



Updating Core Files in Helm™

A guide to updating Helm with the latest core updates.

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About Helm Core Files

Helm's core files are special libraries that are used by Helm to function. When ever these are maintained or enhanced then these files will need to be updated.

Updating Helm's core files is relatively straight forward. Be sure to follow these instructions carefully to avoid any problems during the update.

Updating Helm's Core Files

The following instructions are provided as a step-by-step guide to updating the Helm core file. Read the instructions though first before attempting to make any changes.

1. First step is to stop any web sites that are running the Helm control panel. It is important to stop these sites to avoid having to reboot or experiencing complications during the update.

To stop a website, start Internet Information Services (IIS) from the Administrative Tools menu, highlight the website (by default called "Helm Control Panel") and right click the name.

On the menu that drops down click on "Stop".

The control panel will now be unavailable to your users. Any processes that are currently running will continue to run until they are finished.

2. Run the "Component Services" from the Administrative Tools on the control server.

Drop down the "Component Services" option in the left hand pane, and again for "Computers", "My Computer" and finally "COM+ Applications".

3. In the list of COM+ Applications are two Helm applications called "Helm System" and "Helm Interfaces".

Click once on the "Helm System" application to highlight it, then right click to bring down the menu.

In the menu click "Shutdown". This will shut down any running processes and any connections to the components so that the components can be updated without having to reboot the server.

4. Drop down "Helm System", then click on "Components". This will show you all of the Helm System components in the right hand pane.

5. Select all of the components in the right hand pane and delete them.

6. Extract out of the Helm Core Files archive all of the libraries that will need replacing.

Make a back up of helm.dll and helmda.dll within the [Helm installation folder]/System folder so that you can revert to the previous version if necessary.

Overwrite the two DLL files in the [Helm installation folder]/System folder with those extracted out of the archive. If the system does not let you, you may need to try to "shutdown" the "Helm System" COM+ application again.

7. When overwritten, drag the newly copied DLL files into the right hand pane of the "Helm System" components area where you previously removed the old ones. After a few seconds the components will then show up again in the right hand pane.

8. Finally, highlight all of the components again in the right hand pane, right click on one of them and select "Properties".

Select the "Security" tab from the window that pops up. At the bottom of the window will appear two roles with a check box next to each other. You will need to "tick" these check boxes in order for Helm to access them.

Once checked click OK.

{Note} It has been noticed that you may have to take this step more than once. Sometimes not all of the security is set on all of the components although you have selected them all. By doing it again this will resolve this behaviour.

9. You can now start the control panel web site(s) again. When you first use the website there will be a delay whilst all of the components are loaded up again.
10. Although a reboot may not be required, it is recommended that a reboot of the control server is done after all the updates have been installed.