
Ensim[®] WEBpliance[™] 3.2 for Windows[®] Installation Guide

April 4, 2003

Legal and copyright notice

About this guide

Introduction	vii
Intended audience.....	vii
Printer-friendly version (for HTML documents)	viii
Required skills.....	viii
Related documentation	viii
Document conventions.....	viii
Feedback and support	x

Chapter 1

Preparing for the installation

Introduction	1-1
Process checklist	1-1
System requirements	1-2
Hardware	1-2
Software.....	1-3
Web browser requirements	1-4
Other requirements	1-4
Windows 2000 requirements	1-4
System date and time	1-4
Installation drive paths.....	1-5
Network settings	1-5
Existing sites.....	1-5
Existing programs	1-5
Backing up data and settings.....	1-6

License requirement.....	1-6
Uninstalling and reinstalling WEBppliance 3.2.....	1-6

Chapter 2
Installing WEBppliance 3.2

Introduction	2-1
Normal installation.....	2-1
Silent installation	2-8
Reviewing the contents of the silentinstall.ini file.....	2-9
Confirming proper installation	2-11

Chapter 3
Obtaining licenses for WEBppliance and Urchin

Introduction	3-1
Obtaining a license key for WEBppliance 3.2	3-1
Obtaining a license for Urchin 3.3	3-1

Chapter 4
Logging on as the Appliance Administrator and registering the licenses

Introduction	4-1
Registering the license key for WEBppliance 3.2	4-1
Uploading the license file.....	4-2
Copying and pasting the license file contents.....	4-6
Changing the WEBppliance license type.....	4-10
Logging on as the Appliance Administrator.....	4-13
Registering the license for Urchin 3.3	4-16

Chapter 5
Installing the MailMax 4.8 mail server

Introduction	5-1
Obtaining the MailMax 4.8 mail server add-on.....	5-1
Installing MailMax 4.8 and the mail server add-on.....	5-2

Appendix A

Configuring network settings

Introduction	A-1
Entering the network settings	A-2
Changing the IP address and FQDN (fully qualified domain name) of the WEBpliance server	A-2
Changing the network adaptor	A-3

Index

Index-1



Legal and copyright notice

This document discloses Ensim Corporation confidential and proprietary information, and the Customer has no rights to use, reproduce, manufacture, sell, or otherwise disclose the contents herein without the express written consent of an authorized Ensim representative.

Ensim Corporation makes no representations or warranties with respect to the contents or use of this document. It also reserves the right to revise this publication and make changes to the content at any time, without the obligation to notify any person or entity of such revisions or changes.

Further, Ensim Corporation assumes no responsibility or liability for any errors or inaccuracies, makes no warranty of any kind (express, implied or statutory) with respect to the contents or use of the information, and expressly disclaims any and all warranties of merchantability, fitness for particular purposes, and non-infringement of third party rights.

This product includes software developed by Digital Creations/Zope Corporation for use in the Z Object Publishing Environment (www.zope.org).

Ensim[®], ServerXchange[™], and WEBpliance[™] are trademarks of Ensim Corporation.

Netscape[®] is a registered trademark of Netscape Communications Corporation.

Windows[®] is a registered trademark of Microsoft Corporation.

Java[®], Solaris[®], and SPARC[®] are registered trademarks of Sun Microsystems.

Linux[®] is a registered trademark of Linus Torvalds.

All other trademarks and copyrights are the property of their respective owners.

Copyright[©] 1999 - 2003 by Ensim Corporation. All rights reserved.

CORPORATE HEADQUARTERS

Ensim Corporation
1366 Borregas Avenue
Sunnyvale, CA 94089
(408) 745-3300

www.ensim.com

wwp32_standalone_install-0_1



About this guide

Introduction

This document provides information on installing and setting up Ensim[®] WEBppliance[™] 3.2 for Windows[®] on a server with the Microsoft[®] Windows 2000 Server or Advanced Server operating system.

It also provides information on obtaining and registering license keys for WEBppliance 3.2 and Urchin[®] Dedicated[™] 3.3 and installing the MailMax[®] mail server..



Note: For simplicity, we will refer to WEBppliance 3.2 for Windows as WEBppliance 3.2 and to Urchin Dedicated 3.3 as Urchin 3.3 throughout this document.

Chapters in this guide include:

- [Chapter 1, “Preparing for the installation”](#)
- [Chapter 2, “Installing WEBppliance 3.2”](#)
- [Chapter 3, “Obtaining licenses for WEBppliance and Urchin”](#)
- [Chapter 4, “Logging on as the Appliance Administrator and registering the licenses”](#)
- [Chapter 5, “Installing the MailMax 4.8 mail server”](#)
- [Appendix A, “Configuring network settings”](#)

Intended audience

The intended audience for this guide includes system administrators, technical support staff of Internet service providers (ISPs) and their resellers, or anyone who wants to host domains/sites on a Windows 2000 server using WEBppliance 3.2.

Printer-friendly version (for HTML documents)

This document is presented in HTML and PDF formats. If you are viewing this document in HTML format and want to print it in a book style with numbered pages, access the Adobe® PDF version.

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 the Microsoft Windows 2000 Server or Advanced 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 documents on the Ensim Web site at:

<http://www.ensim.com/support/www/index.html>

- *Ensim WEBpliance 3.2 for Windows Release Notes*
- *WEBpliance 3.2 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. <i>Example:</i> From the File menu, choose Delete , then click OK .
Bold, italic text (serif font)	Used for information you type. <i>Example:</i> Type <code>cd <directory name></code> on the command line.

Table 1. Typographic conventions (continued)

Appearance of text	How it is used
Courier (typewriter-style) font	Used for system messages and screen text. <i>Example:</i> 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

Feedback and support

If you have successfully installed WEBppliance 3.2 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 WEBppliance 3.2, 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>.

Preparing for the installation

Introduction

This chapter describes the preparation required prior to installing WEBpliance 3.2, including system requirements, Web browser requirements, license requirements, and other requirements.

Table 1-1 provides a checklist of the steps involved in the installation process. Please review these steps before you start.

Process checklist

Table 1-1.Process checklist

Step	Status
Install Microsoft Windows 2000 Server or Advanced Server operating system See "Microsoft Windows 2000 Server or Advanced Server - English version" on page 1-3	
Check if the free disk space is greater than 600 MB See "System requirements" on page 1-2	
Check if all drives are NTFS and the system drive is C: See "System requirements" on page 1-2	
Install Microsoft FTP and SMTP Server See Microsoft FTP Server and "Microsoft SMTP Server" on page 1-3	
Install Windows 2000 Server Service Pack 3 See "Windows 2000 Server Service Pack 3" on page 1-3	
Check if you have administrator user access to Windows 2000 See "Administrator user access" on page 1-3	
Check if DNS is correctly configured for WEBpliance 3.2 See DNS entries under Table 1-3, "Software requirements," on page 1-3	
Check that Active Directory Services (ADS) component is not installed See "Windows 2000 requirements" on page 1-4	

Table 1-1.Process checklist (continued)

Step	Status
Check if the system date and time are correct See "System date and time" on page 1-4	
Check that Cygwin and other programs listed in "Existing programs" on page 1-5 are not installed	
Back up existing data and customizations on the server See "Backing up data and settings" on page 1-6	
Find network settings and note them down See "Network settings" on page 1-5	
Obtain a WEBppliance 3.2 license See "Obtaining a license key for WEBppliance 3.2" on page 3-1	

System requirements

The following sections list the minimum hardware, software, and Web browser requirements for installing and accessing WEBppliance 3.2.

Hardware

Table 1-2 lists the minimum hardware requirements.

Table 1-2.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 you have adequate disk space on the server where you are installing WEBppliance 3.2. If there is insufficient disk space, the installation will fail with the error message: Insufficient disk space to install WEBppliance 3.2 for Windows. Additionally, verify that the disk uses the NTFS file system and the system drive is C:. The site data drive can be C: or any other partition/drive.				

Software



Note: If you are installing WEBppliance 3.2 on a new server, we recommend installing the base applications in the following order.

1. Microsoft Windows 2000 Server or Advanced Server
2. Microsoft FTP Server and SMTP Server
3. Windows 2000 Server Service Pack 3

Table 1-3 lists the minimum software requirements.

Table 1-3. Software requirements

- **Microsoft Windows 2000 Server or Advanced Server - English version**
If WEBppliance 3.2 is installed on a server with a non-English version of Windows 2000, the installation will fail with the error message: Windows Webppliance 3.2 is only supported on English language version of Windows 2000.
- **Windows 2000 Server 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>
If Windows 2000 Service Pack 3 is not installed on the system, the installation will fail with the error message: Windows Webppliance 3.2 requires Windows 2000 server with Service pack 3 or higher.
- **Administrator user access**
You must keep your administrator user password handy. This is the password you set at the time of the Windows 2000 Server operating system installation. You will need the password to log on as the Appliance Administrator and use WEBppliance 3.2 at the appliance level.
- **Microsoft Internet Information Server (IIS) 5.0, installed by default with the Microsoft Windows 2000 Server or Advanced Server operating system**
- **Microsoft FTP Server**
- **Microsoft SMTP Server**
- **DNS entries**
You must ensure that your DNS system is correctly configured for WEBppliance 3.2. This means that you must have an Address (A) record for WEBppliance 3.2 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 3.2 using a host name rather than an IP address.
The following is an example of an Address (A) record.
host.domain.com. IN A 10.11.12.13

Web browser requirements

To access the WEBppliance 3.2 interface (after installing WEBppliance), you need one of the following browsers with cookies enabled.

- Microsoft Internet Explorer, version 5.0 and later
- Netscape®, version 6.2

Other versions and browsers have either not been tested, or are incompatible with WEBppliance 3.2.



Note: The WEBppliance 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 or Advanced 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 3.2 on a server with ADS present, the installation will abort. You need to remove ADS before continuing with the WEBppliance 3.2 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 3.2 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. For more information, please visit the Microsoft Web site at <http://www.microsoft.com>.

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 3.2, the WEBppliance 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 Ensium or downloaded it).

Installation drive paths

The WEBppliance 3.2 installation has the following drive dependencies.

- All drives where WEBppliance program and site data files are stored must have the NTFS file system.
- Installation can be done only on C:, which must be the system drive; however, site data files can be stored on any NTFS partition or drive.

Network settings

You can enter the network settings of the server while installing WEBppliance 3.2. 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.



Important: You cannot create sites without entering valid network settings. For more information about network settings, refer to [Appendix A, “Configuring network settings”](#).

Existing sites

If your Windows 2000 server already has sites, they will not be migrated to WEBppliance 3.2, and thus will not be listed or controlled through the WEBppliance 3.2 interface. We recommend that you do not use services installed by WEBppliance 3.2 for your existing sites, either through manual configuration of any services or any other process. This may result in improper functioning of WEBppliance 3.2.

Existing programs

Ensure that none of the following programs are installed on the server where you are installing WEBppliance 3.2.

- Cygwin
 - Ensure that the files cyggdbm.dll, cygwin1.dll, and cygz.dll are not present in the c:\winnt\system32 directory, which will confirm that cygwin does not exist on the server.
- Perl
- Python
- OpenSSH
- MySQL
- PHP

-
- Zope Web server
 - Urchin
 - .NET framework

Backing up data and settings

As uninstallation of WEBppliance 3.2 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.

License requirement

You need a valid license for WEBppliance 3.2 before you can log on as the Appliance Administrator and begin using WEBppliance.

The WEBppliance 3.2 license type determines the number of sites that can be created and the period for which WEBppliance 3.2 can be used. There are two types of licenses:

- A limited length license, for example, 14 days, evaluation with 5 sites
- A registered license for a pre-determined number of sites (100, 250, 500, and so on)

For more information on obtaining a license for WEBppliance 3.2, see [“Obtaining a license key for WEBppliance 3.2” on page 3-1](#).

For more information about registering the license, see [Chapter 4, “Logging on as the Appliance Administrator and registering the licenses”](#).

Uninstalling and reinstalling WEBppliance 3.2

You cannot uninstall WEBppliance 3.2.

When reinstalling WEBppliance 3.2, you may encounter the following two cases.

- Your server contains existing site data
In this case, you must back up the existing site data and then reinstall Windows 2000 Server and WEBppliance 3.2. If this data is of sites created on an existing WEBppliance 3.2 server, the site data location is the path you selected during installation of WEBppliance 3.2.
- Your server does not contain site data
In this case, you can directly reinstall Windows 2000 Server and WEBppliance 3.2.

For more information about reinstalling Windows 2000 Server or Advanced Server, see the related Windows 2000 Server or Advanced Server documentation or visit the Microsoft Web site at <http://www.microsoft.com>.

Installing WEBppliance 3.2

Introduction

This chapter includes information on installing WEBppliance 3.2 on a server with the Windows 2000 Server or Advanced Server operating system. You can install WEBppliance 3.2 using any one of the following options.

- **Normal installation**
A normal installation requires user intervention during installation.
- **Silent installation**
A silent installation uses an INI file for installation and does not require user intervention.

Please see the **readme.htm** file included with the installation wizard if you run into any problems or issues while installing WEBppliance. To open the readme file, start the installation and click the **Readme** button on any of the installation windows. If you cannot troubleshoot your problem using the information provided in the readme file, contact Ensim for online support at <https://onlinesupport.ensim.com>.

Normal installation

A normal installation requires you to access the server where WEBppliance is to be installed, either through the console or terminal services, and provide information during the installation process.



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

Readme – Opens the readme.htm file in a browser window. This file contains installation and trouble shooting information of WEBppliance 3.2.

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

Next – Takes you to the next installation window.



Procedure: To perform a normal installation:

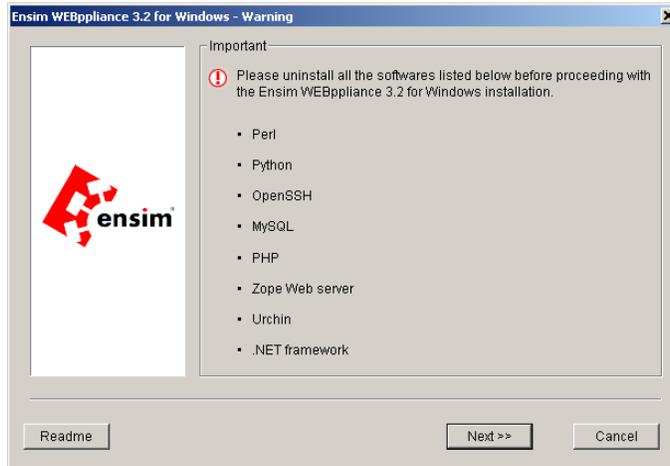
- 1 Log on as the administrator to the server where you are installing WEBppliance 3.2 and run the **setup.exe** file.
 - If you have the WEBppliance 3.2 CD, insert the CD in your CD-ROM drive, click **Start -> Run**, enter the path of setup.exe on the CD, and click **OK**. For example, D:\setup.exe, where D: is the CD-ROM drive.
 - 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.

The Welcome window opens.



2 Click **Next >>**.

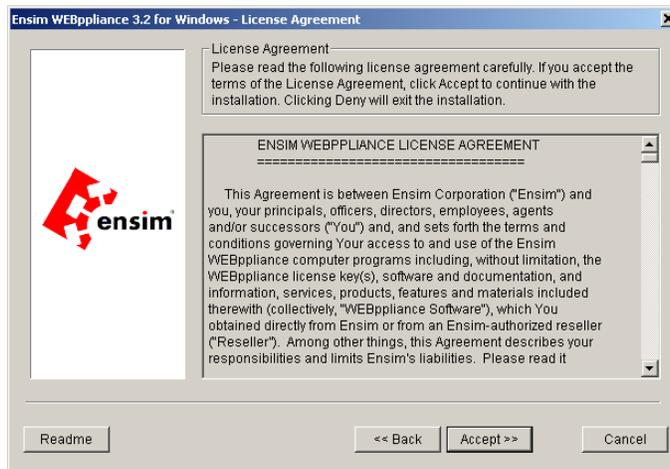
A Warning window opens and displays a list of programs that must be uninstalled, if present, before proceeding with the installation.



3 If any of these programs are installed on the server, cancel the WEBpliance 3.2 installation by clicking **Cancel**, uninstall these programs, and then restart the installation.

If none of these programs are installed, click **Next>>** to proceed with the installation.

The License Agreement window opens.



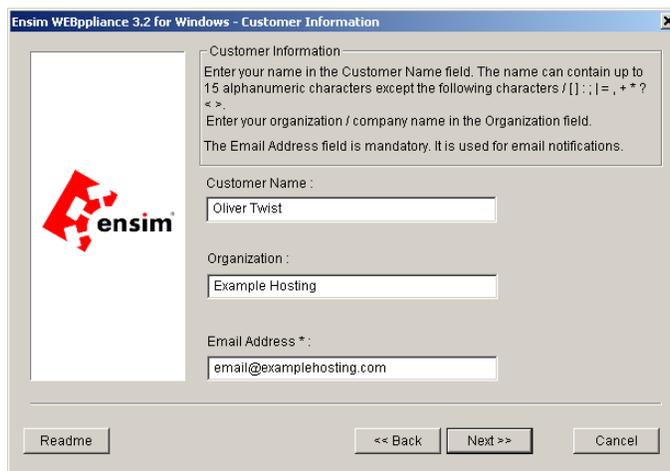
-
- 4 Read the contents of the license window carefully.

If you agree to the terms of the License Agreement, click **Accept>>**. If you do not agree with the License Agreement terms, click **Cancel**.



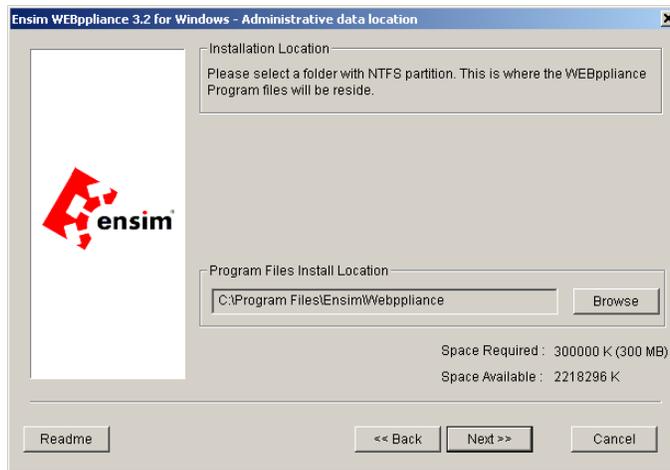
Important: You have to accept the agreement to continue with the installation. Clicking **Cancel** will cancel the installation.

- 5 In the Customer Information window, enter your name, company name, and email address in the **Customer Name**, **Organization**, and **Email Address** fields respectively and click **Next>>**.

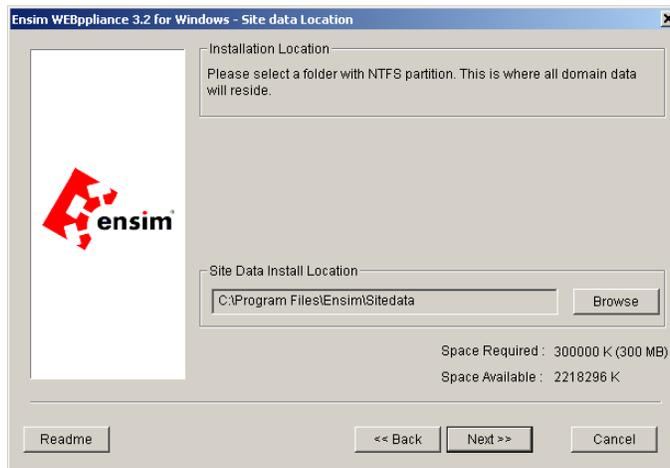


Note: The **Email Address** field is mandatory; this address is used for email notifications. The **Customer Name** and **Organization** fields are optional.

- In the Administrative data 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/disk. The program files cannot be located on any other drive. Click **Browse** to select the folder. Click **Next>>** to proceed with the installation.



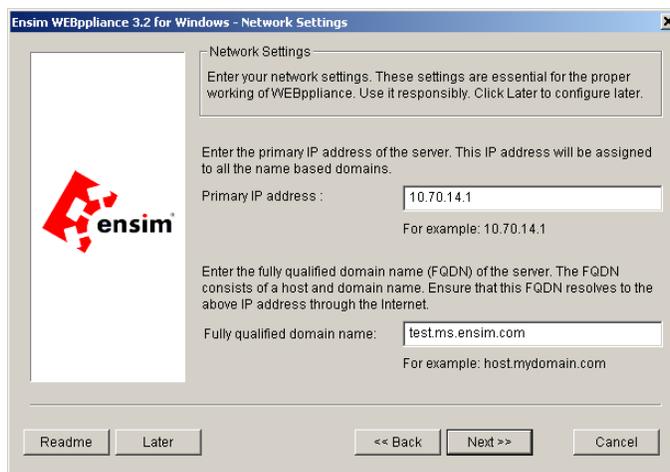
- In the Site data location window, enter or select the location on the server where the site data files will reside. This can be a folder on any NTFS drive. Click **Browse** to select the folder. Click **Next>>** to proceed.



-
- 8 In the Network Settings window, enter the network settings of the server where you want to install WEBppliance 3.2, and click **Next>>**.



Note: These settings can also be entered later after the WEBppliance 3.2 installation is complete; however, you must enter them before creating sites. To enter the settings later, click **Later**. For more information about configuring the network settings later, see [Appendix A, “Configuring network settings”](#).

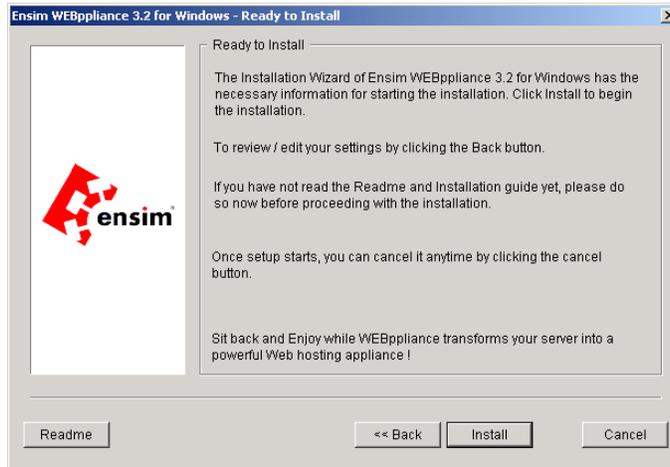


Enter/select values in the following fields.

- **Primary IP address** – Enter the primary IP address of the server, for example, 10.70.14.1. This IP address is assigned to all name-based sites.
- **Fully qualified domain name** – Enter the fully qualified domain name (FQDN) of the server, for example, host.mydomain.com. The FQDN consists of a host and domain name. This FQDN must resolve to the above IP address through the Internet (and not only through your local LAN or intranet). Please see the topic [DNS entries](#) in the [Table 1-3, “Software requirements,”](#) on page 1-3 under [“System requirements”](#) on page 1-2.

If you have more than one network adaptor, see the appendix [Appendix A, “Configuring network settings”](#) for more information.

-
- 9 In the Ready to Install window, click **Install** to start the installation.
To review any of the settings, click **<<Back**. Click **Cancel** to cancel the installation.



- 10 When the installation is complete, a dialog box prompts you to restart the server.



Click **OK** to restart the server now; click **Cancel** if you plan to restart the server later.



Important: You can choose to restart the server later, but you must do so before accessing the WEBppliance administrator interface.

- 11 Confirm that WEBppliance 3.2 is properly installed. For more information, see [“Confirming proper installation” on page 2-11](#).

Silent installation

The silent installation uses an INI file that contains all fields required for the installation. This method is recommended for OEM vendors or large service providers who may need to install WEBppliance 3.2 on more than one server. This method does not require any user intervention.

To perform the silent installation you will need the WEBppliance installation file **setup.exe** and the silent installation ini file, **silentinstall.ini**.

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 this file, edit it, and enter the values in the appropriate sections. For more information about the contents of the silentinstall.ini file, see [“Reviewing the contents of the silentinstall.ini file” on page 2-9](#)



Procedure: To perform a silent installation:

- 1 Use the console or terminal services to access the server where WEBppliance 3.2 is to be installed and log on as the administrator.
- 2 Access the command prompt by clicking **Start -> Run**.
- 3 In the Run window, type **cmd** and click **OK**. The command line window opens.
- 4 Locate the drive and folder where the files **setup.exe** and **silentinstall.ini** are located and change to that folder using the **cd** command. Ensure that the setup.exe and silentinstall.ini files are in the same folder. If you are installing from the CD-ROM drive, change to that drive and folder.
- 5 Enter the command:

```
setup.exe -f <path>\silentinstall.ini
```

where, *<path>* is the full path of the INI file and silentinstall.ini is the name of the INI file. If the INI file is named differently, enter its name instead.

For example, if the silentinstall.ini file is located in C:\installer, type the command:

```
setup.exe -f c:\installer\silentinstall.ini
```

Press the **ENTER** key to start the installation. A console window opens when the installation starts.

-
- 6 The console window closes after the installation is complete. Restart the server to complete the installation. You can choose to restart the server automatically at the end of the installation by adding the **Reboot=1** field to the silentinstall.ini file. For more information, see “Global settings” on page 2-10.



Important: You must restart the server before accessing the WEBppliance administrator interface.

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 silentinstall.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\Webppliance
SitedataPath=D:\

[Global Settings]
Reboot=1

[Network Settings]
SkipNetworkSettings=1
applianceIP=10.67.44.4
applianceFQDN=host.domain.com
```



Important: Do not include spaces before or 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 3.2. 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 used for email notifications; the other two fields are optional.

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

Global settings

This section has a single field that determines whether the server should be restarted at the end of the installation. This section is optional.

- **Reboot** – Type 1 to restart the server at the end of the installation. The server does not restart at the end of the installation if this field is not specified (or set to zero).

Network settings

This section has the following fields.

- **SkipNetworkSettings** – Type 1 to skip the network settings during installation.
This field is optional; however, the **applianceIP** and **applianceFQDN** fields have to be correctly specified if this field is not present (or set to zero).
OEM vendors who are installing WEBppliance for their customers can skip the network settings. However, if you ignore this section, you need to enter the network settings before creating sites using the WEBppliance interface.
To enter the network settings after installation, see [Appendix A, “Configuring network settings”](#).
- **applianceIP** – This field is the primary IP address of the server in case the server has multiple IP addresses. This IP address is assigned to all name-based sites.
- **applianceFQDN** – This field is the fully qualified domain name (FQDN) of the server, for example, `host.mydomain.com`. The FQDN consists of a host and domain name. This FQDN must resolve to the above primary IP address through the Internet (and not only through your local LAN or intranet). Please see the topic [DNS entries](#) in the [Table 1-3, “Software requirements,”](#) on page 1-3 under [“System requirements”](#) on page 1-2.

In case the server has multiple network adaptors, use the values of the primary network adaptor for the applianceIP and applianceFQDN fields.

Confirming proper installation

After the installation is complete, log on to WEBppliance as the Appliance Administrator and confirm that the text in the top bar of the interface displays the WEBppliance version as 3.2.

For information about setting up and logging on to WEBppliance as the Appliance Administrator, see [Chapter 4, “Logging on as the Appliance Administrator and registering the licenses”](#).



Obtaining licenses for WEBppliance and Urchin

Introduction

This chapter includes information on obtaining license keys for WEBppliance 3.2 and Urchin 3.3. You need a valid license for WEBppliance 3.2 before you can log on as the Appliance Administrator and begin using WEBppliance. You need a license for Urchin only if you plan to use it.

Obtaining a license key for WEBppliance 3.2

You need a license key before you can start using WEBppliance 3.2.



Procedure: To obtain a license key for WEBppliance 3.2:

- 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 3.2 license key.

Obtaining a license for Urchin 3.3

Urchin 3.3 is a report generation tool used by WEBppliance 3.2 to create detailed graphical and analytical Web site usage reports.

In order to use Urchin 3.3, you need to obtain a license from Urchin Software Corporation. The license key for Urchin 3.3 is in the form of a serial number and license code. To obtain a license for Urchin 3.3, you must:

- 1 Log on to WEBppliance 3.2 and find out the key code. This is unique to the server on which WEBppliance 3.2 is installed and is needed to request the license from Urchin Software Corporation.
- 2 Visit the Urchin Web site at <https://secure.urchin.com/urchin3/> and request the license for Urchin using the WEBppliance generated key code. For more information on licensing Urchin see http://www.urchin.com/support/v3/faq/faq_license.html#two



Procedure: To request a license key for Urchin 3.3:

- 1 Log on to WEBppliance as the Appliance Administrator.



Important: Before logging on as the Appliance Administrator for the first time, you need to enter the WEBppliance license. For more information about entering the WEBppliance license and logging on as the Appliance Administrator, see [Chapter 4, “Logging on as the Appliance Administrator and registering the licenses”](#).

- 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**.

Appliance	
Network Settings • System Time • Administrators • Mass Email Notification • License Manager • IP Address Pool	
Urchin License	
The licensing for Urchin is a two-step process.	
Purchase License	
Purchase the license from the Urchin Web site. Click the link below to go to the site. During the purchase process, enter the Key Code given below to obtain the license. The Serial Number and License Code are specific to the Key Code for this server.	
Key code	8UTS-ET94-SLEE-3000
Click here to purchase Urchin license	
Add License	
After receiving the license information, enter the Serial Number and License Code below, and click "Add License".	
New Serial Number	<input type="text"/>
New License Code	<input type="text"/>
Current License(s) unlicensed	
<input type="button" value="Add License"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>	

- 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 3.2.

Logging on as the Appliance Administrator and registering the licenses

Introduction

This chapter includes information on logging on as the Appliance Administrator and registering the license keys that you obtained for WEBppliance 3.2 and Urchin 3.3.

Registering the license key for WEBppliance 3.2

Before you can log on as the Appliance Administrator and begin using WEBppliance, you will have to enter a valid license. For more information about the type of WEBppliance licenses, see [“License requirement” on page 1-6](#).

After installing WEBppliance, when you connect to the WEBppliance interface for the first time you will see the WEBppliance Manager window. Use the WEBppliance Manager window to enter the WEBppliance license by, either:

- [Uploading the license file](#), or
- [Copying and pasting the license file contents](#)

To later change the type of WEBppliance license, use the **License Manager** option in the Appliance Administrator interface. For more information, see [“Changing the WEBppliance license type” on page 4-10](#).



Note: Once you enter a valid WEBppliance license file, the WEBppliance Manager window will no longer display. Subsequently, whenever you connect to the WEBppliance interface, you will see the Welcome page from where you can log on as the Appliance Administrator.

Make sure you have the WEBppliance license file before using any one of the following procedures.

Uploading the license file



Procedure: To upload the license file:

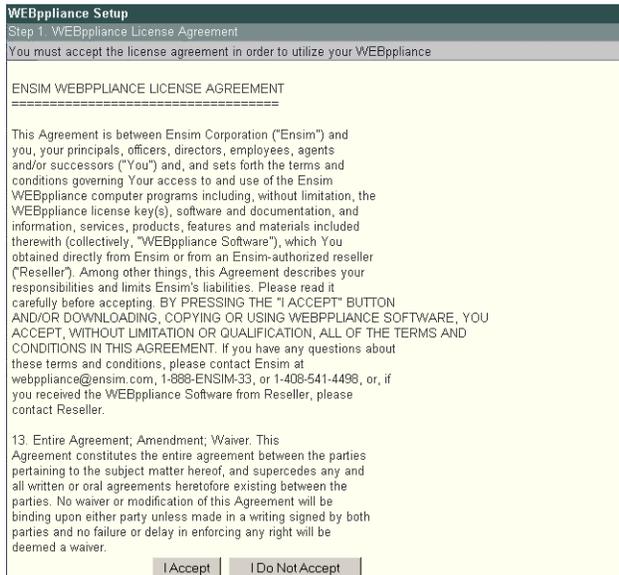
- 1 Open your Web browser.
- 2 In the **Address** field of your Web browser, type the URL: **http://<Server_Name>**, where **<Server_Name>** is the host name of the WEBppliance 3.2 server.

The WEBppliance Manager page opens.



- 3 On the WEBppliance Manager page, click the word **here** in the line “Click here to setup your WEBppliance.”

The WEBppliance Setup (Step 1. WEBppliance License Agreement) page opens.



- 4 You must accept the license agreement to proceed. Click **I Accept** to continue.

The WEBpliance Setup (Step 2. WEBpliance License File) page opens.

WEBpliance Setup
Step 2. WEBpliance License File

There are two methods to register your license, you can enter the license via the copy and paste function of your clipboard, or you can upload the standard ASCII text file containing your license. If the license is not formatted correctly, it will be rejected. Your license must include the BEGIN and END lines as shown below (lines before and after are ignored):

```
-----BEGIN PGP MESSAGE-----  
Version: GnuPG v1.0.6 (GNU/Linux)  
Comment: For info see http://www.gnupg.org  
  
hQE0A6p2pzCc1L4/EAP/TbRQCJR8J+m22hC3pQzz8nzbUWRfEhFzewKA+trTS3dm  
fIQQ9HQ2+cXEG61xTH2cvMR8tVwhZkEQ99UWpmm2S3G0atgFXCtozMS9DX60fvm  
P3aurTK4y3VnfHuvAXePT/siQdJecFL5PmWcj hEndMSsBzjqm0CgP+Sf6x116QE  
AJ1NT4gTcVmltGHhigtAjYd5DVtjud7J87XKBMRBEjCtX5bR1QaIXqy7Q3a1myM  
MALrVvxgLiAcDAtBiZGckuW0ejs9Sg1gXA7PRhLOqRbUUBLHsrPVHnuD5RBZ4Xj  
z6VR+3qpjxg5H2/VndNZamSXIEHoHzFeg3VdCPmgbB/r0eBtAW6kz+mlL8VIdwY  
5wbMR2EserOLGg1NwYGzP014Es/NhBA8vm2AvzCRj3Jy9b9Zw4/vvOxmn04Kh9Fg  
2FB2uvGynSrpsxkQG2qOM+SS5VdZr5M/3tbkk0JkD.IzBn2fQFb2n13P1CwXJrFA  
93e12Xp+M2kxEDGtdx11+1qMFvCS/8sE911qRM97Gk+kEXEM12wBKQDF6+oe25z  
OQ1VTu/gQqEZvEVHzgiKcUswNhyPnGwDu678YqPq53HjvLLMdieWN82vKcU3999  
o6gKaFiw3x1poEA6poUcP5S2Ky1xZxRmVjPQKdvX5Hxr5NfYX2WrD44hg2LvrF  
Q1jmjL32eiPYETrgH+ORkhOaU74css261zHmvYIooCrGoX+6H3BzxykwC5f5K9JA  
rg==  
=Pp5T  
-----END PGP MESSAGE-----
```

Choose the method by which you want to register your WEBpliance License

- 5 In the WEBpliance Setup page, below the Step 2. WEBpliance License File area, click **Upload License File**.

The WEBpliance Setup (Step 3. Upload License File) page opens.

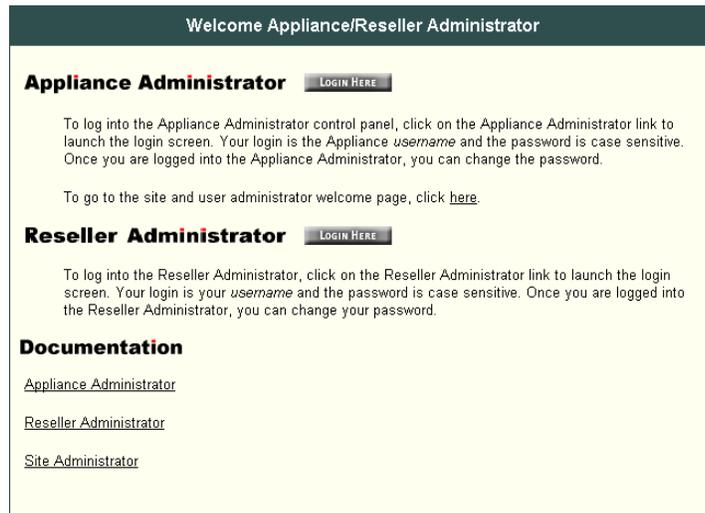
WEBpliance Setup
Step 3. Upload License File

Enter the full path of the license file or click "Browse" to locate the file on the local system. Click "Upload".
An incorrectly formatted license will be rejected.

Upload License

-
- 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**.

The WEBpliance Welcome page opens.



- Click **Appliance Administrator** or **LOGIN HERE**. The Login window opens.



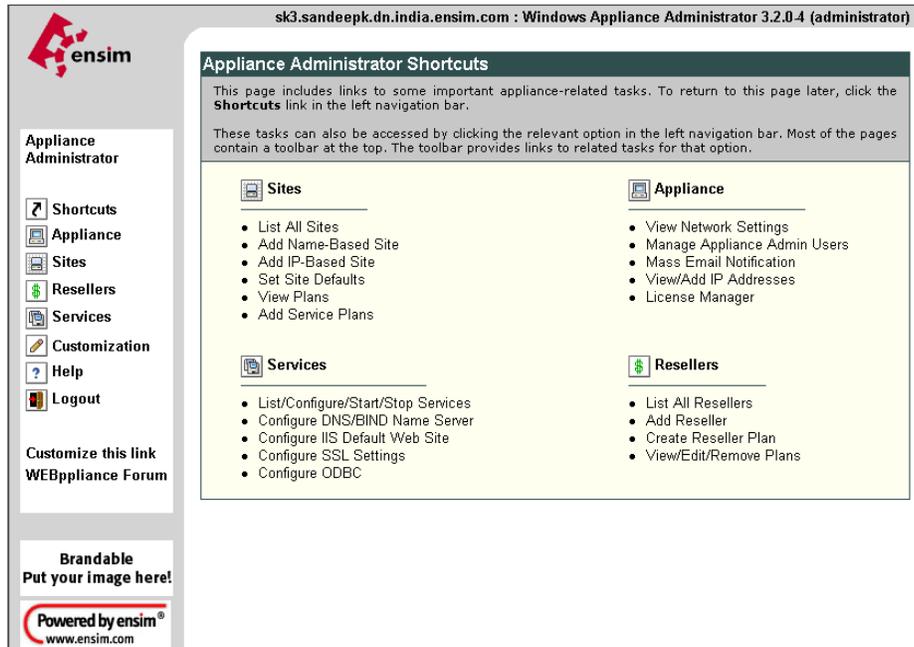
- In the **Login** field, enter your login name. This is the name you used while installing Windows 2000.
- In the **Password** field, enter your Appliance Administrator password.



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 log on.

10 Click **Login**.

The Appliance Administrator Shortcuts page opens.



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.

Copying and pasting the license file contents



Procedure: To copy and paste the license file contents:

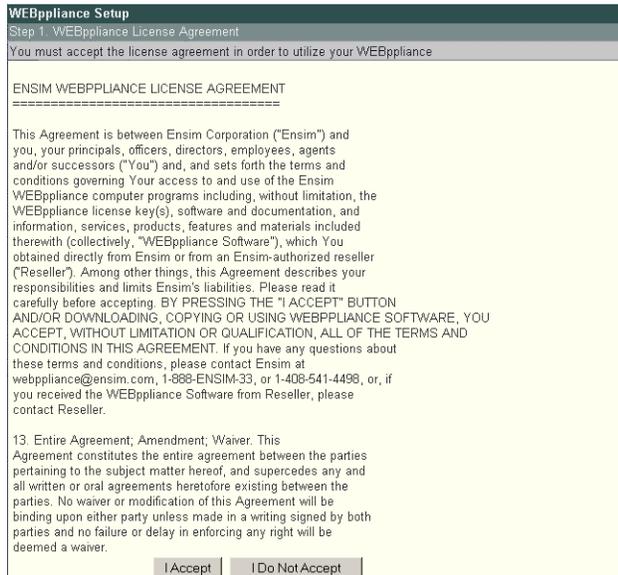
- 1 Open your Web browser.
- 2 In the **Address** field of your Web browser, type the URL: **http://<Server_Name>**, where **<Server_Name>** is the host name of the WEBpliance 3.2 server.

The WEBpliance Manager page opens.

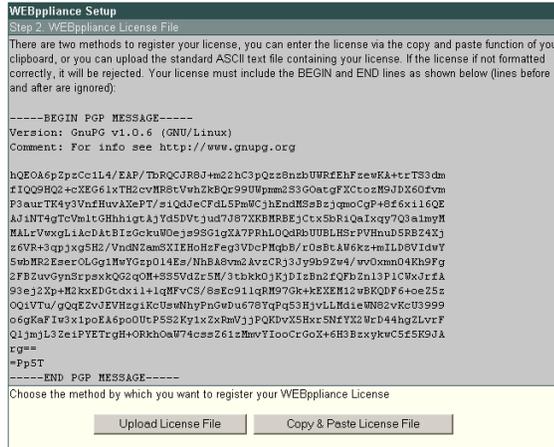


- 3 On the WEBpliance Manager page, click the word **here** in the line “Click here to setup your WEBpliance.”

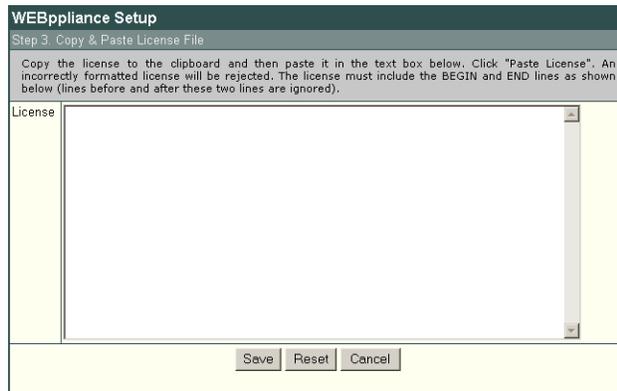
The WEBpliance Setup (Step 1. WEBpliance License Agreement) page opens.



- You must accept the license agreement to proceed. Click **I Accept** to continue. The WEBpliance Setup (Step 2. WEBpliance License File) page opens.

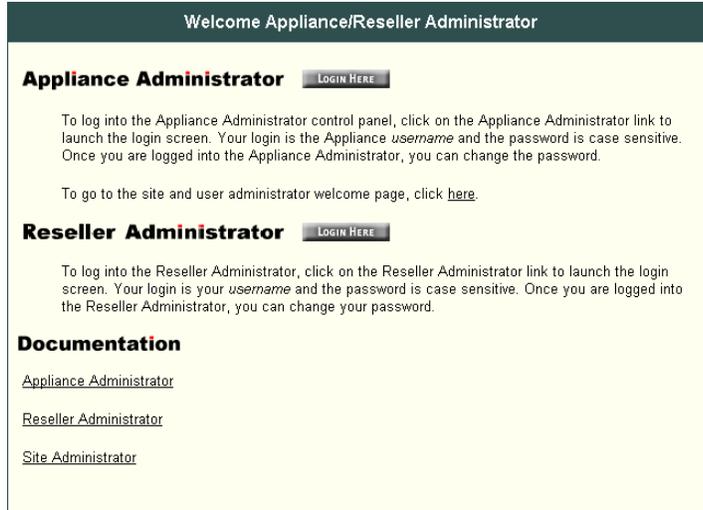


- In the WEBpliance License File window, click **Copy & Paste License File**. The Copy & Paste License File window opens.



- Open the WEBpliance 3.2 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**. The WEBppliance Welcome page opens.



- Click **Appliance Administrator** or **LOGIN HERE**.

The Login window opens.

The screenshot shows a login window titled "Appliance Administrator Login". It contains a message: "Enter your User name and password to log on to the Appliance Administrator control panel. The Password field is case-sensitive." Below this are two input fields: "Login:" with the text "administrator" and "Password:" with masked characters. A "Login" button is positioned below the password field.

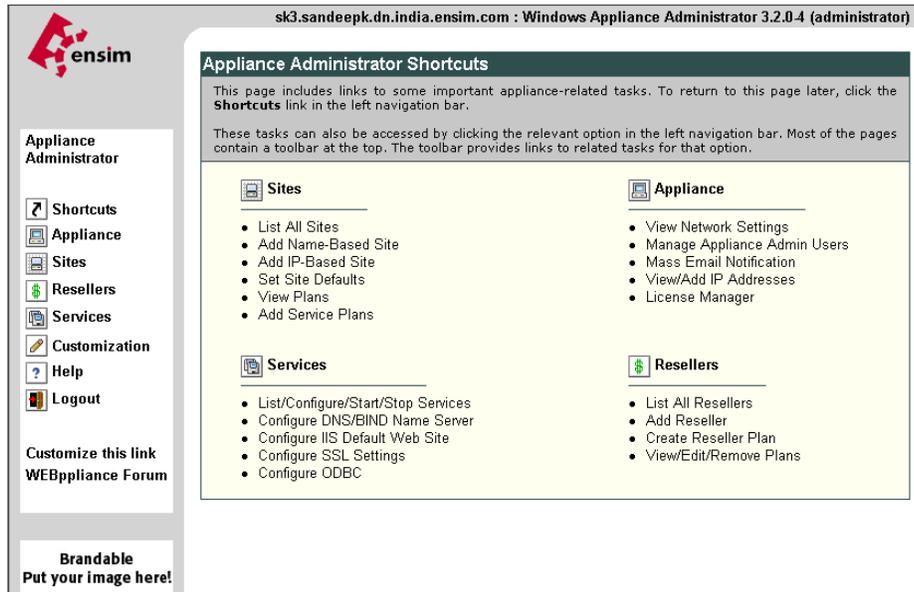
- In the **Login** field, enter your login name. This is the name you used while installing Windows 2000.
- In the **Password** field, enter your Appliance Administrator password.



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 log on.

11 Click **Login**.

The Appliance Administrator Shortcuts page opens.



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.

Changing the WEBppliance license type

Once you enter a valid WEBppliance license and begin using WEBppliance, you can change from one type of WEBppliance license to any other, for example, you may have an evaluation license and wish to change to a registered license.

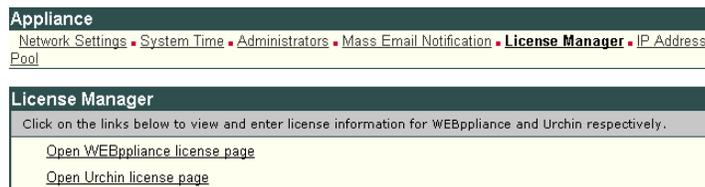
To change the WEBppliance license type, log on to the Appliance Administrator interface and use the License Manager option.



Procedure: To later change the WEBppliance license type:

- 1 Log on to WEBppliance as the Appliance Administrator.
For more information about logging on as the Appliance Administrator, see [“Logging on as the Appliance Administrator” on page 4-13](#).
- 2 In the left navigation bar, click **Appliance**.
- 3 In the Appliance menu, click **License Manager**.

The License Manager form opens.



- In the License Manager form, click **Open WEBppliance license page**.
The WEBppliance License form opens.

Appliance	
Network Settings • System Time • Administrators • Mass Email Notification • License Manager • IP Address Pool	
WEBppliance License	
<p>The License Details area below, displays details about the current WEBppliance license. The license type determines the number of domains that can be created and the period for which WEBppliance can be used. If the current license is an evaluation or limited version, upgrade it to continue using WEBppliance after expiry of the evaluation period or continue adding more domains.</p> <p>Upgrade the license by clicking Upgrade License at the bottom of the form. Obtain the new license either by going to www.buy.ensim.com or contacting Ensim at www.license@ensimlog.ensim.com.</p> <p>Backup the existing license by right clicking the "here" option in the Download License File area at the bottom of the form and saving the license file to the local system.</p>	
License Details	
WEBppliance Version	3.0.0
Domain Allowance	Unlimited Domains
License Type	Registered License
Activation Date (mm/dd/yyyy)	1/25/2002 8:33:42 am
Expiry Date (mm/dd/yyyy)	0
Days Before Expiry	Never Expires
License File	
<pre>-----BEGIN PGP MESSAGE----- Version: GnuPG v1.0.6 (MingW32) Comment: For info see http://www.gnupg.org hQE0A6pZpzCc1L4/EAP+JMe7tIhFqRFRUEy4wyOHMB/ULz0BayQRhEUQTSrc6hAD POEJNFK2jV++DES1CWPSLqX2CHyxf7b9CXhbb0zR0IXd6VhptZqfp8f22vN3cKfF AR0gGj/O9KcQBDUnqPIabiwQ+XZ/9dosJ4m1LldJxGG12ngOr9Gr8tKL5mXB0gD /3XU7yfIuivsYyFUnlc/jTVUK9JrDcnr8SZWIN20jkOt106R70ldUTwNUFT3Q1Ht 0UbcMe+MCCar9o/JU1kHa/bMAiT3aGDMhxS1r0EsJ0bc3XbH80cEoUsmFD5fhhUi Nmt13q/mhevW7wkI2Hz7RjkdcecbTHuTxImRKDXU9ub0sCsAc2BD3aI8HhQrIv 262LLbP/1EJpDXyFEP0tU6H+A/0F1bgr7ouca86C186kA2excFkAG5X29Gg1Ognp Jya2vCD1C6hhLDMVR7pUUU4jHH9XoL56LdgV3LxmJHy2oAzoEwVSFkyhpK8BNG1B 3LjYH2fYTTzLmVqda1Ntz9ExPJZfykaVE2uUIXJy9UdfjwAcS+QF1qMsYKjyIWGn QUHAsjb3HosvP14nvQwQobyXidqooY10K3SVA3im7STMq3SSH5cJwJsbobrE12U2 yHM66uXKE8J5a/zrPh1ED/XjztJit02F/3ExPmYtR8AFDXhIWj9N105MMqzGoje RP//YfvsV6B9/1vkAJ1dGS1ok/qhghq1gpcWtzj14gwpM+PgZzVLQRk81mQsfRc/ xasTsTYmBTInGsIq1GGWE1awvrfvIVEAbSFjx/wQrcFRv1v+H43LR9U3YTFfQ1LO XH4zVn/5Sd29SPep6doxmQ== =q/dJ -----END PGP MESSAGE-----</pre>	
Download License File	
Right click here and choose "Save As" to download the license file.	
<input type="button" value="Upgrade License"/> <input type="button" value="Cancel"/>	

5 Click **Upgrade License** at the bottom of the WEBpliance License form.

The Upgrade License form opens.

Appliance
Network Settings • System Time • Administrators • Mass Email Notification • **License Manager** • IP Address Pool

Upgrade License

You can upgrade the current license in two ways as follows:

- Copy the license to the clipboard and then paste it in the text box provided. Click the "Copy & Paste License File" button.
- Upload the license file to the WEBpliance server. Click the "Upload License File" button.

An incorrectly formatted license will be rejected. The license must include the BEGIN and END lines as shown below (lines before and after these two lines are ignored).

```
-----BEGIN PGP MESSAGE-----  
Version: GnuPG v1.0.6 (GNU/Linux)  
Comment: For info see http://www.gnupg.org  
  
hQE0A6pZpzCc1L4/EAP/TbRQCJR8J+m22hC3pQzz8nzbUWRfEhFzewKA+trTS3dm  
fIQQ9HQ2+cXEG6lxTH2cvMR8tVwhZkBR99U0pma2S3GOatgFXCtozM9JDx60fvm  
P3aurTK4y3VnfhuvAXePT/siQdJecFdL5PmWCjhEndMSsBzjqmoCgP+8f6x116QE  
AJINT4gTcVmltGHhigtAjYd5DVtjud7J87XKBMRBEjCtX5bRiQaIxyq7Q3a1myM  
MAlrVwxgLiAcDAtBiZGckuW0ejs9SG1gXA7PRhLOQdRbUUBLHsrPVHnuD5RBZ4Xj  
z6VR+3qpjxg5H2/VndNzamSXIEHoHzFeg3VdcPmqbB/r0sBtAW6kz+mlD8VIdwY  
5wbMR2EserOLGg1MwYgZp014Es/NhBA8vm2AvzCRj3Jy9b2w4/vv0xmn04Kh9Fg  
2FBZuvGynSrpsxkQG2qOM+SS5VdZr5M/3tbk0jKjDIzBn2fQfbZn13PICWxJrfA  
93ej2Xp+M2kxEDGtdxi1+lqMFvCS/8sEc911qRM97Gk+kEXEM12vBKQDF6+oe25z  
OQiVTu/gQqEZvJEVHzg1KcUewNhyPnGwDu678YqPq53HjvLLMdieWN82vKcU3999  
o6gRaF Iw3x1poEa6po0UtP5S2Ky1xZxRmVjjPQKdvX5Hxr5MFYX2WrD44hg2LvrF  
Q1jnjL3ZeipYETrgH+ORkhOaW74cssZ61zNmvYIooCrGoX+6H3BzxykwCSi5K9JA  
rg==  
=Pp5T  
-----END PGP MESSAGE-----
```

Choose the method by which you want to upgrade your WEBpliance License

6 In the Upgrade License form, click either **Upload License File** or **Copy & Paste License File** to enter the new WEBpliance license using any of the two ways given in “[Registering the license key for WEBpliance 3.2](#)” on page 4-1.



Note: In both the ways given above to enter the WEBpliance license, namely, “[Uploading the license file](#)” on page 4-2 and “[Copying and pasting the license file contents](#)” on page 4-6, the first three steps are not applicable as you are entering the license from within the WEBpliance interface.

Logging on as the Appliance Administrator

Once you install Ensim WEBppliance 3.2 and enter the license, you can use your Web browser to access WEBppliance 3.2, then log on as the Appliance Administrator and manage tasks at the appliance level.



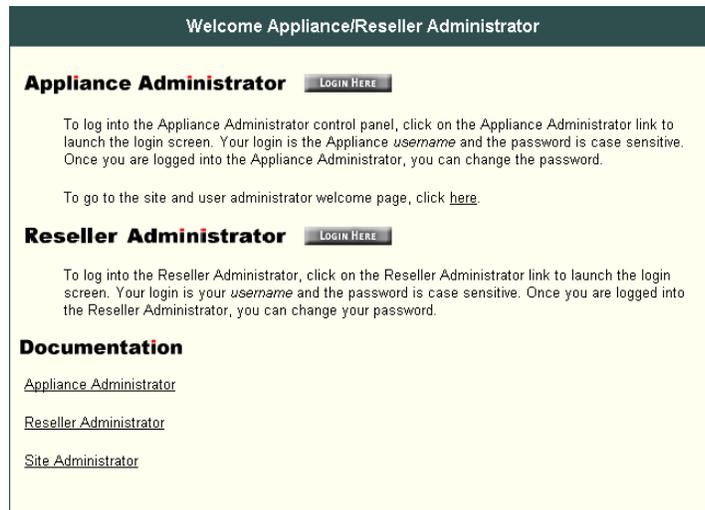
Important: When you access the interface for the first time, you will be required to enter your WEBppliance 3.2 license key. For information about entering the license, see [“Registering the license key for WEBppliance 3.2” on page 4-1.](#)



Procedure: To log on as the Appliance Administrator:

- 1 Open your Web browser.
- 2 In the **Address** field of your Web browser, type the URL: **http://<Server_Name>/admin** where **<Server_Name>** is the host name of the WEBppliance 3.2 server.

The WEBppliance Welcome page opens.



The screenshot shows a web page titled "Welcome Appliance/Reseller Administrator". It features two main sections for login: "Appliance Administrator" and "Reseller Administrator". Each section includes a "LOGIN HERE" button and a paragraph of instructions. Below these sections is a "Documentation" section with links to "Appliance Administrator", "Reseller Administrator", and "Site Administrator".

Welcome Appliance/Reseller Administrator

Appliance Administrator [LOGIN HERE](#)

To log into the Appliance Administrator control panel, click on the Appliance Administrator link to launch the login screen. Your login is the Appliance *username* and the password is case sensitive. Once you are logged into the Appliance Administrator, you can change the password.

To go to the site and user administrator welcome page, click [here](#).

Reseller Administrator [LOGIN HERE](#)

To log into the Reseller Administrator, click on the Reseller Administrator link to launch the login screen. Your login is your *username* and the password is case sensitive. Once you are logged into the Reseller Administrator, you can change your password.

Documentation

[Appliance Administrator](#)

[Reseller Administrator](#)

[Site Administrator](#)

-
- 3 Click **Appliance Administrator** or **LOGIN HERE**.

The Login window opens.



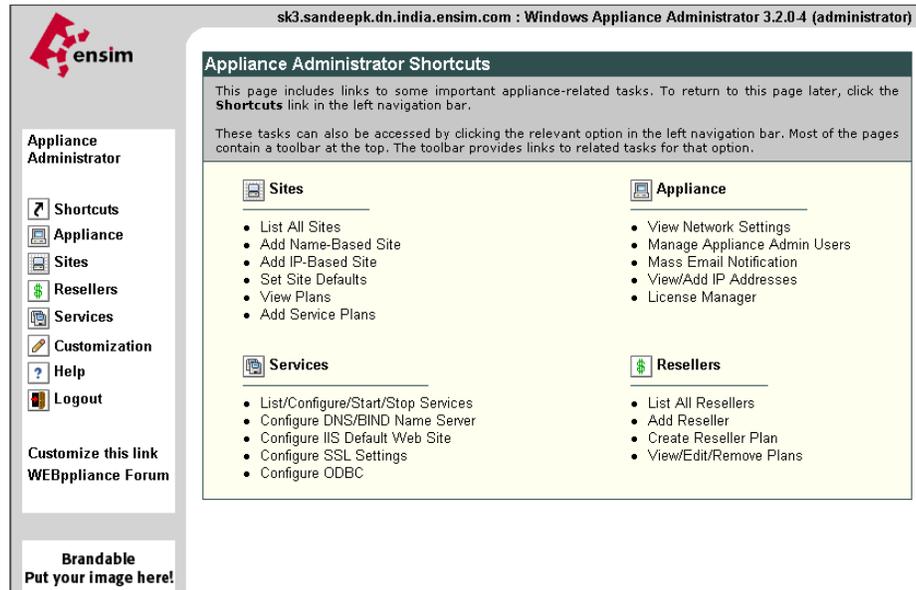
- 4 In the **Login** field, enter your login name. This is the name you used while installing Windows 2000.
- 5 In the **Password** field, enter your Appliance Administrator password.



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 log on.

6 Click **Login**.

The Appliance Administrator Shortcuts page opens.



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.

Registering the license for Urchin 3.3

After receiving the serial number and license code for Urchin 3.3 from Urchin Software Corporation, log on as the Appliance Administrator and enter the license information.



Procedure: To enter the license information for Urchin 3.3:

- 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**.

The License Manager form opens.

Appliance Network Settings • System Time • Administrators • Mass Email Notification • License Manager • IP Address Pool
License Manager Click on the links below to view and enter license information for WEBppliance and Urchin respectively. Open WEBppliance license page Open Urchin license page

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

The Urchin License form opens.

Appliance Network Settings • System Time • Administrators • Mass Email Notification • License Manager • IP Address Pool
Urchin License The licensing for Urchin is a two-step process. Purchase License Purchase the license from the Urchin Web site. Click the link below to go to the site. During the purchase process, enter the Key Code given below to obtain the license. The Serial Number and License Code are specific to the Key Code for this server. Key code: 8UTS-ET94-SLEE-3000 Click here to purchase Urchin license Add License After receiving the license information, enter the Serial Number and License Code below, and click "Add License". New Serial Number: <input type="text"/> New License Code: <input type="text"/> Current License(s): unlicensed <input type="button" value="Add License"/> <input type="button" value="Reset"/> <input type="button" value="Cancel"/>

- 5 In the Add License area, enter the serial number and license code for Urchin 3.3 that you received from Urchin Software Corporation.
- 6 Click **Add License**.

Installing the MailMax 4.8 mail server

Introduction

This chapter includes information on obtaining and installing MailMax 4.8, MailMaxWEB 4.0, and the MailMax mail server add-on.

Earlier versions of WEBppliance had the mail server (MailMax from SmartMax® Software Inc.) closely integrated with the software with the result that the mail server could not be uninstalled. This version of WEBppliance has decoupled the mail server from the software, allowing any mail server to be used with WEBppliance 3.2.

WEBppliance 3.2 ships without a mail server with the option to install it later. You need to add a mail server only if you plan to offer mail-enabled sites. To use a new mail server with WEBppliance you have to install a mail server add-on. At present, Ensim has developed a mail server add-on only for MailMax 4.8.



Important: All MailMax licensing issues must be transacted directly with SmartMax Software Corporation, makers of MailMax. WEBppliance does not support or provide any interface to install or upgrade mail server licenses. For more information about MailMax, visit the SmartMax Web site at <http://www.smartmax.com>.

Installing MailMax 4.8 involves:

- [Obtaining the MailMax 4.8 mail server add-on](#)
- [Installing MailMax 4.8 and the mail server add-on](#)

Obtaining the MailMax 4.8 mail server add-on

To obtain the MailMax 4.8 mail server add-on, please visit the URL <http://www.ensim.com/products/webppliance/windows/mail.html>. Follow the instructions on the Web site to get the mail server add-on.

Installing MailMax 4.8 and the mail server add-on

The mail server add-on is packaged as a single file named **MailAddon-Mailmax-4.8.exe**. Use this file to install MailMax 4.8, MailMaxWEB 4.0, and the mail server add-on.



Procedure: To install MailMax 4.8, MailMaxWEB 4.0, and the mail server add-on:

- 1 Obtain the mail server add-on file (see [“Obtaining the MailMax 4.8 mail server add-on” on page 5-1](#)).
- 2 Connect to the WEBppliance 3.2 server using the console or through terminal services and log on as the administrator.
- 3 Open a command prompt window by clicking **Start > Run... >** and typing **cmd**.
- 4 Change to the directory where the file **MailAddon-Mailmax-4.8.exe** is located.
- 5 Run the file **MailAddon-Mailmax-4.8.exe** at the command prompt using any one of the following options:
 - ❑ To install MailMax 4.8, MailMaxWEB 4.0, and the mail server add-on, type:
`MailAddon-Mailmax-4.8.exe -install`
 - ❑ To install only MailMax 4.8 and MailMaxWEB 4.0, type:
`MailAddon-Mailmax-4.8.exe -mailserveronly`
 - ❑ To install only the MailMax 4.8 mail server add-on, type:
`MailAddon-Mailmax-4.8.exe -addononly`

If the installation fails, open the file **c:\mailaddon.log** in any text editor (such as Notepad) to find the cause of the failure.



Important: To use MailMax 4.8 with WEBppliance 3.2 you must install the mail server add-on in addition to MailMax 4.8 and MailMaxWEB 4.0.

Configuring network settings

Introduction

The network settings of the WEBppliance server are critical to the proper functioning of WEBppliance 3.2.

During installation of WEBppliance 3.2, the installation wizard prompts you for the network settings. If the settings have been properly configured, they are automatically detected. If the settings are incorrect or if there is no network card, the network settings fields remain blank. You also have the choice of entering the settings later; however, the settings need to be entered before creating sites. If this is not done, you cannot create sites on the server using WEBppliance 3.2.



Important: If your server has dual network adaptors, you must choose the IP address of the primary network adaptor while selecting the IP address in the Network Settings window.

You can perform the following network related tasks.

- [Entering the network settings](#)
- [Changing the IP address and FQDN \(fully qualified domain name\) of the WEBppliance server](#)
- [Changing the network adaptor](#)



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

Entering the network settings

You have to enter the network settings using the WEBppliance 3.2 interface, if:

- You received the server with WEBppliance already installed, or
- You clicked **Later** in the Network Settings window while installing WEBppliance 3.2
- You change the primary IP address of the WEBppliance server



Procedure: To enter the network settings:

- 1 Access the WEBppliance 3.2 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 [Normal installation](#) (Step 8 on [page 2-6](#)).
- 4 Restart the WEBppliance 3.2 server.

Changing the IP address and FQDN (fully qualified domain name) of the WEBppliance server

You may also need to change the IP address and FQDN (fully qualified domain name) of the WEBppliance 3.2 server. You can change the network settings even after creating sites. These changes affect the way the WEBppliance 3.2 interface is accessed.



Procedure: To change the IP address and FQDN of the WEBppliance 3.2 server:

- 1 Access the WEBppliance 3.2 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 3.2 server.

Changing the network adaptor

If the network adaptor fails you can:

- Replace it in the same slot

In this case, you do not have to change any settings.

- Replace the adaptor in a different slot

In this case, 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 and FQDN assigned to the new adaptor are the same as assigned to the old adaptor.



Procedure: To change the network adaptor:

- 1 Replace the old network adaptor with the new one, and ensure that the IP address and FQDN assigned to the new adaptor are the same as assigned to the old adaptor.
- 2 Access the WEBppliance 3.2 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 3.2 server.



Index

A

Active Directory Services 1-4

B

backing up data and settings 1-6

D

DNS entries 1-3

Domain Controller 1-4

domains, existing 1-5

E

existing domains 1-5

existing programs 1-5

F

feedback and support x

FQDN 2-6

FQDN, changing A-2

fully qualified domain name 2-6

G

guide

document conventions viii

intended audience vii

printer-friendly version viii

required skills viii

I

installation

confirming proper 2-11

drive paths 1-5

normal 2-1

preparing for 1-1

silent 2-8

installation window

Administrative data location 2-5

Customer Information 2-4

License Agreement 2-3

Network Settings 2-6

Ready to Install 2-7

Site data location 2-5

Warning 2-3

Welcome 2-2

IP address, changing A-2

IP address, primary 2-6

L

license

requirements 1-6

Urchin 3.3, obtaining 3-1

Urchin 3.3, registering 4-16

WEBpliance 3.2, obtaining 3-1

WEBpliance 3.2, registering 4-1

logging on as the administrator 4-1

M

mail server add-on

installing 5-2

obtaining 5-1

MailMax 4.8, installing 5-1

N

network adaptor, changing [A-3](#)
network settings [1-5](#)
network settings, entering [A-2](#)
normal installation [2-1](#)

P

primary IP address [2-6](#)
process checklist [1-1](#)
programs, existing [1-5](#)

R

related documentation [viii](#)
requirements
 installation drive paths [1-5](#)
 license [1-6](#)
 network settings [1-5](#)
 other [1-4](#)
 system [1-2](#)
 hardware [1-2](#)
 software [1-3](#)
 system date and time [1-4](#)
 Web browser [1-4](#)
 Windows 2000 [1-4](#)

S

Service Pack 3 [1-3](#)
Shortcuts page in Appliance Administrator
 interface [4-5](#)
silent installation [2-8](#)
Silentinstall.ini file
 contents, reviewing of [2-9](#)
 Customer information section [2-10](#)
 Installation path section [2-10](#)
 Network settings section [2-10](#)
system date and time [1-4](#)
system requirements [1-2](#)
 hardware [1-2](#)
 software [1-3](#)

W

Web browser, requirements for [1-4](#)
WEBppliance
 installing [2-1](#)
 uninstalling [1-6](#)
WEBppliance license
 changing later [4-10](#)
 copying and pasting contents [4-6](#)
 uploading the license file [4-2](#)
Windows 2000, requirements for [1-4](#)