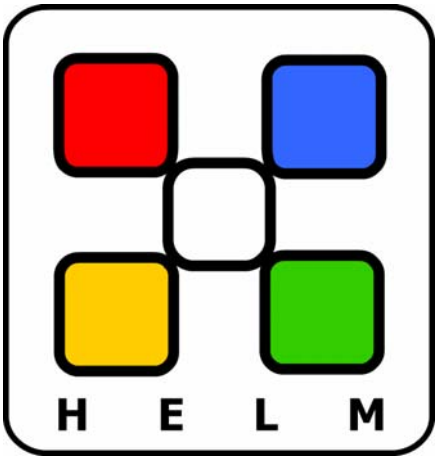

Microsoft DNS Secondary Server Guide for Helm 4

How to configure the Microsoft DNS Secondary Server Module for use with Helm

WebHost Automation Ltd
http://www.webhostautomation.com/
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Doc: HELM 4.0.0.0

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MS DNS Configuration + Notes

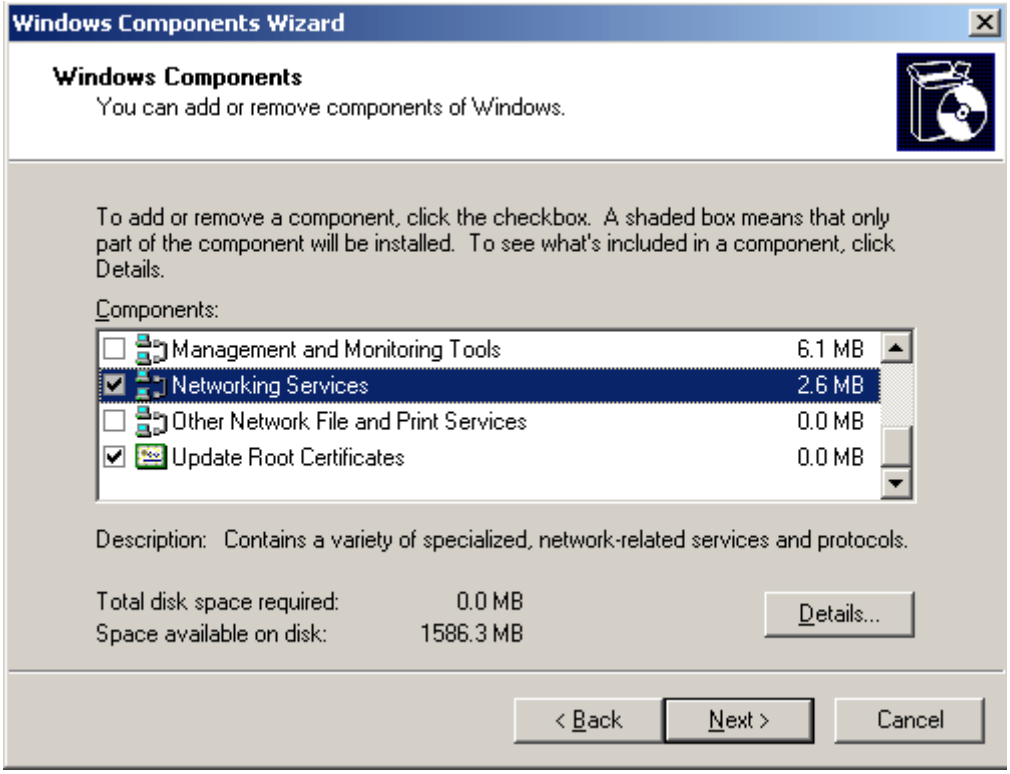
Depending on how your server is set up, you may or may not have Microsoft DNS installed. If you want to use Microsoft DNS as your DNS server, then you need to make sure that it is first installed.

Installing MS DNS

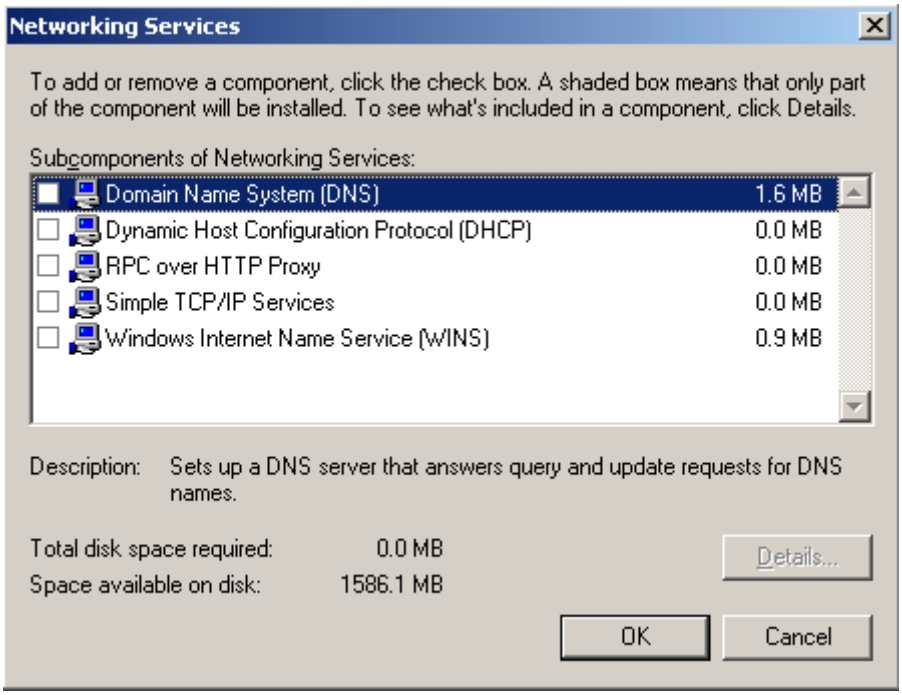
Note:- These are guidelines only. We will not provide support for MS DNS or any other 3rd party applications directly.

1.) Go to Start > Control Panel > Add/Remove Programs > Add/Remove Windows Components.

2.) Double-click Networking Services.



3.) You will see that Domain Name System (DNS) Server is not checked. Check the box. Press "OK".



You may need your Windows CD in the server drive before you can do this.

Other MS DNS Configuration

Once installed, open MS DNS (**Start > Programs > Administrative Tools > DNS**) and make sure that you can manually create zones. If you cannot do this then Helm will not be able to do this either, since Helm calls the same function to create zones as MS DNS uses. If this is the case, refer to your MS DNS documentation, or contact your server administrator.

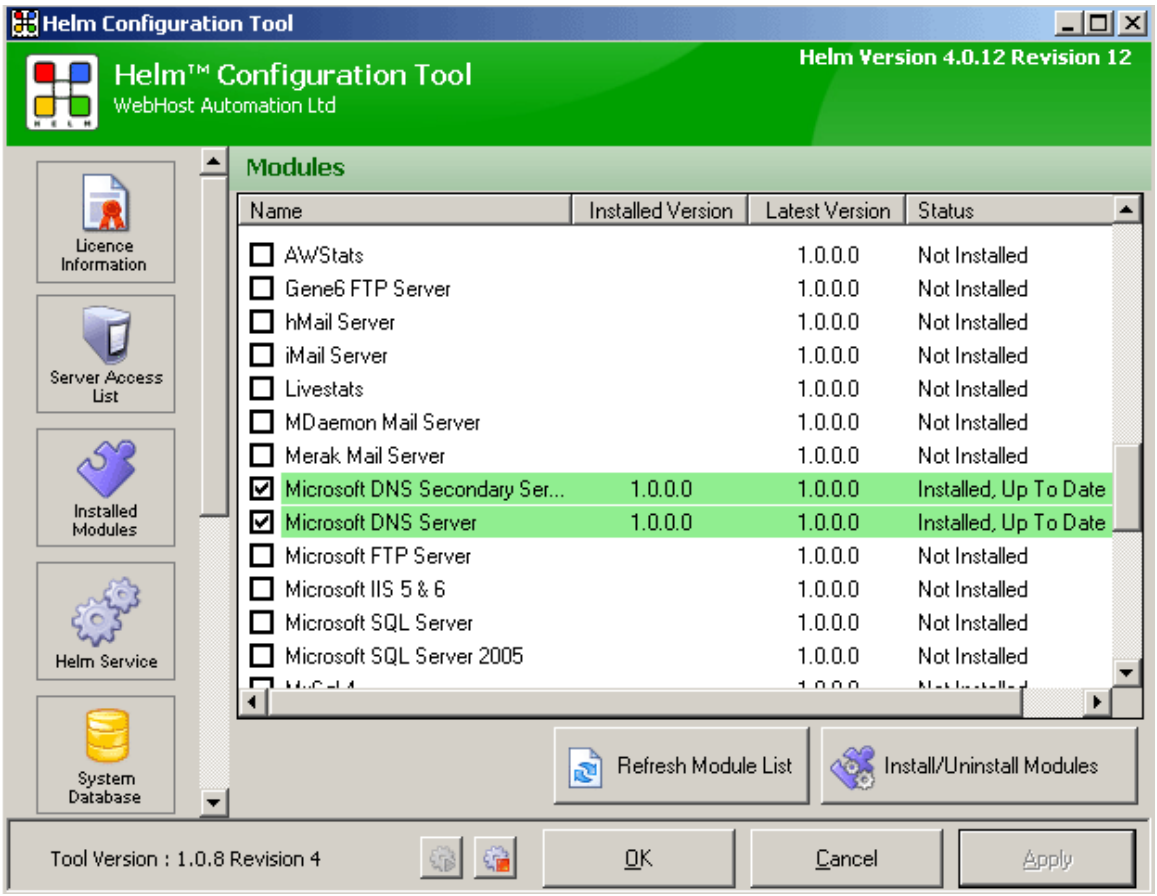
Also, in very rare instances you may need to disable recursion in DNS. If it is enabled, it may cause issues when Helm tries to create zone files for domains. To disable it, open MS DNS, right-click your server and choose Properties. Choose the Advanced tab, and you will see at the top the option “Disable recursion (also disables forwarders)”. Check this box and click Apply – this will allow Helm to create zone files correctly.

Setting up the MS DNS Secondary Server Module in Helm

IMPORTANT NOTE:- The Microsoft DNS Secondary Server module requires you to have the Microsoft DNS Server module installed first in order to use it correctly. Please refer to this document on installing the Microsoft DNS Server module:

http://download.webhostautomation.net/Helm%204/docs/Microsoft%20DNS%20Install%20+%20Configuration%20Guide%20for%20Helm%204.pdf

To install the MS DNS Secondary Server module, open up the Helm Configuration Tool. (this can be found in the tools sub-folder usually located here: C:\Program Files\WebHost Automation\Helm4\Tools) and click on the 'Installed Modules' button on the left.



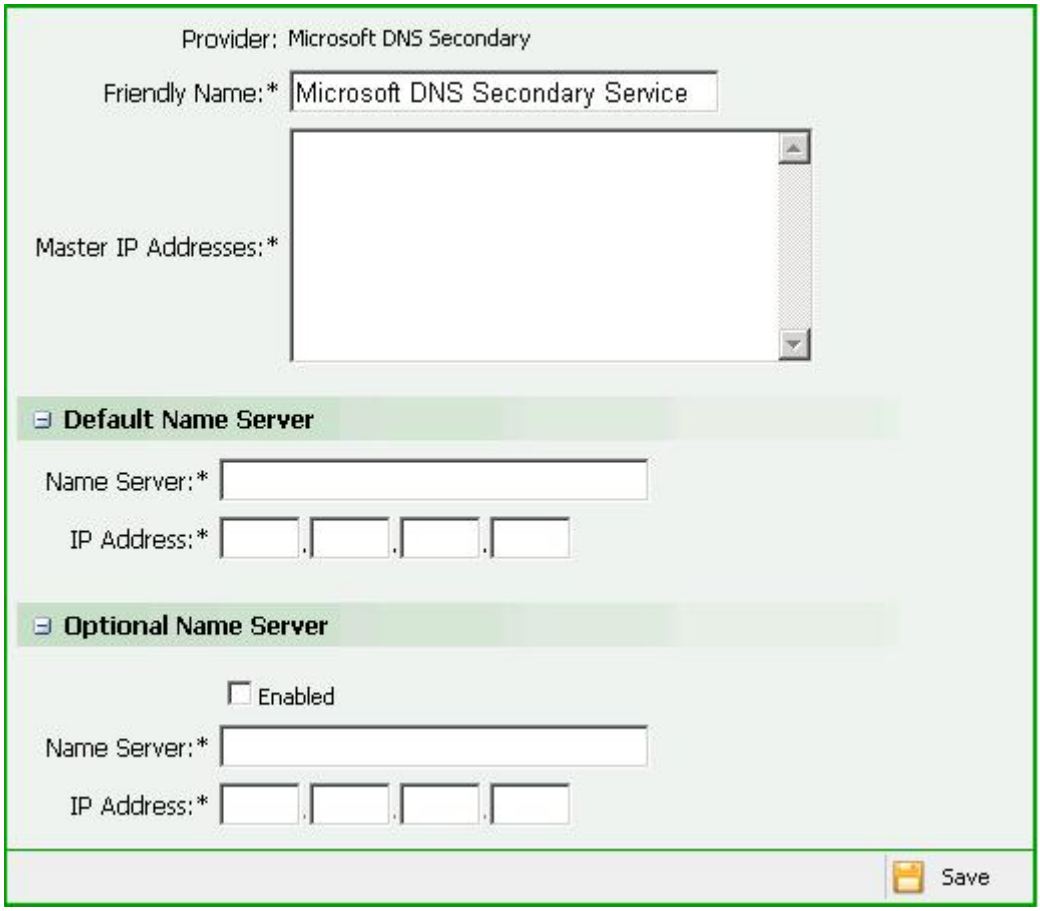
Scroll down the list of modules available and ensure that the 'Microsoft DNS Secondary Server' module is checked and that it is 'Installed, Up to date'. If not, you can check the module, and then click the 'Install/Uninstall Modules' button to install the module. Once installed, you can configure the MS DNS Secondary service within the Control Panel itself.

Setting up the Secondary MS DNS Service in Helm

In Helm, go to:

Home > Helm System > Servers > [Your Server] > Services

Create a new service, select **DNS Backup: Microsoft DNS Secondary** from the 'provider' dropdown box and give it a friendly name (such as "Microsoft DNS Secondary Service"). You will then be presented with the following:



Friendly Name:- Edit the friendly name of the Service to one of your choice.

Master IP Address:- This box allows you to limit the IPs of severs that are able to initiate zone transfers, if you wish to add them for security reasons. Enter one IP per line. Since this service is being used as the secondary DNS service, you would need to add the IP of the Primary DNS service in this box.

Default Name Server

Name Server:- The most likely scenario is that you have already added the default name server into 'Default DNS service' on your primary DNS server. If this is the case, you can add your secondary nameserver into this field. E.g. *ns2.webhost.com*

IP Address:- This field allows you to configure the corresponding IP for the name server you have just selected.

Optional Name Server

Enabled Check box:- Checking this box enables you to setup a second nameserver within this service.

Name Server:- You can add the details of another (optional) name server into this field, if you have one. E.g. *ns3.webhost.com*

IP Address:- Here you can place the corresponding IP for your optional (secondary/tertiary) name server.

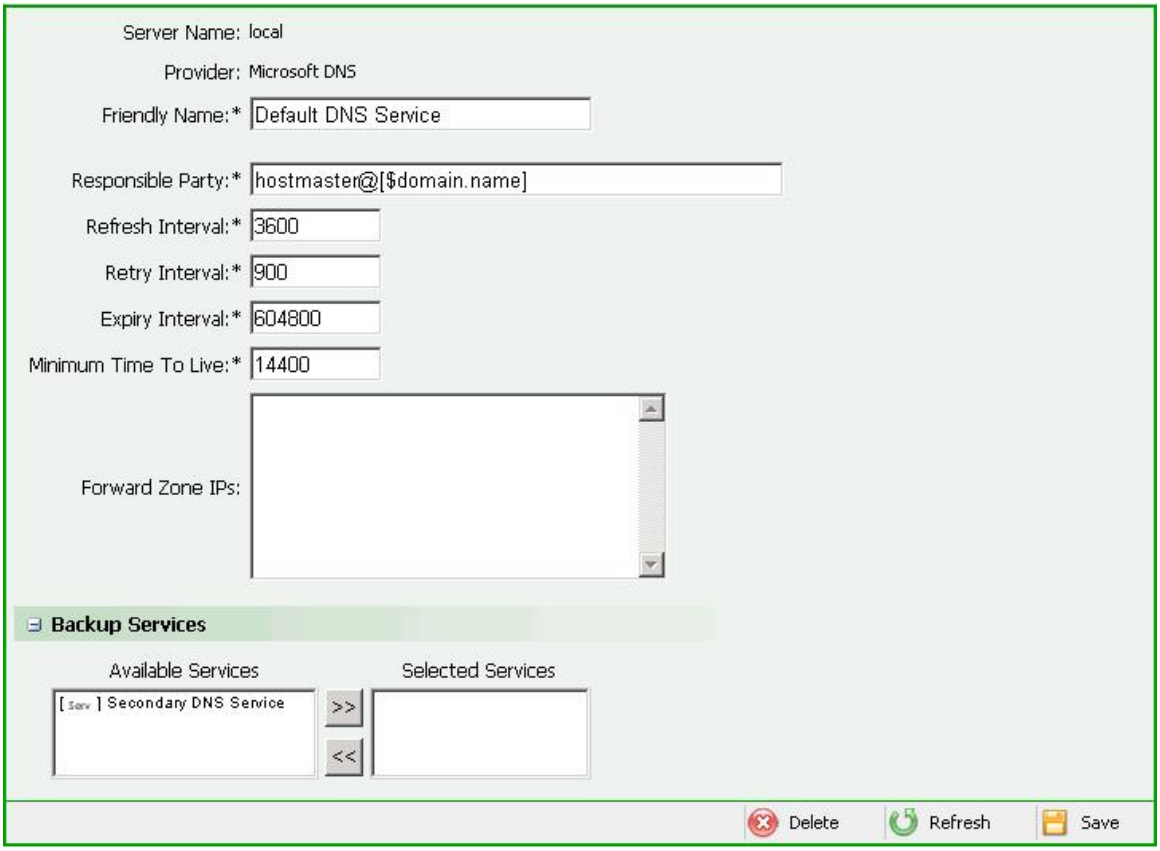
Setting up the Secondary MS DNS Backup Service within Helm

Once the Secondary DNS service has been added into Helm, it will need to be added as a backup service in the Primary DNS service. This will effectively mean that when you create a domain, it will add the DNS records to both the primary DNS server and the backup (secondary) DNS server. In the event that one of your DNS servers goes down, the other will still work and keep your sites responding to DNS calls.

In Helm, go to:

Home > Helm System > Servers > [Primary DNS Server] > Services

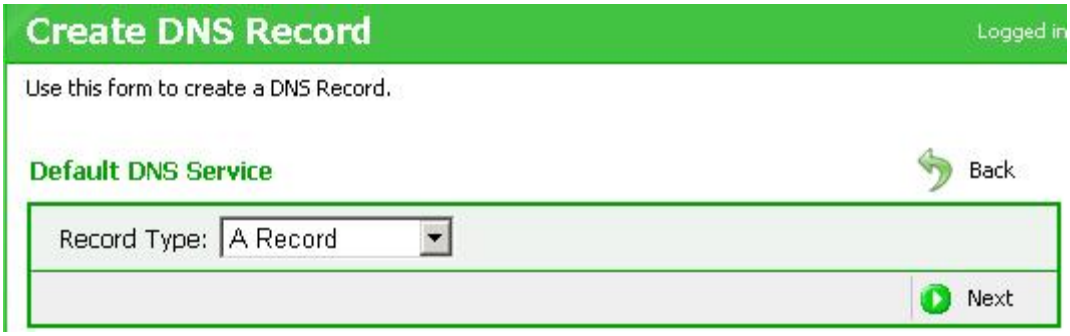
Click on the primary DNS service (e.g. Default DNS Service) and scroll down the page to the 'backup services' section. Your secondary DNS service will be visible in the 'available services' box as can be seen in the screenshot below:



The DNS server name (where the service resides) will appear in brackets along with the name of the service. Use the >> button to select the service and click Save to save the DNS service. This has now set up your primary DNS Service to also use your backup (secondary) DNS service.

Setting up a DNS Template in Helm

DNS Templates allow you to specify custom DNS records that will be added to a domain's DNS zone when it is created. You do not need a DNS service in Helm to create DNS Templates, but they will not come into effect, or get added to any new domains until you have added the DNS service. Clicking the Add button in an existing DNS service takes you to the "Create DNS Record" screen.



There are 4 types of DNS Record that you can create – "A", "CNAME", "MX" and "TXT". Choose the type you wish to create from the dropdown box, and click the Next button. You will be taken to a screen which will differ depending on the record you picked. Once you have chosen the type of DNS Template you want to add into Helm, click the Save button to save it.

A Record

An "A" record is an address record which is used for mapping an IP address to a domain name.

Host Name:- Enter the name of the record you want to add, e.g. webmail or sql.

IP Address:- Enter the IP address that this record will point to, e.g. 1.2.3.4.

CNAME Record

A "CNAME" or canonical name record is a record which makes one domain name an alias of another. The aliased domain will receive all of the subdomains and DNS records of the original.

Alias Name:- Enter the name of the domain alias that you want to add, e.g. http://www.domainalias.com/

Target Host Name:- Enter the fully qualified domain name that you want to alias, e.g. http://www.example.com/

MX Record

An "MX" or mail exchange record maps a domain name to a list of mail exchange servers for that domain.

Host Name:- Enter the host name of the record you want to add, e.g. webmail or mail02.

Mail Server Address:- Enter the IP address of the mail server that this record will map to.

Record Priority:- Choose a priority for your mail server, which will determine which mail server will get tried first when email is sent (if you have more than one mail server). The MX record with the highest priority has the lowest numerical value, and will be the first to be tried. So if you have three records pointing to three servers with values of 20, 80 and 40, then the server with priority of 20 will be tried first, then the server with 40, then 80.

TXT Record

A “TXT“ or text record allows an administrator to insert arbitrary text into a DNS record. One use of this is for the implementation of the Sender Policy Framework specification.

Host Name:- Enter the name of the record you want to add, e.g. SPF.

Text:- Enter the text you want to add to the DNS zone file.

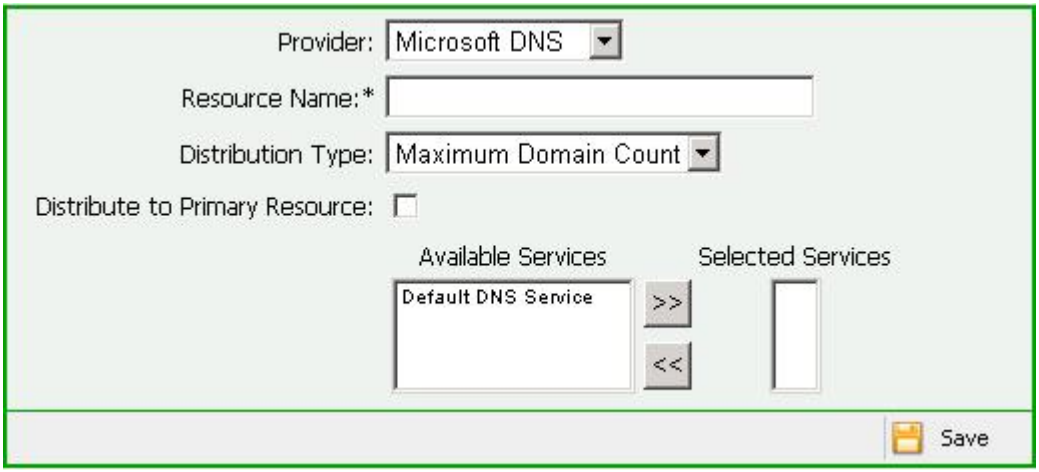
Setting up the MS DNS Resource in Helm

Once you have set up the Service, you will need to add this Service into your DNS Resource so that Helm will use it when creating DNS records. A Resource is simply a single service, or group of services, that you can use in your hosting plans to offer to customers. For instance, you may have added a number of MS DNS Services into Helm, and want to utilize them all. To do this, you can simply create a DNS Resource and then add all of your MS DNS services to it. The new Resource can then be utilized in plans and packages by your customers, which will distribute domains between each DNS service, dependent on the settings you have provided.

To set up the Resource, go to:

Home > Helm System > Resources

If you haven't got a DNS resource, create a new Resource, selecting **Microsoft DNS** from the 'Provider' dropdown box. This will present you with the following screen.



You can add a Resource into Helm here. These Resources will than be available for any plan templates you wish to setup. The settings are:

Provider:- Choose the Provider that you want this Resource to use (Microsoft DNS)

Resource Name:- Enter a name for the Resource you are adding (e.g. "DNS Resource").

Distribution Type:- Choose the type of Distribution that you want any added domains to use. The options are:

- Random Distribution: If this option is picked, then one of the services in the Resource is picked at random, and the domain/account created on that service. If that service is offline then Helm will attempt to add the domain/account to another random service in the Resource.

- Maximum Domain Count: If this option is picked, then the servers associated with the services in the Resource are analysed, and the domain/account is created on the service whose server has the least amount of domains/accounts already on it. If that service is offline then Helm will attempt to add the domain/account to the service with the next lowest amount on it.

- Provider Load Index: If this option is picked, then the providers associated with the services in the Resource are analysed, to see which server is the "least heavily laden". The domain/account is then added to that service. If that particular service is offline then Helm will attempt to add the domain/account to the service on the next "least heavily laden" server.

Distribute to Primary Resource:- If you check this box, when a domain is added into Helm, Helm will attempt to create each account (Web, Mail, FTP, DNS, etc) on the same server as whichever Resource is marked as "Primary Resource" in the Plan Template. If it is not possible to do so because no corresponding service exists on that server, then a random server which does have the service on will be used.

Example:

- You have Server 1 with Web, DNS and FTP services on it.
- You have Server 2 with Web, DNS and Mail services on it.

In the Plan Template, let us assume that you have selected the DNS Resource as the Primary Resource. Therefore, when a domain is created, the DNS account will be created on Server 1, the Web and DNS accounts will be created on Server 1 (because this is the server with the Primary Resource on it), and the Mail account will be created on Server 2 (because there is no Mail service on Server 1 for the Resource to utilise).

Assign this Service to the following Resource:- If you already have a Resource created which utilizes a DNS Service of the same type (for instance, if you have Microsoft DNS on another server and already have a Resource set up for it), then you can add this new Service to that existing Resource. Simply choose the Resource you want to add the Service to from the dropdown box.

Available Services:- In this box you can select the Services that you want to assign to the Resource. You can either select them individually or use control-click (hold down Control and left-click on items) to select multiple items from the Available Services box. Select the ones you want and choose the >> arrow to move them into the Selected Services box. The Resource will then be assigned the Services in the Selected Services box. If you want to take Services out of the Selected Services box, simply select them and use the << arrow to move them out again. Click Save to save your Resource settings.

Delete:- If you want to delete the Resource, simply click the Delete button and confirm the deletion on the screen that follows. This delete option is only available if the Resource exists.

Once you have chosen your Resource options, click Save to save the Resource.

Adding the MS DNS Resource into your Plan Template

Plan Templates are a way for you to configure Resources, domain provisioning and DNS templates, and then group them together so that they can be assigned to your plans. By creating Plan Templates, it will remove the need to go through each plan you create, and assign different Resources to them, depending on what you offer. For example, in Helm 3 if you had several "Web and FTP-only" plans and several "Web, FTP and DNS" plans, you would need to create each plan, go into its Resource limits and alter them to use the appropriate Resources. With Helm 4, this isn't necessary. You simply set up a Plan Template for Web and FTP, and one for Web, FTP and DNS, then choose the Plan Template you are basing the Plan on when you create it.

You can add the MS DNS resource into your Plan Template by doing the following:

1.) Navigate to

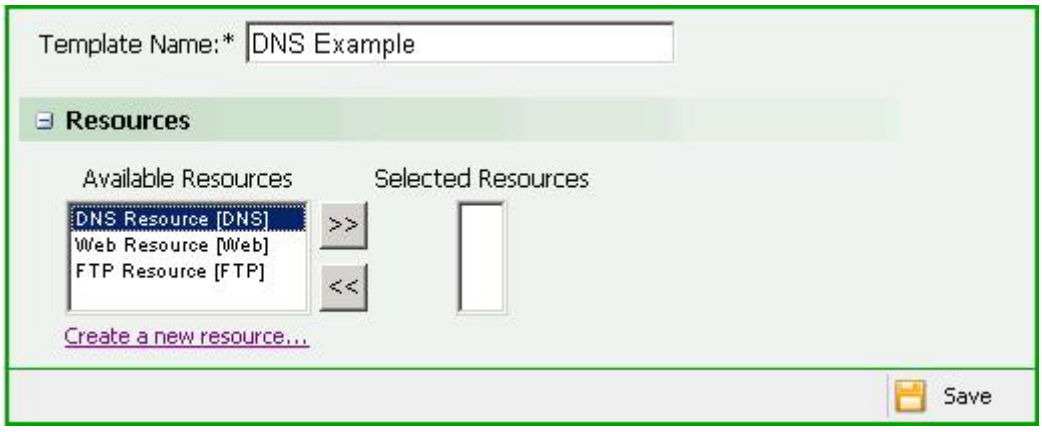
Home > My Plan Templates

At this screen you can either add a new template or edit an existing template (by clicking on the existing template name in the list).

- **If you already have a Plan Template set up**, then simply click the required Plan Template in the list. You will see a list of Available Resources on the left, and in there will be the DNS Resource you created earlier. Select it and use the >> button to move the Resource to the Selected Resource box, then click Save.

- **If this is a fresh install and a new Plan Template**, click Add and give your Plan Template name (e.g. "All Services"). A list of 'Available Resources' should be visible on the left. Highlight the Resource you wish to select and using the >> button move the resources to the Selected Resources box.

2.) Upon 'Adding' the template, you will be presented with the following screen. Here you can add your template name, select the available resources of your choice and save your settings.



Template Name:- Choose a friendly name for the Plan Template.

Resources:- In this box you can select the Resources that you want to assign to the Plan Template. Select them individually from the Available Resources box and choose the >> arrow to move them into the Selected Resources box. The Plan Template will then be assigned the

Resources in the Selected Resources box. If you want to take Resources out of the Selected Resources box, select them and use the << arrow to move them out again.

- Important Note: You can only have one Resource of each type in a Plan Template, and you will not be able to see other available Resources for an assigned type until you unassign that Resource. For instance, you may have added two FTP Resources into Helm, such as "Serv-U Resource" and "MS FTP Resource". If "MS FTP Resource" is currently assigned to the Plan Template then you will not be able to see "Serv-U Resource" in the Available Resources box until you unassign "MS FTP Resource".