

Parallels[®] Helm

Parallels Helm 4.1 Secondary Microsoft DNS Server Provider

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Preface

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Typographical Conventions

Before you start using this guide, it is important to understand the documentation conventions used in it.

The following kinds of formatting in the text identify special information.

<u>Formatting convention</u>	<u>Type of Information</u>	<u>Example</u>
Special Bold	Items you must select, such as menu options, command buttons, or items in a list.	Go to the System tab.
	Titles of chapters, sections, and subsections.	Read the Basic Administration chapter.
<i>Italics</i>	Used to emphasize the importance of a point, to introduce a term or to designate a command line placeholder, which is to be replaced with a real name or value.	The system supports the so called <i>wildcard character</i> search.
Monospace	The names of commands, files, directories, and domain names.	The license file is located in the http://docs/common/licenses directory.

Preformatted	On-screen computer output in your command-line sessions; source code in XML, C++, or other programming languages.	<pre># ls -al /files total 14470</pre>
Preformatted Bold	What you type, contrasted with on-screen computer output.	<pre># cd /root/rpms/php</pre>
CAPITALS	Names of keys on the keyboard.	SHIFT, CTRL, ALT
KEY+KEY	Key combinations for which the user must press and hold down one key and then press another.	CTRL+P, ALT+F4

Feedback

If you have found a mistake in this guide, or if you have suggestions or ideas on how to improve this guide, please send your feedback using the online form at <http://www.parallels.com/en/support/usersdoc/>. Please include in your report the guide's title, chapter and section titles, and the fragment of text in which you have found an error.

CHAPTER 2

About Microsoft DNS in Parallels Helm

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 Microsoft DNS

Note: These are guidelines only. We will not provide support for MS DNS or any other third 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.

Configuring Microsoft DNS

- 1 Once installed, open Microsoft 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 Microsoft DNS uses. If this is the case, refer to your MS DNS documentation, or contact your server administrator.
- 2 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 DNS recursion:
 1. Open Microsoft DNS, right-click your server and choose **Properties**.
 2. Choose the **Advanced** tab, and you will see at the top the option **Disable recursion (also disables forwarders)**.
 3. Check this box and click **Apply**. This will allow <Helm> to create zone files correctly.

Setting Up the MS DNS Secondary Server Module

Important: 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 *Microsoft DNS Installation and Configuration Guide for Parallels Helm 4* (<http://www.parallels.com/en/products/helm/docs/>).

➤ **To install the Microsoft DNS Secondary Server module:**

- 1 Open the Parallels Helm Configuration Tool and click the **Installed Modules** button on the left.
- 2 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 Microsoft DNS Secondary service within the Control Panel itself.

Setting Up the Secondary Microsoft DNS Service

➤ *To set up the secondary Microsoft DNS service:*

- 1 In Parallels Helm, go to Home > Helm System > Servers > [Your Server] > Services
- 2 Create a new service, select **DNS Backup: Microsoft DNS Secondary** from the provider drop-down box and give it a friendly name (such as **Microsoft DNS Secondary Service**). You will then be presented with the following screen:

- **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 servers 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 name server into this field. Example: **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 name server within this service.
- **Name Server:** You can add the details of another (optional) name server into this field, if you have one. Example: **ns3.webhost.com**
- **IP Address:** Here you can place the corresponding IP for your optional (secondary/tertiary) name server.

Setting Up the Secondary Microsoft DNS Backup Service

Once the Secondary DNS service has been added into Parallels 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.

➤ **To set up the secondary Microsoft DNS backup service:**

- 1 In Parallels Helm, go to **Home > Helm System > Servers > [Primary DNS Server] > Services**.
- 2 Click the primary DNS service (for example, **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.
- 3 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

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 Parallels 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.

- 1 Click the **Add** button in an existing DNS service to get to the **Create DNS Record** screen.
- 2 Choose **Record Type** from the four types of DNS Record you can create: "A", "CNAME", "MX", and "TXT" - and then click the **Next** button. You will be taken to a screen which will differ depending on the record you picked.

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, for example, *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 e-mail 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, for example, **SPF**.
 - **Text:** Enter the text you want to add to the DNS zone file.
- 3** Once you have chosen the type of DNS Template you want to add into Parallels Helm, click the **Save** button to save it.

Setting Up the Microsoft DNS Resource

Once you have set up the Service, you will need to add this Service into your DNS Resource so that Parallels 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 Microsoft DNS Services into Parallels Helm, and want to utilize them all. To do this, you can simply create an DNS Resource and then add all of your Microsoft 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 Microsoft DNS Resource:**

1 Go to **Home > Helm System > Resources**

If you have not got a DNS resource, create a new Resource, selecting **Microsoft DNS** from the **Provider** dropdown box.

2 On the screen that appears you can add a Resource into Parallels Helm. These Resources will than be available for any plan templates you wish to set up. 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 (for example, **DNS Resource**).
- **Distribution Type:** The same as for setting up the Microsoft DNS Service.
- **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 CTRL and left-click 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.

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

Adding the Microsoft 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. In Parallels Helm 4 and up 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.

➤ **To add the MS DNS resource into your Plan Template:**

- 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 name to your Plan Template (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 On the screen that appears 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.

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 Parallels 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**.
