
Ensim[®] Pro and Ensim Basic 4.1.0 for Linux[®] (Standalone) Installation Guide

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Introduction

This guide provides instructions for installing Ensim[®] Pro and Ensim Basic 4.1.0 for Linux[®] on a Linux server running any of the following operating systems—CentOS 4.1 (Community Enterprise Operating System), CentOS 4.2, RHEL 4 (Red Hat[®] Enterprise Linux ES Release 4), RHEL 3, FC 2 (Fedora[™] Core 2), and FC 1.

For simplicity, Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone) is referred to as “Ensim Control Panel” throughout the document.

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Before you install

The following sections describe the minimum system requirements and provide a checklist to help you prepare for the Ensim Control Panel installation. Your system must comply with the stipulated [requirements](#).

Minimum requirements

Your system must meet the following minimum requirements for installing Ensim Control Panel.

Table 1. Requirements for installing Ensim Control Panel

Requirement	Description
Operating system	Any of the following: RHEL 4, RHEL 3, CentOS 4.1, CentOS 4.2, FC 1, or FC 2 Note: Ensim Control Panel cannot be installed on servers running operating systems designed for 64-bit processors.
File system	EXT3 Important: Quotas may not function as intended if you use other file systems.
Operating system installation	A minimal installation is recommended. Do NOT select any packages during the installation of the operating system on your server. Clear the default selections before proceeding with the installation.
RAM	256 MB
Processor	Intel Pentium® II or III processor, class 500 MHz or above or any Intel-compatible CPU of 500 MHz speed or above
Disk space	At least 40 GB. You may want to customize your disk partitions to manage the available disk resources on the target server. For information on customizing disk partitions, refer to the document <i>Ensim Pro 4.1.0 for Linux Technical Reference Guide</i> at http://www.ensim.com/support/pro/linux/index.html .
Disk partitions	/boot: At least 75 MB /: All of the remaining disk space as Ensim Control Panel uses the /home partition to store the site information. You may want to customize your disk partitions to manage the available disk resources on the target server. For information on customizing disk partitions, refer to the document <i>Ensim Pro 4.1.0 for Linux Technical Reference Guide</i> at http://www.ensim.com/support/pro/linux/index.html .
Connectivity	Network connectivity with access to Internet
FTP access	Required if you want the installer to obtain the installation files from Ensim's FTP server or your local FTP server.
Software	One Ensim Control Panel CD-ROM Required if you want the installer to obtain the installation files from the CD-ROM)

Table 1. Requirements for installing Ensim Control Panel (continued)

Requirement	Description
Other requirements	<ul style="list-style-type: none"> • DNS server on network • “root” user access • The system files <code>/etc/hosts</code>, <code>/etc/resolv.conf</code>, <code>/etc/sysconfig/network</code>, and <code>/etc/sysconfig/network-scripts/ifcfg-eth0</code> on the target server must include the entries as specified below. If the entries are not present, use an editor to modify the files. <ul style="list-style-type: none"> ↗ <code>/etc/hosts</code> file <pre data-bbox="743 548 1333 674">---/etc/hosts begin file-- 127.0.0.1 localhost.localdomain localhost 1.2.3.4 myhost.mydomain.com myhost ---/etc/hosts end file--</pre> ↗ <code>/etc/resolv.conf</code> file <pre data-bbox="743 726 1203 852">---/etc/resolv.conf begin file-- primary_name_server ip_address secondary_name_server ip_address ---/etc/resolv.conf end file--</pre> ↗ <code>/etc/sysconfig/network</code> file <pre data-bbox="743 905 1146 1115">---/etc/sysconfig/network begin file-- NETWORKING=yes DOMAIN=mydomain.com HOSTNAME=myhost.mydomain.com GATEWAY=ip_address_gateway ---/etc/sysconfig/network end file--</pre> ↗ <code>/etc/sysconfig/network-scripts/ifcfg-eth0</code> file <pre data-bbox="743 1167 1393 1467">---/etc/sysconfig/network-scripts/ifcfg-eth0 begin file-- DEVICE=eth0 ONBOOT=yes BOOTPROTO=static IPADDR=IP_address_host_server NETMASK=netmask_value (please check with your service provider) GATEWAY=ip_address_gateway ---/etc/sysconfig/network-scripts/ifcfg-eth0 end file--</pre>

Installation checklist

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

Table 2. Installation checklist

Requirement	Description	Status
1. Verify that the swap partition size of the target server is adequate.		
Target server's swap partition size	The target server must have a minimum of 256 MB swap partition size. For information on customizing disk partitions, refer to the document, <i>Ensim Pro 4.1.0 for Linux Technical Reference Guide</i> at http://www.ensim.com/support/pro/linux/index.html .	<input type="checkbox"/>
2. Verify that you have installed the following RPMs on the target server.		
spamassassin-3	You must install the RPM spamassassin-3 on the server before you install Ensim Control Panel.	<input type="checkbox"/>
On RHEL 3 servers: RPMs libxml2 and libxml2-python	If you are installing on an RHEL 3 server, you must install the RPMs libxml2 and libxml2-python on the server before you install Ensim Control Panel.	<input type="checkbox"/>
3. Verify that you have set up the yum repository (containing the operating system RPMs and RPM updates) required by Ensim Control Panel.		
Yum repository	Set up a yum repository on your local FTP server or on the server on which you are installing Ensim Control Panel. The installer obtains the operating system RPMs and the required RPM updates from the repository. For instructions on setting up a yum repository on your local FTP server, refer to the document <i>Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone)</i> at http://www.ensim.com/support/pro/linux/index.html .	<input type="checkbox"/>
4. Verify that you have access to the software repository that you want to use for installing Ensim Control Panel.		
Ensim FTP server	The installer obtains the installation files from Ensim's FTP server. The installer knows the address of the FTP server.	None required
Ensim Control Panel CD-ROM (purchased from the storefront https://buy.ensim.com).	One Ensim Control Panel CD-ROM. The installer obtains the installation files from the CD-ROM.	<input type="checkbox"/>

Table 2. Installation checklist

Local FTP server	The installer obtains the installation files from your local FTP server. You will need to configure the local FTP server. For instructions, see <i>Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone)</i> at http://www.ensim.com/support/pro/linux/index.html .	<input type="checkbox"/>
5. Verify that you have disabled SELinux (if installed)		
Disable SELinux	If you enabled SELinux at the time of installing the operating system, disable it and restart the server before proceeding to install Ensim Control Panel, otherwise the installation fails with an error.	<input type="checkbox"/>

Installing Ensim Control Panel

The following section provides instructions for installing Ensim Control Panel. The installer installs Ensim Control Panel in the text mode; curses-based installation is not supported. Before installing Ensim Control Panel, the installer automatically runs the System Checker to ensure that your system is compatible for a successful installation. See [Appendix B: Overview of the Ensim Control Panel System Checker](#) for more information about the System Checker.

Important

Please ensure that your system meets the requirements for a successful installation. Please review the section “[Minimum requirements](#)” on page 2 before you install.

There are two ways to install Ensim Control Panel:

- **Attended installation.** For instructions on performing an attended installation, refer to the section “[Attended installation](#)” on page 6.
- **Unattended installation.** For instructions on performing an unattended installation, refer to the section “[Unattended installation](#)” on page 8.

The installation events are recorded in the log file `/var/log/ensim/installer.log`. For more information on installation logs, refer to the section “[Logging installation events](#)” on page 9.

Attended installation

An attended installation is interactive and requires you to engage with the installation process from time-to-time to provide responses to installation queries. An attended installation is appropriate if you want to customize the installation with your preferences.

Procedure

To perform an attended installation of Ensim Control Panel:

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

Option 1: Ensim Control Panel CD-ROM

To use this option, you need to purchase the Ensim Control Panel CD-ROM from the storefront <https://buy.ensim.com>.

Mount the CD-ROM to access the installer script.

- a Insert the Ensim Control Panel CD-ROM into the CD-ROM drive of the server.
- b To access the contents of the CD-ROM, mount the CD-ROM by typing the following command. Do not mount the CD-ROM if you have enabled **AutoMount** on your server.

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

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

Option 2: FTP server

To use this option, you need to download the installer script **ensim-installer.sh** from the Ensim support page <http://www.ensim.com/support/downloads.html>.

- 3 Run the script by typing the following command at the prompt. [Table 3](#) describes the mandatory command options. Use the **--help** option with the script to learn more about the various command line options you can use with the script.

If you are installing Ensim Control Panel on a server running the FC 1 or FC 2 operating system, run the following command.

```
#sh ensim-installer.sh <installation_files_source> --email=<email_address>
```

If you are installing Ensim Control Panel on a server running the RHEL 3/RHEL 4/CentOS 4.1/CentOS 4.2 operating system, run the following command.

```
#sh ensim-installer.sh <installation_files_source> -o <os_repository> -u <updates_repository> --email=<email_address>
```

Table 3. Command options

Option	Description
<code><installation_files_source></code>	Indicates the repository (Ensim's FTP server, local FTP server, or the CD-ROM) from where the Ensim Control Panel installation files are obtained. Use one of the following options: <ul style="list-style-type: none">• <code>--ftp-server=<installation_files_source></code>. Indicates that the installer obtains the installation files from an FTP repository (Ensim's FTP server or your local FTP server).• <code>--cdrom=y</code>. Indicates that the installer obtains the installation files from the Ensim Control Panel CD-ROM. If you choose the CD-ROM option, you will be prompted to insert the CD-ROM.
<code>-o <os_repository></code>	The complete path containing the operating system RPMs. The RPM repository may be on a local FTP server, the operating system Web site, or on your local system.
<code>-u <updates_repository></code>	The complete path containing the RPM updates. The update repository may be on a local FTP server, the operating system Web site, or on your local system.
If the repository is on an FTP server, specify the path as follows: <code>ftp://<path_to_ftp></code> If the repository is on your local system, specify the path as follows: <code>file:///<path_to_repository></code>	
<code>--email=<email_address></code>	The email address to which success or error messages are sent. Required only if you want to receive the messages.

The installer begins installation of Ensim Control Panel. Please note the log file name displayed at the start of the installation. For more details, please refer to [“Logging installation events” on page 9](#). All the services and add-ons provided by Ensim Control Panel are installed. If you encounter problems during the installation, refer to [“Appendix C: Troubleshooting installation issues” on page 13](#) to resolve them.

- 4 After installation, you need to set up Ensim Control Panel before you can access or perform administrative tasks. To set up Ensim Control Panel, open a Web browser, enter the URL `http://<server host name (or IP address)>`, and fill in the required setup information.

Installation complete

You have completed the instructions for installing Ensim Control Panel.

Unattended installation

An unattended installation is a hands-free installation process invoked using the option `--assume-yes`. The installer sets the value `yes` to installation queries that require a yes or no response.

Procedure

To perform an unattended installation of Ensim Control Panel:

- 1 Log in to the server on which you want to install Ensim Control Panel.
- 2 Obtain access to the installer script `ensim-installer.sh` as described in step 2 of the section [“Attended installation” on page 6](#).
- 3 Run the script with the `--assume-yes` option. The `--assume-yes` option sets the value `yes` to installation queries that require a yes or no response. [Table 3](#) describes the mandatory command options. Use the `--help` option with the script to learn more about the various command line options you can use with the script.

If you are installing Ensim Control Panel on a server running the FC 1 or FC 2 operating system, run the following command.

```
#sh ensim-installer.sh <installation_files_source> --email=<email_address>  
--assume-yes
```

If you are installing Ensim Control Panel on a server running the RHEL 3/RHEL 4/ CentOS 4.1/CentOS 4.2 operating system, run the following command.

```
#sh ensim-installer.sh <installation_files_source> -o <os_repository> -u  
<updates_repository> --email=<email_address> --assume-yes
```

The installer begins installation of Ensim Control Panel. Please note the log file name displayed at the start of the installation. For more details, refer to [“Logging installation events” on page 9](#).

The following query is set to `yes` during the installation.

```
The system check has completed. If you wish to browse the results,  
the output has been stored in <log_file_name>. Would you like to  
continue? [y/N] :
```

All the services and add-ons provided by Ensim Control Panel are installed. If you encounter problems during the installation, refer to [“Appendix C: Troubleshooting installation issues” on page 13](#) to resolve them.

You may now proceed to install the Ensim Control Panel license as described in the section [“Installing the Ensim Control Panel license” on page 9](#).

Installing the Ensim Control Panel license

Before you set up and begin using Ensim Control Panel, obtain an Ensim Control Panel license from the Ensim storefront <https://buy.ensim.com> and install it on the Ensim Control Panel server.

Procedure

To install the Ensim Control Panel license:

- 1 Copy the license file as **license.enc** to the location **/etc/appliance/license/**.
- 2 Type the following command to set the user name and password for the appliance administrator.

```
#passwd_appl_admin -t <password> <user_name>
```

where **<password>** is the password in unencrypted text format and **<user_name>** is the user name of the appliance administrator.

- 3 Restart Ensim Control Panel.
#service webpliance restart
- 4 Set up Ensim Control Panel before you perform administrative tasks. To set up Ensim Control Panel, open a Web browser, enter the URL **http://<server host name (or IP address)>**, and fill in the required setup information.

Installation complete

You have completed the instructions for installing **Ensim Control Panel**.

Logging installation events

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

Appendix A: List of RPMs

Table 4 provides the complete list of RPMs installed on the Ensim Control Panel server. For faster installations, set up a repository of these RPMs as described in the document *Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone)* at <http://www.ensim.com/support/pro/linux/index.html>.

The RPMs in **boldface** indicate the RPMs that are not available on the RHEL CD-ROMs. These RPMs must be downloaded from the Red Hat Web site <http://rhn.redhat.com>.

Table 4. List of all RPMs

List of all RPMs	
apr	ncompress
apr-devel	net-snmp
apr-util	net-snmp-libs
apr-util-devel	openldap-devel
atk	pango
bind	pcre-devel
caching-nameserver	perl-DateManip
compat-libstdc++	perl-DBD-MySQL
cpp	perl-DBD-Pg
curl	perl-DBI
compat-db	perl-Digest-HMAC
cyrus-sasl-devel	perl-Digest-SHA1
db4-devel	perl-HTML-Parser
distcache	perl-HTML-Tagset
expat-devel	perl-libwww-perl
gcc	perl-libxml-errno
gcc-c++	perl-libxml-perl
gd	perl-Net-DNS
glibc-devel	perl-Parse-Yapp
glibc-headers	perl-Time-HiRes
glibc-kernheaders	perl-URI
gtk2	perl-XML-Dumper
httpd-devel	perl-XML-Encoding
httpd	perl-XML-Grove
httpd-suexec	perl-XML-Parser
ImageMagick	perl-XML-Twig
libart_lgpl	php

Table 4. List of all RPMs (continued)

List of all RPMs	
libc-client	php-imap
libgcj	php-ldap
libidn	php-mysql
libstdc++-devel	php-pear
libtool-libs	php-pgsql
libungif	postgresql
libxslt-python	postgresql-libs
lm_sensors	postgresql-python
mod_perl	postgresql-server
mod_ssl	php-mbstring
mx	sendmail-cf
mysqlclient10	tcl
mysql	telnet-server
MySQL-python	unixODBC
mysql-server	vim-common
webalizer	spamassassin-3

Appendix B: Overview of the Ensim Control Panel System Checker

Before installing Ensim Control Panel, the installer performs a system check to ensure that your system provides a compatible platform for successful installation. The System Checker reports potential conflicts and ways to resolve them. At the end of the check it displays the number of errors or warnings encountered. The results of the system check (list of checks, status of each check, and details about errors or warnings) are logged in the file **`/var/log/ensim/installer.log`** and can be viewed after the completion of the installation process. If you want to view the log details after the system check, please refer to the [temporary log file](#).

Interpreting the results of the system check

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

The outcome can be any of the following:

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

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

The System Checker report provides the following information:

- A detailed list of exceptions observed on the server
- Recommended actions to be performed

Note

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

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

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

Where:

- *<hostname>* is the host name of your Ensim Control Panel server
- *<n>* indicates the number of errors
- *<m>* indicates the number of warnings

Appendix C: Troubleshooting installation issues

The following section describes issues that you may encounter during the installation. If you encounter problems that you cannot troubleshoot using the information in Table 5, contact Ensim for online support at <https://onlinesupport.ensim.com>. You may also refer to the log file `installer.log` to review the list of successful and unsuccessful events recorded during the installation. The log file is located at `/var/log/ensim` and is emailed to the specified email address.

Table 5. Troubleshooting installation issues (Installer)

Symptom	Description	Solution
When you run the command, " hostname " the value "myhost" is returned by the command instead of "myhost.mydomain.com".	The host name of the server is incorrect.	Check the file <code>/etc/sysconfig/network</code> . The host name must be a fully qualified domain name. See the following example. Incorrect: myhost Correct: myhost.mydomain.com
Unable to connect to Ensim's FTP server.	Failed to download the metadata from Ensim's FTP server. Error initializing setup.	Ensure that you are connected to the Internet.
Cannot download or install updates.	Error downloading/ installing updates.	The error log contains a list of all the updates that could not be downloaded. Download these updates and install them on the server, before re-starting the server to install Ensim Control Panel.
During installation, the following message is displayed: <code>check_hostname</code> <code><FAILED></code> .	The host file is incorrect.	The file <code>/etc/hosts</code> should contain the host name and IP address of your server (see the following example). If it does not, use an editor to modify the file. Example <pre>---/etc/hosts begin file-- 127.0.0.1 localhost.localdo- main localhost 1.2.3.4 myhost.mydomain.com myhost ---/etc/hosts end file--</pre> where 1.2.3.4 is the IP address of myhost.mydomain.com
Cannot download Ensim Control Panel.	Error downloading Ensim Control Panel.	Ensure that you are connected to the Internet.

Feedback and support

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

- <http://support.ensim.com> to access product downloads and documentation
- <https://onlinesupport.ensim.com> to file a support ticket or request online support
- http://onlinesupport.ensim.com/kb_search_unify.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.

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