

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

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Introduction

This document provides instructions for installing Ensim® Pro and Ensim Basic 4.0.3 for Linux® (ServerXchange®) on any of the following Ensim ServerXchange-managed servers:

- Dedicated servers running the Fedora™ Core 2 operating system



Note

Fedora Core 2 operating system: The release does not support installation of Ensim Pro and Ensim Basic 4.0.3 on Private servers.

- Dedicated or Private servers running the Fedora Core 1 operating system

For simplicity, we refer to Ensim Pro and Ensim Basic 4.0.3 for Linux (ServerXchange) as “Ensim Control Panel,” Fedora Core 1 as “Fedora 1,” and Fedora Core 2 as “Fedora 2” throughout this document.

To install Ensim Control Panel, you need to download the Ensim Control Panel suite from Ensim AppXchange® on to your Ensim ServerXchange server, then install it on the server where you want to install Ensim Control Panel.

You must have ServerXchange 3.4.1 or later installed before you install Ensim Control Panel. The time required to install Ensim Control Panel is approximately **20 to 25** minutes.

Sections in this guide include.

- [“Before you install” on page 2](#)
- [“Downloading the Ensim Control Panel suites from Ensim AppXchange” on page 5](#)
- [“Installing Ensim Control Panel” on page 5](#)
- [“Appendix A: Using the Ensim Control Panel System Checker” on page 7](#)
- [“Appendix B: Troubleshooting installation issues” on page 12](#)
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Before you install

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

System requirements

Your system must meet the following minimum system requirements.

Table 1. Installation requirements

| Ensim Control Panel system requirements | |
|---|--|
| Operating system | Fedora 1 or Fedora 2 (for 32-bit processors) Note: Ensim Control Panel cannot be installed on servers running operating systems designed for 64-bit processors. |
| Server | <ul style="list-style-type: none">• Dedicated or Private servers running Fedora 1• Dedicated servers running Fedora 2 Note: Fedora 2: The release does not support installation of Ensim Control Panel 4.0.3 on Private servers. |
| RAM (Private server) | 256 MB If you install Ensim Control Panel on a Private server with less memory, the installation will fail and leave the server in an inconsistent state. If you plan to run Tomcat as well, you must provide at least 512 MB of RAM. |
| Boot loader configuration | When you install Fedora 1 or Fedora 2 on your server, the Boot Loader Configuration screen displays only GRUB and not LILO. Select GRUB and proceed with the installation. After the installation, manually replace GRUB with LILO. For instructions, please refer to the <i>Ensim ServerX-change 3.4.1 Server & Application Manager Online Help</i> . |
| Disk space requirements | |
| Your Private server and Dedicated server must have sufficient disk space to install the following components. | |
| Base File System and Base Ensim Control Panel | 420 MB |
| Miva Merchant (add-on) | 12 MB |
| MySQL (add-on) | 13.8 MB |
| Tomcat (add-on) | 23 MB |
| BFS requirements for Dedicated and Private servers | |
| Fedora 2 | Dedicated servers: BFS 02-3 Note: The release does not support installation of Ensim Control Panel 4.0.3 on Private servers. |

Table 1. Installation requirements (continued)

| Ensim Control Panel system requirements | |
|---|---|
| Fedora 1 | <p>Dedicated servers and Private servers: BFS 01-13</p> <p>Important: Ensim Control Panel 4.0.3 requires BFS 01-13 to be installed on your Private and Dedicated servers.</p> <p>After you download BFS 01-13 onto your ServerXchange Server and Application Manager control panel, all future Dedicated server installations will be registered with BFS 01-13.</p> <p>Once you install BFS 01-13, you cannot install earlier versions of Ensim Control Panel on either Dedicated or Private servers.</p> |
| Additional requirements for Dedicated servers (if Fedora 1/Fedora 2 is manually installed) | |
| Packages to be selected or installed when you install Fedora 1/Fedora 2 | <ul style="list-style-type: none"> • Network Servers • Text-based Internet • glibc-kernheaders • glibc-devel • glibc-headers |
| Packages to be uninstalled | <p>wu-ftp</p> <p>You cannot install Ensim Control Panel on a server that has the wu-ftp package installed.</p> <p>Uninstall the wu-ftp package before you install Ensim Control Panel.</p> <p>To uninstall, type the following command:</p> <pre>#rpm -e --nodeps wu-ftp</pre> |
| Web browser requirements | |
| Microsoft® Internet Explorer | <p>Version 5.0 or higher</p> <p>Important: If you are using Internet Explorer, version 6.0, please verify that you have set your security settings (under Internet Options) to medium; otherwise some pages may not display properly.</p> |
| Netscape® | Version 6.2 or higher |

Installation checklist

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

Table 2. Installation checklist

| Checklist | Description | Status |
|--|--|--------------------------|
| Does the server meet the system requirements listed in Table 1? | Your server must meet the specified system requirements otherwise the installation will fail. | <input type="checkbox"/> |
| Have you upgraded to Ensim ServerXchange version 3.4.1 or later? | You must upgrade to Ensim ServerXchange version 3.4.1 or later before you install Ensim Control Panel, otherwise the installation will fail. The Dedicated servers and Private servers on Fedora 1 should use the base file system BFS 01-13 while Dedicated servers on Fedora 2 should use the base file system BFS 02-3. For more information, please refer to the Ensim ServerXchange 3.4.1 documentation at http://www.ensim.com/support/sxc/index.shtml | <input type="checkbox"/> |
| Does the MultiTenant server have enough disk space? | The MultiTenant server must have approximately 3000 MB of disk space to store the Ensim Control Panel RPMs, otherwise the installation will fail. See Appendix B: Troubleshooting installation issues for more information. | <input type="checkbox"/> |

Downloading the Ensim Control Panel suites from Ensim AppXchange

Before you can install Ensim Control Panel, you need to download the Ensim Control Panel suite **Ensim Control Panel 4.0.3** from Ensim AppXchange. The suite includes the core engine of Ensim Control Panel, the licenses, and the add-ons.

Procedure

To download the installation suite:

- 1 Connect to Ensim AppXchange in one of the following ways:
 - In the *Links* area of the ServerXchange Home page, click **AppXchange**.
 - or
 - Click **Administration** on the left navigation bar, then click the **Maintenance** tab, and under the *Registered Patches* list, click **Connect to AppXchange**.
- 2 Enter the AppXchange user name and password assigned to you by Ensim, then click **Log in**. The Ensim AppXchange interface opens in a new browser window.
- 3 In the **Web Hosting** area, click **View**. The list of services and packages available for Web hosting are displayed.
- 4 In the **Name** column, locate the Ensim Control Panel suite **Ensim Control Panel 4.0.3** and select the corresponding check box.
- 5 Click **Add selected items to cart**.
- 6 Click **Download**.
- 7 Review the license agreement, then click **Agree**.

After the download completes successfully, the installation suites are displayed in the list of downloaded applications. You are now ready to install Ensim Control Panel.

Installing Ensim Control Panel

Before you install, verify that your server meets the system requirements described in the section [“Installation requirements” on page 2](#).

Important

Fedora 1: Ensim Control Panel 4.0.3 requires **BFS 01-13** to be installed on your Private and Dedicated servers. Once you install BFS 01-13 on your Private and Dedicated servers, you **cannot** install earlier versions of Ensim Control Panel on them.

Fedora 2: Ensim Control Panel 4.0.3 requires **BFS 02-3** to be installed on your Dedicated servers. The release does **not** support installation of Ensim Control Panel 4.0.3 on Private servers.

Procedure

To install Ensim Control Panel:

- 1 Log on to Ensim ServerXchange Server & Application Manager.
- 2 On the left navigation bar, click **Servers**.
- 3 In the *Server List*, click the name of the server on which you want to install Ensim Control Panel. The server's properties page displays.
- 4 Click the **Applications** tab.
- 5 Under the *Applications* tab, click **Install**. The *Install Application* wizard starts.
- 6 On the *Step 1: Select suites* page, in the **Name** column, locate the Ensim Control Panel suites and select the corresponding check box in the **Select** column.

a To install Ensim Pro:

Select **Ensim Control Panel 4.0.3** (the core engine of Ensim Control Panel) and any of the **Ensim Pro <x> License Packs**, where <x> represents the domain limit for the license. For example, if you select the Ensim Pro 250 domain license pack, you install Ensim Pro with the capability to host 250 domains on your server.

b To install Ensim Basic:

Select **Ensim Control Panel 4.0.3** (the core engine of Ensim Control Panel) and the license **Ensim Basic Unlimited Domains License Pack**. The license installs Ensim Basic with the capability to host any number (unlimited) of domains on your Ensim Basic server.

Important

You must install the base Ensim Control Panel **and** the appropriate license. The type of control panel installed (Ensim Pro or Ensim Basic) is determined by the type of license selected. If you do not install the license, you will receive a "**License Invalid**" message when you try to set up Ensim Control Panel.

c Ensim Control Panel add-ons

To install Ensim Control Panel add-ons, select the corresponding check boxes of the add-ons you want to install.


- 7 Click **Next**.
- 8 On the *Step 2: Select services* page, in the **Select** column, select the check boxes of additional services you want to install and click **Next**.
- 9 On the *Step 3: Confirmation* page, review the suites and services selected for installation. To change a selection, click **Previous**, make the change, then click **Next**. Clicking the browser's **Back** button reloads the page and discards information from the wizard.
- 10 To confirm the selections and install the suites, click **Finish**.
- 11 Click **Done** below the progress report to conclude the installation.

Confirming the installation

Once the installation completes successfully, Ensim Control Panel and the selected add-ons will be displayed in the list of installed suites on the server.

Procedure

To confirm the installation:

- 1 On the left navigation bar of Ensim ServerXchange Server & Application Manager, click **Servers**.
- 2 Locate the server on which you installed Ensim Control Panel, and in the **Action** column, click .
- 3 Click the **Applications** tab.
Confirm that Ensim Control Panel and the selected add-ons appear in the list of installed suites.
- 4 After installation, you need to set up Ensim Control Panel before you can access or perform administrative tasks. To set up Ensim Control Panel, open a Web browser, enter the URL **http://<server host name (or IP address)>** in the **Address** field of the browser, and fill in the required setup information.

Congratulations! You have successfully installed Ensim Control Panel.

Appendix A: Using the Ensim Control Panel System Checker

Before installing Ensim Control Panel, you must run the System Checker to ensure that your system provides a compatible platform for successful installation. The System Checker reports potential conflicts and ways to resolve them. At the end of the check it displays the number of errors or warnings encountered. The results of the system check (list of checks, status of each check, and details about errors or warnings) are logged in the file **/temp/ensimchecker.log** and can be viewed after the completion of the installation process.

The tool must be run using the command line interface and requires you to have “root” access to the server on which you want to install Ensim Control Panel.

The System Checker:

- Uses scripts to examine your system for incompatible configurations
- Provides Helper scripts to resolve observed conflicts

Performing a pre-installation check requires you to install the System Checker, then run the tool.

Note

If you choose to run the System Checker by logging into a MultiTenant server and then kickstarting into a Private server, you may encounter a problem in setting the locale variable. This causes an error indicating that Perl may not be working. You may ignore this error.

Installing the System Checker

Installing the System Checker involves two steps:

- [Step 1: Downloading the System Checker from AppXchange](#)
- [Step 2: Installing the System Checker on the server](#)

Step 1: Downloading the System Checker from AppXchange

Procedure

To download the System Checker from AppXchange:

- 1 Connect to AppXchange in one of the following ways:
 - a In the Links area of the ServerXchange Home page, click **AppXchange**.
 - or
Click **Administration** on the left navigation bar.
 - b Click the **Maintenance** tab.
 - c Under the Registered Patches list, click **Connect to AppXchange**.
- 2 Enter the AppXchange user name and password assigned to you by Ensim, then click **Log in**. The Ensim AppXchange interface opens in a new browser window.
- 3 In the **Web Hosting** area, click **View**. The list of services and packages available for Web hosting displays.
- 4 In the Select column, select the **Ensim Control Panel System Checker** check box, then click **Add selected items to cart**.
- 5 Click **Download**.
- 6 Review the license agreement, then click **Agree**.

After the download completes successfully, the System Checker displays in the list of installed applications. You can now install it on your Ensim Control Panel server.

Step 2: Installing the System Checker on the server

Procedure

To install the System Checker on the Ensim Control Panel server:

- 1 In the Server and Application Manager control panel, click **Servers** on the left navigation bar.
- 2 In the Server List, click the name of the Ensim Control Panel server on which you want to install the System Checker. The server's properties page opens.
- 3 Click the **Applications** tab.
- 4 Under the Applications tab, click **Install**. The Install Application wizard starts.
- 5 Click **Next**.
- 6 On the Suites page, in the Name column, locate **Ensim Control Panel System Checker**, and select the corresponding check box in the **Select** column.
- 7 Click **Next**.
- 8 Click **Finish**.

The System Checker is installed on your Ensim Control Panel server.

Running the System Checker

The System Checker is a command line tool that requires you to run the **ensimchecker** script using the command line interface. You must have “root” access to the Ensim Control Panel server to run the tool.

To run the System Checker, type the following command at the prompt.

```
ensimchecker [--help] [--admin] [--email=<addr>] [--log=<logfile>] [--mode=<install|upgrade>] [--with-<check>] [--without-<check>] [--version=<version>] [--old-version=<old version>]
```

The arguments are optional and may or may not be used with the command. Please refer to the service info file on AppXchange for information on the list of checks

Table 3 lists the arguments and the corresponding action.

Table 3. Argument description

| Argument | Action |
|-----------------------------|---|
| --help | Prints the help text |
| --admin | Emails the report to the Appliance Administrator |
| --email=<addr> | Emails the report to the address specified in <addr> |
| -log=<logfile> | Appends the report to the log file specified in <logfile> |
| -mode=<install upgrade> | Performs pre-install or upgrade checks depending on the selected mode. Specify install. |
| --with-<check> | Enables the check specified in <check> |
| -without-<check> | Disables the check specified in <check> |
| --version=<version> | Indicates the Ensim Control Panel version being installed |
| --old-version=<old version> | Indicates the version from which Ensim Control Panel is being upgraded (upgrade only) |

Table 4 provides a list of the checks performed by the System Checker.

Table 4. System checks performed by the System Checker

| Name of the check | What it does |
|---------------------|--|
| --with-postgreson | Ensures that the Postgres server is running |
| --without-vacuum | Runs vacuum analyze on the Postgres database |
| --with-extras | Checks /usr/lib/opcenter/fastcgi/extras/ |
| --with-usrjava | Ensures that there is no broken /usr/java symlink |
| --with-perl | Checks for working Perl |
| --with-domainmap | Checks site to domain mapping |
| --with-htaccess | Checks for non-FrontPage .htaccess files |
| --with-mount | Checks for BIND mounts |
| --with-default | Checks default Service Plan |
| --with-anonftp | Checks Anonymous FTP configuration files |
| --with-rpm | Checks the version of RPM |
| --with-sitesendmail | Checks Sendmail configuration of the site |

Table 4. System checks performed by the System Checker (continued)

| Name of the check | What it does |
|--------------------------|---|
| --with-appendmail | Checks Sendmail configuration of the server |
| --with-sqmail | Checks SquirrelMail configuration files |
| --with-mysqleon | Ensures that the MySQL server, if installed, is running |
| --with-iris | Ensures that the iris skin add-on is not installed |
| --with-index.shtml | Checks /var/www/html/index.shtml |
| --with-php | Checks for correct PHP RPMs and binaries |
| --without-daemons | Checks if the database servers can be restarted |
| --with-mysql | Checks for correct MySQL RPMs and binaries |
| --with-apache | Checks Apache configuration files |
| --with-logrotate | Checks /etc/logrotate.conf |
| --without-phpini | Checks /etc/php.ini |
| --with-zonetmpl | Checks /usr/lib/opcenter/bind/named_conf_zone.tmpl |
| --with-consistent | Checks if all sites are in a consistent state |
| --with-proftpd | Checks ProFTPD configuration files |
| --with-dtml | Checks Ensim Control Panel .dtml files |
| --with-suexec | Checks /usr/sbin/suexec |
| --with-kernel | Checks the kernel version installed on the server |
| --with-sysctl | Sets operating system parameters |
| --with-diskspace | Checks if the server has sufficient disk space |
| --with-mailscan350 | Checks for dependencies between mailscanner, clamav, and spamassassin |
| --with-pty | Checks for sufficient pty devices |
| --with-upgrade | Checks if the version from which the server is upgraded is a valid upgrade path |
| --with-hostname | Checks the host name and IP address of the server |
| --with-pwdb_locks | Checks for locked files |
| --with-swap | Checks for sufficient swap space |
| --with-run_as_root | Checks that the installer is running as root |
| --with-shadowpwd | Checks for shadow password support |
| --with-mem | Checks for sufficient memory |
| --with-portmap | Checks the status of the portmap service |
| --with-quotacheck | Checks for disk quota support |
| --with-quotaenable | Enables disk quota support |
| --with-php | Check for the correct PHP RPMs and binaries |
| --with-net | Checks for non-loopback net device |
| --with-lang | Checks the default language |
| --with-nfslock | Checks the status of the nfslock service |
| --with-oscheck | Checks if the operating system installed on the server is supported by Ensim Control Panel. |

[Table 5](#) lists the checks that are disabled in the default configuration. If any of these actions interfere with the operation of your server, leave them disabled. Otherwise, to take full advantage of the tool's capabilities, we recommend that you enable them when you run the command.

Table 5. Disabled checks

| Disabled check | Reason for disabling the check |
|-----------------------------|---|
| <code>--with-vacuum</code> | Performs certain maintenance tasks on the Postgres database |
| <code>--with-daemons</code> | Restarts the Postgres and MySQL servers |
| <code>--with-phpini</code> | Briefly modifies <code>/etc/php.ini</code> , then restores it to its original state |

Example

To run the System Checker disabling the MySQL check

```
ensimchecker --without-mysqlon
```

To determine the name of the check to be specified in `<check>`, please refer to [Table 4](#).

Interpreting the results of the System Checker

As the System Checker performs each check, it displays the name, a brief description of the check, and the outcome of the check.

The outcome can be any of the following:

- **SKIPPED.** Displayed when the check is not run (it was disabled either by default or explicitly on the command line)
- **OK.** Displayed when the check is successful
- **WARNING.** Displayed when the check encounters an exception that **may** interfere with the installation
- **ERROR.** Displayed when the check encounters an exception that **will** interfere with the installation and cause it to fail

When the outcome of the check is a warning or an error, details about the exception are provided. You can find more details in the System Checker report.

The System Checker report provides:

- A detailed list of exceptions observed on sites hosted on Ensim Control Panel
- A detailed list of exceptions observed on the server
- Recommended actions to be performed before the installation
- Recommended actions to be performed after the installation

Note

The actions recommended provide broad solutions. You need to determine if these actions are appropriate for your server and execute them as necessary. After performing the recommended pre-installation actions, it is advisable to re-run the System Checker to validate the results of your actions.

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

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

Where:

- <hostname> is the name of the server on which you want to install Ensim Control Panel
- <n> indicates the number of errors
- <m> indicates the number of warnings
- <k> indicates the number of domains for which exceptions have been observed

Given below is a sample report. Note that the following report presents only a brief extract and not the complete report.

Example

```
postgreson  ensure the postgres server is running [OK]
vacuum      run vacuum analyze on the postgres database [SKIPPED]
extras      check /usr/lib/opcenter/fastcgi/extras/ [OK]
usrjava     ensure there is no broken /usr/java symlink [OK]
default     check default plan [WARNING]
```

Appendix B: Troubleshooting installation issues

If you encounter problems that you cannot troubleshoot or resolve using the information in [Table 6](#), or the log files (see [Log files](#)), contact Ensim for online support at <https://onlinesupport.ensim.com>

Table 6. Troubleshooting installation issues

| | |
|--------------------|---|
| Problem | Could not allocate space for installation |
| Description | <p>Ensim ServerXchange requires sufficient disk space (approximately 3000 MB) on the MultiTenant server to store the Ensim Control Panel RPMs before it installs Ensim Control Panel on the Private server. Lack of sufficient space will cause Ensim ServerXchange to terminate the installation with the specified error.</p> <p>Note: To check the available disk space on your MultiTenant server, log on to the MultiTenant server as root and run the following script at the command prompt:</p> <pre>#echo \$[`df -P awk '/[/]\$/ { print \$4}` - `df -P grep qffs awk '{ sum += \$4} END {print sum}`]</pre> <p>The above command assumes that all the Private servers are on a single file system.</p> |

Table 6. Troubleshooting installation issues

| | |
|-----------------|--|
| Solution | <p>You need to allocate enough disk space before retrying the installation.</p> <p>To manage disk allocation:</p> <p>Step 1: Reduce the disk space allocated to your other Private servers temporarily.</p> <ol style="list-style-type: none">1 Log on to Ensim ServerXchange Server & Application Manager with your user name and password.2 On the left navigation bar, click Servers .3 Locate the Private server on which you want to make disk space available and in the Host Name column, click the host name of the Private server. The <i>Properties</i> page opens.4 In the <i>Properties</i> sub-menu, click Resources.5 In the <i>Resources</i> window, modify the disk quota value specified in the Value text box.6 Click Update. A progress bar displays as the update proceeds. Click Done when the update process is completed. The disk space of the Private server is updated. <p>Step 2: Restart the installation.</p> <p>Step 3: Resize the disk space (of the changed Private servers) to the previously allocated size.</p> <p>To resize the disk space, follow the instructions specified in Step 1.</p> |
|-----------------|--|

Log files

Ensim Control Panel creates log files that record various actions and events that qualify an installation. You may refer to the log files to troubleshoot fault points encountered during the installation. The log files are emailed to the specified email address.

Table 7. Log files and their description

| File name | Location | Description |
|---------------------|---------------------|---|
| ensim_appliance.log | /var/log/appliance/ | <p>The log file records the list of errors encountered when you try to modify a site using the command line interface or the control panel.</p> <p>It provides the following information:</p> <ul style="list-style-type: none">• A brief description of the error• Cause of the error |
| setup.log | /var/log/appliance/ | <p>Maintains a list of actions recorded during the installation of Ensim Control Panel. Both successful and unsuccessful events are recorded in this file.</p> |
| setup.err | /var/log/appliance/ | <p>Maintains a list of unsuccessful events recorded during the installation of Ensim Control Panel.</p> <p>It provides the following information:</p> <ul style="list-style-type: none">• A brief description of the error• Cause of the error |

Feedback and support

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

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

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

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