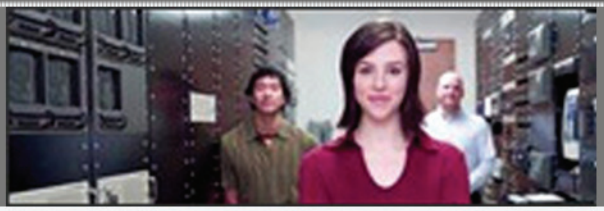
ENSIM PRO - WINDOWS



Migration Tools 1.1 User Guide for Ensim® Pro for Windows®

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About this guide

Introduction

This guide provides detailed instructions on migrating appliance settings, resellers, and sites from Ensim® WEBppliance™ Pro 3.6 for Windows® 2000 or Ensim WEBppliance Pro 3.6 for Windows 2003 to Ensim Pro 4.0 for Windows 2003.

Chapters in this guide include:

- Chapter 1, "Preparing for the migration"
- Chapter 2, "Exporting the data from Ensim Pro 3.6"
- Chapter 3, "Importing the exported data to Ensim Pro 4.0"
- Appendix A, "Using the Command Line Interface (CLI)"
- Appendix B, "Troubleshooting"

Note

For simplicity, we will refer to Ensim WEBppliance Pro for Windows, and Ensim Pro for Windows as "Ensim Pro" throughout this document.

Intended audience and required skills

This guide is designed to aid system administrators, technical support staff of Internet service providers (ISPs), or anyone who wants to migrate their appliance settings, resellers, and sites from Ensim Pro 3.6 for Windows 2000, or Ensim Pro 3.6 for Windows 2003 to Ensim Pro 4.0 for Windows 2003.

To perform the tasks described in this document you need to be familiar with Windows 2000 Server and Windows 2003 Server operating system.

Related documentation

The following documents provide information about Ensim Pro for Windows. These documents are available on the Ensim Web site at http://www.ensim.com/support/winsol.html.

Ensim WEBppliance Pro 3.6 for Windows 2003:

- Ensim WEBppliance Pro for Windows 2003 Release Notes
- Ensim WEBppliance Pro for Windows 2003 Installation Guide
- Ensim WEBppliance Pro for Windows 2003 Technical Reference Guide
- Ensim WEBppliance Pro for Windows 2003 Mail Server API Guide

- Ensim WEBppliance Pro for Windows 2003 Uninstallation Guide
- Enabling ColdFusion on Ensim WEBppliance for Windows
- Ensim WEBppliance Pro for Windows 2003 Backup and Restore Guide

Ensim WEBppliance Pro 3.6 for Windows 2000:

- Ensim WEBppliance Pro for Windows 2000 Release Notes
- Ensim WEBppliance Pro for Windows 2000 Installation Guide
- Ensim WEBppliance Pro for Windows 2000 Upgrade Guide
- Ensim WEBppliance Pro for Windows 2000 Technical Reference Guide
- Ensim WEBppliance Pro for Windows 2000 Mail Server API Guide
- Ensim WEBppliance Pro for Windows 2000 .NET Guide
- Ensim WEBppliance Pro for Windows 2000 Uninstallation Guide
- Enabling ColdFusion on Ensim WEBppliance for Windows
- Ensim WEBppliance Pro for Windows 2000 Backup and Restore Guide

For information about Ensim Pro 4.0 for Windows 2003:

- Ensim Pro 4.0 for Windows 2003 Release Notes
- Ensim Pro 4.0 for Windows 2003 (Standalone) Installation Guide
- Ensim Pro 4.0 for Windows 2003 Mail Server API Guide
- Ensim Pro 4.0 for Windows 2003 Technical Reference Guide

The online Help installed with Ensim Pro provides detailed descriptions and step-by-step instructions on using the Ensim Pro interface. To open the online Help for a particular level:

1. Log in to the Ensim Pro control panel using your username and password.
2. On the left navigation bar of the control panel, click **Help**.

Document conventions

Throughout this guide, specific fonts are used to identify computer input, output, and control panel 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.

Table 1. Typographic conventions (continued)

Appearance of text	How it is used
`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 might be used in this guide:

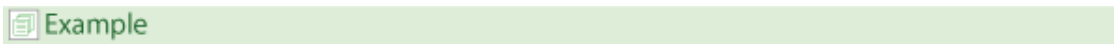
Information to help you perform procedures

Supplemental information about tasks or concepts

Supplemental information that is more important than a note

Warnings about potential damage to data or systems

Step-by-step instructions



Samples of code or other illustrative 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

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 migration

Introduction

This chapter describes the preparation required prior to installing the migration tools, including system requirements for both, the Ensim Pro 3.6 server and the Ensim Pro 4.0 server. It also provides an overview of the migration process, including the list of data migrated.

Topics in this chapter include:

- "System requirements" on page 1-1
- "Overview of the migration process" on page 1-2
- "List of data migrated from Ensim Pro 3.6 to Ensim Pro 4.0" on page 1-3

System requirements

The following sections list the minimum hardware, and software requirements for migrating from Ensim Pro 3.6 to Ensim Pro 4.0.

Important

Ensure that you have upgraded to Ensim Pro 3.6 from any earlier versions, since this tool supports only migration from Ensim Pro 3.6 to Ensim Pro 4.0.

For the Ensim Pro 3.6 server

Table 1-1 lists the minimum system requirements for the Ensim Pro 3.6 server which is the source for the migration process.

Table 1-1. System requirements for the Ensim Pro 3.6 server

Operating system	Other software	Free Disk Space
Microsoft® Windows 2000 (Server or Advanced Server) or Windows Server 2003 (Standard, Enterprise, or Web editions) – English version	• Ensim Pro 3.6 • Microsoft .NET runtime version 1.0 or later • Microsoft Data Access Components (MDAC) version 2.6 or later	atleast 150% of the size of the hosting data for temporarily storing the data during the migration process

For the Ensim Pro 4.0 server

Table 1-2 lists the minimum system requirements for the Ensim Pro 4.0 server, which is the target for the migration process.

Table 1-2. System requirements for the Ensim Pro 4.0 server

Operating system	Other software	Free Disk Space
Microsoft Windows Server 2003 (Standard, Enterprise, or Web editions) – English version	• Ensim Pro 4.0 with MySQL and Urchin (if installed on the Ensim Pro 3.6 server) add-ons • Microsoft .NET runtime version 1.0 or later • MDAC version 2.6 or later	atleast 150% of the size of the hosting data for temporarily storing the data during the migration process

Important

The target server for the migration process should contain a **fresh** installation of Ensim Pro 4.0 without any sites provisioned on it. For information about installing Ensim Pro 4.0 for Windows 2003, refer the *Ensim Pro 4.0 for Windows 2003 Installation Guide*.

Overview of the migration process

The migration tools allow you to migrate your data from Ensim Pro 3.6 to Ensim Pro 4.0. The migration process involves the following tasks:

Important

If you have already installed Migration Tools **1.0** on your Ensim Pro 3.6 and 4.0 servers, you should first **uninstall Ensim Export Utility** from the Ensim Pro 3.6 servers, and **Ensim Import Utility** from the Ensim Pro 4.0 servers using the **Add or Remove Programs** utility of Windows. After uninstalling these software, you should follow the **same** procedure as given below for a fresh installation of Migration Tools 1.1.

- Installing the Export utility on the Ensim Pro 3.6 server: Download **Ensim Export Utility.msi** from the Ensim Web site, and install it on the Ensim Pro 3.6 server.
- Preparing the Ensim Pro 3.6 server for migration: Update the **Ensim_Data.xls** file with information about the existing Ensim Pro 3.6 resellers and sites.
- Extracting the data from the Ensim Pro 3.6 server: Run the **Ensim Export Utility** to copy all the Ensim Pro 3.6 data to a temporary location on either the Ensim Pro 3.6 server or the Ensim Pro 4.0 server.
- Installing the Import utility on the Ensim Pro 4.0 server: Download **Ensim Import Utility.msi** from the Ensim Web site, and install it on the Ensim Pro 4.0 server.
- Preparing the Ensim Pro 4.0 server for migration: Assign the IP address and Fully Qualified Domain Name (FQDN) of the Ensim Pro 3.6 server to the Ensim Pro 4.0 server, and then create a new reseller template using the Ensim Pro 4.0 service provider control panel.
- Importing the data to the Ensim Pro 4.0 server: Run the **Ensim Import Utility** to recreate all the resellers and sites on the Ensim Pro 4.0 server.

List of data migrated from Ensim Pro 3.6 to Ensim Pro 4.0

Table 1-3 displays the list of data migrated from Ensim Pro 3.6 to Ensim Pro 4.0. It also lists the information that is not migrated, and the impact of migration at each administration level.

Table 1-3. List of data migrated from Ensim Pro 3.6 to Ensim Pro 4.0

Administration level	List of data migrated	List of data NOT migrated	Impact of migration
Appliance	• Appliance administrator's contact information, including Full Name, and Email address • All resellers • All sites belonging to the appliance administrator	• Additionally created DNS zones and records for a site • Control panel branding except logos • Any server or data that is not a part of the standard Ensim Pro for Windows installation • IP Manager settings	• Application protection values in Ensim Pro 3.6 for Windows 2000 are mapped to application pool values Ensim Pro 4.0. For more details, refer to the section "Application protection settings" on page 1-4.
Reseller	• Reseller's contact information, including Full Name, Password, and Email address • Reseller's quotas • All sites belonging to the reseller	• Control panel branding except logos • IP Manager settings	• Username is changed to <username>@<login_suffix>
Site	• Site administrator's contact information, including Full Name, and Email address • Site's IP address • List of enabled services • IIS configuration including SSL data (for Windows Server 2003 only), and virtual directories • File system data, containing the Inetpub directory and its sub-directories • Microsoft FTP (MS FTP) and MS FTP log settings • Microsoft FrontPage® Extensions data • ODBC data, including MS SQL and Microsoft Access®	• Analog Web analysis and statistical data • Site plans (site templates in Ensim Pro 4.0) • Any customizations that are not supported by the Ensim Pro control panel • SSL certificates for Microsoft IIS on Windows 2000 • File permission settings • Additional MySQL databases	• Username for logging on to the site administrator's control panel, and for accessing services is changed to <username>@<login_suffix> • Password is randomly generated • Since all custom permissions done at the site level are reset, site administrator will have to again set these permissions.

Table 1-3. List of data migrated from Ensim Pro 3.6 to Ensim Pro 4.0 (continued)

Administration level	List of data migrated	List of data NOT migrated	Impact of migration
Site (continued)	• PHP, Active Perl, and File Manager, MySQL, DNS, and Urchin data (if these services are enabled) • Mail data folder (if it is stored in the mail folder in the site's file system)	• Mail boxes are not recreated Note:Please contact your mail vendor for migrating the mail boxes. • Custom error pages, and host headers • Virtual directories pointing to locations outside the site's file system	• After the site is imported to Ensim Pro 4.0, an email, containing the new control panel URL, username, and password, will be sent to the site administrator's contact email address.

Important

The text file containing the new passwords is located at ***<export_dir_location>*/export36/passwords**, where ***<export_dir_location>*** is the location of the directory, where you have exported the Ensim Pro 3.6 data.

Application protection settings

The application protection settings in Ensim Pro 3.6 for Windows 2000 are migrated as application pool settings in Ensim Pro 4.0 as described in Table 1-4.

Table 1-4. Application Protection mapping

Application protection values	Application pool values
Low	Dedicated pool
Medium	Shared pool
High	Dedicated pool

Exporting the data from Ensim Pro 3.6

Introduction

This chapter provides step-by-step instructions on installing and using the Export migration utility on the Ensim Pro 3.6 server. Topics in this chapter include:

- "Performing and verifying a test migration" on page 2-1
- "Exporting the data from the Ensim Pro 3.6 server" on page 2-1

Performing and verifying a test migration

Before migrating all your domains, you can do a test migration. You can migrate a single domain, and if the migration is successful, migrate the complete set of domains.

After migrating the test domain, verify that it is working properly on Ensim Pro 4.0. Once you are satisfied that the test migration has been successful, you can start the complete migration.

Exporting the data from the Ensim Pro 3.6 server

This section describes the steps for extracting the data from the Ensim Pro 3.6 server.

Topics include:

- "Installing the Export utility on the Ensim Pro 3.6 server" on page 2-1
- "Preparing the Ensim Pro 3.6 server for migration" on page 2-2
- "Before you export" on page 2-3
- "Extracting the data from the Ensim Pro 3.6 server" on page 2-4

Installing the Export utility on the Ensim Pro 3.6 server

This section provides instructions for installing the Export utility on the Ensim Pro 3.6 server.

Procedure

To install the Export utility on the Ensim Pro 3.6 server:

1 Connect to the Ensim Pro 3.6 server using the console or terminal services and log in as the administrator.

2 Browse to the directory where you have downloaded the **Ensim Export Utility.msi** file and run it.

The *Welcome* window is displayed.

3 On the *Welcome* window, click **Next**.

Note

You can abort the installation at any time by clicking the **Cancel** button or go back to the previous dialog box by clicking **Back**.

The *Select Installation Folder* window is displayed.

4 On the *Select Installation Folder* window, in the **Folder** text box, type the location of the directory, or click **Browse** to select the folder, where you want to install the Export utility.

Click **Disk Cost** to verify the disk space available in the drive that you have selected for installing the utility.

5 Select from the following utility usage options:

- Select **Everyone** to make the Export utility available to any user who logs on to this server.
- Select **Just me** to make the Export utility available only when you log in to this server.

6 Click **Next**. The *Confirm Installation* window is displayed.

7 On the *Confirm Installation* window, click **Next** to start the installation. The *Installation Complete* window is displayed after the installation is complete.

8 On the *Installation Complete* window, click **Close**.

The Export utility is installed on the Ensim Pro 3.6 server.

Preparing the Ensim Pro 3.6 server for migration

This section provides instructions for updating the **Ensim_Data.xls** Excel file with information about the existing Ensim Pro 3.6 resellers and sites.

Ensim Pro 3.6 allows a reseller or a site administrator to log in to the Ensim Pro control panel with just the ***<username>***. But Ensim Pro 4.0 requires ***<username>@<login_suffix>*** for any reseller or site administrator to log in to the control panel. **Ensim_Data.xls** allows you to provide this ***<login_suffix>*** for each reseller or site to log in to the Ensim Pro 4.0 control panel.

Procedure

To update the **Ensim_Data.xls** file:

1 Connect to the Ensim Pro 3.6 server using the console or terminal services and log in as the administrator.

2 Open the **Ensim_Data.xls** file by clicking **Start -> Programs -> Ensim -> Ensim Reseller & Site Data.xls**.

A Microsoft Excel dialog box is displayed warning that the macro may contain viruses.

> **Note**
>
> If you do not have Microsoft Excel installed on the Ensim Pro 3.6 server, then you can copy, and edit the **Ensim_Data.xls** file on a different server on which Excel is installed. After editing the file, save **Ensim_Data.xls** on the Ensim Pro 3.6 server in the ***<install_dir_location>*\EXCELTEMPLATES** directory, where ***<install_dir_location>*** is the location of the directory, where the Export utility is installed. If you have installed the Export utility in the default location, then the path is **C:\Program Files\Ensim\ExportUtility**.

3 Click **Enable Macros**.

4 The **Ensim_Data.xls** file consists of two sheets: **ResellerData** and **SiteData**. Specify the data in these sheets as follows:

ResellerData: This sheet displays the following three columns.

- **ResellerName**: Type the username of the reseller as present in Ensim Pro 3.6
- **DomainName**: Type a domain name that will be associated with the reseller in Ensim Pro 4.0. It can include a maximum of 63 characters. For example, **example.net**.
- **LoginSuffix**: Type a name that uniquely identifies the reseller in Ensim Pro 4.0, since it will be used in the reseller's login name. It can include a maximum of 14 characters.

> **Important**
>
> The Export migration utility will allow you to migrate a reseller only when its information is present in the Ensim_Data.xls file.

SiteData (optional): This sheet displays the following two columns.

- **DomainName**: Type the domain name of the site as present in Ensim Pro 3.6
- **LoginSuffix**: Type a name that uniquely identifies the site in Ensim Pro 4.0, since it will be used in the site administrator's login name. It can include a maximum of 14 characters.

> **Note**
>
> If you do not specify the site's **LoginSuffix**, the Export utility automatically creates the **LoginSuffix** using the **DomainName**. If the length of **DomainName** is more than 14 characters, the **LoginSuffix** is restricted to the first 14 characters of **DomainName**. This is to ensure that the total length of the site administrator's login name ***<username>*@*<login_suffix>*** does not exceed more than 20 characters.

5 Save the **Ensim_Data.xls** file, and close it.

The Ensim Pro 3.6 server is ready for the migration process.

Before you export

Before you run the Export utility, ensure that:

- The Ensim Pro 3.6 server is connected to the network.

Note

If you want to store the extracted hosting data on the Ensim Pro 4.0 server, ensure that it is connected to the network, and you have the necessary privileges to copy files on any shared folder on the Ensim Pro 4.0 server.

- No resource-intensive operations are carried out on the Ensim Pro 3.6 server while the Export utility is running.

Extracting the data from the Ensim Pro 3.6 server

This section provides instructions for extracting the data from the Ensim Pro 3.6 server using the Export utility.

Note

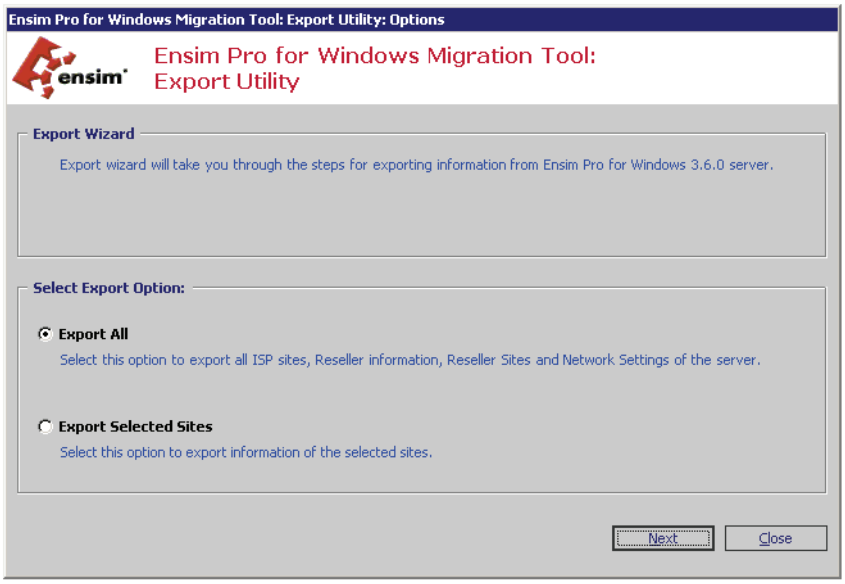
You can also extract the data from the Ensim Pro 3.6 server using the Command Line Interface (CLI) of the Export utility. For more information, refer "Using CLI of the Export utility" on page A-1.

Procedure

To extract data from the Ensim Pro 3.6 server:

1. Connect to the Ensim Pro 3.6 server using the console or terminal services and log in as the administrator.
2. Click **Start -> Programs -> Ensim -> Ensim Export Utility**.

   The *Export Utility* window is displayed.



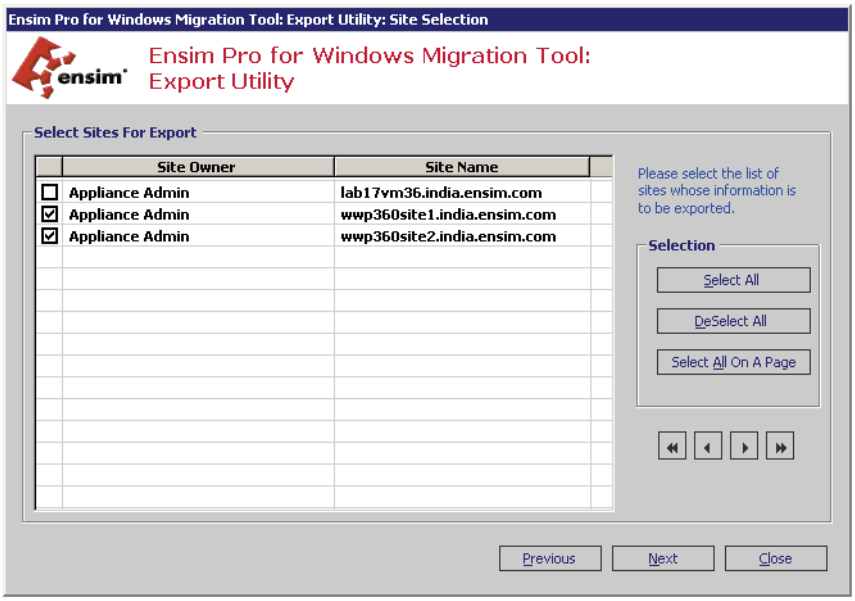
3. In the **Export Utility** window, choose from the following export options:
   - Select **Export All** to export all the Ensim Pro 3.6 appliance settings, resellers, and sites to the Ensim Pro 4.0 server.

- Select **Export selected ISP/Reseller sites** to export only the Ensim Pro 3.6 sites, you choose, to the Ensim Pro 4.0 server.

> **Note**
>
> You can abort the export operation at any time by clicking **Cancel**, or go back to the previous window at any time during the Export process by clicking **Previous**.

4 Click **Next**.

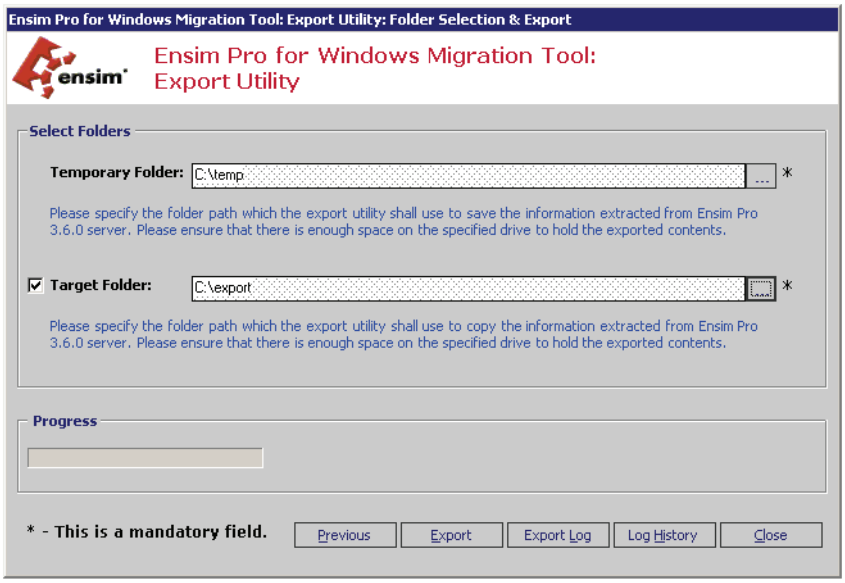
5 If you selected **Export selected ISP/Reseller sites,** the *Select Sites For Export* window is displayed. In this window, select the check boxes corresponding to the sites that you want to export to the Ensim Pro 4.0 server.



Click **Select All** to select all the sites for exporting to the Ensim Pro 4.0 server.

6 On the *Select Sites For Export* window, click **Next**.

The *Select Folders* window is displayed.



7 On the *Select Folders* window, in the **Temporary Folder** field, select the directory on the Ensim Pro 3.6 server, where you want to temporarily store the extracted data.

If you want to permanently store the extracted data on the Ensim Pro 3.6 server, select the **Target Folder** check box, and select that directory in the corresponding field.

Important

If you select to store the extracted data at the **Target Folder** location, then after the export process is over, the extracted data is deleted from the **Temporary Folder** location, and copied to the **Target Folder** location.

If you do not specify the target folder or if the target folder is located on the Ensim Pro 3.6 server, you need to **manually** transfer the extracted data from the Ensim Pro 3.6 server to the Ensim Pro 4.0 server.

Tip

If the Ensim Pro 4.0 server is connected to the network and you have the required permissions to copy files on it, you can also select a shared directory on the Ensim Pro 4.0 server in the **Target Folder** field to directly copy the extracted data from the Ensim Pro 3.6 server to Ensim Pro 4.0 server.

8 Click **Export** to start the export.

9 After the export process is completed, a dialog box indicating successful completion of the export process is displayed. Click **OK**.

10 **Optional**: The following options are available on the *Export Utility* window to view the log of actions performed during the export process.

- Click **Export Log** to view the task description, start time, and success status of each task performed by the Export utility.
- Click **Log History** to view the log files generated during earlier export process.

11 On the *Export Utility* window, click **Close**.

The Export process is complete.

Importing the exported data to Ensim Pro 4.0

Introduction

This chapter provides step-by-step instructions on installing and using the Import migration utility on the Ensim Pro 4.0 server. Topics in this chapter include:

- "Importing the exported data to the Ensim Pro 4.0 server" on page 3-1
- "Resolved issues" on page 3-7
- "Known issues" on page 3-8

Importing the exported data to the Ensim Pro 4.0 server

This section describes the steps for importing the extracted data to the Ensim Pro 4.0 server.

Topics include:

- "Installing the Import utility on the Ensim Pro 4.0 server" on page 3-1
- "Preparing the Ensim Pro 4.0 server for migration" on page 3-2
- "Before you import" on page 3-6
- "Importing the data to the Ensim Pro 4.0 server" on page 3-6

Installing the Import utility on the Ensim Pro 4.0 server

This section provides the instructions for installing the Import utility on the Ensim Pro 4.0 server.

Procedure

To install the Import utility on the target server:

1. Connect to the Ensim Pro 4.0 server using the console or terminal services and log in as the administrator.
2. Browse to the directory where you have downloaded the **Ensim Import Utility.msi** file and run it.

   The *Welcome* window is displayed.
3. Click **Next**.

Note

You can abort the installation at any time by clicking the **Cancel** button or go back to the previous dialog box by clicking **Back**.

The *Select Installation Folder* window is displayed.

4 On the *Select Installation Folder* window, in the **Folder** text box, type the location of the directory, or click **Browse** to select the folder where you want to install the Import utility.

Click **Disk Cost** to verify the disk space available in the drive that you have selected for installing the utility.

5 Select from the utility usage options:

- Select **Everyone** to make the Import utility available to any user who logs on to this server.
- Select **Just me** to make the Import utility available only when you log in to this server.

6 Click **Next**. The *Confirm Installation* window is displayed.

7 On the *Confirm Installation* window, click **Next** to start the installation. The *Installation Complete* window is displayed after the installation is complete.

8 On the *Installation Complete* window, click **Close**.

The Import utility is installed on the Ensim Pro 4.0 server.

Preparing the Ensim Pro 4.0 server for migration

This section describes the process for preparing the Ensim Pro 4.0 server for the migration process. It involves the following steps:

- "Step 1: Changing the IP Address and FQDN of the Ensim Pro 4.0 server" on page 3-2
- "Step 2: Changing the network settings of the Ensim Pro 4.0 control panel using Networkconfiguration.exe" on page 3-3
- "Step 3: Creating a new Reseller migration template using the Ensim Pro 4.0 control panel" on page 3-4

Important

Since you are assigning the IP address and FQDN of the Ensim Pro 3.6 server to the Ensim Pro 4.0 server, you must **disconnect** the Ensim Pro 3.6 server from the network; otherwise you will not be able to assign its IP address and FQDN to the Ensim Pro 4.0 server.

Step 1: Changing the IP Address and FQDN of the Ensim Pro 4.0 server

This section provides the instructions for changing the IP Address and Fully Qualified Domain Name (FQDN) of the Ensim Pro 4.0 server to that of the Ensim Pro 3.6 server.

Procedure

To change the IP Address and FQDN of the Ensim Pro 4.0 server:

1 Connect to the Ensim Pro 4.0 server using the console or terminal services and log in as the administrator.

2 Change the IP address of the Ensim Pro 4.0 server to that of the Ensim Pro 3.6 server using the instructions given below.

   a Click **Start -> Settings -> Network Connections**.

   b In the *Network Connections* window, right-click **Local Area Connection**, then click **Properties**.

   c In *Local Area Connection Properties* window, select **Internet Protocol (TCP/IP)**, then click **Properties**.

   d In the *Internet Protocol (TCP/IP) Properties* window, change the **IP Address** to match that of the Ensim Pro 3.6 server, then click **OK**.

   e In *Local Area Connection Properties* window, click **OK**.

   f Close the *Network Connections* window.

   The IP address of the Ensim Pro 4.0 server is changed to that of the Ensim Pro 3.6 server.

3 Change the FQDN of the Ensim Pro 4.0 server to that of the Ensim Pro 3.6 server using the instructions given below.

   a On the Ensim Pro 4.0 server, click **Start -> Settings -> Control Panel**.

   b In the *Control Panel* window, double-click **System**.

   c On the *System Properties* window, click the **Computer Name** tab, then click **Change**.

   d On the *Computer Name Changes* window, type the computer name of the Ensim Pro 3.6 server in the **Computer Name** text box, then click **More**.

   e On the *DNS Suffix and NetBIOS Computer Name* window, type the primary DNS suffix of the Ensim Pro 3.6 server in the **Primary DNS suffix of this computer** text box, then click **OK**.

   f On the *Computer Name Changes* window, click **OK**.

   g A dialog box, indicating that you should restart your computer, is displayed. Click **OK**.

   h On the *System Properties* window, click **OK**.

   i A dialog box, indicating whether you want to restart your computer now, is displayed. Click **OK**.

   After the Ensim Pro 4.0 server is restarted, the FQDN of the Ensim Pro 4.0 server is changed to that of the Ensim Pro 3.6 server.

Step 2: Changing the network settings of the Ensim Pro 4.0 control panel using Networkconfiguration.exe

This section describes the process of changing the network settings of the Ensim Pro 4.0 server using **Networkconfiguration.exe**, a utility included with Ensim Pro 4.0. **Networkconfiguration.exe** allows you to assign the Ensim Pro 3.6 IP address to all name-based sites hosted on the Ensim Pro 4.0 server.

For detailed instructions on using **Networkconfiguration.exe**, refer *Chapter 2* in the *Ensim® Pro 4.0 for Windows® 2003 Technical Reference Guide*.

Step 3: Creating a new Reseller migration template using the Ensim Pro 4.0 control panel

Procedure

To create a new Reseller migration template using the Ensim Pro 4.0 control panel:

1. Log in to the Ensim Pro 4.0 control panel as the service provider. The control panel's home page is displayed.
2. On the left navigation panel, go to the *Resellers* section and click **Add Reseller Template**. The Add Reseller Template page is displayed.
3. On the *Provide General Information* form, type **MigrationTemplate** in the Name text box, and click **Next**.

Important

Ensure that you specify the reseller template name as **MigrationTemplate**; otherwise the migration process will fail.

4. On the *Windows Web Hosting* form, provide the values for the resources as explained in Table 3-1.

Important

Ensure that you specify the values in the Reseller template as mentioned in the table below.

Table 3-1. List of values for the Reseller Migration template

Component Name	Resource or Option Type	Value
General for Service	Bandwidth [Gb/cycle]	Set this value to **Unlimited**. This would ensure a smooth migration of all sites that belong to resellers. After the migration process has completed successfully, you can **reduce** this value for each reseller as displayed on that reseller's *Resource Overview* page in the Ensim Pro 4.0 control panel. For instructions on changing the resource limits for a reseller, refer to the *Increasing and decreasing reseller resources* topic in the Ensim Pro online Help.
	Disk Space [MB]	5000
	Number of Users	5000
Microsoft DNS	Number of DNS Zones	50
	Number of Installations	50
IIS Web Service	Number of Sub-Domains	50
	Number of Installations	50
IIS FTP Service	Number of Installations	50
PHP	Number of Installations	50

Table 3-1. List of values for the Reseller Migration template (continued)

Component Name	Resource or Option Type	Value
FrontPage Server Extensions 2002	Number of Installations	50
ODBC Data Source	Number of SQL DSNs	50
	Number of Installations	50
	Number of Access DSNs	50
File Manager	Number of Installations	50
Webalizer	Number of Installations	Since this feature was absent in Ensim Pro 3.6, you can set this value according to your requirements.
ActivePerl	Number of Installations	50
MSDE	Number of Installations	Since this feature was absent in Ensim Pro 3.6, you can set this value according to your requirements.
Power Tools	Number of Installations	Since this feature was absent in Ensim Pro 3.6, you can set this value according to your requirements.
ColdFusion	Number of Installations	Since this feature was absent in Ensim Pro 3.6, you can set this value according to your requirements.
MySQL	Number of Installations	50
Urchin	Number of Installations	50
Ignite	Number of Installations	Since this feature was absent in Ensim Pro 3.6, you can set this value according to your requirements.
IMAIL	Number of Installations	50

5 After entering the values for the resources, click **Next**.

6 On the *Verify Information* form, verify that you have specified the values as mentioned in Table 3-1, and click **Finish**.

The reseller migration template is created and displayed on the *List Reseller Templates* page.

7 On the left navigation panel, click **Log Out**.

The Ensim Pro 4.0 server is ready for the migration process.

Before you import

Before you run the Import utility, ensure that:

- The Ensim Pro 3.6 exported data is present on the Ensim Pro 4.0 server.

> **Note**
> While exporting the Ensim Pro 3.6 data, if you did not specify the target folder or if the target folder is located on the Ensim Pro 3.6 server, you need to **manually** transfer the extracted data from the Ensim Pro 3.6 server to the Ensim Pro 4.0 server.

- No resource-intensive operations are carried out on the server while the Import utility is running.

Importing the data to the Ensim Pro 4.0 server

This section provides instructions for importing the extracted Ensim Pro 3.6 data to the Ensim Pro 4.0 server using the Import utility.

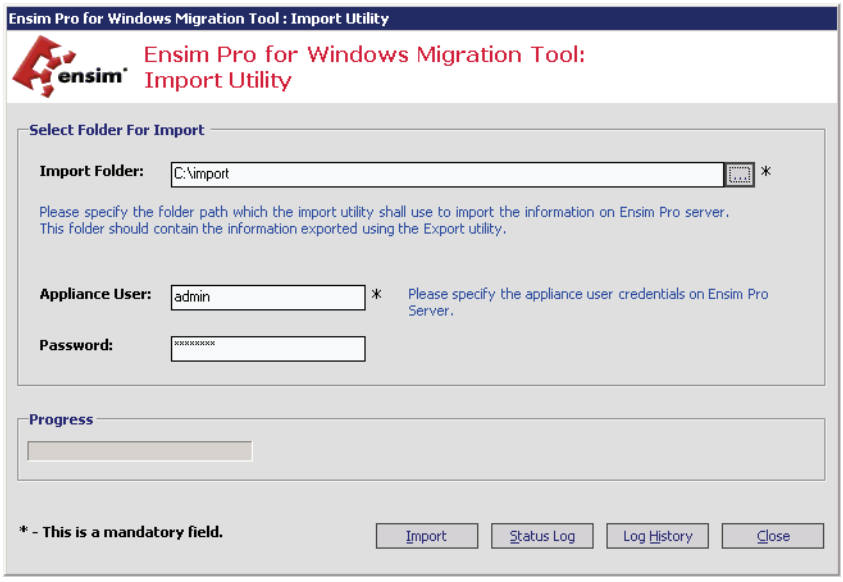
> **Note**
> You can also import the Ensim Pro 3.6 data to the Ensim Pro 4.0 server using the Command Line Interface (CLI) of the Import utility. For more information, refer "Using CLI of the Import utility" on page A-3.

Procedure

To import the extracted data to the Ensim Pro 4.0 server:

1. Connect to the Ensim Pro 4.0 server using the console or terminal services and log in as the administrator.
2. Click **Start -> Programs -> Ensim -> Ensim Import Utility**.

   The *Import Utility* window is displayed.



3. In the **Import Folder** field, specify the location of the directory on the Ensim Pro 4.0 server, where the extracted Ensim Pro 3.6 data is stored.

4 In the **Appliance User** and **Password** text boxes, type your username and password for logging on to the Ensim Pro 4.0 service provider control panel, then click **Import**.

5 After the import process is completed, a dialog box indicating successful completion of the import process is displayed. Click **OK**.

6 **Optional**: The following options are available on the *Import Utility* window to view the log of actions performed during the import process.

- Click **Status Log** to view the status of each site.
- Click **Log History** to view the log files generated during earlier import process.

7 On the *Import Utility* window, click **Close**.

The Import process is complete.

Note

If the import of a site fails, you can also check that site's Action Log in the Ensim Pro 4.0 control panel for more details. If the site belongs to a reseller, you have to autologin to that reseller's control panel, and check the site's Action Log. To access the Action Log, log in to the control panel, and click **Action Log** in the *Reports* section on the left navigation panel.

After the migration process has completed successfully, the Ensim Pro control panel may not display the correct usage data for the migrated sites and resellers. To view the correct usage values, you need to log in to the control panel, click **Usage** in the *Reports* section on the left navigation panel, then click **Update**. Note that since updating the usage data depends upon the total number of sites and resellers, it may take considerable time to display the correct values.

Resolved issues

This section describes the resolved issues of the migration process. The numbers in parentheses indicate the Ensim problem report (PR) number.

- After exporting IP-based sites provisioned with SSL certificates from Ensim Pro 3.6 for Windows 2003, the import process now reassigns the SSL certificates to those IP-based sites on Ensim Pro 4.0. (49986)
- If you have enabled complex password policy settings on the Ensim Pro 4.0 server, you can now migrate sites from the Ensim Pro 3.6 server to it. (51643)
- If you try to export a reseller on Ensim Pro 3.6 who has exceeded his allocated quota limits, the export process fails and now logs the name of the reseller, the quota that he has exceeded, and the corrective action that needs to be taken to export that reseller successfully. (51914)

Known issues

This section describes the known issues of the migration process. The numbers in parentheses indicate the Ensim problem report (PR) number.

- **Issue**: Occasionally, you may get a Timeout error, while importing the Ensim Pro 3.6 data on the Ensim Pro 4.0 server. Due to this error, the import process will fail. (50155)

  Resolution: On the Ensim Pro 4.0 server, run the following commands in a command prompt window.

  net stop ensimprovisionengine

  net start ensimprovisionengine

  You can now re-import the Ensim Pro 3.6 data on the Ensim Pro 4.0 server.

- **Issue**: Sites and resellers suspended in Ensim Pro 3.6 get enabled after migrating to Ensim Pro 4.0. (42036)

  Resolution: Log in to the Ensim Pro 4.0 control panel as the server administrator, and disable these sites and resellers. For detailed instructions, refer to the *Disabling sites*, and *Disabling resellers* topics in the Ensim Pro online Help.

Using the Command Line Interface (CLI)

Introduction

In addition to the graphical method, the Export and Import migration utilities also provide a Command Line Interface (CLI), a text-based method for extracting the data from the Ensim Pro 3.6 server, and importing the extracted data to the Ensim Pro 4.0 server.

Topics in this appendix include:

- "Using CLI of the Export utility" on page A-1
- "Using CLI of the Import utility" on page A-3

Using CLI of the Export utility

After installing the Export utility on the Ensim Pro 3.6 server, and preparing it for the migration process, you can use **ENSIMPRO36EXPORTCLI.exe**, the CLI of the Export utility to extract the hosting data on the Ensim Pro 3.6 server.

Procedure

To extract data from the Ensim Pro 3.6 server using **ENSIMPRO36EXPORTCLI.exe**:

1. Connect to the Ensim Pro 3.6 server using the console or terminal services and log in as the administrator.
2. Open a command window, and change to the directory where the **ENSIMPRO36EXPORTCLI.exe** file is located.

   If you have installed the Export utility in the default location, then the command is

   cd C:\Program Files\Ensim\ExportUtility\bin
3. Execute the **ENSIMPRO36EXPORTCLI.exe** file according to the syntax, and the parameters as described below.

   Syntax:

   - When the arguments are passed in the form of **ExportParameters.xml** file:

     ENSIMPRO36EXPORTCLI.exe -f <*location_of_ExportParameters.xml_file*>

     Note

     You can access the **ExportParameters.xml** file by clicking **Start -> Programs -> Ensim -> Export Command Line Parameters.xml**. Edit the file, specify the values of the arguments as described below, and save the file.

- When the arguments are passed in the form of a string containing XML data:

  ENSIMPRO36EXPORTCLI.exe -s <*XML_data_as_a_string*>

Arguments:

```
<?xml version="1.0" encoding="utf-8" ?>
<EPW36Export>
    <TemporaryFolderPath>C:\temp</TemporaryFolderPath><!-- Type the location of the directory on the Ensim Pro 3.6 server, where you want to temporarily store the extracted data. -->
    <TargetFolderPath>C:\export</TargetFolderPath><!-- Type the location of the directory on the Ensim Pro 3.6 server, where you want to permanently store the extracted data. -->
    <ExportType>Site-by-Site</ExportType> <!-- ExportType can be either Server or Site-by-Site. Type Server if you want to export all the Ensim Pro 3.6 appliance settings, resellers, and sites to the Ensim Pro 4.0 server. Type Site-by-Site if you want to export only the Ensim Pro 3.6 sites, you choose, to the Ensim Pro 4.0 server. -->
    <Sites><!-- If the ExportType mentioned above is Server, then delete the Org tag given below. -->
    <Org>example1.net</Org><!-- If the ExportType mentioned above is Site-by-Site, type the domain name of the site as displayed in Ensim Pro 3.6. Repeat the tag for each site. -->
    <Org>example2.net</Org>
    </Sites>
</EPW36Export>
```

Note

If you do not specify the target folder or if the target folder is located on the Ensim Pro 3.6 server, you need to manually transfer the extracted data from the Ensim Pro 3.6 server to the Ensim Pro 4.0 server.

Tip

If the Ensim Pro 4.0 server is connected to the network and you have the required permissions to copy files on it, you can also directly copy the extracted data from the Ensim Pro 3.6 server to Ensim Pro 4.0 server. You can specify the location of the directory on the Ensim Pro 4.0 server between the **TargetFolderPath** tags in the UNC format, for example, **\\10.55.66.7\export**.

Examples:

- If you have edited, and saved the **ExportParameters.xml** file in C:\temp, then the command is

  EnsimPro36ExportCLI.exe -f C:\temp\ExportParameters.xml.

- If you are using the **-s** option of **ENSIMPRO36EXPORTCLI.exe**, and want to export all the Ensim Pro 3.6 appliance settings, resellers, and sites, then the command is

  EnsimPro36ExportCLI.exe -s "<?xml version='1.0' encoding='utf-8' ?><EPW36Export><TemporaryFolderPath>C:\temp</TemporaryFolderPath><TargetFolderPath>C:\export</TargetFolderPath><ExportType>Server</ExportType><Sites></Sites></EPW36Export>"

- If you are using the **-s** option of **ENSIMPRO36EXPORTCLI.exe**, and want to export only example1.net, and example2.net present on the Ensim Pro 3.6 server, then the command is

  EnsimPro36ExportCLI.exe -s "<?xml version='1.0' encoding='utf-8' ?><EPW36Export><TemporaryFolderPath>C:\temp</TemporaryFolderPath><TargetFolderPath>C:\export</TargetFolderPath><ExportType>Site-by-Site</ExportType><Sites><Org>example1.net</Org><Org>example2.net</Org></Sites></EPW36Export>"

Using CLI of the Import utility

After installing the Import utility on the Ensim Pro 4.0 server, and preparing it for the migration process, you can use **ENSIMPRO40IMPORTCLI.exe**, the CLI of the Import utility to import the extracted data to the Ensim Pro 4.0 server.

Procedure

To import data to the Ensim Pro 4.0 server using **ENSIMPRO40IMPORTCLI.exe**:

1. Connect to the Ensim Pro 4.0 server using the console or terminal services and log in as the administrator.
2. Open a command window, and change to the directory where the **ENSIMPRO40IMPORTCLI.exe** file is located.

   If you have installed the Import utility in the default location, then the command is

   cd C:\Program Files\Ensim\ImportUtility\bin
3. Execute the **ENSIMPRO40IMPORTCLI.exe** file according to the syntax, and the parameters as described below.

   Syntax:

   - When the arguments are passed in the form of **ImportParameters.xml** file:

     ENSIMPRO40IMPORTCLI.exe -f *<location_of_ImportParameters.xml_file>*

     Note

     You can access the **ImportParameters.xml** file by clicking **Start -> Programs --> Ensim -> Import Command Line Parameters.xml**. Edit the file, specify the values of the arguments as described below, and save the file.

   - When the arguments are passed in the form of a string containing XML data:

     ENSIMPRO40IMPORTCLI.exe -s *<XML_data_as_a_string>*

   Arguments:

   ```
   <?xml version="1.0" encoding="utf-8" ?>
   <EPW40Import>
       <FolderPath>C:\import</FolderPath><!-- Type the location of the directory on the Ensim Pro 4.0 server, where the extracted Ensim Pro 3.6 data is stored. -->
       <ApplianceUserId>admin</ApplianceUserId><!-- Type your Ensim Pro 4.0 service provider login name. -->
   ```

<APPLIANCEPASSWORD>**ensimpro**</APPLIANCEPASSWORD><!-- *Type your Ensim Pro 4.0 service provider password.* -->

</EPW40IMPORT>

Examples:

- If you have edited, and saved the **ImportParameters.xml** file in C:\temp, then the command is

  ENSIMPRO40IMPORTCLI.exe -f C:\temp\ImportParameters.xml.

- If you are using the **-s** option of **ENSIMPRO40IMPORTCLI.exe**, then the command is

  EnsimPro40ImportCLI.exe -s "<?xml version='1.0' encoding='utf-8' ?><EPW40Import><FolderPath>C:\import</ FolderPath><ApplianceUserId>admin</ ApplianceUserId><AppliancePassword>ensimpro</AppliancePassword></ EPW40Import>"

Important

To view the list of **resolved issues** for the migration process, see "Resolved issues" on page 3-7. To view the list of **known issues** for the migration process, see "Known issues" on page 3-8.

Troubleshooting

Introduction

This chapter addresses potential problems with the migration process, and describes the corrective actions to solve such problems. If you face problems migrating to Ensim Pro 4.0, and cannot troubleshoot a problem using the information provided below, contact Ensim Support at https://onlinesupport.ensim.com.

Topics in this appendix include:

- "Error messages during the export process" on page B-1
- "Error messages during the import process" on page B-2

Error messages during the export process

The following table lists errors displayed on the console during the export process.

Table B-2. Troubleshooting the Export process

Error message	Corrective action
Ensim Pro version 3.6 is not installed on this machine. Closing the application.	Run the utility only on a server where Ensim Pro version 3.6 is installed.
The .Net Data OLE DB Provider (System.Data.OleDb) requires Microsoft Data Access Components (MDAC) version 2.6 or later. Version <*Installed_version*> was found currently installed.	Install Microsoft Data Access Components (MDAC) version 2.6 or later on the Ensim Pro 3.6 server.
Please select at least single site to export.	Select at least one site that you want to export.
Please specify the temporary folder path.	Specify the directory on the server, where you want to temporarily store the extracted data. Ensure that you have the required permissions to copy data to this directory.
Provided path for the temporary folder is incorrect, or logged in user does not have sufficient privileges.	Specify the directory on the Ensim Pro 3.6 server, where you want to temporarily store the extracted data. Ensure that you have the required permissions to copy data to this directory.
Please specify the target folder path.	If you have selected the **Target Folder** check box, specify the location of the **Target Folder**. Ensure that you have the required permissions to copy data to this directory.

Table B-2. Troubleshooting the Export process (continued)

Error message	Corrective action
Provided path for the target folder is incorrect, or logged in user does not have sufficient privileges.	If you have selected the **Target Folder** check box, specify the location of the **Target Folder**. Ensure that you have the required permissions to copy data to this directory.
User does not have access right to folder <*Folder_name*>. Export aborted.	Ensure that you have 'write' permission on the specified <*Folder_name*> directory.
The XML file not found.	Uninstall and reinstall the Export utility.
The XML directory could not found.	Uninstall and reinstall the Export utility.
Free space on the given path should be <*Expected_disk_space*> bytes against actual free space of <*Actual_disk_space*> bytes.	Ensure that the minimum disk space required, that is, 10GB is available in the **Temporary Folder** or the **Target Folder** that you have specified.
Export failed. Please check the log files.	View the **Export Log** to find out the exact cause of the failure.
The folder path for Log history does not exists	Uninstall and reinstall the Export utility.

Error messages during the import process

The following table lists errors displayed on the console during the import process.

Table B-3. Troubleshooting the Import process

Error message	Corrective action
Please select the Export folder to Import on Ensim Pro 4.0 for Windows	Specify the location of the directory on the Ensim Pro 4.0 server, where the extracted Ensim Pro 3.6 data is stored.
Please provide the Login-Id of Appliance user.	Specify your username for logging on to the Ensim Pro 4.0 service provider control panel.
The Export36 folder at specified path does not exist. Import aborted	Ensure that the **Export36** folder exists in the specified **Import Folder** location.
Appliance user or password is invalid.	Ensure that you type the correct username and password for logging on to the Ensim Pro 4.0 service provider control panel.
The folder path for Log history does not exists.	Uninstall and reinstall the Import utility.
The folder path for Log history does not exists.	The directory where the log files are generated is missing
Import failed. Please check the log files.	View the Import log to find out the exact cause of the failure.
File does not exist on <path>	Uninstall and reinstall the Import utility.

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ENSIM PRO - WINDOWS

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