Ensim® Pro 4.0.1 for Windows® 2003 (Standalone) Installation Guide

February 25, 2005

About this guide

Introduction

This document provides information on installing and setting up Ensim® Pro 4.0.1 for Windows® 2003 on a server with the Microsoft® Windows Server 2003 (Standard, Enterprise, or Web edition) operating system. It also provides information about logging on as the server administrator and installing add-ons for ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.13, MySQL 4.0.12 and Ensim Ignite services.

Chapters in this guide include:

- Chapter 1, "Preparing for the installation"
- Chapter 2, "Installing Ensim Pro"
- Chapter 3, "Registering the license for Ensim Pro"
- Chapter 4, "Logging on as the server administrator"
- Appendix A, "Installing add-ons for ColdFusion, Urchin, IMail, MySQL, and Ensim Ignite services"
- Appendix B, "Silent installation of Ensim Pro"
- Appendix C, "Uninstalling and reinstalling Ensim Pro"

> **Note**
>
> For simplicity, we will refer to Ensim Pro 4.0.1 for Windows 2003 as "Ensim Pro" throughout this document.

Intended audience

The intended audience for this guide includes system administrators, technical support staff of Internet service providers (ISPs), or anyone who wants to host domains/sites on a Windows Server 2003 server using Ensim Pro.

Printer-friendly version (for HTML documents)

This document is presented in HTML and PDF formats. If you are viewing this document in HTML format and want to print it in a book style with numbered pages, access the Adobe® PDF version.

Required skills

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

The following documents provide information about Ensim Pro. You can find them on the Web at http://www.ensim.com/support/pro/win2003/index.html.

- Ensim Pro 4.0.1 for Windows 2003 Release Notes
- Ensim Pro 4.0.1 for Windows 2003 Mail API Guide
- Ensim Pro 4.0.1 for Windows 2003 Technical Reference Guide

You can access the online Help from the Ensim Pro control panel by clicking **General Help** in the *Help* section on the left navigation panel.

Document conventions

Throughout this guide, specific fonts are used to identify computer input, output, and interface elements. Table 1 lists the typographic conventions used in this guide.

Table 1. Typographic conventions

Appearance of text	How it is used
Narrow bold text (sans serif font)	Used for button names, column names, field names, file names, keystrokes, menu items, and path names. *Example:* Click **Start**, point to **Settings**, then click **Control Panel**.
Regular bold text (serif font)	Used for information you type. *Example:* On the command line, type **continue**
Bold, italic text (serif font)	Used for variables you replace with appropriate information. *Example:* Type ***<servername>*** where ***<servername>*** is the host name of your server.
`Courier font`	Used for system messages and screen text. *Example:* The following message is displayed: `The server has been added.`

Key information is sometimes displayed using special headings and formats to make it stand out from regular text. The following special headings are used in this guide:

> 🖉 Tip

Information to help you perform procedures

Note

Supplemental information about tasks or concepts

Important

Supplemental information that is more important than a note

Caution

Warnings about potential damage to data or systems

Procedure

Step-by-step instructions

Example

Samples of code or other illustrative text

Feedback and support

To take advantage of Ensim's support services or to find additional product documentation, visit the Ensim support site, http://support.ensim.com.

To log in to Ensim online support, go to https://onlinesupport.ensim.com.

To find answers to frequently asked questions or resolve product issues, visit the Knowledge Base section on Ensim's support site at http://onlinesupport.ensim.com/kb_search_sln.asp.

To provide feedback about Ensim products or documentation, please use the feedback form at http://www.ensim.com/about/feedback.asp.

Preparing for the installation

Introduction

This chapter describes the preparation required prior to installing Ensim Pro, including system requirements, Web browser requirements, license requirements, and other requirements.

Time required for the installation

The time required to install Ensim Pro is between 15 to 20 minutes for a server conforming to the requirements specified in "System requirements" on page 1-1. However, this time can vary depending your hardware and software configuration.

System requirements

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

Hardware requirements

Table 1-1 lists the minimum hardware requirements for Ensim Pro.

> 📄 **Important**
>
> Verify that you have adequate disk space on the server where you are installing Ensim Pro. Additionally, verify that the disk uses the NTFS file system.

Table 1-1. System requirements

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

Software requirements

The software required before installing Ensim Pro is:

- **Microsoft Windows Server 2003 (Standard, Enterprise or Web edition) - English**

  📄 Important

    After installing the Windows Server 2003 operating system, download the Windows Server 2003 (KB 828741) patch from http://www.microsoft.com/technet/security/bulletin/ms04-012.mspx, and install it. **After installing the patch, ensure that you restart the server**.

- **Microsoft SQL Server Desktop Engine (MSDE 8.0)**: This software is required only when installing Ensim Pro in the **silent installation** mode. Download the MSDE installation file, **SQL2KDeskSP3.exe** from http://www.microsoft.com/sql/downloads/2000/sp3.asp.

- **Optional**: For installing the Ensim Pro add-ons, you need to install the following applications:
    - **ColdFusion MX 6.1**
    - **Urchin 5.x**
    - **IMail Server 8.13 from Ipswitch Collaboration Suite**
    - **MySQL 4.0.12**, and **MyODBC 3.51.06**

  📄 Important

  Before installing Ensim Pro, ensure that ActivePerl, PHP, Webalizer, Power Tools, or MSDE are **not installed** on the Ensim Pro server.

Windows Server 2003 requirements

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

Ensure that the following components and services of Windows Server 2003 are installed on the server before installing Ensim Pro on it.

- **ASP.NET** (located under Application Server)
- **Domain Name System** (located under Networking Services)
- **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 is not compatible with Active Directory Services; however, it can be later installed on a server with Active Directory Application Mode (ADAM).

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

Web browser requirements

To access the Ensim Pro interface (after installing Ensim Pro), you need Microsoft Internet Explorer, version 5.5 and later, with cookies enabled.

Other versions and browsers have either not been tested, or are incompatible with Ensim Pro.

> 📝 Note
>
> The Ensim Pro interface is best viewed in Microsoft Internet Explorer, version 5.5 and 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 will not enable certain functionalities of Ensim Pro.

Other requirements

Installation drive paths

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

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

Ensure that the following ports used by Ensim Pro and other supported third-party applications are **not closed**.

Table 1-2. Ports used by Ensim Pro and other supported third-party applications

Name of the Ensim Pro service or supported third-party application	Port used
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

Table 1-2.   Ports used by Ensim Pro and other supported third-party applications (continued)

Name of the Ensim Pro service or supported third-party application	Port used
Urchin	9999 (default) Note: This port number can be changed while installing Urchin.

License requirement

You need a valid license before you can log on as the server administrator and begin using Ensim Pro. When you buy Ensim Pro from the Ensim Storefront (https://buy.ensim.com), you receive the license file as an attachment with the order confirmation email from Ensim.

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

For more information on registering the license, see "Registering the license for Ensim Pro" on page 3-1.

Applications included with Ensim Pro

Ensim Pro includes the following applications:

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

Installing Ensim Pro

Introduction

This chapter includes information on installing Ensim Pro on a server with Windows Server 2003 operating system.

You can install Ensim Pro using any 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 for the first time on a single server.

❑ **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 on multiple servers. For instructions on silent installation of Ensim Pro, refer "Silent installation of Ensim Pro" on page B-1.

Interactive installation of Ensim Pro

This section describes the graphical method of installing Ensim Pro.

Topics include:

- "Installing Ensim Pro" on page 2-1
- "Verifying proper installation" on page 2-7
- "Installing the online Help" on page 2-7

Installing Ensim Pro

Access the server where Ensim Pro is to be installed, either through the console or terminal services, and provide information during the installation process.

> 📝 **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 installation" on page C-1.

Procedure

To install Ensim Pro:

1   Log on as the administrator to the server where you are installing Ensim Pro and run the **Ensim Pro.msi** file.

❑   If you have the Ensim Pro CD, insert the CD in your CD-ROM drive, click **Start** > **Run**, enter the path of the **Ensim Pro.msi** file on the CD, and click **OK**. For example, **D:\Ensim Pro.msi**, where **D:** is the CD-ROM drive.

❑   If you do not have the Ensim Pro CD, then download **Ensim Pro.msi** from the location given in the release notification mail from Ensim Support. Click **Start** > **Run**, enter the path of the **Ensim Pro.msi** file, and click **OK**. For example, **C:\Ensim Pro.msi**.

The *Welcome* window opens.
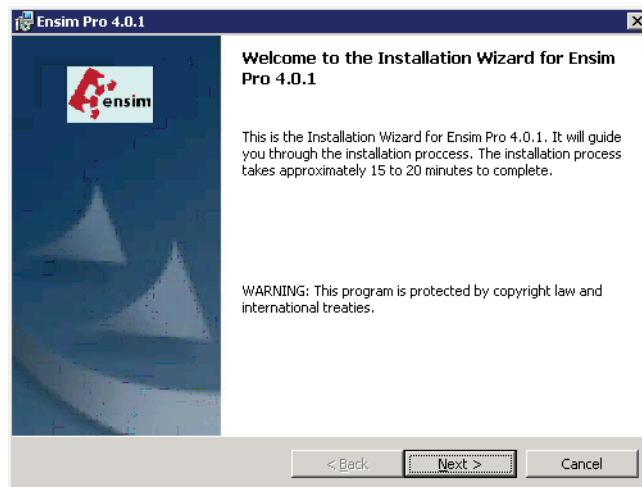
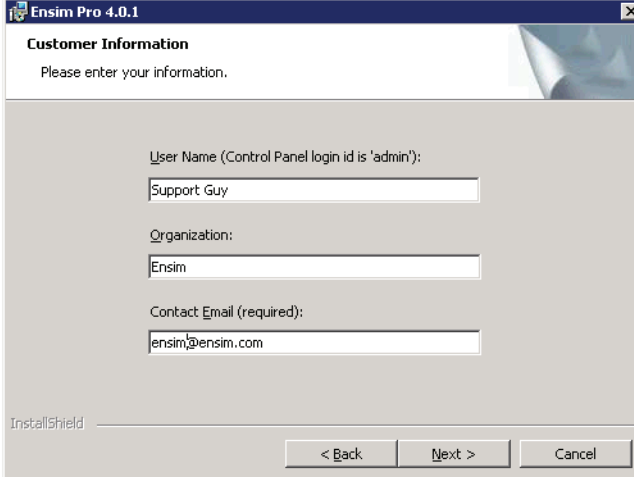**2**   Click **Next >**.

The *License Agreement* window opens.
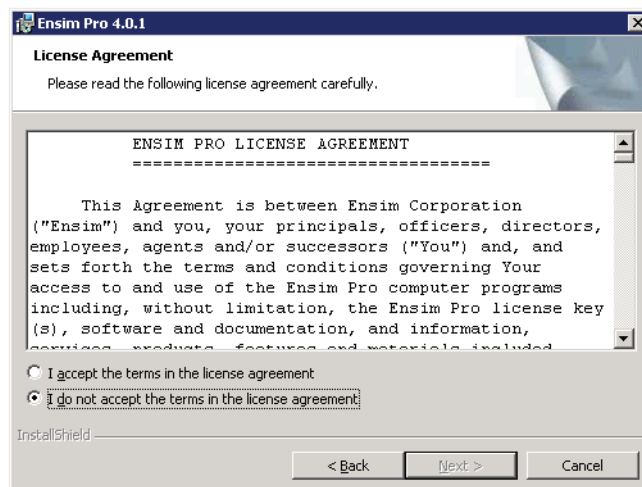
3 Read the contents of the *License Agreement* window carefully.

❑ If you agree to the terms of the License Agreement, select **I accept the terms in the license agreement**, then click **Next >**. The *Customer Information* 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** will cancel the installation.

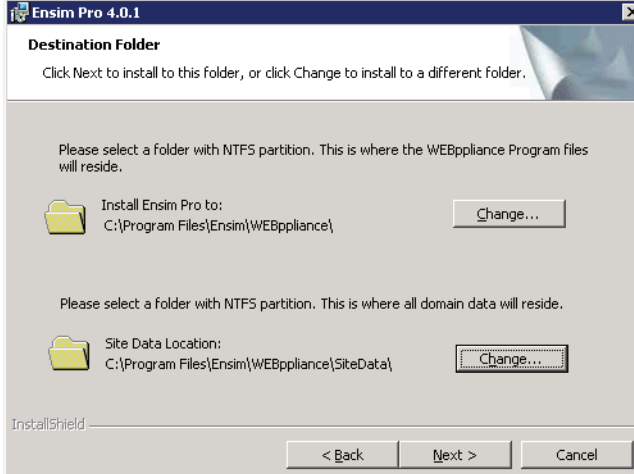**4** In the *Customer Information* window, enter your name, company name, and email address in the **User Name**, **Organization**, and **Contact Email** text boxes respectively.

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

**5** Click **Next >**.

The *Destination Folder* window opens.

6 In the *Destination Folder* window, select the location on the server where the Ensim Pro program files will be installed. **This folder must be on an NTFS partition or drive.** The default location is **C:\Program Files\Ensim\WEBppliance**. 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\WEBppliance\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 control panel.

7 Click **Next >** to proceed with the installation.

The *Customer Information* window opens.
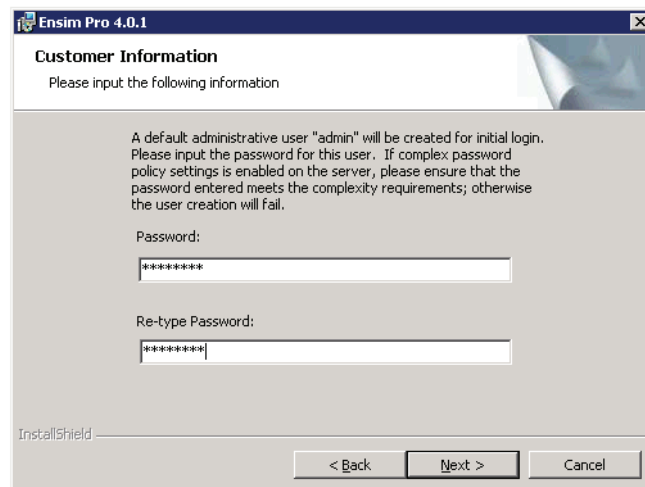
8 In the *Customer Information* window, enter the password for the default control panel administrator (called **admin**) in the **Password** text box.

> 📄 **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 on as the server administrator later. For more information about logging on as the server administrator, see "Logging on as the server administrator" on page 4-1.

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

The *Network Settings* window opens.
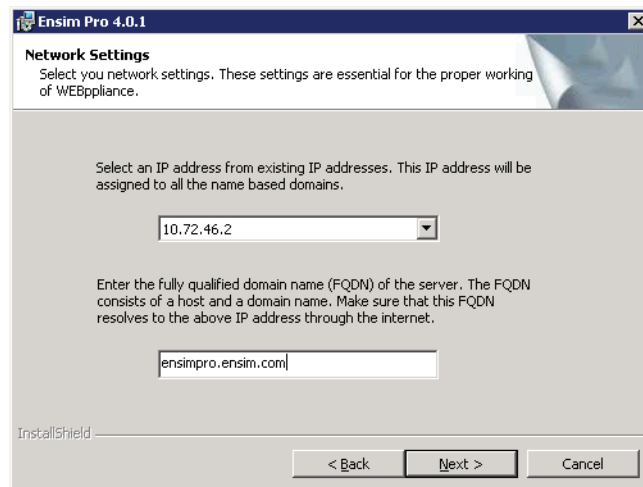
10   In the *Network Settings* window, enter the network settings of the server where you want to install Ensim Pro.

Enter or select values in the following fields.

❑   **IP address** – Click the arrow and select an IP address from the list of available IP addresses, for example, 10.70.14.1. 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 a 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).

**11**   Click **Next >** to proceed with the installation.

The *Ready to Install* window opens.
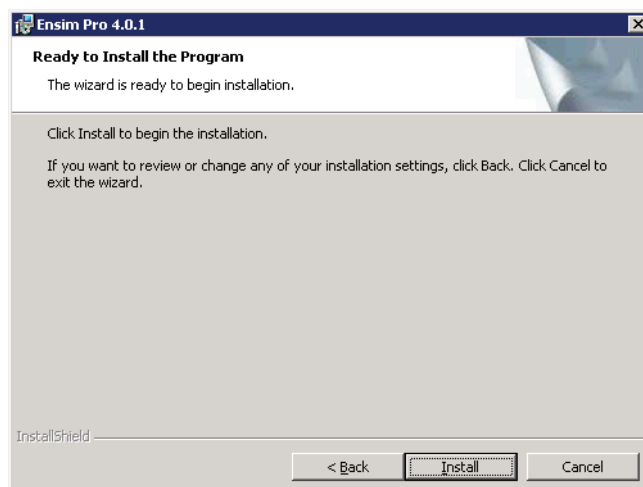
12   In the *Ready to Install* window, click **Install** to start the installation.
To review any of the settings, click **< Back**.

13   When the Ensim Pro installation is complete, the *Installation Completed* window opens.
Select from the following two options and click **Finish** to complete the installation.

❑ **Launch Control Panel**: Select this check box to open the control panel login window. You can log on to Ensim Pro as the server administrator from here. For instructions about logging on as the server administrator, see "Logging on as the server administrator" on page 4-1.

❑ **Show the readme file**: Select this check box to open the readme file. This file contains installation related information for Ensim Pro.
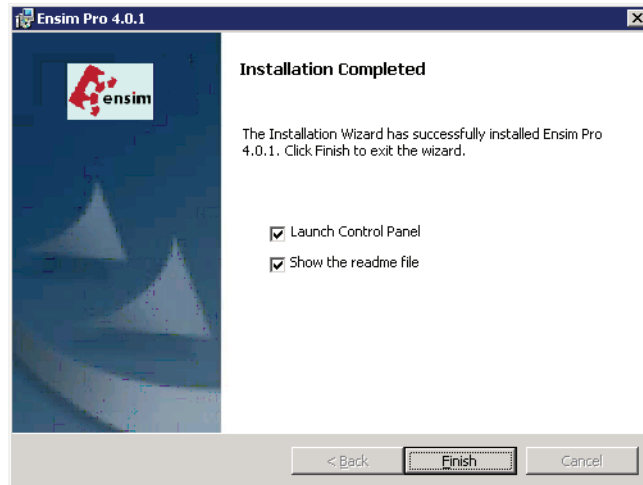
14 Confirm that Ensim Pro is properly installed by logging on to Ensim Pro as the server administrator. For more information, see "Verifying proper installation" on page 2-7.

> 📄 Important
>
> The interactive installation of Ensim Pro also installs Microsoft SQL Server Desktop Engine (MSDE 8.0) with **ensim** as the default System Administrator (SA) password. After installing Ensim Pro, ensure that you **change** the default SA password **to secure your database**. For instructions, visit http://support.microsoft.com/default.aspx?scid=kb;en-us;Q322336.

> 📝 Note
>
> If you want to run MSDE in the non-privileged user mode, visit http://support.microsoft.com/default.aspx?scid=kb;en-us;283811&sd=tech for instructions. After configuring MSDE in the non-privileged user mode, you must **restart** the **EnsimProvisionEngine** service before creating any organizations. To restart the EnsimProvisionEngine service, click **Start > Programs > Administrative Tools > Services**, locate **EnsimProvisionEngine**, and click **Restart**.

Verifying proper installation

After the installation is complete, log on to Ensim Pro as the server administrator and verify that you see the Ensim Pro interface.

For information about logging on to the Ensim Pro control panel as the server administrator, see Chapter 4, "Logging on as the server administrator".

> 📄 **Important**
>
> Before you can log on to the Ensim Pro interface, you have to register the Ensim Pro license. For instructions about registering the license, see Chapter 3, "Registering the license for Ensim Pro".

Installing the online Help

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

Procedure

To install the online Help:

1   Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2   Locate and run the **HelpInstaller.msi** file.

  ❑ If you have the Ensim Pro CD, insert the CD in your CD-ROM drive, click **Start** > **Run**, enter the path of **HelpInstaller.msi** file on the CD, and click **OK**. For example, **D:\HelpInstaller.msi**, where **D:** is the CD-ROM drive.

  ❑ If the **HelpInstaller.msi** file is present on your hard disk or on your local network, click **Start** > **Run**, enter the path of the **HelpInstaller.msi** file, and click **OK**. For example, **C:\HelpInstaller.msi**.

The *Welcome* window opens.

3   Click **Next**.

4   In the *Confirm Installation* window, click **Next**.

5   In the *Installation Complete* window, click **Close** to complete the installation.

The Ensim Pro online Help is installed. You can access the online Help from the Ensim Pro interface by clicking **General Help** in the *Help* section on the left navigation bar.

Registering the license for Ensim Pro

Introduction

This chapter includes information on registering the license for Ensim Pro. You need a valid license for Ensim Pro before you can log on as the server administrator and begin using Ensim Pro. For information about the various types of Ensim Pro licenses, see "License requirement" on page 1-4.

Registering the license for Ensim Pro

After installing Ensim Pro, you will see the EULA (End User License Agreement) page when you connect to Ensim Pro for the first time. You have to accept the license agreement and enter a valid license to proceed further.

Procedure

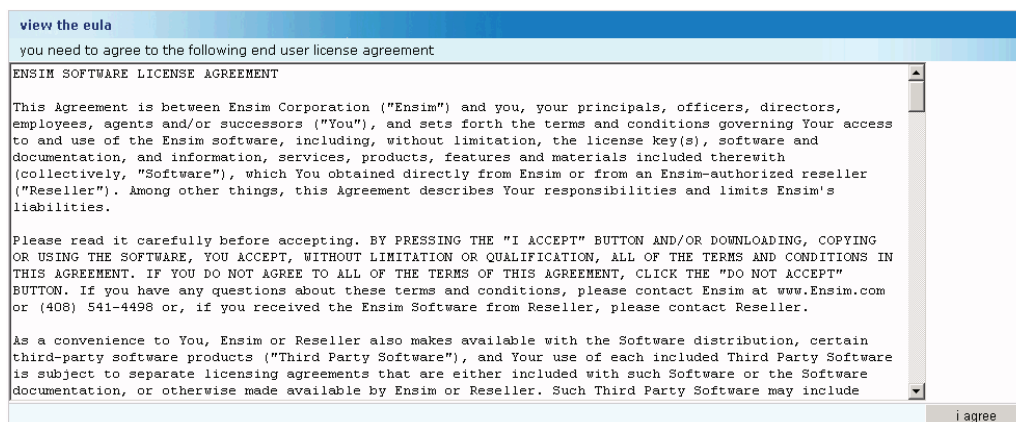To register the Ensim Pro license:

1   Ensure that you have a valid license for Ensim Pro.

2   Open your Web browser.

3   In the **Address** field of your Web browser, type the URL: **https://<*server_name*>/admin**, where **<*server_name*>** is the host name of the Ensim Pro server.

    A Security Alert window is displayed.

4   Click **Yes**.

    The *EULA (End User License Agreement)* page is displayed.

5   On the *EULA* page, click **I Agree** if you agree to the terms of the license agreement.

The *License* page is displayed.

6   Locate the Ensim Pro license file, copy its content, then paste the content in the text box on the *License* page.

📝 **Tip**

To copy the content of the Ensim Pro license file, open it in Notepad.

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7   Click **Save**.

If you have entered a valid Ensim Pro license, the login page opens. For more information on Ensim Pro licenses, refer to the section "License requirement" on page 1-4. For instructions about logging on as the server administrator, see Chapter 4, "Logging on as the server administrator".

Logging on as the server administrator

Introduction

This chapter includes information for logging on to the Ensim Pro control panel as the server administrator.

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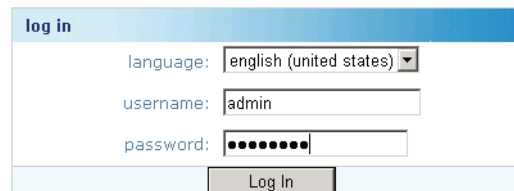
Once you install Ensim Pro, you can use your Web browser to access Ensim Pro, then log on as the server administrator and manage tasks at the server level.

Procedure

To log on as the server administrator:

1 Open your Web browser.

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 server.

The *Log in* page opens.

3 In the **username** text box, type **admin**.

4 In the **password** text box, enter the password that you entered during the installation process. For more information, see step 8 in the section "Installing Ensim Pro" on page 2-1.

5   Click **Log In**.

The *Server Administrator home* page opens.
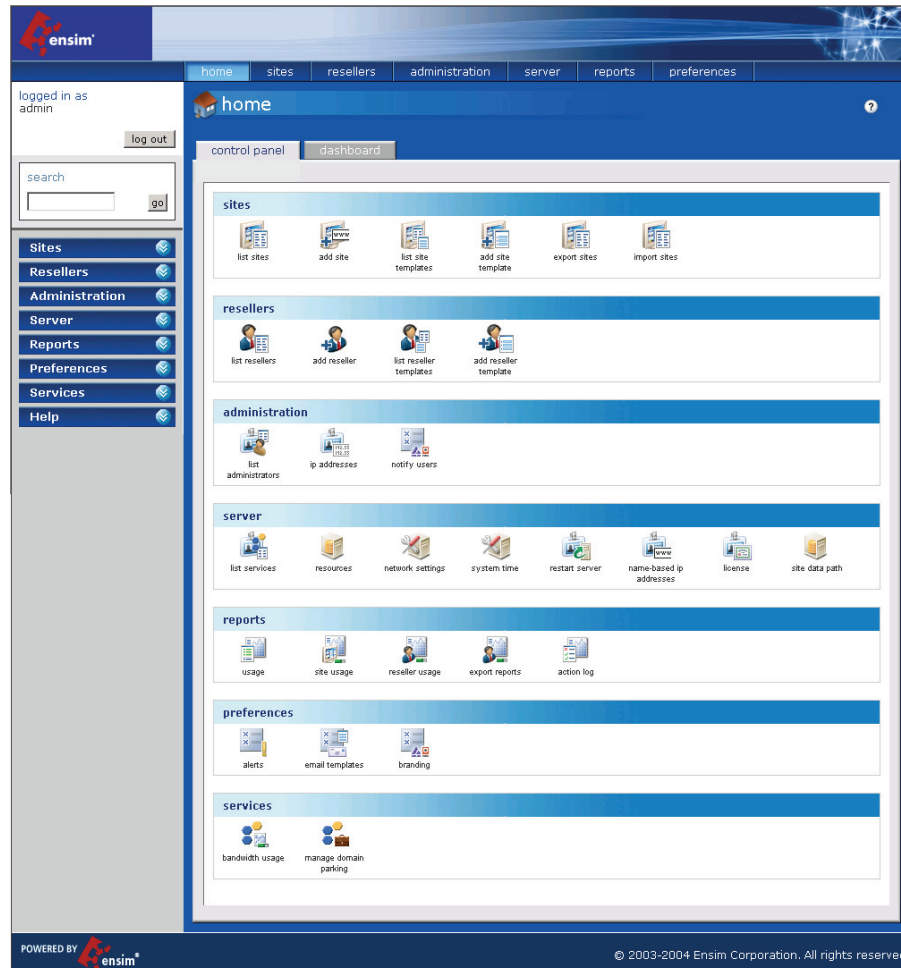
The *Server Administrator home* page includes links to some important tasks you will perform at the server level. Use the *home* page to view and perform these tasks.

Note

The *Server Administrator home* page automatically displays when you log on as the server administrator; however, you can also access these tasks from the top and left navigation bars.

Installing add-ons for ColdFusion, Urchin, IMail, MySQL, and Ensim Ignite services

Introduction

This appendix includes instructions about installing add-ons for ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.13, MySQL 4.0.12, and Ensim Ignite services.

> 📄 **Important**
>
> You must install ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.13 (from the Ipswitch Collaboration Suite), and MySQL 4.0.12 manually before you install the add-ons for them. Ensim does not include these applications with Ensim Pro; it provides only the add-ons.

Topics include:

- "Installing the ColdFusion MX 6.1 add-on" on page A-1
- "Installing the Urchin 5.x add-on" on page A-3
- "Installing the IMail Server 8.13 add-on" on page A-3
- "Installing the MySQL 4.0.12 add-on" on page A-4
- "Installing the Ensim Ignite services add-on" on page A-5

> 📄 **Important**
>
> After installing any add-on, restart the EnsimProvisionEngine service by clicking **Start** > **Programs** > **Administrative Tools** > **Services**, locating **EnsimProvisionEngine**, and clicking **Restart**.

Installing the ColdFusion MX 6.1 add-on

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

> 📄 **Important**
>
> Before installing the add-on for ColdFusion MX 6.1, ensure that you have installed ColdFusion MX 6.1 on your Ensim Pro server. For information about downloading and installing ColdFusion MX 6.1, visit http:// www.macromedia.com/software/coldfusion/.

Procedure

To install the ColdFusion MX 6.1 add-on:

1 Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2 Locate and run the **Coldfusion Addon.msi** file.

❑ If you have the Ensim Pro CD, insert it in your CD-ROM drive, click
Start > **Run**, enter the path of **Coldfusion Addon.msi** file on the CD, and click **OK**.
For example, **D:\Coldfusion Addon.msi**, where **D:** is the CD-ROM drive.

❑ If the **Coldfusion Addon.msi** file is present on your hard disk or on your local network, click **Start** > **Run**, enter the path of the **Coldfusion Addon.msi** file, and click **OK**. For example, **C:\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.

Important

After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro 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 interface from inheriting ColdFusion script maps automatically. Hence, you will be able to control provisioning of ColdFusion for new sites through the Ensim Pro interface. Failure to disable ColdFusion script maps for the IIS Master Properties sheet will result in all sites being automatically provisioned with ColdFusion.

Installing the Urchin 5.x add-on

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

📄 Important

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

⤓ Procedure

To install the Urchin 5.x add-on:

1   Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2   Locate and run the **Urchin Addon.msi** file.

   ❑   If you have the Ensim Pro CD, insert it in your CD-ROM drive, click **Start** > **Run**, enter the path of **Urchin Addon.msi** file on the CD, and click **OK**. For example, **D:\Urchin Addon.msi**, where **D:** is the CD-ROM drive.

   ❑   If the **Urchin Addon.msi** file is present on your hard disk or on your local network, click **Start** > **Run**, enter the path of the **Urchin Addon.msi** file, and click **OK**. For example, **C:\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.

Installing the IMail Server 8.13 add-on

This section provides instructions for installing the IMail Server 8.13 add-on for Ensim Pro.

📄 Important

Before installing the add-on for IMail Server 8.13, ensure that you have installed IMail Server 8.13 from the Ipswitch Collaboration Suite on your Ensim Pro server. For information about downloading and installing the Ipswitch Collaboration Suite, visit 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**.

Procedure

To install the IMail Server 8.13 add-on:

1   Connect to the Ensim Pro server using the console or terminal services and log on 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 is installed. For example, if Ensim Pro is installed in **C:\Program Files\Ensim\WEBppliance**, then this executable resides at **C:\Program Files\Ensim\WEBppliance\cp\admin\bin\serviceComponents\mail**.

3   Register the IMAIL add-on using **RegisterMailAddon.exe.**

RegisterMailAddon.exe Ipswitch IMAIL 8.13 exe "" ""

4   Create a directory named **mailapi** in the directory where Ensim Pro is installed.

mkdir *<install_dir>***\mailapi**

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

5   Locate **IMAILPlugin.exe** that contains all the API calls, either on the Ensim Pro CD, your hard disk, or on your local network.

6   Run **IMAILPlugin.exe**. The *IMAILPlugin* window opens.

7   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 8.13 add-on is installed.

Known limitations of IMail Server 8.13

This section describes the known limitations of IMail Server 8.13.

•   While adding a site, if the site administrator's username is less than three characters long, IMail Server 8.13 cannot be implemented for that site.

•   While adding a user to a site, if the username is less than three characters long, IMail Server 8.13 cannot be provisioned to that user.

Installing the MySQL 4.0.12 add-on

This section provides instructions for installing the MySQL 4.0.12 add-on for Ensim Pro.

Important

Before installing the add-on for MySQL 4.0.12, ensure that you have installed MySQL 4.0.12 and MyODBC 3.51.06 on your Ensim Pro server. For information about downloading and installing MySQL 4.0.12, visit http://downloads.mysql.com/archives.php?p=mysql-4.0&v=4.0.12. For information about downloading and installing MyODBC 3.51.06, visit ftp://mirror.services.wisc.edu/mirrors/mysql/Downloads/MyODBC3/. Install MyODBC 3.51.06 using the default options.

Before installing the MySQL 4.0.12 add-on for Ensim Pro, ensure that you **have not set** the root password for MySQL, otherwise you cannot provision a site with MySQL. If you have freshly installed MySQL with default settings, its root password is empty.

⚙ Procedure

To install the MySQL 4.0.12 add-on:

1 Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2 Locate and run the **Mysql Addon.msi** file.

❑ If you have the Ensim Pro CD, insert it in your CD-ROM drive, click **Start** > **Run**, enter the path of **Mysql Addon.msi** file on the CD, and click **OK**. For example, **D:\Mysql Addon.msi**, where **D:** is the CD-ROM drive.

❑ If the **Mysql Addon.msi** file is present on your hard disk or on your local network, click **Start** > **Run**, enter the path of the **Mysql Addon.msi** file, and click **OK**. For example, **C:\Mysql Addon.msi**.

The *Mysql 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 MySQL 4.0.12 add-on is installed.

▯ Important

After installing the MySQL 4.0.12 add-on for Ensim Pro, ensure that you **set** the root password for MySQL **to secure your database**. For instructions, visit http://dev.mysql.com/doc/mysql/en/Default_privileges.html.

Installing the Ensim Ignite services add-on

This section includes instructions about installing the Ensim Ignite services add-on for Ensim Pro.

Ensim Ignite is a suite of online services that provide cutting-edge business solutions to extend your business reach and enhance your business efficiencies with minimal investment and turn-around time. For more information, refer to the *Ensim Pro 4.0.1 for Windows 2003 Release Notes* at http://www.ensim.com/support/pro/win2003/index.html.

⚙ Procedure

To install the Ensim Ignite services add-on:

1 Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2 Locate and run the **Ensim Ignite Service Add-on.msi** file.

❑ If you have the Ensim Pro CD, insert it in your CD-ROM drive, click **Start** > **Run**, enter the path of **Ensim Ignite Service Add-on.msi** file on the CD, and click **OK**. For example, **D:\Ensim Ignite Service Add-on.msi**, where **D:** is the CD-ROM drive.

❑ If the **Ensim Ignite Service Add-on.msi** file is present on your hard disk or on your local network, click **Start** > **Run**, enter the path of the **Ensim Ignite Service Add-on.msi** file, and click **OK**. For example, **C:\Ensim Ignite Service Add-on.msi**.

The *Ensim Ignite Service Add-on* 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 Ensim Ignite services add-on is installed.

Silent installation of Ensim Pro

Introduction

This appendix includes instructions about installing Ensim Pro in the silent installation mode.

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 on multiple servers.

Installing Ensim Pro, online Help, and add-ons

This section includes the instructions for installing Ensim Pro, online Help, and add-ons using the command line.

Procedure

To install Ensim Pro, online Help, and add-ons using the command line:

1   Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2   Before installing Ensim Pro, ensure that you have installed MSDE on your Ensim Pro server. If not,

❑   Download the MSDE installation file, **SQL2KDeskSP3.exe** from http:// www.microsoft.com/sql/downloads/2000/sp3.asp.

❑   Extract the contents of **SQL2KDeskSP3.exe** to a temporary directory on your server.

❑   Open a command prompt window and change to the directory where the contents of **SQL2KDeskSP3.exe** are extracted.

❑   Install MSDE by typing the following command in the command prompt window.

Setup.exe /qb+ DISABLENETWORKPROTOCOLS=0 SAPWD="<*SQL_Server_administrator_password*>" SECURITYMODE=SQL

where **<*SQL_Server_administrator_password*>** is the password for the SQL Server administrator.

Example

Setup.exe /qb+ DISABLENETWORKPROTOCOLS=0 SAPWD="ensim" SECURITYMODE=SQL

Important

After installing MSDE, 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.

> ### 📝 Note
>
> If you want to enable access to MSDE using a remote client such as Query Analyzer or Enterprise Manager, then you may need to enable the network protocols. For more information, refer to Microsoft Knowledge Base Article - 827204 at http://support.microsoft.com/default.aspx?scid=kb;en-us;827204&Product=sql2k.
>
> If you want to run MSDE in the non-privileged user mode, visit http://support.microsoft.com/default.aspx?scid=kb;en-us;283811&sd=tech for instructions. After configuring MSDE in the non-privileged user mode, you must **restart** the **EnsimProvisionEngine** service before creating any organizations. To restart the EnsimProvisionEngine service, click **Start > Programs > Administrative Tools > Services**, locate **EnsimProvisionEngine**, and click **Restart**.

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

   a   Ensim Pro.msi

   b   HelpInstaller.msi

   c   Optional: Coldfusion Addon.msi, Urchin Addon.msi, Mysql Addon.msi, IMAILPlugin.exe, and Ensim Ignite Service Add-on.msi.

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

5 Install the Ensim Pro control panel using the following command.

msiexec /l*v *<full_path_of_log_file>* **/i "Ensim Pro.msi" /qn
USERNAME="***<username>***" COMPANYNAME="***<company_name>***"
CUSTOMEREMAIL="***<email_id>***" INSTALLDIR="***<install_dir>***"
SITEDATADIR="***<site_data_path>***" ISPPWD="***<password>***"
IP="***<machine_ip_address>***" NETMASK="***<machine_netmask>***"
FQDN="***<FQDN_of_the_machine>***" 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
- ❑ *<site_data_path>* is the directory where you want to store the site data
- ❑ *<password>* is your password for logging on 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

Example

**msiexec /l*v C:/ensimpro.log /i "Ensim Pro.msi" /qn USERNAME="abc"
COMPANYNAME="ensim" CUSTOMEREMAIL="xyz@example.net"
INSTALLDIR="C:\Program Files\Ensim\WEBppliance"
SITEDATADIR="C:\Sitedata" ISPPWD="ensimpro" IP="10.72.25.5"
NETMASK="255.255.255.0" FQDN="ensimpro.example.net" wwp="1"**

Important

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

If your server **does not meet** the pre-requisites for installing Ensim Pro, 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, refer to Chapter 1, "Preparing for the installation".

6 Install the online Help using the following command.

msiexec /l*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.**

7 Install the following optional add-ons for Ensim Pro.

> 📄 Important
>
> Before installing the add-on for ColdFusion MX 6.1, ensure that you have installed ColdFusion MX 6.1 on your Ensim Pro server. For information about downloading and installing ColdFusion MX 6.1, visit http://www.macromedia.com/software/coldfusion/.
>
> After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro server does **not** have ColdFusion script maps. For more information on ColdFusion script maps, refer to the important note on page A-2.

a Install the ColdFusion MX 6.1 add-on using the following command.

msiexec /l*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.**

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

b Install the Urchin 5.x add-on using the following command.

msiexec /l*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.**

> 📄 Important
>
> Before installing the add-on for MySQL 4.0.12, ensure that you have installed MySQL 4.0.12 and MyODBC 3.51.06 on your Ensim Pro server. For downloading MySQL 4.0.12, visit http://downloads.mysql.com/archives.php?p=mysql-4.0&v=4.0.12. For downloading MyODBC 3.51.06, visit ftp://mirror.services.wisc.edu/mirrors/mysql/Downloads/MyODBC3/. Install MyODBC 3.51.06 using the default options.
>
> Before installing the MySQL 4.0.12 add-on for Ensim Pro, ensure that you **have not set** the root password for MySQL, otherwise you cannot provision a site with MySQL. If you have freshly installed MySQL with default settings, its root password is empty.

c Install the MySQL 4.0.12 add-on using the following command.

msiexec /l*v *<full_path_of_log_file>* **/i "Mysql 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:\mysqlinstaller.log.**

> 📄 Important
>
> After installing the MySQL 4.0.12 add-on for Ensim Pro, ensure that you **set** the root password for MySQL **to secure your database**. For instructions, visit http://dev.mysql.com/doc/mysql/en/Default_privileges.html.

d   Install the Ensim Ignite services add-on using the following command.

msiexec /l*v *<full_path_of_log_file>* **/i "Ensim Ignite Service Add-on.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:\ignite.log.**

e   For installing the IMail Server 8.13 add-on, refer to the section "Installing the IMail Server 8.13 add-on" on page A-3 in Appendix A.

8   To confirm that Ensim Pro, online Help, and the add-ons are installed successfully, check the log files whose names and locations you have specified during their installations.

9   Before you can log on as the server administrator and begin using Ensim Pro, you need a license for Ensim Pro. For registering the license for Ensim Pro, refer to the chapter "Registering the license for Ensim Pro" on page 3-1

10   After registering Ensim Pro, log on to Ensim Pro control panel as the server administrator. For more information, refer to the section "Verifying proper installation" on page 2-7.

11   In the Ensim Pro control panel, on the left navigation panel, in the Server section, click **List Services.** Verify that all the add-ons you have installed are displayed on this page.

Uninstalling and reinstalling Ensim Pro

Introduction

This appendix includes instructions about uninstalling and reinstalling Ensim Pro; however, there are some limitations to both processes that are described in the following sections.

Canceling the Ensim Pro installation

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

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

Uninstalling Ensim Pro and its add-ons

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

⚙ Procedure

To uninstall Ensim Pro:

1   Connect to the Ensim Pro server using the console or terminal services and log on as the administrator.

2   Click **Start** > **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 MX 6.1, Urchin 5, MySQL 4.0.12, IMail Server 8.13, or Ensim Ignite services, then 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 Online Help**, and **Ensim Pro**, and click **Remove** for both.

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

📝 Note

The uninstallation process will 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 was installed.

Reinstalling Ensim Pro

You can reinstall Ensim Pro if the previous installation of Ensim Pro 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. For instructions about removing Ensim Pro and its components, see "Uninstalling Ensim Pro and its add-ons" on page C-1.

> 📄 **Important**
>
> After uninstalling Ensim Pro and its add-ons, you must restart the server before reinstalling Ensim Pro and its add-ons.

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

1 Install **Ensim Pro** and **Ensim Pro online Help**.

For instructions about installing Ensim Pro and Ensim Pro online Help, see Chapter 2, "Installing Ensim Pro".

2 **Optional**: Install the add-ons for ColdFusion MX 6.1, Urchin 5, IMail Server 8.13, MySQL 4.0.12, and Ensim Ignite services.

For instructions about installing add-ons, see Appendix A, "Installing add-ons for ColdFusion, Urchin, IMail, MySQL, and Ensim Ignite services".

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