

Installation Guide

iPlanet Web Proxy Server

Version 3.6 for UNIX

806-7576-01
March 2001

Copyright © 2001 Sun Microsystems, Inc. Some preexisting portions Copyright © 2001 Netscape Communications Corporation. All rights reserved.

Sun, Sun Microsystems, the Sun logo, Solaris, iPlanet, and the iPlanet logo, are trademarks or registered trademarks of Sun Microsystems, Inc. in the United States and other countries. Netscape and the Netscape N logo are registered trademarks of Netscape Communications Corporation in the U.S. and other countries. Other Netscape logos, product names, and service names are also trademarks of Netscape Communications Corporation, which may be registered in other countries.

The product includes encryption software from RSA Data Security, Inc. Copyright © 1994, 1995 RSA Data Security, Inc. All rights reserved. Portions of the software copyright © 1995 PEER Networks, Inc. All rights reserved. Portions of the software copyright © 1995, 1996 Webster Network Strategies, Inc. All rights reserved.

Federal Acquisitions: Commercial Software—Government Users Subject to Standard License Terms and Conditions

The product described in this document is distributed under licenses restricting its use, copying, distribution, and decompilation. No part of the product or this document may be reproduced in any form by any means without prior written authorization of the Sun-Netscape Alliance and its licensors, if any.

THIS DOCUMENTATION IS PROVIDED “AS IS” AND ALL EXPRESS OR IMPLIED CONDITIONS, REPRESENTATIONS AND WARRANTIES, INCLUDING ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE OR NON-INFRINGEMENT, ARE DISCLAIMED, EXCEPT TO THE EXTENT THAT SUCH DISCLAIMERS ARE HELD TO BE LEGALLY INVALID.

Copyright © 2001 Sun Microsystems, Inc. Pour certaines parties préexistantes, Copyright © 2001 Netscape Communication Corp. Tous droits réservés.

Sun, Sun Microsystems, le logo Sun, Solaris, iPlanet, et le logo iPlanet sont des marques de fabrique ou des marques déposées de Sun Microsystems, Inc. aux Etats-Unis et d'autre pays. Netscape et le logo Netscape N sont des marques déposées de Netscape Communications Corporation aux Etats-Unis et d'autre pays. Les autres logos, les noms de produit, et les noms de service de Netscape sont des marques déposées de Netscape Communications Corporation dans certains autres pays.

Ce produit contient un module de cryptographie fourni par RSA Data Security, Inc. Copyright © 1994, 1995 RSA Data Security, Inc. Tous droits réservés. Certaines parties de ce logiciel sont protégées par un copyright © 1995 PEER Networks, Inc. Tous droits réservés. Certaines parties de ce logiciel sont protégées par un copyright © 1995, 1996 Webster Network Strategies, Inc. Tous droits réservés.

Le produit décrit dans ce document est distribué selon des conditions de licence qui en restreignent l'utilisation, la copie, la distribution et la décompilation. Aucune partie de ce produit ni de ce document ne peut être reproduite sous quelque forme ou par quelque moyen que ce soit sans l'autorisation écrite préalable de l'Alliance Sun-Netscape et, le cas échéant, de ses bailleurs de licence.

CETTE DOCUMENTATION EST FOURNIE “EN L'ÉTAT”, ET TOUTES CONDITIONS EXPRESSES OU IMPLICITES, TOUTES REPRÉSENTATIONS ET TOUTES GARANTIES, Y COMPRIS TOUTE GARANTIE IMPLICITE D'APTITUDE À LA VENTE, OU À UN BUT PARTICULIER OU DE NON CONTREFAÇON SONT EXCLUES, EXCEPTÉ DANS LA MESURE OÙ DE TELLES EXCLUSIONS SERAIENT CONTRAIRES À LA LOI.

Contents

Introduction	5
Chapter 1 Before You Install	7
Supported Platforms	7
Hardware and Software Requirements	7
Hardware Sizing Recommendations	8
Other Technical Requirements	9
Making Sure DNS is Running	10
Creating a DNS Alias for the Server	11
Creating a UNIX User Account	11
Choosing Unique Port Numbers	12
Chapter 2 Installing iPlanet Web Proxy Server	13
Installing iPlanet Web Proxy Server	13
What Does Installation Do?	16
Migrating from a Previous Version of the Proxy Server	17
Installing Multiple Proxy Servers	18
Chapter 3 Troubleshooting Installation	21
Troubleshooting	21
Index	25

Welcome to iPlanet Web Proxy Server and the Internet. iPlanet provides open software that lets people and companies exchange information and conduct commerce over the Internet and other global networks. iPlanet Web Proxy Server is a high-performance server software product designed for replicating and filtering access to web-based content.

What's in This Book?

This book provides information about the software and hardware required to install your proxy server. It also tells you how to deploy and install your server.

Conventions Used in This Book

These conventions are used in this book:

Monospaced font. Monospaced type is used for text that you should type. It is also used for examples of code, directories, and file names.

Italic. Italic text is used to introduce new terms.

|. The vertical bar is used as a separator for user interface elements. For example, “choose Server Status | Log Preferences” means you click the Server Status button in the Server Manager and then click the Log Preferences link.

Contacting Technical Support

For product-specific Technical Support assistance, please see the Product Support Page for iPlanet Web Proxy Server at:

http://www.iplanet.com/support/technical_resources/proxy

For general Technical Support assistance, please see the iPlanet Technical Support Page at:

<http://www.iplanet.com/support>

Other useful iPlanet information can be found at the following Internet locations:

- iPlanet release notes and other documentation:
<http://docs.iplanet.com/docs/manuals/>
- iPlanet product status:
http://www.iplanet.com/support/technical_resources/
- iPlanet Professional Services information:
<http://www.iplanet.com/services>
- iPlanet developer information:
<http://developer.iplanet.com/>
- iPlanet learning solutions:
<http://www.iplanet.com/learning/index.html>
- iPlanet product data sheets:
<http://www.iplanet.com/products/index.html>

Before You Install

The following sections discuss the information you need to know before you install iPlanet Web Proxy Server.

Supported Platforms

iPlanet Web Proxy Server 3.6 for UNIX runs on these platforms:

- Sun (Solaris 2.6 and Solaris 8 operating environment with the Sun recommended patch set)
- HP-UX 11.0 operating system
- IBM AIX 4.3.3
- Other operating systems might be available from iPlanet or partners of iPlanet

Hardware and Software Requirements

iPlanet Web Proxy Server requires specific software and hardware. Before you can install the server, your computer must have the following:

- A CPU with access to a CD-ROM drive running one of the supported UNIX operating systems listed in the previous section.
- A minimum of 32MB RAM; 64MB or more is recommended for machines that will handle heavy traffic
- 100MB hard disk space for the server, plus 5MB hard disk space for log files
- 2GB to 4GB recommended hard disk space for the cache directory (4GB to 8GB for sites with high traffic volume)

- Netscape Navigator 4.04 or later
- A Domain Name Service (DNS) - For more information on DNS, see “Making Sure DNS is Running” on page 10.

Hardware Sizing Recommendations

When choosing the hardware for your proxy server, you should consider the number of incoming connections and the average transaction time of those connections. You probably will not know these numbers until your proxy server has been running for a while. Until then, you can use a typical proxy server setup. Table 1-1 describes the hardware in a typical proxy server setup.

Table 1-1 Typical Proxy Server

Variables	Entry-level Proxy Server	Typical Proxy Server
Users	Up to 1,500	1,500-3,000
Operating System	Entry to mid-level UNIX server	High-end UNIX server
CPU	120+ MHz	UltraSPARC R5000
RAM	Minimum 32 MB; 64-128 MB for heavy traffic	128-256 MB
Server Hard Disk	Minimum 20 MB; 100 MB recommended	200 MB
Cache	2 to 4 GB	5 to 9 GB

A proxy server deployed on a UNIX machine can support approximately 3,000 users. This estimate assumes 300,000 requests per day under standard conditions and depends on the hardware you select.

For a UNIX system, each process uses about 200Kb of RAM for listening and 300-500Kb for working, which means that each process, or concurrent user, uses approximately 1MB of RAM. Concurrent users are generally an order of magnitude less than the total number of users. It is critical that you have enough actual RAM to hold all the processes in memory when they are active.

Table 1-1 shows the minimum amount of RAM you will need for your proxy server. You will generally need more RAM as your user base expands. Table 1-2 shows RAM sizes based on the number of users going through your proxy server. Large deployments should also consider a logging file system or non-volatile RAM to allow the server to perform asynchronous writes to the disk.

Table 1-2 Recommended RAM sizes

Number of users	RAM (MB)
0-300	32
300-500	64
500-1000	96
1000+	128

The speed of the CPU does not affect performance as much as RAM and disk size. The CPU is normally not a bottleneck; however, proxy performance may scale with more or faster CPUs.

When determining the overall cache size, you should budget 1 to 20 MB per user. After deployment, continue to monitor the cache performance for increases in the cache hit ratio, and continue to increase your cache size until the cache hit ratio stops increasing.

When selecting a disk size for your cache, remember that smaller disks hold less but seek faster, while larger disks hold more but seek slower. Both options will demand the same bandwidth.

For the best performance, you should run iPlanet Web Proxy Server on a dedicated machine.

Other Technical Requirements

Once you have the proper hardware and software necessary to install iPlanet Web Proxy Server, you should make sure that you meet the following requirements:

- You know the host name and IP address of your server computer.
- Your server has a DNS alias. For information on creating a DNS alias for your server, see “Creating a DNS Alias for the Server” on page 11.

- Your server has a UNIX user account that it can run as. For information on creating a UNIX user account for your server, see “Creating a UNIX User Account” on page 11.
- You have two port numbers - one for the administration server and the other for the proxy server. For information on choosing port numbers for your server, see “Choosing Unique Port Numbers” on page 12.

Making Sure DNS is Running

DNS is the software used by computers on a network to translate standard IP addresses into host names. The software generally retrieves this information from a remote DNS server or a table maintained on the same computer. Without DNS, the proxy cannot connect to any remote hosts.

A *fully qualified host name* is a name for a specific server in the form machine.subdomain.domain, which is translated into a dotted Internet Protocol (IP) address by DNS. For example, proxy.iplanet.com is the machine *proxy* in the subdomain *iplanet* and the domain *com*.

The *IP address* is a set of four numbers separated by periods that specifies the actual location of a machine on the Internet or in an internal TCP/IP intranet. Each computer on the network has a unique IP address (sometimes called a *dotted quad*), but usually that IP address is given a host name for convenience. For example, the host name www.iplanet.com has the IP address 198.95.251.30.

When you install iPlanet Web Proxy Server, some items on the installation forms require a server host name or an IP address.

To make sure DNS is running on your computer:

1. At the command line, type `nslookup` and press Enter.

The `nslookup` program responds by printing the name and address of the DNS server:

```
Default Server: dns.iplanet.com
Address: 198.95.249.78
```

If `nslookup` cannot find an authoritative answer, it prints the names of any servers that might have an authoritative answer:

```
Non-authoritative answer:
Name:      www.mysite.com
Address: 198.95.251.30
```

2. To exit `nslookup`, type `Control-d`.

Creating a DNS Alias for the Server

If your server will run on one machine among many in a network, you or your system administrator should set up a DNS alias (such as *proxy*). A DNS alias is a host name that points to another host name. Your machine can have only one real name, but it can have more than one alias. Creating a DNS alias allows you to change the actual host name or IP address of the server machine without having to change the proxy settings for the clients that use the proxy. For information on how to set up an alias, see the system administration manual for your platform.

Creating a UNIX User Account

You need a UNIX user account for the proxy server to run as. Most likely, you'll want the server to have restricted access to your system resources, so you should set up and run the proxy with a nonprivileged system user account.

For instructions on creating a new user account, see your system manual or a UNIX administrator's handbook.

When the proxy server starts and runs, it runs with the UNIX user account you specify during installation. Any child processes of the proxy and all files created by the proxy are created with this account as the owner.

You can use the account with the name *nobody*, but this might not work on your system. Some machines ship with a user identification (uid) of -2 for the user *nobody*. A uid less than zero generates an error during installation. Check the `/etc/passwd` file or the `yppasswd` database to see if the uid for *nobody* exists, and then make sure it is greater than zero. Otherwise, create a new user account with a uid greater than zero. As shown in Table , the default user ID for *nobody* depends on the platform.

Table 1-3 Default User IDs

User ID	Platform
60001	Solaris
65534	HPUX
4294967294	AIX

NOTE It is strongly recommended that you use a dedicated user account for the proxy server.

Because the proxy server is configured through a web-based administration server, you might also want to create another user account for the administration server. You can run the administration server as root, and then start and stop the server when you aren't using it to configure the proxy server.

Choosing Unique Port Numbers

The proxy server uses two port numbers: one for the proxy server itself and another for the administration server. You specify these two port numbers during installation, but you can also change the port numbers after installation. Remember that other iPlanet servers located in the same directory as your proxy server will use the same administration server port.

The port numbers must be unique for each service on a computer. Port numbers for all network-accessible services on your machine are listed in the file `/etc/services`. Your system might use the YP (or NIS) Yellow Pages. In that case, you can use the command line utility `yycat services` to list the additional port numbers used or reserved in the YP database. Industry standards for many kinds of ports already exist; for example, the standard HTTP port number is 80; for telnet, the standard port is 23; and for HTTPS, the standard port is 443. There is no standard port number for proxy servers; however, commonly used ports are 8000 and 8080. If you are unsure which port number to use, 8000 or 8080 is probably a good choice.

The administration server is typically run on a random port number above 1024. This makes it harder for unauthorized users to determine where your administration server is.

Before you choose a port number, make sure the port you choose isn't in use.

NOTE If you choose a port number less than 1024, you'll have to be logged in as root or superuser to start the proxy. After the proxy is bound to the port, the server changes from root or superuser to the user account you chose to run under. If you choose a port number greater than 1024, you don't have to be root or superuser to start the proxy.

Installing iPlanet Web Proxy Server

This chapter tells you how to install your iPlanet Web Proxy Server. It also explains how to migrate from a previous version of the proxy server and to install multiple proxy servers.

Installing iPlanet Web Proxy Server

After you've installed the prerequisite software, you can install iPlanet Web Proxy Server. You can install a new proxy, replace an existing proxy server, or install more than one proxy.

NOTE While it is possible to install your proxy server on the same machine as another iPlanet server, it is not recommended that you do so. Running two or more iPlanet servers on the same machine will cause a significant impact on the servers' performance.

If you're already running a proxy server, you must install the new proxy server on a different port. For example, if you are replacing a proxy that listens to port 8080, you might first install the new proxy server on port 8081, assuming that port is available. After the new proxy server is properly configured, shut down the old proxy server and then change the new proxy to use port 8080.

NOTE The proxy server must be installed in an empty directory. By default, the installation process uses the directory `/usr/netscape/suitespot`.

To install iPlanet Web Proxy Server:

1. Log in to your computer as `root` or superuser unless you meet all of the following conditions:
 - o You plan to install the server on a port greater than 1024.
 - o The location where you plan to install the server (the server root directory) is writable with your current login. For example, you might log in with the server's user account and install to a directory where it has write permissions.
 - o The location you plan to use for the cache root is writable with your current login status.

When you submit the installation forms, you'll get an error if you don't have sufficient permissions to the server root directory (the directory where you want to install the server). If this happens, you have to either change the directory where you install to, change your user permissions, or log in as root and start the installation over. Even if you meet these conditions, you still must log in as root or superuser for the installation.

2. Check to be sure the standard Unix tar program is in your path before you run the installation process.
3. If you have downloaded the software from the iPlanet website, go to your download directory and untar the package by typing the following command:

```
prompt% tar xvf proxy.tar
```

Replace the *proxy.tar* variable by the actual name of the tar file.

If you are installing the software from the product CD, navigate to the directory containing the setup program.

NOTE If you use the Solaris operating system, or any other operating system with a memory-based file system, don't use the `/tmp` directory because you might encounter problems later in the installation.

4. Type `./ns-setup` to start the server installation.

This program extracts proxy server files and installs them in the server root directory you specify. If you aren't logged in as root (superuser) or if you don't have sufficient write permissions, you'll get an error message.

5. The installation process will require the following information:
- **Server Root**—This is the directory into which the proxy server will be installed. You can either choose the default directory, `/usr/netscape/suitespot`, or enter another directory.
 - **Machine Name**—This is the fully qualified host name of the machine onto which you are installing the proxy server. You can either choose the default name in brackets, or type a new name and press Enter.
 - **SuiteSpot User**—This is the Unix user account that the proxy server will run as. This user should have no privileges in the rest of the system. You can either choose the default user, `nobody`, or enter another user name.
 - **Directory Service**—This is the service you will use to store user and group information. You can use either an LDAP-based service, such as iPlanet Directory Server, or you can use the local directory service. If you choose an LDAP-based service, you need to enter the directory server's name, its port, and its Base Distinguished Name. (The Base Distinguished Name is the directory under which all relevant user and group information is stored.)
 - **Administration Server Port**—This is the port address that the administration server will use. If you are not running as root, this port number must be higher than 1024. You can either choose the default port number in brackets, or type another port number.
 - **Administration Server User**—This is the user the administration server will run as. This user should be different from the user that the proxy server runs as. Only the user that you specify as the administration server user will have write permission to the proxy server's configuration files (the proxy needs only read permission). The installation program uses the user account you are currently running with (for example, `root`) as the default. You can either choose this default, or type another user name.
 - **Server Administrator's User name and Password**—These are the user name and password you will need to access the administration server.
 - **Web Browser**—This is the command-line name of the web browser you will use to configure your proxy server. If you plan to access the administration server forms from a remote client (such as from a PC), enter `NONE` and then copy the URL the installation program lists—this is the URL you use to go to the administration server forms. You can either choose the default browser, `netscape`, or type another browser name.

6. On the Server Administration page, click the “Create New Netscape Proxy Server 3.6” link.

Fill out the iPlanet Web Proxy Server Installation form that appears. For instructions on filling out this form, see “Installing Multiple Proxy Servers” on page 18.

NOTE You can choose the default values on this form during installation and then change the information later by using the Server Manager.

Once you have filled out this form and clicked the OK button, the proxy server is installed.

What Does Installation Do?

Some temporary files are written to the `/tmp` directory and then removed after installation.

The installation program places all of the server files under the server root directory that you specified during installation. If you enabled caching, the cache framework is created under the cache root directory. The following files and directories are created under the server root directory.

Table 2-1 Files and Directories Created by the Proxy Installation Program

Administration server:

<code>start-admin</code>	Script to start the administration server
<code>stop-admin</code>	Script to stop the administration server
<code>bin/admin/ns-config</code>	Script to configure the administration server
<code>bin/admin/admin</code>	Binaries and icons used in the administration server
<code>bin/admin/ns-admin</code>	Administration server main program
<code>admin-serv/config/admpw</code>	Administration server password file
<code>admin-serv/config/cron.conf</code>	Administration server batch processing configuration
<code>admin-serv/config/cron.error</code>	Administration server batch processing error log
<code>admin-serv/logs/errors</code>	Administration server error log

Table 2-1 Files and Directories Created by the Proxy Installation Program

admin-serv/config/ns-admin.conf	Administration server configuration file
admin-serv/config/servers.lst	List of the Netscape servers that are installed
Proxy Server:	
bin/proxy/ns-proxy	Proxy binary
bin/proxy/ns-proxy.so	Shared library use by the proxy and the administration server
bin/proxy/admin/	Binaries and icons used in the proxy configuration
bin/proxy/install/	Binaries and icons used in the proxy installation
Server Plug-In API:	
nsapi/examples/	Server plug-in example code
nsapi/include/	Server plug-in include files
Miscellaneous:	
bin/proxy/install/misc/license.txt	Web Proxy Server license
extras/flexanlg/	Flex-log analyzer
extras/proxy	Miscellaneous tools
ns-icons/	Icons for Gopher menus and FTP listings

Migrating from a Previous Version of the Proxy Server

This section tells you how to migrate from an earlier version of iPlanet Web Proxy Server. The migration process supports migration from Netscape Proxy Server 2.5 and 3.5 releases to iPlanet Web Proxy Server 3.6.

The migration process involves installing the new server in a new or empty directory and then transferring the configuration information from the old proxy server to the new one.

To migrate from an earlier version of the proxy server:

1. Shut down your server.
2. Follow the directions in the “Installing iPlanet Web Proxy Server” section to install the new 3.6 server into a separate directory.
3. Start the administration server.

4. On the Server Administration page, click the “Migrate from previous version” button.
5. Type the absolute path to the directory where the older version of the server is installed.
6. Click the Find Servers button.
7. Select the checkbox next to the server for which you want to import the configuration.
8. Click OK. The installation program transfers the configuration information from the old server to the new one. This process can take a few minutes depending on the complexity of your configuration.
9. After this process, you will have two working servers (the old server will be turned off).

To use your previous cache structure with the new 3.6 server, use the `cupgrade` utility, as described in the *iPlanet Web Proxy Server 3.6 Administrator’s Guide*.

Installing Multiple Proxy Servers

Once you have one proxy server running on your computer, you can install another proxy server without going through the installation program.

Each proxy server you have installed can run on any TCP/IP port on your system, but you cannot run two servers on the same port at the same time. Your proxy server software license allows you to have as many proxy servers as you want on one computer. With multiple servers on your computer, you will see several subdirectories in your server root directory; each of these servers can be managed from the Server Administration page.

To install another proxy server:

1. On the Server Administration page, click the “Create New iPlanet Web Proxy Server 3.6” link.

The iPlanet Web Proxy Server Installation form appears.

2. Enter values for the following:
 - Server name—Type the fully qualified domain name for your server. If you are installing a second server for a different domain, enter the domain here.

- Bind address—If you're installing another server in order to have your machine answer to multiple IP addresses, enter the IP address to which this instance of the server should listen. Your system should already be configured to listen to multiple IP addresses. If you're not going to use multiple IP addresses, leave this field blank.
- Server port—Type the port number to which you want this server to listen.
- Server identifier—Type the server identification the administration server will use for your server. This is the name that appears in the Server Selector and becomes part of the name for the main directory for this new server. All server instances on the same machine must have a unique server identifier.
- Server user—Type the user you want the server to run as. You can use an existing user that other servers use.
- Processes—Type the number of processes that are created when your server starts. The number of processes should be based on the number of requests you anticipate for the server and the speed of the system the server is installed on.
- DNS behavior—Select whether you want the proxy server always to resolve host names, to resolve them for access control, or never to resolve them.
- Log format—Select whether you want to use common, extended, or extended-2 log format. For more information on these formats, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
- Proxied protocols—Select which protocols (HTTP, FTP, Gopher) your proxy will service.
- SSL tunneled protocols—Select which secure protocols (HTTPS, NNTP) your proxy server will tunnel.
- Caching behavior—Specify whether caching is enabled for your proxy server. If you do enable caching, specify the directory where cached files will be stored. For more information on caching, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
- Cache size—Select the size of your cache. For more information on cache size, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
- Cache sections—Select the number of sections that will be in your cache. For more information on cache sections, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.

- Cache directories per section—Select the number of subdirectories that will be within each section in your cache. For more information on cache directories, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
 - HTTP caching behavior—Select whether you want your proxy server to cache HTTP documents. If so, specify the refresh and expiration policies. For more information on caching HTTP, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
 - FTP caching behavior—Select whether you want your proxy server to cache FTP documents. If so, specify the FTP refresh policy. For more information on caching FTP, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
 - Gopher caching behavior—Select whether you want your proxy server to cache Gopher documents. If so, specify the Gopher refresh policy. For more information on caching Gopher, see the *iPlanet Web Proxy Server 3.6 Administrator's Guide*.
3. Click OK.

Troubleshooting Installation

Troubleshooting

This section describes common installation problems and solutions.

You accidentally denied all access to the Administration forms.

Log in as `root` or with the proxy's user account. In the server `root` directory, edit the `magnus.conf` file. See the *iPlanet Web Proxy Server 3.6 Administrator's Guide* for more information on this file.

You don't remember on what port your administration server is running.

Look in your `ns-admin.conf` file, which is in the `admserv` directory under your iPlanet server directory. In `ns-admin.conf`, you will find a `Port` entry that specifies on what port your administration server is located. You can change this value if you want your administration server to run on a different port, but make sure you restart the administration server after you change the value.

Your administration server responds "Unauthorized host" when you try to connect to it.

Open up your administration server to all sites by going into the `ns-admin.conf` file and deleting the lines for `Hosts` and `Addresses` (either of these might not be present). Then restart your administration server (run `stop-admin` then `start-admin`). You will then be able to get back into the administration server, where you can try new settings for your host and address restrictions.

You have forgotten the password to your administration server and you can't log in to your administration pages.

Go into your `ns-home` directory, and into the `admserv` directory under that. You should find an `admpw` text file containing a single line of text something like this:

```
admin:lnOVeixulqkmU
```

The first part of the line is the name of your administration account (usually just admin), and the second part is your encrypted administration password. Edit this file to remove the encrypted password so that your file looks like this:

```
admin:
```

Then shut down your administration server, bring it back up again, and log in to your administration server, but don't give any password. The server should let you in, at which point you can go to the appropriate configuration page to set a new administration password.

NOTE Because it is so easy to change the administration password this way, you should periodically make certain that your administration password file and your web server's configuration files cannot be edited by anyone, and that only trusted people have access to them. (By default these files cannot be edited by anyone, but you should verify this fact occasionally.)

You don't have access to the proxy.

Log in as root or the proxy's user account. In the server root directory, edit the obj.conf file and remove the following lines:

```
<Client dns="[wildcardpattern]" ip="[wildcardpattern]">
PathCheck fn=deny-service
</Client>
```

[wildcardpattern] is a shell expression that matches your DNS or IP address. You can also edit the wildcard patterns so that your user account information isn't included. To deny service to everyone *except* a select group, use *~ before the wildcard pattern (for example, *~*iplanet.com denies service to everyone except those from the iplanet.com domain). See the *iPlanet Web Proxy Server 3.6 Administrator's Guide*, for more information on wildcard patterns.

Clients can't find the proxy server.

First try using the host name. If that doesn't work, use a fully-qualified name (in the form proxy.subdomain.domain). If that doesn't work, use the dotted quad IP address.

The proxy is slow, and transfers take too long.

If you log files to SYSLOG, you might encounter reduced performance. Use the proxy's error log files instead. The proxy computer might need more RAM to handle the load, or, if other applications are on the proxy machine, they might be degrading proxy performance by using most of the computer's memory.

You can also reduce transfer time by configuring the cache refresh setting. See the *iPlanet Web Proxy Server 3.6 Administrator's Guide* for more information on the cache refresh setting.

*On start-up, the proxy returns the following error:
"semnit error: failure, permission denied"*

This error is usually caused by incorrect permissions for the user the proxy server runs as. Make sure the proxy server has the proper rights to write its lock file into the `/tmp` directory.

When installing my server, I get a message saying not to interrupt while performing the install, but the program doesn't install anything.

Be sure to click on the "Install now" link on the page that says "Do not interrupt." The "Do not interrupt" message refers to the time after the user has clicked install.

Index

A

administration server
starting, 18
stopping, 18

C

CNAME, DNS and, 11
conventions used in this book, 5

D

Domain Name Service
See DNS

F

fonts used in this book, 5
fully qualified host names, 10

H

host names

about, 10
fully qualified, 10

I

installation
directories created, 16
errors (uid), 11
files created, 16
preparation for, 7
user account needed, 14
what it does, 16
Internet Protocol
see IP
IP
about, 10

M

monospaced fonts used in this book, 5

N

nobody user account
proxy and, 11

O

overview of this manual, 5

P

port numbers

recommended, 12

starting the proxy, 12

proxy

user account, 11

S

server name

aliases, 11

changing, 11

CNAME and, 11

shutting down proxy

manually, 20

starting

administration server, 18

the server, using forms, 20

user account needed, 12

stopping

administration server, 18

stopping proxy

manually, 20

styles in this book, 5

T

terms used in this book, 5

typstyles used in this book, 5

U

uid

installation errors and, 11

Unix

user accounts, 11

user accounts, 11