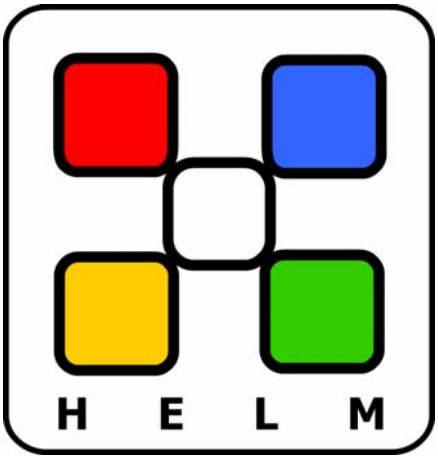

Helm™ Pre-Install Guide

Some Do's and Don'ts before setting up Helm on your server

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http://www.webhostautomation.com/
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Table of Contents

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 your server is set up correctly and is ready to work with Helm.

1.) Basic Windows Configuration

Helm requires a few basic things to be set up correctly on your server before installing. Please note – we do NOT provide Windows server configuration. Refer to your server documentation or server provider if you are looking for this.

Supported Windows Operating Systems

Helm supports the following Windows Server operating systems:

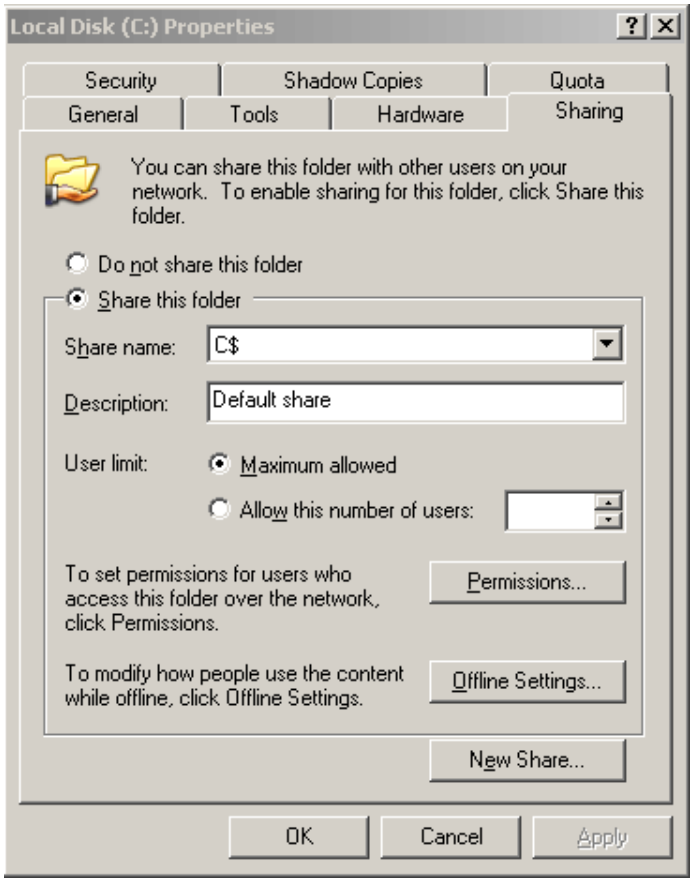
- Windows Server™ 2003, Standard Edition
- Windows Server 2003, Enterprise Edition
- Windows Server 2003, Web Edition
- Windows Server 2003, Datacenter Edition
- Windows 2000 Server
- Windows 2000 Advanced Server
- Windows 2000 Datacenter Server

Please ensure one of the above server operating systems is installed prior to installing Helm.

Shared Root Drive

Helm (and a lot of other Windows applications) need to have the C: drive in Windows available. Do NOT change the drive letter from C: as this will cause issues. You can install Helm on any other drive on the same server, but there must always be a C: drive available on that server.

Also, the Default Share must be available on the folder. To check this, right-click the C: drive, and choose Sharing and Security. The setup should look like this:



You also need to make sure you repeat this with ANY remote server you want Helm to control. For example, if you have a remote web server on which you are going to store domains on the D: drive, then you will need to make sure that the default share of the D: drive is enabled.

Administrators Group on C: Drive

The C: drive root must have the following Windows groups/User names on it, with full permissions for Helm to work:

- Administrators (**not** just Administrator)
- SYSTEM

1.) To check that these are available, go into My Computer, right-click the C: drive and choose Properties, then choose the Security Tab.

2.) If either the **Administrators** group OR the **System** user is missing, you need to add them. Make sure they both have **full permissions** on the drive (Full Control).

File and Print Sharing

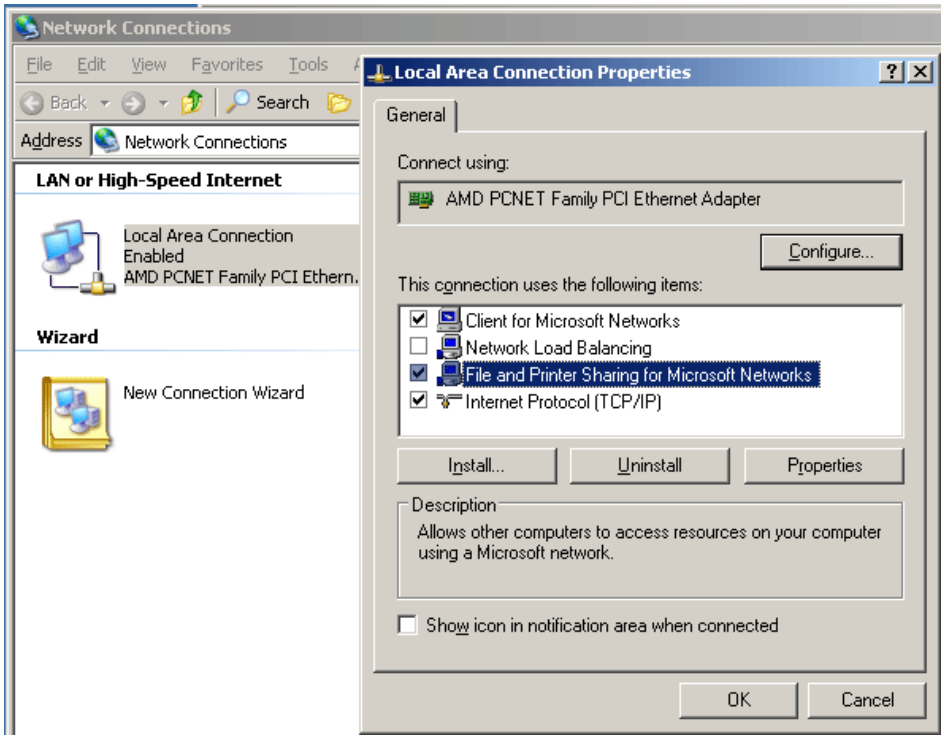
Helm needs the server to have File and Print Sharing enabled in order to contact certain services.

1.) To make sure this is enabled, go to

Start > Control Panel > Network Connections

2.) Right click your active network connection and choose Properties.

3.) In the new window that opens, make sure that the File and Print Sharing box is checked:



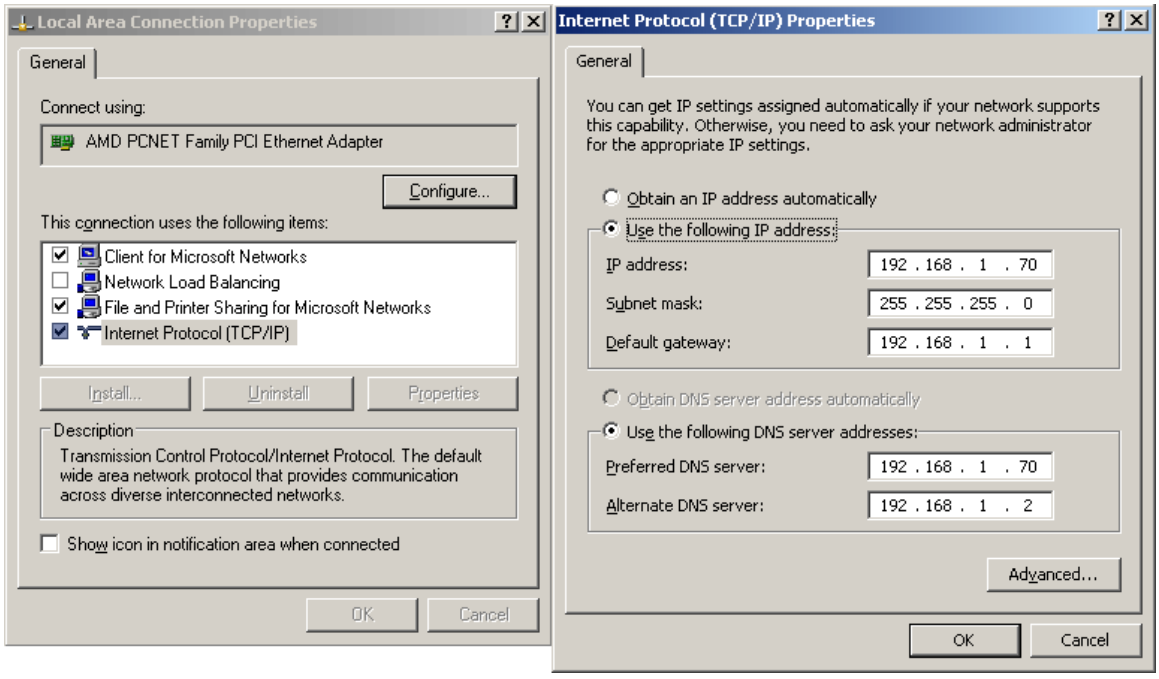
TCP/IP Filtering

Helm requires IP Filtering to be disabled on the server as it causes conflicts with some of the communications that Helm makes.

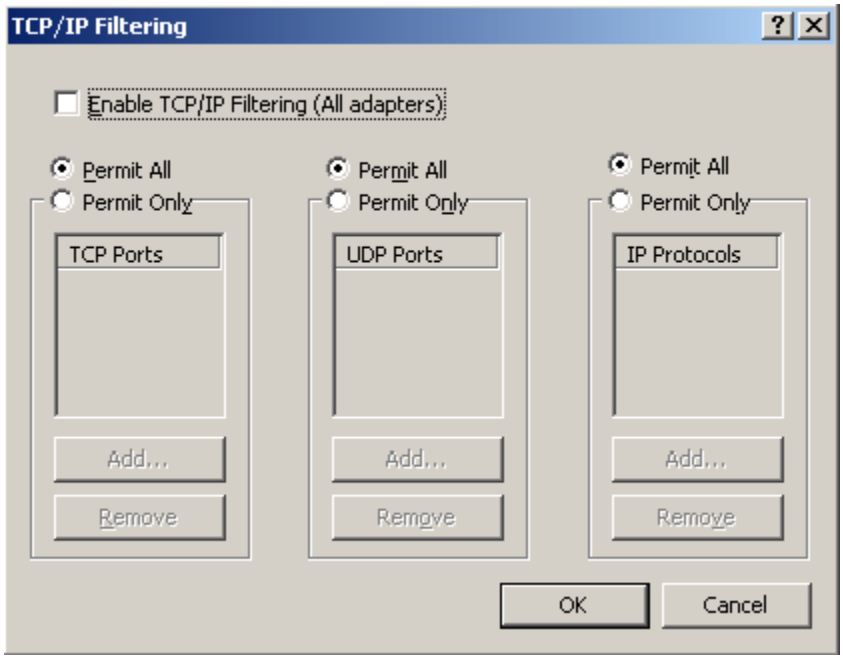
1.) To make sure IP Filtering is disabled in Windows, go to:

Start > Control Panel > Network Connections

2.) Right click your active network connection and choose Properties. In the new window that opens, double click “Internet Protocol (TCP/IP)”.



3.) In the second window that opened, click the "Advanced" button. This will open another window – go to the Options tab, and double click "TCP/IP filtering". A final window opens up – make sure that the "Enable TCP/IP Filtering (all adapters)" box is unchecked.



4.) Once done, click OK to disable IP filtering.

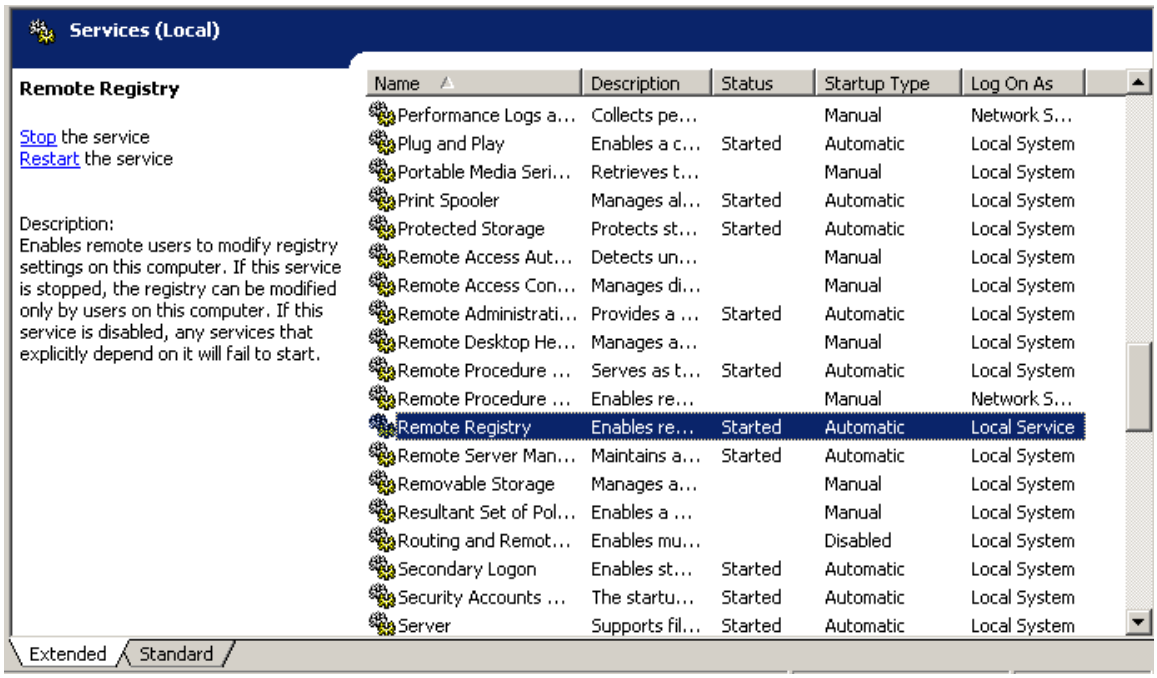
Remote Registry Service

The Remote Registry Service needs to be enabled on the control server, and any remote server you will be using with Helm.

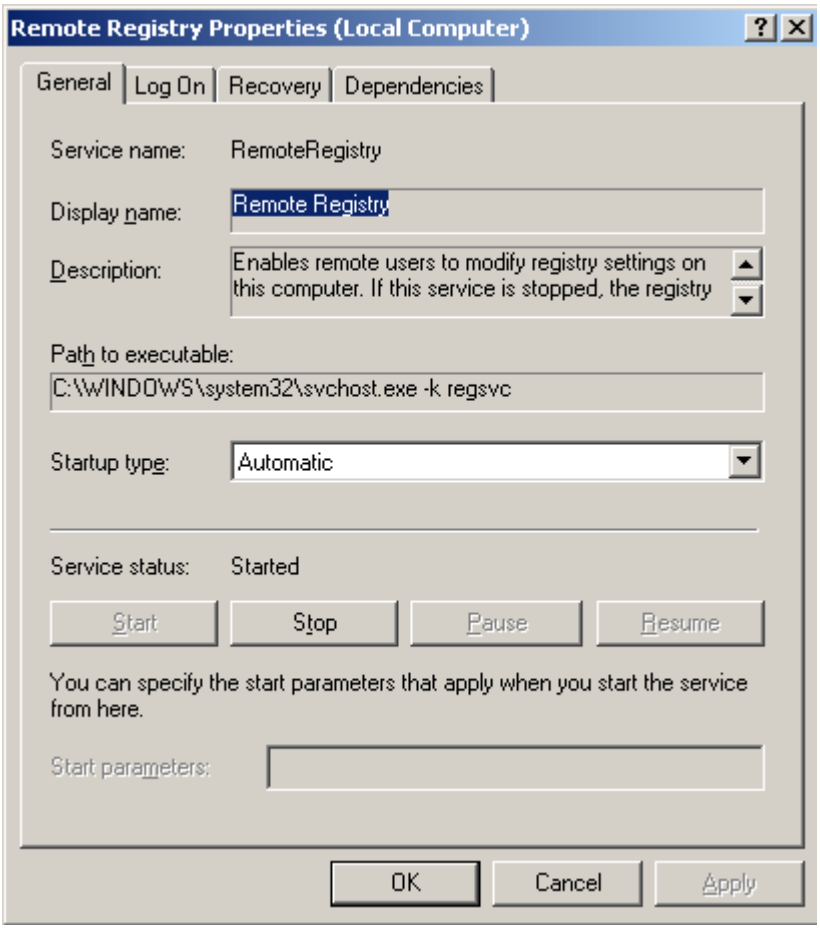
1.) To do this, go to:

Start > Programs > Administrative Tools > Services.

2.) Scroll down until you see Remote Registry Service:



3.) Highlight it, right-click and choose Properties. A new window will open up:



4.) In the “Startup Type” dropdown box, choose “Automatic”. Then click the “Start” button. This will start the Remote Registry service and make sure it is started each time the server reboots.

5.) Make sure you repeat this process for each remote server you are controlling with Helm.

Server Service

The Server service is needed in order to install MSDE.

1.) Follow the same steps as shown above for the Remote Registry service, but apply them to the **Server** service.

2.) You only need to start the Server service on the machine that has MSDE installed on it.

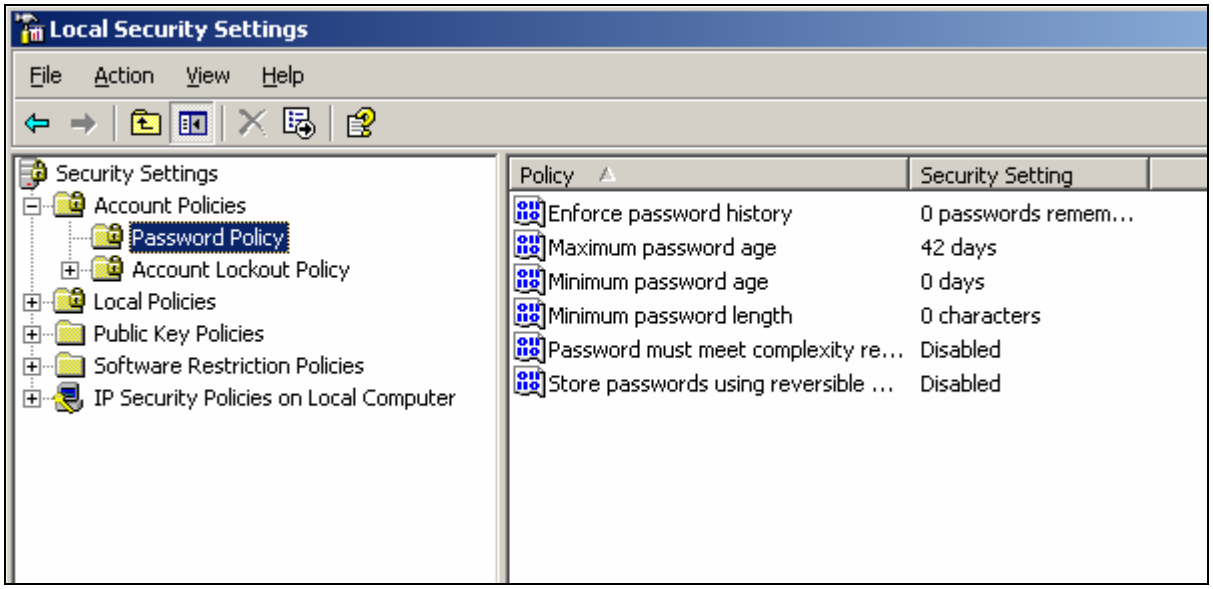
Password Complexity

Helm generates passwords for the user accounts it creates (including FTP and FrontPage). This can conflict with the way Windows password complexity works. In order for Helm to successfully create domains, it is necessary for the Windows minimum password length to be set to zero.

1.) To do this, in Windows, go to:

Start > Control Panel > Administrative Tools > Local Security Policy > Account Policies > Password Policies

2.) You can double click an option in the right hand pane to change it. Make sure the settings are similar to those shown below:



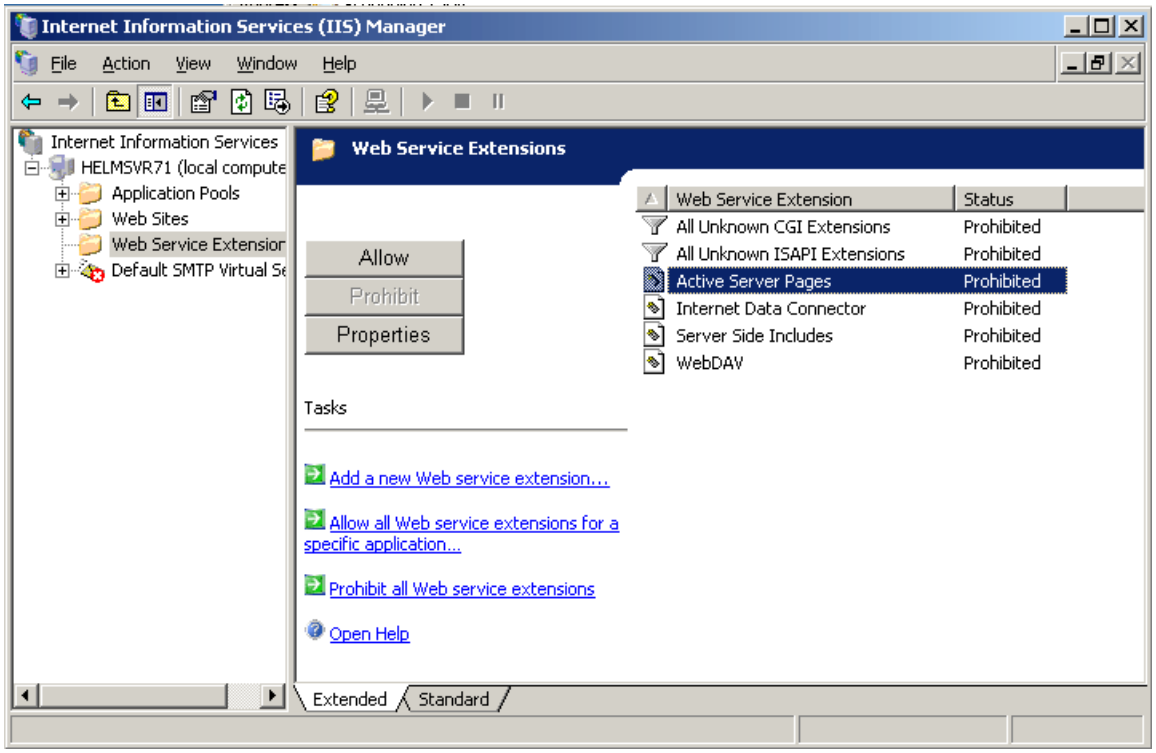
3.) Once done, this will now allow Helm to correctly create account passwords.

Internet Connection

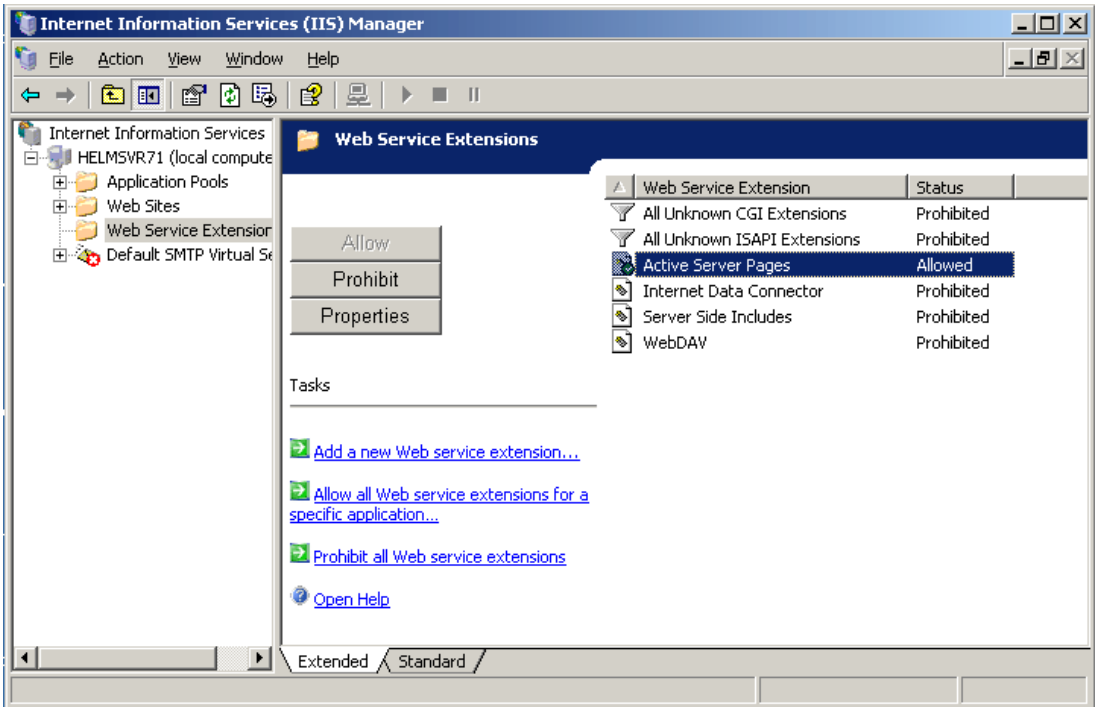
In order to activate the Helm licence, you will need a connection to the Internet. If you try to install Helm without an internet connection, the install will fail as Helm will be unable to contact the licencing server. Make sure the connection is in place before trying to install Helm.

Active Server Pages (ASP) – Windows 2003

On a default install of Windows 2003, Active Server Pages are prohibited in IIS. Helm needs ASP to be enabled, as it uses ASP to run. Open IIS and in the left hand pane click Web Service Extensions:



You'll see Active Server Pages are set to Prohibited. Click on them in the list as shown above, and click the Allow button on the left:



Active Server Pages are now enabled on the server.

2.) Required Software

You will need the following installed on your server in order to start offering basic services with Helm:

- IIS (Internet Information Services – a Windows component)
- FTP Server – 2 supported:
  - Serv-U FTP
  - Microsoft FTP
  - Gene6 FTP
- Mail Server – 4 supported:
  - Merak Mail
  - IMail (version 6, 7 and 8)
  - MailEnable
  - SmarterMail
  - hMailServer
  - MDaemon
- DNS Server – 2 supported:
  - Simple DNS
  - Microsoft DNS

For tips and guides on how to configure any of the above software, please refer to our other online documentation.

Important note for auto-billing – if you are planning on making use of Helm's auto-billing feature, then you will need to have either MSDE or SQL Server 2000 installed. It will **not** work with SQL 7 Server, due to the way bit-types are handled in this version. MSDE and SQL Server 2000 fixed this issue, so work fine with auto-billing.

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).

3.) Other Required 3rd Party Tools

The following tools are installed during the Helm installation process, but if you need to reinstall them, the links are as follows:

XML 4.0 Service Pack 2:- This is used to contact the Helm licencing server, and so needs to be installed on **every** server you wish to use Helm with. You can download this from the Microsoft site **here**.

SOAP Toolkit 3.0:- This is a mandatory install if you have any SmarterTools software installed (e.g. SmarterStats/SmarterMail). You can download this from the Microsoft site **here**.