

ENSIM PRO - WINDOWS



Ensim Pro 10.2.0 for Windows 2003 Installation Guide



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About this guide

Introduction

This guide provides instructions for installing to Ensim® Pro 10.2.0 for Windows® 2003. It also provides information about logging in as the server administrator and installing add-ons for ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.21, and MySQL 4.1 or 5.0.

Note: For simplicity, Ensim Pro 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.

Preparing for the installation

Introduction

This section explains how to prepare for the Ensim Pro 10.2.0 installation.

In this section:

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System requirements

The following sections list the minimum hardware, software, and Web browser requirements for installing and accessing Ensim Pro 10.2.0.

Hardware requirements

The following table lists the minimum hardware requirements for Ensim Pro 10.2.0.

Important: While installing Ensim Pro 10.2.0, ensure that the server is **connected** to the Internet, since Ensim Pro 10.2.0 needs to communicate with the Ensim License Manager to register its license.

Table 2. System requirements

Operating system	Processor (recommended)	Memory (RAM)	Free Disk space	File System
Microsoft Windows Server 2003 – Standard, Enterprise or Web edition	Intel Pentium III 733 MHz or higher	Minimum 256 MB of RAM; 1 GB of RAM is recommended	40 GB	NTFS

Note: Ensim Pro 10.2.0 is compatible with the **default** installation of Microsoft Windows Server 2003 Service Pack1 (SP1).



Software requirements

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

- **Microsoft Windows Server 2003 (Standard, Enterprise or Web edition) - English:** You must install the operating system on the server used for installing Ensim Pro 10.2.0. Ensim Pro 10.2.0 also requires certain Windows components to be pre-installed on the server. For more information, refer to the server requirements ("[Windows Server 2003 requirements](#)" on page 9).

Note: If you have installed Windows Server 2003 release 2 on the server used for installing Ensim Pro 10.2.0, you do not have to install the below-mentioned Microsoft Windows Server 2003 Service Pack1 (SP1).

- **Microsoft Windows Server 2003 Service Pack1 (SP1):** You must install Service Pack1 on the server before installing Ensim Pro 10.2.0.
- **Microsoft .NET 2.0:** You must install .NET 2.0 on the server before installing Ensim Pro 10.2.0.
- **Microsoft SQL Server 2005:** You must install the database on the server before installing Ensim Pro 10.2.0. Ensim Pro 10.2.0 supports all editions of SQL Server 2005. If this database is not already on the Ensim Pro 10.2.0 server, download the SQL Server 2005 Express Edition (SQL Server Express) installation file, **SQLEXPR.exe** from <http://www.microsoft.com/downloads/details.aspx?familyid=220549B5-0B07-4448-8848-DCC397514B41&displaylang=en>. For installing SQL Server Express refer to the installation instructions ("[Installing Microsoft SQL Server 2005 Express Edition](#)" on page 25).
- **Optional:** For installing the Ensim Pro 10.2.0 add-ons, you need to install the following applications:
 - **ColdFusion MX 6.1**
 - **Urchin 5.x**
 - **IMail Server 8.21 from Ipswitch Collaboration Suite**
 - **MySQL 4.1 or 5.0, and MyODBC 3.51**

Important: Before starting the Ensim Pro 10.2.0 installation, ensure that ActivePerl, PHP, Webalizer, or Power Tools are **not installed** on the Ensim Pro 10.2.0 server. If any of these software applications are installed, then you must uninstall them before installing Ensim Pro.

Windows Server 2003 requirements

This section describes the Ensim Pro 10.2.0 requirements specific to Windows Server 2003.

Before installing Ensim Pro 10.2.0, ensure that the following components and services of Windows Server 2003 are installed on the server. These components and services are accessible through the *Add/Remove Windows Components* section of the **Add or Remove Programs** utility.

- **Domain Name System** (located under Networking Services)
- **ASP.NET**
- **Internet Information Services (IIS)**

Ensure the following components/services are present under IIS:

- **Common Files**
- **File Transfer Protocol (FTP) Service**
- **FrontPage 2002 Server Extensions**



- Internet Information Services Manager
- SMTP Service
- World Wide Web Service

Ensure the following components/services are installed under World Wide Web Service: **Active Server Pages, Remote Administration (HTML), Server Side Includes, and World Wide Web Service.**

- QoS Packet Scheduler (located under Local Area Connection Properties)

Important: Ensim Pro 10.2.0 is not compatible with Active Directory Services (ADS). Before installing Ensim Pro 10.2.0, ensure that the Active Directory Services component is **not** installed.

However, Ensim Pro 10.2.0 is compatible with Active Directory Application Mode (ADAM), and can be installed on a server pre-installed with ADAM.

Web browser requirements

To access the Ensim Pro 10.2.0 interface (after installing Ensim Pro 10.2.0), you need Microsoft Internet Explorer (IE), version 6.0 or later, with cookies enabled. Using earlier versions of IE or other browsers to access the control panel is not recommended.

Note: The Ensim Pro 10.2.0 interface is best viewed in Microsoft Internet Explorer, version 6.0 or later, with a 1024 X 768-pixel screen resolution (or higher) and 16-bit color (or higher).

You must set the Web browser's security level to **Medium**, since the default **High** security level used in Windows Server 2003 prevents the use of certain Ensim Pro 10.2.0 features.

Other requirements

Installation drive requirements

Before installing Ensim Pro 10.2.0 on a server, ensure that all the drives where the Ensim Pro 10.2.0 program and site or domain data files are stored have the **NTFS** file system.

Ports used by Ensim Pro 10.2.0 and other supported third-party applications

Ensure that the following ports used by Ensim Pro 10.2.0 and other supported third-party applications are **open**.

**Table 3. Ports used by Ensim Pro 10.2.0 and other supported third-party applications**

Name of the Ensim Pro service or supported third-party application	Port used
Ensim License Manager	80 or 8080
FTP service for name-based sites	10000 + FTP site identifier Note: The FTP site identifier can be obtained by going to Start > Programs > Administrative Tools > IIS Manager, expanding the server name, and clicking FTP Sites.
FTP service for IP-based sites	21
IIS Web service (Standard)	80
IIS Web service (SSL)	443
Imail Server	8383
Urchin	9999 (default) Note: This port number can be changed while installing Urchin.

License requirement

You need a valid license key before you can install Ensim Pro 10.2.0. When you buy Ensim Pro from the Ensim Storefront (<https://buy.ensim.com>), you receive the license key in the order confirmation email from Ensim.

Ensim Pro 10.2.0 requires a valid license for a pre-determined number of sites, for example, a 250-domain license.

Software included with Ensim Pro

Ensim Pro 10.2.0 includes the following applications:

- ActivePerl 5.6.1
- PHP 4.2.3
- Webalizer 2.01
- Power Tools
- ImageMagick 5.5.7

Installing Ensim Pro 10.2.0

Introduction

This section explains how to install Ensim Pro 10.2.0 on a server with Windows Server 2003 operating system.

In this section:

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Installation overview

You can install Ensim Pro 10.2.0 using either of the following two modes:

- **Interactive installation.** This mode uses a graphical user interface that requires you to oversee the entire installation process. This mode is recommended for users installing Ensim Pro 10.2.0 for the first time on a single Ensim Pro server. For instructions on interactive installation of Ensim Pro 10.2.0, proceed to the next section.
- **Silent installation.** This text-based mode is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. It is recommended for users installing Ensim Pro 10.2.0 on multiple servers. For more information, see the silent installation instructions ("[Silent installation of Ensim Pro 10.2.0](#)" on page 44).

Interactive installation instructions

This section provides instructions for installing Ensim Pro 10.2.0 using the graphical mode.

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

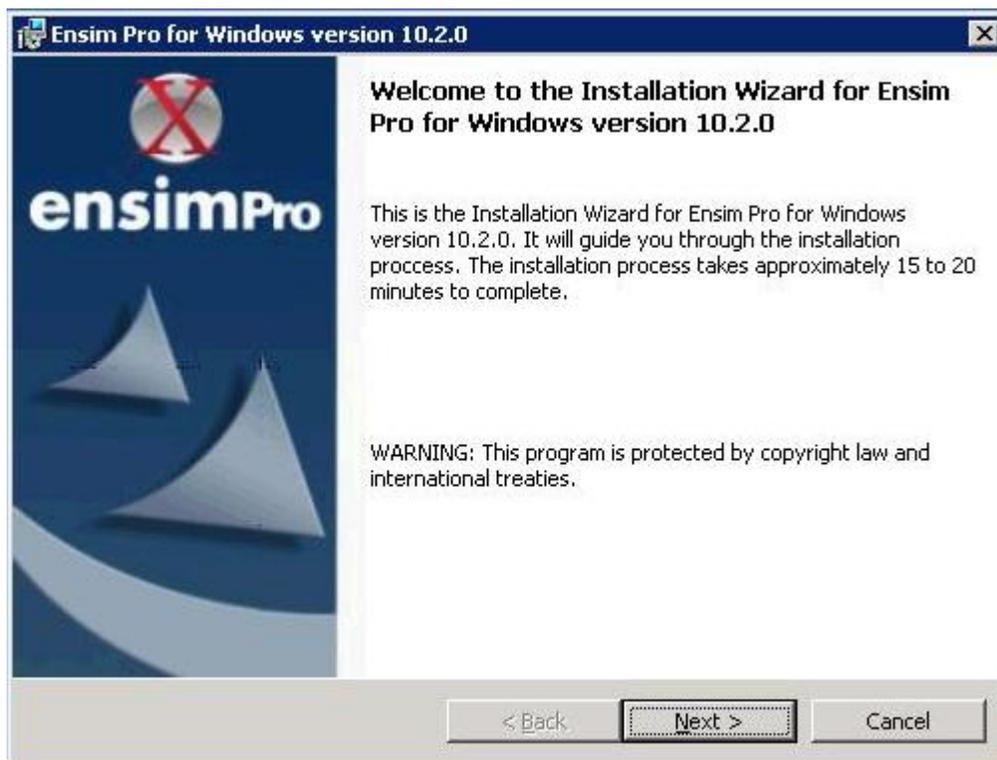
Installing Ensim Pro 10.2.0

Before starting the Ensim Pro installation, ensure that the server where you are installing Ensim Pro 10.2.0 meets all the requirements in the preparation section ("[Preparing for the installation](#)" on page 8).

▼ To install Ensim Pro 10.2.0:

- 1 Log in as the administrator to the server where you are installing Ensim Pro 10.2.0 and run the **Ensim Pro for Windows.msi** file:
 - If you have the Ensim Pro 10.2.0 CD, insert the CD in the server's CD-ROM drive, browse to the **ensimproPromo** directory on the CD and run **Ensim Pro for Windows.msi**.
 - If you do not have the Ensim Pro 10.2.0 CD, download the Ensim Pro installation files **from the location given in the purchase order email from Ensim. Browse to the directory, where you have stored the Ensim Pro installation files, and run Ensim Pro for Windows.msi**.

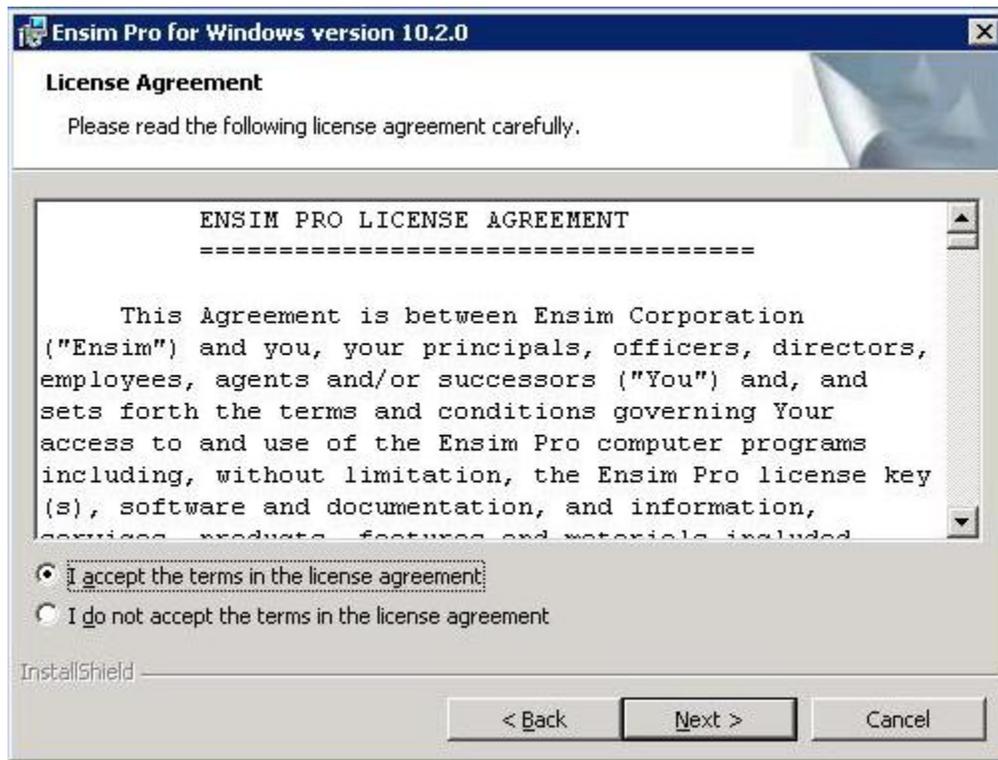
The *Welcome* window opens.



Note: The installation process brings up a number of windows. These windows contain the following buttons:

- **Back** – Opens the previous installation window. You can use this button to change or view any information entered in the previous window.
- **Next** – Opens the next installation window.
- **Cancel** – Cancels the installation. For information about the effects of canceling the installation, see [Canceling the Ensim Pro 10.2.0 installation](#) (page 50).

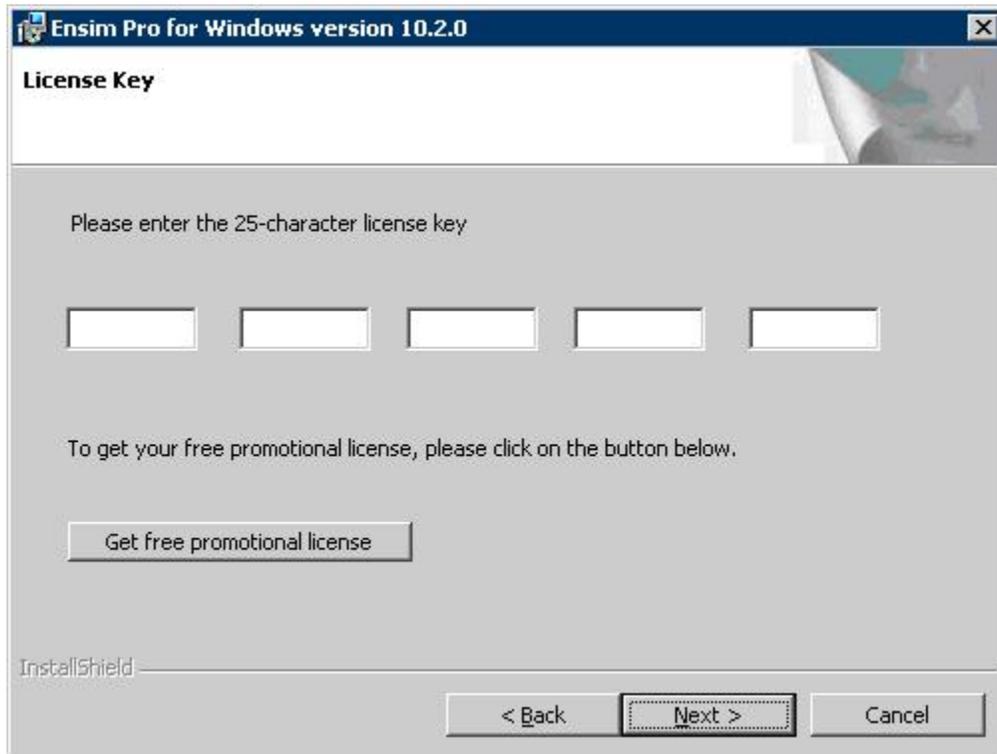
- 2 Click Next . The *License Agreement* window opens.



- 3 Read the contents of the *License Agreement* window carefully.
 - If you agree to the terms of the License Agreement, select I accept the terms in the license agreement, then click Next . The *License Key Dialog* window opens.
 - If you do not agree with the license agreement terms, click Cancel.

Important: You must accept the license agreement to continue with the installation. Clicking Cancel aborts the installation.

- When you buy Ensim Pro from the Ensim Storefront, the 25-character license key for using Ensim Pro is emailed to you. In the *License Key Dialog* window, type this 25-character license key, then click Next.



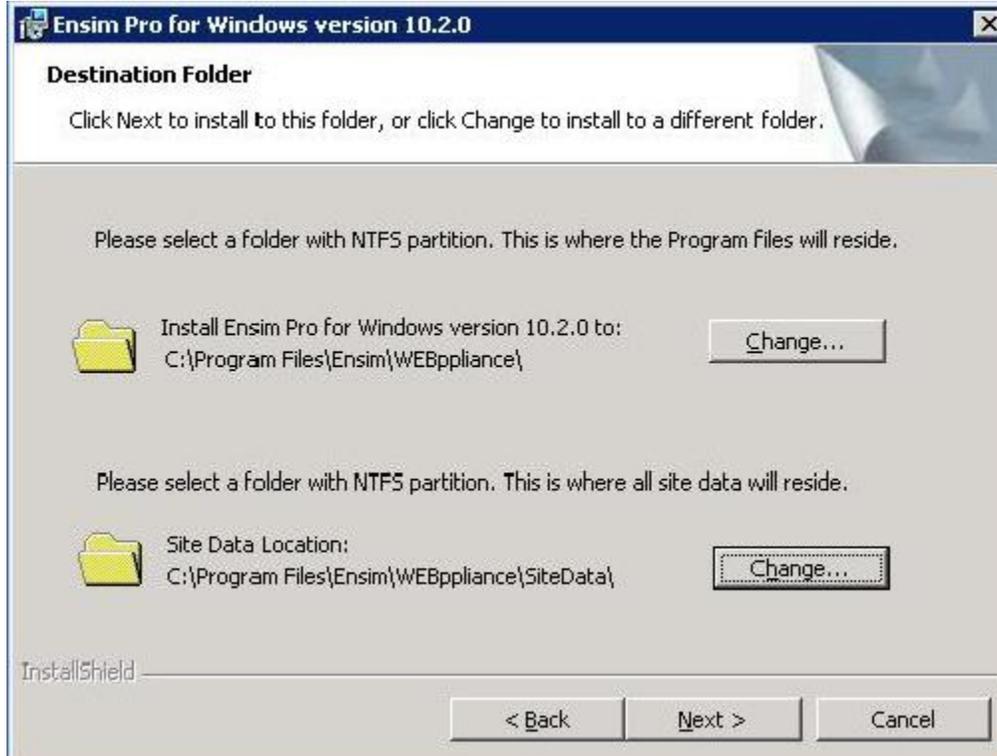
- In the *Customer Information* window, enter your name, company name, and email address in the text boxes User Name, Organization, and Contact Email respectively.



Note: All three text boxes are mandatory. The email address entered in the Contact Email text box is used by Ensim Pro 10.2.0 for email notifications.

- 6 Click Next.

The *Destination Folder* window opens.



- 7 In the *Destination Folder* window, select the location on the server where the Ensim Pro 10.2.0 program files will be installed. **This folder must be on an NTFS partition or drive.** The default location is **C:\Program Files\Ensim\WEBpliance**. Click **Change** to select a new folder.

In the Site Data location section, select the location on the server where the site data files will reside. This can be a folder on any NTFS drive. The default location is **C:\Program Files\Ensim\WEBpliance\SiteData**. Click **Change** to select a new folder. This location is also used to store the server administrator's and reseller administrator's customization data.

Important: Do not remove this directory even if you change the site data location later from the Ensim Pro 10.2.0 control panel.

- 8 Click Next to proceed with the installation.

The *Customer Information* window opens.



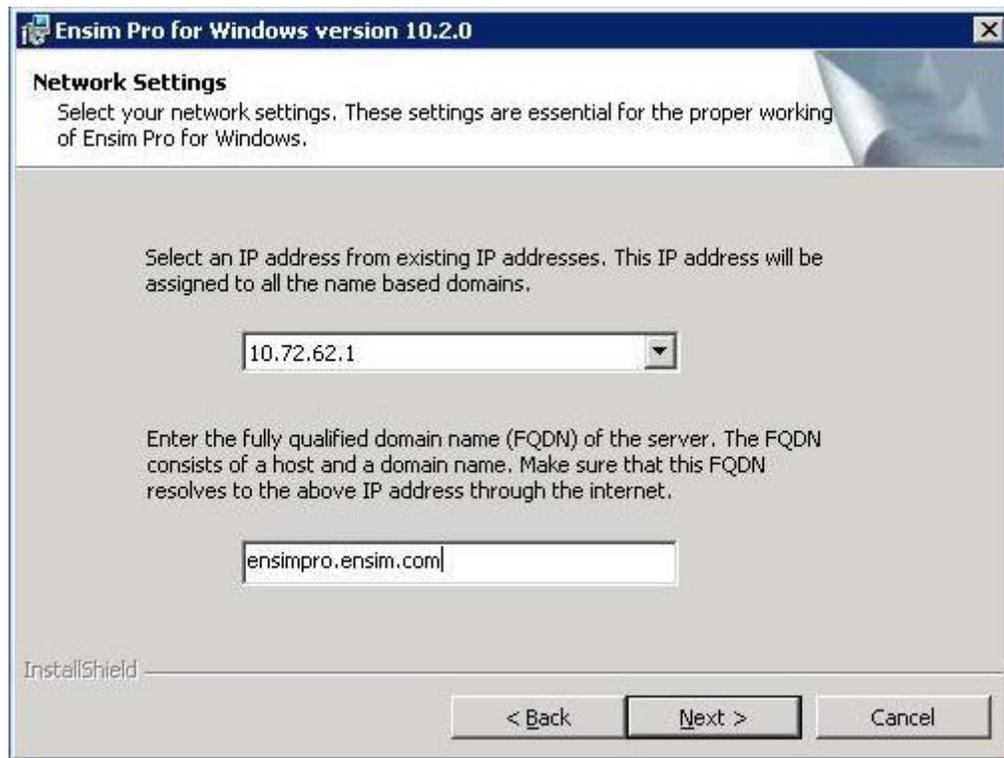
- 9 In the *Customer Information* window, enter a password for the default control panel administrator (called **admin**) in the *Password* text box. Ensure that the password contains **at least six** characters.

Important: If you have enabled complex password policy settings on the Ensim Pro server, ensure that the password you specify meets the complexity requirements; otherwise the **admin** user creation will fail.

Use the login name **admin** and the password you enter in the *Customer Information* window to log in as the server administrator later. For more information about logging in as the server administrator, see *Logging in as the server administrator*.

- 10 Enter the password again in the *Re-type Password* text box and click *Next*.

The *Network Settings* window opens.



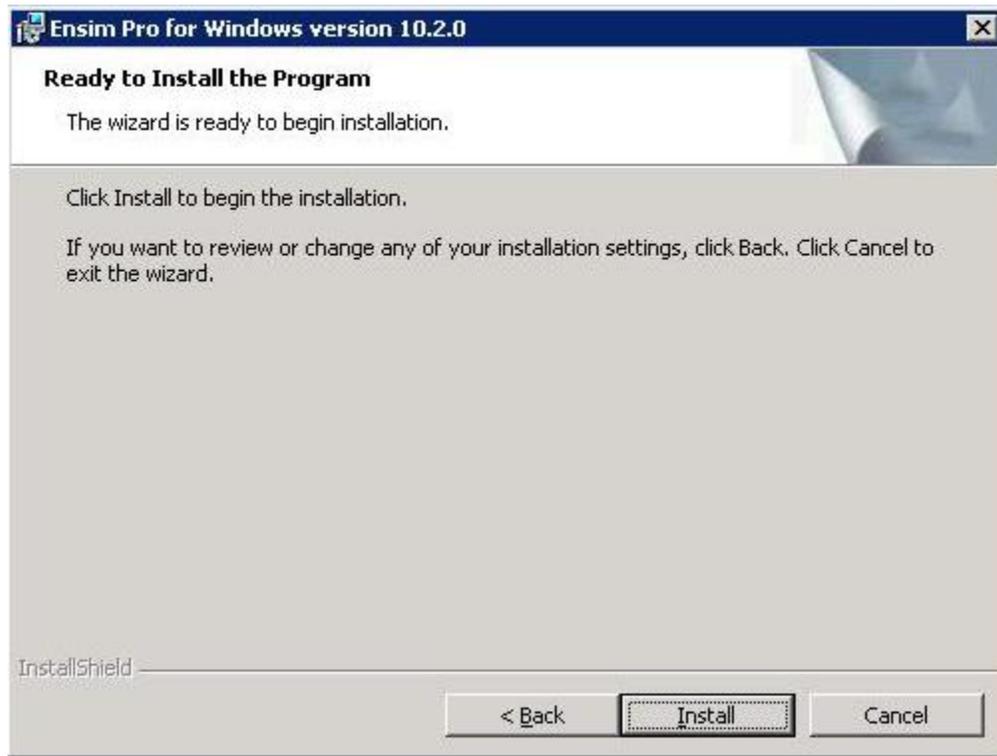
- 11 In the *Network Settings* window, enter the network settings of the server where you want to install Ensim Pro 10.2.0.

Enter or select values in the following fields.

- **IP address** – From the drop-down list, select an IP address from the list of available IP addresses, for example, 10.72.62.1. This IP address is assigned to all name-based sites.
- **Fully qualified domain name** – Enter the fully qualified domain name (FQDN) of the server, for example, servername.example.net. The FQDN consists of a host and domain name. If your server is not a part of any domain, you can enter only the host name in this text box. The FQDN must resolve to the above IP address through the Internet (and not only through your LAN or intranet).

- 12 Click **Next** to proceed with the installation.

The *Ready to Install* window opens.



- 13** In the *Ready to Install* window, click **Install** to start the installation.
To review any of the settings, click **Back**.
- 14** When the Ensim Pro 10.2.0 installation is complete, the *Installation Completed* window opens. Select from the following two options and click **Finish** to complete the installation.
 - **Launch Ensim Pro for Windows:** Select this check box to open the control panel login window. You can log in to Ensim Pro 10.2.0 as the server administrator from here. For instructions about logging in as the server administrator, see *Logging in as the server administrator*.

- **Show the readme file:** Select this check box to open the readme file. This file contains information about the Ensim Pro installation.



The Ensim Pro 10.2.0 installation is complete.

Installing the online Help

This section includes instructions for installing the online Help for Ensim Pro 10.2.0.

▼ To install 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 the server's CD-ROM drive, browse to the **Help** directory on the CD and run **HelpInstaller.msi**.
 - If the **HelpInstaller.msi** file is present 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 10.2.0 online Help is installed. 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 successful installation

After you complete the installation, verify whether the installation is successful using the following procedure.

▼ To verify that the installation is successful:

- 1 Log in to the Ensim Pro 10.2.0 control panel. For instructions, see section on logging in.
- 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 using instructions from the Ensim Pro online Help. If the site is created successfully, then the installation has been successful.

Installation complete

This completes the installation instructions.



Troubleshooting

Throughout this chapter, tips and recommendations are provided to ensure the installation 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-installation tasks

After you have installed Ensim Pro, you should perform the following tasks:

- Ensure that the **Startup** type of the **EnsimProvisionEngine** service is set to **Manual**:
 - a Log in to the Ensim Pro server as the administrator.
 - b Click **Start > Programs > Administrative Tools**, then click **Services**.
 - c In the *Services* window, right-click **EnsimProvisionEngine**, then click **Properties**.
 - d In the *EnsimProvisionEngine Properties* window, ensure that the **Startup type** is set to **Manual**. If not, then select **Manual** and click **OK**.

Next steps

After installing Ensim Pro 10.2.0, you can log in to the Ensim Pro control panel, and add resellers and sites. You can provide more features to your resellers and sites by installing the add-ons (optional) for ColdFusion, Urchin, IMail Server, and MySQL. For instructions, see add-on installation section ("[Installing add-ons for ColdFusion, Urchin, IMail, and MySQL](#)" on page 37).

Logging in as the server administrator

Introduction

This section includes information for logging in to the Ensim Pro 10.2.0 control panel as the server administrator.

In this section:

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Logging in as the server administrator

Once you install Ensim Pro 10.2.0, you can use your Web browser to access Ensim Pro 10.2.0, then log in as the server administrator and manage tasks at the server level.

▼ To log in as the server administrator:

- 1 Open an Internet Explorer (version 6.0 or later) window. Using other versions of Internet Explorer or other browsers to access the service provider control panel is not recommended.
- 2 In the *Address* field of your Web browser, type the URL: **https://<server_name>/admin** where **<server_name>** is the host name or IP address of the Ensim Pro 10.2.0 server. If you are logging in to the Ensim Pro control panel for the first time, the *EULA (End User License Agreement)* page is displayed. If you have logged in before, skip the next step.
- 3 On the *EULA* page, click **I Agree** if you agree to the terms of the license agreement.

The *Log in* page opens.

- 4 In the *username* text box, type **admin**.

- 5 In the *password* text box, enter the password that you entered during the installation process. For more information, see the installation instructions (page 12).
- 6 Click *Log In*.

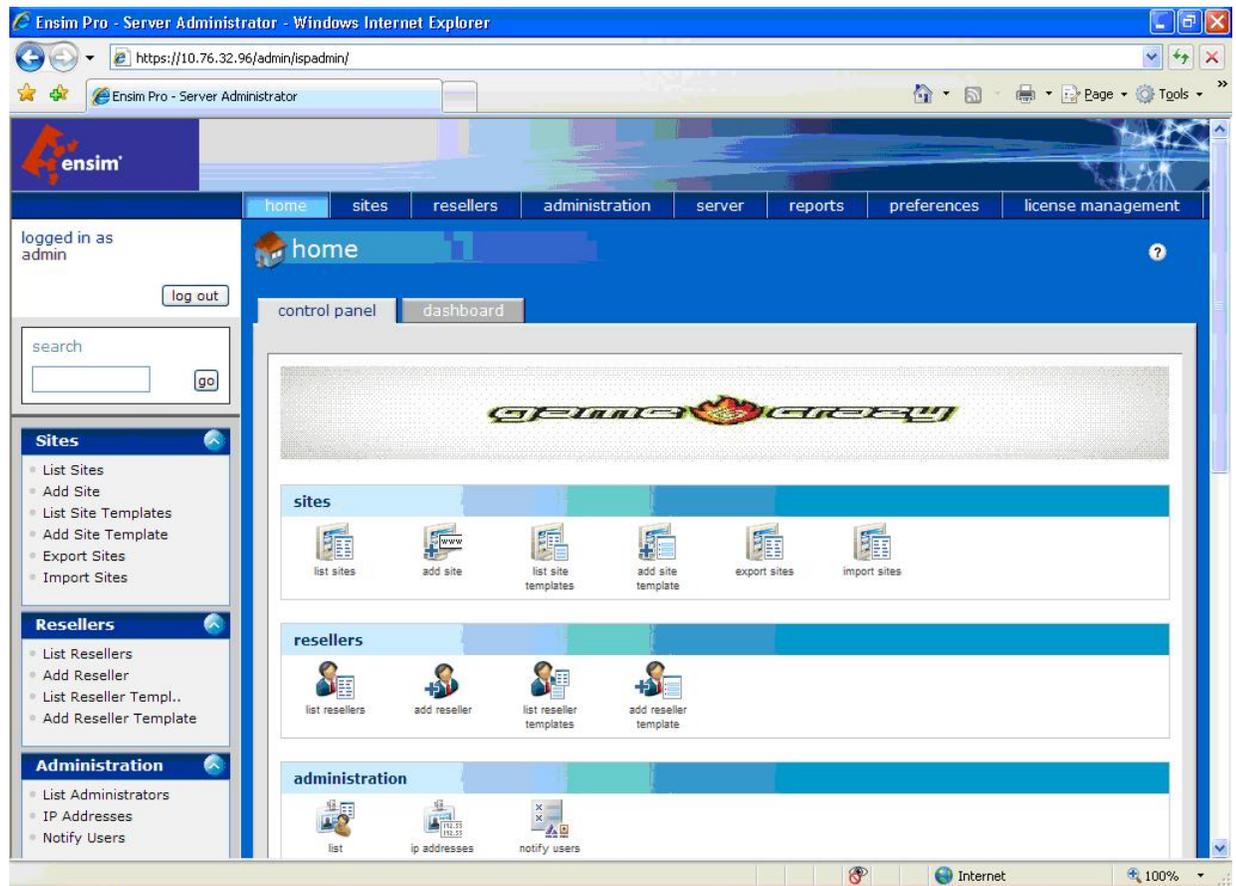
If the Ensim Pro license registration failed, the browser displays a message stating the reason for the registration failure. The license registration fails for the following reasons:

- **Invalid license key:** To resolve this issue, specify the correct license key in the browser window, and click **Submit**.
- **Communication problems with the Ensim License Manager:** To resolve this issue, you can either click **Continue** in the browser window to use the product for an evaluation period, or click **Register** to specify the license key and register the license again.

Important: If you click **Continue** to use the product for an evaluation period, you **must** register the license before the end of the evaluation period; otherwise Ensim Pro stops functioning when the evaluation period expires.

To register the license, you can click **Register**, and specify the license key when you log in again to the Ensim Pro control panel. If you are already logged into the control panel, you can use the *Update License* page to specify the license key and register the license.

After the license registration is successful, the *Server Administrator* home page opens.





The *Server Administrator* **home** page includes shortcuts to some important tasks you will perform at the server level such as creating and managing resellers and sites. Use the **home** page to view and perform these tasks. You can also access these tasks from the top and left navigation bars.

Installing Microsoft SQL Server 2005 Express Edition

Introduction

This appendix provides instructions for installing and configuring Microsoft SQL Server 2005 Express Edition (SQL Server Express) for the Ensim Pro server.

Topics in this appendix include:

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Verifying successful installation	35
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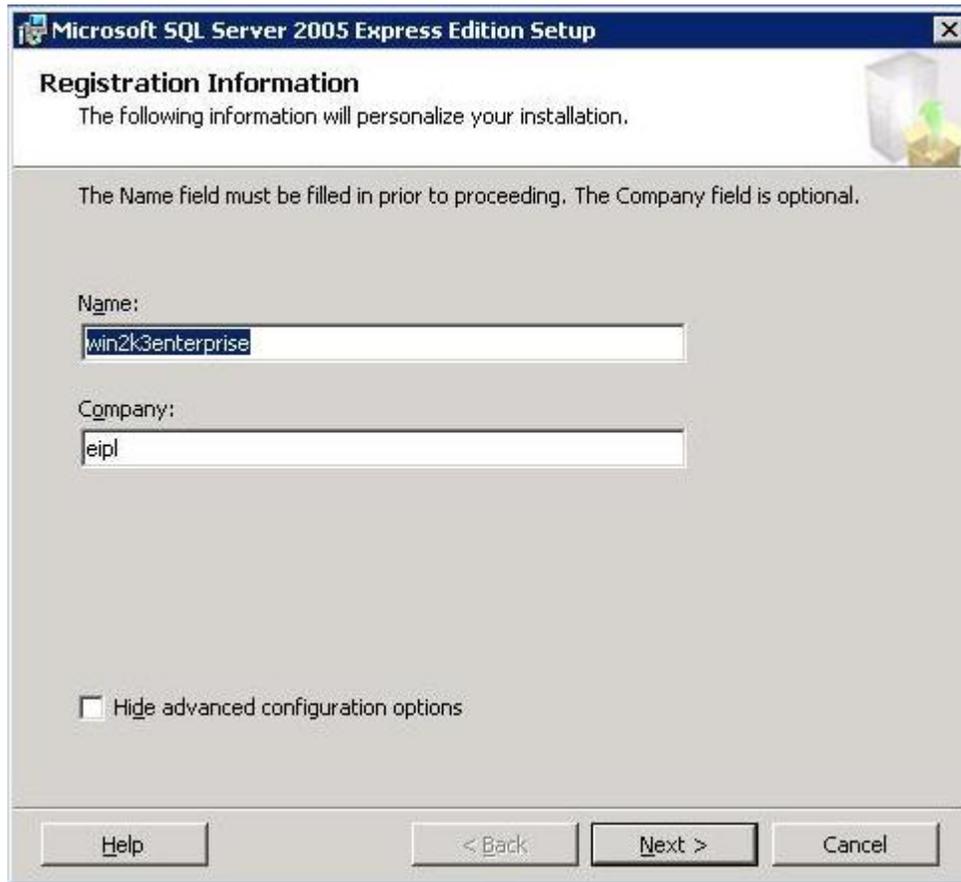
Installation instructions

This section provides instructions for installing SQL Server Express on the Ensim Pro 10.2.0 server.

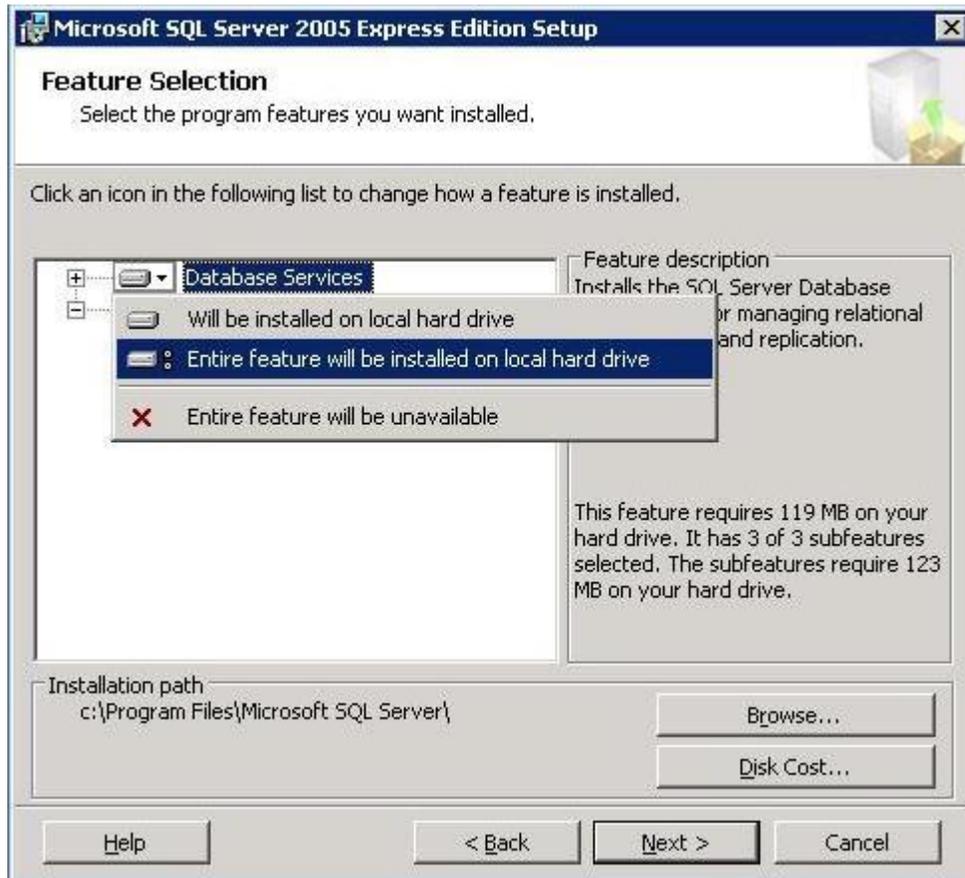
▼ To install SQL Server Express:

- 1 Go to the link <http://www.microsoft.com/downloads/details.aspx?familyid=220549B5-0B07-4448-8848-DCC397514B41&displaylang=en> and download the file **SQLEXPRESS.exe**. To do this, either double-click the file **SQLEXPRESS.exe** or right click it and then click **Run** to start the installation on the Ensim Pro 10.2.0 server.

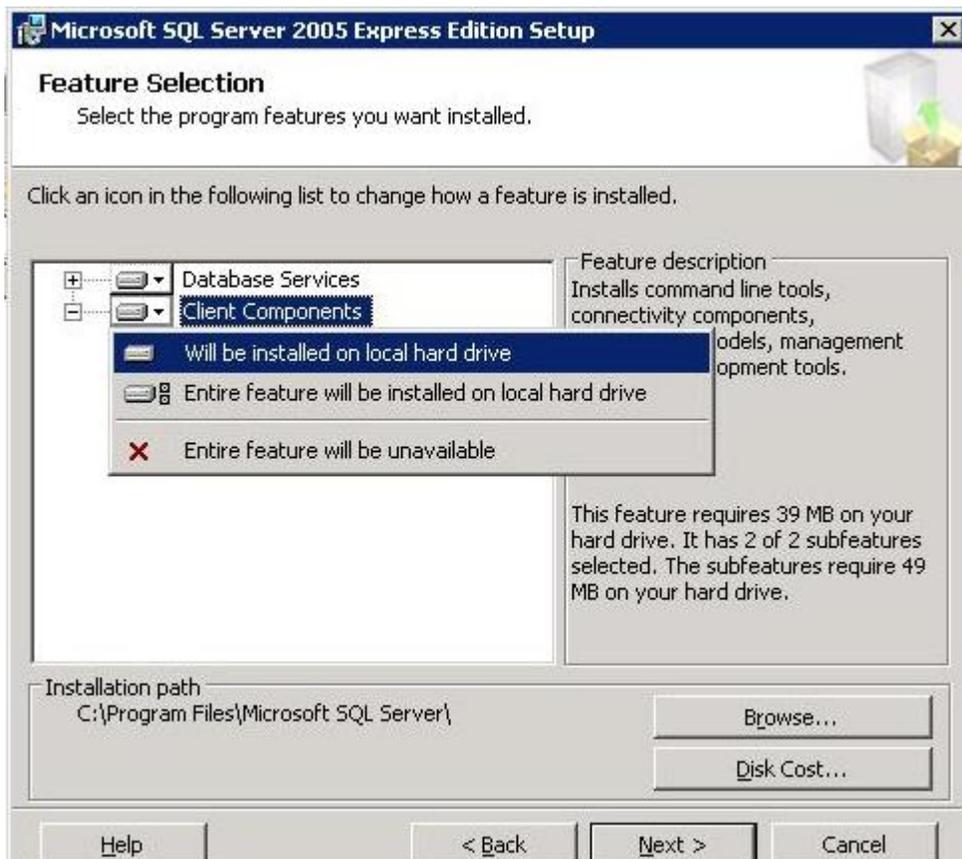
- 2 The *Registration Information* window opens. In this window, you must de-select the Hide advanced configuration options check box. Then click Next.



- 3 The *Feature Selection* window opens. In this window, under the Database Services folder, select the option Entire Feature will be installed on local hard drive.

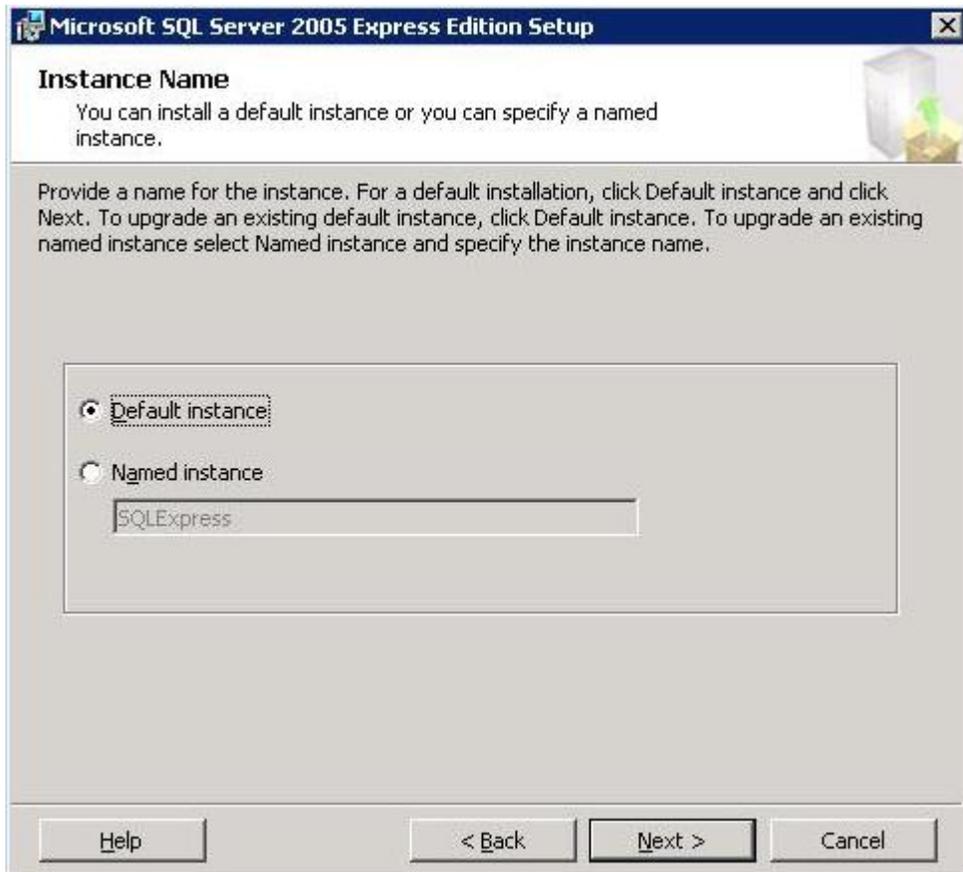


- 4 In the *Feature Selection* window, under the Client Components folder, also select the option Will be installed on hard drive. Then click Next.



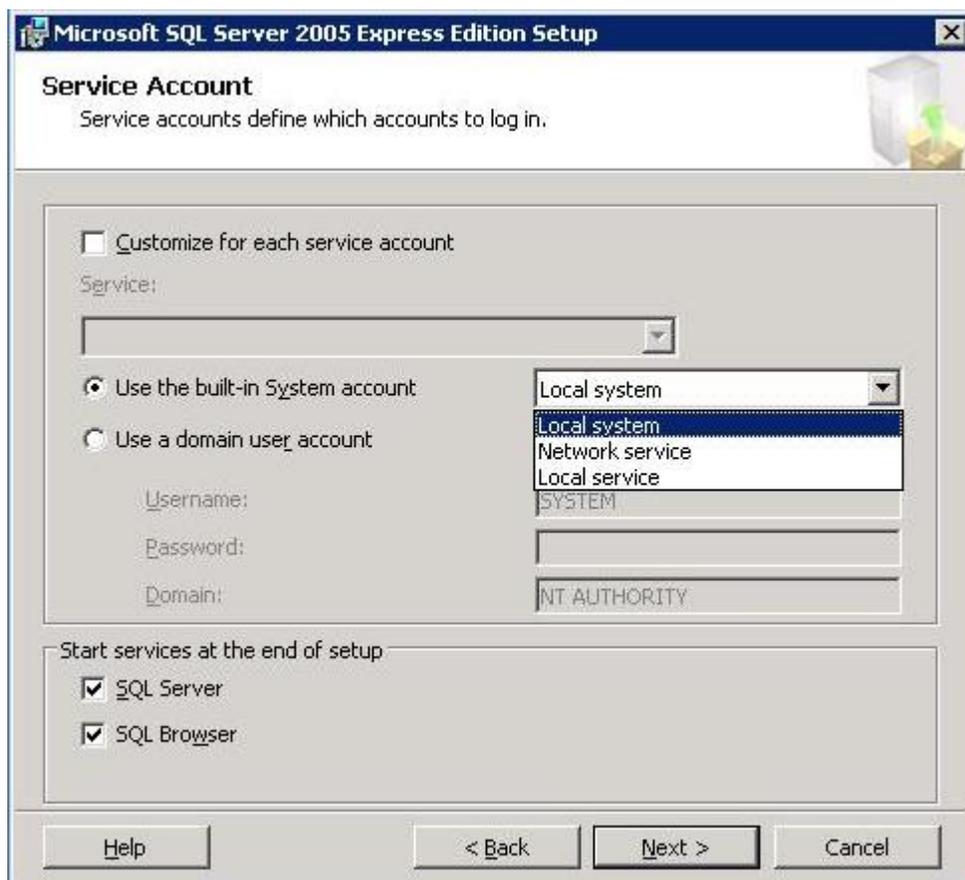


- 5 The *Instance Name* window opens. Ensim Pro 10.2.0 is configured to use the default database instance. So, select the option Default Instance and then click Next.



- 6 The *Service Account* window opens. The built-in System account is the maximum privilege account. Hence, in this window, select the option Use the built-in System account. Choose the value Local system from the drop down list.

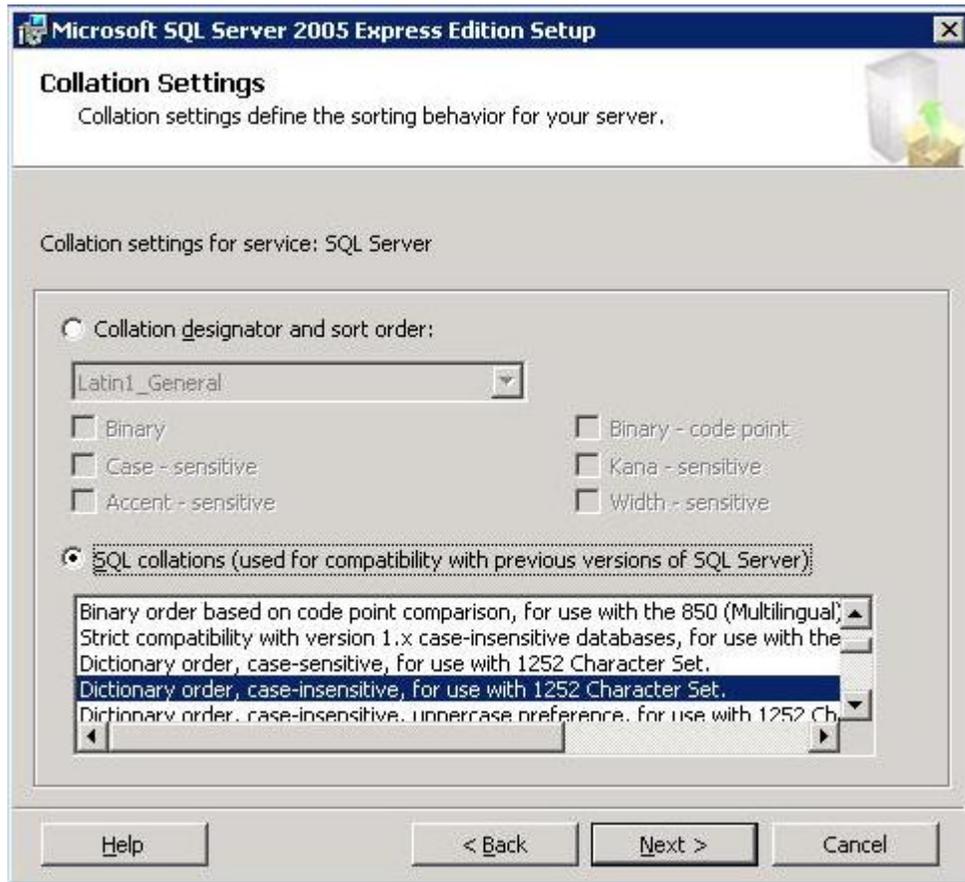
In the *Start services at the end of set-up* section, select the check boxes SQL Server and SQL Browser. This will automatically start the services once the setup is complete. These services need to be running for the Ensim Pro installation to proceed successfully. Then click Next.



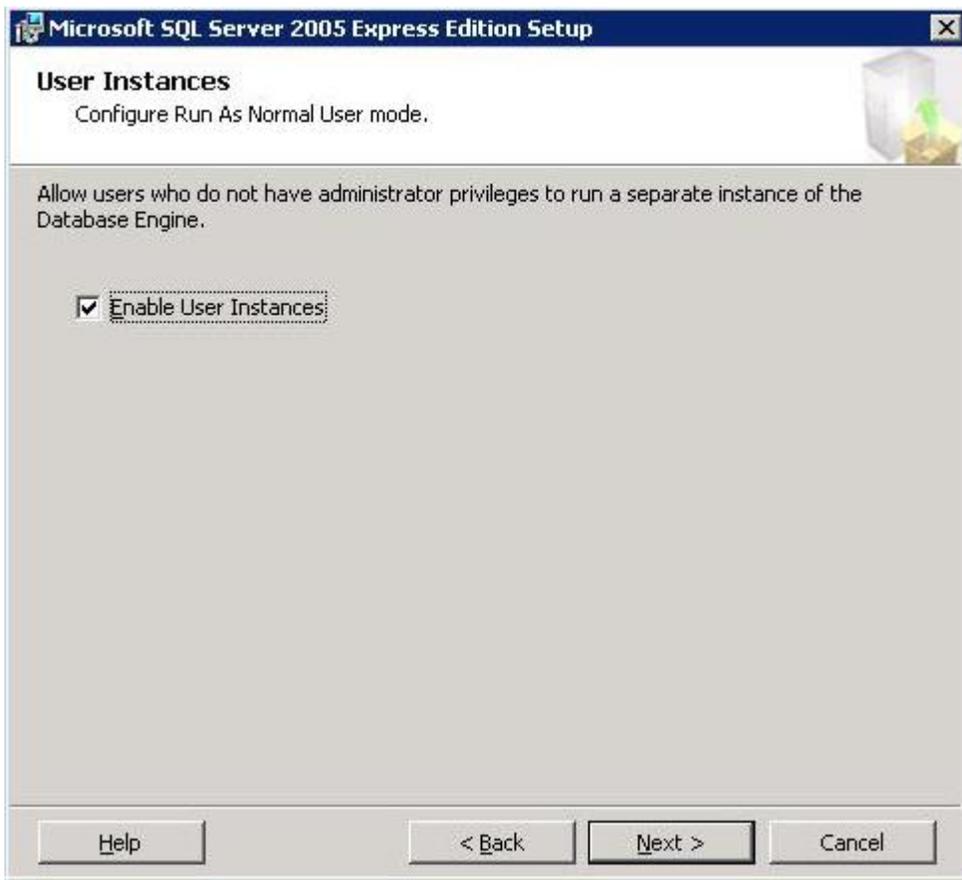
- 7 The *Authentication Mode* window opens. In this window, select the option **Mixed Mode (Windows Authentication and SQL Server Authentication)**. Enter the server authentication login password and then click **Next**.



- 8 The *Collation Settings* window opens. In this window, ensure that the default setting is selected as shown. Then click Next.

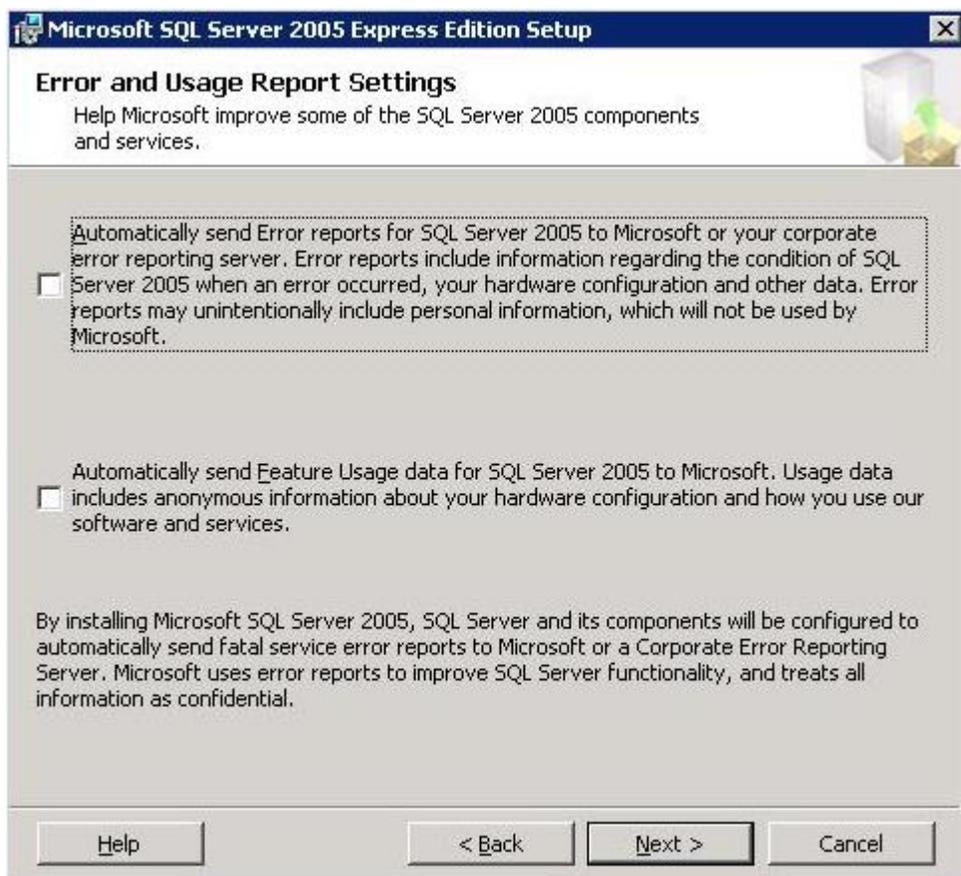


- 9 The *User Instances* window opens. Select the check box *Enable User Instances* to facilitate creation of a separate instance. Then click *Next*.

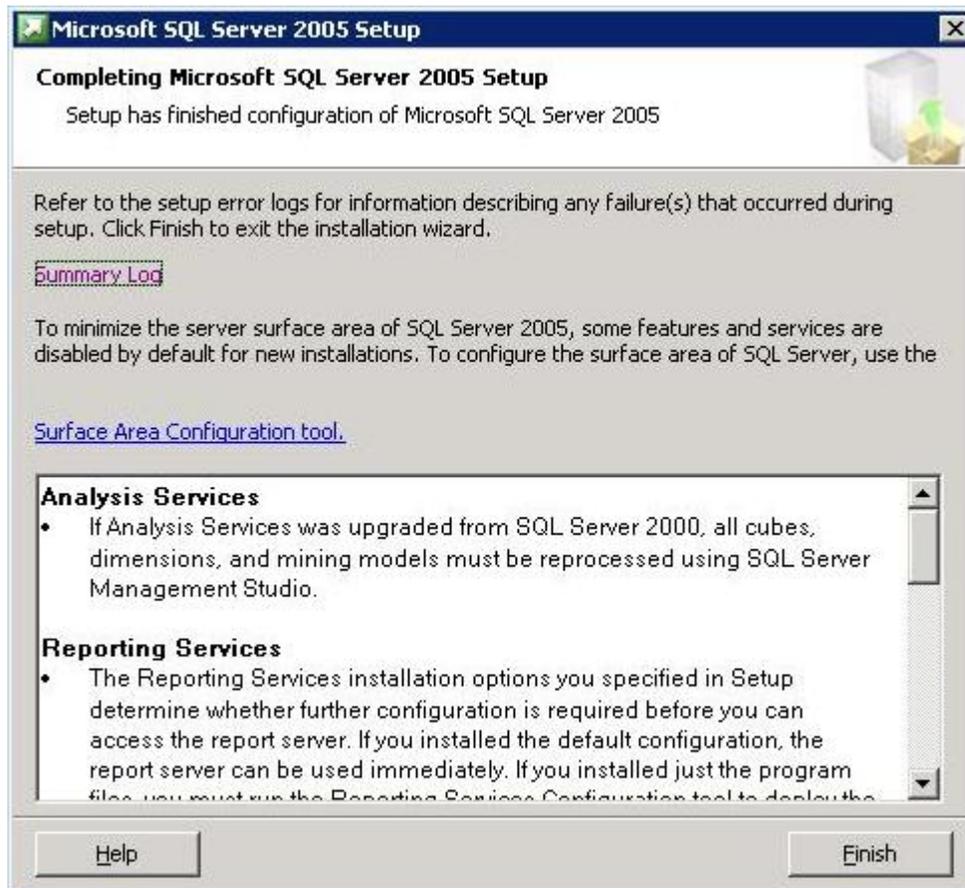


10

- 11 The *Error and Usage Report Settings* window opens. Click Next.



- 12 The *Completing Microsoft SQL Server 2005 Setup* window opens. Click **Finish** to complete the SQL Server Express setup.



The SQL Server Express is now installed on the Ensim Pro 10.2.0 server.

Verifying successful installation

After you complete the installation, verify whether the installation is successful by running the following command in the command prompt window of the Ensim Pro server:

1 net start

This command displays a listing of all services started on the Ensim Pro server.

If Microsoft SQL Server 2005 is already running on the server, it is displayed in the service list as one of the services running.

2 net start mssqlserver

Run this command to start the Microsoft SQL Server 2005 service, if Microsoft SQL Server 2005 is not listed in the services list.



Post-installation tasks

After you have installed SQL Server Express on Ensim Pro server, you should perform the following tasks:

- Ensure that SQL server is configured to allow access to the database across all network:
 - a Click **Start > Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager**
 - b Under **SQL Server 2005 Network Configuration > Protocols for MSSQLSERVER:**
 - Double-click the protocol name **TCP/IP** and set the property **ENABLED** to **Yes**
 - Double-click the protocol name **Named Pipes** and set the property **ENABLED** to **Yes**
 - c 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

Installing add-ons for ColdFusion, Urchin, IMail, and MySQL

Introduction

This section includes instructions about installing add-ons for ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.21, and MySQL 4.1 or 5.0.

Important: You must install ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.21 (from the Ipswitch Collaboration Suite), and MySQL 4.1 or 5.0 manually before you install the add-ons for them. Ensim does not include these applications with Ensim Pro 10.2.0; it provides only the add-ons. After installing any add-on, restart the EnsimProvisionEngine service by clicking **Start > Programs > Administrative Tools > Services**, locating **EnsimProvisionEngine**, and clicking **Restart**.

Installing the ColdFusion add-on

This section provides instructions for installing the ColdFusion MX 6.1 add-on for Ensim Pro 10.2.0.

Important: Before installing the add-on for ColdFusion MX 6.1, ensure that you have installed ColdFusion MX 6.1 on your Ensim Pro 10.2.0 server. For information about downloading and installing ColdFusion MX 6.1, go to <http://www.macromedia.com/software/coldfusion/>. If you have installed **Microsoft Windows Server 2003 Service Pack 1 (SP1)** on the Ensim Pro server, then the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, go to http://www.macromedia.com/support/documentation/en/coldfusion/mx61_updater/releasenotes_cfm61_updater.html.



Note: After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro 10.2.0 server does **not** have ColdFusion script maps. To verify this, click **Start > Run**, type **inetmgr**, and click **OK**. The *IIS Manager* window is displayed. In the *IIS Manager* window, expand the local computer, right-click **Web Sites**, and then click **Properties**. In the Web Sites Properties window, click the **Home Directory** tab, and then click **Configuration**. In the *Application extensions* section, if **.cfc**, **.cfm**, or **.cfml** extensions are present, select them, and click **Remove**.

This process prevents new sites created through the Ensim Pro 10.2.0 interface from inheriting ColdFusion script maps automatically. Hence, you will be able to control provisioning of ColdFusion for new sites through the Ensim Pro 10.2.0 interface. Failure to disable ColdFusion script maps for the IIS Master Properties sheet will result in all sites being automatically provisioned with ColdFusion.

▼ To install the ColdFusion MX 6.1 add-on:

- 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 **Coldfusion Addon.msi** file:
 - If you have the Ensim Pro 10.2.0 CD, insert the CD in the server's CD-ROM drive, browse to the **ColdfusionAddon** directory on the CD and run **Coldfusion Addon.msi**.
 - If the **Coldfusion Addon.msi** file is present on your hard disk or on your local network, **browse to that directory** and run **Coldfusion Addon.msi**.

The *Coldfusion Addon* installation window opens.

- 3 Click **Next**.
- 4 Click **Install**. The progress bar in the window indicates that the add-on is being installed.
- 5 Click **Finish** to complete the installation.

The ColdFusion MX 6.1 add-on is installed.

An installation log named **ColdfusionInstall.log** is created and placed in the **<install_dir>\Logs** directory, for example, if you have installed Ensim Pro 10.2.0 in the default location, then the path is **C:\Program Files\Ensim\WEBpliance\Logs**. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing the Urchin add-on

This section provides instructions for installing the Urchin 5.x add-on for Ensim Pro 10.2.0.

Important: Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Ensim Pro 10.2.0 server. For information about downloading and installing Urchin 5.x, go to <http://www.urchin.com/download/urchin5/>.

▼ To install the Urchin 5.x add-on:

- 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 **Urchin Addon.msi** file:



- If you have the Ensim Pro 10.2.0 CD, insert the CD in the server's CD-ROM drive, browse to the **Urchin5Addon** directory on the CD and run **Urchin Addon.msi**.
- If the **Urchin Addon.msi** file is present on your hard disk or on your local network, **browse to that directory** and run **Urchin Addon.msi**.

The *Urchin Addon* installation window opens.

- 3 Click **Next**.
- 4 Click **Install**. The progress bar in the window indicates that the add-on is being installed.
- 5 Click **Finish** to complete the installation.

The Urchin 5.x add-on is installed.

An installation log named **UrchinInstall.log** is created and placed in the `<install_dir>\Logs` directory, for example, if you have installed Ensim Pro 10.2.0 in the default location, then the path is `C:\Program Files\Ensim\WEBppliance\Logs`. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing the IMail Server add-on

This section provides instructions for installing the IMail Server 8.21 add-on for Ensim Pro 10.2.0.

Important: Before installing the add-on for IMail Server 8.21, ensure that you have installed IMail Server 8.21 from the Ipswitch Collaboration Suite on your Ensim Pro 10.2.0 server. For information about downloading and installing the Ipswitch Collaboration Suite, go to <http://www.ipswitch.com/Products/collaboration/index.html>.

In the Collaboration Suite installation window, ensure that you have selected Ipswitch IMail Server, then continue with the installation. Accept the default options except for the following:

- * **SSL Keys** window: Click **No**.
- * **Service Start Options** window: Select the IMail Web Service, IMail Queue Manager Service, IMail POP3 Server, IMail SMTP Server, and IMail IMAP4 Server check boxes.
- * **User Creation** window: Click **No**.

▼ To install the IMail Server 8.21 add-on:

- 1 Connect to the Ensim Pro 10.2.0 server using the console or terminal services and log in as the administrator.
- 2 Open a command prompt window and change to the directory where **RegisterMailAddon.exe** is located.

```
cd <install_dir>\cp\admin\bin\serviceComponents\mail
```

where `<install_dir>` refers to the path where Ensim Pro 10.2.0 is installed. For example, if Ensim Pro 10.2.0 is installed in `C:\Program Files\Ensim\WEBppliance`, then this executable is located at `C:\Program Files\Ensim\WEBppliance\cp\admin\bin\serviceComponents\mail`.

- 3 Register the IMAIL add-on using **RegisterMailAddon.exe**.
RegisterMailAddon.exe Ipswitch IMAIL 8.21 exe "" ""
- 4 Create a directory named **mailapi** in the directory where Ensim Pro 10.2.0 is installed.



```
mkdir <install_dir>\mailapi
```

where <install_dir> refers to the path where Ensim Pro 10.2.0 is installed.

- 5 Locate and run the **IMAILPlugin.exe** file that contains all the API calls:
 - If you have the Ensim Pro 10.2.0 CD, insert the CD in the server's CD-ROM drive, browse to the **IMAILaddon** directory on the CD and run **IMAILPlugin.exe**.
 - If the **IMAILPlugin.exe** file is present on your hard disk or on your local network, **browse to that directory** and run **IMAILPlugin.exe**.

The *IMAILPlugin* window opens.

- 6 In the *directory name* text box, type the location of the **mailapi** directory created in step 4, and click **Extract**. All the APIs are extracted to the **mailapi** directory.

The IMail Server 8.21 add-on is installed.

An installation log named **register_mail.log** is created and placed on the system drive, for example, **C:\register_mail.log**. You can view this log file to verify that the mail add-on has been installed and registered successfully.

Known limitations of IMail Server 8.21

This section describes the known limitations of IMail Server 8.21.

- While adding a site, if the site administrator's username is less than three characters long, IMail Server 8.21 cannot be implemented for that site.
- While adding a user to a site, if the username is less than three characters long, IMail Server 8.21 cannot be provisioned to that user.

Installing the MySQL add-on

This section provides instructions for installing the MySQL add-on for Ensim Pro 10.2.0. Before installing the add-on, ensure that you have installed the following software on your Ensim Pro server:

- **MySQL 4.1 or 5.0:** For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to <http://dev.mysql.com/downloads/mysql/5.0.html>.
- While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:

MySQL Server Instance Configuration window:

- Select the **Server Machine** option.
 - Select the **Non-Transactional Database Only** option.
 - Clear the **Enable Strict Mode** check box.
 - Select the **Best Support For Multilingualism** option.
 - Select the **Include Bin Directory in Windows PATH** check box.
- **MyODBC 3.51:** For information about downloading and installing MyODBC 3.51, go to <http://dev.mysql.com/downloads/connector/odbc/3.51.html>. Install MyODBC 3.51 using the default options.



Note: Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you **cannot** access the database using **phpMyAdmin 2.5.0** provided with Ensim Pro. To change this password encryption to support phpMyAdmin 2.5.0: After installing MySQL 4.1 or 5.0 on the server, go to the directory where MySQL is installed. If you have installed MySQL in the default location, then the path is **C:\Program Files\MySQL\MySQL Server <version_no>**, where **<version_no>** is the version of MySQL. For example, **C:\Program Files\MySQL\MySQL Server 4.1**.

Open the **my.ini** file present in this directory, type **old-passwords** in the `[mysqld]` section, save the file, and close it.

Open a command window, and run the following commands:

```
net stop mysql
```

```
net start mysql
```

PhpMyAdmin 2.5.0 can now be used to access MySQL 4.1 or 5.0. You can now proceed to installing the MySQL add-on as described below.

▼ To install the MySQL add-on:

- 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 **Mysql Addon.msi** file.
 - If you have the Ensim Pro 10.2.0 CD, insert the CD in the server's CD-ROM drive, browse to the **mysqladdon** directory on the CD and run **Mysql Addon.msi**.
 - If the **Mysql Addon.msi** file is present on your hard disk or on your local network, **browse to that directory** and run **Mysql Addon.msi**.

The *Mysql Addon* installation window opens.



- 3 Click Next. The *Customer Information* window opens.

Customer Information

Please input the following information

Please enter password for mysql root user .

Password:

- 4 While installing MySQL 4.1 or 5.0, if you **have set** the root password, ensure that you specify the same password in this window. If you **have not set** any root password for MySQL, then do not enter anything in the **Password** text box.
- 5 Click Next.
- 6 Click Install. The progress bar in the window indicates that the add-on is being installed.
- 7 Click Finish to complete the installation.

The MySQL add-on is installed.

An installation log named **MysqlInstall.log** is created and placed in the `<install_dir>\Logs` directory, for example, if you have installed Ensim Pro 10.2.0 in the default location, then the path is `C:\Program Files\Ensim\WEBppliance\Logs`. You can view this log file to verify that the add-on has been installed and registered successfully.

Verifying the success of the add-on installation

After you complete the installation of the add-ons, verify that the installation for the add-ons is successful using the following procedure.

▼ To verify successful installation :

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



- 3 On the *List Services* page, verify that all the add-ons that you have installed are displayed.
- 4 Add a site and provision the add-ons to it. If the site is created successfully, then the add-on installation has been successful.

Silent installation of Ensim Pro 10.2.0

Introduction

This section includes instructions for installing Ensim Pro 10.2.0 in the silent installation mode.

Silent installation overview

Silent installation, a text-based mode, is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. This method is recommended for users installing Ensim Pro 10.2.0 on multiple Ensim Pro servers.

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

Installation instructions

This section provides instructions for installing Ensim Pro 10.2.0 using the text-based mode.

Installing Ensim Pro 10.2.0 and online Help

This section includes the instructions for installing Ensim Pro 10.2.0 and online Help using the command line.

▼ To install Ensim Pro 10.2.0 and online Help using the command line:

- 1 Connect to the Ensim Pro server using the console or terminal services and log in as the administrator.
- 2 Before installing Ensim Pro 10.2.0, ensure that you have installed Microsoft SQL Server 2005 on your Ensim Pro server. If not:
- 3 Download the SQL Server Express installation file, **SQLEXPRESS.exe**, from <http://www.microsoft.com/downloads/details.aspx?familyid=220549B5-0B07-4448-8848-DCC397514B41&displaylang=en>.
 - Extract the contents of **SQLEXPRESS.exe** to a temporary directory on your server.
 - Open a command prompt window and change to the directory where the contents of **SQLEXPRESS.exe** are extracted.



- Install SQL Server Express by typing the following command in the command prompt window.

```
SQLXPR.EXE /qn ADDLOCAL=All INSTANCENAME=MSSQLSERVER
SQLBROWSERACCOUNT="NT AUTHORITY\SYSTEM"
```

- 4 After installing SQL Server Express, perform the following tasks:

- Ensure that the **MSSQLSERVER** service is running by going to Start > Programs > Administrative Tools, clicking Services, and verifying that the **Status** of the **MSSQLSERVER** service is **Started**. If not, click **Start** to start the service.
- **Optional:** If you want to enable access to SQL Server Express using a remote client such as Query Analyzer or Enterprise Manager, you may need to enable the network protocols. For more information, go to section 4.1 *Service Account and Network Protocols* of <http://msdn.microsoft.com/vstudio/express/support/sqlreadme/>

- 5 If you have the installation files on the Ensim Pro 10.2.0 CD-ROM or have downloaded them, locate and copy the following files to a temporary directory.

- **Ensim Pro for Windows.msi**
- **HelpInstaller.msi**

- 6 Open a command window and change to the directory where all the installation files mentioned above are located.

- 7 Install the Ensim Pro 10.2.0 control panel using the following command.

```
msiexec /! *v <full_path_of_log_file> /i "Ensim Pro for Windows.msi" /qn
USERNAME="<username>" COMPANYNAME="<company_name>"
CUSTOMEREMAIL="<email_id>" INSTALLDIR="<install_dir>"
LICENSEKEY="<license_key>" SITEDATADIR="<site_data_path>" ISPPWD="<password>"
IP="<server_ip_address>" NETMASK="<server_netmask >" FQDN="<FQDN_of_the_server >"
wwp="1"
```

where:

- **<full_path_of_log_file>** is the location where you want to save the log file for the installation
- **<username>** is your name
- **<company_name>** is the name of your company
- **<email_id>** is your email address
- **<install_dir>** is the directory where you want to install Ensim Pro 10.2.0
- **<license_key>** is the license key for using Ensim Pro
- **<site_data_path>** is the directory where you want to store the site data
- **<password>** is your password for logging in to the Ensim Pro control panel as server administrator
- **<server_ip_address>** is the IP address of your Ensim Pro server
- **<server_netmask>** is the netmask of your Ensim Pro server
- **<FQDN_of_the_server>** is the Fully Qualified Domain Name (FQDN) of your Ensim Pro server

Ensure that the parameters you specify in the above command are in the **same format** as specified in the example below, since the command does not validate the format or null value of the parameters.



```
msiexec /I*v C:/ensimpro.log /i "Ensim Pro for Windows.msi" /qn USERNAME="xyz"  
COMPANYNAME="example.net" CUSTOMEREMAIL="xyz@example.net"  
INSTALLDIR="C:\Program Files\Ensim\WEBpliance"  
LICENSEKEY="A1B2C3D4E5F6G7H8I9J0K1L2M" SITEDATADIR="C:\Sitedata"  
ISPPWD="ensimpro" IP="10.72.25.5" NETMASK="255.255.255.0"  
FQDN="ensimpro.example.net" wwp="1"
```

If your server **does not meet** the pre-requisites for installing Ensim Pro 10.2.0, the error message will be logged only in the **WWP_prerequisite_error.log** file. This log file is created only in case of pre-requisite errors, and is located in the **<system_drive>** of your server, where the operating system files are present.

For more information on meeting the pre-requisites for installing Ensim Pro 10.2.0, see installation preparation ("[Preparing for the installation](#)" on page 8).

- 8 Install the online Help using the following command.

```
msiexec /I*v <full_path_of_log_file> /i "HelpInstaller.msi" /qn
```

where **<full_path_of_log_file>** is the location where you want to save the log file for the installation. For example, **C:\helpinstaller.log**. After the installation is complete, check the log file to verify that the online Help has installed successfully.

The Ensim Pro 10.2.0 and online Help installation is complete. If you want to install the add-ons, proceed to the next section; otherwise, in order to ensure that Ensim Pro 10.2.0 has been installed successfully see the verification section ("[Verifying the success of the installation](#)" on page 48).

Installing the add-ons (optional)

This section includes the instructions for installing optional add-ons using the command line.

▼ To install the add-ons using the command line:

- 1 Connect to the Ensim Pro server using the console or terminal services and log in as the administrator.
- 2 If you have the installation files on the Ensim Pro 10.2.0 CD-ROM or have downloaded them, locate and copy the following files in a temporary directory.
 - **Coldfusion Addon.msi**
 - **Urchin Addon.msi**
 - **Mysql Addon.msi**
 - **EMAILPlugin.exe**
- 3 Open a command prompt window and change to the directory where all the installation files mentioned above are located.
- 4 Before installing the add-on for ColdFusion MX 6.1, perform the following tasks:
 - Ensure that you have installed ColdFusion MX 6.1 on your Ensim Pro 10.2.0 server. For information about downloading and installing ColdFusion MX 6.1, go to <http://www.macromedia.com/software/coldfusion/>.

Important: If you have installed **Microsoft Windows Server 2003 Service Pack 1 (SP1)** on the Ensim Pro server, then the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, go to http://www.macromedia.com/support/documentation/en/coldfusion/mx61updater/releasenotes_cfm61_updater.html.



- After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro 10.2.0 server does **not** have ColdFusion script maps. For more information on ColdFusion script maps, see the note Installing the ColdFusion add-on (page 37) .
- 5 Install the ColdFusion MX 6.1 add-on using the following command.
- ```
msiexec /I*v <full_path_of_log_file> /i "Coldfusion Addon.msi" /qn
```
- where *<full\_path\_of\_log\_file>* is the location where you want to save the log file for the installation. For example, **C:\coldfusioninstaller.log**. After the installation is complete, check the log file to verify that the add-on installed successfully.
- 6 Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Ensim Pro 10.2.0 server. For information about downloading and installing Urchin 5.x, go to <http://www.urchin.com/download/urchin5/>.
- 7 Install the Urchin 5.x add-on using the following command.
- ```
msiexec /I*v <full_path_of_log_file> /i "Urchin Addon.msi" /qn
```
- where *<full_path_of_log_file>* is the location where you want to save the log file for the installation. For example, **C:\urchininstaller.log**. After the installation is complete, check the log file to verify that the add-on installed successfully.
- 8 Before installing the add-on for MySQL, ensure that you have installed the following software on your Ensim Pro server:
- **MySQL 4.1 or 5.0:** For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to <http://dev.mysql.com/downloads/mysql/5.0.html>.
 - While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:
MySQL Server Instance Configuration window:
 - Select the **Server Machine** option.
 - Select the **Non-Transactional Database Only** option.
 - Clear the **Enable Strict Mode** check box.
 - Select the **Best Support For Multilingualism** option.
 - Select the **Include Bin Directory in Windows PATH** check box.
 - **MyODBC 3.51:** For information about downloading and installing MyODBC 3.51, go to <http://dev.mysql.com/downloads/connector/odbc/3.51.html>. Install MyODBC 3.51 using the default options.



Note: Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you **cannot** access the database using **phpMyAdmin 2.5.0** provided with Ensim Pro. To change this password encryption to support phpMyAdmin 2.5.0: After installing MySQL 4.1 or 5.0 on the server, go to the directory where MySQL is installed. If you have installed MySQL in the default location, then the path is **C:\Program Files\MySQL\MySQL Server <version_no>**, where **<version_no>** is the version of MySQL. For example, **C:\Program Files\MySQL\MySQL Server 4.1**.

Open the **my.ini** file present in this directory, type **old-passwords** in the `[mysqld]` section, save the file, and close it.

Open a command window, and run the following commands:

```
net stop mysql
```

```
net start mysql
```

PhpMyAdmin 2.5.0 can now be used to access MySQL 4.1 or 5.0. You can now proceed to installing the MySQL add-on as described below.

- 9 Install the MySQL add-on using the following command.

```
msiexec /I*v <full_path_of_log_file> /i "Mysql Addon.msi" /qn  
ROOTPASSWORD="<MySQL_root_password>"
```

where:

- **<full_path_of_log_file>** is the location where you want to save the log file for the installation. For example, **C:\mysqlinstaller.log**.
- **<MySQL_root_password >** is the root password set during MySQL 4.1 or 5.0 installation. If you have not set any root password for MySQL, then the value of **<MySQL_root_password>** should be null, that is, **ROOTPASSWORD=""**

After the installation is complete, check the log file specified above to verify that the add-on installed successfully.

- 10 To install the IMail Server 8.21 add-on, see the installation instructions ("[Installing the IMail Server add-on](#)" on page 39).

The add-on installation is complete.

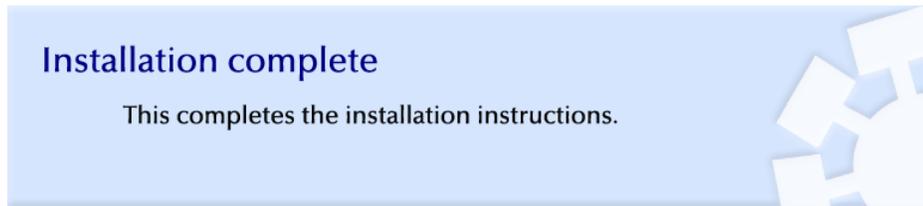
Verifying the success of the installation

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

▼ To verify successful installation:

- 1 Log in to the Ensim Pro 10.2.0 control panel. For more information, see the login instructions.
- 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 If you have installed the optional add-ons, then verify that the add-ons are installed successfully:
 - a On the left navigation bar, in the *Server* section, click **List Services**.
 - b On the *List Services* page, verify that all the add-ons that you have installed are displayed.

- 5 Add a site with the installed add-ons provisioned to it. If the site is created successfully, then the installation is successful.



Troubleshooting

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

Uninstalling and reinstalling Ensim Pro 10.2.0

Introduction

This section provides instructions for uninstalling and reinstalling Ensim Pro 10.2.0; however, there are some limitations to both processes that are described in the following sections.

Cancelling the Ensim Pro 10.2.0 installation

You can cancel the Ensim Pro 10.2.0 installation any time by clicking **Cancel** in the *Installation Progress* window. Cancelling the installation will start the rollback process. You can reinstall Ensim Pro 10.2.0 after the rollback process completes successfully.

If, for any reason, the rollback does not happen, you will need to manually uninstall the Ensim Pro 10.2.0 components that have already been installed.

Uninstalling Ensim Pro 10.2.0 and its add-ons

You can uninstall Ensim Pro 10.2.0 by using the **Add or Remove Programs** option of Windows Server 2003.

▼ To uninstall Ensim Pro 10.2.0:

- 1 Connect to the Ensim Pro 10.2.0 server using the console or terminal services and log in as the administrator.
- 2 Click **Start > Settings > Control Panel**.
- 3 Click **Add or Remove Programs**.
- 4 In the *Add or Remove Programs* window, if you have installed any add-ons for ColdFusion, Urchin, MySQL, or IMail Server, locate them and click **Remove** for each add-on.

The uninstallation process begins and removes the add-ons.

- 5 In the *Add or Remove Programs* window, locate **Ensim Pro for Windows Online Help**, and **Ensim Pro for Windows**, and click **Remove** for both.

The uninstallation process begins and removes Ensim Pro 10.2.0 and the online Help.

Note: The uninstallation process does not remove all install-related items automatically; you must manually remove directories related to Perl, site data, and the files in the directory where Ensim Pro 10.2.0 was installed.



Reinstalling Ensim Pro 10.2.0

You can reinstall Ensim Pro 10.2.0 if the previous installation of Ensim Pro 10.2.0 did not complete successfully; however, ensure that the earlier installation rolled back successfully. If the progress bar in the *Installation Wizard* window rolled back successfully without any error message, then the roll-back action was successful.

If not, you must manually remove partially installed components of Ensim Pro 10.2.0. For instructions about removing Ensim Pro 10.2.0 and its components, see the removal instructions ("[Uninstalling Ensim Pro 10.2.0 and its add-ons](#)" on page 50).

Important: After uninstalling Ensim Pro 10.2.0 and its add-ons, you must restart the server before reinstalling Ensim Pro 10.2.0 and its add-ons.

While reinstalling Ensim Pro 10.2.0, you must perform the installation of Ensim Pro 10.2.0 and its add-ons in the following sequence.

- 1 Install **Ensim Pro 10.2.0** and **Ensim Pro online Help**. For instructions, see [Installing Ensim Pro 10.2.0](#) (page 12).
- 2 **Optional:** Install the add-ons for ColdFusion MX, Urchin, IMail Server, and MySQL. For instructions, see [Installing the ColdFusion add-on](#) (page 37).

Glossary

A

action log

A record of the actions performed on the system by administrators. To access the action log, log in to the control panel, then click **reports** on the top navigation bar.

Active Directory server

The server on which Active Directory software is installed; the domain controller for the system. To improve performance and reliability, service providers can have more than one Active Directory server.

application programming interface

An XML-based or Web services based application programming interface (API). Service providers and resellers use the API to streamline common tasks and to integrate third-party systems.

B

bandwidth

The amount of network capacity assigned to a user on a server.

C

control panels

Graphical user interfaces to Ensim Unify. These control panels enable service providers, resellers, organization administrators, and users to manage their accounts, resources, and other system settings.

F

File Transfer Protocol (FTP)

A protocol used to transfer files over the Internet. FTP includes functions to log on to the network, list directories, and copy files. FTP operations can be performed by typing commands in a command line or by using an FTP utility running under a graphical interface. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.

filter

A pattern or mask through which only selected data is passed. Common filters include spam filters, which block email sent from specified domains.

firewall

A method for keeping a network secure.

FTP

File Transfer Protocol. A protocol used to transfer files over the Internet. FTP includes functions to log on to the network, list directories, and copy files. FTP operations can be performed by typing commands in a command line or by using an FTP utility running under a graphical interface. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.

G

graphical user interface (GUI)

An interface between a user and a computer that is graphics-based and incorporates icons, menus, and a mouse.

GUI

Graphical user interface. An interface between a user and a computer that is graphics-based and incorporates icons, menus, and a mouse.



H

host name

The fully qualified host name used to identify the server. For example:
server1.bigtimehosting.com.

I

IP

Internet Protocol. The protocol used to format packets and rules of transmission and reception over the Internet.

IP address

The numeric identifier of a computer or device on the Internet. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255.

IP-based domain

A domain with a unique IP address. Compare to name-based domain (page 53).

L

license

An official agreement between a user and a corporation on the use and support of its products.

log

A detailed history of actions that have been performed on a system.

M

mailbox

A directory on a server that contains a user's email.

mailbox capacity

The maximum number of mailboxes that can be created on a server.

mailing lists

Email distribution lists commonly used to circulate topic discussions. A mailing list includes a set of list members. Whenever a list member posts an email message to the mailing list email address, that email message is distributed to all list members.

N

name-based domain

A domain with a unique host name that shares an IP address with another server. Compare to IP-based domain (page 53).

netmask

A bit-mask that identifies the network number and host number components of an IP address.

NFS server

Network File System server. A computer with file sharing capabilities.

P

plugin

A modular software program that can be plugged in to a system to expand functionality. Ensim Unify services have plugins that are installed on provisioning engine and CP servers to enable service providers to sell services to customers.

POP3 mail server

Post Office Protocol, version 3. A common mail server used for Internet email. It holds the incoming email messages until you log in to the email account and download the messages. All stored email messages and attachments are downloaded at the same time.

primary name server

The main Domain Name System (DNS) server that translates alphabetic domain names into numeric IP addresses.

properties

Settings that determine the characteristics of an account or a server.

provisioning

Selling a service to an organization.

Q

queue

A temporary holding place for data.

R

record

A record contains specific DNS zone information.

reseller

The individuals or companies who purchase resources and services from service providers or resellers and offer those resources or services for sale to others.

resource

A term used to describe a server's disk space or processing capacity which are used by services.

**resource type**

The type of service or a service component that requires resources. Resource types include bandwidth, number of mailboxes, and disk space.

restore

To completely or partially return your system to a previous file configuration state by uploading backup files from an archive.

reverse record

A record that associates an IP address with a canonical or alias name. PTR records are used to convert IP addresses to host names. This is known as reverse lookup.

S**scope**

Logical groupings of IP addresses associated with a specific subnet mask.

secondary name server

The backup Domain Name System (DNS) server that translates alphabetic domain names into numeric IP addresses.

Secure Socket Layer (SSL)

An Internet security protocol that encrypts data when it is transferred over the Internet. Enabling SSL allows you to transfer data securely between your Web server and your visitor's Internet browser.

sendmail server

An SMTP (Simple Mail Transfer Protocol) mail server that routes SMTP email messages through the Internet to be stored on a mail server, such as POP3 or IMAP. SMTP is the most widely used email protocol on the Internet.

server

A computer and other device that allocates and manages the sharing of resources for a network. A server provides information or other services to its clients. While a server usually refers to an entire machine, it can also refer to a particular daemon on that machine.

service

The services you sell to resellers and organizations. Each service is installed on a service-specific hosting server.

service component

The software elements that compose a service.

service provider

An entity that sells services, such as Internet access or Windows Web Hosting, to resellers, organizations, and individuals.

shared server or shared resource

A hosting server or resource, such as a mailbox store, that has been or can only be sold to multiple organizations. Some resources, such as mailbox stores, are identified as shared resources when they are registered with the system. These resources can be sold to multiple organizations. By contrast, resources that are registered as dedicated resources can be sold to only one organization.

Note that the term shared resource differs from the status of a resource, which can be Shared, Dedicated, or Free. For example, a shared mailbox store could have the status Dedicated if it has been sold to a single organization. A dedicated mailbox store, however, could only be listed as Free, if it was not in use, or Dedicated if it had been sold. A dedicated mailbox store could never have the status Shared.

Simple Mail Transfer Protocol (SMTP)

The most widely used email protocol on the Internet.

Simple Network Management Protocol (SNMP)

A network management protocol used for configuring and monitoring devices on IP networks.

site

A group of individuals, usually collected into a company or business unit, that contracts with a service provider for its services.

site administrator

Administrators who belong to sites and use the site administrator control panel to manage site services, resources, and users. Site users can be given site administrator privileges.

site user

Users who belong to a site and use the user administrator control panel to manage their own accounts and services.

SMTP

Simple Mail Transfer Protocol. The most widely used email protocol on the Internet.

SNMP

Simple Network Management Protocol. A network management protocol used for configuring and monitoring devices on IP networks.

specification file

A file that contains details about an object.

SSL

Secure Socket Layer. An Internet security protocol that encrypts data when it is transferred over the Internet. Enabling SSL allows you to transfer data securely between your Web server and your visitor's Internet browser.

subnet

A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 100.100.100. would be part of the same subnet. Dividing a network into subnets is useful for both security and performance reasons. IP networks are divided using a subnet mask.

subnet mask

A mask, or filter, used to determine to what subnet an IP address belongs. An IP address has two components, the network address and the host address. The mask is a binary pattern that is matched up with the IP address to turn part of the host ID address field into a field for subnets. For example, consider the IP address 150.215.017.009. Assuming this is part of a Class B network, the first two numbers (150.215) represent the Class B network address, and the second two numbers (017.009) identify a particular host on this network. Subnetting enables the network administrator to further divide the host part of the address into two or more subnets. In this case, a part of the host address is reserved to identify the particular subnet.

T**template**

A guide you can use to pre-fill information on forms when creating entities such as resellers, organizations, and email messages.

threshold

The percentage of the resource that, when assigned, triggers an alert. When the resource allocation reaches the threshold, email is sent to the specified address stating that resources are low. This allows an administrator to take action before resources are exhausted.

U**URL**

Uniform Resource Locator. The address that defines the route to a file on the Web or any other Internet facility. The URL contains the protocol prefix, port number, domain name, subdirectory names, and file name.

usage monitoring

Reports that enable service providers and resellers to view (and eventually bill for) application usage by resellers and organizations.

V**vacation message**

A mail utility that automatically sends a standard reply message to an email message.

Z**zone**

A zone refers to a section of a domain for which the DNS server has the authority to perform lookups. Each zone contains records that specify how to translate the host names associated with the zone.

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