

Ensim[®] Pro and Ensim Basic 4.0.4 for Linux[®] Release Notes

September 1, 2005

Introduction

These release notes provide information about Ensim[®] Pro and Ensim Basic 4.0.4 for Linux[®]. For simplicity, we refer to Ensim Pro and Ensim Basic 4.0.4 for Linux as “Ensim Control Panel” throughout the document.

Note

The release introduces support for RHEL 4 (Red Hat[®] Enterprise Linux ES Release 4) and CentOS 4.1 operating systems. Please review [Table 1](#) for the installation, upgrade, and migration scenarios supported in the release.

[Table 1](#) lists the installation, upgrade, and migration scenarios for Ensim Control Panel (Standalone).

Table 1. Ensim Control Panel 4.0.4 (Standalone)

| From | To Version 4.0.4 (RHEL 4) |
|---|---|
| Installation: Ensim Control Panel 4.0.4 can be installed on CentOS 4.1 and RHEL 4 systems. | |
| Version 3.5.20 or later | Migrate |
| Version 4.0.2/ 4.0.3 (RHEL 3) | Upgrade to Ensim Control Panel 4.0.4 (RHEL 4) |

Topics include:

- “What’s new in Ensim Control Panel 4.0.4” on page 2
- “Resolved issues” on page 2
- “Known issues and limitations” on page 3
- “Related documentation” on page 5
- “Feedback and support” on page 5
- “Legal and copyright notice” on page 5

What's new in Ensim Control Panel 4.0.4

The following section describes the changes that are introduced in Ensim Control Panel 4.0.4.

SpamAssassin™ 3.0.x now available in Ensim Control Panel

Earlier versions of Ensim Control Panel supported SpamAssassin version 2.6.x. Ensim Control Panel now supports SpamAssassin 3.0.x, which improves existing definitions and rules on spam filtering and provides other enhancements to introduce a more effective and efficient spam filtering solution.

Scheduled service restart operations

Earlier versions of Ensim Pro restarted services on a site after each of the following site operations: add, update, suspend, and resume. These site operations modified the configuration file of the services. A restart operation ensured that the services operated with new or updated settings. However, restarting services after every operation resulted in disconnected sessions, inaccessible sites, and inordinate resource consumption.

Ensim Control Panel now provides a configuration tool that allows you to create service queues for the services that need to be restarted and configure a time interval at which these services can be restarted. The settings are stored in the database and are retained even after migrating or upgrading to later versions.

The current release supports scheduled restart operations for the following services:

- Apache
- MailScanner

For more information, refer to the document *Ensim Pro 4.0.4 for Linux Technical Reference Guide* at http://www.ensim.com/support/pro/linux/40_index.html.

Resolved issues

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

- Upgrading from an earlier version of Ensim Control Panel to version 4.0.4 now allows you to change the language in the SquirrelMail interface. (PR 41934)
- Comma delimitations used to separate email addresses in the **Forward To (outside of site)** field while adding an email alias are now retained. (PR 43584)
- Removing domain aliases now remove associated subdomain entries from the mapping file `/etc/virtualhosting/mappings/subdomain_domain`. (PR 43580)
- Logging in to the IMAP mail server using a non-existent user name no longer causes segmentation fault errors. (PR 44445)
- Syntactical differences between the SpamAssassin versions 3.0.x and 2.6.x are now addressed to ensure that the subject line of spam email messages are tagged with the appropriate text. (PR 42274, PR 41982)
- Changes made to the MailScanner configuration are now retained during subsequent updates to the site. (PR 40722)

- Removal of files marked for backup no longer impedes the backup process from completing successfully. After the backup operation, an email message containing information on the files that are removed is sent to the customer. (PR 33047)
- Webalizer reports are now protected from unauthorized access. Customers must now provide their authentication credentials before they can access the reports. (PR 36889)
- Subdomain files can now be downloaded using the Microsoft® Internet Explorer Web browser. (PR 41973)
- Backing up files using the command line interface now completes successfully; an appropriate warning message is displayed for files that are removed or added in the course of the backup operation. (PR 38830)
- Email accounts enabled with SMTP authentication can now send and receive email messages successfully. (PR 42797)
- Email messages are now successfully delivered to sites enabled with the **Email** service if the service was previously disabled for the site. (PR 37618)

Known issues and limitations

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

- The **lvm2** package in RHEL 4 does not obsolete lvm package versions **1.0.3-19** or later in RHEL 3 causing upgrades from the RHEL 3 platform to fail with an error. For more information, please refer to Bugzilla Bug 150442 on the Red Hat Web site https://bugzilla.redhat.com/bugzilla/show_bug.cgi?id=150442. (PR 47074)
Solution: To resolve this issue, copy the following RPMs when you set up a local yum repository. The RPMs can be obtained from the Red Hat Web site <https://rhn.redhat.com/>.
 - lvm2-2.01.08-1.0.RHEL4.i386.rpm
 - device-mapper-1.01.01-1.RHEL4.i386.rpm
- When you back up sites that have Power Tools installed and subsequently restore them on a server running the CentOS 4.1 operating system, the Power Tools installed on the sites are not restored though the sites are restored successfully. (PR 50298)
Solution: To resolve the issue, apply **hotfix 26**. The hot fix can be downloaded from the FTP site <ftp://ftp.ensim.com/download/pro/linux/4.0.4/hotfix/CentOS4.1>.
 - When you upgrade Ensim Control Panel, tracebacks (such as ImportError: No module named ensimapplpath; ImportError: No module named ipinfo) are written to the upgrade log file located at **/root/.webpliance/upgrade.log**. This is because yum does not upgrade the RPMs in the required order. These tracebacks are automatically resolved after the upgrade completes. (PR 49455)

If you have successfully upgraded Ensim Control Panel, these tracebacks can be ignored as they do not affect the functioning of Ensim Control Panel. To find out if the upgrade is successful, look for the message Upgrading/Installing Ensim Control Panel: SUCCESSFUL in the log file **/var/log/ensim/installer.log**.

If the upgrade fails, the message Upgrading/Installing Ensim Control Panel: FAILED is written to the log file **/var/log/ensim/installer.log**, in which case, you need to investigate the error messages (ignoring the harmless tracebacks) in the log file **/root/.webpliance/upgrade.log**.

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- Attempts to add or update the records of zones created manually using the **Add New Zone** option (*Zone List* page) in Ensim Control Panel fails, returning the user to the DNS configuration page. (PR 44500)

Solution: To resolve the issue, log in as the root user to the Ensim Control Panel server and restart the BIND service by running the following commands:

#rndc reload

#service named restart

- Users logging in to a site using the domain alias user name will be unable to access email messages. (PR 34760)
- Ensim Control Panel cannot be installed on RHEL 4/CentOS 4.1 systems enabled with SELinux. (PR 42815)
- Ensim Control Panel fails to upgrade SpamAssassin version 3.0.1 (installed, by default, at the time of installing RHEL 4/CentOS 4.1) to the required version 3.0.3. (PR 43590)
- Ensim Control Panel 4.0.4 does not support SCSI (Small Computer System Interface) devices that use the **BusLogic** driver. (PR 47300)
- The graphical environment of the Red Hat operating system fails to display on restarting the server after upgrading to the latest version of Ensim Control Panel from an RHEL 3 platform. This is because the **XFree86** RPM that simulates the graphical environment on Red Hat has been replaced by the **xorg** RPM. (PR 47300)

Solution: To resolve the issue, you must run a configurator tool (for example, XConfigurator) to reconfigure the server to use the graphical simulation supported by RHEL 4.


- On high-security sites, if the Email service is hosted on an external mail server, sending email messages using PHP produces an error. (PR 34505)

Solution: The issue can be resolved by following the instructions specified in the knowledge base article <http://onlinesupport.ensim.com/TWKB/ViewCase.asp?OSRuleID=784>.

- Creating subfolders under the **Inbox** folder, using the email client **Microsoft Outlook**, fails with an error. This is a known issue with the email client Microsoft Outlook. (PR 31771)
- Restoring an **appliance** backup on remote servers fails if the appliance was backed up on a local FTP server using the host name "localhost." (PR 31493)
- The Miva Merchant storefront is inaccessible after restoring a site. (PR 31218)

Solution: After restoring a site, restart the Apache service to access the storefront.

To restart the service, perform the following steps:

- a Open a Web browser and type the following URL in the **Address** field of the browser. **http://<server host name (or IP address)>**, where **<server host name (or IP address)>** is the name or IP address of the Ensim Control Panel server.
- b Log in to the appliance administrator control panel by entering your user name and password.
- c On the *System Menu*, click **Services**. The *Subscribed Services* page opens.
- d In the *Service* column, locate the Web server on which the storefront is hosted and in the **Actions** column, click .

Related documentation

The following documents provide additional information about Ensim Control Panel.

Ensim Control Panel (Standalone)

The following documents can be accessed on Ensim's support page at

http://www.ensim.com/support/pro/linux/40_index.html.

- *Ensim Pro and Ensim Basic 4.0.4 for Linux (Standalone) Installation Guide*
- *Setting up a local FTP server to install Ensim Pro and Ensim Basic 4.0.4 for Linux (Standalone)*
- *Ensim Pro and Ensim Basic 4.0.4 for Linux (Standalone) Upgrade Guide*
- *Ensim Pro and Ensim Basic 4.0.4 for Linux (Standalone) Migration Guide*
- *Ensim Pro 4.0.4 for Linux Technical Reference Guide*

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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