



Updating Third Party Interfaces in Helm™

A guide to updating Helm with the latest third party interface libraries.

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About Third Party Interfaces

Third party interfaces are special libraries that contain instructions that Helm uses to control third party products, like email servers, web servers etc. When ever these are maintained or enhanced, or if Helm supports new third party interfaces, then these files will need to be updated.

Updating third party interfaces is relatively straight forward. Be sure to follow these instructions carefully to avoid any problems during the update.

Updating Third Party Interfaces

The following instructions are provided as a step-by-step guide to updating the Helm third party interfaces. 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 Interfaces", then click on "Components". This will show you all of the Helm interface 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 Interface archive all of the libraries that will need replacing.

Make a back up of all files within the [Helm installation folder]/System/Interfaces folder so that you can revert to the previous interface files.

Overwrite the DLL files in the [Helm installation folder]/System/Interfaces 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, highlight all of the files in this folder and drag them into the right hand pane of the "Helm Interface" components area where you previously removed the old ones. 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 a role with a check box next to it. You will need to "tick" this check box in order for Helm to access them.

Once checked click OK.

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.