

ENSIM PRO - WINDOWS



Ensim Pro 10.2.0 for Windows 2003 Upgrade Guide



Published: 5 January 2007

This document contains information proprietary to Ensim Corporation and its receipt or possession does not convey any rights to reproduce, disclose, manufacture, or sell anything it might describe. Reproduction, disclosure, or use without Ensim's specific written authorization is strictly forbidden. Ensim Corporation makes no representations or warranties with respect to the contents or use of this document. It also reserves the right to revise this publication and make changes to the content at any time, without the obligation to notify any person or entity of such revisions or changes.

Further, Ensim Corporation assumes no responsibility or liability for any errors or inaccuracies, makes no warranty of any kind (express, implied or statutory) with respect to the contents or use of the information, and expressly disclaims any and all warranties of merchantability, fitness for particular purposes, and non-infringement of third party rights.

Ensim and the Ensim logo are registered trademarks of Ensim Corporation. All other trademarks are the property of their respective owners.

© 2007 Ensim Corporation. All rights reserved.

CORPORATE HEADQUARTERS

ENSIM CORPORATION
1366 Borregas Avenue
Sunnyvale, California 94089
(408) 745-3300

www.ensim.com

Contents

About this guide	4
Introduction.....	4
Intended audience and required skills	4
Related documentation.....	4
Online Help	4
Document conventions	5
Support and feedback	5
Chapter 1 Upgrading to Ensim Pro 10.2.0	6
Introduction.....	6
Before you begin	6
Back up modified .po or Help files	6
Enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine (MSDE).....	7
Requirements	7
Time requirements and customer impact	7
Hardware requirements	7
Software requirements	8
License requirements	8
Username and password requirements	8
Expected changes after the upgrade	8
Changes to Ensim Pro.....	8
Changes to .po files and online Help files	9
Upgrade checklist	9
Upgrade instructions.....	10
Upgrading Ensim Pro	10
Upgrading the online Help	11
Verifying that the upgrade succeeded	11
Additional troubleshooting information.....	12
Post-upgrade tasks	12
Update .po and Help files (optional).....	12
Next steps	13
Rolling back to Ensim Pro 5.0.0 or 10.0.0.....	13
Index	14

About this guide

Introduction

This guide provides instructions for upgrading to Ensim Pro 10.2.0 for Windows 2003.

Note: For simplicity, Ensim Pro 10.2.0 for Windows 2003 is referred to as “Ensim Pro” throughout this document.

Intended audience and required skills

This guide is intended for those who need to set up and use Ensim Pro, including system administrators, technical support staff of Internet service providers (ISPs), or anyone who wants to host sites on a Microsoft® Windows Server 2003 server using Ensim Pro.

To use this guide, you need to be familiar with the Windows Server 2003 platform as well as general Internet applications. In addition, you should have some or all of the following skills.

- Using the Microsoft Windows Server 2003 operating system as a system administrator
- Experience with networking applications
- Understanding of system security
- Understanding of DNS

Related documentation

For a list of related documentation, see the Ensim Pro for Windows release notes. Documentation is also available in the Ensim Pro for Windows section of the Ensim Support site, <http://support.ensim.com>. All customers receive passwords that allow access to this site. If you do not have a password, contact your organization’s liaison to Ensim.

Online Help

The Ensim Pro control panel provides comprehensive online Help designed to answer questions and help you find the information you need, when you need it. To access online Help, log in to the control panel, then click the Help links on the lower left navigation panel. To get help for a specific page, click  on the upper right side of forms.

Document conventions

Throughout this guide, specific fonts are used to identify user input, computer code, and user interface elements. The following table lists conventions used in this guide.

Table 1. Document conventions

Convention	How it is used
Bold text, serif font	Used for information you type as well as for file names, path names, and CD names. <i>Example:</i> On the command line, type continue .
<i>Italic text</i>	Used for column names, field names, window names, and book titles. <i>Example:</i> The <i>Select Installation Folder</i> window is displayed.
<i>Bold, italic text enclosed in angle brackets</i>	Used for variables you replace with the appropriate information. <i>Example:</i> Type <server_name> where <server_name> is the IP address or host name of your server.
Bold text, sans serif font	Used for items you click or press, such as buttons, menus, and command keys. <i>Example:</i> Click Start > Settings > Control Panel.
Non-proportional font	Used for system messages, screen text, and code examples. <i>Example:</i> The following message is displayed: <code>The server has been added.</code>

Note: In addition, key information is sometimes displayed using special headings and formats, such as this one, to make it stand out from regular text.

Support and feedback

For Ensim online support or feedback, use the following links:

- <http://support.ensim.com> to create an Ensim Support account and access other documentation.
- <https://onlinesupport.ensim.com> to log in to Ensim Support using an existing account
- http://onlinesupport.ensim.com/kb_search_sln.asp to search the knowledge base
- <http://www.ensim.com/about/feedback.asp> to provide feedback to Ensim

Note: All customers receive passwords that allow access to the Ensim Support site. If you do not have a password, contact your organization's liaison to Ensim.

Upgrading to Ensim Pro 10.2.0

Introduction

This section explains how to upgrade to Ensim Pro 10.2.0 from Ensim Pro 5.0.0 or 10.0.0.

In this section:

Before you begin.....	6
Requirements	7
Expected changes after the upgrade	8
Upgrade checklist	9
Upgrade instructions.....	10
Additional troubleshooting information.....	12
Post-upgrade tasks.....	12
Next steps.....	13
Rolling back to Ensim Pro 5.0.0 or 10.0.0.....	13

Before you begin

Before you begin the upgrade, read this section. It explains the upgrade requirements and procedures as well as the changes you can expect to see after the upgrade. It also explains what you would need to do in the unlikely event you needed to roll back to a previous version.

Note: Ensim recommends that you do a full back up of the existing Ensim Pro server before upgrading it to Ensim Pro 10.2.0.

This section includes:

Back up modified .po or Help files	6
Enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine (MSDE)	7

Back up modified .po or Help files

If you have translated or modified the .po files, which are used to display text in the control panels, or the online Help files, back them up so that you can refer to them later. Existing online Help and .po files might be overwritten during the upgrade process.

To back up .po files, back up the `<install_dir>\cp\admin\resources` directory; to back up Help files, back up the `<install_dir>\cp\admin\help` directory where `<install_dir>` is the location of the Ensim Pro installation directory. If the default settings were used during installation, these directories are:

- `C:\Program Files\Ensim\WEBppliance\cp\admin\resources`
- `C:\Program Files\Ensim\WEBppliance\cp\admin\help`

Enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine (MSDE)

For the upgrade procedure, you have to enable named pipes and TCP/IP for the existing database service Microsoft SQL Server Desktop Engine (MSDE). For instructions on how to do this, go to: <http://support.microsoft.com/default.aspx?scid=kb;en-us;827204&Product=sql2k>. You need not do this if named pipes and TCP/IP are already enabled.

Note: If you have **already** upgraded database service from Microsoft SQL Server Desktop Engine (MSDE) to Microsoft SQL Server 2005 **before upgrading to Ensim Pro 10.2.0**, then you have to enable named pipes and TCP/IP for Microsoft SQL Server 2005. For instructions on how to do this, go to http://msdn.microsoft.com/vstudio/express/support/sqlreadme/#service_account

Requirements

This section explains how long the upgrade takes and the expected impact on your customers. It also describes the hardware, software, and other requirements of the upgrade. Make sure you understand the expectations and can meet these requirements before you begin.

This section includes:

Time requirements and customer impact.....	7
Hardware requirements	7
Software requirements.....	8
License requirements	8
Username and password requirements	8

Time requirements and customer impact

Depending upon the system configuration, it takes at least 30 minutes to install the software required for this upgrade. During the upgrade, new Web sites cannot be provisioned, and all Ensim Pro control panels are unavailable.

Hardware requirements

You **must** ensure that the **minimum available disk space** on the existing Ensim Pro server is **1 GB** before upgrading to Ensim Pro 10.2.0.

Software requirements

Ensure that you have obtained the following software required for upgrading to Ensim Pro 10.2.0:

- **Ensim Pro 5.0.0 or 10.0.0:** You must upgrade your current setup of Ensim Pro to Ensim Pro version 5.0.0 or 10.0.0 in order to successfully upgrade to Ensim Pro 10.2.0.
- **Microsoft .NET 2.0:** You must install .NET 2.0 on the server before upgrading to Ensim Pro 10.2.0.

License requirements

The license that you are using for Ensim Pro 5.0.0 or 10.0.0 **can** be used with Ensim Pro 10.2.0. However, Microsoft SQL Server 2005 database creation and administration **will not be available** with the existing license.

Note: In order to be able to use Microsoft SQL Server 2005 services, you must purchase a Ensim Pro 10.2.0 license (with Microsoft SQL Server 2005 Add-on enabled). You must then renew the license from the Ensim Pro 10.2.0 server administrator control panel.

When you buy Ensim Pro 10.2.0 from the Ensim Storefront (<https://buy.ensim.com>), you receive the license key in the order confirmation email from Ensim. Ensim Pro requires a valid license for a pre-determined number of sites, for example, a 250-domain license.

Username and password requirements

During the upgrade, you need to know the following login information:

- Username and password for remotely logging in to the Ensim Pro server.
- Username and password for logging in to the server administrator control panel.

Expected changes after the upgrade

After the upgrade, you can expect to see improved functionality of Ensim Pro. This section explains the improvements and how they will affect your use of Ensim Pro.

This section includes:

Changes to Ensim Pro.....	8
Changes to .po files and online Help files.....	9

Changes to Ensim Pro

Ensim Pro 10.2.0 introduces the following features or changes:

- **Microsoft SQL Server 2005:** Ensim Pro 10.2.0 provides Microsoft SQL Server 2005 as a service instead of MSDE. By default, Ensim Pro provides Microsoft SQL 2005 Express edition (SQL Server Express). After completing the Ensim Pro upgrade, you may upgrade to Microsoft SQL Server 2005 Enterprise edition or Microsoft SQL Server 2005 Standard edition.

- **Support for existing sites and Power Tool tables in Microsoft SQL Server 2005:** Existing site databases and Power Tool instance databases, which were in MSDE before the upgrade to Ensim Pro, are now be available in Microsoft SQL Server 2005. The database quota and the disk space quota for Microsoft SQL Server 2005 will be set automatically during the upgrade to Ensim Pro 10.2.0.
- **Log file archiving:** Server Administrators can provision archiving of log files to Site Administrators. The log files are archived to a specified UNC path or a mapped drive, every periodic basis as specified by the Server Administrator. A Server Administrator can also provision deletion of log files from a Site Administrator Web Server in order to free up the Web Server space.
- **Web Services API:** Ensim Pro 10.2.0 supports Application Programming Interfaces (APIs) for Web Hosting services. Web Services APIs automate common tasks across all service levels such as provisioning resellers, sites and users, and managing services.

Note: The Web Services APIs support only the tasks that can be executed through the CLI (Command Line Interface) calls.

- **Automatic FTP port assignment:** While creating new sites or importing sites, the FTP ports are automatically assigned. This is done to avoid conflicting FTP port usage between existing sites and new or imported sites.
- **Improved bandwidth collection:** Bandwidth usage monitoring is more accurate. Site administrators now can also view bandwidth usage for the **current billing cycle**.
- **License management:** Microsoft SQL Server 2005 add-on is integrated with the licensing mechanism. The user must purchase this add-on for Microsoft SQL Server 2005 database management using the Web Data Administrator tool.

Changes to .po files and online Help files

During the upgrade, the .po files, which are used to display text in the control panels, and the online Help files might be overwritten. If you have translated or otherwise modified the .po files or online Help files, back them up before you upgrade to preserve your changes. For more information see:

- Back up modified .po or Help files (page 6)
- Update .po and Help files (page 12)

Upgrade checklist

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

Table 2. Ensim Pro 10.2.0 upgrade checklist

Task	Status
<p>1 Do you have the following information required during the upgrade?</p> <ul style="list-style-type: none"> ▪ Username and password for the Ensim Pro server administrator ▪ Username and password for logging in to the server administrator control panel 	

Table 2. Ensim Pro 10.2.0 upgrade checklist

Task	Status
2 If you have the MySQL add-on installed, do you have MySQL version 4.0.13 or higher, and a compatible version of MyODBC?	
3 Have you enabled named pipes and TCP/IP for the existing database service (Microsoft SQL Server Desktop Engine (MSDE) or Microsoft SQL Server 2005) on the Ensim Pro server?	
4 Have you done a full backup of the existing Ensim Pro server?	

Upgrade instructions

This section provides upgrade instructions.

Time required for complete installation: Minimum 30 minutes, depending on system configuration.

This section includes :

Upgrading Ensim Pro.....	10
Upgrading the online Help	11
Verifying that the upgrade succeeded	11

Upgrading Ensim Pro

To upgrade Ensim Pro to version 10.2.0, you need to run the **EPW1020PATCH.exe** file. Before starting the upgrade, **EPW1020PATCH.exe** backs up all the files that are replaced during the upgrade, including the .po files and the Ensim Pro database, in the **<system_drive>:EPW_Backup** directory. If the **<system_drive>** on your Ensim Pro server is C, then the location where these files are backed up is **C:\EPW_Backup**.

You can upgrade Ensim Pro from version 5.0.0 or 10.0.0 to 10.2.0 using the instructions given below.

Step 1	Step 2	Step 3
--------	--------	--------

▼ To upgrade to Ensim Pro 10.2.0:

- 1 Log in to the Ensim Pro server as the administrator.
- 2 If you have the Ensim Pro 10.2.0 CD, insert the CD into the server's CD-ROM drive, open a command window, and change to the **Upgrade** directory on the CD, where the **EPW1020PATCH.exe** file is located.

If you have downloaded the Ensim Pro 10.2.0 installation files **from the location given in the purchase order email from Ensim**, open a command window, and change to the directory where you downloaded the installation files. Then change to the **Upgrade** directory, where the **EPW1020PATCH.exe** file is located.

- 3 On the command line, run the following command:

EPW1020PATCH.exe

The upgrade tool starts by asking whether you have taken a full system backup. If you have taken a complete backup prior to running the upgrade tool, then click **Yes**. The upgrade process will now begin. If you click **No**, then the upgrade tool aborts with a message that you must take a full system backup and then run the upgrade tool.

Note: The upgrade tool upgrades MSDE to Microsoft SQL Server 2005 Express Edition. After the Ensim Pro upgrade completes, you can upgrade Microsoft SQL Server 2005 Express Edition to Microsoft SQL Server 2005 Standard Edition or Microsoft SQL Server 2005 Enterprise Edition. During the Microsoft SQL Server 2005 setup, you must select **Default Instance** as the instance name.

- 4 After the Ensim Pro upgrade is complete, close the command window.
Ensim Pro is upgraded to version 10.2.0.

Upgrading the online Help

This section explains how to upgrade the online Help for Ensim Pro.

Step 1 Step 2 Step 3

▼ To upgrade the online Help:

- 1 Connect to the Ensim Pro 10.2.0 server using the console or terminal services and log in as the administrator.
- 2 Locate and run the **HelpInstaller.msi** file.
 - If you have the Ensim Pro 10.2.0 CD, insert the CD in your CD-ROM drive, browse to the **Help** directory on the CD, and run **HelpInstaller.msi**.
 - If you have downloaded the Ensim Pro 10.2.0 installation files on your hard disk or on your local network, browse to that directory, and run **HelpInstaller.msi**.

The *Welcome* window opens.

- 3 Click **Next**.
- 4 In the *Confirm Installation* window, click **Next**.
- 5 In the *Installation Complete* window, click **Close** to complete the installation.

The Ensim Pro online Help is upgraded to version 10.2.0. You can access the online Help from the Ensim Pro 10.2.0 control panel by clicking **General Help** in the *Help* section on the left navigation bar.

Verifying that the upgrade succeeded

After you complete the installation, verify that the installation succeeded using the following procedure.

Step 1 Step 2 Step 3

▼ To verify that the installation succeeded:

- 1 Log in to the Ensim Pro control panel.
- 2 On the left navigation bar, in the *Help* section, click **About**.

- 3 Verify that the control panel version is displayed as **10.2.0.<build_no>**.
- 4 Add a site and provision all the service components to it. If the site is created successfully, the upgrade succeeded.

Upgrade complete

This completes the installation instructions.

Additional troubleshooting information

Throughout this chapter, tips and recommendations are provided to ensure the upgrade goes smoothly. If you need additional help troubleshooting an issue, see the self-help assets on the Ensim support site, <http://support.ensim.com>.

Post-upgrade tasks

After you complete the upgrade, you can update any .po files or Help files you modified before upgrading to Ensim Pro 10.2.0 (optional).

You can then start using Ensim Pro by adding resellers, and sites. For more information, see Next steps (on page 13).

Update .po and Help files (optional)

During the upgrade, existing .po and Help files are overwritten. If you translated or modified any of these files for a previous version of Ensim Pro, and if you backed them up before you began the upgrade, you can compare these files to the upgraded files, then update them if necessary. The upgraded files are located in the following directories:

.po files: `<install_dir>\cp\admin\resources`
Help files: `<install_dir>\cp\admin\help`

where `<install_dir>` is the location of the Ensim Pro installation directory. If the default settings were used during installation, these directories are:

`C:\Program Files\Ensim\WEBppliance\cp\admin\resources`
`C:\Program Files\Ensim\WEBppliance\cp\admin\help`

If you update .po files after the upgrade, you need to register the language pack as described in the following section.

▼ To register the language pack:

- 1 Log in to the Ensim Pro server as the administrator.

- 2 Open a command window, and change to the `<install_dir>\cp\admin\resources` directory, where `<install_dir>` is the location of the Ensim Pro installation directory. If the default settings were used during the Ensim Pro installation, the directory path is **C:\Program Files\Ensim\WEBpliance\cp\admin\resources**
- 3 On the command line, run the following commands:
net stop w3svc
The World Wide Web Publishing Service is stopped.
reglangpack -s <server_ip>
where `<server_ip>` is the IP address of the Ensim Pro server.
net start w3svc
The World Wide Web Publishing Service is started, and language pack registration is complete.
- 4 In the command window, change to the `<install_dir>\cp\admin\siteadmin\serviceComponents\filemanager\FMWeb\resources` directory, where `<install_dir>` is the location of the Ensim Pro installation directory, and repeat step 3.
If the default settings were used during the Ensim Pro installation, the directory path is **C:\Program Files\Ensim\WEBpliance\cp\admin\siteadmin\serviceComponents\filemanager\FMWeb\resources**.
The language pack registration is complete.

Next steps

After upgrading to Ensim Pro 10.2.0, you can log in to the Ensim Pro control panel, and create new resellers and sites and manage existing ones.

Rolling back to Ensim Pro 5.0.0 or 10.0.0

If the upgrade fails, and you have done a full back up of the server, you can restore your server from the backup before re-attempting upgrading to Ensim Pro 10.2.0.

B

backing up modified .po or Help files • 6

C

changes after the upgrade • 8

L

license requirements • 8

P

post-upgrade tasks • 12

S

software requirements • 8

U

update .po and Help files • 12

upgrade

- before you begin • 6

- checklist • 9

- instructions • 10

- requirements • 7

- time requirements and customer impact • 7

- verification • 11

username and password requirements • 8

ENSIM PRO - WINDOWS

ENSIM CORPORATION
1366 Borregas Avenue
Sunnyvale, California 94089
www.ensim.com

