ENSIM PRO - WINDOWS

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Ensim® Pro 10.0.0 for Windows® 2003 Installation and Upgrade Guide

ensim®

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About this guide

Introduction

This guide provides instructions for installing or upgrading to Ensim® Pro 10.0.0 for Windows® 2003. It also provides information about logging in as the server administrator and installing add-ons for ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.21, and MySQL 4.1 or 5.0. If you are installing the product for the first time, begin with chapter 1. If you are upgrading from an earlier version of the product, see Chapter 4 for instructions.

> 📝 **Note**
>
> For simplicity, Ensim Pro for Windows 2003 is referred to as "Ensim Pro" throughout this document.

Chapters in this guide include:

- Chapter 1, "Preparing for the installation". The hardware, software, networking, and other server requirements for successfully installing Ensim Pro 10.0.0.

- Chapter 2, "Installing Ensim Pro 10.0.0". How to install the Ensim Pro 10.0.0 software.

- Chapter 3, "Logging in as the server administrator". How to log in to the Ensim Pro 10.0.0 control panel as the server administrator.

- Chapter 4, "Upgrading to Ensim Pro 10.0.0". Instructions for upgrading Ensim Pro from version 4.0.0, 4.0.1, or 5.0.0 to 10.0.0

- Appendix A, "Installing add-ons for ColdFusion, Urchin, IMail, and MySQL". Instructions for installing the optional add-ons included with Ensim Pro 10.0.0.

- Appendix B, "Silent installation of Ensim Pro 10.0.0". How to install Ensim Pro 10.0.0 from the command line.

- Appendix C, "Uninstalling and reinstalling Ensim Pro 10.0.0". Instructions for uninstalling and reinstalling Ensim Pro 10.0.0 in case the earlier installation fails.

- Index. Key words with page references to help you find information.

Intended audience and required skills

This guide is intended for those who need to set up and use Ensim Pro, including system administrators, technical support staff of Internet service providers (ISPs), or anyone who wants to host sites on a Microsoft® Windows Server 2003 server using Ensim Pro.

To use this guide, you need to be familiar with the Windows Server 2003 platform as well as general Internet applications. In addition, you should have some or all of the following skills.

- Using the Microsoft Windows Server 2003 operating system as a system administrator

- Experience with networking applications
- Understanding of system security
- Understanding of DNS

Related documentation

The following documents provide additional information about Ensim Pro:

- *Ensim® Pro 10.0.0 for Windows® 2003 Release Notes*. Important information about this release, including known issues. Ensim recommends that you read the release notes before you begin the installation or upgrade.
- *Ensim® Pro 10.0.0 for Windows® 2003 Mail API Guide*. Information about using the email-related API calls for creating your own mail add-on.
- *Ensim® Pro 10.0.0 for Windows® 2003 Technical Reference Guide*. Information about using Command Line Interface (CLI) calls to create, edit, view, and delete sites or resellers on Ensim Pro, changing network settings, and integrating custom scripts with Ensim Pro.

Documentation is also available in the Ensim Pro section of the Ensim Support site, http://support.ensim.com. All customers receive passwords that allow access to this site. If you do not have a password, contact your organization's liaison to Ensim.

Online Help

The Ensim Pro control panel provides comprehensive online Help designed to answer questions and help you find the information you need, when you need it. To access online Help, log in to the control panel, then click the Help links on the lower left navigation panel. To get help for a specific page, click ? on the upper right side of forms.

Document conventions

Throughout this guide, specific fonts are used to identify 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.`

> ✏️ Tip
>
> In addition, key information is sometimes displayed using special headings and formats, such as this one, to make it stand out from regular text.

Support and feedback

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

- http://support.ensim.com to create an Ensim Support account
- https://onlinesupport.ensim.com to log in to Ensim Support using an existing account
- http://onlinesupport.ensim.com/kb_search_sln.asp to search the knowledge base
- http://www.ensim.com/about/feedback.asp to provide feedback to Ensim

> ✏️ Note
>
> All customers receive passwords that allow access to the Ensim Support site. If you do not have a password, contact your organization's liaison to Ensim.

Preparing for the installation

Introduction

This chapter explains how to prepare for the Ensim Pro installation. Topics in this chapter include:

- "System requirements" on page 1-1
- "Other requirements" on page 1-3
- "License requirement" on page 1-4
- "Software included with Ensim Pro 10.0.0" on page 1-4

System requirements

The following sections list the minimum hardware, software, and Web browser requirements for installing and accessing Ensim Pro 10.0.0.

Hardware requirements

Table 1-1 lists the minimum hardware requirements for Ensim Pro 10.0.0.

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

Table 1-1. System requirements

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

> **Note**
>
> Ensim Pro 10.0.0 is compatible with the **default** installation of Microsoft Windows Server 2003 Service Pack1 (SP1).

Software requirements

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

- **Microsoft Windows Server 2003 (Standard, Enterprise or Web edition) - English**: You must install the operating system on the server used for installing Ensim Pro. Ensim Pro also requires certain Windows components to be pre-installed on the server. For more information, refer to the next section, "Windows Server 2003 requirements" on page 1-2.

    📄 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**.

    If you have **already** installed Windows Server 2003 Service Pack1 (SP1), you do not have to install the above-mentioned patch since it is included in SP1.

- **Microsoft SQL Server Desktop Engine (MSDE 8.0)**: This software is required only when installing Ensim Pro in the **silent installation** mode. It is installed automatically in the interactive installation mode. Download the MSDE installation file, **SQL2KDeskSP3.exe** from http://www.microsoft.com/downloads/details.aspx?FamilyID=90DCD52C-0488-4E46-AFBF-ACACE5369FA3&displaylang=en. For installing MSDE, refer to "Installing Ensim Pro 10.0.0 and online Help" on page B-1.

- **Optional**: For installing the Ensim Pro add-ons, you need to install the following applications:

    ❑ **ColdFusion MX 6.1**

    ❑ **Urchin 5.x**

    ❑ **IMail Server 8.21 from Ipswitch Collaboration Suite**

    ❑ **MySQL 4.1 or 5.0**, and **MyODBC 3.51**

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

Windows Server 2003 requirements

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

📝 Note
If .NET 1.1 is not already installed on the server on which you are installing Ensim Pro, the installer installs .NET 1.1 before installing Ensim Pro.

- **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**

❑ **ASP.NET**

❑ **World Wide Web Service**

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

❑ **QoS Packet Scheduler** (located under Local Area Connection Properties)

> 📁 Important
>
> Ensim Pro 10.0.0 is not compatible with Active Directory Services (ADS). Before installing Ensim Pro 10.0.0, ensure that the Active Directory Services component is **not** installed.
>
> However, Ensim Pro 10.0.0 is compatible with Active Directory Application Mode (ADAM), and can be installed on a server pre-installed with ADAM.

Web browser requirements

To access the Ensim Pro 10.0.0 interface (after installing Ensim Pro 10.0.0), you need Microsoft Internet Explorer (IE), version 6.0 or later, with cookies enabled. Using earlier versions of IE or other browsers to access the control panel is not recommended.

> 📝 Note
>
> The Ensim Pro 10.0.0 interface is best viewed in Microsoft Internet Explorer, version 6.0 or later, with a 1024 X 768-pixel screen resolution (or higher) and 16-bit color (or higher).
>
> You must set the Web browser's security level to **Medium**, since the default **High** security level used in Windows Server 2003 prevents the use of certain Ensim Pro features.

Other requirements

Installation drive requirements

Before installing Ensim Pro on a server, ensure that all the drives where the Ensim Pro 10.0.0 program and site or domain data files are stored have the **NTFS** file system.

Password policy requirements

For validating new passwords, Ensim Pro uses the password policy defined in the server on which it is installed. This password policy should be properly defined so that it includes the all the password restrictions that are required by the add-on components. This will ensure that a password defined in Ensim Pro is accepted by all the components.

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 **open**.

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

License requirement

You need a valid license key before you can install Ensim Pro 10.0.0. When you buy Ensim Pro from the Ensim Storefront (https://buy.ensim.com), you receive the license key in the order confirmation email from Ensim.

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

Software included with Ensim Pro 10.0.0

Ensim Pro 10.0.0 includes the following applications:

- ActivePerl 5.6.1
- PHP 4.2.3
- Webalizer 2.01
- Power Tools
- ImageMagick 5.5.7
- .NET 1.1

> **Note**
>
> Ensim Pro needs the .NET 1.1 framework. If .NET 1.1 is not installed on the server on which you are installing Ensim Pro, the installer installs .NET 1.1 before installing Ensim Pro.

Installing Ensim Pro 10.0.0

Introduction

This chapter explains how to install Ensim Pro 10.0.0 on a server with Windows Server 2003 operating system. Topics in this chapter include:

- "Installation overview" on page 2-1
- "Interactive installation instructions" on page 2-1
- "Verifying the success of the installation" on page 2-8
- "Post-installation tasks" on page 2-8
- "Next steps" on page 2-9

Installation overview

You can install Ensim Pro 10.0.0 using either of the following two modes:

- ❑ **Interactive installation.** This mode uses a graphical user interface that requires you to oversee the entire installation process. This mode is recommended for users installing Ensim Pro 10.0.0 for the first time on a single Ensim Pro server. For instructions on interactive installation of Ensim Pro 10.0.0, proceed to the next section.

- ❑ **Silent installation.** This text-based mode is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. It is recommended for users installing Ensim Pro 10.0.0 on multiple servers. For instructions on silent installation of Ensim Pro 10.0.0, refer "Silent installation of Ensim Pro 10.0.0" on page B-1.

Interactive installation instructions

This section provides instructions for installing Ensim Pro 10.0.0 using the graphical mode.

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

- Installing Ensim Pro 10.0.0
- Installing the online Help

Installing Ensim Pro 10.0.0

Before starting the Ensim Pro installation, ensure that the server where you are installing Ensim Pro 10.0.0 meets all the requirements mentioned in Chapter 1, "Preparing for the installation".

Procedure

To install Ensim Pro 10.0.0:

1 Log in as the administrator to the server where you are installing Ensim Pro 10.0.0 and run the **Ensim Pro for Windows.msi** file:

- ❑ If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **ensimpro** directory on the CD and run **Ensim Pro for Windows.msi**.

- ❑ If you do not have the Ensim Pro 10.0.0 CD, download the Ensim Pro installation files from the location given in the purchase order email from Ensim. Browse to the directory, where you have stored the Ensim Pro installation files, and run **Ensim Pro for Windows.msi**.

The *Welcome* window opens.

Note

The installation process brings up a number of windows. These windows contain the following buttons:
Back – Opens the previous installation window. You can use this button to change or view any information entered in the previous window.
Next – Opens the next installation window.
Cancel – Cancels the installation. For information about the effects of canceling the installation, see "Canceling the Ensim Pro 10.0.0 installation" on page C-1.

2 Click **Next >**.

The *License Agreement* window opens.

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

❑ If you agree to the terms of the License Agreement, select **I accept the terms in the license agreement**, then click **Next >**. The *License Key Dialog* window opens.

❑ If you do not agree with the license agreement terms, click **Cancel**.

> 📄 **Important**
>
> You must accept the license agreement to continue with the installation.
> Clicking **Cancel** aborts the installation.

4 When you buy Ensim Pro from the Ensim Storefront, the 25-character license key for using Ensim Pro is emailed to you. In the *License Key Dialog* window, type this 25-character license key, then click **Next**.
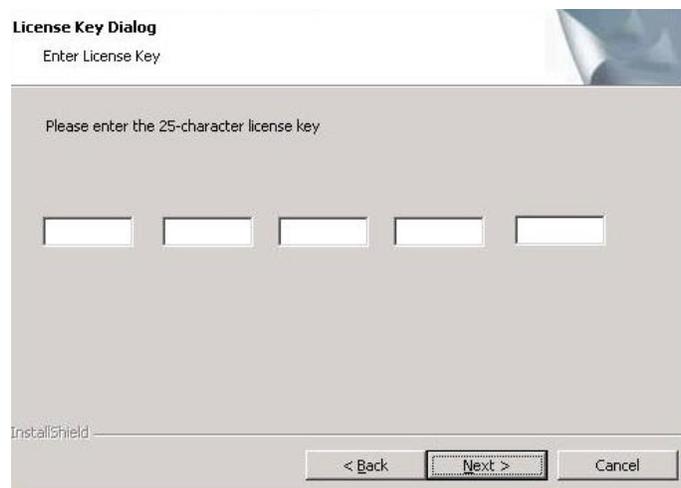
5   In the *Customer Information* window, enter your name, company name, and email address in the **User Name**, **Organization**, and **Contact Email** text boxes respectively.

> 📝 **Note**
>
> All three text boxes are mandatory. The email address entered in the **Contact Email** text box is used by Ensim Pro 10.0.0 for email notifications.

6   Click **Next >**.

The *Destination Folder* window opens.

7   In the *Destination Folder* window, select the location on the server where the Ensim Pro 10.0.0 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 10.0.0 control panel.

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

The *Administrator Password* window opens.

9 In the *Administrator Password* window, enter a 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 here meets the password requirements; otherwise the installation will fail.

Use the login name **admin** and the password you enter in the *Administrator Password* window to log in as the server administrator later. For more information about logging in as the server administrator, see "Logging in as the server administrator" on page 3-1.

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

The *Network Settings* window opens.
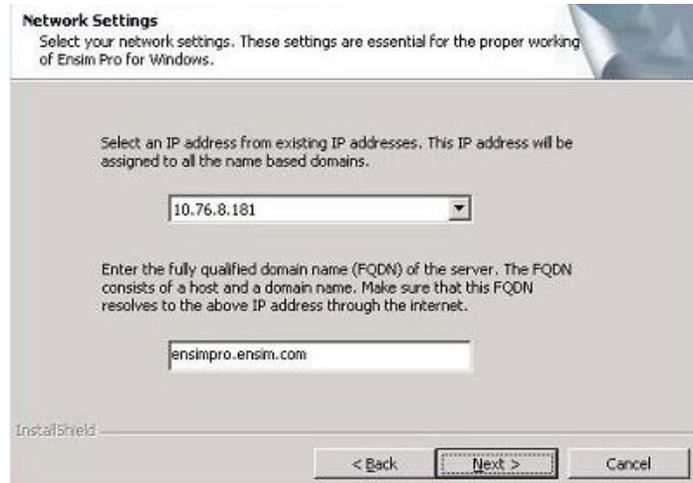
11 In the *Network Settings* window, specify the network settings of the server where you want to install Ensim Pro 10.0.0:

❑ **IP address** – From the drop-down list, 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).

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

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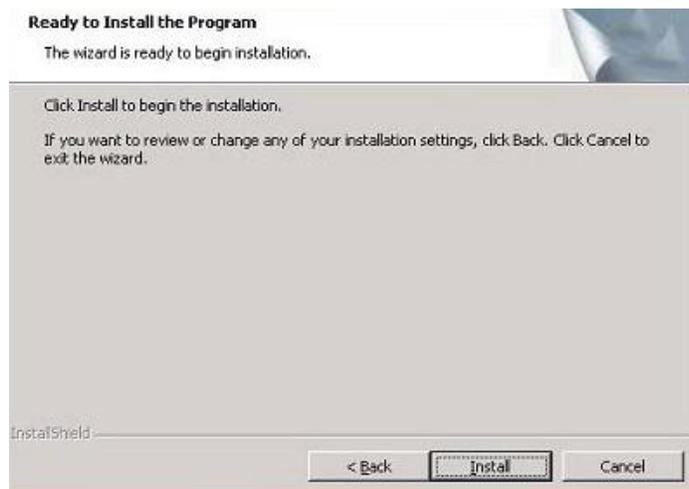
13 In the *Ready to Install* window, click **Install** to start the installation.
To review any of the settings, click **< Back**.

14 When the Ensim Pro 10.0.0 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 in to Ensim Pro 10.0.0 as the server administrator from here. For instructions about logging in as the server administrator, see "Logging in as the server administrator" on page 3-1.

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

The Ensim Pro 10.0.0 installation is complete.

Installing the online Help

This section includes instructions for installing the online Help for Ensim Pro 10.0.0.

Procedure

To install the online Help:

1 Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

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

❑ If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **Help** directory on the CD and run **HelpInstaller.msi**.

❑ If the **HelpInstaller.msi** file is present on your hard disk or on your local network, browse to that directory and run **HelpInstaller.msi**.

The *Welcome* window opens.

3 Click **Next**.

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

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

The Ensim Pro 10.0.0 online Help is installed. You can access the online Help from the Ensim Pro 10.0.0 control panel by clicking **General Help** in the *Help* section on the left navigation bar.

Verifying the success of the installation

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

Procedure

To verify that the installation succeeded:

1 Log in to the Ensim Pro 10.0.0 control panel. For instructions, refer to Chapter 3, "Logging in as the server administrator".

2 On the left navigation bar, in the *Help* section, click **About**.

3 Verify that the control panel version is displayed as **10.0.0.*<build_no>***.

4 Add a site and provision all the service components to it using instructions from the Ensim Pro online Help. If the site is created successfully, then the installation has been successful.

Installation complete

You have completed the instructions for installing Ensim Pro.

Troubleshooting

Throughout this chapter, tips and recommendations are provided to ensure the installation goes smoothly. If you need additional help troubleshooting an installation issue, you can find more information in the self-help tools on the Ensim support site, http://support.ensim.com.

Post-installation tasks

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

- Ensure that the **Startup** type of the **EnsimProvisionEngine** service is set to **Manual**:

  a Log in to the Ensim Pro server as the administrator.

  b Click **Start > Programs > Administrative Tools**, then click **Services**.

  c In the *Services* window, right-click **EnsimProvisionEngine**, then click **Properties**.

  d In the *EnsimProvisionEngine Properties* window, ensure that the **Startup type** is set to **Manual**. If not, then select **Manual** and click **OK**.

- The interactive installation of Ensim Pro 10.0.0 installs Microsoft SQL Server Desktop Engine (MSDE 8.0) with **ensim** as the default System Administrator (SA) password. After installing Ensim Pro 10.0.0, ensure that you **change** the default SA password **to secure your database**. For instructions, go to http://support.microsoft.com/default.aspx?scid=kb;en-us;Q322336.

- **Optional:** If you want to run MSDE in the non-privileged user mode, go to 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 sites. To restart the EnsimProvisionEngine service, click **Start > Programs > Administrative Tools > Services**, locate **EnsimProvisionEngine**, and click **Restart**.

- **Optional:** If you want to provide support for ASP.NET 2.0 applications for the hosted sites, install the ASP.NET 2.0 framework. This can be obtained from: http://msdn.microsoft.com/netframework/downloads/updates/default.aspx

Next steps

After installing Ensim Pro 10.0.0, you can log in to the Ensim Pro control panel, and add resellers and sites. You can provide more features to your resellers and sites by installing the add-ons (optional) for ColdFusion, Urchin, IMail Server, and MySQL. For instructions on installing these add-ons, refer Appendix A.

Logging in as the server administrator

Introduction

This chapter includes information for logging in to the Ensim Pro 10.0.0 control panel as the server administrator.

Logging in as the server administrator

Once you install Ensim Pro 10.0.0, you can use your Web browser to access Ensim Pro 10.0.0, then log in as the server administrator and manage tasks at the server level.

Procedure

To log in as the server administrator:

1   Open an Internet Explorer (version 6.0 or later) window. Using other versions of Internet Explorer or other browsers to access the service provider control panel is not recommended.

2   In the **Address** field of your Web browser, type the URL: **https://<*server_name*>/admin** where **<*server_name*>** is the host name or IP address of the Ensim Pro 10.0.0 server. If you are logging in to the Ensim Pro control panel for the first time, the *EULA (End User License Agreement)* page is displayed. If you have logged in before, skip to step 4.

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

The *Log in* page opens.

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

5   In the **password** text box, enter the password that you entered during the installation process. For more information, see step 9 in the section "Installing Ensim Pro 10.0.0" on page 2-2.

6   Click **Log In**.

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

❑ **Invalid license key**: To resolve this issue, specify the correct license key in the browser window, and click **Submit.**

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

> 📄 Important
>
> If you click **Continue** to use the product for an evaluation period, you **must** register the license before the end of the evaluation period; otherwise Ensim Pro stops functioning when the evaluation period expires.
>
> To register the license, you can click **Register**, and specify the license key when you log in again to the Ensim Pro control panel. If you are already logged in to the control panel, you can use the *Update License* page to specify the license key and register the license.

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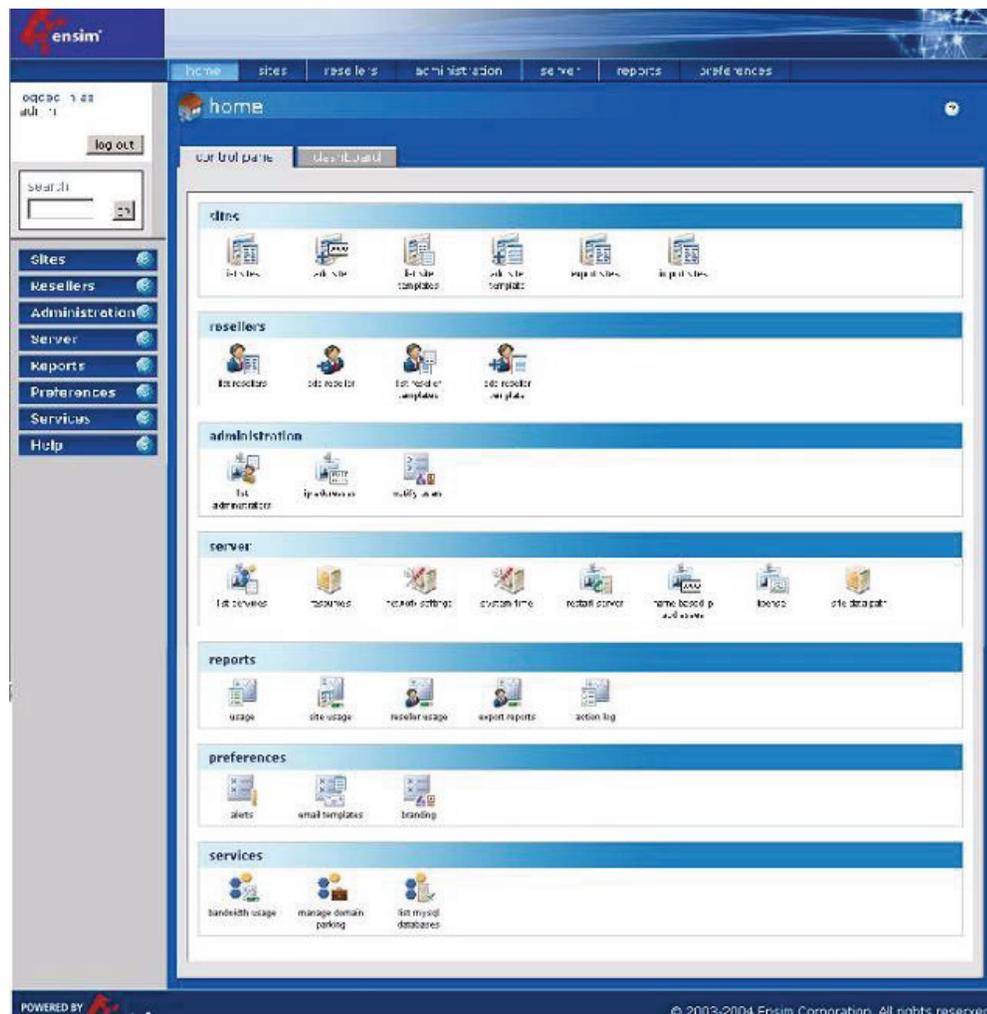
The *Server Administrator home* page includes shortcuts to some important tasks you will perform at the server level such as creating and managing resellers and sites. Use the *home* page to view and perform these tasks. You can also access these tasks from the top and left navigation bars.

Upgrading to Ensim Pro 10.0.0

Introduction

This chapter explains how to upgrade to Ensim Pro 10.0.0 from Ensim Pro 4.0.0, 4.0.1, or 5.0.0. Topics in this chapter include:

- "Before you begin" on page 4-1
- "Requirements" on page 4-2
- "Expected changes after the upgrade" on page 4-3
- "Upgrade instructions" on page 4-4
- "Post-upgrade tasks" on page 4-6
- "Next steps" on page 4-7

Before you begin

Before you begin the upgrade, read this chapter. It explains the upgrade requirements and procedures as well as the changes you can expect to see after the upgrade. It also explains what you would need to do in the unlikely event you needed to roll back to the previous version.

Back up modified .po or Help files

If you have translated or modified the .po files, which are used to display text in the control panels, or the online Help files, back them up so that you can refer to them later. Existing online Help and .po files might be overwritten during the upgrade process.

To back up .po files, back up the *<install_dir>***cp****admin****resources** directory; to back up Help files, back up the *<install_dir>***cp****admin****help** directory where *<install_dir>* is the location of the Ensim Pro installation directory. If the default settings were used during installation, these directories are:

- **C:\Program Files\Ensim\WEBppliance\cp\admin\resources**
- **C:\Program Files\Ensim\WEBppliance\cp\admin\help**

Enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine

For the upgrade procedure, you have to enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine (MSDE). For instructions on how to do this, go to: http://support.microsoft.com/default.aspx?scid=kb;en-us;827204&Product=sql2k.

You need not do this if named pipes and TCP/IP are already enabled.

Requirements

This section explains how long the upgrade takes and the expected impact on your customers. It also describes the hardware, software, and other requirements of the upgrade. Make sure you understand the expectations and can meet these requirements before you begin.

Time requirements and customer impact

Depending upon the system configuration, it takes at least 30 minutes to install the software required for this upgrade. During the upgrade, new web sites cannot be provisioned, and all Ensim Pro control panels are unavailable.

Hardware requirements

There are no new hardware requirements for this upgrade. The upgrade is an in-place upgrade, which means that the server used for the previous version is upgraded and used for the new version.

Software requirements

To upgrade from a setup that has the MySQL add-on installed, ensure that the version of MySQL on the existing setup is 4.0.13 or higher. If the existing setup has a lower version of MySQL, you must upgrade MySQL on this setup to version 4.0.13 or higher before upgrading to Ensim Pro 10.0.0.

> **Important**
>
> You must also install an appropriate version of MyODBC that is compatible with the MySQL version you have upgraded to. For more information, refer to www.mysql.com.

License requirements

The license used for Ensim Pro 4.0.0 or 4.0.1 **cannot** be used with Ensim Pro 10.0.0. You need to buy a valid license key before you can upgrade to Ensim Pro 10.0.0. When you buy Ensim Pro 10.0.0 from the Ensim Storefront (https://buy.ensim.com), you receive the license key in 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.

If you are upgrading from Ensim Pro 5.0.0, Ensim Pro 10.0.0 will use the same license key that was used to install the existing version.

Username and password requirements

During the upgrade, you need to know the following login information:

- Username and password for remotely logging in to the Ensim Pro server.
- Username and password for logging in to the server administrator control panel.

Expected changes after the upgrade

After the upgrade, you can expect to see improved functionality of Ensim Pro. This section explains the improvements and how they will affect your use of Ensim Pro.

Changes to Ensim Pro, version 10.0.0

Ensim Pro 10.0.0 introduces the following features or changes:

- **ASP.NET 2.0**: Ensim Pro 10.0.0 allows you to support ASP.NET 2.0 applications for the hosted sites. To enable ASP.NET 2.0 support for hosted sites, you have to install the ASP.NET 2.0 framework on the Ensim Pro server.

- **Support for multiple MySQL databases**: Ensim Pro 10.0.0 allows you to provision multiple MySQL databases for sites.

- **Support for MySQL DSNs**: Ensim Pro 10.0.0 allows site users to provision multiple MySQL data source names (DSNs) for their MySQL databases.

Changes to Ensim Pro, version 5.0.0

If you are upgrading from version 4.x, you will notice the following additional changes, which were introduced in version 5.0.0:

- **New licensing mechanism**: Ensim Pro 5.0.0 includes a licensing mechanism that allows you to initialize Ensim Pro using a 25-character license key. This key includes all the details about the license, such as the EPW version, number of sites allowed, activation and expiration dates. This licensing mechanism simplifies the process of upgrading or renewing the Ensim Pro license. To upgrade or renew your license, you need to buy a new license key from the Ensim Storefront, and apply it directly using the Ensim Pro control panel.

- **Power Tools**: Ensim Pro 5.0.0 includes two new ASP.NET-based Power Tools: DotNetNuke and Community Server. DotNetNuke is a content management system and Community Server is a knowledge management and collaboration platform. Using these Power Tools, the sites owners can provide newer features to their users.

Changes to .po files and online Help files

During the upgrade, the .po files, which are used to display text in the control panels, and the online Help files might be overwritten. If you have translated or otherwise modified the .po files or online Help files, back them up before you upgrade to preserve your changes. For more information see:

- "Back up modified .po or Help files" on page 4-1
- "Update .po and Help files (optional)" on page 4-6

Upgrade checklist

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

Table 4-1.   Ensim Pro 10.0.0 upgrade checklist

Task	Status
1 Do you have the following information required during the upgrade? ✔ Username and password for the Ensim Pro **server administrator** ✔ Username and password for logging in to the **server administrator control panel** ✔ A valid **license** for upgrading to Ensim Pro 10.0.0 (required only if you are upgrading from Ensim Pro 4.x)	☐
2 If you have the MySQL add-on installed, do you have MySQL version 4.0.13 or higher, and a compatible version of MyODBC?	☐
3 Have you enabled names pipes and TCP/IP for MSDE on the Ensim Pro server?	☐

Upgrade instructions

Upgrading Ensim Pro to version 10.0.0 involves the following tasks:

- "Upgrading Ensim Pro" on page 4-4
- "Upgrading the online Help" on page 4-5

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

Upgrading Ensim Pro

To upgrade Ensim Pro to version 10.0.0, you need to run the **EPW1000PATCH.exe** file. Before starting the upgrade, **EPW1000PATCH.exe** backs up all the files that are replaced during the upgrade, including the .po files and the Ensim Pro database, in the *<system_drive>:***EPW10_Backup** directory. If the *<system_drive>* on your Ensim Pro server is **C:**, then the location where these files are backed up is **C:\EPW10_Backup**.

🔧 Procedure

To upgrade to Ensim Pro 10.0.0:

1 Log in to the Ensim Pro server as the administrator.

2 If you have the Ensim Pro 10.0.0 CD, insert the CD into the server's CD-ROM drive, open a command window, and change to the **Upgrade** directory on the CD, where the **EPW1000PATCH.exe** file is located.

If you have downloaded the Ensim Pro 10.0.0 installation files from the location given in the purchase order email from Ensim, open a command window, and change to the directory where you downloaded the installation files. Then change to the **Upgrade** directory, where the **EPW1000PATCH.exe** file is located.

3 If you are upgrading from Ensim pro 5.0.0, run the following command on the command line:

EPW1000PATCH.exe

If you are upgrading from Ensim pro 4.0.0 or 4.0.1, run the following command on the command line:

EPW1000PATCH.exe *<license_key>*

where *<license_key>* is the license key for Ensim Pro. For information about the license key, refer to "License requirements" on page 4-2.

Note

The license key is mandatory when you are upgrading from Ensim Pro 4.0.0 or 4.0.1. If you are upgrading from Ensim Pro 5.0.0, the product is upgraded using the license key of the existing installation; a new license key (if specified) is ignored in this case.

While specifying the license key, **do not** type any spaces or hyphens (-).

Example

If your license key for Ensim Pro 10.0.0 is A1B2C-3D4E5-F6G7H-8I9J0-K1L2M, you must run the above-mentioned command as

EPW1000PATCH.exe A1B2C3D4E5F6G7H8I9J0K1L2M

The upgrade tool starts running and messages are displayed in the command window.

4 After the upgrade is complete, close the command window.

Ensim Pro is upgraded to version 10.0.0.

Upgrading the online Help

This section explains how to upgrade the online Help for Ensim Pro.

Procedure

To upgrade the online Help:

1 Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

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

❑ If you have the Ensim Pro 10.0.0 CD, insert the CD in your CD-ROM drive, browse to the **Help** directory on the CD, and run **HelpInstaller.msi.**

❑ If you have downloaded the Ensim Pro 10.0.0 installation files on your hard disk or on your local network, browse to that directory, and run **HelpInstaller.msi.**

The *Welcome* window opens.

3 Click **Next**.

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

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

The Ensim Pro online Help is upgraded to version 10.0.0. You can access the online Help from the Ensim Pro 10.0.0 control panel by clicking **General Help** in the *Help* section on the left navigation bar.

Verifying that the upgrade succeeded

After you complete the installation, verify that the installation succeeded.

Procedure

To verify that the installation succeeded:

1   Log in to the Ensim Pro control using the instructions given in Chapter 3, "Logging in as the server administrator".

2   On the left navigation bar, in the *Help* section, click **About**.

3   Verify that the control panel version is displayed as **10.0.0.<build_no>**.

4   Add a site and provision all the service components to it. If the site is created successfully, the installation succeeded.

Upgrade complete

You have completed the instructions for upgrading Ensim Pro.

Additional troubleshooting information

Throughout this chapter, tips and recommendations are provided to ensure the upgrade goes smoothly. If you need additional help troubleshooting an upgrade issue, you can find more information in the self-help tools on the Ensim support site, http://support.ensim.com.

Post-upgrade tasks

After you complete the upgrade, you can update any .po files or Help files that you had modified before upgrading to Ensim Pro 10.0.0 (optional). You can then proceed to "Next steps" on page 4-7

Update .po and Help files (optional)

During the upgrade, existing .po and Help files are overwritten. If you translated or modified any of these files for a previous version of Ensim Pro, and if you backed them up before you began the upgrade, you can compare these files to the upgraded files, then update them if necessary. The upgraded files are located in the following directories:

.po files: **<install_dir>\cp\admin\resources**
help files: **<install_dir>\cp\admin\help**

where **<install_dir>** is the location of the Ensim Pro installation directory. If the default settings were used during installation, these directories are:

* **C:\Program Files\Ensim\WEBppliance\cp\admin\resources**

* **C:\Program Files\Ensim\WEBppliance\cp\admin\help**

If you update .po files after the upgrade, register the language pack as described in the following section.

Procedure

To register the language pack:

1 Log in to the Ensim Pro server as the administrator.

2 Open a command window, and change to the **<install_dir>\cp\admin\resources** directory, where **<install_dir>** is the location of the Ensim Pro installation directory. If the default settings were used during the Ensim Pro installation, the directory path is **C:\Program Files\Ensim\WEBppliance\cp\admin\resources**

3 On the command line, run the following commands:

- ❑ **net stop w3svc**

  The World Wide Web Publishing Service is stopped.

- ❑ **reglangpack -s** *<server_ip>*

  where *<server_ip>* is the IP address of the Ensim Pro server.

- ❑ **net start w3svc**

  The World Wide Web Publishing Service is started, and language pack registration is complete.

4 In the command window, change to the **<install_dir>\cp\admin\siteadmin\serviceComponents\filemanager\ FMWeb\resources** directory, where **<install_dir>** is the location of the Ensim Pro installation directory, and repeat step 3.

The language pack registration is complete.

Disable named pipes and TCP/IP for MSDE (optional)

If you had enabled named pipes and TCP/IP for MSDE as described in "Enable named pipes and TCP/IP for Microsoft SQL Server Desktop Engine" on page 4-1, you can disable these libraries after the upgrade if you do not want to keep them enabled.

Next steps

After upgrading to Ensim Pro 10.0.0, you can log in to the Ensim Pro control panel, and create new resellers and sites, and manage existing ones.

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

Introduction

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

> **Important**
>
> You must install ColdFusion MX 6.1, Urchin 5.x, IMail Server 8.21 (from the Ipswitch Collaboration Suite), and MySQL 4.1 or 5.0 manually before you install the add-ons for them. Ensim does not include these applications with Ensim Pro 10.0.0; it provides only the add-ons.

Topics include:

- "Installing the ColdFusion add-on" on page A-1
- "Installing the Urchin add-on" on page A-3
- "Installing the IMail Server add-on" on page A-3
- "Installing the MySQL add-on" on page A-5
- "Verifying the success of the add-on installation" on page A-6

> **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 add-on

This section provides instructions for installing the ColdFusion MX 6.1 add-on for Ensim Pro 10.0.0.

> **Important**
>
> Before installing the add-on for ColdFusion MX 6.1, ensure that you have installed ColdFusion MX 6.1 on the Ensim Pro 10.0.0 server. For information about downloading and installing ColdFusion MX 6.1, go to http://www.macromedia.com/software/coldfusion/.

If you have installed **Microsoft Windows Server 2003 Service Pack 1** (SP1) on the Ensim Pro server, the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, refer to http://www.macromedia.com/support/ documentation/en/coldfusion/mx61updater/ releasenotes_cfmx61_updater.html.

After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro 10.0.0 server does **not** have ColdFusion script maps. To verify this, click **Start** > **Run**, type **inetmgr**, and click **OK**. The *IIS Manager* window is displayed. In the *IIS Manager* window, expand the local computer, right-click **Web Sites**, and then click **Properties**. In the Web Sites Properties window, click the **Home Directory** tab, and then click **Configuration**. In the *Application extensions* section, if **.cfc**, **.cfm**, or **.cfml** extensions are present, select them, and click **Remove**.

This process prevents new sites created through the Ensim Pro 10.0.0 interface from inheriting ColdFusion script maps automatically. Hence, you will be able to control provisioning of ColdFusion for new sites through the Ensim Pro 10.0.0 interface. Failure to disable ColdFusion script maps for the IIS Master Properties sheet will result in all sites being automatically provisioned with ColdFusion.

Procedure

To install the ColdFusion MX 6.1 add-on:

1   Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

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

   ❑   If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **ColdfusionAddon** directory on the CD and run **Coldfusion Addon.msi**.

   ❑   If the **Coldfusion Addon.msi** file is present on your hard disk or on your local network, browse to that directory and run **Coldfusion Addon.msi**.

   The *Coldfusion Addon* installation window opens.

3   Click **Next**.

4   Click **Install**. The progress bar in the window indicates that the add-on is being installed.

5   Click **Finish** to complete the installation.

   The ColdFusion MX 6.1 add-on is installed.

   An installation log named **ColdfusionInstall.log** is created and placed in the *<install_dir>***\Logs** directory, for example, if you have installed Ensim Pro 10.0.0 in the default location, then the path is C:\Program Files\Ensim\WEBppliance\Logs. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing the Urchin add-on

This section provides instructions for installing the Urchin 5.x add-on for Ensim Pro 10.0.0.

> 📄 Important
>
> Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Ensim Pro 10.0.0 server. For information about downloading and installing Urchin 5.x, go to http://www.urchin.com/download/urchin5/.

📊 Procedure

To install the Urchin 5.x add-on:

1 Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

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

❑ If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **Urchin5Addon** directory on the CD and run **Urchin Addon.msi**.

❑ If the **Urchin Addon.msi** file is present on your hard disk or on your local network, browse to that directory and run **Urchin Addon.msi**.

The *Urchin Addon* installation window opens.

3 Click **Next**.

4 Click **Install**. The progress bar in the window indicates that the add-on is being installed.

5 Click **Finish** to complete the installation.

The Urchin 5.x add-on is installed.

An installation log named **UrchinInstall.log** is created and placed in the *<install_dir>***\Logs** directory, for example, if you have installed Ensim Pro 10.0.0 in the default location, then the path is C:\Program Files\Ensim\WEBppliance\Logs. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing the IMail Server add-on

This section provides instructions for installing the IMail Server 8.21 add-on for Ensim Pro 10.0.0.

> 📄 Important
>
> Before installing the add-on for IMail Server 8.21, ensure that you have installed IMail Server 8.21 from the Ipswitch Collaboration Suite on your Ensim Pro 10.0.0 server. For information about downloading and installing the Ipswitch Collaboration Suite, go to http://www.ipswitch.com/Products/collaboration/index.html.
>
> In the Collaboration Suite installation window, ensure that you have selected Ipswitch IMail Server, then continue with the installation. Accept the default options except for the following:
> * **SSL Keys** window: Click **No**.
> * **Service Start Options** window: Select the **IMail Web Service**, **IMail Queue Manager Service**, **IMail POP3 Server**, **IMail SMTP Server**, and **IMail IMAP4 Server** check boxes.
> * **User Creation** window: Click **No**.

Procedure

To install the IMail Server 8.21 add-on:

1 Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

2 Open a command prompt window and change to the directory where **RegisterMailAddon.exe** is located.

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

where *<install_dir>* refers to the path where Ensim Pro 10.0.0 is installed. For example, if Ensim Pro 10.0.0 is installed in **C:\Program Files\Ensim\WEBppliance**, then this executable is located at **C:\Program Files\Ensim\WEBppliance\cp\admin\bin\serviceComponents\mail**.

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

RegisterMailAddon.exe Ipswitch IMAIL 8.21 exe "" ""

4 Create a directory named **mailapi** in the directory where Ensim Pro 10.0.0 is installed.

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

where *<install_dir>* refers to the path where Ensim Pro 10.0.0 is installed.

5 Locate and run the **IMAILPlugin.exe** file that contains all the API calls:

❑ If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **IMAILaddon** directory on the CD and run **IMAILPlugin.exe**.

❑ If the **IMAILPlugin.exe** file is present on your hard disk or on your local network, browse to that directory and run **IMAILPlugin.exe**.

The *IMAILPlugin* window opens.

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

The IMail Server 8.21 add-on is installed.

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

Known limitations of IMail Server 8.21

This section describes the known limitations of IMail Server 8.21.

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

• While adding a user to a site, if the username is less than three characters long, IMail Server 8.21 cannot be provisioned to that user.

Installing the MySQL add-on

This section provides instructions for installing the MySQL add-on for Ensim Pro 10.0.0. Before installing the add-on, ensure that you have installed the following software on your Ensim Pro server:

- **MySQL 4.1 or 5.0**: For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to http://dev.mysql.com/downloads/mysql/5.0.html.

  > 📄 Important
  >
  > While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:
  >
  > *MySQL Server Instance Configuration* window:
  > - ❑ Select the **Server Machine** option.
  > - ❑ Select the **Non-Transactional Database Only** option.
  > - ❑ Clear the **Enable Strict Mode** check box.
  > - ❑ Select the **Best Support For Multilingualism** option.
  > - ❑ Select the **Include Bin Directory in Windows PATH** check box.
  > - ❑ Clear the **Modify Security Settings** check box.

- **MyODBC 3.51**: For information about downloading and installing MyODBC 3.51, go to http://dev.mysql.com/downloads/connector/odbc/3.51.html. Install MyODBC 3.51 using the default options.

  > 📝 Note
  >
  > Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you **cannot** access the database using **phpMyAdmin 2.5.0** provided with Ensim Pro. To change this password encryption to support phpMyAdmin 2.5.0:
  >
  > **a** After installing MySQL 4.1 or 5.0 on the server, go to the directory where MySQL is installed. If you have installed MySQL in the default location, then the path is **C:\Program Files\MySQL\MySQL Server <version_no>**, where *<version_no>* is the version of MySQL. For example, **C:\Program Files\MySQL\MySQL Server 4.1**.
  >
  > **b** Open the **my.ini** file present in this directory, type **old-passwords** in the **[mysqld]** section, save the file, and close it.
  >
  > **c** Open a command window, and run the following commands:
  >
  > **net stop mysql**
  >
  > **net start mysql**
  >
  > PhpMyAdmin 2.5.0 can now be used to access MySQL 4.1 or 5.0. You can now proceed to installing the MySQL add-on as described below.

⊅ Procedure

To install the MySQL add-on:

1   Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

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

❑   If you have the Ensim Pro 10.0.0 CD, insert the CD in the server's CD-ROM drive, browse to the **mysqladdon** directory on the CD and run **Mysql Addon.msi**.

❑   If the **Mysql Addon.msi** file is present on your hard disk or on your local network, browse to that directory and run **Mysql Addon.msi**.

The *Mysql Addon* installation window opens.

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

4   While installing MySQL 4.1 or 5.0, if you **have set** the root password, ensure that you specify the same password in this window. If you **have not set** any root password for MySQL, then do not enter anything in the **Password** text box.

5   Click **Next**.

6   Click **Install**. The progress bar in the window indicates that the add-on is being installed.

7   Click **Finish** to complete the installation.

The MySQL add-on is installed.

An installation log named **MysqlInstall.log** is created and placed in the *<install_dir>***Logs** directory, for example, if you have installed Ensim Pro 10.0.0 in the default location, then the path is C:\Program Files\Ensim\WEBppliance\Logs. You can view this log file to verify that the add-on has been installed and registered successfully.

Verifying the success of the add-on installation

After you complete the installation of the add-ons, verify that their installation succeeded using the following procedure.

⊅ Procedure

To verify that the installation succeeded:

1   Log in to the Ensim Pro control panel.

2   On the left navigation bar, in the *Server* section, click **List Services**.

3 On the *List Services* page, verify that all the add-ons that you have installed are displayed.

4 Add a site and provision the add-ons to it. If the site is created successfully, then the add-on installation has been successful.

Silent installation of Ensim Pro 10.0.0

Introduction

This appendix includes instructions about installing Ensim Pro 10.0.0 in the silent installation mode. Topics in this appendix include:

- "Silent installation overview" on page B-1
- "Installation instructions" on page B-1
- "Verifying the success of the installation" on page B-6

Silent installation overview

Silent installation, a text-based mode, is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. This method is recommended for users installing Ensim Pro 10.0.0 on multiple Ensim Pro servers.

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

- Installing Ensim Pro 10.0.0 and online Help
- Installing the add-ons (optional)

Installation instructions

This section provides instructions for installing Ensim Pro 10.0.0 using the text-based mode.

Installing Ensim Pro 10.0.0 and online Help

This section includes the instructions for installing Ensim Pro 10.0.0 and online Help using the command line.

Procedure

To install Ensim Pro 10.0.0 and online Help using the command line:

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

2 Before installing Ensim Pro 10.0.0, 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/downloads/details.aspx?FamilyID=90DCD52C-0488-4E46-AFBF-ACACE5369FA3&displaylang=en.

❑ 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

If the SQL Server administrator's password is **ensim**, you must run the command as

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

3 After installing MSDE, perform the following tasks:

❑ Ensure that the **MSSQLSERVER** service is running by going to **Start > Programs > Administrative Tools**, clicking **Services**, and verifying that the **Status** of the MSSQLSERVER service is **Started**. If not, click **Start** to start the service.

❑ **Optional**: If you want to enable access to MSDE using a remote client such as Query Analyzer or Enterprise Manager, 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.

❑ **Optional**: If you want to run MSDE in the non-privileged user mode, go to 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 sites. To restart the EnsimProvisionEngine service, click **Start > Programs > Administrative Tools > Services**, locate **EnsimProvisionEngine**, and click **Restart**.

4 If you have the installation files on the Ensim Pro 10.0.0 CD-ROM or have downloaded them, locate and copy the following files to a temporary directory.

❑ **Ensim Pro for Windows.msi**

❑ **HelpInstaller.msi**

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

6 Install the Ensim Pro 10.0.0 control panel using the following command.

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

where:

❑ **<*full_path_of_log_file*>** is the location where you want to save the log file for the installation

❑ **<*username*>** is your name

❑ *<company_name>* is the name of your company

❑ *<email_id>* is your email address

❑ *<install_dir>* is the directory where you want to install Ensim Pro 10.0.0

❑ *<license_key>* is the license key for using Ensim Pro

❑ *<site_data_path>* is the directory where you want to store the site data

❑ *<password>* is your password for logging in to the Ensim Pro control panel as server administrator

❑ *<server_ip_address>* is the IP address of your Ensim Pro server

❑ *<server_netmask>* is the netmask of your Ensim Pro server

❑ *<FQDN_of_the_server>* is the Fully Qualified Domain Name (FQDN) of your Ensim Pro server

Example

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

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

If your server **does not meet** the pre-requisites for installing Ensim Pro 10.0.0, the error message will be logged only in the **WWP_prerequisite_error.log** file. This log file is created only in case of pre-requisite errors, and is located in the *<system_drive>* of your server, where the operating system files are present.

For more information on meeting the pre-requisites for installing Ensim Pro 10.0.0, refer to Chapter 1, "Preparing for the installation".

7 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.** After the installation is complete, check the log file to verify that the online Help has installed successfully.

The Ensim Pro 10.0.0 and online Help installation is complete. If you want to install the add-ons, proceed to the next section; otherwise, go to the section "Verifying the success of the installation" on page B-6 for ensuring that Ensim Pro 10.0.0 has been installed successfully.

Installing the add-ons (optional)

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

Procedure

To install the add-ons using the command line:

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

2 If you have the installation files on the Ensim Pro 10.0.0 CD-ROM or have downloaded them, locate and copy the following files in a temporary directory.

❑ **Coldfusion Addon.msi**

❑ **Urchin Addon.msi**

❑ **Mysql Addon.msi**

❑ **IMAILPlugin.exe**

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

4 Before installing the add-on for ColdFusion MX 6.1, perform the following tasks:

❑ Ensure that you have installed ColdFusion MX 6.1 on your Ensim Pro 10.0.0 server. For information about downloading and installing ColdFusion MX 6.1, go to http://www.macromedia.com/software/coldfusion/.

Important

If you have installed **Microsoft Windows Server 2003 Service Pack 1** (SP1) on the Ensim Pro server, then the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, refer to http://www.macromedia.com/support/documentation/en/coldfusion/mx61updater/releasenotes_cfmx61_updater.html.

❑ After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Ensim Pro 10.0.0 server does **not** have ColdFusion script maps. For more information on ColdFusion script maps, refer to the note on page A-2.

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

6 Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Ensim Pro 10.0.0 server. For information about downloading and installing Urchin 5.x, go to http://www.urchin.com/download/urchin5/.

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

msiexec /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.** After the installation is complete, check the log file to verify that the add-on installed successfully.

8 Before installing the add-on for MySQL, ensure that you have installed the following software on your Ensim Pro server:

❑ **MySQL 4.1 or 5.0**: For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to http://dev.mysql.com/downloads/mysql/5.0.html.

Important

While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:

MySQL Server Instance Configuration window:
- ❒ Select the **Server Machine** option.
- ❒ Select the **Non-Transactional Database Only** option.
- ❒ Clear the **Enable Strict Mode** check box.
- ❒ Select the **Best Support For Multilingualism** option.
- ❒ Select the **Include Bin Directory in Windows PATH** check box.

❑ **MyODBC 3.51**: For information about downloading and installing MyODBC 3.51, go to http://dev.mysql.com/downloads/connector/odbc/3.51.html. Install MyODBC 3.51 using the default options.

Note

Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you **cannot** access the database using **phpMyAdmin 2.5.0** provided with Ensim Pro. To change this password encryption to support phpMyAdmin 2.5.0:

a After installing MySQL 4.1 or 5.0 on the server, go to the directory where MySQL is installed. If you have installed MySQL in the default location, then the path is **C:\Program Files\MySQL\MySQL Server <version_no>**, where **<version_no>** is the version of MySQL. For example, **C:\Program Files\MySQL\MySQL Server 4.1**.

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

c Open a command window, and run the following commands:

net stop mysql

net start mysql

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

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

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

where:

❑ *<full_path_of_log_file>* is the location where you want to save the log file for the installation. For example, **C:\mysqlinstaller.log.**

❑ ***<MySQL_root_password>*** is the root password set during MySQL 4.1 or 5.0 installation. If you have not set any root password for MySQL, then the value of ***<MySQL_root_password>*** should be null, that is, **ROOTPASSWORD=""**

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

10 For instructions on installing the IMail Server 8.21 add-on, refer to "Installing the IMail Server add-on" on page A-3 in Appendix A.

The add-on installation is complete.

Verifying the success of the installation

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

📄 Procedure

To verify that the installation succeeded:

1 Log in to the Ensim Pro 10.0.0 control panel. For instructions, see Chapter 3, "Logging in as the server administrator".

2 On the left navigation bar, in the *Help* section, click **About**.

3 Verify that the control panel version is displayed as **10.0.0.*<build_no>***.

4 If you have installed the optional add-ons, then verify that the add-ons are installed successfully:

a On the left navigation bar, in the *Server* section, click **List Services**.

b On the *List Services* page, verify that all the add-ons that you have installed are displayed.

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

Installation complete

You have completed the instructions for installing Ensim Pro.

Troubleshooting

Throughout this chapter, tips and recommendations are provided to ensure the installation goes smoothly. If you need additional help troubleshooting an installation issue, you can find more information in the self-help tools on the Ensim support site, http://support.ensim.com.

Uninstalling and reinstalling Ensim Pro 10.0.0

Introduction

This appendix provides instructions for uninstalling and reinstalling Ensim Pro 10.0.0; however, there are some limitations to both processes that are described in the following sections.

Canceling the Ensim Pro 10.0.0 installation

You can cancel the Ensim Pro 10.0.0 installation any time by clicking **Cancel** in the *Installation Progress* window. Canceling the installation will start the rollback process. You can reinstall Ensim Pro 10.0.0 after the rollback process completes successfully.

If, for any reason, the rollback does not happen, you will need to manually uninstall the Ensim Pro 10.0.0 components that have already been installed.

Uninstalling Ensim Pro 10.0.0 and its add-ons

You can uninstall Ensim Pro 10.0.0 by using the **Add or Remove Programs** option of Windows Server 2003.

Procedure

To uninstall Ensim Pro 10.0.0:

1   Connect to the Ensim Pro 10.0.0 server using the console or terminal services and log in as the administrator.

2   Click **Start** > **Settings** > **Control Panel**.

3   Click **Add or Remove Programs**.

4   In the *Add or Remove Programs* window, if you have installed any add-ons for ColdFusion, Urchin, MySQL, or IMail Server, locate them and click **Remove** for each add-on.

The uninstallation process begins and removes the add-ons.

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

The uninstallation process begins and removes Ensim Pro 10.0.0 and the online Help.

Note

The uninstallation process does not remove all install-related items automatically; you must manually remove directories related to Perl, site data, and the files in the directory where Ensim Pro 10.0.0 was installed.

Reinstalling Ensim Pro 10.0.0

You can reinstall Ensim Pro 10.0.0 if the previous installation of Ensim Pro 10.0.0 did not complete successfully; however, ensure that the earlier installation rolled back successfully. If the progress bar in the *Installation Wizard* window rolled back successfully without any error message, then the roll-back action was successful.

If not, you must manually remove partially installed components of Ensim Pro 10.0.0. For instructions about removing Ensim Pro 10.0.0 and its components, see "Uninstalling Ensim Pro 10.0.0 and its add-ons" on page C-1.

> 🗋 **Important**
>
> After uninstalling Ensim Pro 10.0.0 and its add-ons, you must restart the server before reinstalling Ensim Pro 10.0.0 and its add-ons.

While reinstalling Ensim Pro 10.0.0, you must perform the installation of Ensim Pro 10.0.0 and its add-ons in the following sequence.

1   Install **Ensim Pro 10.0.0** and **Ensim Pro online Help**.

For instructions, see Chapter 2, "Installing Ensim Pro 10.0.0".

2   **Optional**: Install the add-ons for ColdFusion MX, Urchin, IMail Server, and MySQL.

For instructions, see Appendix A, "Installing add-ons for ColdFusion, Urchin, IMail, and MySQL".

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