Ensim® Pro and Ensim Basic 4.0.3 for Linux® (Standalone) Installation Guide

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Introduction

This guide provides instructions on installing Ensim® Pro and Ensim Basic 4.0.3 for Linux® on a Linux server running any of the following operating systems:

- Fedora™ Core 2
- Fedora Core 1
- Red Hat® Enterprise Linux ES Release 3

For simplicity, we refer to Ensim Pro and Ensim Basic 4.0.3 for Linux (Standalone) as "Ensim Control Panel," Fedora Core 1 as "Fedora 1," Fedora Core 2 as "Fedora 2," and Red Hat Enterprise Linux ES Release 3 as "RHEL 3" throughout the document.

Topics include:

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 system requirements and the list of packages.

System requirements

Your system must meet the following minimum requirements for installing Ensim Control Panel. The requirements are common to both Fedora and RHEL servers except where indicated otherwise.

Table 1.   Requirements for installing Ensim Control Panel

Requirement	Description
Operating system	• Fedora 2 (for 32-bit processors) • Fedora 1 (for 32-bit processors) • RHEL 3 Note: Ensim Control Panel cannot be installed on servers running operating systems designed for 64-bit processors.
Processor	Intel Pentium® II or III processor, class 500 MHz or above or any Intel-compatible CPU of 500 MHz speed or above
RAM	256 MB
Disk space	At least 20 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 *Ensim Pro 4.0.3 for Linux Technical Reference Guide* 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 *Ensim Pro 4.0.3 for Linux Technical Reference Guide* at http://www.ensim.com/support/pro/linux/index.html.
List of pre-installed RPMs	**Fedora:** A minimal installation is recommended. Do **NOT** select any packages during the installation of Fedora 1 or Fedora 2 on your server. Clear the default selections before proceeding with the installation of Fedora. **RHEL:** A minimal installation is recommended. Do **NOT** select any packages during the installation of RHEL 3 on your server. Clear the default selections before proceeding with the installation of RHEL 3. When the RHEL installation is complete, you **MUST** install the additional RPMs as described in the section "Installing additional RPMs" on page 7. Note that the minimal installation, by default, installs the RPMs `samba-common-3.0.0-14.3E` and `samba-3.0.0-14.3E`, which are not essential to the installation of Ensim Control Panel.
Connectivity	Network connectivity with access to Internet
Ensim Control Panel CD-ROM (if you want the installer to obtain the installation files from the CD-ROM)	One Ensim Control Panel CD-ROM

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

Requirement	Description
Other requirements	• DNS server on network • "root" user access • The system files **/etc/hosts**, **/etc/resolv.conf**, **/etc/sysconfig/ network**, and **/etc/sysconfig/network-scripts/ifcfg-eth0** on the target server must include the entries as specified below. If the entries are not present, use an editor to modify the files.

➳ **/etc/hosts** file

---/etc/hosts begin file--

```
127.0.0.1 localhost.localdomain localhost
1.2.3.4 myhost.mydomain.com myhost
```
---/etc/hosts end file--

➳ **/etc/resolv.conf** file

---/etc/resolv.conf begin file--

```
primary_name_server ip_address
secondary_name_server ip_address
```
---/etc/resolv.conf end file--

➳ **/etc/sysconfig/network** file

---/etc/sysconfig/network begin file--

```
NETWORKING=yes
DOMAIN=mydomain.com
HOSTNAME=myhost.mydomain.com
GATEWAY=ip_address_gateway
```
---/etc/sysconfig/network end file--

➳ **/etc/sysconfig/network-scripts/ifcfg-eth0** file

---/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--

Required list of RPMs for RHEL servers

RHEL requires certain additional RPMs to be installed. After performing a minimal installation, install the additional RPMs as described in the section "Appendix A: Installing the required RPMs on RHEL 3 servers" on page 7.

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, *Ensim Pro 4.0.3 for Linux Technical Reference Guide* at http://www.ensim.com/support/pro/linux/index.html.	☐
2. If installing on a RHEL 3 server, verify the list of RPMs installed on your server		
Required list of RPMs on your server	The RHEL server on which you install Ensim Control Panel must have certain additional RPMs installed as described in the section "Appendix A: Installing the required RPMs on RHEL 3 servers" on page 7.	☐
3. 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.	☐
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 *Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.0.3 for Linux (Standalone)* at http://www.ensim.com/support/pro/linux/index.html.	☐

Installing Ensim Control Panel

The following section provides instructions for installing Ensim Control Panel on a Fedora 2, Fedora 1, and RHEL 3 server. The installer installs Ensim Control Panel in the text mode; curses-based installation is not supported.

> 📄 **Important**
>
> Please ensure that your system meets the requirements for a successful installation. Please review the sections "System requirements" on page 1 and "Required list of RPMs for RHEL servers" on page 3 before you install.

📌 **Procedure**

To install Ensim Control Panel:

1 Log on to the server on which you want to install 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

You must 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.

#mount /mnt/cdrom

> 📝 **Note**
>
> You do not have to mount the CD-ROM if you have enabled **AutoMount** on your server.

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

Option 2: FTP server

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. Use the **--help** option with the script to learn more about the various command line options you can use with the script.

> 📝 **Note**
>
> 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.

#sh ensim-installer.sh --email=<*email_address*>

where **--email** is the email address to which success or error messages are sent

You must use the **--email** option with the script to receive email messages on the status of the installation.

Example

In the following example, the command installs Ensim Control Panel by obtaining the necessary files from Ensim's FTP server.

#sh ensim-installer.sh --email=admin@example.com

If you want the installer to obtain the installation files from a local FTP server, you must use the **--ftp-server** option and specify the host name of the FTP server, otherwise the installer defaults to Ensim's FTP server.

The installer begins installation of Ensim Control Panel. 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.

All the services and add-ons provided by Ensim Control Panel are installed.

If you encounter problems during the installation, please use the information in the section "Appendix C: Troubleshooting installation issues" on page 11 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.

Congratulations! You have successfully installed Ensim Control Panel.

Appendix A: Installing the required RPMs on RHEL 3 servers

The following section explains how to install the required list of additional RPMs essential for the successful installation of Ensim Control Panel. The RPM versions specified indicate the minimum requirement. You may install a later version of the RPM from the same distribution.

Installing additional RPMs

This section explains the installation of additional RPMs after you complete the minimal installation of RHEL. A minimal installation requires you to cancel the default package selections during the installation of RHEL.

Note

This section assumes that you have the performed a minimal installation of RHEL 3 on your server. The minimal installation, by default, installs the RPMs `samba-common-3.0.0-14.3E` and `samba-3.0.0-14.3E`, which are not essential to the installation of Ensim Control Panel.

Procedure

To install the additional RPMs:

1 Log onto the server on which you want to install Ensim Control Panel.

2 Create a directory **extra_rpms** to store the additional RPMs.

3 Copy the following RPMs from the RHEL CD-ROMs.

- ❑ compat-db
- ❑ compat-slang
- ❑ freetype-devel
- ❑ httpd-devel
- ❑ ImageMagick
- ❑ libjpeg-devel
- ❑ libpng-devel
- ❑ libtiff-devel
- ❑ libxml2-python
- ❑ php-odbc
- ❑ php-mysql
- ❑ php-pgsql
- ❑ rh-postgresql
- ❑ telnet-server

4   Next, log on to the Red Hat Network site <u>http://rhn.redhat.com</u> with your user name and password to download the following RPMs from the Red Hat Network site.

- ❑   mysql-server
- ❑   rh-postgresql-server

5   Click the **Channels** tab at the top of the page.

6   In the *ChannelName* column, click the link **Red Hat Enterprise Linux ES (v. 3 for x86) Extras**.

7   At the top of the *Details* page, click the **Packages** link. The list of packages display.

8   Select the packages listed in <u>Step 4</u>, and click **Download Packages**.

9   Verify that all RPM dependencies are satisfied.

#rpm -Uvh *.rpm --test

If a dependency error is displayed, install the required RPM before proceeding to install the additional RPMs.

10   Install the additional RPMs using the following command.

#rpm -Uvh *.rpm

List of required RPMs

Table 3 provides the complete list of RPMs that are required for the successful installation of Ensim Control Panel. The list includes the base set of RPMs installed when you perform a minimal installation and the additional RPMs. If you do not have the necessary RPMs installed, you must install them before you install Ensim Control Panel. The minimal installation, by default, installs the RPMs `samba-common-3.0.0-14.3E` and `samba-3.0.0-14.3E`, which are not required for the installation of Ensim Control Panel and therefore omitted from the list.

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 Network site <u>http://rhn.redhat.com</u>.

Table 3.   **List of all RPMs**

List of all RPMs	
bind	perl-DateManip
bzip2-devel	perl-DBD-MySQL
caching-nameserver	perl-DBD-Pg
compat-libstdc++	perl-DB_File
cpp	perl-DBI
curl	perl-Digest-HMAC
compat-db	perl-Digest-SHA1
compat-slang	perl-HTML-Parser
freetype-devel	perl-HTML-Tagset
gcc	perl-libwww-perl
gcc-c++	perl-libxml-enno
gd	perl-libxml-perl
glibc-devel	perl-Net-DNS

Table 3.   List of all RPMs (continued)

List of all RPMs	
glibc-headers	perl-Parse-Yapp
glibc-kernheaders	perl-Time-HiRes
httpd-devel	perl-URI
httpd	perl-XML-Dumper
ImageMagick	perl-XML-Encoding
imap	perl-XML-Grove
krb5-devel	perl-XML-Parser
libjpeg-devel	perl-XML-Twig
libpng-devel	php
libmng	php-imap
libtiff-devel	php-ldap
libstdc++-devel	php-mysql
libungif	php-odbc
libxml2	php-pgsql
libxml2-devel	pspell-devel
libxml2-python	procps-2.0.17 Note: You must have **version 2.0.17** or later of the RPM installed.
libxslt	qt
mod_perl	rh-postgresql-libs
mod_ssl	rh-postgresql-python
mx	rh-postgresql
mysql	**rh-postgresql-server**
MySQL-python	rpm-build
mysql-server	sendmail-cf
net-snmp	spamassassin
openssl-devel	tcl
perl-CGI	telnet-server
zlib-devel	unixODBC
XFree86-Mesa-libGLU	webalizer

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 and brief description of the check 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 the section "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 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 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 installation. The log file is located at **/var/log/ensim** and is emailed to the specified email address.

Table 4.   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 **/etc/sysconfig/network**. The host name must be a fully qualified domain name. See the following example. **Incorrect:** myhost **Correct:** myhost.mydomain.com

During installation, the following message is displayed: `check_hostname <FAILED>`.	The host file is incorrect.	The file **/etc/hosts** 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
		`---/etc/hosts begin file--`
		`127.0.0.1 localhost.localdo-main localhost`
		`1.2.3.4 myhost.mydomain.com myhost`
		`---/etc/hosts end file--`
		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 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.
Cannot download Ensim Control Panel.	Error downloading Ensim Control Panel.	Ensure that you are connected to the Internet.

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

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