

Parallels[®] Pro Control Panel

Parallels Pro Control Panel 10.3.4 for Windows 2003 Installation Guide

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ISBN: N/A

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Preface

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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.

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
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.
<i>Italics</i>	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 <i>wildcard character</i> search.
Monospace	The names of commands, files, directories, and domain names.	The license file is located in the <code>http://docs/common/licenses</code> directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
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


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Related Documentation

You can find more information on Parallels Pro Control Panel at Parallels site (<http://www.parallels.com/en/pro/docs>).

Online Help

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

Preparing For the Installation

This section explains how to prepare for the Parallels Pro Control Panel 10.3.4 installation.

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System Requirements

The following sections list the minimum hardware, software, and Web browser requirements for installing and accessing Parallels Pro Control Panel 10.3.4.

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Hardware Requirements

The following table lists the minimum hardware requirements for Parallels Pro Control Panel 10.3.4.

Important: While installing Parallels Pro Control Panel 10.3.4, ensure that the server is connected to the Internet, since Parallels Pro Control Panel 10.3.4 needs to communicate with the Parallels Pro Control Panel License Manager to register its license.

➤ **System requirements:**

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

Note: Parallels Pro Control Panel 10.3.4 is compatible with the default installation of Microsoft Windows Server 2003 Service Pack1 (SP1).

Software Requirements

➤ **Ensure that you have obtained the following software required for the Parallels Pro Control Panel 10.3.4 installation:**

- **Microsoft Windows Server 2003 32-bit or 64-bit (Standard, Enterprise or Web edition) - English:**

You must install the operating system on the server used for installing Parallels Pro Control Panel 10.3.4. However, for installing Parallels Pro Control Panel 10.3.4 on the Windows 2003 64-bit operating system server, you must perform certain prerequisite tasks. For more information, refer to the 64-bit server requirements (on page 13). Parallels Pro Control Panel 10.3.4 also requires certain Windows components to be pre-installed on the 32-bit or 64-bit server. For more information, refer to the server requirements (on page 12).

Note: If you have installed Windows Server 2003 release 2 on the server used for installing Parallels Pro Control Panel 10.3.4, you do not have to install the below-mentioned Microsoft Windows Server 2003 Service Pack1 (SP1).

- **Microsoft Windows Server 2003 Service Pack1 (SP1):** You must install Service Pack1 on the server before installing Parallels Pro Control Panel 10.3.4.
- **Microsoft .NET 2.0:** You must install .NET 2.0 on the server before installing Parallels Pro Control Panel 10.3.4.

- **Microsoft SQL Server 2005:** You must install the database on the server before installing Parallels Pro Control Panel 10.3.4. Parallels Pro Control Panel 10.3.4 supports all editions of SQL Server 2005. If this database is not already on the Parallels Pro Control Panel 10.3.4 server, download the SQL Server 2005 Express Edition (SQL Server Express) installation file, SQLEXPRESS.exe from the Microsoft site. For installing SQL Server Express refer to the installation instructions.
- **Optional:** For installing the Parallels Pro Control Panel 10.3.4 add-ons, you need to install the following applications:
 - **ColdFusion MX 6.1**
 - **Urchin 5.x**
 - **MySQL 4.1 or 5.0, and MyODBC 3.51**

Important: Before starting the Parallels Pro Control Panel 10.3.4 installation, ensure that ActivePerl, PHP, Webalizer, or Power Tools are not installed on the Parallels Pro Control Panel 10.3.4 server. If any of these software applications are installed, then you must uninstall them before installing Parallels Pro Control Panel 10.3.4.

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Windows Server 2003 Requirements

This section describes the Parallels Pro Control Panel 10.3.4 requirements specific to Windows Server 2003.

Before installing Parallels Pro Control Panel 10.3.4, ensure that the following components and services of Windows Server 2003 are installed on the server. These components and services are accessible through the **Add/Remove Windows Components** section of the **Add or Remove Programs** utility.

- **Domain Name System** (located under Networking Services)
- **ASP.NET**

Note: This service is available for all 32-bit Windows 2003 editions and 64-bit Windows 2003 Standard edition only. You need to manually download it from the Microsoft Web site for all other 64-bit Windows 2003 editions.

- **Internet Information Services (IIS)**

➤ ***Ensure the following components/services are present under IIS:***

- Common Files
- File Transfer Protocol (FTP) Service
- FrontPage 2002 Server Extensions

Note: By default, this service is available for all 32-bit Windows 2003 editions only . You need to manually download it from the Microsoft Web site for all the 64-bit Windows 2003 editions.

- Internet Information Services Manager
- SMTP Service
- World Wide Web Service

➤ ***Ensure that all the components/services are installed under the World Wide Web Service.***

- QoS Packet Scheduler (located under Local Area Connection Properties)

Important: Parallels Pro Control Panel 10.3.4 is not compatible with Active Directory Services (ADS). Before installing Parallels Pro Control Panel 10.3.4, ensure that the Active Directory Services component is not installed.

However, Parallels Pro Control Panel 10.3.4 is compatible with Active Directory Application Mode (ADAM), and can be installed on a server pre-installed with ADAM.

Windows 2003 64-bit Server Requirements

This section describes the Parallels Pro Control Panel 10.3.4 requirements specific to Windows 2003 64-bit server.

Before installing Parallels Pro Control Panel 10.3.4, ensure that the following pre-requisites tasks are performed on the Windows 2003 64-bit server.

Important: By default, .NET 1.1 framework is included in the Windows 2003 64-bit Standard edition. However, it is not installed on Windows 2003 64-bit Enterprise edition. Hence, for the Windows 2003 64-bit Enterprise edition, you must manually download and install it from the Microsoft Web site.

➤ **Pre-requisites for installing Parallels Pro Control Panel on Windows 2003 64-bit server:**

- 1 Install Microsoft .NET framework 2.0 from the Microsoft Web site.
- 2 In the command prompt window of the Parallels Pro Control Panel server, run the following command:

```
cscript %SYSTEMDRIVE%\inetpub\adminscripts\adsutil.vbs SET
W3SVC/AppPools/Enable32bitAppOnWin64 0
```

This command tells IIS to allow only 64-bit applications.

- 3 Change to the folder `%SYSTEMROOT%\Microsoft.NET\Framework64\v2.0.50727` and run the command:

```
• aspnet_regiis.exe -i
```

This command installs the 64-bit .NET 2.0 framework on the default Web site.

Note: If you do not perform the above steps, the ASP.Net State Service will not be installed and started. For more information, refer to Microsoft Help and Support (<http://support.microsoft.com/kb/911720>)

- 4 Run the command that tells IIS to allow 32-bit .NET applications.

```
cscript %SYSTEMDRIVE%\inetpub\AdminScripts\adsutil.vbs SET
W3SVC/AppPools/Enable32BitAppOnWin64 1
```

- 5 Change to the folder `%SYSTEMROOT%\Microsoft.NET\Framework\v2.0.50727` and run the command:

```
• aspnet_regiis.exe -i
```

This command installs the 32-bit .NET 2.0 framework on the default Web site.

- 6 Ensure that the ASP.NET (32-bit) Web Service Extension is enabled. If not, you must perform the following steps:

1. Click **Start > Programs > Administrative Tools > Internet Information Services (IIS) Manager**
2. Expand **local computer** and click **Web Service Extensions**
3. Select **ASP.NET v2.0.50727 (32-bit)** and click **Allow**

- 7 Ensure that the ASP.NET State Service is started and the **Startup type** is set to **Automatic**. If not, you must perform the following steps:
 1. Click **Start > Programs > Administrative Tools > Services**
 2. Right-click **ASP.NET State Service** and then click **Properties**.
 3. Select **Startup type** as **Automatic** and click **Start**.
 4. Then click **OK**.

Web Browser Requirements

To access the Parallels Pro Control Panel 10.3.4 interface (after installing Parallels Pro Control Panel 10.3.4), you need Microsoft Internet Explorer (IE), version 6.0 or later, with cookies enabled. Using earlier versions of IE or other browsers to access the control panel is not recommended.

Note: The Parallels Pro Control Panel 10.3.4 interface is best viewed in Microsoft Internet Explorer, version 6.0 or later, with a 1024 X 768-pixel screen resolution (or higher) and 16-bit color (or higher).

You must set the Web browser's security level to **Medium**, since the default **High** security level used in Windows Server 2003 prevents the use of certain Parallels Pro Control Panel 10.3.4 features.

Other Requirements

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Installation Drive Requirements

Before installing Parallels Pro Control Panel 10.3.4 on a server, ensure that all the drives where the Parallels Pro Control Panel 10.3.4 program and site or domain data files are stored have the **NTFS** file system.

Ports Used by Parallels Pro Control Panel 10.3.4 and Other Supported Third-Party Applications

Ensure that the following ports used by Parallels Pro Control Panel 10.3.4 and other supported third-party applications are **open**.

- **Ports used by Parallels Pro Control Panel 10.3.4 and other supported third-party applications:**

Name of the Parallels Pro service or supported third-party application	Port used
Parallels Pro Control Panel License Manager	80 or 8080
FTP service for name-based sites	10000 + FTP site identifier Note: The FTP site identifier can be obtained by going to Start > Programs > Administrative Tools > Internet Information Services (IIS) Manager , expanding the server name, and clicking FTP Sites .
FTP service for IP-based sites	21
IIS Web service (Standard)	80
IIS Web service (SSL)	443
Urchin	9999 (default) Note: This port number can be changed while installing Urchin.

License Requirements

You need a valid license key before you can install Parallels Pro Control Panel 10.3.4. When you buy Parallels Pro Control Panel from the the online store (<http://www.parallels.com/en/buyonline/pro/>), you receive the license key in the order confirmation email from Parallels.

Parallels Pro Control Panel 10.3.4 requires a valid license for a pre-determined number of sites, for example, a 250-domain license.

Software Included with Parallels Pro Control Panel

➤ *Parallels Pro Control Panel 10.3.4 includes the following applications:*

- ASP.NET (1/2)
- ActivePerl 5.10.0.1004
- PHP 4.2.3
- Webalizer 2.01
- Power Tools
- ImageMagick 5.5.7
- Urchin 5.x
- MySQL
- Microsoft SQL Server
- Microsoft DNS
- Microsoft FTP
- Microsoft FrontPage
- ColdFusion MX 6.1
- phpmyadmin 2.11.9.2

Installing Parallels Pro Control Panel

10.3.4

This section explains how to install Parallels Pro Control Panel 10.3.4 on a server with Windows Server 2003 operating system.

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Installation Overview

You can install Parallels Pro Control Panel 10.3.4 using either of the following two modes:

- **Interactive installation.** This mode uses a graphical user interface that requires you to oversee the entire installation process. This mode is recommended for users installing Parallels Pro Control Panel 10.3.4 for the first time on a single Parallels Pro Control Panel server. For instructions on interactive installation of Parallels Pro Control Panel 10.3.4, proceed to the next section.
- **Silent installation.** This text-based mode is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. It is recommended for users installing Parallels Pro Control Panel 10.3.4 on multiple servers. For more information, see the silent installation instructions (on page 37).

Interactive Installation Instructions

This section provides instructions for installing Parallels Pro Control Panel 10.3.4 using the graphical mode.

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

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Installing Parallels Pro Control Panel 10.3.4

Before starting the Parallels Pro Control Panel installation, ensure that the server where you are installing Parallels Pro Control Panel 10.3.4 meets all the requirements in the preparation section (on page 8).

➤ **To install Parallels Pro Control Panel 10.3.4:**

- 1 Log in as the administrator to the server where you are installing Parallels Pro Control Panel 10.3.4.
- 2 Download the Parallels Pro Control Panel installation files from the location given in the purchase order email from Parallels.
- 3 Browse to the directory, where you have stored the Parallels Pro Control Panel installation files, and run **Parallels Pro Control Panel.10.3.4.msi**.

The **Welcome** window opens.

Note: The installation process brings up a number of windows. These windows contain the following buttons:

Back – Opens the previous installation window. You can use this button to change or view any information entered in the previous window.

Next – Opens the next installation window.

Cancel – Cancels the installation. For information about the effects of canceling the installation, see *Canceling the Parallels Pro Control Panel Installation* (on page 45).

- 4 Click **Next**. The **License Agreement** window opens.
- 5 Read the contents of the **License Agreement** window carefully.
 - If you agree to the terms of the License Agreement, select **I accept the terms in the license agreement**, then click **Next**. The **License Key Dialog** window opens.
 - If you do not agree with the license agreement terms, click **Cancel**.

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

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

Note: All three text boxes are mandatory. The email address entered in the **Contact Email** text box is used by Parallels Pro Control Panel 10.3.4 for email notifications.

- 8 Click **Next**. The **Destination Folder** window opens.
- 9 In the **Destination Folder** window, select the location on the server where the Parallels Pro Control Panel 10.3.4 program files will be installed. This folder must be on an NTFS partition or drive. The default location is `C:\Program Files\Ensim\WEBpliance`. Click **Change** to select a new folder.

In the **Site Data location** section, select the location on the server where the site data files will reside. This can be a folder on any NTFS drive. The default location is `C:\Program Files\Ensim\WEBpliance\SiteData`. Click **Change** to select a new folder. This location is also used to store the server administrator's and reseller administrator's customization data.

Important: Do not remove this directory even if you change the site data location later from the Parallels Pro Control Panel 10.3.4 control panel.

- 10** Click **Next** to proceed with the installation. The **Administrator Password** window opens.
- 11** In the **Administrator Password** window, enter a password for the default control panel administrator (called **admin**) in the **Password** text box. Ensure that the password contains at least six characters.

Important: If you have enabled complex password policy settings on the Parallels Pro Control Panel server, ensure that the password you specify meets the complexity requirements; otherwise the installation will fail.

Use the login name **admin** and the password you enter in the **Administrator Password** window to log in as the server administrator later. For more information about logging in as the server administrator, see Logging in as the server administrator (on page 24).

- 12** Enter the password again in the **Re-type Password** text box and click **Next**. The **Network Settings** window opens.
- 13** In the **Network Settings** window, enter the network settings of the server where you want to install Parallels Pro Control Panel 10.3.4.

Enter or select values in the following fields.

- **IP address** – From the drop-down list, select an IP address from the list of available IP addresses, for example, 10.72.62.1. This IP address is assigned to all name-based sites.
 - **Fully qualified domain name** – Enter the fully qualified domain name (FQDN) of the server, for example, **servername.example.net**. The FQDN consists of a host and domain name. If your server is not a part of any domain, you can enter only the host name in this text box. The FQDN must resolve to the above IP address through the Internet (and not only through your LAN or intranet).
- 14** Click **Next** to proceed with the installation. The **Ready to Install** window opens.
 - 15** In the **Ready to Install** window, click **Install** to start the installation. To review any of the settings, click **Back**.
 - 16** When the Parallels Pro Control Panel 10.3.4 installation is complete, the **Installation Completed** window opens. Select from the following two options and click **Finish** to complete the installation.
 - **Launch Parallels Pro Control Panel:** Select this check box to open the control panel login window. You can log in to Parallels Pro Control Panel 10.3.4 as the server administrator from here. For instructions about logging in as the server administrator, see Logging in as the server administrator.
 - **Show the readme file:** Select this check box to open the readme file. This file contains information about the Parallels Pro Control Panel installation.

The Parallels Pro Control Panel 10.3.4 installation is complete.

Installing the Online Help

This section includes instructions for installing the online Help for Parallels Pro Control Panel 10.3.4.

➤ **To install the online Help:**

- 1 Connect to the Parallels Pro Control Panel 10.3.4 server using the console or terminal services and log in as the administrator.
- 2 Browse to the directory where **Parallels Pro Online Help.10.3.4.msi** file is located and run the **Parallels Pro Online Help.10.3.4.msi** file.

The **Welcome** window opens.

- 3 Click **Next**.
- 4 In the **Confirm Installation** window, click **Next**.
- 5 In the **Installation Complete** window, click **Close** to complete the installation.

The Parallels Pro Control Panel 10.3.4 online Help is installed. You can access the online Help from the Parallels Pro Control Panel 10.3.4 control panel by clicking **General Help** in the **Help** section on the left navigation bar.

Verifying Successful Installation

After you complete the installation, verify whether the installation is successful using the following procedure.

➤ **To verify that the installation is successful:**

- 1 Log in to the Parallels Pro Control Panel 10.3.4 control panel. For instructions, see section on logging in.
- 2 On the left navigation bar, in the **Help** section, click **About**.
- 3 Verify that the control panel version is displayed as **10.3.4.<build_no>**.
- 4 Add a site and provision all the service components to it using instructions from the Parallels Pro Control Panel online Help. If the site is created successfully, then the installation has been successful.

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Troubleshooting

Throughout this chapter, tips and recommendations are provided to ensure the installation goes smoothly. If you need additional help troubleshooting an issue, see the self-help assets on the Parallels Pro Control Panel support page (<https://www.parallels.com/en/support/pro/form/>).

Post-Installation Tasks

- *After you have installed Parallels Pro Control Panel, you should perform the following tasks:*
 - Ensure that the **Startup** type of the **EnsimProvisionEngine** service is set to **Manual**:
 1. Log in to the Parallels Pro Control Panel server as the administrator.
 2. Click **Start > Programs > Administrative Tools**, then click **Services**.
 3. In the **Services** window, right-click **EnsimProvisionEngine**, then click **Properties**.
 4. In the **EnsimProvisionEngine Properties** window, ensure that the **Startup type** is set to **Manual**. If not, then select **Manual** and click **OK**.

Next Steps

After installing Parallels Pro Control Panel 10.3.4, you can log in to the Parallels Pro Control Panel control panel, and add resellers and sites. You can provide more features to your resellers and sites by installing the add-ons (optional) for ColdFusion, Urchin and MySQL. For instructions, see add-on installation section (on page 29).

Logging in as the Server Administrator

This section includes information for logging in to the Parallels Pro Control Panel 10.3.4 as the server administrator.

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Logging in as the Server Administrator

Once you install Parallels Pro Control Panel 10.3.4, you can use your Web browser to access Parallels Pro Control Panel 10.3.4, then log in as the server administrator and manage tasks at the server level.

➤ **To log in as the server administrator:**

- 1 Open an Internet Explorer (version 6.0 or later) window. Using other versions of Internet Explorer or other browsers to access the service provider control panel is not recommended.
- 2 In the **Address** field of your Web browser, type the URL:
`https://<server_name>/admin` where **<server_name>** is the host name or IP address of the Parallels Pro Control Panel 10.3.4 server. If you are logging in to the Parallels Pro Control Panel for the first time, the **EULA (End User License Agreement)** page is displayed. If you have logged in before, skip the next step.
- 3 On the **EULA** page, click **I Agree** if you agree to the terms of the license agreement.
- 4 The **Log in** page opens. In the **username** text box, type **admin**. In the **password** text box, enter the password that you entered during the installation process. For more information, see the installation instructions (page 1).
- 5 Click **Log In**.

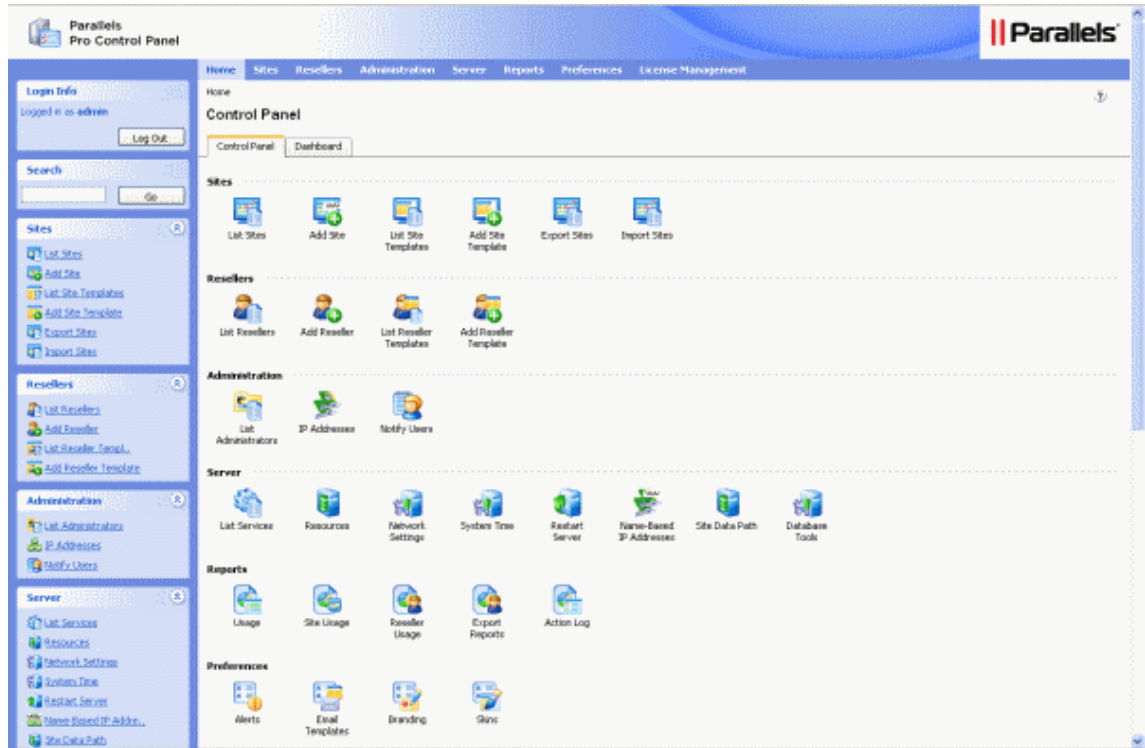
If the Parallels Pro Control Panel license registration failed, the browser displays a message stating the reason for the registration failure. The license registration fails for the following reasons:

- **Invalid license key:** To resolve this issue, specify the correct license key in the browser window, and click **Submit**.
- **Communication problems with the Parallels Pro Control Panel License Manager:** To resolve this issue, you can either click **Continue** in the browser window to use the product for an evaluation period, or click **Register** to specify the license key and register the license again.

Important: If you click **Continue** to use the product for an evaluation period, you **must** register the license before the end of the evaluation period; otherwise Parallels Pro Control Panel stops functioning when the evaluation period expires.

To register the license, you can click **Register**, and specify the license key when you log in again to the Parallels Pro control panel. If you are already logged into the control panel, you can use the **Update License** page to specify the license key and register the license.

After the license registration is successful, the **Server Administrator** home page opens.



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

Appendix A. Installing Microsoft SQL Server 2005 Express Edition

This appendix provides instructions for installing and configuring Microsoft SQL Server 2005 Express Edition (SQL Server Express) for the Parallels Pro Control Panel server.

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Installation Instructions

This section provides instructions for installing SQL Server Express on the Parallels Pro Control Panel 10.3.4 server.

➤ **To install SQL Server Express:**

- 1 Download the file SQLEXPRESS.exe (<http://www.microsoft.com/downloads/details.aspx?familyid=220549B5-0B07-4448-8848-DCC397514B41&displaylang=en>). To do this, either double-click the file SQLEXPRESS.exe or right click it and then click **Run** to start the installation on the Parallels Pro Control Panel 10.3.4 server.
- 2 The **Registration Information** window opens. In this window, you must de-select the **Hide advanced configuration options** check box. Then click **Next**.
- 3 The **Feature Selection** window opens. In this window, under the **Database Services** folder, select the option **Entire Feature will be installed on local hard drive**.
- 4 In the **Feature Selection** window, under the **Client Components** folder, select the option **Will be installed on hard drive**. Then click **Next**.
- 5 The **Instance Name** window opens. Parallels Pro Control Panel 10.3.4 is configured to use the default database instance. So, select the option **Default Instance** and then click **Next**.
- 6 The **Service Account** window opens. The built-in System account is the maximum privilege account. Hence, in this window, select the option **Use the built-in System account**. Choose the value **Local system** from the drop down list.

In the **Start services at the end of setup** section, select the check boxes **SQL Server** and **SQL Browser**. This will automatically start the services once the setup is complete. These services need to be running for the Parallels Pro Control Panel installation to proceed successfully. Then click **Next**.
- 7 The **Authentication Mode** window opens. In this window, select the option **Mixed Mode (Windows Authentication and SQL Server Authentication)**. Enter the server authentication login password and then click **Next**.
- 8 The **Collation Settings** window opens. In this window, ensure that the **SQL collations (used for compatibility with previous versions of SQL Server)** is selected. Choose **Dictionary order, case insensitive, for use with 1252 Character Set**. Then click **Next**.
- 9 The **User Instances** window opens. Select the check box **Enable User Instances** to facilitate creation of a separate instance. Then click **Next**.
- 10 The **Error and Usage Report Settings** window opens. Click **Next**.
- 11 The **Completing Microsoft SQL Server 2005 Setup** window opens. Click **Finish** to complete the SQL Server Express setup.

The SQL Server Express is now installed on the Parallels Pro Control Panel 10.3.4 server.

Verifying Successful Installation

After you complete the installation, verify whether the installation is successful by running the following command in the command prompt window of the Parallels Pro Control Panel server:

1 `net start`

This command displays a listing of all services started on the Parallels Pro Control Panel server.

If Microsoft SQL Server 2005 is already running on the server, it is displayed in the service list as one of the services running.

2 `net start mssqlserver`

Run this command to start the Microsoft SQL Server 2005 service, if Microsoft SQL Server 2005 is not listed in the services list.

Post-installation Tasks

After you have installed SQL Server Express on Parallels Pro Control Panel server, you should perform the following tasks:

- Ensure that SQL server is configured to allow access to the database across all network:
 1. Click **Start > Programs > Microsoft SQL Server 2005 > Configuration Tools > SQL Server Configuration Manager**
 2. Under **SQL Server 2005 Network Configuration > Protocols for MSSQLSERVER:**
 - Double-click the protocol name **TCP/IP** and set the property **ENABLED** to **Yes**
 - Double-click the protocol name **Named Pipes** and set the property **ENABLED** to **Yes**
 3. To restart MS SQL 2005 service, run the following commands in the command prompt window of the Parallels Pro Control Panel server:

```
net stop mssqlserver
net start mssqlserver
```

Appendix B. Installing Add-ons for ColdFusion, Urchin and MySQL

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

Important: You must install ColdFusion MX 6.1, Urchin 5.x and MySQL 4.1 or 5.0 manually before you install the add-ons for them. Parallels Pro Control Panel does not include these applications with Parallels Pro Control Panel; it provides only the add-ons.

After installing any add-on, restart the EnsimProvisionEngine service by clicking **Start > Programs > Administrative Tools > Services**, locating **EnsimProvisionEngine**, and clicking **Restart**.

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Installing the MySQL Add-on.....	34
Verifying the Success of the Add-on Installation.....	35

Installing the ColdFusion Add-on

This section provides instructions for installing the ColdFusion MX 6.1 add-on for Parallels Pro Control Panel 10.3.4.

Important: Before installing the add-on for ColdFusion MX 6.1, ensure that you have installed ColdFusion MX 6.1 on your Parallels Pro Control Panel 10.3.4 server. If you have installed **Microsoft Windows Server 2003 Service Pack 1 (SP1)** on the Parallels Pro Control Panel server, then the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, go to Coldfusion site (http://www.macromedia.com/support/documentation/en/coldfusion/mx61updater/releasenotes_cfm61_updater.html).

Note: After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Parallels Pro Control Panel 10.3.4 server does **not** have ColdFusion script maps. To verify this, click **Start > Run**, type **inetmgr**, and click **OK**. The **IIS Manager** window is displayed. In the **IIS Manager** window, expand the local computer, right-click **Web Sites**, and then click **Properties**. In the Web Sites Properties window, click the **Home Directory** tab, and then click **Configuration**. In the **Application extensions** section, if **.cfc**, **.cfm**, or **.cfml** extensions are present, select them, and click **Remove**.

This process prevents new sites created through the Parallels Pro Control Panel 10.3.4 interface from inheriting ColdFusion script maps automatically. Hence, you will be able to control provisioning of ColdFusion for new sites through the Parallels Pro Control Panel 10.3.4 interface. Failure to disable ColdFusion script maps for the IIS Master Properties sheet will result in all sites being automatically provisioned with ColdFusion.

➤ **To install the ColdFusion MX 6.1 add-on:**

- 1 Connect to the Parallels Pro Control Panel 10.3.4 server using the console or terminal services and log in as the administrator.
- 2 Browse to the directory where your **Parallels Pro Coldfusion Addon.10.3.4.msi** file is located.
- 3 Run **Parallels Pro Coldfusion Addon.10.3.4.msi**.

The *Coldfusion Addon* installation window opens.

- 4 Click **Next**.
- 5 Click **Install**. The progress bar in the window indicates that the add-on is being installed.
- 6 Click **Finish** to complete the installation.

The ColdFusion MX 6.1 add-on is installed.

An installation log named **ColdfusionInstall.log** is created and placed in the `<install_dir>\Logs` directory, for example, if you have installed Parallels Pro Control Panel 10.3.4 in the default location, then the path is `C:\Program Files\Ensim\WEBpliance\Logs`. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing the Urchin Add-on

This section provides instructions for installing the Urchin 5.x add-on for Parallels Pro Control Panel 10.3.4.

Important: Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Parallels Pro Control Panel 10.3.4 server. For information about installing and downloading Urchin 5.x, see Urchin Web site.

➤ **To install the Urchin 5.x add-on:**

- 1 Connect to the Parallels Pro Control Panel 10.3.4 server using the console or terminal services and log in as the administrator.
- 2 Browse to the directory where your **Parallels Pro Urchin Addon.10.3.4.msi** file is present.
- 3 Run **Parallels Pro Urchin Addon.10.3.4.msi**.

The *Urchin Addon* installation window opens.

- 4 Click **Next**.
- 5 Click **Install**. The progress bar in the window indicates that the add-on is being installed.
- 6 Click **Finish** to complete the installation.

The Urchin 5.x add-on is installed.

An installation log named **UrchinInstall.log** is created and placed in the < `install_dir >\Logs` directory, for example, if you have installed Parallels Pro Control Panel 10.3.4 in the default location, then the path is `C:\Program Files\Ensim\WEBpliance\Logs`. You can view this log file to verify that the add-on has been installed and registered successfully.

Installing a Mail Server Add-on

Note: This section provides instructions for installing only the IMail Server 8.21 specific add-on for Parallels Pro Control Panel. For other mail server add-ons, the installation instructions may vary depending on the mail server software.

Important: Before installing the add-on for IMail Server 8.21, ensure that you have installed IMail Server 8.21 from the Ipswitch Collaboration Suite on your Parallels Pro Control Panel server. For information about downloading and installing the Ipswitch Collaboration Suite, go to Ipswitch Web Site (<http://www.ipswitch.com/Products/collaboration/index.html>).

In the Collaboration Suite installation window, ensure that you have selected Ipswitch IMail Server, then continue with the installation. Accept the default options except for the following:

- * **SSL Keys window:** Click No.
- * **Service Start Options window:** Select the **IMail Web Service**, **IMail Queue Manager Service**, **IMail POP3 Server**, **IMail SMTP Server**, and **IMail IMAP4 Server** check boxes.
- * **User Creation window:** Click No.

➤ **To install the IMail Server 8.21 add-on:**

- 1 Connect to the Parallels Pro Control Panel server using the console or terminal services and log in as the administrator.
- 2 Open a command prompt window and change to the directory where **RegisterMailAddon.exe** is located.

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

where <install_dir> refers to the path where Parallels Pro Control Panel 10.3.4 is installed. For example, if Parallels Pro Control Panel 10.3.4 is installed in C:\Program Files\Ensim\WEBppliance, then this executable is located at C:\ProgramFiles\Ensim\WEBppliance\cp\admin\bin\serviceComponents\mail.

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

```
RegisterMailAddon.exe Ipswitch IMAIL 8.21 exe "" ""
```

- 4 Browse to the directory where your **Parallels Pro Imail plugin.10.3.4.msi** is present.
- 5 Run **Parallels Pro Imail plugin.10.3.4.msi**.
- 6 The **Parallels Pro Imail plugin.10.3.4.msi** window opens. Go through the Parallels Pro Imail plugin wizard.
- 7 All the APIs are extracted to the mailapi directory created during the installation at <install_dir>\mailapi
- 8 The IMail Server 8.21 add-on installation is completed.

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

Known limitations of IMail Server 8.21

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

Installing the MySQL Add-on

This section provides instructions for installing the MySQL add-on for Parallels Pro Control Panel 10.3.4. Before installing the add-on, ensure that you have installed the following software on your Parallels Pro Control Panel server:

- **MySQL 4.1 or 5.0:** For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to MySQL Web site.
- While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:
MySQL Server Instance Configuration window:
 - Select the **Server Machine** option.
 - Select the **Non-Transactional Database Only** option.
 - Clear the **Enable Strict Mode** check box.
 - Select the **Best Support For Multilingualism** option.
 - Select the **Include Bin Directory in Windows PATH** check box.
- **MyODBC 3.51:** For information about downloading and installing MyODBC 3.51, go to MySQL Web site. Install MyODBC 3.51 using the default options.

Note: Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you *cannot* access the database using phpMyAdmin 2.x provided with Parallels Pro Control Panel. To change this password encryption to support phpMyAdmin 2.x:

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

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

Open a command window, and run the following commands:

```
net stop mysql
net start mysql
```

PhpMyAdmin 2.x can now be used to access MySQL 4.1 or 5.0. You can now proceed to installing the MySQL add-on as described below.

➤ **To install the MySQL add-on:**

- 1 Connect to the Parallels Pro Control Panel 10.3.4 server using the console or terminal services and log in as the administrator.
- 2 Browse to the directory where the **Parallels Pro Mysql Addon.10.3.4.msi** file is present.
- 3 Run **Parallels Pro Mysql Addon.10.3.4.msi**.
The **Parallels Pro Mysql Addon** installation window opens.
- 4 Click **Next**. The **Customer Information** window opens. It will prompt you to enter a password.

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

- 5 Click **Next**.
- 6 Click **Install**. The progress bar in the window indicates that the add-on is being installed.
- 7 Click **Finish** to complete the installation.

The MySQL add-on is installed.

An installation log named **MysqlInstall.log** is created and placed in the < `install_dir >\Logs` directory, for example, if you have installed Parallels Pro Control Panel 10.3.4 in the default location, then the path is `C:\Program Files\Ensim\WEBpliance\Logs`. You can view this log file to verify that the add-on has been installed and registered successfully.

Verifying the Success of the Add-on Installation

After you complete the installation of the add-ons, verify that the installation for the add-ons is successful using the following procedure.

➤ **To verify successful installation :**

- 1 Log in to the Parallels Pro Control Panel.
- 2 On the left navigation bar, in the **Server** section, click **List Services**.
- 3 On the **List Services** page, verify that all the add-ons that you have installed are displayed.
- 4 Add a site and provision the add-ons to it. If the site is created successfully, then the add-on installation has been successful.

Appendix C. Silent Installation of Parallels Pro Control Panel 10.3.4

This section includes instructions for installing Parallels Pro Control Panel 10.3.4 in the silent installation mode.

In this chapter:

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Silent Installation Overview

Silent installation, a text-based mode, is executed using the Windows command line. In this mode, you must specify all the information required by the installer before starting the installation process. Silent installation does not require you to oversee the entire installation process. This method is recommended for users installing Parallels Pro Control Panel 10.3.4 on multiple Parallels Pro Control Panel servers.

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

Installation Instructions

This section provides instructions for installing Parallels Pro Control Panel 10.3.4 using the text-based mode.

In this section:

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Installing Parallels Pro Control Panel 10.3.4 and Online Help

This section includes the instructions for installing Parallels Pro Control Panel 10.3.4 and online Help using the command line.

- **To install Parallels Pro Control Panel 10.3.4 and online Help using the command line:**
- 1 Connect to the Parallels Pro Control Panel server using the console or terminal services and log in as the administrator.
- 2 Before installing Parallels Pro Control Panel 10.3.4, ensure that you have installed Microsoft SQL Server 2005 on your Parallels Pro Control Panel server as described in the section Installing SQL Server Express (page 1).
- 3 If you have downloaded the installation files, locate and copy the following files to a temporary directory.
 - Parallels Pro Control Panel.10.3.4.msi
 - Parallels Pro Online Help.10.3.4.msi
- 4 Open a command window and change to the directory where all the installation files mentioned above are located.
- 5 Install the Parallels Pro Control Panel 10.3.4 using the following command.

```
msiexec /1*v <full_path_of_log_file> /i "Parallels Pro Control
Panel.10.3.4.msi" /qn USERNAME="<username>"
COMPANYNAME="<company_name>" CUSTOMEREMAIL="<email_id>"
INSTALLDIR="<install_dir>" LICENSEKEY="<license_key>"
SITEDATADIR="<site_data_path>" ISPPWD="<password>"
IP="<server_ip_address>" NETMASK="<server_netmask>"
FQDN="<FQDN_of_the_server>" wwp="1"
```

where:

- **<full_path_of_log_file>** is the location where you want to save the log file for the installation
- **<username>** is your name
- **<company_name>** is the name of your company
- **<email_id>** is your email address
- **<install_dir>** is the directory where you want to install Parallels Pro Control Panel 10.3.4
- **<license_key>** is the license key for using Parallels Pro Control Panel
- **<site_data_path>** is the directory where you want to store the site data
- **<password>** is your password for logging in to the Parallels Pro Control Panel as server administrator
- **<server_ip_address>** is the IP address of your Parallels Pro Control Panel server

- `<server_netmask>` is the netmask of your Parallels Pro Control Panel server
- `<FQDN_of_the_server>` is the Fully Qualified Domain Name (FQDN) of your Parallels Pro Control Panel server

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

```
msiexec /! *v C:/ensimpro.log /i "Parallels Pro Control
Panel.10.3.4.msi" /qn USERNAME="xyz" COMPANYNAME="example.net"
CUSTOMEREMAIL="xyz@example.net" INSTALLDIR="C:\Program
Files\Ensim\WEBpliance"
LICENSEKEY="A1B2C3D4E5F6G7H8I9J0K1L2M"
SITEDATADIR="C:\Sitedata" ISPPWD="ensimpro" IP="10.72.25.5"
NETMASK="255.255.255.0" FQDN="ensimpro.example.net" wwp="1"
```

If your server *does not meet* the pre-requisites for installing Parallels Pro Control Panel 10.3.4, the error message will be logged only in the `WWP_prerequisite_error.log` file. This log file is created only in case of pre-requisite errors, and is located in the `<system_drive>` of your server, where the operating system files are present.

For more information on meeting the pre-requisites for installing Parallels Pro Control Panel 10.3.4, see installation preparation (on page 8).

6 Install the online Help using the following command.

```
msiexec /! *v <full_path_of_log_file> /i "Parallels Pro Online Help.10.3.4.msi" /qn
```

where `<full_path_of_log_file>` is the location where you want to save the log file for the installation. For example, `C:\onlinehelp.log`. After the installation is complete, check the log file to verify that the online Help has installed successfully.

The Parallels Pro Control Panel 10.3.4 and online Help installation is complete. If you want to install the add-ons, proceed to the next section; otherwise, in order to ensure that Parallels Pro Control Panel 10.3.4 has been installed successfully see the verification section (on page 21).

Installing the Add-ons (optional)

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

➤ *To install the add-ons using the command line:*

- 1 Connect to the Parallels Pro Control Panel server using the console or terminal services and log in as the administrator.
- 2 If you have downloaded the installation files, locate and copy the following files in a temporary directory.
 - Parallels Pro Coldfusion Addon.10.3.4.msi
 - Parallels Pro Urchin Addon.10.3.4.msi
 - Parallels Pro Mysql Addon.10.3.4.msi
- 3 Open a command prompt window and change to the directory where all the installation files mentioned above are located.

- 4 Before installing the add-on for ColdFusion MX 6.1, perform the following tasks:
- Ensure that you have installed ColdFusion MX 6.1 on your Parallels Pro Control Panel 10.3.4 server. For information about downloading and installing ColdFusion MX 6.1, go to Coldfusion Web site.

Important: If you have installed **Microsoft Windows Server 2003 Service Pack 1 (SP1)** on the Parallels Pro Control Panel server, then the ColdFusion MX 6.1 installer fails. For instructions on resolving this issue, go to ColdFusion Web site.

- After installing ColdFusion MX 6.1, ensure that the Master Properties sheet in Internet Information Services (IIS) on your Parallels Pro Control Panel 10.3.4 server does **not** have ColdFusion script maps. For more information on ColdFusion script maps, see the note Installing the ColdFusion add-on (on page 29).
- 5 Install the ColdFusion MX 6.1 add-on using the following command.

```
msiexec /1*v <full_path_of_log_file> /i "Parallels Pro Coldfusion Addon.10.3.4.msi" /qn
```

where *<full_path_of_log_file>* is the location where you want to save the log file for the installation. For example, C:\coldfusion.log. After the installation is complete, check the log file to verify that the add-on installed successfully.

- 6 Before installing the add-on for Urchin 5.x, ensure that you have installed Urchin 5.x on your Parallels Pro Control Panel 10.3.4 server. For information about installing and downloading Urchin 5.x, refer to Urchin Web site .
- 7 Install the Urchin 5.x add-on using the following command.

```
msiexec /1*v <full_path_of_log_file> /i "Parallels Pro Urchin Addon.10.3.4.msi" /qn
```

where *<full_path_of_log_file>* is the location where you want to save the log file for the installation. For example, C:\urchin.log. After the installation is complete, check the log file to verify that the add-on installed successfully.

- 8 Before installing the add-on for MySQL, ensure that you have installed the following software on your Parallels Pro Control Panel server:
- **MySQL 4.1 or 5.0:** For information about downloading and installing the latest version of MySQL, that is, version 5.0, go to MySQL Web site.
 - While installing **MySQL 5.0**, ensure that you accept the default options in the installation wizard except for the following:

MySQL Server Instance Configuration window:

 - Select the **Server Machine** option.
 - Select the **Non-Transactional Database Only** option.
 - Clear the **Enable Strict Mode** check box.
 - Select the **Best Support For Multilingualism** option.
 - Select the **Include Bin Directory in Windows PATH** check box.
 - **MyODBC 3.51:** For information about downloading and installing MyODBC 3.51, go to MySQL Web site. Install MyODBC 3.51 using the default options.

Note: Since the password encryption is different in MySQL 4.1 and 5.0 than its previous versions, you *cannot* access the database using phpMyAdmin 2.x provided with Parallels Pro Control Panel. To change this password encryption to support phpMyAdmin 2.x:

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

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

Open a command window, and run the following commands:

```
net stop mysql
net start mysql
```

PhpMyAdmin 2.x can now be used to access MySQL 4.1 or 5.0. You can now proceed to installing the MySQL add-on as described below.

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

```
msiexec /l*v <full_path_of_log_file> /i "Parallels Pro Mysql
Addon.10.3.4.msi" /qn ROOTPASSWORD=<MySQL_root_password>
```

where:

- `<full_path_of_log_file>` is the location where you want to save the log file for the installation. For example, `C:\mysqlinstaller.log`.
- `<MySQL_root_password>` is the root password set during MySQL 4.1 or 5.0 installation. If you have not set any root password for MySQL, then the value of `<MySQL_root_password>` should be null, that is, `ROOTPASSWORD=""`

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

The add-on installation is complete.

Verifying the Success of the Installation

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

➤ **To verify successful installation:**

- 1 Log in to the Parallels Pro Control Panel 10.3.4 control panel. For more information, see the login instructions.
- 2 On the left navigation bar, in the *Help* section, click **About**.
- 3 Verify that the control panel version is displayed as **10.3.4.<build_no>**.
- 4 If you have installed the optional add-ons, then verify that the add-ons are installed successfully:
 1. On the left navigation bar, in the *Server* section, click **List Services**.
 2. On the *List Services* page, verify that all the add-ons that you have installed are displayed.
- 5 Add a site with the installed add-ons provisioned to it. If the site is created successfully, then the installation is successful.

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Troubleshooting

Throughout this chapter, tips and recommendations are provided to ensure the installation goes smoothly. If you need additional help troubleshooting an issue, see the self-help assets on the Parallels Pro Control Panel support site.

Appendix D. Uninstalling and Reinstalling Parallels Pro Control Panel 10.3.4

This section provides instructions for uninstalling and reinstalling Parallels Pro Control Panel 10.3.4; however, there are some limitations to both processes that are described in the following sections.

In this chapter:

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Reinstalling Parallels Pro Control Panel 10.3.4	46

Cancelling the Parallels Pro Control Panel 10.3.4 Installation

You can cancel the Parallels Pro Control Panel 10.3.4 installation any time by clicking **Cancel** in the **Installation Progress** window. Cancelling the installation will start the rollback process. You can reinstall Parallels Pro Control Panel 10.3.4 after the rollback process completes successfully.

If, for any reason, the rollback does not happen, you will need to manually uninstall the Parallels Pro Control Panel 10.3.4 components that have already been installed.

Uninstalling Parallels Pro Control Panel 10.3.4 and Its Add-ons

You can uninstall Parallels Pro Control Panel 10.3.4 by using the **Add or Remove Programs** option of Windows Server 2003.

➤ **To uninstall Parallels Pro Control Panel 10.3.4:**

- 1 Connect to the Parallels Pro Control Panel 10.3.4 server using the console or terminal services and log in as the administrator.
- 2 Click **Start > Settings > Control Panel**.
- 3 Click **Add or Remove Programs**.
- 4 In the **Add or Remove Programs** window, if you have installed any add-ons for ColdFusion, Urchin, MySQL, locate them and click **Remove** for each add-on.

The uninstallation process begins and removes the add-ons.

- 5 In the **Add or Remove Programs** window, locate **Parallels Pro Control Panel for Windows Online Help**, and **Parallels Pro Control Panel for Windows**, and click **Remove** for both.

The uninstallation process begins and removes Parallels Pro Control Panel 10.3.4 and the online Help.

Note: The uninstallation process does not remove all install-related items automatically; you must manually remove directories related to Perl, site data, and the files in the directory where Parallels Pro Control Panel 10.3.4 was installed.

Reinstalling Parallels Pro Control Panel 10.3.4

You can reinstall Parallels Pro Control Panel 10.3.4 if the previous installation of Parallels Pro Control Panel 10.3.4 did not complete successfully; however, ensure that the earlier installation rolled back successfully. If the progress bar in the *Installation Wizard* window rolled back successfully without any error message, then the roll-back action was successful.

If not, you must manually remove partially installed components of Parallels Pro Control Panel 10.3.4. For instructions about removing Parallels Pro Control Panel 10.3.4 and its components, see the removal instructions (on page 45).

Important: After uninstalling Parallels Pro Control Panel 10.3.4 and its add-ons, you must restart the server before reinstalling Parallels Pro Control Panel 10.3.4 and its add-ons.

While reinstalling Parallels Pro Control Panel 10.3.4, you must perform the installation of Parallels Pro Control Panel 10.3.4 and its add-ons in the following sequence.

- 1 Install **Parallels Pro Control Panel 10.3.4** and **Parallels Pro Control Panel online Help**. For instructions, see *Installing Parallels Pro Control Panel*. (on page 19)
- 2 **Optional:** Install the add-ons for ColdFusion MX, Urchin and MySQL. For instructions, see *Installing the add-ons* (on page 29).

Glossary

A

action log

A record of the actions performed on the system by administrators. To access the action log, click **reports** on the top navigation bar.

Active Directory server

The server on which Active Directory software is installed; the domain controller for the system. To improve performance and reliability, service providers can have more than one Active Directory server.

application programming interface

An XML-based or Web services based application programming interface (API). The API can be used to streamline common tasks and to integrate third-party systems.

B

bandwidth

The amount of network capacity assigned to a user on a server.

C

control panels

Graphical user interfaces that provide easy access to tasks. These control panels enable service providers, resellers, site administrators, and users to manage their accounts, resources, and other system settings.

F

File Transfer Protocol (FTP)

A protocol used to transfer files over the Internet. FTP includes functions to log on to the network, list directories, and copy files. FTP operations can be performed by typing commands in a command line or by using an FTP utility running under a graphical interface. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.

filter

A pattern or mask through which only selected data is passed. Common filters include spam filters, which block email sent from specified domains.

firewall

A method for keeping a network secure.

FTP

File Transfer Protocol. A protocol used to transfer files over the Internet. FTP includes functions to log on to the network, list directories, and copy files. FTP operations can be performed by typing commands in a command line or by using an FTP utility running under a graphical interface. Anonymous FTP allows you to use an FTP site without a password and without creating a user account.

G

graphical user interface (GUI)

An interface between a user and a computer that is graphics-based and incorporates icons, menus, and a mouse.

GUI

Graphical user interface. An interface between a user and a computer that is graphics-based and incorporates icons, menus, and a mouse.

H

host name

The fully qualified host name used to identify the server. For example:
server1.bigtimehosting.com.

I

IP

Internet Protocol. The protocol used to format packets and rules of transmission and reception over the Internet.

IP address

The numeric identifier of a computer or device on the Internet. The format of an IP address is a 32-bit numeric address written as four numbers separated by periods. Each number can be zero to 255.

IP-based domain

A domain with a unique IP address. Compare to **name-based domain** (page 1).

L

license

An official agreement between a user and a corporation on the use and support of its products.

log

A detailed history of actions that have been performed on a system.

M

mailbox

A directory on a server that contains a user's email.

mailbox capacity

The maximum number of mailboxes that can be created on a server.

mailing lists

Email distribution lists commonly used to circulate topic discussions. A mailing list includes a set of list members. Whenever a list member posts an email message to the mailing list email address, that email message is distributed to all list members.

N

name-based domain

A domain with a unique host name that shares an IP address with another server. Compare to **IP-based domain** (page 1).

netmask

A bit-mask that identifies the network number and host number components of an IP address.

NFS server

Network File System server. A computer with file sharing capabilities.

P

plugin

A modular software program that can be plugged in to a system to expand functionality. Parallels Pro Unify services have plugins that are installed on provisioning engine and CP servers to enable service providers to sell services to customers.

POP3 mail server

Post Office Protocol, version 3. A common mail server used for Internet email. It holds the incoming email messages until you log in to the email account and download the messages. All stored email messages and attachments are downloaded at the same time.

primary name server

The main Domain Name System (DNS) server that translates alphabetic domain names into numeric IP addresses.

properties

Settings that determine the characteristics of an account or a server.

provisioning

Enabling a service to a site or a user.

Q

queue

A temporary holding place for data.

R

record

A record contains specific DNS zone information.

reseller

The individuals or companies who purchase resources and services from service providers or resellers and offer those resources or services for sale to others.

resource

A term used to describe a server's disk space or processing capacity which are used by services.

resource type

The type of service or a service component that requires resources. Resource types include bandwidth, number of mailboxes, and disk space.

restore

To completely or partially return your system to a previous file configuration state by uploading backup files from an archive.

reverse record

A record that associates an IP address with a canonical or alias name. PTR records are used to convert IP addresses to host names. This is known as reverse lookup.

S

scope

Logical groupings of IP addresses associated with a specific subnet mask.

secondary name server

The backup Domain Name System (DNS) server that translates alphabetic domain names into numeric IP addresses.

Secure Socket Layer (SSL)

An Internet security protocol that encrypts data when it is transferred over the Internet. Enabling SSL allows you to transfer data securely between your Web server and your visitor's Internet browser.

sendmail server

An SMTP (Simple Mail Transfer Protocol) mail server that routes SMTP email messages through the Internet to be stored on a mail server, such as POP3 or IMAP. SMTP is the most widely used email protocol on the Internet.

server

A computer and other device that allocates and manages the sharing of resources for a network. A server provides information or other services to its clients. While a server usually refers to an entire machine, it can also refer to a particular daemon on that machine.

service

The services you sell to resellers and sites. Each service is installed on a service-specific hosting server.

service component

The software elements that compose a service.

service provider

An entity that sells services, such as Internet access or Windows Web Hosting, to resellers, sites, and individuals.

shared server or shared resource

A hosting server or resource, such as a mailbox store, that has been or can only be sold to multiple sites. Some resources, such as mailbox stores, are identified as shared resources when they are registered with the system. These resources can be sold to multiple sites. By contrast, resources that are registered as dedicated resources can be sold to only one site.

Note that the term shared resource differs from the status of a resource, which can be *Shared*, *Dedicated*, or *Free*. For example, a shared mailbox store could have the status *Dedicated* if it has been sold to a single site. A dedicated mailbox store, however, could only be listed as *Free*, if it was not in use, or *Dedicated* if it had been sold. A dedicated mailbox store could never have the status *Shared*.

Simple Mail Transfer Protocol (SMTP)

The most widely used email protocol on the Internet.

Simple Network Management Protocol (SNMP)

A network management protocol used for configuring and monitoring devices on IP networks.

site

A group of individuals, usually collected into a company or business unit, that contracts with a service provider or IT group for services.

site administrator

Administrators who belong to sites and use the site administrator control panel to manage site services, resources, and users. Site users can be given site administrator privileges.

site user

Users who belong to a site and use the user administrator control panel to manage their own accounts and services.

SMTP

Simple Mail Transfer Protocol. The most widely used email protocol on the Internet.

SNMP

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specification file

A file that contains details about an object.

SSL

Secure Socket Layer. An Internet security protocol that encrypts data when it is transferred over the Internet. Enabling SSL allows you to transfer data securely between your Web server and your visitor's Internet browser.

subnet

A portion of a network that shares a common address component. On TCP/IP networks, subnets are defined as all devices whose IP addresses have the same prefix. For example, all devices with IP addresses that start with 100.100.100. would be part of the same subnet. Dividing a network into subnets is useful for both security and performance reasons. IP networks are divided using a subnet mask.

subnet mask

A mask, or filter, used to determine to what subnet an IP address belongs. An IP address has two components, the network address and the host address. The mask is a binary pattern that is matched up with the IP address to turn part of the host ID address field into a field for subnets. For example, consider the IP address 150.215.017.009. Assuming this is part of a Class B network, the first two numbers (150.215) represent the Class B network address, and the second two numbers (017.009) identify a particular host on this network. Subnetting enables the network administrator to further divide the host part of the address into two or more subnets. In this case, a part of the host address is reserved to identify the particular subnet.

T

template

A guide you can use to pre-fill information on forms when creating entities such as sites and users.

threshold

The percentage of the resource that, when assigned, triggers an alert. When the resource allocation reaches the threshold, email is sent to the specified address stating that resources are low. This allows an administrator to take action before resources are exhausted.

U

URL

Uniform Resource Locator. The address that defines the route to a file on the Web or any other Internet facility. The URL contains the protocol prefix, port number, domain name, subdirectory names, and file name.

usage monitoring

Reports that enable you to view application usage.

V

vacation message

A mail utility that automatically sends a standard reply message to an email message.

Z

zone

A zone refers to a section of a domain for which the DNS server has the authority to perform lookups. Each zone contains records that specify how to translate the host names associated with the zone.