

ENSIM PRO - WINDOWS



Ensim Pro 10.3.0 for Windows 2003 Upgrade Guide



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Document revision history

There have been no changes to this document since its initial publication. For information about new features in this release, see the What's New document on the Ensim support site, <http://support.ensim.com>.

About this guide

Introduction

This guide provides instructions for upgrading to Ensim Pro 10.3.0 for Windows 2003.

Note: For simplicity, Ensim Pro 10.3.0 for Windows 2003 is referred to as “Ensim Pro” throughout this document.

Note: This guide is updated as new information becomes available. Before you begin, be sure to check the Ensim Pro for Windows documentation section of the Ensim Support Site, <http://www.ensim.com/support>, to make sure you have the latest version of the guide. The date on the title page indicates the version; changes, if any, are recorded in the document revision history (page 5).

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.

Preparing for the upgrade

Introduction

This section explains how to upgrade to Ensim Pro 10.3.0 from Ensim Pro 10.0.0 or 10.2.0.

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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 10.3.0.

This section includes:

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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\WEBpliance\cp\admin\help

For upgrade from Ensim Pro 10.2.0, enable named pipes and TCP/IP for Microsoft SQL Server 2005

For the upgrade from Ensim Pro 10.2.0, you must enable named pipes and TCP/IP for the existing database service Microsoft SQL Server 2005, if they are not already enabled.

▼ To enable named pipes and TCP/IP for Microsoft SQL Server 2005:

- 1 Click Start > Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager.
- 2 Under SQL Server 2005 Network Configuration > Protocols for MSSQLSERVER:
 - a Double-click the protocol name TCP/IP and set the property ENABLED to Yes.
 - b Double-click the protocol name Named Pipes and set the property ENABLED to Yes.
- 3 To restart MS SQL 2005 service, run the following commands in the command prompt window of the Ensim Pro server:


```
net stop mssqlserver
net start mssqlserver
```

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:

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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 10.3.0.

Software requirements

Ensure that you have obtained the following software required for upgrading to Ensim Pro 10.3.0:

- **Ensim Pro 10.2.0:** You must upgrade your current setup of Ensim Pro to Ensim Pro version 10.2.0 in order to successfully upgrade to Ensim Pro 10.3.0.

License requirements

The license that you are using for Ensim Pro 10.2.0 **can** be used for Ensim Pro 10.3.0. However, a Ensim Pro 10.2.0 promotional license **cannot** be used for Ensim Pro 10.3.0.

Note: In order to be able to use Microsoft SQL Server 2005 services, you **must purchase** a license for Microsoft SQL Server 2005 add-on separately. You must then **renew** the license from the Ensim Pro 10.3.0 server administrator control panel.

When you buy Ensim Pro 10.3.0 license 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:

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Changes to Ensim Pro

Ensim Pro 10.3.0 introduces the following features or changes:

- **ASP.NET 2.0 framework:** Ensim Pro software is built on the ASP.NET 2.0 framework.
- **Create and manage skins:** Service providers, resellers and site administrators can now create, edit skin information, apply, change skins and remove skins for Ensim Pro. The images used by the new skins are uploaded from a path specifying the location of the images folder.
- **Retrieve user password:** Ensim Pro provisions the resellers, site administrators and users to retrieve their forgotten passwords while logging into the Ensim Pro control panel. To be able to retrieve the password, the user needs to set password security information the first time while logging into the Ensim Pro control panel. By providing the correct password security information, the user is then able to retrieve the lost password.

- **.NET based Power Tools:** The new instances of Community Server and DotNetNuke Power tools created for provisioning to sites must only be created in the new versions supported by Ensim Pro 10.3.0. However, the **existing** Power tool instances already provisioned to sites are **not upgraded** to Community Server 2.1 and DotNetNuke 4.4.1. versions.

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 9)
- Update .po and Help files (page 16)

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 10.3.0 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 	
<p>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?</p>	
<p>3 Have you enabled named pipes and TCP/IP for the existing database service (Microsoft SQL Server 2005) on the Ensim Pro server?</p>	
<p>4 Have you done a full backup of the existing Ensim Pro server?</p>	

Upgrade instructions

Introduction

This section provides upgrade instructions.

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

This section includes :

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Upgrading to Ensim Pro 10.3.0

To upgrade Ensim Pro to version 10.3.0, you need to run the **EPWUpgrade.exe** file. Before starting the upgrade, **EPWUpgrade.exe** backs up all the files that are replaced during the upgrade including the .po files and the Ensim Pro database, in the directory from where the **EPWUpgrade.exe** is executed. If the **EPWUpgrade.exe** is executed from the C drive, then the location where these files are backed up is **C:\EPWBackup**.

You can upgrade Ensim Pro from version 10.2.0 to 10.3.0 using the instructions given below.

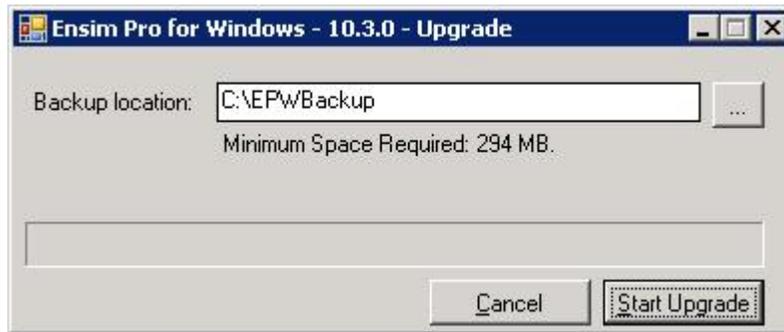
Step 1	Step 2	Step 3
--------	--------	--------

▼ To upgrade to Ensim Pro 10.3.0:

- 1 Log in to the Ensim Pro server as the administrator.
- 2 If you have the Ensim Pro 10.3.0 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 **EPWUpgrade.exe** file is located.

If you have downloaded the Ensim Pro 10.3.0 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 **EPWUpgrade.exe** file is located.

- 3 Run the file **EPWUpgrade.exe**. Provide the backup location where the data needs to be backed up. Click the **Start Upgrade** button in the *Upgrade* wizard window to begin the upgrade.



Ensim Pro is upgraded to version 10.3.0.

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 10.3.0 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 10.3.0 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 10.3.0 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 10.3.0. You can access the online Help from the Ensim Pro 10.3.0 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 **10.3.0.<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.

Post-upgrade tasks

Introduction

After you complete the upgrade, you can update any .po files or Help files you modified before upgrading to Ensim Pro 10.3.0 (optional).

You can then start using Ensim Pro by adding resellers, and sites. For more information, see Next steps (on page 17).

In this section:

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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\WEBppliance\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 10.3.0, 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 10.2.0

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 10.3.0.

Troubleshooting

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>.

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