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

February 24, 2005

## Introduction

This guide provides instructions for upgrading to Ensim® Pro and Ensim Basic 4.0.3 for Linux® (Standalone) running on the Red Hat® Enterprise Linux® Release 3 or the Fedora™ Core 1 operating systems.

For simplicity, we refer to Ensim Pro and Ensim Basic 4.0.3 for Linux (Standalone) as “Ensim Control Panel,” Fedora Core 1 as “Fedora 1,” and Red Hat Enterprise Linux ES Release 3 as “RHEL 3” throughout the document.

You can upgrade from:

- Ensim Control Panel 4.0.1 (RHEL 3) to Ensim Control Panel 4.0.3 (RHEL 3)
- Ensim Control Panel 4.0.1 (Fedora 1) to Ensim Control Panel 4.0.3 (Fedora 1)
- Ensim Control Panel 4.0.2 (RHEL 3) to Ensim Control Panel 4.0.3 (RHEL 3)
- Ensim Control Panel 4.0.2 (Fedora 1) to Ensim Control Panel 4.0.3 (Fedora 1)

Topics in this guide include:

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## About the upgrade

Upgrading to the latest version of Ensim Control Panel simply requires you to run the Installer script on the target server.

### Important

Sites hosted on Ensim Control Panel will be accessible during the upgrade and services such as Web, FTP, and Email will continue to function, except when the site is being upgraded. However, the control panels will be inaccessible during the length of the upgrade. This could typically range from a few minutes to a few hours depending on the number of sites hosted on the server.

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## 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 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	
Disk space	At least 20 GB
Connectivity	Network connectivity with access to Internet
Ensim Control Panel CD-ROM (if you want the Installer to obtain the installation files from the CD-ROM)	One Ensim Control Panel CD-ROM
<b>Web server requirements:</b> 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 <a href="#">Appliance Administrator's Help</a> .	
<b>Important:</b> You <b>must</b> restart both the Web servers after setting Apache 2.0 as the Production Web server, otherwise the upgrade will fail.	
Other requirements	<ul style="list-style-type: none"><li>• DNS server on network</li><li>• "root" user access</li></ul>

## Upgrade checklist

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

**Table 2. Upgrade checklist**

Task	Status
1 Have you reviewed the current license information?	<input type="checkbox"/>
2 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, otherwise the upgrade will fail.	<input type="checkbox"/>
3 Have you backed up the hard disk?  Note: Before upgrading, please back up the entire hard disk to prevent loss of data if the upgrade fails.	<input type="checkbox"/>
4 Are all sites in a consistent state?  To verify the status of the sites: <ul style="list-style-type: none"> <li>Log on to the Appliance Administrator control panel.</li> <li>On the left navigation bar, click <b>Site Manager</b>.</li> <li>At the bottom of the page, click the <i>Display</i> arrow and select <b>All Sites</b>.</li> </ul> Sites that are inconsistent display the following message:  This site is currently in an inconsistent state. This may be the result of an active or failed edit.  For resolving related issues, please search Ensim's knowledge base articles. You can find the knowledge base articles on the Web at <a href="http://onlinesupport.ensim.com/kb_search.asp?product=lwp">http://onlinesupport.ensim.com/kb_search.asp?product=lwp</a> .	<input type="checkbox"/>
5 Is Microsoft® FrontPage® consistent on all your sites?  A successful upgrade requires Microsoft FrontPage to be consistent on all your sites.  To verify that Microsoft FrontPage is consistent on all your sites, log on to the server as the root user and run the following command at the prompt: <b>#/usr/local/frontpage/currentversion/bin/owsadm.exe -o check -p all</b>  If Microsoft Frontpage is consistent, the message <code>Check Completed</code> is displayed, otherwise errors related to the observed inconsistency is displayed.  See "Sites that use Microsoft Frontpage Server Extensions in an inconsistent state" on page 16 for information on restoring a site to its consistent state.	<input type="checkbox"/>
6 Have you replaced the <b>period</b> (.) character in a MySQL database name with a valid character?  MySQL database names that include a <b>period</b> (.) 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 <b>Help</b> option on the Site Administrator control panel.)	<input type="checkbox"/>

**Table 2. Upgrade checklist (continued)**

Task	Status
<p><b>7</b> Have you reviewed your customizations and completed the necessary pre-upgrade steps?</p> <p>Refer to the section, <a href="#">Appendix A: Overview of the Ensim Control Panel System Checker</a> to review your customizations for compatibility. Also review the section <a href="#">Customizations that require pre-upgrade or post-upgrade actions</a> for more information on additional pre-upgrade tasks you may need to perform.</p>	<input type="checkbox"/>
<p><b>8</b> If you have configured the Installer to obtain the Ensim Control Panel files from a local FTP server or the Ensim Control Panel CD-ROM, verify that the Installer has access to these repositories.</p> <ul style="list-style-type: none"><li>➤ <b>Local FTP server:</b> The Installer obtains the installation files from the specified FTP server. You need to specify the server name or the IP address. The local FTP server must mirror the directory structure for Ensim Control Panel installation on Ensim's FTP server. For instructions, please refer to the document <i>Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.0.3 for Linux (Standalone)</i> at <a href="http://www.ensim.com/support/pro/linux/index.html">http://www.ensim.com/support/pro/linux/index.html</a>.</li><li>➤ <b>Ensim Control Panel CD-ROM:</b> Ensure that the Installer has access to the CD-ROM for obtaining the Ensim Control Panel files.</li></ul>	<input type="checkbox"/>

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## Upgrading to the latest version of Ensim Control Panel

The following section provides instructions for upgrading to the latest version of Ensim Control Panel. The Installer upgrades Ensim Control Panel in the text mode; curses-based upgrade is no longer supported.

### Important

Before you upgrade:

\* Ensure that your system meets the requirements specified in the section “[Before you upgrade](#)” on page 2.

\* Configure Apache 2.0 as the Production Web server, then restart the Production and Test Web servers, otherwise the Installer will fail with an error. Ensim Control Panel no longer supports Apache 1.3. For instructions on configuring your Web server, refer to the Appliance Administrator’s Help.

If you use the **apt** tool for updating Linux packages, please uninstall the apt RPMs— **apt**, **atrpms**, **atrpms-package-config**, **libapt-pkg**—before you upgrade, otherwise the upgrade may fail. Beginning with this release, the Installer uses the **yum** tool for providing the requisite package management environment. The presence of apt RPMs can cause RPM conflicts during the upgrade. If you want to use apt to obtain updates, you must install the tool after upgrading Ensim Control Panel.

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### Procedure

To upgrade to the latest version of Ensim Control Panel:

- 1 Log on to the server on which you want to upgrade Ensim Control Panel.
- 2 Obtain access to the Installer script **ensim-installer.sh** from one of the following repositories.

#### Option 1: Ensim Control Panel CD-ROM

You must purchase the Ensim Control Panel CD-ROM from the storefront <https://buy.ensim.com>.

Mount the CD-ROM to access the Installer script.

- a Insert the Ensim Control Panel CD-ROM into the CD-ROM drive of the server.
- b To access the contents of the CD-ROM, mount the CD-ROM by typing the following command.

```
#mount /mnt/cdrom
```

### Note

You do not have to mount the CD-ROM if you have enabled **AutoMount** on your server.

- c Browse to the Installer script **ensim-installer.sh** (located at **/mnt/cdrom**).

#### Option 2: FTP server

Download the Installer script **ensim-installer.sh** from the Ensim support Web site <http://www.ensim.com/support/downloads.html>.

- 3 Run the script by typing the following command at the prompt. Use the **--help** option with the script to learn more about the various command line options you can use with the script.

#### Note

The upgrade events are temporarily logged in the file `/tmp/install.log.<pid_no>` where `<pid_no>` is the process ID of the upgrade process. The contents of the temporary log file are later appended to the file `/var/log/ensim/installer.log`, which can be viewed after the completion of the upgrade process. To examine the log messages during the upgrade, you must refer to the temporary log file `/tmp/install.log.<pid_no>`. The name of the log file can be obtained from the message `Logging to file /tmp/install.log.<pidno>` displayed at the start of the upgrade. Please note the file name in the message for future reference.

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**#sh ensim-installer.sh --email=<email\_address>**

where **--email** is the email address to which success or error messages are sent

You must use the **--email** option with the script to receive email messages on the status of the upgrade.

#### Example

In the following example, the command upgrades Ensim Control Panel to the latest version by obtaining the necessary files from Ensim's FTP server.

**#sh ensim-installer.sh --email=admin@example.com --cdrom=n**

- 4 **Optional:** If you chose the Ensim Control Panel CD-ROM option, you will be prompted to insert the CD-ROM.

The Installer starts upgrading the existing version of Ensim Control Panel.

The Installer first performs a system check to ensure that your system provides a compatible system environment for the upgrade. At the end of the check, it displays the number of errors or warnings encountered. The results of the check (list of checks, status of each check, and details about errors or warnings) are logged in the file `/var/log/ensim/installer.log` and can be viewed after the completion of the upgrade process. If you want to view the details during the upgrade, please refer to the temporary log file created. See [Appendix A: Overview of the Ensim Control Panel System Checker](#) for details on the System Checker and its results.

After the system check completes successfully, the Installer installs or upgrades the services and add-ons provided by Ensim Control Panel.

You may refer to the `setup.log` file located at `/var/log/appliance/` for details on the upgrade process. If you encounter problems during the upgrade, please use the information in "[Appendix C: Troubleshooting upgrade issues](#)" on page 16 to resolve the issues.

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### Important

Do not disconnect if the upgrade has been initiated over a remote connection, using Telnet or SSH. However, if you are disconnected due to technical reasons, reconnect to your server and locate the message `WEBpliance is upgraded to 4.0.3` in the file `/var/log/appliance/history`. The message indicates that the Ensim Control Panel upgrade has successfully completed.

If you are unable to locate the message, run the command, **ps -ax**.

If there are RPM processes active, the command will list the RPMs (running RPM processes indicate that the upgrade is in progress). Do not interrupt the upgrade.

After the upgrade completes successfully, restart the server manually using the command: **`#!/etc/rc.d/init.d/webpliance restart`**

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**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.

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## 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 are unable to access SquirrelMail. To resolve this, you will need to 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 `config.php` file has been modified by Site Administrators, then they should merge the old and the 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 in 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
```

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## 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.py <-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.

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## 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 (optional)

Earlier versions of Ensim Control Panel automatically upgraded the ProFTPD service during the upgrade. 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 on 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**

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## Appendix A: Overview of the Ensim Control Panel System Checker

The Ensim Control Panel System Checker is a tool that evaluates the compatibility of customizations (on an existing Ensim Control Panel server) with the latest version of Ensim Control Panel. It reports potential conflicts and ways to resolve them.

The Installer automatically runs the System Checker before upgrading an existing version of Ensim Control Panel. 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 `/var/log/ensim/installer.log` and can be viewed after the completion of the upgrade process. If you want to view the log details after the system check, please refer to the [temporary log file](#).

### Interpreting the results of the check

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:

- **OK.** Displayed when the check is successful
- **WARNING.** Displayed when the check encounters an exception that **may** interfere with the upgrade process
- **ERROR.** Displayed when the check encounters an exception that **will** interfere with the upgrade process and cause it to fail

When the outcome of the check is a warning or an error, details about the exception are provided.

The System Checker report provides the following information:

- A detailed list of exceptions observed on hosted sites
- A detailed list of exceptions observed on the server
- Recommended actions to be performed
- Recommended actions to be performed after the upgrade

#### Note

The actions recommended provide broad solutions for resolving the observed exceptions. If these actions for resolving the exceptions are appropriate for your server, you must execute them as mentioned. After performing the recommended pre-upgrade actions, you must restart the upgrade by running the `ensim-installer.sh` script. To restart the upgrade, please follow the instructions from [step 3](#) specified in the section “Upgrading to the latest version of Ensim Control Panel” on page 5.

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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 your Ensim Control Panel server
- `<n>` indicates the number of errors
- `<m>` indicates the number of warnings
- `<k>` indicates the number of domains for which exceptions have been observed

## Appendix B: Reviewing customizations

The following sections list 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. Ensim provides professional services that help you with the upgrade process.

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## 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/ensim_python/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.

- Bind mounting directories under a site's file system

### Note

Ensim Control Panel disables sites before upgrading them resulting in loss of bind mounted directories. If the bind mounted directory is essential for Ensim Control Panel to proceed with the upgrade, then the upgrade fails. This has been observed with the bind mounted directory `/usr/lib/perl`.

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- MySQL installed with InnoDB support binaries replaced with files owned by the MySQL RPMs
  - Pre-upgrade action required?
 

Yes. To prevent your custom binaries from being replaced during the upgrade, run the script **ensim-installer.sh** with the option **--exclude=<pkg1,pkg2,...>**. This step will exclude the specified packages from getting replaced during the upgrade process. For more details on usage of the option, use the **--help** option with the script. For example, to exclude the MySQL package **mysql** run the script as follows:  
**#sh ensim-installer.sh --exclude=mysql**
  - Post-upgrade action required?
 

No.
- Modifications made to the file **/usr/lib/opcenter/fastcgi/httpd-tmpl.conf** replaced during the upgrade
  - 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 the file **/usr/lib/opcenter/fastcgi/httpd-tmpl.conf**.
- Modifications made to the non-config files owned by the RPM database replaced during the upgrade
  - 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 Ensim Control Panel) 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/RHEL 3 system, or obtain the appropriate RPMs/source-RPMs that are compatible with Fedora 1/RHEL 3.
- Upgraded or replaced MySQL RPM
  - Pre-upgrade action required?
 

Yes. To prevent the MySQL RPM from getting replaced during the upgrade, run the script **ensim-installer.sh** with the option **--exclude=<pkg1,pkg2,...>**. This step will exclude the specified packages from getting replaced during the upgrade process. For more details on usage of the option, use the **--help** option with the script. For example, to exclude the MySQL packages, **mysql-server**, **mysql**, **mysql-devel**, run the script as follows:  
**#sh ensim-installer.sh --exclude=mysql-server,mysql,mysql-devel**
  - Post-upgrade action required?
 

No.

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- 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 **/etc/php.ini** file 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/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 will be lost even when performing an enable or disable operation). To resolve this issue, you must re-apply the modifications to the files manually.
  - 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** will be lost after the upgrade (your changes will be lost even when performing an enable or disable operation). To resolve this issue, re-apply your changes to the file or restore from your backup.
  - 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. Back up 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, you must restore the Service Plan backup, which you backed up before the upgrade.
- 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 this issue:
    - a Open the file `/home/virtual/<domain>/var/www/html/_vti_pvt/service.cnf`.
    - b Remove the following lines and save your changes.
 

```
vti_httpdversion: SX|FrontPage DBW
vti_webservertyp: SR|diskweb
```

## Appendix C: Troubleshooting upgrade issues

If you encounter problems that you cannot troubleshoot or resolve using the information in Table 3, contact Ensim for online support at <https://onlinesupport.ensim.com>. You may also refer to the log file `installer.log` to review the list of successful and unsuccessful events recorded during the upgrade. The log file is located at `/var/log/ensim` and is emailed to the specified email address.

**Table 3. Troubleshooting upgrade issues (Installer)**

Symptom	Description	Solution
When you run the command, <code>hostname</code> the value "myhost" is returned by the command instead of "myhost.mydomain.com".	The host name of the server is incorrect.	Check the file <code>/etc/sysconfig/network</code> . The host name must be a fully qualified domain name. See the following example.  <b>Incorrect:</b> myhost <b>Correct:</b> myhost.mydomain.com

**Table 3. Troubleshooting upgrade issues (Installer) (continued)**

Symptom	Description	Solution
During upgrade, the following message is displayed: check_hostname <FAILED>.	The host file is incorrect.	The file <b>/etc/hosts</b> should contain the host name and IP address of your server (see the following example). If it does not, use an editor to modify the file. <b>Example</b> ---/etc/hosts begin file-- 127.0.0.1 localhost.localdo- main localhost 1.2.3.4 myhost.mydomain.com my- host ---/etc/hosts end file-- where 1.2.3.4 is the IP address of myhost.mydomain.com
Unable to connect to Ensim's FTP server.	Failed to download the metadata from ftp.ensim.com. Error initializing setup.	Ensure that you are connected to the Internet.
Cannot download or install updates.	Error downloading/ installing updates.	The error log contains a list of all the updates that could not be downloaded. Download these updates and install them on the server, before re-starting the server to upgrade Ensim Control Panel.
Cannot download Ensim Control Panel.	Error downloading Ensim Control Panel.	Ensure that you are connected to the Internet.

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## Feedback and support

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