

# **Parallels Pro Control Panel 10.3.6 for Linux Upgrade Guide**

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# Contents

<b>Preface</b>	<b>4</b>
Typographical Conventions .....	4
Feedback .....	5
<b>About This Guide</b>	<b>6</b>
<b>Before You Upgrade</b>	<b>7</b>
Minimum Requirements .....	7
Upgrade Checklist .....	9
<b>Upgrading to Parallels Pro Control Panel 10.3.6</b>	<b>11</b>
Estimated Upgrade Time .....	12
Upgrade Instructions .....	13
Upgrading Parallels Pro Control Panel Installed from Virtuozzo Containers .....	17
Troubleshooting Upgrade or Installer Issues .....	18
<b>Post-upgrade Tasks</b>	<b>20</b>
Upgrading the SquirrelMail File config.php .....	20
Regenerating the Sendmail Configuration File After an Upgrade .....	21
<b>Appendix A. Overview of the Parallels Pro Control Panel System Checker</b>	<b>22</b>
Interpreting the Results of the Check .....	23
<b>Appendix B. Reviewing Customizations</b>	<b>24</b>
Customizations That Do Not Require Pre-upgrade or Post-upgrade Actions .....	24
Customizations That Require Pre-upgrade or Post-upgrade Actions .....	25
Bind-mounting directories under a site's file system .....	25
Files modified in /usr/lib/opcenter/bind/named_conf_zone.tmpl .....	25
PHP binaries installed over files owned by the PHP RPMs .....	26
Modifications made to the non-config files owned by the RPM database replaced during the upgrade .....	26
Modifications made to the file /var/www/html/index.shtml .....	26
Modifications made to the file /etc/php.ini .....	27
Modifications made to the files /etc/httpd/conf/virtual/site<n> .....	27
Modifications made to the files /etc/proftpd/site<n> or /etc/proftpd/site<n>.anonftp .....	27
Modifications made to the file /etc/logrotate.conf .....	27
Modifications made to the default Service Plans .....	28
Sites that use Microsoft FrontPage Server Extensions in an inconsistent state .....	28

# Preface

## In this chapter:

Typographical Conventions .....	4
Feedback .....	5

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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>
<b>Special Bold</b>	Items you must select, such as menu options, command buttons, or items in a list.	Go to the <b>System</b> tab.
	Titles of chapters, sections, and subsections.	Read the <b>Basic Administration</b> 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 <a href="http://docs/common/licenses">http://docs/common/licenses</a> directory.

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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

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## 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 10.3.6 for Linux (formerly known as Ensim Pro) from version 10.3.5. For simplicity, Parallels Pro Control Panel 10.3.6 for Linux is referred to as “Parallels Pro Control Panel” throughout the document.

Parallels Pro Control Panel supports the following operating systems:

- CentOS 5.0 - 5.7 (i386 and x86\_64)
- CentOS 4.0 - 4.9 (i386 and x86\_64)
- RedHat Enterprise Linux 5.0 - 5.7 (i386 and x86\_64)
- RedHat Enterprise Linux 4.0 - 4.9 (i386 and x86\_64)
- Fedora Core 6 (i386 and x86\_64)
- Fedora Core 4 (i386 only)

# 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.....	7
Upgrade Checklist.....	9

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## Minimum Requirements

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

Requirements	Description								
File system	EXT3  <b>Important:</b> 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.	<table> <tr> <td>/</td> <td>5 GB or more</td> </tr> <tr> <td>/usr</td> <td>5 GB or more</td> </tr> <tr> <td>/swap</td> <td>Twice the size of RAM</td> </tr> <tr> <td>/var</td> <td>4 GB or more</td> </tr> </table> 20 GB or more (depending on the number of sites you want to host)  <b>Important:</b> Do not create <code>/home/virtual</code> on a separate partition. The Site Administrator dashboard reports incorrect disk usage if the directory is created on a separate partition.	/	5 GB or more	/usr	5 GB or more	/swap	Twice the size of RAM	/var	4 GB or more
/	5 GB or more								
/usr	5 GB or more								
/swap	Twice the size of RAM								
/var	4 GB or more								
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
License	<p data-bbox="624 302 1326 365">Ensim Control Panel 10.0.0-10.3.0 or Parallels Pro Control Panel 10.3.x license</p> <hr/> <p data-bbox="624 396 1326 528"><b>Note:</b> Parallels Pro Control Panel 10.3.6 does not require you to purchase a new license. When you upgrade, Parallels Pro Control Panel uses the license installed on version 10.3.5.</p> <hr/>
Other requirements	"root" user access



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# Upgrade Checklist

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

1. Have you backed up the hard disk?

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**Note:** Before upgrading, back up the entire hard disk to prevent loss of data if the upgrade fails.

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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

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` utility to register the server with RHN.

4. 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.

5. Are all sites in a consistent state?

To verify site status:

1. Log in to the Server Administrator control panel.
2. On the left navigation bar, click **Site Manager**.
3. 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 (<http://kb.parallels.com/en/products/ensimprolinux>).

6. 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).

# Upgrading to Parallels Pro Control Panel 10.3.6

The following section provides instructions for upgrading to Parallels Pro Control Panel 10.3.6 from version 10.3.5.

## Supported operating systems:

- CentOS 5.0 - 5.7 (i386 and x86\_64)
- CentOS 4.0 - 4.9 (i386 and x86\_64)
- RedHat Enterprise Linux 5.0 - 5.7 (i386 and x86\_64)
- RedHat Enterprise Linux 4.0 - 4.9 (i386 and x86\_64)
- Fedora Core 6 (i386 and x86\_64)
- Fedora Core 4 (i386 only)

## In this chapter:

Estimated Upgrade Time.....	12
Upgrade Instructions.....	13
Upgrading Parallels Pro Control Panel Installed from Virtuozzo Containers .....	17
Troubleshooting Upgrade or Installer Issues .....	18

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## 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).

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**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.

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# Upgrade Instructions

This section provides instructions for upgrading to Parallels Pro Control Panel 10.3.6. 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 10.3.5, as described in the Upgrade Guide for the corresponding release.
3. Obtain the installer script `ensim-installer.py` from the Parallels Pro Control Panel download page (<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ensim-installer.py>).
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 -n <admin_username> -p <admin_passwd>
-m <admin_email> <installation_files_source> <os_update_repository>
```

Below is the list of options of Parallels Pro Control Panel installer. Default values, if available, appear in [].

Option	Description
<code>-h, --help</code>	Show this help message and exit.
<code>-V VERSION_TO_INSTALL, --version-to-install=VERSION_TO_INSTALL</code>	Version of PPCPL that will be installed or upgraded to.  <b>Note:</b> Do not use this option with '-E' option. You cannot specify version when use '-E' option.
<code>-B BUILD_TO_INSTALL, --build-to-install=BUILD_TO_INSTALL</code>	Build number of PPCPL that will be installed or upgraded to.  <b>Note:</b> Do not use this option with '-E' option. You cannot specify version when use '-E' option.
<code>-n ADMINNAME, --adminname=ADMINNAME</code>	ISP Administrator's user name (not applicable for upgrades).

<code>-p ADMINPASS, --adminpasswd=ADMINPASS</code>	ISP Administrator's password (not applicable for upgrades).
<code>-m ADMINEMAIL, --adminemail=ADMINEMAIL</code>	ISP Administrator's email (not applicable in upgrades). All notifications will be sent to the provided email address. Please note that you will not be able to receive notifications of critical failures if you do not provide a valid email address.
<code>--assume-yes</code>	Assume yes as the answer if prechecks are performed. This flag is ignored if prechecks are not performed (when using the <code>-s</code> option).
<code>-c, --cdrom</code>	If specified, searches for Parallels Pro Control Panel rpms on the CD-ROM.
<code>-e EMAIL, --email=EMAIL</code>	Address to which any installation logs should be sent.
<code>-k LICKEY, --key=LICKEY</code>	Provide the license key. This is optional and can be performed after installation.
<code>-E ENSIM_REPOS, --ensim-source=ENSIM_REPOS</code>	<yum baseurl>: A yum-style baseurl pointing to a yum repository for the PPCPL Control Panel rpms. [ <a href="http://download.pro.parallels.com/ensim/apt/ensim/EPL/&lt;version&gt;/i386/rhel.4ES.12/RPMS.lwp">http://download.pro.parallels.com/ensim/apt/ensim/EPL/&lt;version&gt;/i386/rhel.4ES.12/RPMS.lwp</a> ]
<code>--exclude=EXCLUDE_RPMS</code>	<pkg1,pkg2,...>: A comma-separated list of packages that should be excluded from consideration when upgrading/installing.
<code>-f FTP_SERVER, --ftp-server=FTP_SERVER</code>	<FTP server>: The name of an FTP server that has the same directory structure as the PPCPL FTP server. Any base URLs not specified in the command line will use this server. [ <a href="http://download.pro.parallels.com">download.pro.parallels.com</a> ]
<code>--ftp-pass=FTP_PASS</code>	<password>: The password to use when accessing data on the FTP server. Any base URLs not specified in the commandline will use this password.

<code>--ftp-user=FTP_USER</code>	<user>: The user name to use when accessing data on the FTP server. Any base URLs not specified in the command line will use this user name. [ftp]
<code>-o OS_REPOS, --os-source=OS_REPOS</code>	<yum baseurl>: A yum-style base url pointing to a yum repository for the operating system rpms.
<code>-d, --skip-mirrors</code>	If specified, this option will disable the default behaviour of pulling mirrors to solve dependencies.
<code>-s, --skip-checker</code>	If specified, no prechecks are performed.
<code>-u UPDATES_REPOS, --updates-source=UPDATES_REPOS</code>	<yum baseurl>: A yum-style base url pointing to a yum repository for any operating system updates.
<code>-a EXTRAS_REPOS, --extra-source=EXTRAS_REPOS</code>	<yum baseurl>: A yum-style baseurl pointing to a yum repository for any operating system updates.
<code>-x INTERFACE, --interface=INTERFACE</code>	<interface>: An interface (eth0/eth1/wan0 ) that will be set.
<code>--updater=UPDATER</code>	Specify the updater tool to use. (yum, up2date) [yum].
<code>--force</code>	this option is possible to be used with -E option to force install script to work with PPCPL version/build which are not supported by the script. Additionally, it is possible to specify this option to re-install the version which is already installed to the system.

### Examples

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 -nadmin -ppasswd -m example1@example.com
```

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).

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**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 10.3.6` 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`

---

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, 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 10.3.6 if you have already installed it before upgrading the operating system.

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# Upgrading Parallels Pro Control Panel Installed from Virtuozzo Containers

➤ ***To upgrade Parallels Pro Control Panel installed from Virtuozzo Containers:***

1. Download the respective Parallels Pro Virtuozzo Container Template:

- CentOS 5 i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-5-x86-ez-4.0.0-27.parallels.noarch.rpm>
- CentOS 5 x86\_64:  
[http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-5-x86\\_64-ez-4.0.0-27.parallels.noarch.rpm](http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-5-x86_64-ez-4.0.0-27.parallels.noarch.rpm)
- CentOS 4 i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-4-x86-ez-4.0.0-27.parallels.noarch.rpm>
- CentOS 4 x86\_64:  
[http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-4-x86\\_64-ez-4.0.0-27.parallels.noarch.rpm](http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-centos-4-x86_64-ez-4.0.0-27.parallels.noarch.rpm)
- RHEL5 i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-el5-x86-ez-4.0.0-27.parallels.noarch.rpm>
- RHEL5 x86\_64:  
[http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-el5-x86\\_64-ez-4.0.0-27.parallels.noarch.rpm](http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-el5-x86_64-ez-4.0.0-27.parallels.noarch.rpm)
- RHEL4 ES i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-es4-x86-ez-4.0.0-27.parallels.noarch.rpm>
- RHEL4 AS i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-as4-x86-ez-4.0.0-27.parallels.noarch.rpm>
- RHEL4 AS x86\_64:  
[http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-as4-x86\\_64-ez-4.0.0-27.parallels.noarch.rpm](http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-redhat-as4-x86_64-ez-4.0.0-27.parallels.noarch.rpm)
- FC6 i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-fedora-core-6-x86-ez-4.0.0-27.parallels.noarch.rpm>
- FC6 x86\_64:  
[http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-fedora-core-6-x86\\_64-ez-4.0.0-27.parallels.noarch.rpm](http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-fedora-core-6-x86_64-ez-4.0.0-27.parallels.noarch.rpm)
- FC4 i386:  
<http://download.pro.parallels.com/ensim/apt/ensim/EPL/10.3.6/ez/ppcpl10-fedora-core-4-x86-ez-4.0.0-27.parallels.noarch.rpm>

## 2. Run the update command:

```
# vzpkg update template -f <template_package>
```

where <template\_package> is the rpm of the necessary Virtuozzo Container template

## 3. Get the metadata of the updated template:

```
# vzpkg update metadata --remote <OS_template_name>
```

where <OS\_template\_name> is the Operating System to which the template is installed (for example, redhat-el5-x86\_64)

## 4. Update the template for required container(s):

```
# vzpkg update <CT_ID> ppcp110
```

where <CT\_ID> is the container ID

---

## 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/ensim/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 <code>/etc/sysconfig/network</code> . The host name must be a fully qualified domain name. See the following example.  <b>Incorrect:</b> myhost  <b>Correct:</b> myhost.mydomain.com

Symptom	Description	Solution
During upgrade, the following message is displayed: check_hostname <FAILED>	The host file is incorrect.	The file <code>/etc/hosts</code> 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.  <b>Example</b> <pre>---/etc/hosts begin file-- 127.0.0.1 localhost.localdomain localhost 1.2.3.4 myhost.mydomain.com myhost ---/etc/hosts end file--</pre> 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 Parallels Pro Control Panel FTP server.  Error initializing setup.	Ensure that your server is connected to the Internet.
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 .....	20
Regenerating the Sendmail Configuration File After an Upgrade.....	21

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## 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
```

# 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.....	23
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## 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

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**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 13).

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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.

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**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.

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## In this chapter:

Customizations That Do Not Require Pre-upgrade or Post-upgrade Actions .....	24
Customizations That Require Pre-upgrade or Post-upgrade Actions .....	25

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## 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



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## 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

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**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`.

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- 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.tpl`

- Pre-upgrade action required?

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

- 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.tpl.
```

## 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
```