

Quick Start Guide to Installing Helm™

A guide to getting Helm installed on your server

WebHost Automation Ltd
<http://www.webhostautomation.com/>
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About Helm and This Guide

The Helm Web Hosting Control System is an extremely powerful hosting automation solution for Windows 2000 and Windows .NET servers. Helm is developed by WebHost Automation Ltd, a United Kingdom-based corporation. Their main website is:

<http://www.webhostautomation.com>

Please take some time to read over this guide. Doing so will help you ensure that you install Helm correctly on your server.

Installing Helm

IMPORTANT NOTE:- Microsoft .NET Framework – If you are running **Windows 2000** then you will need to install this, as the Helm installer needs it in order to work. Windows 2003 includes it as standard, so it is not needed if running this operating system.

Windows 2000 users – download the framework [here](#) (click the download button at the top of the page).

1) If you haven't already done so, download the Helm installer from here:

<http://helm.download.webhostautomation.net>

2.) Double-click the install file you downloaded. Read and accept the licence agreement, then fill in your name and your company name, then enter your licence key. Your licence key will have been sent to you when you either signed up for a trial account, or purchased a full licence. Make sure the "Activate my licence now" box is checked so it will work once you install Helm.

Tip:- You can copy and paste the entire licence key into the first tab, and Helm will fill format the rest correctly.

Helm Installation Wizard

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Owner Information

Full Name Webhost Automation

Company Name Webhost Automation

Licence Key

Enter your Helm licence key into the box below. You may copy and paste the entire licence key into the first text box.

1234 ABCD 5678 DEFG 7890

[Click Here for a Helm Trial Licence Key](#)

Administrative Password

Please enter a strong password into the box below. This password will be used as the default administrative password to log into Helm.

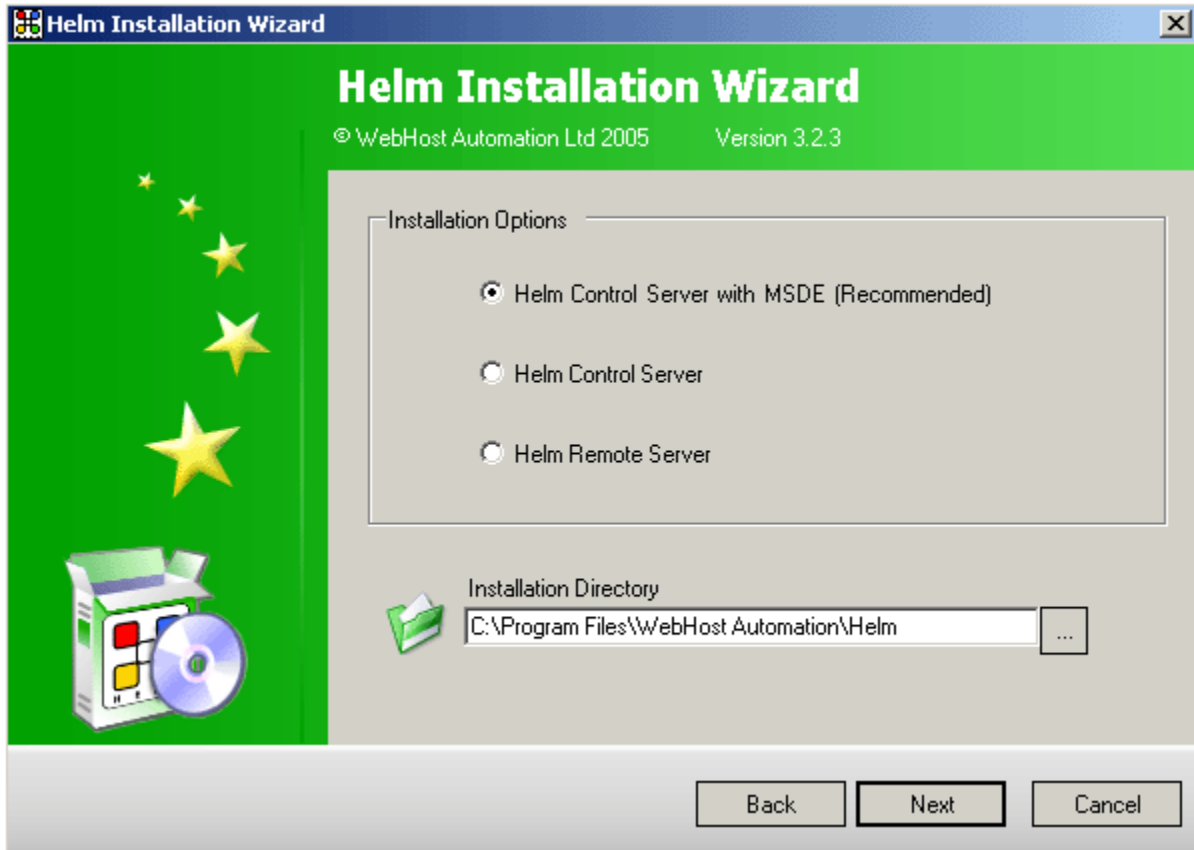
••••••••••

Back Next Cancel

IMPORTANT:- Make a note of the password you decide to enter here, as this is the password you will be using to login to Helm once the install is complete. It is also the password of the HELM_ADMIN NT user account that gets created (if you raise a support ticket, you may be asked for this so keep it safe).

Once you have entered the password, click "Next" to continue.

3.) On the next screen, you can specify your install choices.



Helm Control Server with MSDE: Choosing this option will install Helm with MSDE (a cut-down version of SQL Server). If you do not have SQL Server on your machine, this is the option you should choose.

Helm Control Server: Choosing this option will install just Helm on your server, with no database server. If you have SQL Server installed on your server, you should choose this option as Helm can then put your database into SQL Server. **Alternatively**, if you installed MSDE already and already have a Helm database, then there is no need to install MSDE again, so choose this option and in the next screen choose the Helm database you already have set up there.

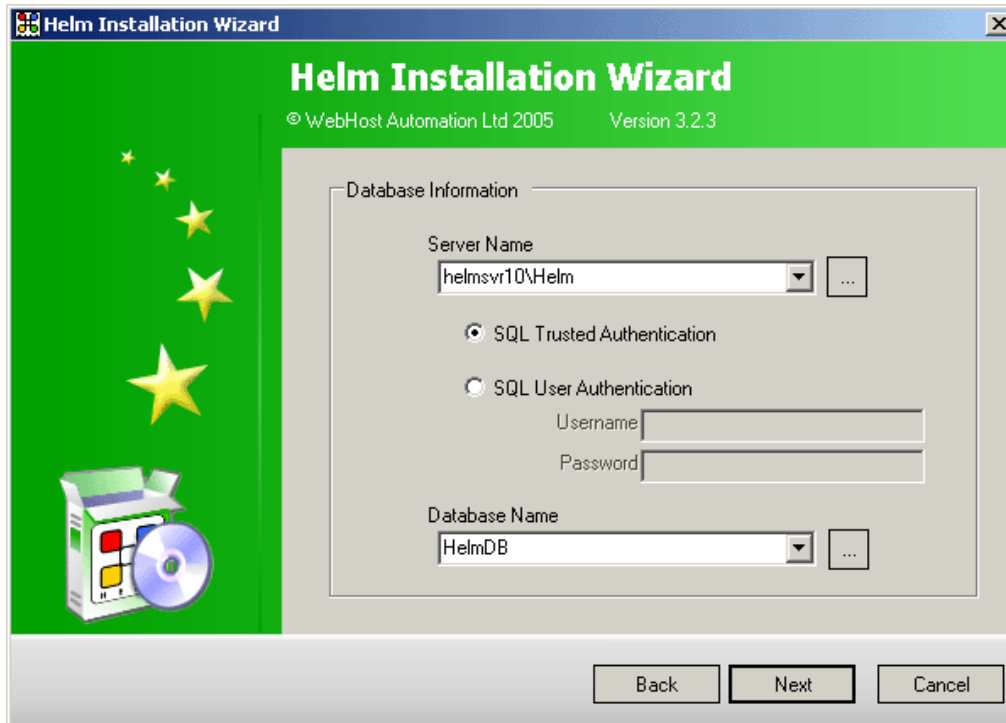
Helm Remote Server: If you just want to install the Remote Installer tool to allow Helm to manage a remote server, you should choose this option.

Installation Directory: If you want to install Helm to a different location to the default, you can specify it here, or browse to it with the ... button.

4.) - If you chose **Helm Control Server with MSDE** or **Helm Remote Server**, installation will now take place, and you will need no further configuration!

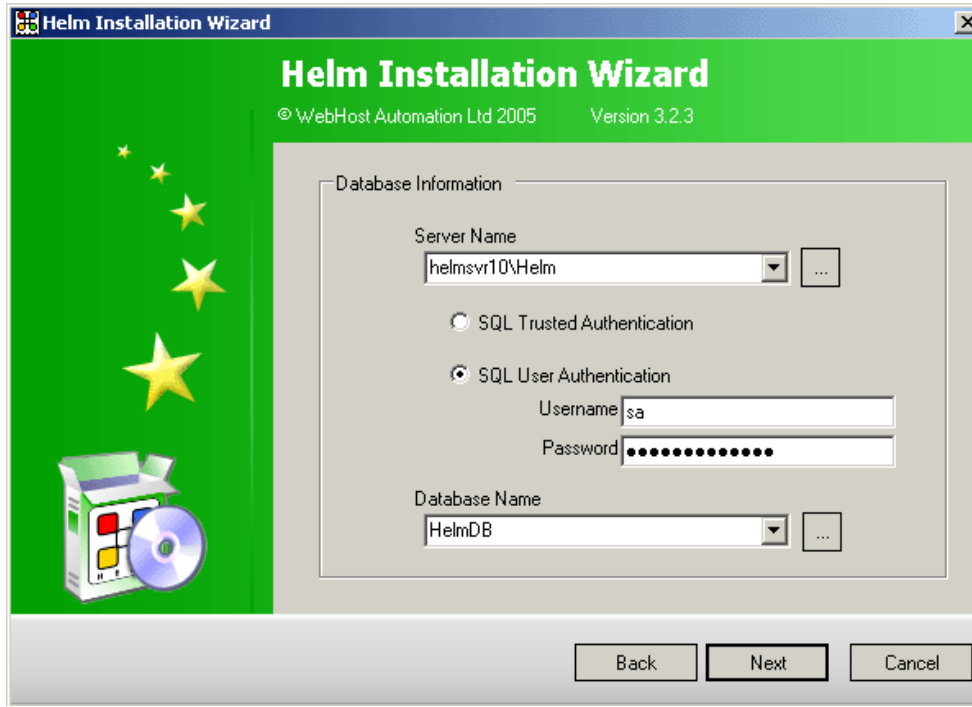
- If you chose Helm Control Server, then go on to step 5.

5.) You will be taken to the following screen:



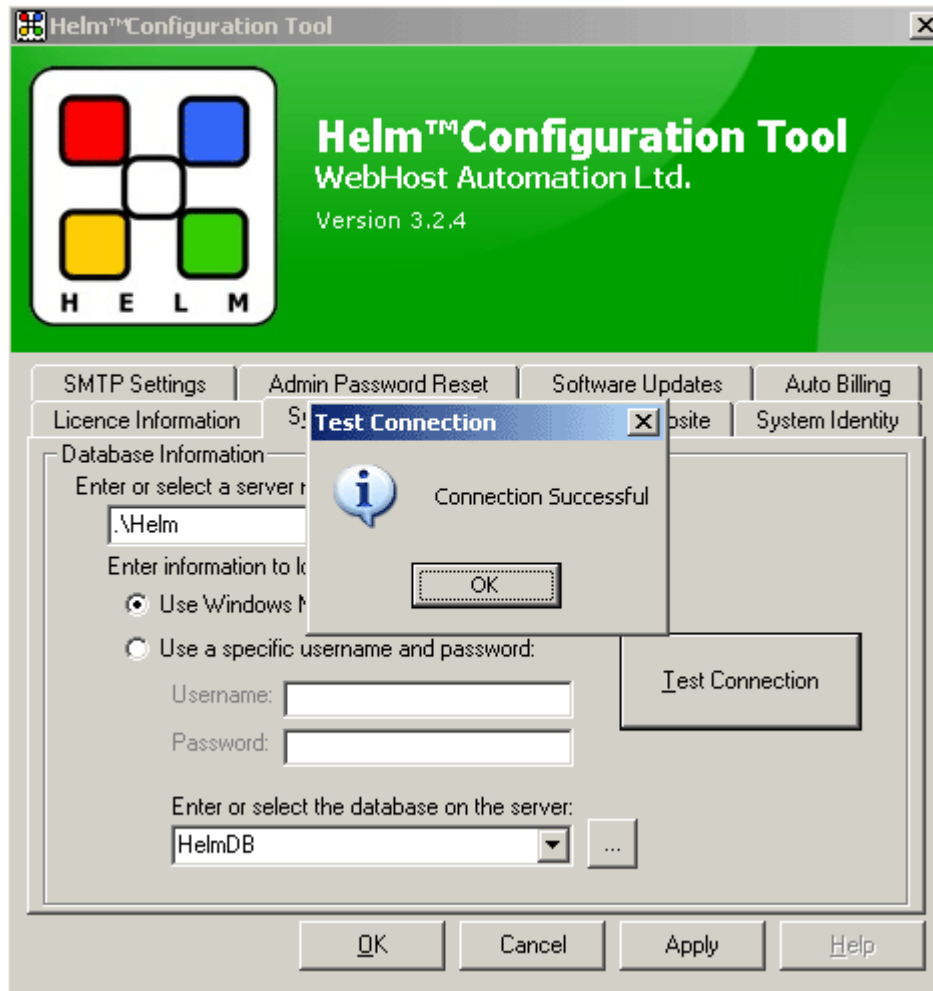
In the Server Name field, you will see the server that your Helm database is believed to be on. If this is incorrect, you can click the ... button and select the correct location of the Helm database.

If you are using SQL Server on a different machine than Helm to host the database, then you will need to provide SQL User Authentication details (the SA username and password), in order to connect to this remote machine:



6.) Once you have chosen your database location, click "Next" to complete the installation!

Once you've installed Helm, you can check that the database connectivity works correctly. Open the Helm Configuration Tool (by default an icon is added to the desktop). Go to the System Database tab and click the "Test Connection" button. Helm will have already created the database for you, so just confirm it connects correctly by clicking the Test Connection button, and you should get a "Connection Successful" message:



7.) You're all set to go! Now all you need to do is open the Helm Control Panel (an icon should be on the desktop). The admin login for this is set to:

Username - **Admin**

Password - **[the password you chose at the beginning of the install]**

WARNING! Do NOT install old Helm updates on top of new ones. Doing so could corrupt your entire database, and may mean you having to drop that database and all data and recreating it from scratch. If you have errors, contact your support provider – **do not** overwrite new updates with old.

How the Licensing Works

Please note that licenses are verified on the WHA licensing servers. This means that to initialize the license the server must be connected to the internet and have access to a working DNS service. If you receive the message to say that the license failed because it is already in use, this means that the license key entered has already been installed on another machine. You will need to reset your licence. Details of how to do this can be found here:

<http://support.webhostautomation.com/index.php? a=knowledgebase& j=questiondetails& i=148>

If the license has been installed on another server, Helm will stop working on that server if the license is reassigned.

HELM_ADMIN User and Internet Explorer Settings

There is a known issue whereby after 30 days, you may be required to click the Update button on the Configuration Tool in order to make your licence update and work correctly.

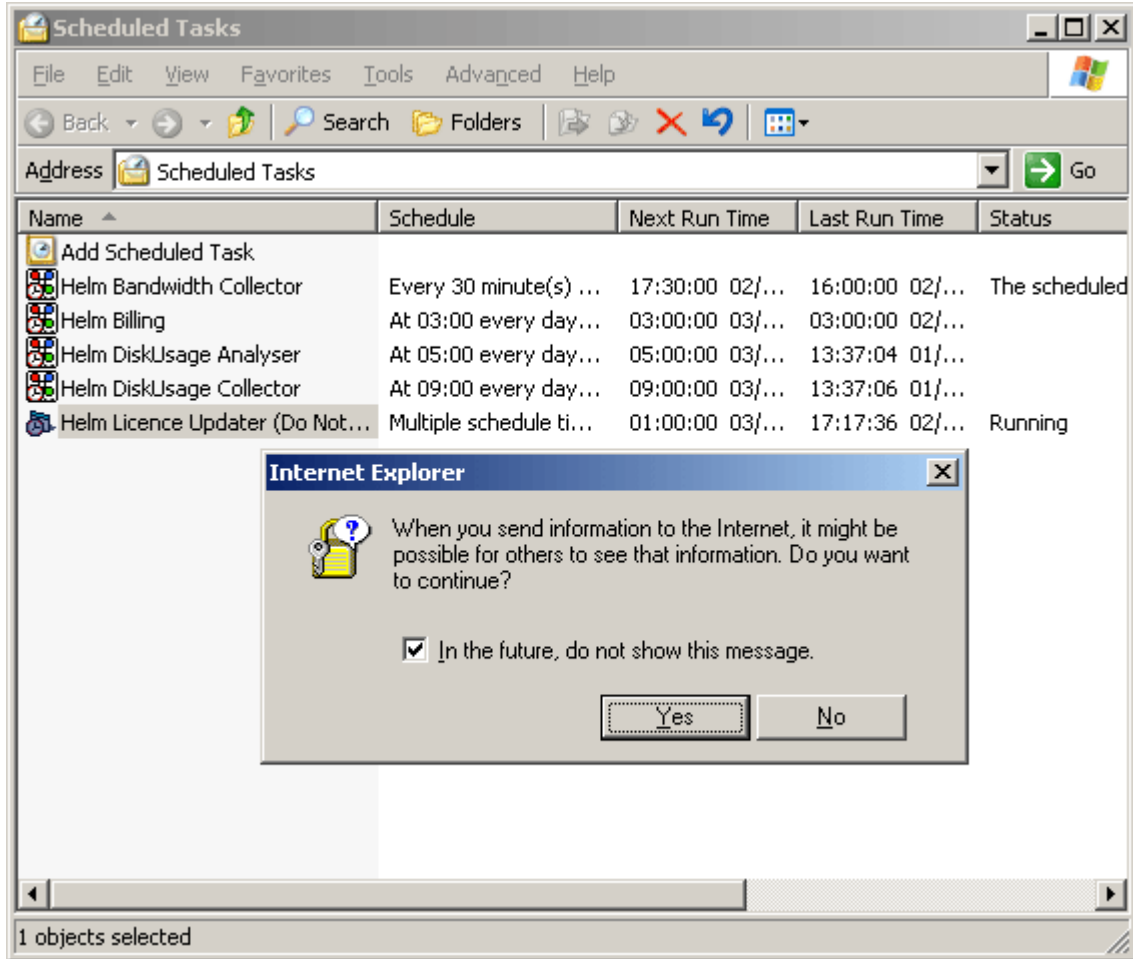
The problem is actually to do with **Microsoft Internet Explorer** settings. The licence updater stays in memory and doesn't quit properly if ran from a scheduled task (you may see it running in the Task Manager as HelmLicence.exe).

This is the fix. Take a look at the scheduled task that runs the licence updater. Make a note of the user that is set to run this – it is usually **HELM_ADMIN**.

Now log into the machine as that user - you will have made a note of the password for this Windows user account during the installation of Helm. Go into Windows Scheduled Tasks as follows:

Start > Programs > Accessories > System Tools > Scheduled Tasks

Right click the **Helm Licence Updater** task and choose Run. You should find you get an Internet Explorer pop up box – make sure the option "Don't show this again" is checked and click OK:

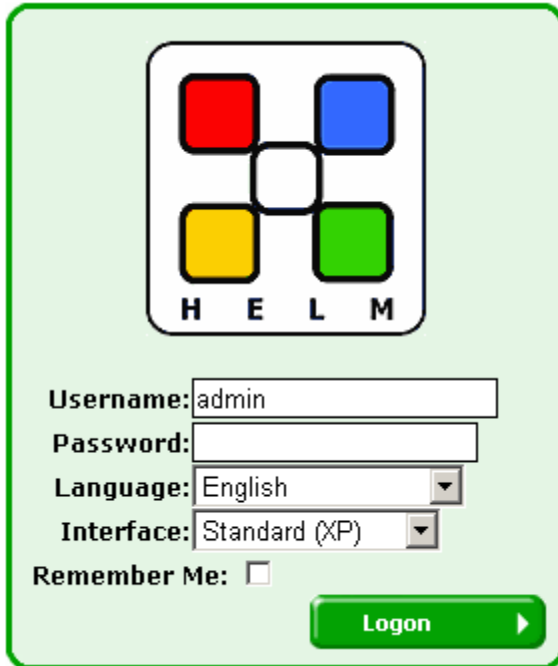


Now you can log out and back in as the normal user you log in as.

You can now see the problem - when the scheduled task ran as that user, the Internet Explorer pop up box was waiting for a confirmation click - however you never saw it and that task was held in memory. It must have been in memory and never ran again for more than 30 days....if it doesn't run for 30 days, you get that licence error.

The Admin Account for Helm

Once installed, Helm automatically creates an admin account that you login to the control panel with, with the password you provided during the start of the installation. This is needed by the system and should **NOT** be deleted in any way. Doing so may cause problems with different parts of the system.



Username: admin

Password:

Language: English

Interface: Standard (XP)

Remember Me:

Logon

DEMO Accounts in Helm

Helm has a useful feature whereby any reseller or user account created with the prefix **DEMO** is created as a demo account (e.g. DEMOUSER, DEMORESELLER, DEMOACCOUNT, etc). This enables your potential customers to try out the control panel, with limited functionality. Any users created without this prefix will behave as normal.

Uninstalling Helm

Uninstalling Helm is straightforward and can be achieved by simply going to:

Start > Programs > WebHost Automation > Helm 3 > Uninstall Helm



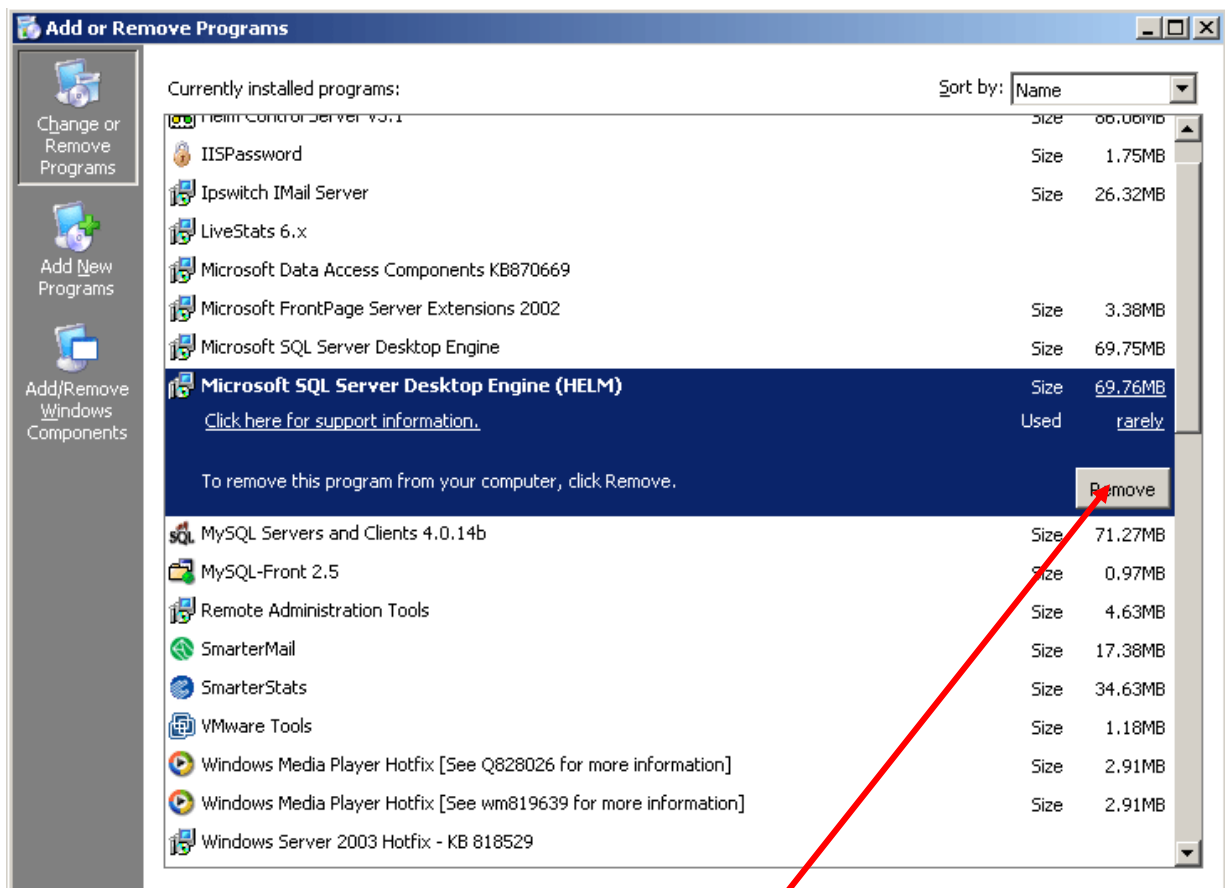
Click Next and confirm the uninstallation, and you're done! Helm will be uninstalled.

Important Note:- Helm will **not** remove any domains, databases or other settings that you have set up since using the control panel. These will continue to run correctly without Helm installed.

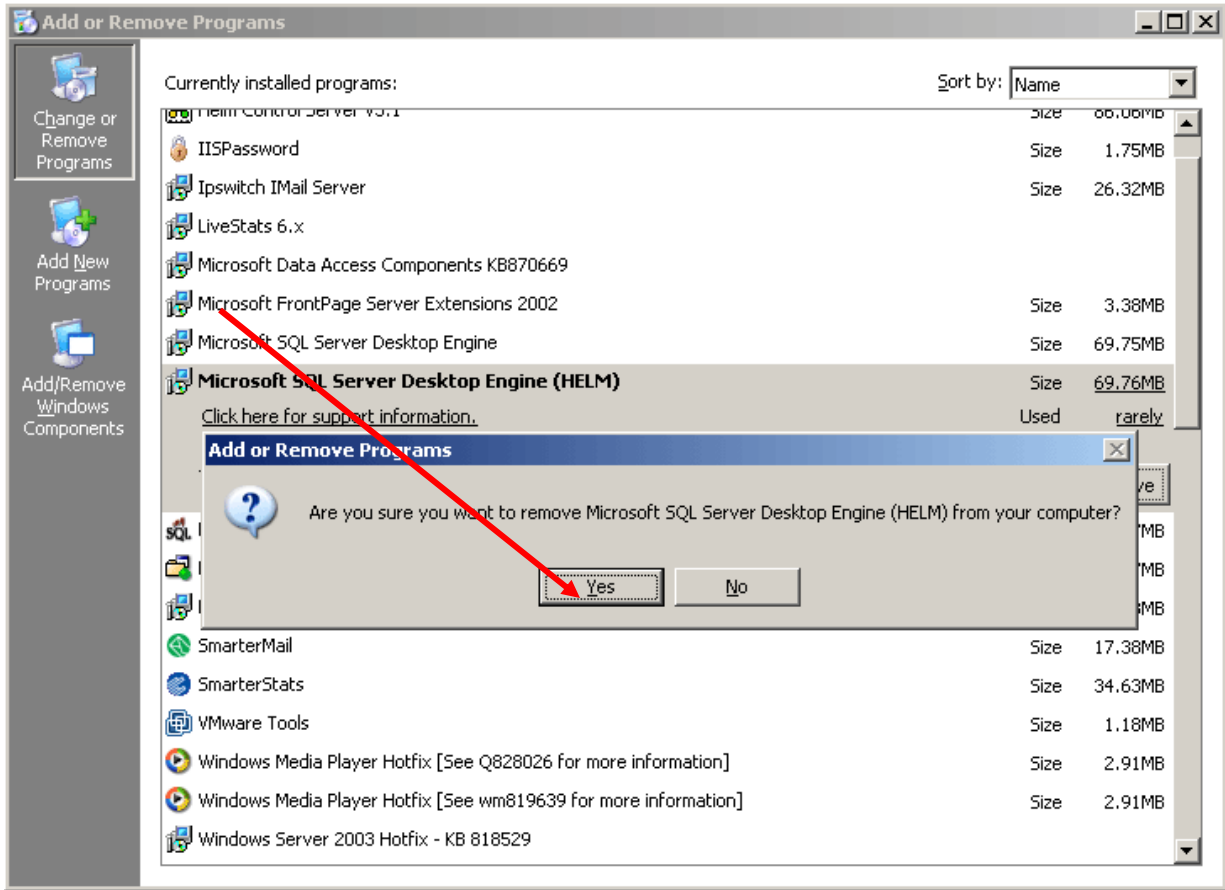
Uninstalling MSDE(HELM)

If you have installed MSDE as the Helm database server, this can be uninstalled by removing 'Microsoft SQL Server Desktop Engine (HELM)' from 'Add or Remove Programs', which can be found in the Windows Control Panel.

1. In order to access the Control panel the user can click the 'Start' menu and click on 'Control Panel'. The control panel can also be located by double clicking on 'My Computer' and selecting 'Control Panel' from the drop down menu in the address bar.
2. Once in the Control Panel double click 'Add or Remove Programs' and highlight the 'Microsoft SQL Server Desktop Engine (Helm)' program by clicking on it.



3. MSDE can then be uninstalled by clicking on the 'Remove' button. The uninstall can be confirmed by clicking 'Yes' when prompted.



MSDE will be removed, and the uninstallation process is now complete.