reports problems observed while enabling or disabling sites during maintenance (sites are inaccessible for the brief length of time when they are upgraded). The log files also records the list of errors encountered when you try to modify a site using the command line interface or the control panel. It provides the following information: <ul style="list-style-type: none">• A brief description of the error• Cause of the error
setup.log	/var/log/appliance/	Maintains a list of actions recorded during the upgrade of Ensim Control Panel. Both successful and unsuccessful events are recorded in this file.
setup.err	/var/log/appliance/	Maintains a list of unsuccessful events recorded during the upgrade of Ensim Control Panel. Provides the following information: <ul style="list-style-type: none">• A brief description of the error• Cause of the error

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 in 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>.

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