Parallels® Pro Control Panel

Parallels Pro Control Panel 10.3.2 for Linux Upgrade Guide

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Contents

Preface

In this chapter:

Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

Formatting convention	Type of Information	Example
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the **System** tab.
	Titles of chapters, sections, and subsections.	Read the **Basic Administration** chapter.
Italics	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called *wildcard character* search.
`Monospace`	The names of commands, files, directories, and domain names.	The license file is located in the `http://docs/common/licenses` directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	`# ls -al /files` `total 14470`
Preformatted Bold	What you type, contrasted with on-screen computer output.	`# cd /root/rpms/php`
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at http://www.parallels.com/en/support/usersdoc/. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

About This Guide

This guide provides instructions for upgrading to Parallels Pro Control Panel 10.3.2 for Linux (formerly known as Ensim Pro) from Ensim Pro version 10.0.0, 10.1.0, 10.2.0, 10.3.0 or 10.3.1. For simplicity, Parallels Pro Control Panel 10.3.2 for Linux is referred to as "Parallels Pro Control Panel" throughout the document.

Parallels Pro Control Panel 10.3.2 supports the following operating systems: FC 6 (Fedora™ Core 6), FC 4, CentOS 4.4 (Community Enterprise Operating System 4.4), RHEL 5 (Red Hat® Enterprise Linux ES Release 5), and RHEL 4.

Note: FC 4 operating system is supported only with 32-bit architecture, and all other operating systems are supported with both 32-bit and 64-bit architecture.

Before You Upgrade

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

In this chapter:

Minimum Requirements

To upgrade to Parallels Pro Control Panel 10.3.2, your system needs to meet the following requirements.

Requirements	Description
File system	EXT3
	Important: Quotas may not function as intended if you use other file systems.
Disk space	At least 40 GB
Disk space partitioning (assuming minimum disk space of 40 GB) The size of the partitions can vary in proportion to the size of the disk space.	/ 5 GB or more `/usr` 5 GB or more `/swap` Twice the size of RAM `/var` 4 GB or more 20 GB or more (depending on the number of sites you want to host)
	Important: Do not create `/home/virtual` on a separate partition. The Site Administrator dashboard reports incorrect disk usage if the directory is created on a separate partition.
Connectivity	Network connectivity with Internet access
FTP access	Required if you want the installer to obtain the installation files from Parallels Pro Control Panel FTP server or your local FTP server.

Requirements	Description
Software	One Parallels Pro Control Panel 10.3.2 CD-ROM Required if you want the installer to obtain the installation files from the CD-ROM)
License	Ensim Control Panel 10.0.0, 10.1.0, 10.2.0 or 10.3.0 or Parallels Pro Control Panel 10.3.1 license **Note:** Parallels Pro Control Panel 10.3.2 does not require you to purchase a new license. When you upgrade, Parallels Pro Control Panel uses the license installed on version 10.0.0, 10.1.0, 10.2.0, 10.3.0 or 10.3.1.
Other requirements	"root" user access

Upgrade Checklist

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

Task	Status
1. Have you backed up the hard disk? **Note:** Before upgrading, back up the entire hard disk to prevent loss of data if the upgrade fails.	•
2. If you have upgraded your operating system (OS), have you verified the version compatibility of the following Red Hat Package Manager (RPMs) with the upgraded OS ? ▪ python-kid ▪ python-elementtree ▪ python-urlgrabber ▪ python-sqlite ▪ ZSI If you have upgraded your operating system, for example from FC 2 to FC 4, the above-mentioned RPMs must be updated for compatibility with FC 4.	•
3. Have you installed the RPM `up2date` on the server (if using Red Hat Network (RHN) for obtaining RPM updates)? You must install the RPM `up2date` on the server if you want to use RHN for obtaining RPM updates. After installing the RPM, run the `up2date` utlity to register the server with RHN.	•
4. If you are upgrading from FC 2 to FC 4, have you uninstalled the RPM `spamassassin-tools` (if installed on the server)? If you are upgrading from FC 2 to FC 4, you must uninstall the RPM `spamassassin-tools` from the server, otherwise the upgrade will fail. To uninstall the RPM, run the following command: `rpm -e spamassassin-tools`	•

Task	Status
5. If you are upgrading Ensim Pro 10.x to Parallels Pro Control Panel 10.3.1, on FC 4 or FC 6 operating systems, download and install the following RPMs from `Extras` in the Fedora repository. ▪ perl-XML-DOM ▪ perl-XML-XQL ▪ zope	•
6. Have you set up a yum repository (if not using RHN)? You must set up a yum repository on your local FTP server or on the server on which you are installing Parallels Pro Control Panel. The installer obtains the operating system RPMs and the required RPM updates from the repository during the upgrade. For instructions on setting up a yum repository on your local FTP server, refer to the document *Setting up a local FTP server to install Parallels Pro for Linux* at the Parallels Pro Control Panel for Linux Documentation page (http://www.parallels.com/en/pro/docs).	•
7. Have you uninstalled the following RPMs (if installed on your server): `vsftpd`, `postfix`, and `apt`? Uninstall `vsftpd` and `postfix`. If you use the apt tool for updating Linux packages, uninstall the apt RPMs— `apt`, `atrpms`, `atrpms-package-config`, `libapt-pkg`— before you upgrade, otherwise the upgrade might fail. The installer uses the yum tool to provide the requisite package management environment. The presence of apt RPMs can cause RPM conflicts during the upgrade. If you want to use `apt` to obtain updates, you must install the tool after upgrading Parallels Pro Control Panel.	•
8. Are all sites in a consistent state? To verify site status: ▪ Log in to the Server Administrator control panel. ▪ On the left navigation bar, click **Site Manager**. ▪ At the bottom of the page, click the Display arrow and select **All Sites**. Sites that are inconsistent display the following message: `This site is currently in an inconsistent state. This may be the result of an active or failed edit.` For more information on inconsistent sites and ways to resolve them, please search Parallels Pro Control Panel knowledge base articles	•

Task	Status
9. Have you replaced the period (.) character in MySQL database names with a valid character? MySQL database names that include a period (.) must be changed before an upgrade. Note that usage of the characters—forward slash (/), period (.), and equal to (=)—is invalid. For instructions on renaming the database, refer to the *Site Administrator online Help* (accessible through the Help option on the Site Administrator control panel).	•
10. Is Microsoft® FrontPage® consistent on all your sites? To verify that Microsoft FrontPage is consistent on all your sites, log in to the server as the root user and run the following command at the prompt: `/usr/local/frontpage/currentversion/bin/owsadm.exe -o check -p all` If Microsoft FrontPage is consistent, the message `Check Completed` is displayed, otherwise errors related to the inconsistency are displayed. For information on restoring a site to its consistent state, see the section on pre-upgrade or post-upgrade requirements (on page 25).	•
11. Have you reviewed your customizations and completed the necessary pre-upgrade steps? To review your customizations for compatibility, see Appendix A. Overview of the Parallels Pro Control Panel System Checker (on page 22). For more information on additional pre-upgrade tasks you might need to perform, also review the section on pre-upgrade or post-upgrade requirements (on page 25).	•
12. Does the installer have access to one of the following repositories. ▪ **Local FTP server:** If you have configured the installer to obtain the Parallels Pro Control Panel files from a local FTP server, make sure that the installer has access to the specified FTP server. You need to specify the server name or the IP address. The local FTP server must mirror the directory structure on Parallels Pro Control Panel FTP server. For instructions, refer to the document *Setting up a local FTP server to install Parallels Pro* Control Panel *for Linux* at the Parallels Pro Control Panel for Linux Documentation page	•

Task	Status
(http://www.parallels.com/en/pro/docs). ▪ **Parallels Pro Control Panel CD-ROM:** If you have configured the installer to obtain the Parallels Pro Control Panel files from the Parallels Pro Control Panel CD-ROM, ensure that the installer has access to the CD-ROM for obtaining the Parallels Pro Control Panel files.	

Upgrading to Parallels Pro Control Panel 10.3.2

The following section provides instructions for upgrading to Parallels Pro Control Panel 10.3.2 from Ensim Pro Control Panel 10.0.0, 10.1.0, 10.2.0 or 10.3.0.

Supported operating systems: FC 6 (Fedora™ Core 6), FC 4, CentOS 4.4 (Community Enterprise Operating System 4.4), RHEL 5 (Red Hat® Enterprise Linux ES Release 5), and RHEL 4.

In this chapter:

Estimated Upgrade Time

The time required to upgrade may vary depending on your server hardware (CPU and memory resources available), the speed of your network connection, and the number of sites hosted on Parallels Pro Control Panel server. The time required to upgrade an Parallels Pro Control Panel server is approximately **60** minutes and the time required to upgrade the sites hosted on Parallels Pro Control Panel is approximately **3** minutes per site. So, assuming there are 10 sites hosted on the Parallels Pro Control Panel server, it will take approximately **90** minutes to complete the upgrade (60 minutes for the server and 30 minutes for 10 sites).

Note: Sites hosted on Parallels Pro Control Panel will be accessible during the upgrade and services such as Web, FTP, and Email will continue to function, except when the site is being upgraded. However, the control panels will be inaccessible during the upgrade. This could typically range from a few minutes to a few hours depending on the number of sites hosted on the server.

Upgrade Instructions

This section provides instructions for upgrading to Parallels Pro Control Panel 10.3.2. Ensure that you review the system requirements and the upgrade checklist discussed in the section Before You Upgrade (on page 7).

> ➢ *To upgrade to the latest version of Parallels Pro Control Panel:*

1 Log in to the server on which you want to upgrade Parallels Pro Control Panel.

2 Verify that you have upgraded to version 10.0.0, 10.1.0, 10.2.0 or 10.3.0, as described in the Upgrade Guides for the 10.0.0,10.1.0, 10.2.0 or 10.3.0 releases.

3 Obtain the installer script `ensim-installer.py` from the Parallels Pro Control Panel CD-ROM or from the Parallels Pro Control Panel download page (http://www.parallels.com/en/download/pro/linux/).

Important: The Parallels Pro Control Panel installer varies for different operating systems. Make sure that you obtain the installer that corresponds to your operating system. Note that the installer for RHEL and CentOS operating systems is the same.

Option 1: Parallels Pro Control Panel CD-ROM

To use this option, you need to purchase the Parallels Pro Control Panel CD-ROM from the Parallels Online Store at http://www.parallels.com/en/buyonline/pro/.

To access the installer script, mount the CD-ROM.

a Insert the Parallels Pro Control Panel CD-ROM into the CD-ROM drive of the server.

b To access the contents of the CD-ROM, mount the CD-ROM by typing the following command. Do not mount the CD-ROM if you have enabled `AutoMount` on your server.

```
mount /mnt/cdrom
```

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

Option 2: Parallels Pro Control Panel Download Server

To use this option, you need to download the installer script `ensim-installer.py` from the Parallels Pro Control Panel download server (http://www.parallels.com/en/download/pro/linux/).

4 Run the installer script by typing the following command at the prompt. The following table describes key command options. Use the—`help` option with the script to learn more about the various command options you can use with the script.

```
python ensim-installer.py <installation_files_source> <repository>
```

Option	Description
\<repository\>	Depending on the source of the repository, replace the variable with the appropriate option as indicated.

Option	Description
	`--updater` ***<tool_name>*.** Indicates that the installer obtains the operating system RPMs and updates using yum or the up2date utility. Replace *<tool_name>* with one of the following values:
	`yum (--updater=yum)`. The installer obtains the operating system RPMs and updates using the yum utility.
	`up2date (--updater=up2date)`. The installer obtains the operating system RPMs and updates using the up2date utility from RHN.
	In using up2date, be aware that:
	To obtain the RPMs from RHN, you must be a subscribed member of RHN and the server on which you are upgrading Parallels Pro Control Panel must be registered with the network. For details, refer to https://rhn.redhat.com/help/faq.
	When you obtain automatic updates from RHN, you must exclude certain RPMs that are incompatible with Parallels Pro Control Panel. The list of RPMs that cannot be upgraded are published in the Knowledge Base (http://kb.swsoft.com/en/products/ensimprolinux) article.
	`-o` ***<os_repository>***, `-u` ***<updates_repository>***, and `-a` ***<extras_repository>***. Indicates that the installer obtains the operating system RPMs, updates RPM and extras RPM from a local FTP server or a local system.
	<os_repository> is the complete path containing the operating system RPMs.
	<updates_repository> is the complete path containing the RPM updates.
	<extras_repository> is the complete path containing the extra RPMs.
	If the repository is on an FTP server, specify the path as follows: `ftp://`**<path_to_ftp>**
	If the repository is on your local system, specify the path as follows: `file:///`**<path_to_repository>**

Option	Description
<installation_files_source>	Indicates the repository (Parallels Pro Control Panel FTP server, local FTP server, or the CD-ROM) from where the Parallels Pro Control Panel installation files are obtained. Replace the variable with one of the following options as indicated.
	`--ftp-server=`*<ftp_url>*. Indicates that the installer obtains the installation files from an FTP repository (Parallels Pro's FTP server or your local FTP server).
	`--cdrom` Indicates that the installer obtains the installation files from the Parallels Pro Control Panel CD-ROM. If you choose the CD-ROM option, you will be prompted to insert the CD-ROM.

Note: Running the installer with the `-n` and `-p` options does not change the previously set user name and password information of your account. If you want to change your credentials, log into the Server Administrator control panel after the upgrade and use the **Change Administrator** option.

Examples

In the following example, the command upgrades Parallels Pro Control Panel on RHEL to the latest version by obtaining the necessary Parallels Pro Control Panel files from the CD-ROM and the operating system RPMs and updates from RHN.

```
python ensim-installer.py—cdrom—updater=up2date
```

In the following example, the command upgrades Parallels Pro Control Panel on RHEL by obtaining the necessary Parallels Pro Control Panel files from Parallels Pro's FTP server and the operating system RPMs and update RPMs, extra RPMs from a local FTP server.

```
python ensim-installer.py—ftp-server=ftp.Parallels Pro.com
```

```
-o ftp://ftp.example.com/path/os
```

- u ftp://ftp.example.com/path/updates
- a ftp://ftp.example.com/path/extras

In the following example, the command installs Parallels Pro Control Panel on Fedora or CentOS by obtaining the necessary Parallels Pro Control Panel RPMs from the CD-ROM and the operating system RPMs, update RPMS and extra RPMS from the Mirror server. This option is provided for customers who do not have a local repository setup.

```
python ensim-installer.py -nadmin -ppasswd—cdrom -
mexample1@example.com
```

In the following example, the command installs Parallels Pro Control Panel on Fedora or CentOS by obtaining the necessary Parallels Pro Control Panel files from the CD-ROM, the operating system RPMs and update RPMs from a local FTP server, and extra RPMs from mirrors provided by the corresponding operating system.

```
python ensim-installer.py -nadmin -ppasswd—cdrom -
mexample1@example.com
```

- o ftp://ftp.example.com/path/os

-   `u ftp://ftp.example.com/path/updates`

In the following example, the command installs Parallels Pro Control Panel on Fedora or CentOS by obtaining the necessary Parallels Pro Control Panel files from the CD-ROM, which must be manually installed on the system.

```
python ensim-installer.py -nadmin -ppasswd—cdrom -
mexample1@example.com -d
```

The installer performs the following tasks during the upgrade:

- Performs a system check to ensure that the system provides a compatible environment for the upgrade. At the end of the check, the installer displays the number of errors or warnings encountered. For details about the System Checker and its results, see Appendix A. Overview of the Parallels Pro Control Panel System Checker (on page 22).

- Backs up the `appldb` database.

- Starts upgrading Parallels Pro Control Panel.

- Restores the `appldb` database.

- Configures the Parallels Pro Control Panel server.

- Restarts the Parallels Pro Control Panel server.

You may refer to the log file `/var/log/ensim/installer.`*`<version>`*`.`*`<release>`*`–`*`<upgrade-attempt>`*`.`log for details on the upgrade process. If you encounter problems during the upgrade, resolve the issues using the troubleshooting information (on page 18).

Important: If you are upgrading Parallels Pro Control Panel using Telnet or SSH, do not disconnect the session during the upgrade. If the connection is lost for any reason, reconnect to your server and locate the message `Parallels Pro Control Panel is upgraded to 10.3.2` in the file `/var/log/appliance/history`. The message indicates that the upgrade has successfully completed. If you are unable to locate the message, run the command, `ps -ax`.

If there are RPM processes active, the command will list the RPMs (running RPM processes indicate that the upgrade is in progress). Do not interrupt the upgrade. When the upgrade is complete, restart the server manually using the command: `/etc/rc.d/init.d/epld restart`

---

5   If you want to upgrade your operating system to another supported version, upgrade the operating system as described in the documentation of the operating system, obtain the installer that corresponds to the upgraded operating system, and run the installer again.

Important: You must re-install Parallels Pro Control Panel by running the installer again after you upgrade the operating system.
For CentOS users: Do not re-install Parallels Pro Control Panel 10.3.2 if you have already installed it before upgrading the operating system.

Troubleshooting Upgrade or Installer Issues

If you encounter problems that you cannot troubleshoot or resolve using the information in the following table, contact Parallels Pro Control Panel for online support (http://www.parallels.com/en/support/pro/). You may also refer to the log file `/var/log/Parallels Pro/installer.<version>.<release>-<upgrade-attempt>.log` to review the list of successful and unsuccessful events recorded during the upgrade.

Symptom	Description	Solution
When you run the command, `"hostname"` the value `"myhost"` is returned by the command instead of `"myhost.mydomain.com"`.	The host name of the server is incorrect.	Check the file `/etc/sysconfig/network`. The host name must be a fully qualified domain name. See the following example. **Incorrect:** `myhost` **Correct:** `myhost.mydomain.com`

During upgrade, the following message is displayed: `check_hostname <FAILED>`	The host file is incorrect.	The file `/etc/hosts` should contain the host name and IP address of your server (see the following example). If it does not, use an editor to modify the file.
		
		Example
		`---/etc/hosts begin file—`
		`127.0.0.1 localhost.localdomain localhost`
		`1.2.3.4 myhost.mydomain.com myhost`
		`---/etc/hosts end file—`
		
		where `1.2.3.4` is the IP address of `myhost.mydomain.com`

Unable to connect to Parallels Pro Control Panel FTP server.	Failed to download the metadata from ftp.parallels.com. Error initializing setup.	Ensure that your server is connected to the Internet.

Symptom	Description	Solution
Cannot download or install updates.	Error downloading/installing updates.	The error log contains a list of all the updates that could not be downloaded. Download these updates and install them on the server before re-starting the server to upgrade Parallels Pro Control Panel.
Cannot download Parallels Pro Control Panel.	Error downloading Parallels Pro Control Panel.	Ensure that your server is connected to the Internet.

Post-upgrade Tasks

This section explains the tasks that you need to perform after you upgrade to the latest version of Parallels Pro Control Panel.

In this chapter:

Upgrading the SquirrelMail File config.php

After the upgrade, some sites might be unable to access SquirrelMail. To resolve this, you need to upgrade the SquirrelMail file `config.php`.

➢ *To upgrade the SquirrelMail file config.php:*

1 Log in to the Parallels Pro Control Panel server as the `root` user.

2 Back up the original configuration file `/home/virtual/`***<domain>***`/var/www/squirrelmail/config/config.php` using the following command:

`cp /home/virtual/`***<domain>***`/var/www/squirrelmail/config/config.php` ***<directory>***`/config.php.bak` where ***<directory>*** is the directory to which you want to copy the file.

3 Copy the file `/etc/virtualhosting/templates/sqmail/var/www/squirrelmail/config/config.php` to the broken site's directory (`/home/virtual/`***<domain>***`/var/www/squirrelmail/config/config.php`).

4 After copying the file, change the file owner and group to match that of the original file.

5 If the original `config.php` file has been modified by Site Administrators, then they should merge the old and the new `config.php` files.

Regenerating the Sendmail Configuration File after an Upgrade

To retain any customizations made to the file, Parallels Pro Control Panel does not regenerate the Sendmail configuration file after an upgrade. To take advantage of new service features or security fixes, you might need to regenerate the file manually after the upgrade.

➢ *To regenerate the file after an upgrade:*

1 Log in to the Parallels Pro Control Panel server as the `root` user.

2 Back up your existing Sendmail configuration file using the following command.

```
cp /etc/mail/sendmail.cf <directory>/sendmail.cf.bak
```
where **<directory>** is the directory in which you want to copy the file.

3 Regenerate the Sendmail configuration file by typing the following command at the prompt.

```
/usr/bin/m4 /usr/lib/opcenter/sendmail/install/sendmail.mc >
/etc/mail/sendmail.cf
```

4 Restart the Sendmail service using the following command.

```
/etc/rc.d/init.d/sendmail restart
```

CHAPTER 6

Appendix A. Overview of the Parallels Pro Control Panel System Checker

The **Parallels Pro Control Panel System Checker** is a tool that evaluates the compatibility of customizations (on an existing Parallels Pro Control Panel server) with the latest version of Parallels Pro Control Panel. It reports potential conflicts and ways to resolve them.

The installer automatically runs the System Checker before upgrading an existing version of Parallels Pro Control Panel. At the end of the check, it displays the number of errors or warnings encountered. The results of the system check (list of checks, status of each check, and details about errors or warnings) are logged in the file `/var/log/ensim/installer.`*<version>*`.`*<release>*`-`*<upgrade-attempt>*`.log` and can be viewed after the completion of the upgrade process.

In this chapter:

Interpreting the Results of the Check

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

The outcome can be any of the following:

- **OK**. Displayed when the check is successful
- **WARNING**. Displayed when the check encounters an exception that **might** interfere with the upgrade process
- **ERROR**. Displayed when the check encounters an exception that **will** interfere with the upgrade process and cause it to fail

When the outcome of the check is a warning or an error, details about the exception are provided.

The System Checker report provides the following information:

- A detailed list of exceptions observed on hosted sites
- A detailed list of exceptions observed on the server
- Recommended actions to be performed before the upgrade
- Recommended actions to be performed after the upgrade

Note: The recommended actions provide general solutions for problems. If the recommendations are appropriate for your problems, perform the pre-upgrade steps and run the installer again. For instructions, see the upgrade instructions (on page 14).

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)*

Where:

- **<hostname>** is the host name of your Parallels Pro Control Panel server
- **<n>** indicates the number of errors
- **<m>** indicates the number of warnings

Appendix B. Reviewing Customizations

The following sections list additional customizations that need to be reviewed before or after the upgrade.

Important: If you have customized Parallels Pro Control Panel, we recommend that you contact Parallels Pro Control Panel Support to verify the impact of these customizations on the upgrade process. Parallels Provides professional services that help you with the upgrade process.

In this chapter:

Customizations That Do Not Require Pre-upgrade or Post-upgrade Actions

The following customizations do not require any pre-upgrade or post-upgrade actions.

- Files added to `/usr/lib/opcenter/fastcgi/extras`
- Customization files added to `/usr/lib/Parallels Pro_python/site-packages/vh3/custom/`
- Files modified in `/etc/virtualhosting/ipranges`
- Files modified in `/etc/appliance/customization`
- Files modified in `/etc/virtualhosting/templates` that do not belong to SquirrelMail

Customizations That Require Pre-upgrade or Post-upgrade Actions

The following customizations require either pre-upgrade or post-upgrade actions.

Bind-mounting directories under a site's file system

Note: Parallels Pro Control Panel disables sites before upgrading them resulting in loss of bind-mounted directories. If the bind-mounted directory is essential for Parallels Pro Control Panel to proceed with the upgrade, the upgrade fails. This has been observed with the bind-mounted directory `/usr/lib/perl`.

- Pre-upgrade action required?

  Yes.

  Unmount the bind-mounted directory using the following command:

  `umount` *<dir_name>*
  where *<dir_name>* is the absolute path of the bind-mounted directory.

- Post-upgrade action required?

  Yes. Your bind-mounted directories will be lost. You can bind-mount the directories again using the following command.

  `mount -b` *<dir_to_mnt>* *<bindmount_dir>*

  where:
  <dir_to_mnt> is the absolute path of the directory you want to mount.
  <bindmount_dir> is the absolute path of the location where you want to mount the directory.

Files modified in `/usr/lib/opcenter/bind/named_conf_zone.tmpl`

- Pre-upgrade action required?

  Yes. Back up the file `named_conf_zone.tmpl`.

- Post-upgrade action required?

  Yes. Your modifications may be lost after the upgrade. To resolve this issue, re-apply your changes to the file `/usr/lib/opcenter/bind/named_conf_zone.tmpl`.

PHP binaries installed over files owned by the PHP RPMs

▪ Pre-upgrade action required?

Yes. Your custom PHP binaries may be replaced with binaries of the PHP RPM shipped with Parallels Pro Control Panel during the upgrade. To prevent your custom binaries from being replaced during the upgrade, run the script `ensim-installer.py` with the option—`exclude=`*<pkg1,pkg2,...>*. This step prevents the specified packages from getting replaced during the upgrade process.

For more information on usage of the option, use the—`help` option with the script.
For example, to exclude the PHP packages `php`, `php-devel`, run the script as follows:
`python ensim-installer.py—exclude=php,php-devel`

▪ Post-upgrade action required?

No.

Modifications made to the non-config files owned by the RPM database replaced during the upgrade

▪ Pre upgrade action required?

Yes. Back up the binaries.

▪ Post-upgrade action required?

Yes. Custom-compiled files owned by an RPM (which is part of Parallels Pro Control Panel) may get replaced during the upgrade.

To see if a file is owned by an RPM, run the command `rpm -qf` *<full_path_of_binary>*. If the command returns the name of an RPM, the file is replaced during the upgrade. To ensure compatibility, recompile your binaries, or obtain the appropriate RPMs/source-RPMs that are compatible with the operating system in use.

Modifications made to the file `/var/www/html/index.shtml`

▪ Pre-upgrade action required?

Yes. Back up the file `/var/www/html/index.shtml`.

▪ Post-upgrade action required?

Yes. Modifications made to the Parallels Pro Control Panel root level file `/var/www/html/index.shtml` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file `/var/www/html/index.shtml`.

Modifications made to the file `/etc/php.ini`

- Pre-upgrade action required?

  Yes. Back up the file `/etc/php.ini`.

- Post-upgrade action required?

  Yes. Modifications made to the `/etc/php.ini` file may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore them from your backup.

Modifications made to the files `/etc/httpd/conf/virtual/site`*<n>*

- Pre-upgrade action required?

  Yes. Back up changes to any of the `/etc/httpd/conf/virtual/site`**<n>** files.

- Post-upgrade action required?

  Yes. Modifications made to any of the `/etc/httpd/conf/virtual/site`**<n>** files may be lost after the upgrade (your changes will be lost even when performing an enable or disable operation). To resolve this issue, you must re-apply the modifications to the files manually.

Modifications made to the files `/etc/proftpd/site`*<n>* or `/etc/proftpd/site`*<n>*`.anonftp`

- Pre upgrade action required?

  Yes. Back up your changes to any of the `/etc/proftpd/site`**<n>** or `/etc/proftpd/site`**<n>**`.anonftp` files.

- Post-upgrade action required?

  Yes. Modifications made to the files `/etc/proftpd/site`**<n>** and `/etc/proftpd/site`**<n>**`.anonftp` are lost after the upgrade (your changes will be lost even when performing an enable or disable operation). To resolve this issue, re-apply your changes to the file or restore them from your backup.

Modifications made to the file `/etc/logrotate.conf`

- Pre-upgrade action required?

  Yes. Back up the file `/etc/logrotate.conf`.

- Post-upgrade action required?

  Yes. Modifications to the Parallels Pro Control Panel root level file `/etc/logrotate.conf` may be lost after the upgrade. To resolve this issue, re-apply your changes to the file or restore them from your backup.

Modifications made to the default Service Plans

- Pre-upgrade action required?

  Yes. Back up the settings of your default Service Plan.

- Post-upgrade action required?

  Yes. The Parallels Pro Control Panel upgrade overwrites the default Service Plan. To resolve this issue, you must restore the Service Plan backup, which you backed up before the upgrade.

Sites that use Microsoft FrontPage Server Extensions in an inconsistent state

- Pre-upgrade action required?

  No.

- Post-upgrade action required?

  Yes. When sites that use Microsoft FrontPage Server Extensions go into an inconsistent state, the following error message is displayed.

  ```
  The document root of the web server where you are trying to
  install the server extensions already contains a disk-based
  web.
  ```

➢ *To resolve this issue:*

1 Open the file `/home/virtual/`***<domain>***`/var/www/html/_vti_pvt/service.cnf`.

2 Remove the following lines and save your changes.

```
vti_httpdversion:SX|FrontPage DBW
```

```
vti_webservertype:SR|diskweb
```