Installation & Update

Information about installing and updating KeyHelp.

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KeyHelp Installation

To install KeyHelp, it is enough to call a single command. After that, the wizard will guide you through the installation. During the installation, all the necessary services will be installed and configured, so you don't have to worry about anything else. After the installation is complete, you can immediately start administering your server.

System requirements

- Operating system: Ubuntu LTS or Debian
- Memory: At least 1 GB RAM
- Architecture: 64-bit operating system (amd64 or arm64)
- Installation must be performed on a clean system (minimal image), free of installed / configured software. All required services are installed and configured by KeyHelp.
- The installation must be performed as root user.

Installing KeyHelp

1. Connect to your server via SSH as **root** user.
2. Run the following command from the command line.

```
wget https://install.keyhelp.de/get_keyhelp.php -O install_keyhelp.sh ;
bash install_keyhelp.sh ;
```

3. The installation is now being prepared and the installation wizard is started.
   The wizard allows you to adjust various installation parameters.
4. Confirm the start of the installation via the **Start installation** menu item.
5. After the installation is finished, your system will be restarted.

Now all the work has been completed and you can start administrating your KeyHelp server.

> The login credentials for your primary administrator and database account can be found in the **/root/keyhelp_login_data_*** file.

Automate the installation of KeyHelp

For non-interactive control of the installation via scripts, KeyHelp installation provides the following parameters.

Parameter	Description
--non-interactive	Performs the installation without prompting or user interaction.
--no-reboot	Prevents the reboot at the end of the installation.
--notification=<EMAIL ADDRESS>	Sends an email to the specified email address after the installation is complete.
--language=<LANGUAGE_CODE>	Sets the default language of KeyHelp and its components.
--extended-log	Logs everything, including sensitive data such as passwords etc.
--preferred-protocol=<PROTOCOL>	Sets the preferred protocol when communicating with the install servers. [ipv4 / ipv6 / none]
--hostname-fqdn=<SERVER_DOMAIN>	The fully qualified domain name (FQDN). Example: 'keyhelp.example.com'
--server-fqdn=<SERVER_DOMAIN>	Alias for --hostname-fqdn [Deprecated]
--admin-username=<USERNAME>	Login name for the KeyHelp administrator account.
--admin-password=<PASSWORD>	Password for the KeyHelp administrator account. At least 6 characters.
--admin-email=<EMAIL_ADDRESS>	Email address for the KeyHelp administrator account.

The following command installs KeyHelp without user interaction. An administrator account is created with the name `my-admin` and the password `my-password-123`. After the installation, an email

is sent to `info@example.com` to inform about the completion of the installation.

```
wget https://install.keyhelp.de/get_keyhelp.php -O install_keyhelp.sh ;
bash install_keyhelp.sh --non-interactive --admin-username="my-admin" --admin-password="my-
password-123" --notification="info@example.com";
```

Installation log

All operations during the installation are logged in the installation log under
`/var/log/keyhelp/install.log` .
If any errors occur during the installation, the error-causing command and its causes can be
determined from this log. To do this, search the above file for the **ERROR DETECTED** keyword.

KeyHelp Update

You will always be informed about the latest updates of KeyHelp via the change log at https://changelog.keyhelp.de or via the news portal at https://news.keyhelp.de where you can track its changes.
To apply a control panel update to your server, you have the options described below.

Automatic update

By default, KeyHelp checks for updates ready for installation at regular intervals. If pending updates are found, they are installed automatically.

After the update, the administrator is informed by email about the work performed and important notes about the update.

By configuring the maintenance intervals, the automatic update can either be deactivated or the time of execution can be determined.

Launching the update from the user interface

If you want to start the update of the control panel via the user interface, you can trigger this on the maintenance intervals page. To do this, click the **Play icon** in the **Control panel update** row in the **Options** column.

Launching the update from the console

You can also start the control panel update directly from the console and thus follow the steps processed during the update live.

To do this, open the KeyHelp Toolbox from the console and navigate to the **Start maintenance tasks** menu item.

Then select the **Control panel update** menu item.

Operating system upgrade

Performing an operating system upgrade can be easily done by yourself with the help of the provided instructions and upgrade scripts. Below we provide you with all the necessary information for such an upgrade.

> Please never upgrade your operating system manually, always use the instructions listed below.

Workflow

An operating system upgrade on a KeyHelp system always follows the following procedure.

First, the appropriate upgrade script for your deployed operating system must be downloaded to your server. This script will guide you through the upgrade and perform all the necessary tasks for you.
After the tasks have been processed, your server uses the new operating system version.

> Depending on the operating system, installed software, available bandwidth and performance, such an update can take one to several hours, while the services on your server are only partially accessible in the process.

Important notes

1. After you have started the upgrade script and confirmed the start of the work with `[ENTER]`, all described steps must be executed. If you cancel the running process, any changes already made must be undone manually.

2. A running upgrade process should always be monitored. Please keep the terminal window open for the duration of the upgrade. You should consider running the upgrade with the **screen** command to prevent the SSH session from being accidentally terminated.

3. Be sure to perform a backup before beginning the operating system upgrade and familiarize yourself with restoring it in the event of a failed upgrade.

4. The **/etc/apt/sources.list** package source list is overwritten during the upgrade. If you have configured your own package sources, you may need to reconfigure them after the upgrade.

Available guides for Debian

All available guides for the **Debian** operating system can be found at Upgrade guides for Debian.

Available guides for Ubuntu

All available guides for the **Ubuntu** operating system can be found at Upgrade guides for Ubuntu.

Upgrade guides for Debian

Here you can find all operating system upgrade guides for the Debian operating system.

Upgrade Debian 10 to 11

Please be sure to follow the notes on the <u>Operating system upgrade</u> page.

The additionally installable PHP interpreters are available under **Debian 11** from **PHP version 5.5**.
If older PHP interpreters are in use on your system, you must first change the affected domains to a higher version.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_debian_upgrade_10_to_11 -O
   keyhelp_debian_upgrade_10_to_11.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_debian_upgrade_10_to_11.php
   ```

3. You are now in the start screen of the application.
   After pressing `[ENTER]`, the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **dist-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.

5. In the last step, the script will be restarted automatically. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Debian 11**.

Upgrade Debian 9 to 10

Please be sure to follow the notes on the <u>Operating system upgrade</u> page.

The additionally installable PHP interpreters are available under **Debian 10** from **PHP version 5.4**.
If older PHP interpreters are in use on your system, you must first change the affected domains to a higher version.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_debian_upgrade_9_to_10 -O
   keyhelp_debian_upgrade_9_to_10.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_debian_upgrade_9_to_10.php
   ```

3. You are now in the start screen of the application.
   After pressing `[ENTER]`, the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **dist-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.

5. In the last step, the script will be restarted automatically. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Debian 10**.

Upgrade Debian 8 to 9

Please be sure to follow the notes on the [Operating system upgrade](#) page.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https: //install.keyhelp.de/scripts/keyhelp_debian_upgrade_8_to_9 -O
   keyhelp_debian_upgrade_8_to_9.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_debian_upgrade_8_to_9.php
   ```

3. You are now in the start screen of the application.
   After pressing `[ENTER]`, the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **dist-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.

5. In the last step, the script will be restarted automatically. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Debian 9**.

Problems with Fail2ban after upgrade

In rare cases, Fail2ban may stop working properly following an operating system upgrade to Debian 9. Please first check the status of your Fail2ban installation with the following command.

```
service fail2ban status
```

If the service is not shown as **Active**, try restarting the service.

```
service fail2ban restart
```

If Fail2Ban is still displayed as **Inactive**, try to reinstall Fail2ban. Execute the following commands.

```
apt-get purge fail2ban ;
apt-get install fail2ban ;
cp /home/keyhelp/www/keyhelp/install/config/common/fail2ban/jail.d/keyhelp.local
/etc/fail2ban/jail.d/keyhelp.local ;
cp /home/keyhelp/www/keyhelp/install/config/common/fail2ban/filter.d/keyhelp-phpmyadmin.conf
/etc/fail2ban/filter.d/keyhelp-phpmyadmin.conf ;
service fail2ban restart ;
```

Upgrade guides for Ubuntu

Here you can find all operating system upgrade guides for the Ubuntu operating system.

Upgrade Ubuntu 20.04 to 22.04

Please be sure to follow the notes on the Operating system upgrade page.

The additionally installable PHP interpreters are available under **Ubuntu 22.04** from **PHP version 5.6**.
If older PHP interpreters are in use on your system, you must first change the affected domains to a higher version.

Instruction

1. Download the operating system upgrade script with the following command.

```
wget --no-check-certificate
https://install.keyhelp.de/scripts/keyhelp_ubuntu_upgrade_20_to_22_php71 -O
keyhelp_ubuntu_upgrade_20_to_22.php
```

2. Run the script with the following command.

```
php keyhelp_ubuntu_upgrade_20_to_22.php
```

3. You are now in the start screen of the application.
   After pressing `[ENTER]`, the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **do-release-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.

After running the application, the system will prompt for a reboot, perform it.

5. After the restart, execute the following command.

```
phpenmod ioncube
```

6. Then start the script again with this command.

```
php keyhelp_ubuntu_upgrade_20_to_22.php
```

7. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Ubuntu 22.04**.

Upgrade Ubuntu 18.04 to 20.04

Please be sure to follow the notes on the Operating system upgrade page.

The additionally installable PHP interpreters are available under **Ubuntu 20.04** from **PHP version 5.5**.
If older PHP interpreters are in use on your system, you must first change the affected domains to a higher version.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_ubuntu_upgrade_18_to_20 -O
   keyhelp_ubuntu_upgrade_18_to_20.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_ubuntu_upgrade_18_to_20.php
   ```

3. You are now in the start screen of the application.
   After pressing `[ENTER]`, the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **do-release-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.

After running the application, the system will prompt for a reboot, perform it.

5. After the restart, execute the following command.

```
phpenmod ioncube
```

6. Then start the script again with this command.

```
php keyhelp_ubuntu_upgrade_18_to_20.php
```

7. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Ubuntu 20.04**.

Upgrade Ubuntu 16.04 to 18.04

Please be sure to follow the notes on the Operating system upgrade page.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_ubuntu_upgrade_16_to_18_php7 -O
   keyhelp_ubuntu_upgrade_16_to_18.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_ubuntu_upgrade_16_to_18.php
   ```

3. You are now in the start screen of the application.
   After pressing [ENTER], the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **do-release-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.
   After running the application, the system will prompt for a reboot, perform it.

5. After the restart, execute the following command.

   ```
   phpenmod ioncube
   ```

6. Then start the script again with this command.

```
php keyhelp_ubuntu_upgrade_16_to_18.php
```

7. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Ubuntu 18.04**.

Upgrade Ubuntu 14.04 to 16.04

Please be sure to follow the notes on the [Operating system upgrade](#) page.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_ubuntu_upgrade_14_to_16_php5 -O
   keyhelp_ubuntu_upgrade_14_to_16.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_ubuntu_upgrade_14_to_16.php
   ```

3. You are now in the start screen of the application.
   After pressing [ENTER], the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **do-release-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.
   After running the application, the system will prompt for a reboot, perform it.

5. After the restart, execute the following command.

   ```
   phpenmod ioncube
   ```

6. Then start the script again with this command.

```
php keyhelp_ubuntu_upgrade_14_to_16.php
```

7. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Ubuntu 16.04**.

Upgrade Ubuntu 12.04 to 14.04

Please be sure to follow the notes on the Operating system upgrade page.

Instruction

1. Download the operating system upgrade script with the following command.

   ```
   wget --no-check-certificate
   https://install.keyhelp.de/scripts/keyhelp_ubuntu_upgrade_12_to_14 -O
   keyhelp_ubuntu_upgrade_12_to_14.php
   ```

2. Run the script with the following command.

   ```
   php keyhelp_ubuntu_upgrade_12_to_14.php
   ```

3. You are now in the start screen of the application.
   After pressing [ENTER], the script will perform all necessary tasks in preparation for the upgrade. Additional restarts may be required. Perform these when prompted.

4. The program flow is passed to the Debian application **do-release-upgrade**. Please follow the instructions of this program.
   On questions about **Should system config files be overwritten?**, be sure to answer **Keep the local version currently installed**.
   After running the application, the system will prompt for a reboot, perform it.

5. After the restart, execute the following command.

   ```
   phpenmod ioncube
   ```

6. Then start the script again with this command.

```
php keyhelp_ubuntu_upgrade_12_to_14.php
```

7. Confirm the continuation of the upgrade with `[ENTER]`. The required configuration files will then be updated. Confirm the restart of the system when finished. The upgrade is now complete.

Congratulations, you are now using KeyHelp with **Ubuntu 14.04**.