Installing and Setting Up WEBppliance 3.0 for Windows

November 25, 2002

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About this guide

Introduction

This document covers information about installing and setting up
Ensim® WEBppliance™ 3.0 for Windows® on a Microsoft® Windows® 2000 server.

Chapters in this guide include the following:

- Chapter 1, "Welcome to Ensim WEBppliance 3.0 for Windows"

  This chapter provides information on WEBppliance 3.0.

- Chapter 2, "Preparing to install"

  This chapter provides information about the system and other requirements needed for installing and accessing WEBppliance 3.0.

- Chapter 3, "Installing WEBppliance 3.0 for Windows"

  This chapter provides information on installing WEBppliance 3.0.

- Chapter 4, "Setting up and logging on to WEBppliance 3.0 for Windows"

  This chapter provides information on setting up and logging on to the WEBppliance 3.0 administrative interface.

- Chapter 5, "Troubleshooting WEBppliance installation issues"

  This chapter provides troubleshooting information about WEBppliance installation issues.

- Appendix A, "Silent installation of WEBppliance 3.0 for Windows"

  This appendix provides information about performing a silent or unattended installation using an INI file.

- Appendix B, "Configuring network settings"

  This appendix provides information about changing the network settings of the WEBppliance server.

Intended audience

The intended audience for this guide includes system administrators, technical support staff of Internet service providers (ISPs) and their resellers, or anybody who wants to host Web sites on a Windows 2000 server using Ensim WEBppliance 3.0 for Windows.

Required skills

To use this guide, you need to be familiar with the Windows 2000 platform as well as general Internet applications. In addition, you should have some or all of the following skills.

- Experience of using Microsoft Windows 2000 Server operating system
- Experience with networking applications
- Understanding of system security
- Understanding of DNS

Related documentation

For additional information about installation issues and help with product functions refer to the following:

- *Ensim WEBppliance 3.0.2 for Windows Release Notes*
- *Ensim WEBppliance 3.0 for Windows Online Help*

Document conventions

Throughout this guide, specific fonts are used to identify computer input, output, and interface elements. Table 1 lists the typographic conventions used in this guide.

Table 1.   Typographic conventions

Appearance of text	How it is used
Narrow bold text (sans serif font)	Used for button names, column names, field names, file names, keystrokes, menu items, and path names. *Example:* From the **File** menu, choose **Delete**, then click **OK**.
Bold, italic text (serif font)	Used for information you type. *Example:* Type **cd** *<directory name>* on the command line.
Courier (typewriter-style) font	Used for system messages and screen text. *Example:* The following message is displayed: `The server has been added.`

Key information is sometimes displayed using special headings and formats to make it stand out from regular text. The following special headings are used in this guide:

Tip: Information to help you perform procedures

Note: Supplemental information about tasks or concepts

Important: Supplemental information that is more important than a note

Caution: Warnings about potential damage to data or systems

Procedures and examples require special headings that are wider to accommodate the unindented text that follows them. The following procedure and example headings are used in this guide:

Procedure: Opening text to introduce a procedural task

1

Example: Example text appears here

Feedback and support

If you have successfully installed Ensim WEBppliance 3.0 for Windows and logged on to your Appliance Administrator user interface, you can begin using the appliance to manage your Web hosting tasks.

If you have not been able to successfully install Ensim WEBppliance 3.0 for Windows, or have installed the application but are experiencing problems logging on to your Appliance Administrator user interface, please contact Ensim for technical assistance.

To take advantage of Ensim's support services or to find technical information quickly, visit the Ensim support page at http://support.ensim.com.

To obtain the latest product documentation or to utilize Ensim's self-help resources, visit the Ensim product support page at http://www.ensim.com/support/wwp/index.html.

If you need additional online support, or if you would like to provide feedback about Ensim documentation, please enter a CaseConnect ticket at https://onlinesupport.ensim.com.

Welcome to Ensim WEBppliance 3.0 for Windows

Introduction

WEBppliance 3.0 for Windows transforms a Windows 2000 server into a powerful Web hosting appliance. The software appliance, called WEBppliance 3.0, provides separate browser-based user interfaces for four levels of users and allows them to easily manage their Web hosting administrative tasks.

The intuitive, user-friendly GUI of WEBppliance allows you to perform common Web hosting administrative tasks quickly and easily. This translates to lower administrative costs and time, freeing you to concentrate on strategic matters.

The four management levels are as follows:

- Appliance level
- Reseller level
- Site level
- User level

Appliance level

The appliance level of administration is designed for whomever owns the server hardware or has remote access to the server. As the appliance owner, you are called the Appliance Administrator and perform the following tasks.

- Setting up the server with Web hosting capabilities
- Configuring the server applications (services)
- Creating and managing Resellers
- Creating new domains
- Managing existing domains
- Customizing the interface
- Automating frequently-performed administrative tasks

You manage appliance level tasks through the Appliance Administrator interface.

Reseller level

The reseller level of administration is designed for individuals or businesses who want to buy sites from the Appliance Administrator and resell them to individual customers without actually owning or maintaining hardware and software. The reseller owner is called the Reseller Administrator and performs the following tasks.

- Creating new domains
- Managing existing domains
- Customizing the interface

The Reseller Administrator cannot perform operating system level tasks like starting and stopping services. Reseller level tasks are managed through the Reseller Administrator interface.

Site level

The site level of administration is designed for individuals and businesses who want to manage their sites. The site owner is called the Site Administrator and performs the following tasks.

- Uploading the domain data
- Managing enabled server applications
- Setting up security features for the Web site
- Managing site email and FTP capabilities
- Monitoring site usage and traffic
- Working with the directories and files of the site

Site level tasks are managed through the Site Administrator interface.

User level

The user level of administration is designed for subscribers who want to manage their email accounts on an individual site. The subscriber is called the User Administrator and performs the following tasks.

- Viewing and maintaining account contact information
- Setting email options such as adding email forwards and auto responder
- Accessing Web-based email over the Internet

User level tasks are managed through the User Administrator interface.

Features

Ensim WEBppliance 3.0 for Windows has the following features.

- Reseller level

  This new level of administration allows you to expand your customer base by selling a group of sites to resellers, who in turn can sell single sites to their customers.

- Disk quota monitoring

  Actively monitor the disk quotas allocated to sites and Resellers.

- Web-based email

  Site users can send and receive Web-based email through the Internet.

- Email notification

  The Appliance Administrator receive an email notification whenever resellers or sites exceed the allocated disk quota.

- Mass email notification

  Send a single email to multiple Reseller or Site Administrators.

- Customizable navigation bar

  Customize the left navigation bar of the user interface.

- Customize IIS error pages

  Customize IIS error pages by mapping error numbers to a file or an URL.

- Logo customization

  Easily replace the interface logo with your custom logo, without restarting WEBppliance or any other service.

- Color schemes

  WEBppliance now has four pre-defined color schemes. Choose the scheme of your choice without restarting WEBppliance or any other service.

- Shortcuts page

  A shortcuts page has been added to all four levels of administration for easy access to commonly performed administrative tasks.

- Online help

  The new online help system provides instant access to searchable help about WEBppliance topics and tasks for each level of administration.

- Automated MailMax installation

  The MailMax module used for email management is installed automatically.

- Auto logon as Site Administrator

  Log on as the Site Administrator for a site from within the Appliance Administrator interface.

- Services

  WEBppliance 3.0 includes the following services.

  - ActivePerl 5.6.1.626
  - Analog 4.13
  - File Manager
  - Microsoft FrontPage® Server Extensions 2002
  - IIS FTP Server 5.0
  - IIS Web Server 5.0
  - ISC BIND 8.3.1
  - MailMax Mail Server 4.8 SE
  - MailMax/WEB 4.0
  - MySQL 3.23.46a
  - ODBC
  - PHP 4.1.2
  - Urchin Dedicated 3.316r3

Preparing to install

This chapter describes the preparation required before installing WEBppliance 3.0, including system, Web browser, license, and other requirements.

Important: This guide provides instructions about installing WEBppliance 3.0 and its patches, namely, the WEBppliance 3.0.1 Patch and the WEBppliance 3.0.2 Patch.

If you have already installed WEBppliance 3.0, we recommend that you apply both the patches now. If you haven't installed WEBppliance 3.0, we recommend you apply both the patches immediately after installing WEBppliance 3.0. These patches incorporate new features, and address security issues and customer feedback. For information about installing the patches, see the topic "Installing the WEBppliance patches" on page 3-8. For additional information about the patches see the document *WEBppliance 3.0.2 for Windows Release Notes*.

Before you start using WEBppliance 3.0 for Web hosting tasks, ensure that the WEBppliance version is 3.0.2 by applying both the patches. This will enable you to take advantage of the many new features of WEBppliance. To verify the WEBppliance version, log on to WEBppliance as the Appliance Administrator and see the text at the top bar of the interface. It should display the WEBppliance version number as 3.0.2. For information about logging on as the Appliance Administrator see the topic "Logging on as the Appliance Administrator" on page 4-3.

Figure 2-1 provides an overview of the steps involved in the installation process. Please review these steps before you start.
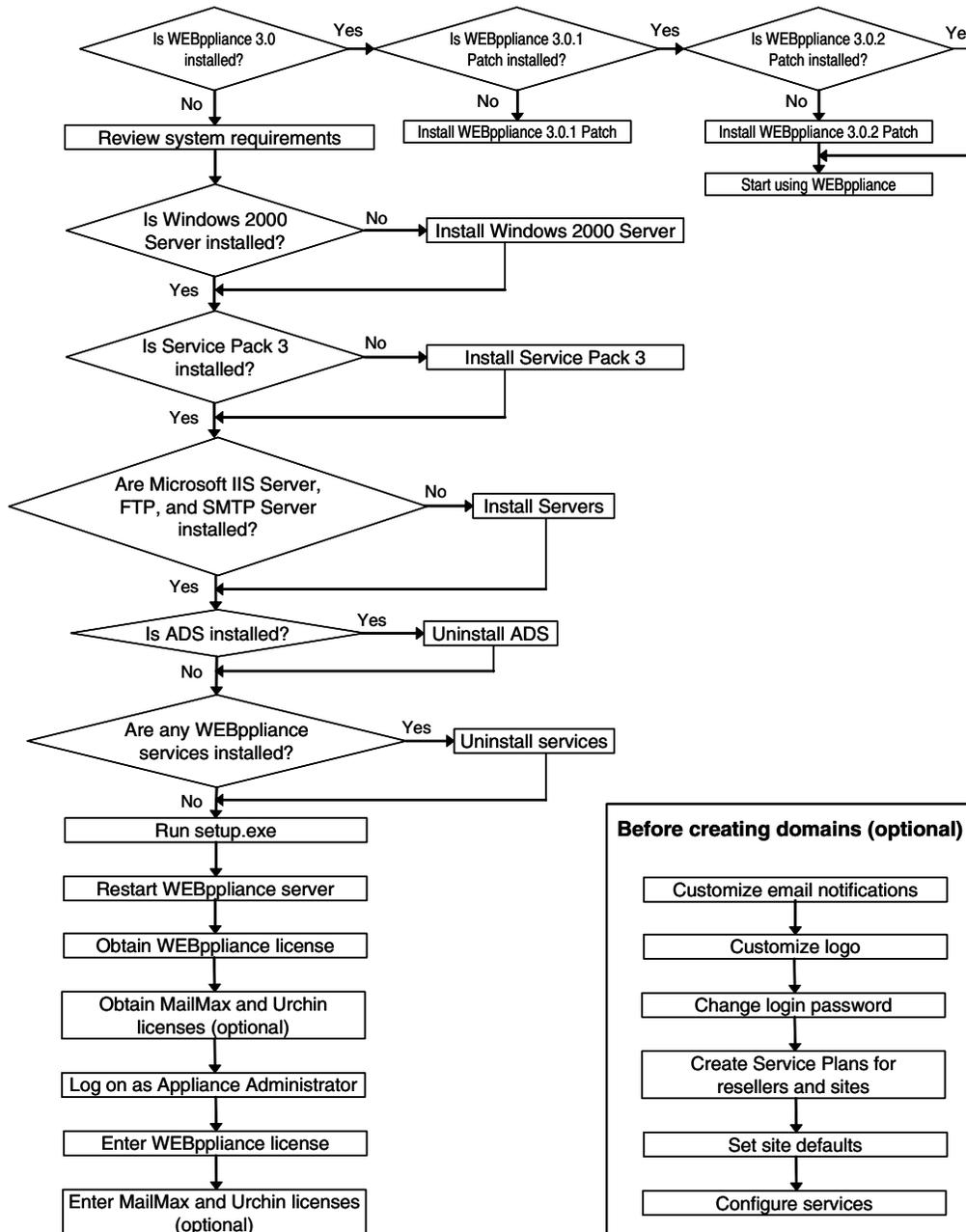

Figure 2-1.   Overview of the installation process

Process checklist before running setup.exe

Table 2-1. Installation process checklist

STEP	PAGE NUMBER (in this guide)	CHECK
Read the Installation Guide completely	- -	
Install Microsoft Windows 2000 Server Operating System	2-4	
Check if free disk space is greater than 600 MB	2-4	
Check if all drives are NTFS and the system drive is C:	2-7	
Install Microsoft IIS FTP Server	2-5	
Install Microsoft FTP and SMTP Server	2-5	
Install Windows 2000 Server Service Pack 3	2-5	
Check if you have Administrator user access to Windows 2000	2-5	
Check if Microsoft Internet Explorer version is 5.0 and not higher	2-6	
Check if DNS is correctly configured for WEBppliance 3.0 for Windows	2-5	
Check that Active Directory Services (ADS) component is not installed	2-6	
Check if the system date and time is correct	2-7	
Back-up existing data and customizations on the server	2-8	
Find network settings and note them down	2-7	
Obtain WEBppliance 3.0 for Windows license	2-9	
Obtain MailMax licenses (optional)	2-10	
Obtain Urchin license (optional)	2-10	

Before you begin

When you install Ensim WEBppliance 3.0 for Windows, you have to provide information about network settings and the drive location for setup and data files. To ensure a successful installation, you should complete or verify the following tasks before you install WEBppliance 3.0.

• Make sure your hardware, software, and browser components meet the minimum requirements

• Obtain network information

• Back up your current files, existing domain data, or any product specific customizations of services/programs

> **Important:** Uninstallation of WEBppliance 3.0 is not supported; for more information see the topic Uninstallation of WEBppliance 3.0.

System requirements

The following sections list the minimum hardware, software, and browser requirements for installing and accessing Ensim WEBppliance 3.0 for Windows.

Hardware

Table 2-2 lists the minimum hardware requirements.

Table 2-2. Hardware requirements

Operating system	Processor	Memory (RAM)	Free Disk space	File System
Microsoft Windows 2000 Server or Advanced Server	Intel® Pentium® III 500 MHz or higher	256 MB of RAM; 512 MB of RAM is recommended	600 MB	NTFS System drive C:
Important: Please verify that the disk uses the NTFS file system and the system drive is C:. The data drive can be C: or any other partition/drive.				

Software

Table 2-3 lists the minimum software requirements.

Table 2-3. Software requirements

- Microsoft Windows 2000 Server or Advanced Server
- Windows 2000 Server Service Pack 3. The minimum requirement is Service Pack 2, however, we recommend using Service Pack 3. For information about, or to download Windows 2000 Service Pack 3 (SP3), access the following URL.

  http://www.microsoft.com/windows2000/downloads/servicepacks/sp3/default.asp
- Administrator user access

Important: You must keep your administrator user password handy. This is the password you set at the time of the Windows 2000 operating system installation. You will need the password to log on as Appliance Administrator and use Ensim WEBppliance 3.0 for Windows at the Appliance level.

- Microsoft Internet Information Server (IIS) 5.0, installed by default with the Microsoft Windows 2000 Server.
- Microsoft FTP Server
- Microsoft SMTP Server
- IP addresses, DNS entries, and reverse DNS entries for all servers

Important: You must ensure that DNS is correctly configured for Ensim WEBppliance 3.0 for Windows. This means that you must have an Address (A) record for WEBppliance 3.0 in your DNS system. An Address (A) record maps a Fully Qualified Domain Name (FQDN) to an IP address within the zone. It creates forward or host name-to-address mapping and enables you to access WEBppliance 3.0 using a host name rather than an IP address.
The following is an example of an Address (A) record.
webserver.domain.com   A   10.11.12.13
For more details, please consult your System Administrator.

Important: We recommend that you install Windows 2000 Server Service Pack 3 prior to WEBppliance 3.0 installation and later WEBppliance 3.0.2 Patch after successful installation of WEBppliance 3.0. If Service Pack 3 is installed, the WEBppliance 3.0.2 Patch is required for SSL to work. For more information about installing the WEBppliance 3.0.2 Patch, see the topic "Installing the WEBppliance patches" on page 3-8.

Web browser requirements

To access Ensim WEBppliance 3.0 for Windows, you need one of the following browsers, with cookies enabled.

- Microsoft Internet Explorer, version 5.0 and later

Important: If you are using Internet Explorer, please ensure that you are at version 5.0 before you install WEBppliance 3.0. Some hot fixes may automatically upgrade Internet Explorer to a version higher than 5.0. If you have a version higher than 5.0, such as 5.5 or 6.0, you need to revert back to 5.0.
You can upgrade Internet Explorer to a version higher than 5.0 and install the hot fixes after successful installation of WEBppliance.

- Netscape®, version 6.2

Other versions and browsers have either not been tested, or are incompatible with Ensim WEBppliance 3.0 for Windows.

Note: The user interface is best viewed in Microsoft Internet Explorer, version 5.0 and later with a 1024 X 768 screen resolution and 256 colors.

Other requirements

Windows 2000 requirements

You need to make sure that your Microsoft Windows 2000 Server operating system conforms to the following:

- Active Directory Services (ADS) component is not installed
- The server is not a Domain Controller

If you are installing WEBppliance 3.0 on a server with ADS present, the installation will abort. You need to remove ADS before continuing with WEBppliance installation. Since removing ADS does not restore the server to its original state, we recommend you re-install Windows 2000 before continuing with the WEBppliance installation. Please read the related Microsoft documentation to understand the implications of removing ADS and its effect on other components of Windows 2000 or any other installed programs.

System date and time

Before proceeding with the installation ensure that your system date and time is accurate. If the system date or time is incorrect, or you change the system date or time after installation of WEBppliance 3.0, the WEBppliance 3.0 for Windows license may become invalid. The system date and time should always be greater than the time stamp of the license (determined by the date and time when you received the license from Ensim or downloaded it).

Installation drive paths

The WEBppliance 3.0 installation has the following drive dependencies.

- All drives where WEBppliance program and data files are stored must have the NTFS file system
- Installation can be done only on C:\, which must be the system drive
- Data files can be stored on any NTFS partition/drive

Network settings

You can enter the network settings of the server while installing WEBppliance. However, if your server is not connected to a network at this time or if the network card is not present, you can choose to configure the settings later. You cannot create domains without entering valid network settings. For more information about network settings, refer to the appendix, Appendix B, "Configuring network settings".

Services installed by WEBppliance 3.0

WEBppliance 3.0 installs the following services.

- ActivePerl 5.6.1.626
- Analog 4.13
- Cygwin 1.3.1-1
- ISC BIND 8.3.1
- MailMax Server 4.8 SE
- MailMax/WEB 4.0
- Microsoft FrontPage Server Extensions 2002
- MySQL 3.23.46a
- PHP 4.1.2
- Python 1.5.2
- Urchin Dedicated 3.3

- Zope 2.2.0

- OpenSSH 2.5.2 (installed by the WEBppliance 3.0.1 Patch)

If you have any of these services installed on your server, we recommend you uninstall them before continuing with the WEBppliance 3.0 installation.

Important: Do not uninstall MailMax or its components even if you do not intend to use MailMax as your mail server. Doing so may result in improper functioning of WEBppliance or render WEBppliance unusable. For more information access the following URL:
http://onlinesupport.ensim.com/TWKB/ViewCase.asp?QSRuleID=69&QS=S

Software installation order for a new server

If you are installing WEBppliance 3.0 on a new server, we recommend the following installation order.

- Install Windows 2000 Server or Advanced Server

- Install Microsoft FTP Server and SMTP Server

- Install Windows 2000 Server Service Pack 3

- Install WEBppliance 3.0

- Install WEBppliance 3.0.1 Patch

- Install WEBppliance 3.0.2 Patch

Existing domains

If your Windows 2000 physical server already has domains, they will not be migrated to WEBppliance and thus will not be listed or controlled through the WEBppliance user interface. We recommend that you do not use services installed by WEBppliance 3.0 for your existing domains through manual tweaking of any services. This may result in improper functioning of WEBppliance.

Backing up data and settings

As uninstallation of WEBppliance is not supported, we recommend you back up any data you have on your server. This also includes any customization you have may have done for Windows 2000 and any other existing services and programs.

Uninstallation of WEBppliance 3.0

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Important: Uninstallation of WEBppliance 3.0 is not supported.

Depending on the state of your Windows 2000 server, you may encounter the following two cases.

- Your server contains existing domain data

  In this case you must back up the existing domain data and then reinstall Windows 2000 Server and WEBppliance 3.0. If this data is of domains created on an existing WEBppliance 3.0 server, the domain data location is the path you selected during installation of WEBppliance 3.0.

- Your server does not contain domain data

  In this case you can directly reinstall Windows 2000 Server and WEBppliance 3.0.

For more information about reinstalling Windows 2000, see the related Windows 2000 documentation.

License information

You need valid licenses for using the following components of WEBppliance 3.0.

- WEBppliance 3.0
- MailMax SE and MailMax/WEB 4.0
- Urchin 3.3 Dedicated

For additional information about obtaining the licenses and entering them into WEBppliance see the Appliance Administrator Online Help topic, *Appliance -> License Manager*.

WEBppliance 3.0

The license type determines the number of domains that can be created and the period for which WEBppliance can be used. There are two types of licenses:

- A 30 day evaluation license for 5 domains. This evaluation license includes a 14 day trial of MailMax.
- A registered license for a pre-determined number of domains (100, 250, 500, and so on) with unlimited resellers, mailboxes, and users. This license includes a 14 day trial of MailMax as well.

For more information, see "Obtaining a WEBppliance 3.0 license" on page 4-1.

MailMax SE and MailMax/WEB 4.0

MailMax is used by WEBppliance 3.0 for email management. MailMax/WEB is used to access email through a Web browser- based interface. The licenses shipped with WEBppliance are Demo licenses valid for a period of 14 days. After the licenses expire some MailMax functions and Web Mail do not work. After expiry of the 14 day period MailMax cannot be re-installed on a server with the same IP address as before.

For more information, see
"Obtaining license keys for MailMax and MailMax/WEB" on page 4-2.

Urchin 3.3 Dedicated

Urchin is a report generation tool used by WEBppliance 3.0 to create detailed graphical and analytical Web site usage reports.

You must enter a valid licensing key for Urchin in order to generate reports. We recommend that you replace the existing urchin.exe with the patched version of the file available on the Ensim's FTP site.

Procedure: To patch the existing file:

1 Download **urchin.exe** from the following FTP location:

ftp.ensim.com/download/webppliance/windows/beta/3.0/urchin.exe

2 After installation of WEBppliance is complete, replace urchin.exe in "c:\Program Files\Urchin Dedicated 3.3" (assuming WEBppliance is installed in the default location) with the downloaded version.

For more information, see "Obtaining the license key for Urchin 3.3 Dedicated" on page 4-11.

Installing WEBppliance 3.0 for Windows

Introduction

This chapter includes information on installing Ensim WEBppliance 3.0 for Windows on a server having the Windows 2000 Server operating system. It also includes instructions about installing the WEBppliance 3.0.1 Patch and the WEBppliance 3.0.2 Patch.

WEBppliance 3.0 can be installed in two ways as follows:

- **Performing a normal installation**

  This type of installation is carried out by accessing the server through the console or terminal services. You need to provide input and make decisions during the installation.

- **Performing a silent installation**

  This installation uses an ini file, which contains all fields required for the installation. This method is recommended for OEM vendors and large ISPs who may need to install WEBppliance on more than one server. This method does not require any user intervention, apart from restarting the server at the end of the installation.

Performing a normal installation

This installation process brings up a number of windows. These windows contain some common buttons as follows:

- **Readme** – This opens the Readme.htm file in a browser window. This file contains installation, trouble shooting information, and known issues of WEBppliance 3.0.

  Important: This Readme.htm file is now obsolete. The latest information related to installation is included in this guide. Also see the document *WEBppliance 3.0.2 for Windows Release Notes*.

- **Back** – This takes you to the previous installation window. You can use this button to change or view any information entered in previous screens.
- **Next** – This takes you to the next installation screen.

Procedure: To perform a normal installation:

1 Log on as the Administrator to the server where you are installing WEBppliance and run the setup.exe file.

　　a If you have the WEBppliance 3.0 CD, insert the CD in your CD-ROM drive, click **Start -> Run**, enter the path of setup.exe on the CD, and click **OK**. For example, D:\setup.exe, where D: is the CD-ROM drive.

　　b If you have downloaded the setup.exe, click **Start -> Run**, enter the path of the setup.exe on the computer, and click **OK**. For example, C:\setup.exe.

　　　A window opens confirming whether you want to start the installation.
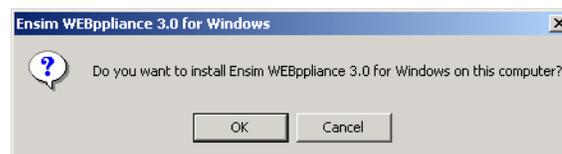
　　**c** To continue with the installation, click **OK**.

**2** In the Welcome window, click **Next >>**. To view an online version of this guide, click **Online Guide**.
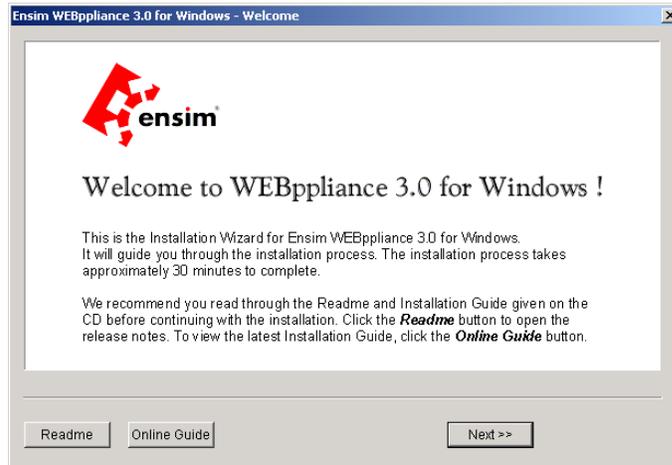
3 The Warning window shows a list of programs that must be uninstalled, if present, before proceeding with the installation. If any of these programs are installed on the server, cancel the WEBppliance installation by clicking **Cancel**, uninstall these programs, and then restart the installation by following Step 1. If none of these programs are installed, click **Next** to proceed with the installation.
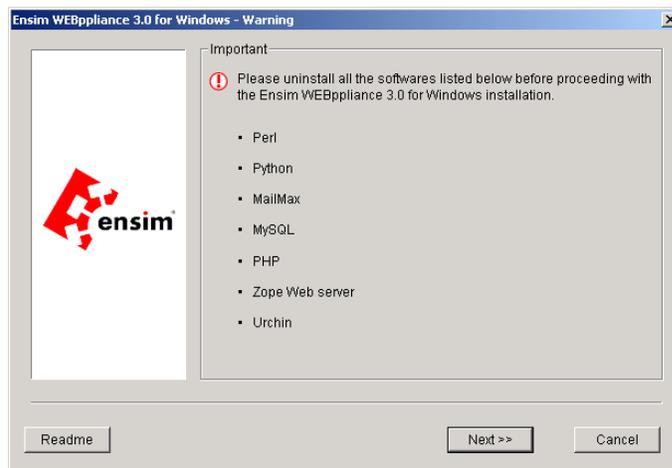
4   The next window is the License Agreement window. Read the contents of the license window carefully. You have to accept the agreement to continue with the installation. If you agree to the terms of the License Agreement, click **Accept**. If you do not agree with the License Agreement terms, click **Decline**. This cancels the installation.
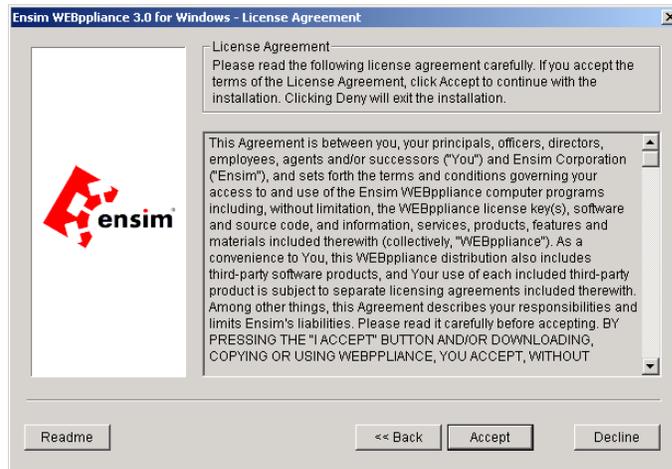

5   In the Customer Information window, enter your name, organization/company name, and email address in the respective fields. The Email Address field is mandatory and is used as the sender address in all email notifications. The other two fields are optional. After entering the information, click **Next**.
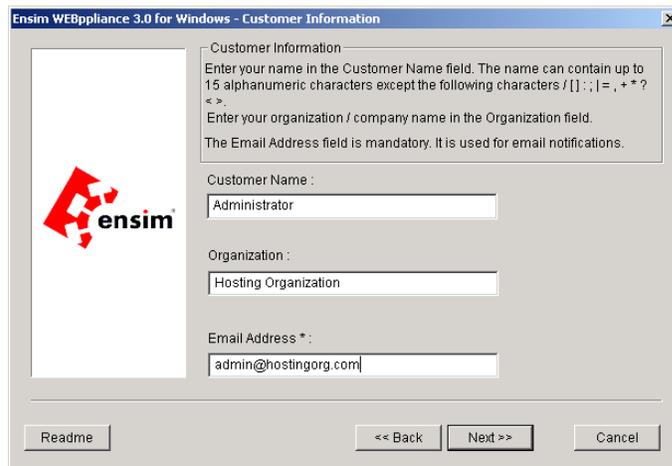
6 In the Program file location window, enter or select the location on the server where the WEBppliance program files will be installed. This must be a folder on the system drive C:, which must be a NTFS partition/drive. The program files cannot be located on any other drive. Click **Browse** to select the folder. Click **Next** to proceed with the installation.
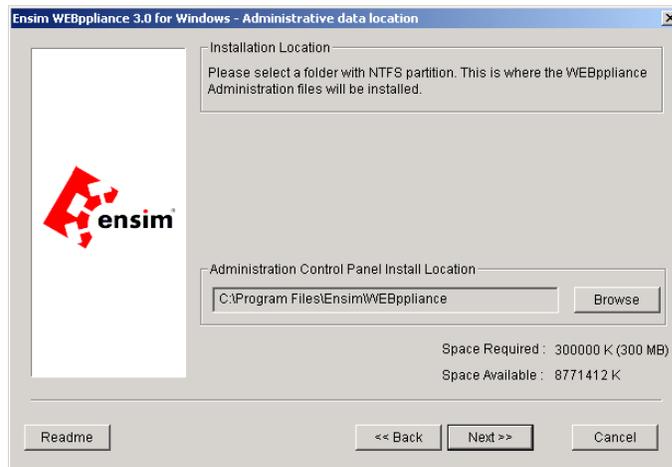
7 In the Site data location window, enter or select the location on the server where the domain data files will reside. This can be a folder on any NTFS drive. Click **Browse** to select the folder. Click **Next** to proceed.
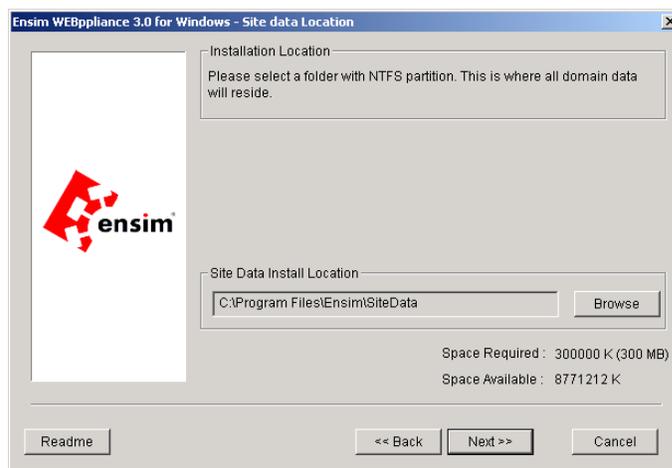

8 In the Network Settings window, enter the network settings of the server where you are installing WEBppliance, and click **Next**. These settings can also be entered later after WEBppliance installation, however, you must enter them before creating domains. To enter the settings later, click **Later**.

For more information about configuring the network settings later, see Appendix B, "Configuring network settings".

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Note: The network settings are automatically detected by the Installation Wizard. However, if the Installation Wizard does not detect the network settings or if the network card is not present, the Network Settings window will have blank fields. You can enter the values here now or skip the settings and configure them later after the installation is complete.
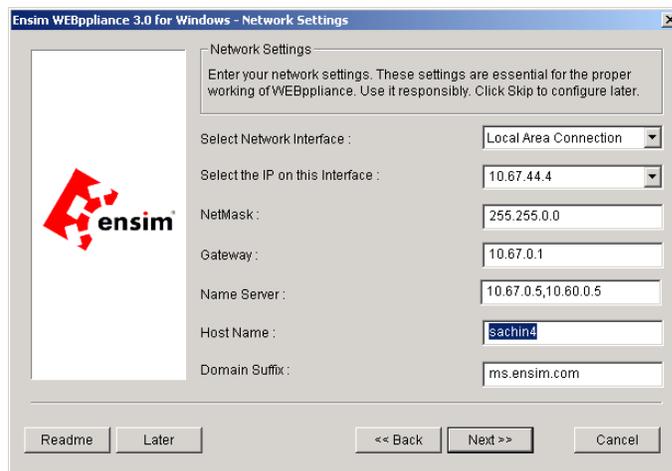
Enter/select values in the following fields.

❑ **Select Network Interface** – Select the network connection of the server, for example, Local Area Connection

❑ **Select the IP on this interface** – Select the primary IP address of the server corresponding to the selected network connection

❑ **NetMask** – Enter the net mask of the server

❑ **Gateway** – Enter the default gateway value

❑ **Name Server** – Enter the IP address of the name server; separate multiple addresses by a comma

You may face a problem with the network settings configuration during installation of WEBppliance 3.0 where the system does not accept the valid name server IP address.

As a workaround, in the Name Server field, enter the value as 10.67.0.5. After installation is complete, change the following string value in the registry to reflect the correct name server IP address:

"HKEY_LOCAL_MACHINE\SOFTWARE\Ensim\WEBppliance\applianceDns"

❑ **Host Name** – Enter the host name of the server, for example, sachin4

❑ **Domain Suffix** – Enter the domain suffix of the primary network adapter connection and not the server, for example, abc.organization.com

---

Important: By default, the Network Settings window displays the domain suffix of the server and not the network connection. Make sure you select the domain suffix of the network connection.

If you have more than one network adapter, see the appendix Appendix B, "Configuring network settings" for more information.

---

9 In the Ready to Install window, click **Install** to continue with the installation process. To review any of the settings, click **Back**. Click **Cancel** to cancel the installation process.
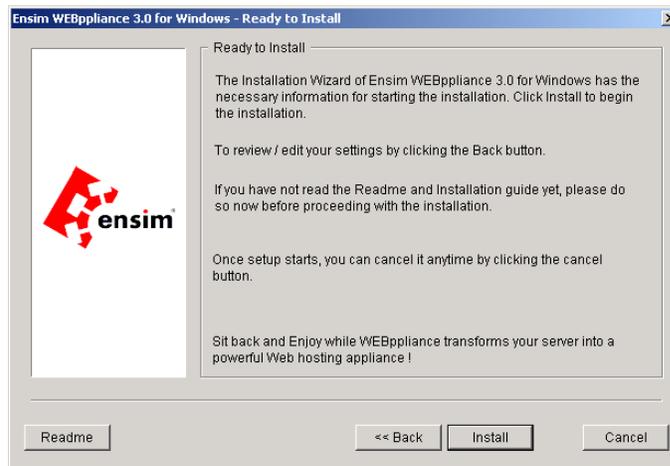
10 After the installation process is complete the server needs to be restarted. Click **Yes** to restart the server now or click **No** if you plan to restart the server later.

```
Ensim WEBppliance 3.0 for Windows                                    [x]

     (i)   Ensim WEBppliance 3.0 for Windows is successfully installed.
           The computer needs to be restarted for the changes to take effect.
           Do you want to restart the computer ?

                     [   OK   ]      [  Cancel  ]
```

📄

Important: You need to restart the server before creating domains.

Performing a silent installation

WEBppliance 3.0 for Windows supports silent or unattended installation. This feature is particularly useful for OEM vendors or large ISPs who may need to install WEBppliance 3.0 on a large number of servers.

The normal installation process requires user intervention at certain stages for input and decision making. This can be bypassed by using the silent installation method. For information and procedure about the silent installation, see the appendix Appendix A, "Silent installation of WEBppliance 3.0 for Windows".

Installing the WEBppliance patches

Since the release of WEBppliance 3.0, Ensim has released two patches for WEBppliance 3.0, namely, the WEBppliance 3.0.1 Patch and WEBppliance 3.0.2 Patch.

If you have already installed WEBppliance 3.0, we recommend that you apply both the patches now. If you haven't installed WEBppliance 3.0, we recommend you apply both the patches immediately after installing WEBppliance 3.0. These patches incorporate new features, and address security issues and customer feedback. For additional information about the patches see the document *WEBppliance 3.0.2 for Windows Release Notes*.

📄

Important: Make sure that you have successfully installed WEBppliance 3.0 before installing the patches by logging on to WEBppliance as the Appliance Administrator. For information about logging on as the Appliance Administrator see the topic "Logging on as the Appliance Administrator" on page 4-3.

This section describes what you need to do before you install the WEBppliance patches, as well as how to install the patches and confirm proper installation.

Preparation

The time required to install the patches is between 15-25 minutes for each patch. Before you begin the installation of the WEBppliance patches, obtain the patches from Ensim and copy the patch files to the WEBppliance server.

Installing the WEBppliance 3.0.1 Patch

Before installing the patch, ensure that you have successfully installed WEBppliance 3.0.

Procedure: To install the WEBppliance 3.0.1 Patch:

1 Copy the patch file **wwpupgrade301.exe** to a temporary directory on the WEBppliance server.

2 Connect to the WEBppliance 3.0 server using the console or through terminal services and log on as Administrator.

3 Run the file **wwpupgrade301.exe**, either from Windows Explorer, or through the command prompt.

The patch installs the required files and restarts the server at the end of installation.

Installing the WEBppliance 3.0.2 Patch

Before installing the patch, ensure that you have successfully installed the WEBppliance 3.0.1 Patch.

Procedure: To install the WEBppliance 3.0.2 Patch:

1 Copy the patch file **wwpupgrade302.exe** to a temporary directory on the WEBppliance server.

2 Connect to the WEBppliance 3.0 server using the console or through terminal services and log on as Administrator.

3 Run the file **wwpupgrade302.exe**, either from Windows Explorer, or through the command prompt.

The patch installs the required files and restarts the server at the end of installation.

Confirming proper installation

After installation is complete, log on to WEBppliance as the Appliance Administrator and see the text in the top bar of the interface. It should display the WEBppliance version number as 3.0.1 for the WEBppliance 3.0.1 Patch and 3.0.2 for the WEBppliance 3.0.2 Patch. For information about logging on as the Appliance Administrator see the topic "Logging on as the Appliance Administrator" on page 4-3.

Uninstalling the patches

Uninstallation of the patches is not supported.

Setting up and logging on to WEBppliance 3.0 for Windows

Introduction

Congratulations! You have successfully installed WEBppliance 3.0 for Windows.

Use your Web browser to access and set up WEBppliance 3.0, then log on as the Appliance Administrator, and manage tasks at the appliance level. You have to enter the WEBppliance 3.0 license the first time you log on.

After entering a valid WEBppliance 3.0 license and logging on as the Appliance Administrator, you can choose to enter the license information for MailMax and MailMax/WEB. You can also choose to obtain and register the license keys for Urchin.

Obtaining a WEBppliance 3.0 license

Both versions of WEBppliance, registered and evaluation, need a license before you can start using them.

Procedure: To obtain the appropriate license:

1   Open your Web browser.

2   In the address field of your Web browser, type the following URL: https://buy.ensim.com.

This will take you to the Ensim storefront.

3   Follow the instructions on the site to receive your WEBppliance 3.0 license.

Obtaining license keys for MailMax and MailMax/WEB

This procedure is optional. However, you need to obtain the licenses to continue using MailMax and MailMax/WEB after expiration of the 14 day evaluation period. You can obtain these licenses either from the Ensim storefront or from the SmartMax® Web site.

Requesting license keys from the Ensim storefront

This is one way you can obtain the license keys for MailMax and MailMax/WEB.

Procedure: To request the license keys from the Ensim storefront:

1   Open your Web browser.

2   In the address field of your Web browser, type https://buy.ensim.com.

    This will take you to the Ensim storefront. It is a secure site.

3   Follow the instructions on the site to receive the MailMax licenses.

Requesting license keys from the SmartMax Web site

Alternately, you can also obtain the license keys for MailMax and MailMax/WEB directly from SmartMax.

Procedure: To request the license keys from the SmartMax Web site:

1   Open your Web browser.

2   In the address field of your Web browser, type http://www.smartmax.com.

    This will take you to the SmartMax Web site.

3   Follow the instructions on the site to register and receive the license for MailMax and MailMax/WEB. The versions included with WEBppliance 3.0 are MailMax 4.8 Standard Edition and MailMax/WEB 4.0. Make sure you purchase licenses for these versions only.

Important: Please be aware that you have 14 days to evaluate the full working copy of MailMax and MailMax/WEB. After 14 days, the service will revert to a demo mode - where many of the features will still be available, but all mail service domains will be disabled until the software has been registered. MailMax/WEB will not be available at all without a valid license key. Entering the license keys will permanently enable all features.

After expiry of the 14 day license period, you will not be able to re-install MailMax and MailMax/WEB on a server with the same IP address as before.

Logging on as the Appliance Administrator

Once you install Ensim WEBppliance 3.0 for Windows, you can log on as Appliance Administrator and register the licenses for WEBppliance, MailMax, and MailMax/WEB.

Procedure: To log on and register the license keys for WEBppliance, MailMax, and MailMax/WEB:

1 Open your Web browser.

2 In the **Address** field of your Web browser, type the following URL.

http://<*Server_Name*>/admin

where **<*Server_Name*>** is the host name of the server where you have installed Ensim WEBppliance 3.0 for Windows.

The WEBppliance Welcome page opens. Click **Appliance Administrator** or **LOGIN HERE** button to proceed to the next window.
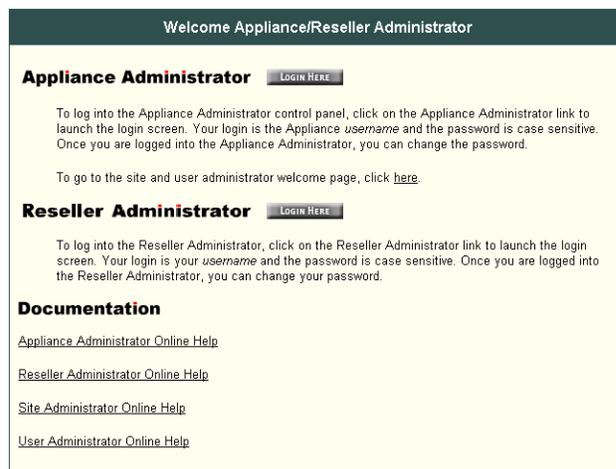
3   In the Login page, **Login** field, enter your login name and in the **Password** field, enter the Appliance Administrator password. Click **Login**.

Note: The password is case-sensitive and is the same as set during the Windows 2000 Server installation. To protect your account, we recommend that you change your password after you logging on.

4   You can enter the WEBppliance license in two ways as follows:

❑ Uploading the license file

Click **Upload License File**.
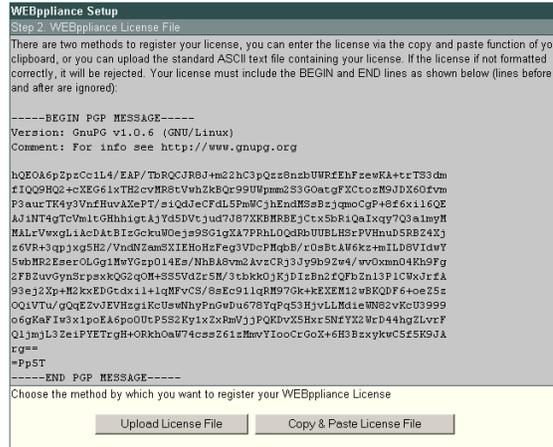
In the Upload License field, enter the full path of the license file or click **Browse** to locate the file. After entering the license file name, click **Upload**.

❏ Copying and pasting the license file contents

In the WEBppliance License File window, click **Copy & Paste License File**

The Copy & Paste License File window is displayed.
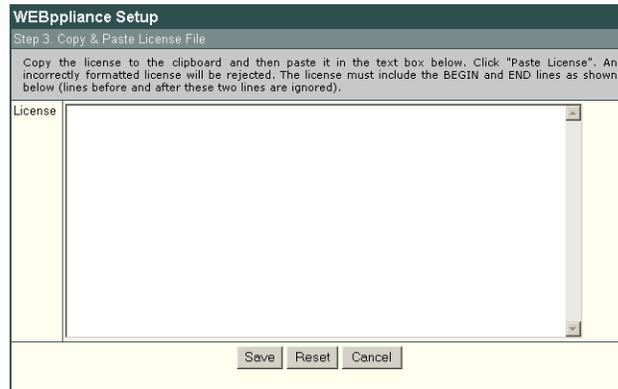
Open the WEBppliance license in a text editor such as Notepad, copy the contents of the license to the clipboard, and paste the clipboard contents in the License field. Click **Save**.

You will get an error screen if the license contents have been modified or are incorrect. Re-enter the license making sure you enter the correct contents.

The Welcome page is once again displayed.

5 In the Welcome page, click **Appliance Administrator** or **LOGIN HERE**.

The Appliance Administrator Login page opens.

6 In the Login page, enter your login name and password. Click **Login**

This opens a window where you can register the license keys for MailMax and MailMax/WEB. The window contains three buttons:
Register License Key(s) For Selected Services, **Register Later**, and **Never Register**.

Please enter the license keys for the following services. If you do not have the license keys at this time, you can click **Register Later** and enter the keys at a later time. MailMax services will be restarted after license key is accepted.

Important:
You have 14 days to evaluate the full working copy of MailMax. After 14 days, the service will revert to a demo mode - where many of the features will be disabled until the software has been registered. MailMax/WEB will not be available at all without a valid license key. Entering the license keys will permanently enable all features. See *Installing and Using Ensim WEBppliance 3.0* for more information on obtaining and registering the license keys.

☐ **MailMax**
License Key:
Company Name:
☐ **MailMax/WEB**
License Key:
Company Name:

Register License Key(s) For Selected Service(s)
Register Later
Never Register

7 Choose from one of the following registration options.

❑ **Option 1**: If you enter both the keys and click **Register License Key(s) For Selected Services**, the license keys are saved in the registry and the window disappears. You can start using MailMax and MailMax/WEB.

❑ **Option 2**: If you do not enter the keys and click **Register Later**, nothing happens in the background but the window opens each time you log on until you register the license keys.

Important: You have 14 days to evaluate the full working copy of MailMax. After 14 days, the service will revert to a demo mode - where many of the features will still be available, but all mail service domains will be disabled until the software has been registered. MailMax/WEB will not be available at all without a valid license key. Entering the license keys permanently enables all features.

❑ **Option 3**: If you enter only one key and click **Register License Key(s) For Selected Services** or **Register Later** the license key that you entered is saved into the registry. The next time you log on, the window still opens, but it now displays the license key that you had entered. You can now enter the other license key.

❑ **Option 4**: If you enter only one key and click **Never Register**, the license key that you entered is saved into the registry. You can also choose not to enter both the keys and click **Never Register**. The next time you log on, the window does not open.

However, if you choose to register later or want to modify the information that you entered, you can always access the **License Key** link which displays in the Appliance Administrator user interface. See "Accessing the MailMax registration screen" on page 4-10 for more information.

8 After the MailMax license window closes you see the Appliance Administrator interface with the Shortcuts page open.
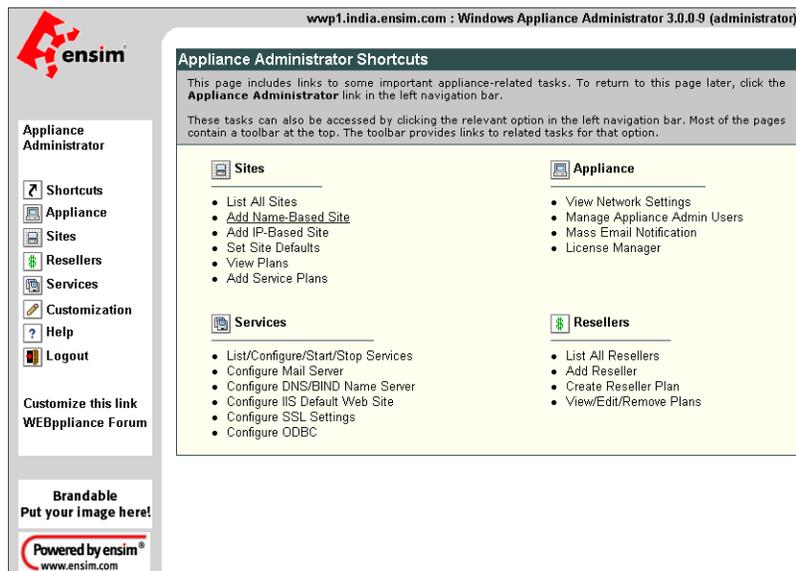
The Appliance Administrator Shortcuts page includes links to some important tasks you will perform at the appliance level. Use the Shortcuts page to quickly view and work with these tasks.

Note: The Appliance Administrator Shortcuts page automatically displays when you log on as an Appliance Administrator, but you can also access these tasks from the Appliance Administrator left navigation bar.

Many of the pages that you access through the shortcuts page include a menu bar. Use the menu bar options to manage tasks specific to that page. To view the complete online help text, click **Help** on the left navigation bar. For more information on WEBppliance 3.0 and the four different levels of administration that it offers, refer to the related WEBppliance 3.0 online help documentation.

An alternate way to log on

If in the browser window, you type only the server name, for example, **http://<server_name>**, the following screen is displayed.

WEBppliance Manager
Welcome to Virtual Web Hosting Appliance Manager
Click here to setup your WEBppliance!

Clicking **here** displays the license agreement page. You must accept the license agreement to use WEBppliance.

Clicking **Accept** brings up the WEBppliance License File window.

The rest of the steps are same from step 4 above.

Accessing the MailMax registration screen

If you chose not to enter the MailMax and MailMax/WEB license information when the registration page opens while accessing the Appliance Administrator interface for the first time, you can do so later by using the License Manager menu.

For information about obtaining the MailMax and Mailmax/WEB license, see Obtaining license keys for MailMax and MailMax/WEB.

Procedure: To access the Mailmax and MailMax/WEB license registration page:

1 Log on to WEBppliance as the Appliance Administrator.

2 In the left navigation bar, click **Appliance**.

3 In the Appliance menu, click **License Manager**.

4 In the License Manager form, click **Open MailMax and MailMax/WEB License page**.

The MailMax License form opens.

5 Select the check boxes for MailMax and MailMax/WEB as desired and enter the information you received from SmartMax Inc. or Ensim in the **License Key** and **Company Name** fields.

6 Click **Register**.

Obtaining the license key for Urchin 3.3 Dedicated

This step is also optional. However, you have to obtain the license to continue using Urchin.

The license key for Urchin is in the form of a Serial Number and License Code. Obtaining the license for Urchin is a two-step process. The first step is logging on to WEBppliance and finding out the Key code. This is unique to the server on which WEBppliance is installed and is needed to request the license from Quantified Systems Inc. The second step is to visit the Quantified Web site and request the license for Urchin using the WEBppliance generated Key code.

Procedure: To request license keys for Urchin:

1 Log on to WEBppliance as the Appliance Administrator.

2 In the left navigation bar, click **Appliance**.

3 In the Appliance menu, click **License Manager**.

4 In the License Manager form, click **Open Urchin license page**.

5 Note down the automatically generated Key code and in the Urchin License form, Purchase License area, click the **Click here to purchase Urchin license** link.

The Urchin Web site page opens in the browser.

6 Follow the instructions on the site to purchase the desired license. You will need the Key code generated by WEBppliance.

Important: The version of Urchin included with WEBppliance is Urchin 3.3 Dedicated. Make sure you purchase the license for this version only.

Enter the Serial Number and License Code to enable Urchin.

Registering the license key for Urchin

After receiving the Serial Number and License Code for Urchin from Quantified Systems Inc., log on as the Appliance Administrator and enter the license information.

Procedure: To enter the license information for Urchin:

1   Log on to WEBppliance as the Appliance Administrator.

2   In the left navigation bar, click **Appliance**.

3   In the Appliance menu, click **License Manager**.

4   In the License Manager form, click **Open Urchin license page**.

5   In the Add License area, enter the Serial Number and License Code for Urchin Dedicated that you received from Quantified Systems Inc.

6   Click **Add License**.

Troubleshooting WEBppliance installation issues

Introduction

This chapter describes common WEBppliance 3.0 for Windows installation issues and solutions. If you have problems installing WEBppliance 3.0 and cannot troubleshoot your problem using the information provided in Table 5-1, contact Ensim for online support at https://onlinesupport.ensim.com. You will need your Ensim account number and the exact email address used in purchasing the product.

Table 5-1. Troubleshooting WEBppliance 3.0 installation

Problem	Solution
WEBppliance cannot be installed on drives other than C:	By design, WEBppliance can be installed only on C:, which must be the system drive. The domain data files can however, be located on other local NTFS drives.
WEBppliance cannot be installed on drives with FAT or FAT 32 file system	By design, WEBppliance can be installed only on drives having NTFS file system. This is because NTFS offers the highest level of security, which is needed to secure the server.
The fields in the Network Settings window are empty	This can happen if the WEBppliance installation wizard fails to locate the network settings. The network settings of your server may be improper or the network adapter is not present.
	You can skip these settings now by clicking Later. However, you have to configure the network settings later before creating domains. Use the WEBppliance link in the Programs menu to configure the network settings.
	The link is as follows:
	Start - > Programs -> Ensim WEBppliance -> Network Configuration
Network settings cannot be detected	The network settings may be improperly configured, there is no network adapter present, or the network adapter has failed. You can enter the network settings later. Click **Later** in the Network Settings window to continue with the installation.
	For more information about network settings, see Appendix B, "Configuring network settings".

Table 5-1. Troubleshooting WEBppliance 3.0 installation (continued)

Problem	Solution
During installation, in the Network Settings window, the system does not accept the valid name server IP address	in the Name Server field, enter the value as 10.67.0.5. After installation is complete, change the following string value in the registry to reflect the correct name server IP address: "HKEY_LOCAL_MACHINE\SOFTWARE\Ensim\WEBppliance\applianceDns"
Directory for program and data files cannot be created	The permissions may be incorrect or the path may be in use by some other process. Check the permissions of the folder and close other processes.

Silent installation of WEBppliance 3.0 for Windows

Introduction

WEBppliance 3.0 for Windows supports silent or unattended installation. This feature is particularly useful for OEM vendors or large ISPs who may need to install WEBppliance 3.0 on a large number of servers.

The normal installation process requires user intervention at certain stages for input and decision making. This can be bypassed by using the silent installation method.

Performing a silent installation

To perform a silent installation you need the WEBppliance installation file setup.exe and the silent installation ini file, silentinstall.ini. If the silentinstall.ini file is missing you can create your own file using any text editor such as Notepad.

Note: Before starting the silent installation of WEBppliance 3.0, make sure you have read the system requirements and prepared the server. For more information about this see Chapter 2, "Preparing to install".

Procedure: To perform a silent installation:

1 Log on as the Administrator to the server where WEBppliance 3.0 is to be installed and access the server using the console or terminal services.

2 Access the command prompt by clicking **Start -> Run**, and in the Command field of the Run window, type **cmd**.

The Command line window opens.

3 Locate the drive and folder where setup.exe and silentinstall.ini are located and change to that folder using the **cd** command. Make sure both the exe and ini file are in the same folder. If you are installing from the CD-ROM drive, change to that drive and folder.

4 Type the following command.

setup.exe -f silentinstall.ini

where silentinstall.ini is the name of the ini file. If the ini file is named differently, enter its name instead.

The installation starts. For setting up and using WEBppliance after installation, see Chapter 4, "Setting up and logging on to WEBppliance 3.0 for Windows".

Important: After the installation completes, a dialog box opens confirming server restart. Click **Yes** to restart the server. If you click **No**, you have to restart the server before using WEBppliance.

Reviewing the contents of the silentinstall.ini file

The silentinstall.ini is a text file. If you do not have this file you can create it in a text editor such as Notepad. If you have the file, edit it and enter the values in the appropriate sections. The ini file has the following sections.

```
[Customer Information]
CustomerName=XYZ
OrganizationName=Hosting Organization Inc.
EmailAddress=xyz@hostingorg.com

[Installation Path]
AdministrationPath=C:\Program Files\Ensim\WebGui
SitedataPath=D:\

[Network Settings]
applianceDNS=10.67.0.5
applianceDomain=hostingorg.com
applianceGateway=10.67.0.1
applianceHostname=wwpinstall
applianceIP=10.67.44.4
applianceNetmask=255.255.0.0
```

```
ConnectionName=Local Area Connection
```


Important: Do not include spaces before of after = in the above silentinstall.ini file. Doing so may cause the installation to fail.

You have to modify the values in these sections as appropriate to your company and server where you are installing WEBppliance 3.0. The different sections of this file are explained below.

Customer information

This section has information specific to you. Enter your name, company name, and email address in the appropriate fields. The EmailAddress field is mandatory and is the address where you will receive email from Ensim.

Installation path

This section has two fields that specify the installation paths and both are mandatory. Both fields can have any level of directory structure and can contain spaces in the directory names.

- **AdministrationPath** – In this field, enter the path of the folder where WEBppliance program files will be installed. This must be a folder on C:, which must be the system drive with NTFS file system.

- **SitedataPath** – In this field, enter the path of the folder where domain data will be installed. This can be a folder on any drive/partition with NTFS file system.

Network settings

This section is optional, but if present, you need to enter values for all the fields. OEM vendors who are installing WEBppliance for their customers can skip or remove this section. However, if you ignore this section, you need to enter the network settings before creating domains through WEBppliance.

To enter the network settings after installation access the server from the console and click **Start -> Programs -> Ensim WEBppliance -> Network Configuration**.

In case the server has multiple network adapters, use the values of the Primary Network Adapter for the fields.

- **applianceDNS** – This field is the primary DNS server; you may include more than one DNS server separated by commas.

- **applianceDomain** – This field is the domain suffix.

- **applianceGateway** – This field is the gateway for the network on which you are putting the server with WEBppliance installed.

- **applianceHostname** – This field is the host name for the server without the domain suffix.

- **applianceIP** – This field is the primary IP address of the server, in case the server has multiple IPs.

- **applianceNetmask** – This field is the net mask for the IP specified in applianceIP field.

- **ConnectionName** – This field is the connection name of the primary network adapter. To find the connection name for all the possible adapters of the server, click **Start -> Settings -> Network and Dial-up Connections**.

Configuring network settings

Introduction

The network settings of the WEBppliance server are critical to the proper functioning of WEBppliance 3.0. During installation of WEBppliance 3.0, the installation wizard asks you for the network settings.

If the settings have been properly configured, they are automatically detected. If the settings are not correct or in case there is no network card, the network settings field remain blank. You have a choice of entering the settings later. However, the settings need to be entered before creating domains. If this is not done, you cannot create domains on the server using WEBppliance 3.0.

Important: If your server has dual network adapters, you must choose the primary network adapter while selecting the type of network adapter in the Network Settings window.

You can perform the following network related tasks.

• Change the IP address related network settings
• Change network adapters

Important: You have to restart the server every time you change the network settings.

Changing the network settings

Before creating domains, you may have to enter the network settings using the WEBppliance 3.0 interface if you received the server with WEBppliance pre-installed or if you clicked **Later** in the Network Settings window while installing WEBppliance

Procedure: To enter the network settings:

1 Access the WEBppliance server through the console or terminal services.

2 Click **Start -> Programs -> Ensim WEBppliance -> Network Configuration**. This opens the Network Settings window.

3 If your network settings are properly configured, they are automatically detected and displayed. In case there is no network card or the settings are not proper, the network settings fields will be blank. You can enter the network settings. For more information about these settings see step 8 on page 3-5.

4 Restart the WEBppliance server.

You may also need to change the IP address, host name or gateway of the WEBppliance server. These changes affect the way the WEBppliance interface is accessed.

Procedure: To change the IP address, host name, or gateway of the WEBppliance server:

1 Access the WEBppliance server through the console or terminal services.

2 Change the desired network settings by clicking, **Start -> Settings -> Network and Dial-up Connections**.

3 Change the DNS entries to reflect the new settings.

4 Click **Start -> Programs -> Ensim WEBppliance -> Network Configuration** and selecting the connection to modify.

5 This opens the Network Settings window. Enter the new settings.

6 Restart the WEBppliance server.

Changing the network adaptor

If the network adaptor fails and you have to replace it in the same slot then you do not have to change any settings.

However, if you replace the adaptor in a different slot, you have to change network settings and change DNS entries for existing IP-based sites. You also have to make sure that the IP address, host name, and DNS server assigned to the new adapter are the same as assigned to the old adapter.

Procedure: To change the network adaptor:

1 Replace the old network adaptor with the new one, and ensure that the IP address, host name, and DNS server assigned to the new adaptor are the same as assigned to the old adaptor.

2 Access the WEBppliance server through the console or terminal services.

3 Click **Start -> Programs -> Ensim WEBppliance -> Network Configuration**.

4 This opens the Network Settings window. Enter the new settings.

5 Add the IP addresses of existing IP-based sites to the new network adaptor by clicking **Start -> Programs -> Ensim WEBppliance -> Network Configuration** and selecting the connection to modify.

6 Restart the WEBppliance server.