



# Insight Server 4.4

## Quick Start Installation Guide

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# Introduction

**Insight Server 4.4** offers an enterprise email server that scales from Intel platforms to IBM eServers, providing world-class reliability for hundreds of thousands of users. Bynari significantly reduces hardware, software, and administrative costs associated with managing email systems by consolidating email servers. Without the need for end-user retraining, Bynari provides seamless interoperability with the latest versions of Outlook and other email clients.

# Installation

This Quick Installation Guide is intended to get you up and running as quickly as possible. It does NOT contain all of the information in our Insight Server 4.4 Admin Guide. If you are unsure at any point of the installation process you should consult the full admin guide. There are certain things assumed with this shortened version of the installation guide. It is assumed that you are familiar with Linux from an administrative perspective.

The Insight Server software comes in two flavors, rpm packages for Red Hat-based operating systems and deb packages for Debian-based systems. Before the Insight Server can be installed there are some requirements that must be met on both a hardware level as well as how your server base is configured.

## Minimum System hardware requirements for Insight Server:

- Minimum 1 GB of free hard drive space for Bynari installation
- Bynari Installation directory is /opt/insight
- User Disk Space - To be determined by user activity (loc: /opt/insight/var/spool/imap)
- Minimum of 512MB swap partition
- Pentium II class or higher i686 based processors
- 256 MB Ram (If SpamAssassin is to be used : Minimum of 512 MB Ram)
- Network Interface Card/Ethernet

## Supported Linux Distributions

Insight Server will run on major distributions and their latest versions: Red Hat, SuSE, Debian, Ubuntu, and CentOS Linux. To determine if your hardware server is supported, please check with the hardware vendor for support of various versions and distributions of Linux. Depending on the hardware manufacturer, they will support certain versions of Linux distributions, only.

If you are running any Red Hat updates, please backup Insight Server prior to the upgrade of your Red Hat Operating system.

Server Configuration Prerequisites for Insight Server

## Insight Server Quick Start Guide

This section explains the necessary server configuration parameters necessary to install the Insight Server. If these prerequisites are not met the server will most likely not install correctly.

The following is an initial checklist:

- TCP/IP address of mail server
- Hostname of mail server
- Domain in which the server will reside
- Hard drive space required by mail users (Bynari uses /opt partition)
- Insight Server license key or demo key (30 day free trial)

The following commands can be used on a Linux server to validate that the items above are properly configured:

```
# hostname -a Hostname of the system
# hostname -d Domain name of the system
# hostname -f The Fully Qualified Domain Name (FQDN) of the system
```

*Please ensure that the configuration information is correct before starting the installation process of the Insight Server.*

The FQDN is **critical** to the proper function of the Insight Server. To set it type in the following:

```
# hostname mail1.example.com
```

Please refer to your Linux distribution documentation on retaining the changes permanently for the distribution in use.

Two entries that are required in the /etc/hosts file are localhost as well as the machine name. Below are examples of these entries:

```
127.0.0.1 localhost.localdomain localhost
192.168.30.131 mail1.example.net mail
```

## Dependencies

Insight Server requires the following additional:

```
libtool-1.5.x-x
gmp-4.2.x-x
```

## Port Availability

This is a list of required available ports required by Insight Server:

```
21: FTP (For Free/Busy Publishing)
22: SSH (Default in Linux)
```

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25: SMTP  
80: Apache  
110: POP3  
143: Cyrus/IMAP  
389: LDAP  
443: Secure Port for Apache  
636: Secure Port for LDAP  
993: Secure Port for Cyrus/IMAP

**Warning:** If you do not turn off sendmail or any other service using a required port listed above, the installation will not complete normally!

### Disabling applications using ports needed by Insight Server

The most common applications that cause port conflicts are Sendmail and Apache. To stop and configure Sendmail so that it does not startup at the next reboot time, type the following at the Linux prompt:

#### For Sendmail:

```
# /etc/init.d/sendmail stop
```

To permanently disable sendmail from startup run the command...

Red Hat systems:

```
# chkconfig sendmail off
```

Debian systems:

```
# update-rc.d -f sendmail remove
```

#### For Apache:

```
# /etc/init.d/httpd stop
```

To permanently disable apache from startup run the command...

Red Hat systems:

```
# chkconfig httpd off
```

Debian systems:

```
# update-rc.d -f apache2 remove
```

### Finding a process currently bound to a port:

To locate which process is currently bound to a given port that is keeping you from completing the installation process use the netstat command from a shell prompt. In the following example, port 389 is already in use and we would like to know which process is currently bound to this port.

```
# netstat -tanp|grep 389
tcp    0    0 0.0.0.0:389          0.0.0.0:*        LISTEN  13097/slapd
```

This information can be helpful in tracking down which program is currently using a given port. In the above example the process is named slapd which is used by OpenLDAP. This was a SUSE 9.0 SLES installation where OpenLDAP was initially installed on the server. To disable the installed version of OpenLDAP we ran:

```
# /etc/init.d/ldap stop
```

Then to disable the program from the startup sequence...

Redhat systems:

```
# chkconfig ldap off
```

Debian systems:

```
# update-rc.d -f ldap remove
```

## Recovering from conflicting Services

**If the steps above were not taken before installing Insight Server, follow the below steps to complete the installation process.**

**Common error message received:**

**“Error: Can't start until the following ports are available”**

1. Once the service currently using the port has been stopped you can continue the setup process by running the command...

```
# /opt/insight/etc/insightserver-setup.sh
```

2. Often when this issue occurs the default password is not displayed at the end of the installation process. To retrieve this information run the following command...

```
# grep rootpw /opt/insight/etc/openldap/slapd.conf
rootpw {default pwd displayed here}
```

**Note:** Once the password is changed, it is stored in an encrypted format in this directory. You must have a utility called getpw to retrieve this information.

## New 4.4 Insight Server Installation

**Note:** PLEASE MAKE TWO BACKUPS OF YOUR DATA BEFORE STARTING ANY upgrade process.

## Installation Steps

1. Start a Shell session.
2. Login as ROOT
3. Install the package

Red Hat and Other RPM systems:

```
# rpm -ivh insightserver-x.x-x.i386.rpm
```

Debian and other deb systems:

```
# dpkg -i insightserver-x.x-x.i386.deb
```

4. Run the Setup Script

```
# /opt/insight/etc/insightserver-setup.sh
```

5. Insight Server will start the configuration. When it is complete, a manager password of "bynari" will be created.

An example of the final output:

```
"Your Server has been setup with the administrative account username of 'manager'
and the default password of 'bynari'-- Please change this immediately!"
```

**Note:** Immediately after registering the product the administrator must change the default manager password. This is for security reasons since the password is generated and stored in clear text until it is changed through the web admin interface.

1. To administer the Insight Server, go to the web admin console (open a browser and type `http://yourserveripaddress`) [or the Fully Qualified Domain Name (FQDN) that the DNS server will recognize for your Insight Server.]
2. A login screen will appear; user name is "manager" and the default password is the one noted at the end of the installation.
3. It is recommended that you change the password for "manager".
4. To change your password, go to the Accounts section, click on manager account.

*Congratulations! Your server is now installed and ready for use. See the Server Administrators Guide for further information.*

## 4.2.x to 4.4 Insight Server Upgrade

**Note:** PLEASE MAKE TWO BACKUPS OF YOUR DATA BEFORE STARTING ANY upgrade process.

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## Upgrade from 4.2.x to 4.4 on the same hardware server:

Download Insight Server 4.4 on the existing server, and run this command to begin the installation:

1. Stop Insight Server 4.2: `# /etc/init.d/insightserver stop`

**Note:** Ensure that all Insight Server services are stopped.

2. Install the package

Red Hat and Other RPM systems:

```
# rpm -Uvh insightserver-x.x-x.i386.rpm
```

Debian and Other deb systems:

```
# dpkg -i insightserver-4.4.0.deb
```

3. Run the setup script: `# /opt/insight/etc/insightserver-setup.sh`

Insight Server 4.4 will now begin installing and will automatically migrate-over the 4.2 accounts and mail to Insight Server 4.4

When the installation has completed, login as “manager” and register the 4.4 server with the Insight Server license key.

Congratulations! Your server is now installed and ready for use.

## Upgrade from 4.2 to 4.4 on new hardware:

1. In the Web Administration Console, go to “Tools” > “Backup & Restore” > “Create Backup”. Create a backup of: “Configuration”, “LDAP”, and “Mail”.
2. On the new server, install the same version of Insight Server currently running on the existing server. Restore the three backups to the new server: “Configuration”, “LDAP”, and “Mail”, in that order.
3. The Insight Service Account is a system account used to perform automated operations and backend authentication. When Insight Server is installed, the Insight Service Account is created with a random password. This step ensures that the restored configuration matches the new installation’s Insight Service Account password.

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a) Determine what the Insight Service Account password should be:  
# grep bind\_pw /opt/insight/etc/postfix/ldap-sender.cf <enter>  
bind\_pw = MjP4I4Eh

Make note of this password. This password is different on every system and is randomly generated at the time of installation.

b) Verify the password:  
# /opt/insight/bin/ldapsearch -x -D "cn=Insight Service Account" -w MjP4I4Eh  
<enter>

If you receive an error, continue with the following steps to correct this error. If you do not receive an error, go to step d.

c) Modify the Insight Service Account password in LDAP:  
# /opt/insight/bin/ldapmodify -x -D "cn=manager" -w <manager password> #  
dn: cn=Insight Service Account  
# changetype: modify  
# userPassword: MjP4I4Eh  
(blank line)

*You should see the following message displayed:*  
modifying entry "cn=Insight Service Account"

Hit enter again, wait a few seconds, then Control-C. This will change the password.

d) Verify your Insight Service Account password has been set correctly.

# /opt/insight/bin/ldapsearch -x -D "cn=Insight Service Account" -w MjP4I4Eh  
<enter>

e) Verify the Insight Service Account in the Cyrus configuration.  
Login to the Web Administration Console as manager and go to "Configuration" > "Services" > "Cyrus". Go to the Cyrus Murder section at the very bottom. Ensure that the "ldap\_password" matches the Insight Service Account output from the command above.

4. Continue with the upgrade process by going to the next section titled, "Upgrading Insight Server 4.4 on the same server hardware". The remaining steps are exactly the same.

# Reporting Problems

When reporting problems, be sure to include the following information:

- Server operating system with version number.
- Version of Insight Server. To determine your version, type one of the following commands:
  - Red Hat-based servers type:  
rpm -qa | grep insight <enter>
  - Debian-based servers type:  
dpkg -l | grep insight <enter>
- Your name
- Company name
- Complete contact information

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