

Using the Helm™ Restore Tool

A guide to using the restore and migration tool to move and repair your sites

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<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>

This guide provides details of using the Helm Repair Tool, which allows you to repair lost accounts between Helm and FTP, IIS, DNS, statistics and mail. It also lets you easily move accounts in Helm to point at new software if you have recently switched mail or FTP servers.

Intelligent Restoration

Using the Helm Restore Tool, it is now possible for administrators to recover from complete server disasters. For any of the many different types of services Helm supports, the Helm Restore Tool will rebuild and repair missing and corrupt account information.

Powerful Server Migration

The Helm Restore Tool contains powerful migration technologies that allow administrators to migrate their hosting services between different physical servers!

Total Service Migration

The Helm Restore Tool lets you easily move accounts in Helm to point at new software if you have recently switched servers for FTP, DNS, statistics and mail. For example, if you are using MailEnable and want to move all your accounts in Helm to use Smartermail, then the Helm Restore Tool can help you do just that.

Read on to find out more about the features the Helm Restore Tool offers you.

Restoring Services

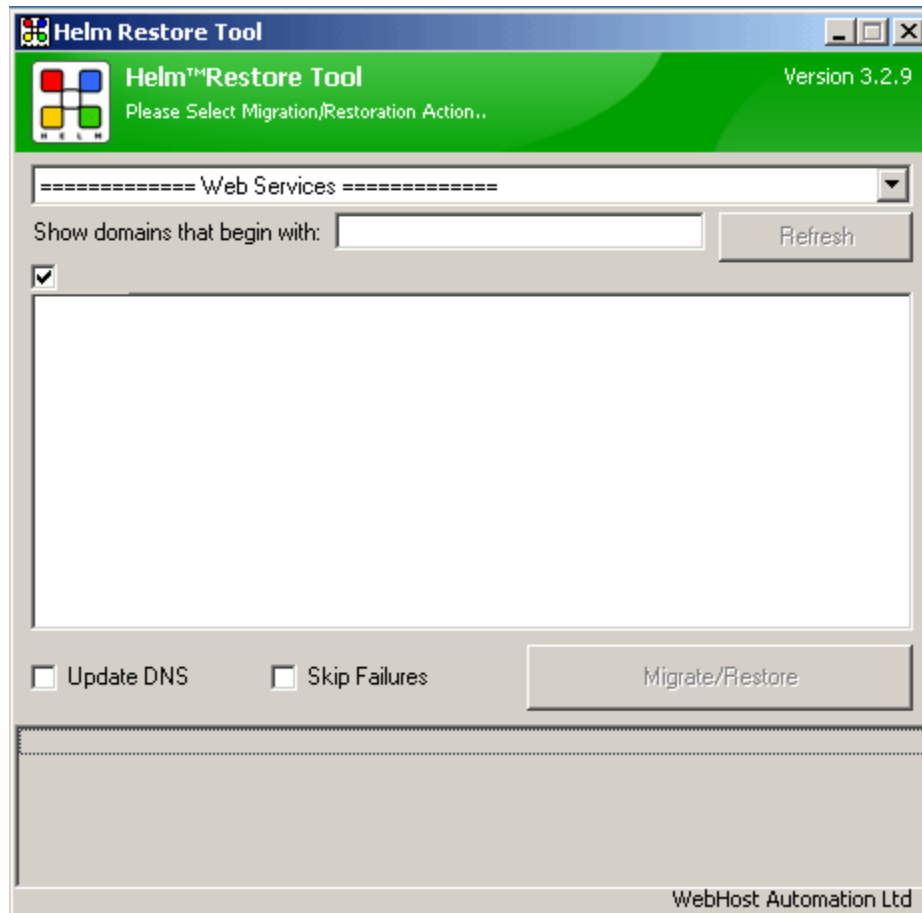
The Helm Restore Tool gives you the ability to repair services that may have had accounts removed, or lost communication between the 3rd-party application and Helm. For instance, you may have accidentally removed all of the mail accounts from your mail server, even though they are still in Helm. Using the Helm Repair Tool, you can recreate these accounts in the mail server, and link them to the accounts set up in Helm, in a couple of easy steps.

In order to repair a service, whether it is mail, FTP, DNS, etc, it must first be functioning correctly in Helm. So if you wanted to repair a mail service, you should be able to use that mail service in Helm to add POP3 accounts to domains correctly. If this is not the case, then you will need to rectify the problem with the service first before attempting a repair.

You can repair either a service (all domains), or a specific domain or set of domains.

1.) Open up the Helm Restore tool. By default this is located here:

C:\Program Files\WebHost Automation\Helm\Tools\HelmRestoreTool.exe



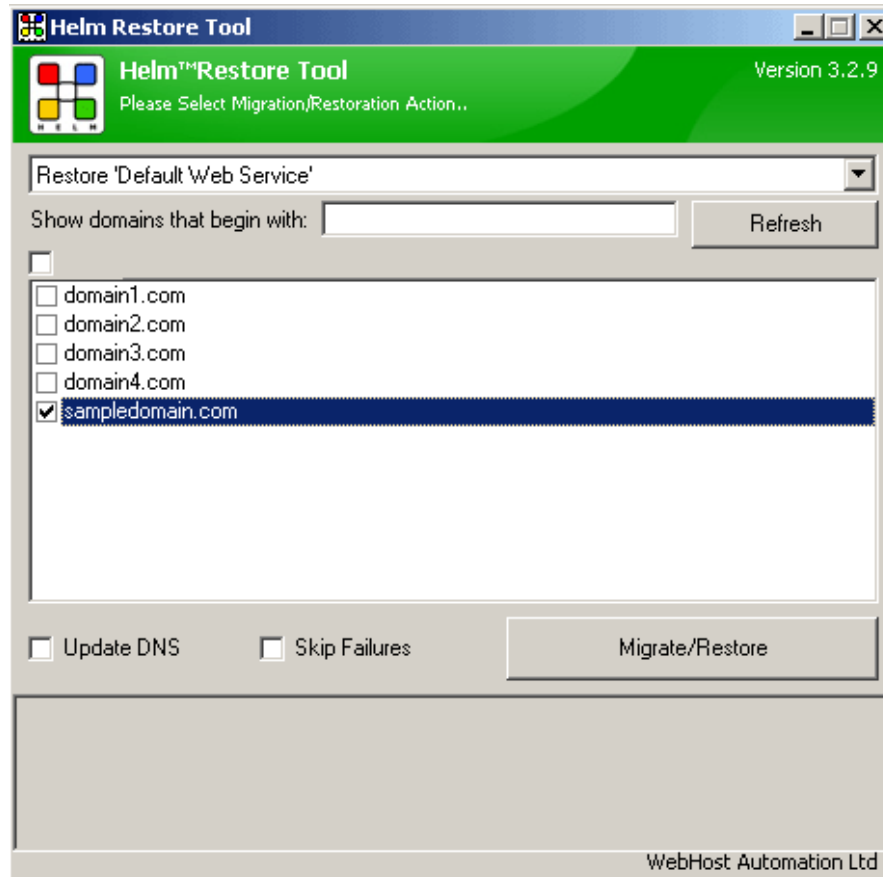
2.) In the dropdown box, you will see a variety of migrate and Restore options. Let's assume that you are using IIS, and have accidentally removed a domain in there that Helm controls. Below is the domain **sampledomain.com** in Helm which, as can be seen, is not in IIS:

The screenshot displays the Helm control panel for 'sampledomain.com'. The 'Domain Menu' section indicates the user is 'SAMPLE_CUSTOMER' on a 'Sample Hosting Package' with a URL of 'http://www.sampledomain.com/'. Below this, the 'Internet Information Services (IIS) Manager' window is open, showing a tree view of the local computer's IIS configuration. The 'Web Sites' folder is expanded, revealing several sites: 'Default Web Site', 'Helm Control Panel', 'Administration', and four domains: 'domain1.com', 'domain2.com', 'domain3.com', and 'domain4.com'. A table to the right of the tree view provides details for each site.

Description	Identifier	State	Host header value
Default Web Site	1	Running	
Helm Control Panel	2	Running	
Administration	7826	Running	
domain1.com	1408	Running	domain1.com
domain2.com	9877	Running	domain2.com
domain3.com	1203	Running	domain3.com
domain4.com	4960	Running	domain4.com

You obviously want to repair this domain and get it added back into IIS; the Helm Restore tool can do just that.

3.) From the Restore Tool, choose the option to “Restore ‘[Web Service name]’ ” where [Web Service name] is the name of the web service to which the domain is assigned. Since in this instance you know the only domain you want to restore is called `sampledomain.com` you can uncheck all other domains on the web service as shown below:



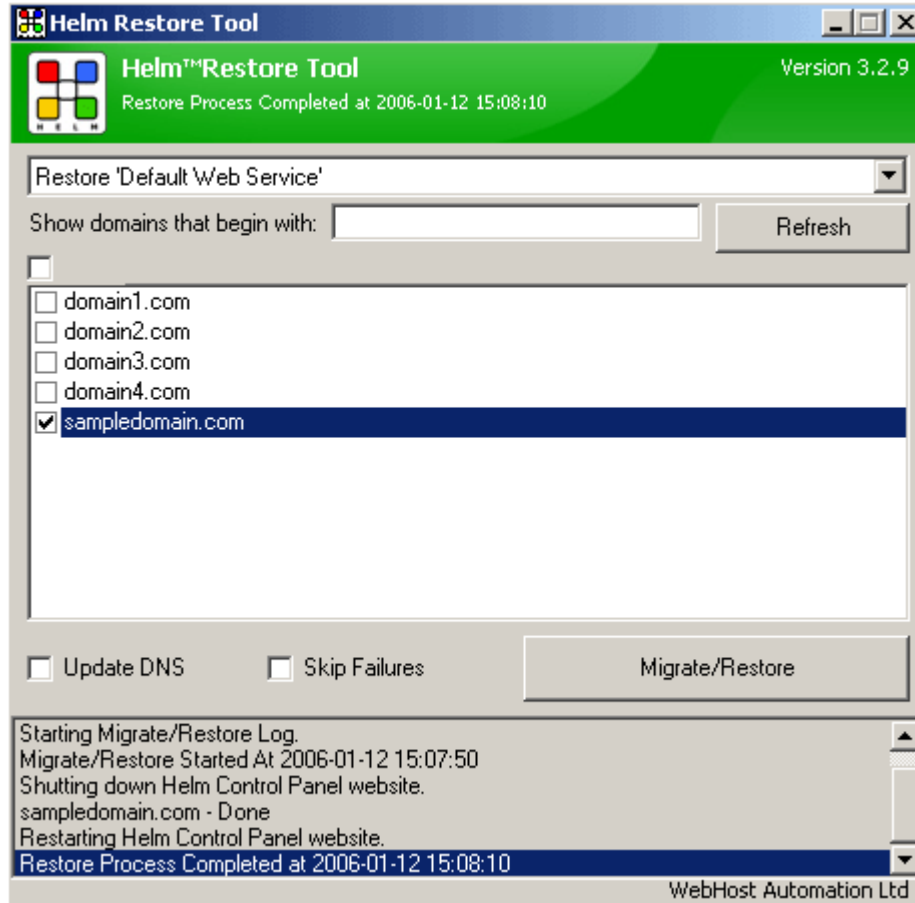
NOTE:- The “**Only migrate/restore domains that begin with:**” box is a useful feature which lets you restore groups of domains as follows:

- a.) You may want to restore specific domains – so enter the full domain name in here.
- b.) You may want to restore groups of similar domains. Perhaps you have 3 domains called **hostshopping.co.uk**, **hostedshopping.co.uk** and **hostmyshopping.co.uk**. Instead of repairing the three of these domains one at a time, simple enter **host** in the field, and click Refresh to display all domains beginning with “host”.
- c.) You can use this on a larger scale too. You may want to restore all domains beginning with a certain letter (e.g. Z) – so just enter “Z” in the field, and click Refresh to display all domains beginning with Z.

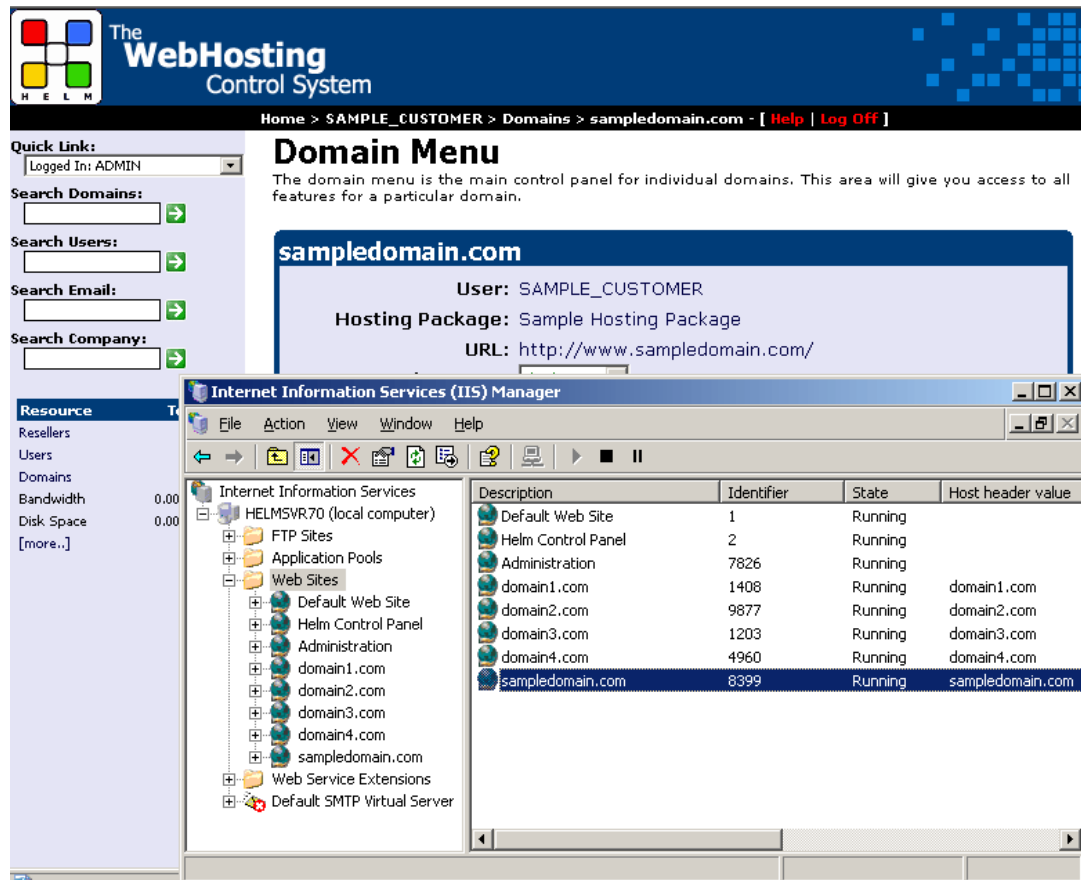
3.) If you check the **Update DNS** box, then Helm will recreate any missing DNS entries for that service. So for a web restore, it will recreate the **www** and ***** records.

4.) If you check the **Skip Failures** box, then if a domain errors during the migrate or restore process, then the Restore Tool will continue on to the next domain. Otherwise, the process will terminate at the erroring domain.

5.) Click the “Migrate/Restore” button, and you will be prompted to confirm the action you are about to take. If you are sure, choose “Yes”. The Helm Restore Tool will then shut down the Helm Control Panel website in IIS (to prevent any changes being made whilst the Restore Tool is running) and then restore the domain in IIS. You will see the tasks that the tool runs through:



6.) Once completed, look in IIS. You will see the site has been re-added:



7.) The web restore is now complete. You can use the Helm Restore Tool in this way to restore web, mail, FTP, DNS, Databases and Statistics. A breakdown of what gets restored is as follows:

Web

- Root file structure
- Anonymous User account
- IIS domain
- DNS entries
- Sub domains
- Domain aliases
- Virtual directories
- Secure folders
- ODBC DSNs
- MIME types
- SSL
- Custom error pages
- Dedicated IP addresses
- FrontPage Extensions
- Application Mappings

Mail

- POP3 Accounts
- Email Aliases
- Multi-Recipient Addresses (MRAs)

FTP

- FTP accounts
- FTP users (only applies to Microsoft FTP)

DNS

- DNS Zones
- DNS domain entries
- Global DNS records

Databases

- Databases (Note – this creates empty replicas of the databases in Helm. It does not restore lost data)
- Database users and passwords

Statistics

- Domains in statistics software (only applies to SmarterStats and LiveStats)
- Domains in configuration files (only applies to AWStats)
- Statistics usernames and passwords (only applies to SmarterStats and LiveStats)

Migrating Services

The Helm Restore Tool gives you the ability to migrate domains between different services. For example, you may want to move from using one mail server to a different one. Or you may want to keep the same software, but have it installed on a different server and move some or all of your domains over to use that server.

EXAMPLE:- Let us assume you want to move from using one mail server (MailEnable) to using another mail server (hMailServer), on the same machine.

1.) The first thing you need to do in Helm is to set up the new service that you will be migrating to (if you haven't done so already). So in the above example, you'll need to set up a hMailServer service in Helm for the service you are migrating to:

Edit Server

This is the current server details for a server already set up on the system. Below shows the services the server offers as well as the IP addresses assigned to the server.

Machine Name:

IP Address: ...

Services

Service Name	Service Type
Default Web Service	WEB: Microsoft IIS 6.0
Default FTP Service	FTP: Microsoft FTP
Default Mail Service	MAIL: MailEnable
Default DNS Service	DNS: Microsoft DNS Server
Smarterstats Service	STATS: SmarterStats
Database Service	DB: Microsoft SQL Server 2000
hMailServer Service	MAIL: hMailServer Mail

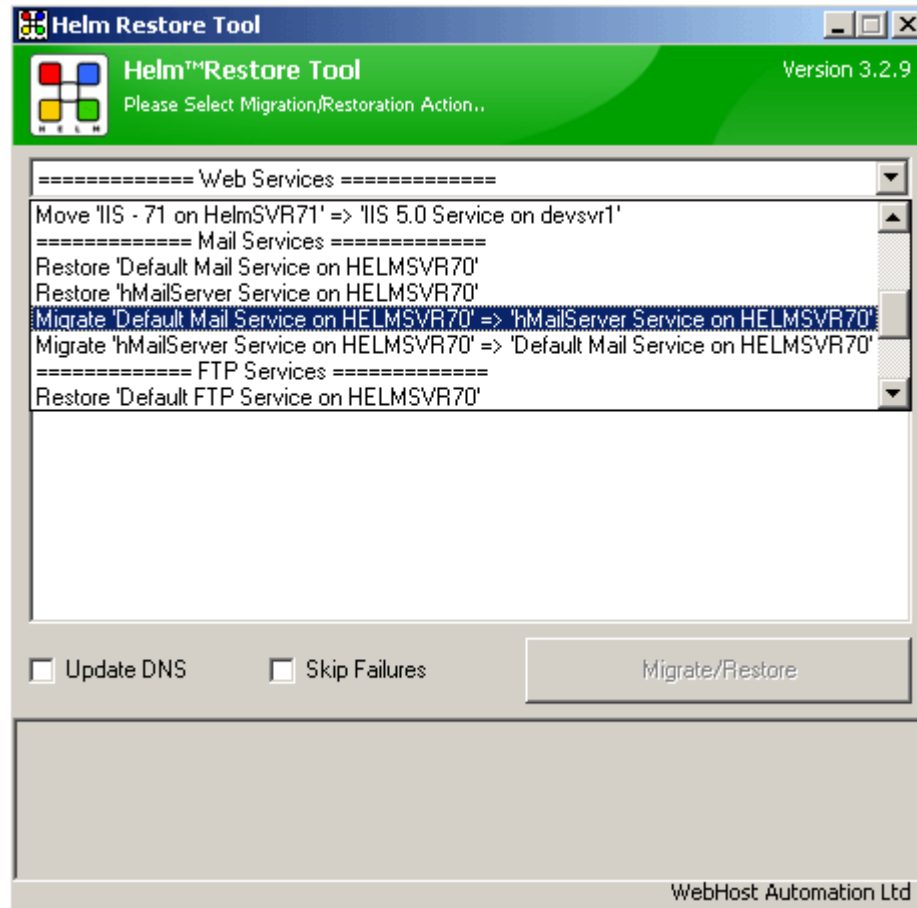
IP Addresses

IP Address	IP Mask
192.168.1.70	192.168.1.70

You may already have the new service set up to use...

...but if not, you can add a new service here.

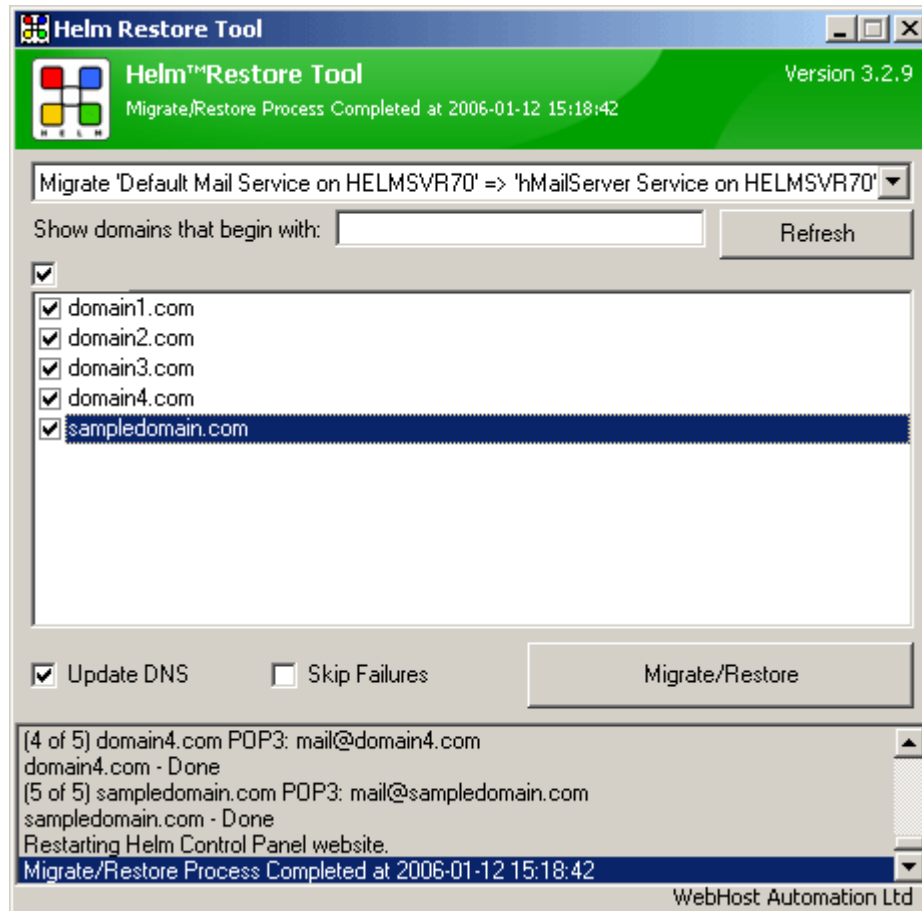
2.) From the dropdown box, scroll down to the "Mail Services" section and choose the Migrate procedure that you want. In the above case, the option chosen is "Migrate 'Default Mail Service on SERVER' => 'hMailServer Service on SERVERNAME' ":



3.) You will see a list of all domains currently on the old service that can be moved to a new service. If you only want to move specific domains, then only check the boxes of those particular domains.

4.) If you check the **Update DNS** box, then Helm will recreate any missing DNS entries for that service. So for the mail migration, it will recreate the "mail" record in DNS for the new service, unless you have specifically chosen the option for it not to in the mail service in Helm (refer to the Mail Server documentation on the WebHost Automation site for more information).

5.) Check this box (if needed) and click the “Migrate/Restore” button. The Helm Restore Tool will go through each domain currently using the old service, and move it over to the new service:



NOTE:- The accounts will be created in the new service, and usernames and passwords will be moved over as necessary. However, they will NOT be deleted from the software related to the old service. So in the above instance, the mail accounts will be created in hMailServer, but the old ones will still remain in MailEnable with the associated data – in case you need to do anything with that data before deleting them.

6.) Once the migration is complete, you can go into Helm and delete the old service if necessary, since it is no longer associated with any domains.

7.) The migration is now complete. You can use the above example to migrate other services between servers in the same way. The following services can be migrated:

- Web
- Mail
- DNS
- FTP
- Statistics
- Databases

Just use the above example to migrate any of the above services using the Helm Restore Tool!

Restoring Services from a Backup DB

If you have backed up the Helm database using the Helm Database Backup Tool for MSDE (located here: <http://webhostautomation.com/webhost-307>) then you may want to restore this database on a new server (or even the same server at a later date).

To do this, simply make a note of the location of the .DAT file that the Database Backup Tool has created, and open up a command prompt on the server.

Then type:

```
osql -E -S .\Helm
```

and hit enter (this locates the Helm instance of MSDE)

then type:

```
restore database helmdb FROM DISK = 'path to file.dat'
```

where "path to file.dat" is the location of the .DAT file (e.g. **restore database helmdb FROM DISK = 'C:\backup\helmdb.dat'**)

and hit enter.

To complete the restore, type:

```
GO
```

And hit enter.

The Helm database should now be restored in MSDE. You can now restore all of your services, etc. as per earlier on in this guide.