



Helm™ Frequently Asked Questions

Some of the most likely questions you will ask when using Helm.

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<http://www.webhostautomation.com/>
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1.) General Questions

Q.) I'm having a problem with Helm – what do I need to do?

A.) Firstly, check the online Knowledgebase at

http://support.webhostautomation.com/?_a=knowledgebase

If you cannot find the answer there, try looking on the forum at

<http://forums.webhostautomation.com>

This has discussions on Helm support issues and ideas that you might want to try. Finally, if you are still having an issue, go to:

<http://helpdesk.webhostautomation.com>

and raise a support ticket.

IMPORTANT NOTE

Your query is far more likely to be resolved quickly and to your satisfaction if you provide us with the following information:

- Your Helm Account number (if you are a customer).
- The latest update you have installed – if you don't believe you have installed the latest update, go to the Helm Configuration Tool on your server, and go to the Software Updates tab and click the button to get the latest update.
- Relevant title. (**URGENT help needed!!!** - is an example of a bad title).
- If you are talking about an error: include the error message and how you got it.
- Also include the relevant entries in the error log – to get to the error log, go to: [Helm Install Path]\Helm\Logs\Error and paste the relevant error into the ticket (check the time and date to make sure you don't paste an older error).
- Don't forget to actually tell us what you want done.

We normally aim to answer all inquiries within 24 hours (Monday to Friday). However, this time might increase dependent on the level of tickets we are currently dealing with. Please be patient with our staff, (especially during weekends and holidays!).

Q.) How can I make a backup of Helm?

A.) The Helm system database can be backed up using the (non-supported) tool which is available for download here at:

http://www.webhostautomation.com/members/download_redirect.aspx?id=19

You can use other methods such as IIS Metabase backup to backup IIS and other data, and for domains you can use a simple copy/ftp backup process using MS backup/Veritas or whatever you use to do backups normally.

Q.) Is there a utility that keeps the HELM_WEB and HELM_ADMIN synched on both IIS sites and Computer Properties and Scheduled Tasks, since IIS 6 does not have the Automatic password synchronization any more?

A.) We have already written 3.1.7 to do this for the HELM_ADMIN account. We may do the same for the HELM_WEB account at a later date, but this tends not to need changing once it's set up, and the new installation that is about to be released means the problem won't arise in the first place.

Q.) What is the default password generated for HELM_WEB and HELM_ADMIN on the system (and not updated on IIS/Tasks on the Scheduler) when doing a fresh install or update?

A.) They are completely random. The only way to know them is to reset them.

Q.) Can we set up sample hosting plans for our resellers that are automatically added to the set up when we add a new reseller?

A.) This is something we looked at adding support for in the future, but currently this isn't possible.

Q.) What is Account Vetting?

A.) It allows you to check the details of each user when they sign up before allowing them access to the system.

2.) Installation/Login Questions

Q.) I'm having issues installing Helm on a Virtual Server – are they supported?

A.) No - you cannot install Helm on Virtual Servers.

Q.) When setting up Helm through the wizard, it fails and the Diagnostic tool shows the following errors:

Registry Access Failed Helm was unable to connect to the registry of 'THEDNSGRID'. Please ensure that the Remote Registry Service is running on this server and that the communication IP for this server (69.56.190.18) is correct.

File System Access Failed Helm was unable to connect to the file system of 'THEDNSGRID'. Please ensure that File and Printer Sharing is enabled on your server's network interface and that the communication IP for this server (69.56.190.18) is correct.

Helm Admin Access Failed Helm was unable to find the NT user account that will be used by

Helm to connect to server 'THEDNSGRID'. Please ensure that the NT account specified in the Helm Configuration Tool is present on this server and that the password is correctly set.

A.) Make sure all the following have been done:

- 1.) Ensure the Remote Registry service is running (under Administrative Tools -> Services).
- 2.) Ensure that File and Print Sharing is enabled (go to your LAN connection properties and make sure the box is ticked).
- 3.) Ensure the Helm Admin passwords are synched (go to Computer Management -> Users -> HELM_ADMIN -> Set password and ensure this is the same password that you enter under the Helm Configuration Tool -> System Identity tab).

Q.) When I try to login to Helm I get "Unable to log in due to a configuration problem".

A.) Try the following Knowledgebase article:

http://support.webhostautomation.com/index.php?_a=knowledgebase&_j=questiondetails&_i=52

If the error you are getting refers to your licence expiring, refer to this article:

http://support.webhostautomation.com/index.php?_a=knowledgebase&_j=questiondetails&_i=61

3.) The following error may be found in the error log:

(Login failed for user 'helmdbuser'. Reason: Not associated with a trusted SQL Server connection.)

This is because the SQL server needs to be changed to mixed mode security and not just trusted connections only.

To do this, go to Enterprise Manager, go to the server you are running Helm on, and right-click -> Properties. Go to the Security tab and you'll see that Authentication is set to Windows only. Change this to SQL Server and Windows.

Now try and login to the control panel.

Q.) I am trying and failing to log into the interface of HELM with what should be the correct password - I have even tried to reset the password manually through the table in the SQL DB but to no avail.

A.) The password is encrypted in the database therefore you will not be able to reset it this way.

The username and password would have been admin / password however since you have changed it in the DB this will no longer be the case.

The best way around this now is to enter your email address in the HelmDB for the Admin user

and then use the lost password feature on the Helm login screen. This will then email you a new password for the Admin user.

Otherwise you will need to delete the database and re-create it.

Q.) I have just installed Helm. The HELM and FTP WEBUSERS accounts are not present. Do I have to create them myself?

A.) These user accounts aren't created until the first domain is added into Helm.

3.) Database Questions

Q.) When I try to create a MySQL database I get the following error:

Microsoft OLE DB Provider for ODBC Drivers [Microsoft][ODBC Driver Manager] Data source name not found and no default driver specified

A.) Make sure you have version 2.5 of the MySQL ODBC drivers installed. Later versions of these drivers do not work with Helm.

Q.) Does HELM support MS SQL administration?

A.) Helm can create users and databases in MSSQL. Helm does not currently provide the ability to manage tables and queries within MSSQL - you would need to use Enterprise Manager to do this.

Q.) Is there a way to rename MySQL user accounts? So when a user signed in via the web form, it gets a generic username?

A.) It is not possible to rename a user account. You can specify one when creating the user manually through Helm.

Development is in progress to allow users to create their own username during the auto sign-up process.

4.) Helm Update Questions

Q.) I get a message similar to the one below when running the Helm update, it stops and I can't get into the Helm Control Panel any more:

Copying Fileto C:\Program Files\WebHost Automation\Helm\System
Permission Denied(0)



<http://www.WebHostAutomation.com>

A.) Don't worry, the "permission denied" error means that you are running something else to do with Helm in the background. Close down the configuration tool, and any processes with "Helm" in them and then try to run the update again.

The update stops the Helm Website in IIS, and then starts it again after completion - this is why you are not seeing the Helm interface working.

5.) Mail Questions

Q.) How will IMail work with our current paths to mailboxes? Our mail server has the mailboxes in a different location than the default install path. We currently have to re-define the path when we set up a new domain in IMail.

A.) What you may need to do is move all the files over to the new path. You should be able to simple copy and paste the files.

Q.) When a user has spam filtering and/or anti-virus, when they add more email accounts it needs to know that it needs to add spam accounts and/or anti-virus accounts at the same time. Can Helm handle this dependency?

A.) Anti-Virus and Spam are set up and configured outside of Helm. The method of doing so will depend on the software you use.

Q.) What password is created when Helm creates a post office during the domain creation procedure?

A.) Helm controls MailEnable locally and there's no log in for this. If you mean the password that Helm sets for the mail@ domain it automatically creates then, by default, it's the user's login password.

Q.) How can I make my mail server permanently change so that whenever there is new site to be created it should map directly d:\mail instead of c:\mail (for instance)?

A.) Once you have changed the physical path in the web service in Helm, you will need to consult your mail server documentation in order to alter the path in there.

6.) DNS Questions

Q.) Do Global DNS settings inputted at the Admin level in Helm have any effect at all? I have a dedicated customer that configured Helm as a Global DNS entry at the admin level, but it's not being configured on domains.

A.) It only affects new domains and not domains that have already been set up.

Q.) Does Helm support Personal DNS for resellers?

A.) Yes, Helm supports personal DNS for resellers. This means that a reseller can have their own name servers for their domains that is different from the default name servers and other resellers name servers.

The first thing to do is to have the name servers setup up at the domain registrar. Name servers

will require their own IP addresses to function correctly. These IPs will need to be added to the server hosting the DNS service and you will need to ensure that the DNS server software is listening on those IPs. Often the DNS server software will listen on all IPs for the server, however, some software doesn't like this and the IPs have to be set manually. See relevant documentation for the server software for more information on how to do this.

To set up the personal name servers, log in as an administrator, go to System Settings" > "Servers", and click on the server that is hosting the DNS service.

Click on the DNS service in the server's service list. At the bottom of the DNS service editor there will be a list of name servers. There should be the "Default" name server(s) already added from when you first created the service.

Click on "Add New" to add the resellers name services. Enter in the relevant information into form and keep "Default name server" unchecked. Click Save to continue.

If you have the primary and secondary DNS service on different machines, you will need to add the secondary name server to the secondary DNS service.

To complete personal DNS, go to the resellers account in Helm and click "Account Settings" under their account. Click on "Global Settings" to get a list of their general Helm settings. On this page there is a Personal DNS Mask box. In this box enter the domain name used for the resellers new name servers. For example. If you have set up ns1.personaldns.com and ns2.personaldns.com then enter "personaldns.com" into the DNS mask. Click Save to save the changes.

Make sure that the mask and the DNS Service name use the same name, or it won't work.

When ever a new domain is now created, Helm will automatically assign these name servers to the domain. You will see them in the Advanced Settings area for the domain.

7.) Domain Questions

Q.) Will Helm support pre-propagation of domains? E.G. Helm automatically creates temporary sub-domains for new customers. Example: we are "domain.com". Customer might be "test.com". A temporary sub-domain might be test-com.domain.com.

A.) Pre-propagation support is something we're going to adding in the next release. This will likely be in the form of a sub-domain created automatically on the domain when it's set up, or a domain you specify in the web service settings. What our customers do currently is either set up a sub-domain or domain alias for those customers that need support before pre-propagation.

Q.) Given that we already have a web server up and running, how can I import selected files to our corporate reseller account and other site to our existing manual resellers? We have a large number of domains on the existing server.

A.) Due to the specific permissions and folder structure Helm applies to the sites it creates there is no direct import utility at present. The best way would be to back-up the sites files and folders, delete the domain then create it in Helm and then restore the folder contents.

Q.) When I create a domain it creates the ftp and mail usernames. How do I know what the domain ftp and mail passwords are?

A.) The passwords are set to the user's current control panel password at the time of adding the domain.

Q.) Whenever a sub-domain is deleted from Helm, it deletes the site from IIS but it doesn't delete the directory from wwwroot or the log files that were created for that sub-domain. Is this on purpose?

A.) This is on purpose as the sub-domain folder is simply an extension of the standard domain. The user can delete this folder themselves via FTP if required.

8.) Billing Questions

Q.) What does Payment due mean? When setting up the packages for the users, you can choose "Active", "Payment Due", and "Payment Pending" How is Payment Due different from Payment Pending?

A.) The payment due is when a payment is due on there account, applicable when using Helms integrated billing and auto-set by Helm. Helm sets this status when a recurring payment is due.

Payment Pending is for when the feature or package has not yet been paid for and therefore is not active. Therefore when set as Payment Due the package is enabled but has an outstanding payment. When set as Payment Pending, it is disabled until payment is made.

Q.) Is there any way to modify a user's account balance after they choose the packages?

A.) You can modify the account balance by clicking on Billing in the relevant user's screen and then Account Summary. You can then add, remove and adjust transactions.

Q.) Does Helm send the invoices through e-mail? If so, when is this done?

A.) Helm sends invoices once the payment has been made. You can set-up payment reminders in Helm to inform customers they have a payment due. You can set the Invoice header, footer and subject to your own preferences.

Q.) I have my own payment gateway and do not wish to use any of the gateways you list because I would have to pay monthly fees to them. Can Helm communicate with my gateway? Can we add a "custom gateway" to accomplish this?

A.) Helm allows you to add a custom gateway link but this would purely be a link; as yet, Helm cannot pass any variables within this link

9.) Bandwidth/Reporting Questions

Q.) Bandwidth analysis does not reset to 0. Does it start from zero on the 1st of every month?

A.) No, bandwidth is based on the last rolling 30 day period. Therefore it does not reset to zero.