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

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Introduction

This guide provides instructions for upgrading to Ensim[®] Pro and Ensim Basic 4.1.0 for Linux[®] (Standalone). For simplicity, Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone) is referred to as “Ensim Control Panel” throughout the document. The supported operating systems are: 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.

You can upgrade from the following versions:

- Version 4.0.3
- Version 4.0.4

Topics in this guide include:

- [“Before you upgrade” on page 2](#)
- [“Upgrading to the latest version of Ensim Control Panel” on page 5](#)
- [“About operating system upgrades” on page 9](#)
- [“Post-upgrade tasks” on page 10](#)
- [“Appendix A: Overview of the Ensim Control Panel System Checker” on page 11](#)
- [“Appendix B: Reviewing customizations” on page 12](#)
- [“Appendix C: Troubleshooting upgrade issues” on page 16](#)
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Before you upgrade

The following section describes the minimum requirements and provides a checklist to help you prepare for the upgrade.

Minimum requirements

To upgrade to the latest version of Ensim Control Panel, your system needs to meet the following requirements.

Table 1. Requirements for upgrading to Ensim Control Panel

Requirements	Description
File system	EXT3 Important: Quotas may not function as intended if you use other file systems.
Disk space	At least 40 GB
Disk space partitioning (assuming minimum disk space of 40 GB) The size of the partitions can vary in proportion to the size of the disk space.	/ 5 GB or higher /usr 5 GB or higher /swap Twice the size of RAM /var 4 GB or higher /home 20 GB or higher (depending on the number of sites you want to host) Important: Do not create /home/virtual on a separate partition. The site administrator dashboard reports incorrect disk usage if the directory is created on a separate partition.
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.
Boot loader	GRUB
Software	One Ensim Control Panel CD-ROM Required if you want the installer to obtain the installation files from the CD-ROM)
Other requirements	<ul style="list-style-type: none">• DNS server on network• Root user access

Upgrade checklist

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

Table 2. Upgrade checklist

Task	Status
1 Have you reviewed the current license information?	<input type="checkbox"/>
2 Have you backed up the hard disk? Note: Before upgrading, back up the entire hard disk to prevent loss of data if the upgrade fails.	<input type="checkbox"/>
3 If you are upgrading from Ensim Control Panel 4.0.3 on FC 1, FC 2, or RHEL 3, have you upgraded to spamassassin-3 ? If you are upgrading from version 4.0.3 running on FC 1, FC 2, or RHEL 3, you must upgrade to spamassassin-3 on the server before you upgrade, otherwise the upgrade will fail.	<input type="checkbox"/>
4 Have you set up a yum repository? You must 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 during the upgrade. 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"/>
5 Are all sites in a consistent state? To verify the status of the sites: ➤ Log in to the Appliance Administrator control panel. ➤ On the left navigation bar, click Site Manager . ➤ At the bottom of the page, click the <i>Display</i> arrow and select All Sites . Sites that are inconsistent display the following message: <pre>This site is currently in an inconsistent state. This may be the result of an active or failed edit.</pre> For more information on inconsistent sites and ways to resolve them, please search Ensim's knowledge base articles. You can find the knowledge base articles on the Web at http://onlinesupport.ensim.com/kb_search.asp?product=lwp .	<input type="checkbox"/>
6 Have you replaced the period (.) character in MySQL database names with a valid character? MySQL database names that include a period (.) must be replaced with a valid character before an upgrade. Note that usage of the characters—forward slash (/), period (.), and equal to (=)—is invalid. For instructions on renaming the database, please refer to the Site Administrator online Help (accessible through the Help option on the Site Administrator control panel).	<input type="checkbox"/>

Table 2. Upgrade checklist (continued)

Task	Status
<p>7 Is Microsoft® FrontPage® consistent on all your sites?</p> <p>A successful upgrade requires Microsoft FrontPage to be consistent on all your sites.</p> <p>To verify that Microsoft FrontPage is consistent on all your sites, log in to the server as the root user and run the following command at the prompt:</p> <pre>#!/usr/local/frontpage/currentversion/bin/owsadm.exe -o check -p all</pre> <p>If Microsoft FrontPage is consistent, the message <code>Check Completed</code> is displayed, otherwise errors related to the observed inconsistency are displayed.</p> <p>See “Sites that use Microsoft FrontPage Server Extensions in an inconsistent state” on page 16 for information on restoring a site to its consistent state.</p>	<input type="checkbox"/>
<p>8 Have you reviewed your customizations and completed the necessary pre-upgrade steps?</p> <p>Refer to Appendix A: Overview of the Ensim Control Panel System Checker to review your customizations for compatibility. Also review Customizations that require pre-upgrade or post-upgrade actions for more information on additional pre-upgrade tasks you might need to perform.</p>	<input type="checkbox"/>
<p>9 Have you uninstalled or upgraded additional RPMs (if installed) to their corresponding RHEL version?</p> <p>If you have additional RPMs installed on the Ensim Control Panel server, such as gcc, ensure that these RPMs are upgraded to their corresponding RHEL version or uninstalled before the upgrade, otherwise the upgrade will fail.</p>	<input type="checkbox"/>
<p>10 Can the wget command be run successfully on the server?</p> <p>If you are performing the upgrade using the FTP service, ensure that you are able to run the <code>wget</code> command successfully on the server. The installer uses the <code>wget</code> command to obtain the Ensim Control Panel RPMs from Ensim’s FTP server.</p>	<input type="checkbox"/>
<p>11 If you have configured the installer to obtain the Ensim Control Panel files from a local FTP server or the Ensim Control Panel CD-ROM, verify that the installer has access to these repositories.</p> <ul style="list-style-type: none"> ➤ Local FTP server: The installer obtains the installation files from the specified FTP server. You need to specify the server name or the IP address. The local FTP server must mirror the directory structure on Ensim’s FTP server. For instructions, please refer to the document <i>Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.1.0 for Linux (Standalone)</i> at http://www.ensim.com/support/pro/linux/index.html. ➤ Ensim Control Panel CD-ROM: Ensure that the installer has access to the CD-ROM for obtaining the Ensim Control Panel files. 	<input type="checkbox"/>

Upgrading to the latest version of Ensim Control Panel

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

About the upgrade

Earlier versions of the installer upgraded the operating system along with Ensim Control Panel. This was because compatibility requirements for certain service RPMs required the installer to customize the RPMs of these services thus upgrading the operating system at the time of upgrading Ensim Control Panel. Beginning with version 4.1.0, the installer relaxes the compatibility requirements and avoids customization of the service RPMs. This enables you to upgrade Ensim Control Panel without upgrading the operating system.

Upgrade scenarios

The change in the upgrade process presents the following upgrade scenarios.

Upgrading Ensim Control Panel (without upgrading the operating system)

Only Ensim Control Panel is upgraded. The current operating system is retained as the operating platform for Ensim Control Panel. All you need to do is upgrade Ensim Control Panel as described in [“Upgrading to Ensim Control Panel 4.1.0” on page 6](#).

Upgrading the operating system

Upgrading the operating system involves the following steps:

- ❑ Upgrading to Ensim Control Panel 4.1.0 (on the current operating system)
- ❑ Performing required pre-upgrade steps
- ❑ Upgrading the operating system
- ❑ Re-installing Ensim Control Panel

See [“About operating system upgrades” on page 9](#) for detailed instructions.

Estimated upgrade time

The time required to upgrade may vary depending on your server hardware (CPU and memory resources available), the speed of your network connection, and the number of sites hosted on Ensim Control Panel server. The time required to upgrade an Ensim Control Panel server is approximately 60 minutes and the time required to upgrade the sites hosted on Ensim Control Panel is approximately 3 minutes per site. So, assuming there are 10 sites hosted on the Ensim Control Panel server, it will take approximately 90 minutes to complete the upgrade (60 minutes for the server and 30 minutes for 10 sites).

Note

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

Upgrading to Ensim Control Panel 4.1.0

This section provides instructions for upgrading to Ensim Control Panel 4.1.0. The upgrade does not upgrade the operating system. For example, if you have an earlier version of Ensim Control Panel installed on an RHEL 3 server, you can upgrade to version 4.1.0 on RHEL 3. Before you upgrade, ensure that your system meets the requirements specified in the section “Before you upgrade” on page 2.

Review the following important notes before you upgrade:

- If you are upgrading Ensim Control Panel on an RHEL 3 system using the yum repository, the upgrade may display dependency errors for certain operating system RPMs. This has been observed on RHEL 3 systems for the following RPMs: **php-ldap**, **php-mysql**, **php-odbc**, **php-pgsql**, and **php-imap**. If the upgrade fails with dependency errors, remove the RPMs listed in the error message using the following command, then run the installer again.
#rpm -e --nodeps --justdb <rpm_name>
- If you use the **apt** tool for updating Linux packages, please uninstall the apt RPMs— **apt**, **atrpms**, **atrpms-package-config**, **libapt-pkg**—before you upgrade, otherwise the upgrade might fail. The installer uses the **yum** tool for providing the requisite package management environment. The presence of apt RPMs can cause RPM conflicts during the upgrade. If you want to use apt to obtain updates, you must install the tool after upgrading Ensim Control Panel.

Procedure

To upgrade to the latest version of Ensim Control Panel:

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

Option 1: Ensim Control Panel CD-ROM

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 Web site <http://www.ensim.com/support/downloads.html>.

- 3 Run the script as described in this step. [Table 3](#) describes the mandatory command options. Use the **--help** option with the script to learn more about the various command options you can use with the script.

If you are upgrading 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 upgrading 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
<installation_files_source>	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">• --ftp-server=<installation_files_source>. Indicates that the installer obtains the installation files from an FTP repository (Ensim's FTP server or your local FTP server).• --cdrom=y. 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.
-o <os_repository>	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.
-u <updates_repository>	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: ftp://<ftp_path> If the repository is on your local system, specify the path as follows: file:///<path_to_repository>	
--email=<email_address>	The email address to which success or error messages are sent. Required only if you want to receive the messages.

Examples

In the following example, the command upgrades Ensim Control Panel on RHEL to the latest version by obtaining the necessary Ensim Control Panel files from the CD-ROM.

```
#sh ensim-installer.sh --email=admin@example.com --cdrom=y -o ftp://ftp.example.com/path/os -u ftp://ftp.example.com/path/updates
```

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

```
#sh ensim-installer.sh --email=admin@example.com --ftp-server=ftp://ftp.ensim.com -o ftp://ftp.example.com/path/os -u ftp://ftp.example.com/path/updates
```

 **Note**

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

The installer performs the following tasks during the upgrade:

- ❑ Performs a system check to ensure that the system provides a compatible environment for the upgrade. At the end of the check, the installer displays the number of errors or warnings encountered. The results of the check (list of checks, status of each check, and details about errors or warnings) are logged in the file `/var/log/ensim/installer.log` and can be viewed after the completion of the upgrade process. See [Appendix A: Overview of the Ensime Control Panel System Checker](#) for details on the System Checker and its results.
- ❑ Backs up the **apldb** database.
- ❑ Starts upgrading Ensime Control Panel.
- ❑ Creates a new boot image and restores the **apldb** database.
- ❑ Configures the Ensime Control Panel server.
- ❑ Restarts the Ensime Control Panel server.

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

 **Important**

If you are upgrading Ensime Control Panel using Telnet or SSH, do not disconnect during the upgrade. If the connection is lost for any reason, reconnect to your server and locate the message `WEBappliance is upgraded to 4.1.0` in the file `/var/log/appliance/history`. The message indicates that the Ensime Control Panel upgrade has successfully completed.

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

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

When the upgrade is complete, restart the server manually using the command:
#!/etc/rc.d/init.d/webappliance restart

Upgrade complete

You have completed the instructions for upgrading **Ensime Control Panel**.

About operating system upgrades

You can upgrade from FC 1 to FC 2, RHEL 3 to RHEL 4, or CentOS 4.1 to CentOS 4.2.

If you want to upgrade the current operating system, you need to:

- Upgrade to Ensim Control Panel 4.1.0 on the current operating system as described in [“Upgrading to Ensim Control Panel 4.1.0” on page 6](#).
- Perform the pre-upgrade instructions described in the following section [“Before you upgrade the operating system” on page 9](#).
- Upgrade the operating system. To upgrade the operating system, refer to the manual of your operating system.
- Re-install Ensim Control Panel as described in [“Re-installing Ensim Control Panel 4.1.0” on page 10](#).

Before you upgrade the operating system

Before you upgrade the operating system, run the following command as a root user on the server.

```
#sh /root/.webpliance/os_upgrade_without_lwp
```

The command performs the following actions:

- Backs up the **apldb** database to the following locations—**/root** and **/var/lib/pgsql/backups**.
- Creates an empty file **rule19** under **/root/.webpliance**. The **rule19** file is an empty file that enables you to upgrade your operating system without enforcing an Ensim Control Panel upgrade. In the earlier versions, during an upgrade, the RPM triggers invoked during the installation of certain services caused the installer to customize the initscripts of these operating system service RPMs by pre-loading them with custom binaries. The custom binaries were specific to the version of the operating system installed and therefore prevented an upgrade of the operating system without upgrading Ensim Control Panel.

Beginning with version 4.1.0, Ensim Control Panel relaxes the dependence by using the empty marker file **rule19**. Once the file is created, whenever you upgrade the operating system, the RPM triggers check for the presence of the file **rule19**. If the file is present the triggers are not executed thus preventing customization of the RPMs when the operating system is upgraded.

You may now proceed to upgrade the operating system as described in the operating system manual.

Re-installing Ensim Control Panel 4.1.0

After you upgrade the operating system, you need to re-install Ensim Control Panel 4.1.0. This is because Ensim Control Panel is non-functional after you upgrade the operating system. As a result, the sites hosted on Ensim Control Panel are inaccessible.

Re-installation ensures that Ensim Control Panel is compatible with the new operating system and the sites hosted on it are accessible after the upgrade.

The instructions for re-installing Ensim Control Panel are similar to the upgrade instructions. To re-install version 4.1.0, follow the instructions in the section “[Upgrading to Ensim Control Panel 4.1.0](#)” on page 6.

Important

The installer varies for different operating systems. When you upgrade the operating system, you must download the corresponding installer script (specific to the operating system you want to upgrade to) from the Ensim support Web site <http://www.ensim.com/support/downloads.html>.

Post-upgrade tasks

This section explains the tasks that you need to perform after you upgrade to the latest version of Ensim Control Panel.

Upgrading the SquirrelMail file config.php

After the upgrade, some sites might be unable to access SquirrelMail. To resolve this, you need to upgrade the SquirrelMail file `config.php`.

Procedure

To upgrade the SquirrelMail file `config.php`:

- 1 Log in to the Ensim Control Panel server as the `root` user.
- 2 Back up the original configuration file `/home/virtual/<domain>/var/www/squirrelmail/config/config.php` using the following command:

```
#cp /home/virtual/<domain>/var/www/squirrelmail/config/config.php <directory>/config.php.bak
```

 where `<directory>` is the directory to which you want to copy the file.
- 3 Copy the file `/etc/virtualhosting/templates/sqmail/var/www/squirrelmail/config/config.php` to the broken site’s directory (`/home/virtual/<domain>/var/www/squirrelmail/config/config.php`).
- 4 After copying the file, change the file owner and group to match that of the original file.
- 5 If the original `config.php` file has been modified by Site Administrators, then they should merge the old and the new `config.php` files.

Regenerating the Sendmail configuration file after an upgrade

To retain any customizations made to the file, Ensim Control Panel does not regenerate the Sendmail configuration file after an upgrade. To take advantage of new service features or security fixes, you might need to regenerate the file manually after the upgrade.

Procedure

To regenerate the file after an upgrade:

- 1 Log in to the Ensim Control Panel server as the **root** user.
- 2 Back up your existing Sendmail configuration file using the following command.
#cp /etc/mail/sendmail.cf <directory>/sendmail.cf.bak
where **<directory>** is the directory in which you want to copy the file.
- 3 Regenerate the Sendmail configuration file by typing the following command at the prompt.
#!/usr/bin/m4 /usr/lib/opcenter/sendmail/install/sendmail.mc > /etc/mail/sendmail.cf
- 4 Restart the Sendmail service using the following command.
#!/etc/rc.d/init.d/sendmail restart

Appendix A: Overview of the Ensim Control Panel System Checker

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

The installer automatically runs the System Checker before upgrading an existing version of Ensim Control Panel. At the end of the check, it displays the number of errors or warnings encountered. The results of the system check (list of checks, status of each check, and details about errors or warnings) are logged in the file `/var/log/ensim/installer.log` and can be viewed after the completion of the upgrade process. If you want to view the log details after the system check, please refer to the [temporary log file](#).

Interpreting the results of the check

As the System Checker performs each check, it displays the name, brief description, and 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 **might** interfere with the upgrade process
- **ERROR.** Displayed when the check encounters an exception that **will** interfere with the upgrade process and cause it to fail

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

The System Checker report provides the following information:

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

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 pre-upgrade actions, you must restart the upgrade by running the installer. To restart the upgrade, please follow the instructions from [step 3](#) specified in the section [“Upgrading to the latest version of Ensim Control Panel”](#) on page 5.

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

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

Where:

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

Appendix B: Reviewing customizations

The following sections list additional customizations that need to be reviewed before or after the upgrade.

Important

If you have customized Ensim Control Panel, we recommend that you contact Ensim Support to verify the impact of these customizations on the upgrade process. Ensim provides professional services that help you with the upgrade process.

Customizations that do not require pre-upgrade or post-upgrade actions

The following customizations do not require any pre-upgrade or post-upgrade actions.

- Files added to `/usr/lib/opcenter/fastcgi/extras`
- Customization files added to `/usr/lib/ensim_python/site-packages/vh3/custom/`
- Files modified in `/etc/virtualhosting/ipranges`
- Files modified in `/etc/appliance/customization`
- Files modified in `/etc/virtualhosting/templates` that do not belong to SquirrelMail

Customizations that require pre-upgrade or post-upgrade actions

The following customizations require either pre-upgrade or post-upgrade actions.

- Bind mounting directories under a site's file system

Note

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

- Pre-upgrade action required?

Yes.

Unmount the bind mounted directory using the following command:

```
#umount <dir_name>
```

where `<dir_name>` is the absolute path of the bind mounted directory.

- Post-upgrade action required?

Yes. Your bind mounted directories will be lost. You will require to bind mount the unmounted directories using the following command.

```
#mount -b <dir_to_mnt> <bindmount_dir>
```

where:

`<dir_to_mnt>` is the absolute path of the directory you want to mount.

`<bindmount_dir>` is the absolute path of the location where you want to mount the directory.

- Files modified in `/usr/lib/opcenter/bind/named_conf_zone.tmpl`

- Pre-upgrade action required?

Yes. Back up the file `named_conf_zone.tmpl`.

- Post-upgrade action required?

Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-apply your changes to the file `/usr/lib/opcenter/bind/named_conf_zone.tmpl`.

- DTML modifications to files under `/usr/lib/opcenter`

- Pre-upgrade action required?

Yes. Back up your custom DTML files.

- Post-upgrade action required?

Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-deploy your custom DTML files to `/usr/lib/opcenter`.

- PHP binaries installed over files owned by the PHP RPMs

- Pre-upgrade action required?

Yes. Your custom PHP binaries may be replaced with binaries of the PHP RPM shipped with Ensim Control Panel during the upgrade. To prevent your custom binaries from being replaced during the upgrade, run the script `ensim-installer.sh` with the option `--exclude=<pkg1,pkg2,...>`. This step prevents the specified packages from getting replaced during the upgrade process.

For more information on usage of the option, use the **--help** option with the script. For example, to exclude the PHP packages **php**, **php-devel**, run the script as follows:
#sh ensim-installer.sh --exclude=php,php-devel

- Post-upgrade action required?
No.
- MySQL installed with InnoDB support binaries replaced with files owned by the MySQL RPMs
 - Pre-upgrade action required?
Yes. To prevent your custom binaries from being replaced during the upgrade, run the script **ensim-installer.sh** with the option **--exclude=<pkg1,pkg2,...>**. This step prevents the specified packages from getting replaced during the upgrade process. For more details on usage of the option, use the **--help** option with the script. For example, to exclude the MySQL package **mysql** run the script as follows:
#sh ensim-installer.sh --exclude=mysql
 - Post-upgrade action required?
No.
- Modifications made to the file **/usr/lib/opcenter/fastcgi/httpd-tmpl.conf** replaced during the upgrade
 - Pre-upgrade action required?
Yes. Back up your **httpd-tmpl.conf** file.
 - Post-upgrade action required?
Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-apply your changes to the file **/usr/lib/opcenter/fastcgi/httpd-tmpl.conf**.
- Modifications made to the non-config files owned by the RPM database replaced during the upgrade
 - Pre upgrade action required?
Yes. Back up the binaries.
 - Post-upgrade action required?
Yes. Custom-compiled files owned by an RPM (which is part of Ensim Control Panel) may get replaced during the upgrade.

To see if a file is owned by an RPM, run the command **rpm -qf <full_path_of_binary>**. If the command returns the name of a RPM, the file is replaced during the upgrade. To ensure compatibility, recompile your binaries, or obtain the appropriate RPMs/source-RPMs that are compatible with the operating system in use.
- Upgraded or replaced MySQL RPM
 - Pre-upgrade action required?
Yes. To prevent the MySQL RPM from getting replaced during the upgrade, run the script **ensim-installer.sh** with the option **--exclude=<pkg1,pkg2,...>**. This step will exclude the specified packages from getting replaced during the upgrade process. For more details on usage of the option, use the **--help** option with the script. For example, to exclude the MySQL packages, **mysql-server**, **mysql**, **mysql-devel**, run the script as follows:
#sh ensim-installer.sh --exclude=mysql-server,mysql,mysql-devel

-
- Post-upgrade action required?
No.
 - Modifications made to the file `/var/www/html/index.shtml`
 - Pre-upgrade action required?
Yes. Back up the file `/var/www/html/index.shtml`.
 - Post-upgrade action required?
Yes. Modifications made to the Ensim Control Panel root level file `/var/www/html/index.shtml` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file `/var/www/html/index.shtml`.
 - Modifications made to the file `/etc/php.ini`
 - Pre-upgrade action required?
Yes. Back up the file `/etc/php.ini`.
 - Post-upgrade action required?
Yes. Modifications made to the `/etc/php.ini` file may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore them from your backup.
 - Modifications made to the files `/etc/httpd/conf/virtual/site<n>`
 - Pre-upgrade action required?
Yes. Back up changes to any of the `/etc/httpd/conf/virtual/site<n>` files.
 - Post-upgrade action required?
Yes. Modifications made to any of the `/etc/httpd/conf/virtual/site<n>` files may be lost after the upgrade (your changes will be lost even when performing an enable or disable operation). To resolve this issue, you must re-apply the modifications to the files manually.
 - Modifications made to the files `/etc/proftpd/site<n>` or `/etc/proftpd/site<n>.anonftp`
 - Pre upgrade action required?
Yes. Back up your changes to any of the `/etc/proftpd/site<n>` or `/etc/proftpd/site<n>.anonftp` files.
 - Post-upgrade action required?
Yes. Modifications made to the files `/etc/proftpd/site<n>` and `/etc/proftpd/site<n>.anonftp` are lost after the upgrade (your changes will be lost even when performing an enable or disable operation). To resolve this issue, re-apply your changes to the file or restore them from your backup.
 - Modifications made to the file `/etc/logrotate.conf`
 - Pre-upgrade action required?
Yes. Back up the file `/etc/logrotate.conf`.
 - Post-upgrade action required?
Yes. Modifications to the Ensim Control Panel root level file `/etc/logrotate.conf` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore them from your backup.

- Modifications made to default Service Plans
 - Pre-upgrade action required?
Yes. Back up the settings of your default Service Plan.
 - Post-upgrade action required?
Yes. The Ensim Control Panel upgrade will overwrite the default Service Plan. To resolve this issue, you must restore the Service Plan backup, which you backed up before the upgrade.
- Sites that use Microsoft FrontPage Server Extensions in an inconsistent state
 - Pre-upgrade action required?
No.
 - Post-upgrade action required?
Yes. When sites that use Microsoft FrontPage Server Extensions go into an inconsistent state, the following error message is displayed.

The document root of the web server where you are trying to install the server extensions already contains a disk-based web.

To resolve this issue:
 - a Open the file `/home/virtual/<domain>/var/www/html/_vti_pvt/service.cnf`.
 - b Remove the following lines and save your changes.


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

Appendix C: Troubleshooting upgrade issues

If you encounter problems that you cannot troubleshoot or resolve using the information in Table 4, contact Ensim for online support at <https://onlinesupport.ensim.com>. You may also refer to the log file `installer.log` to review the list of successful and unsuccessful events recorded during the upgrade. The log file is located at `/var/log/ensim` and is emailed to the specified email address.

Table 4. Troubleshooting upgrade issues (Installer)

Symptom	Description	Solution
When you run the command, <code>"hostname"</code> the value <code>"myhost"</code> is returned by the command instead of <code>"myhost.mydomain.com"</code> .	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: <code>myhost</code> Correct: <code>myhost.mydomain.com</code>

Table 4. Troubleshooting upgrade issues (Installer) (continued)

Symptom	Description	Solution
During upgrade, the following message is displayed: <code>check_hostname</code> <FAILED>.	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 my- host ---/etc/hosts end file--</pre> where 1.2.3.4 is the IP address of myhost.mydomain.com
Unable to connect to Ensim's FTP server.	Failed to download the metadata from ftp.ensim.com. Error initializing setup.	Ensure that you are connected to the Internet.
Cannot download or install updates.	Error downloading/ installing updates.	The error log contains a list of all the updates that could not be downloaded. Download these updates and install them on the server, before re-starting the server to upgrade Ensim Control Panel.
Cannot download Ensim Control Panel.	Error downloading Ensim Control Panel.	Ensure that you are connected to the Internet.

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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