

A User's Guide to Helm™

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:

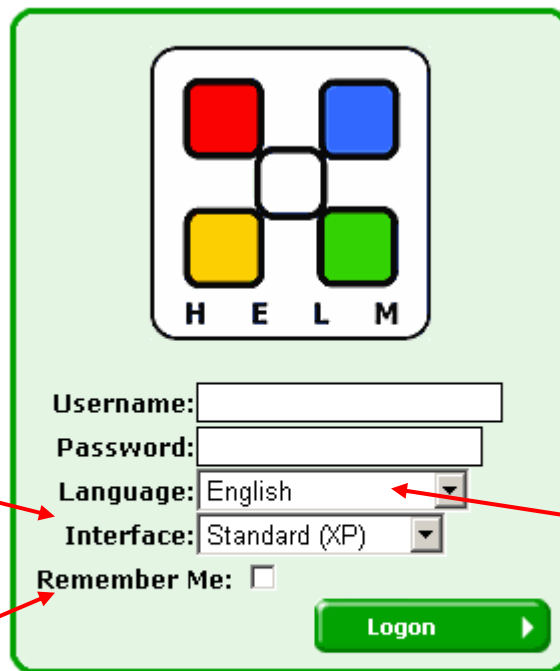
<http://www.webhostautomation.com>

Please take some time to read over this guide. Doing so will make your experience as a user much more enjoyable and profitable. We have littered this guide with helpful screenshots and valuable step-by-step guides.



1.) Logging Into Helm

When you first get to the Helm Control Panel login screen, you will be prompted to enter your username and password. These will have been given to you by your web host. If you haven't been provided with these, please refer to your web host. Below is the default login page you will see, but some web hosts may use different login pages:



Choose the interface you want to use with Helm - there are several icon schemes available.

Here you can specify the language you wish to view Helm in.

Check this box if you don't want to have to login every time you launch Helm.

Please Enter Your Logon Details Above
[Click Here if you have lost your logon details](#)

Welcome To Helm. The Web Hosting Control System
© WebHost Automation Ltd 2004

Enter your username and password (provided by your web host) and click the "Logon" button to log into Helm.

2.) User Main Menu

Upon logging into Helm, this is the first screen you will see. From here, you can add packages and domains to your account, access the Billing system (if enabled), change your password and personal details, and access the Online Help system.

In the top left, there is a quick link dropdown which navigates to the main areas of Helm you are likely to use along with a domain search box.

On every page, you have the ability to access the online help menu, or log off from your Helm session.

The screenshot shows the Helm User Main Menu interface. At the top left, there is a logo for 'The WebHosting Control System' with 'HELM' underneath. Below the logo is a 'Quick Link' dropdown menu showing 'Logged In: SAMPLE_CUSTOMER'. To the right of the dropdown is a 'Search Domains' input field with a search button. Below these are two tables. The first table shows resource usage:

Resource	Total	Used
Domains	3	<div style="width: 100%;"></div>
Bandwidth	4.61 KB	<div style="width: 100%;"></div>
Disk Space	8.04 KB	<div style="width: 100%;"></div>

The second table shows account billing information:

Account Billing	
Current Balance	\$0.00

The main content area is titled 'User Main Menu' and contains a grid of icons for 'Packages', 'Domains', 'Domain Registrations', 'Billing', 'Password', 'Personal Details', 'WebSite Templates', and 'Online Help'. Below this grid is a 'Messages' section with the text 'You have no new messages' and a 'Show QuickHelp' button.

Down the left hand panel, you can see the resources you are currently using, along with your account balance.

Here you can see any new messages that have been sent to you by your web host.

QuickHelp provides definitions of the options available to you on a particular page.

3.) Getting Started – Your Details

(This guide assumes that you have not yet selected a package or added a domain to your account. If you have completed either of these steps, then you should proceed to going through the domain functionality – see page 19).

Changing your Password

The first thing you may want to do is change your Helm login password from the one given to you by your web host. This is a simple enough process. From the main menu, click the password icon. You will be presented with the following screen:



Control Panel Password

Use the form below to change your control panel password. The change is instantaneous. The old password will become invalid immediately.

Old Password:	<input type="text"/>
New Password:	<input type="text"/>
Confirm Password:	<input type="text"/>
<input type="button" value="Back"/>	<input type="button" value="Save"/>

Simply enter your old password, followed by your new password twice, then click Save to change your password to the new one.

Click "Back" to go back to the main menu, or alternatively click the "Home" link at the top of the page underneath the banner. The top link bar is useful if you want to go up a couple of levels with one click. For instance:

Home > Domains > Sample Hosting Package > [sampledomain.com](#) > Statistics

From the Statistics page you can go back to your Domain Menu, to your Package Menu, to the rest of your domains, and back to your Control Panel home page with a single click.

Changing your Personal Details

If you need to change your details for any reason, you can do this at the main menu as well. Simply click Personal Details and you will get taken to this screen:

Personal Details

Below are your contact details. These details will be used when ever either your administrator or the control panel needs to get in touch with you. For this reason it is important that these details are always kept up to date.

Customer, Customer (SAMPLE_CUSTOMER)

Title:	<input type="text"/>
First Name(s):	<input type="text" value="Customer"/>
Last Name:	<input type="text" value="Customer"/>
Company Name:	<input type="text"/>
Address:	<input type="text" value="Customer Address 1"/> <input type="text"/> <input type="text"/>
Town:	<input type="text"/>
State/County:	<input type="text"/>
Country:	<input type="text" value="United States of America"/>
Zip/PostCode:	<input type="text" value="CUSTOMER POS"/>
Daytime Tel.:	<input type="text"/>
Evening Tel.:	<input type="text"/>
Mobile Tel.:	<input type="text"/>
Fax Tel.:	<input type="text"/>
Primary Email Address:	<input type="text" value="customer@customer.com"/>
Secondary Email Address:	<input type="text"/>

Alter the relevant details, and click "Save" to save them.

Adding a Package

Click the "Packages" button to get taken to the Packages screen:

Packages

Below is a list of the packages that have been set up for this account. To edit or remove a package click on the package name. To add a new package click on the 'Add New' button.

Package Name	Type	Domains	Status
There are currently no packages to display			
<input type="button" value="Back"/>		Package Search: <input type="text"/> Package Status: <input type="text"/>	<input type="button" value="Search"/> <input type="button" value="Add New"/>

Assuming you have no packages set up, click "Add New". This will take you to a list of available plans that you can choose to make your package from. The list will have been set up by your web host, so will be different to the one below:

Add Package

Use the form below to add a new package to this account. To add domains to your account you will first need to add a package below.

Package Name:	<input type="text" value="Type Your Package Name Here!"/>
Web Hosting Plan:	<input type="text" value="Sample Hosting Plan (\$10.00 Setup + \$5.00 Every 3 Months)"/>
<input type="button" value="Back"/>	<input type="button" value="Save"/>

Choose a plan from the dropdown box and type a Package Name (something relevant) and click Save. You will now see your package in the list of packages associated with your account:

Packages

Below is a list of the packages that have been set up for this account. To edit or remove a package click on the package name. To add a new package click on the 'Add New' button.

Package Name	Type	Domains	Status
Type Your Package Name Here!	Sample Hosting Plan	0	Active

← Back

Package Search:

Package Status:

Search →

Add New +

If you click this Package you can enter the Package Screen, providing you have paid for it. The Package Screen is discussed later, but first you need to go to Billing to pay for your package (where necessary).


4.) Billing


Click the "Billing" button from the main screen to access the Billing menu. You will see your total account balance:

Billing Menu


This is the main billing menu. From this location you can access all the billing details about this account.

Total Account Balance: \$15.00 due


 Back




Make Payment



Manage Credit Cards



Account Statements



Recurring Payments

There are 4 options available here. Firstly, we'll look at recurring payments.

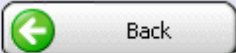
Recurring Payments

Clicking on the "Recurring Payment" button will take you to that part of the system:

Recurring Transactions

The following shows the all of the recurring transactions for this account. Click on the recurring transactions to view, delete or update the transaction details.

Description	Amount	Start Date	Interval	Last Recurrence
1 x 500MB Extra Diskspace	\$5.00	2004-07-15	Every 3 Months	2004-07-15

 Back

If you have any recurring transactions (e.g. a monthly payment for a package, or extra features, etc) they will be listed here. Click on the transaction to get more details:

Recurring Transaction Details

These are the details for a recurring transaction for this account. Click on 'Delete' to remove the recurring transaction and any associated feature. You can only remove 'package extras' within your own account.

Description: 500MB Extra Diskspace

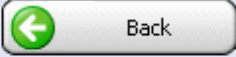
Start Date: 2004-07-15

Recurrence: Every 3 Months

Quantity: 1

Amount Payable: \$5.00

Last Recurrence: 2004-07-15

 Back

Here you can see details of the transaction, and where applicable, the ability to delete a particular transaction.


Account Statements


Click on the "Account Statements" button to view your invoices. From this screen, you can also search by date on past invoices by using the provided fields to enter the date period you wish to search within. There is also a useful calendar button next to the fields that you can use to select dates:

Account Statements

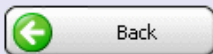

The following shows a statement of purchases and payments for this account between the selected dates. To view further details about an invoice, click on the transaction of type 'Invoice'.

Statement Dates:

From: 

To: 

Total Account Balance: \$15.00 due

 Back 

Date	Type	Description	Credits	Debits	Balance
2004-07-15	Invoice	Invoice #: 1	-	\$15.00	\$-15.00
Statement Total:					\$15.00

Your balance is displayed at the bottom along with items appearing in the statement from the shown dates. To view each invoice, simply click on it. You will be taken to a screen with more details about the invoice, including a breakdown of the cost, quantity, and date purchased.


Click on an invoice to view its details:

Invoice Details


These are the details of an invoice for this account. To view other invoices select the appropriate invoice from the drop down list and click the 'Next' button.

Invoice #: 1

Invoice Date: 2004-07-15

 Back

Date	Type	Description	Cost	Qty	Total
2004-07-15	Purchase	Setup Fee for 500MB Extra Diskspace	\$10.00	1	\$10.00
2004-07-15	Purchase	500MB Extra Diskspace	\$5.00	1	\$5.00
Sub Total:					\$15.00
Discount:					\$0.00
Tax @ 0%:					\$0.00
Grand Total:					\$15.00

 Print

You can also print your invoice with the "Print" button on this screen.

Manage Credit Cards

Now that you have seen the invoice and the amount you need to pay, you will want to set up a credit card so that you can pay the bill, and any further purchases you may make through Helm. Choose "Manage Credit Cards" from the Billing menu. The next screen will tell you that you have no credit cards currently set up, so click "Add New".

Add Credit Card

This form allows you to add a credit card to this account.



Friendly Name:

Card Type:

-  Visa
-  Mastercard
-  American Express
-  Diners Club
-  JCB
-  Discover

On this screen, you can specify what card type you want to pay with, and the friendly name you wish to call it. It is **highly recommended** that you choose a relevant name instead of My Credit Card (which is default). For instance, in the above example "My Visa Card" is chosen for Visa. Relevant names are important if you are planning on adding several cards to the system. Once you have chosen the name and type of card, click "Next".




Add Credit Card

This form allows you to add a credit card to this account.

Smith, John (DOMAIN_CUSTOMER)

Friendly Name:

Card Type:  Visa

Card Details:

Card Number:

Valid From Date: /

Expiry Date: /

Card Holder Details:

Name on Card:

Address:

Town:

County/State:

Country:

PostCode/Zip:

Default Credit Card

You will be presented with the above screen. One point of note:

Default Credit Card: Checking this box will make Helm automatically select this credit card for any future payments, so if there are a choice of cards under your account this is the one that will be used.

Enter the relevant details for your card, and click "Save" to save them:




Credit Card Details

These are the details for a credit card in this account. Click on 'Delete' to remove the credit card.

Smith, John (DOMAIN_CUSTOMER)

Friendly Name:

Card Type:  Visa

Card Details:
Card Number: 4929xxxxxxxx0006
Valid From Date: /
Expiry Date: /

Card Holder Details:
Name on Card:
Address:
Town:
County/State:
Country:
PostCode/Zip:

Default Credit Card

Once saved, the credit card number will be blanked out except for the prefix and suffix.



Make Payment

This is where you go if you wish to pay your bill. Methods of paying are dependent on what your web host has set up for you to use, most web hosts support different gateways. They will let you know acceptable forms of payment and provide you with the relevant details:

Make Payment

Use the forms below to make a payment on your account.

The screenshot shows a payment gateway interface with three radio button options for payment methods:

-  My Visa Card
-  **WorldPay**
Please pay within 5 days of receiving a reminder
-  **Cheque Payment**
Please pay within 5 days of receiving a reminder

Total Account Balance: \$15.00 due

Amount To Pay: \$

Navigation buttons: (left arrow) and (right arrow)

The above are three examples of payment options. Your web host may offer alternative methods. If you wish to pay a specific amount (for example, a large amount to put yourself in credit) you can do this in the "Amount To Pay" box. You will see that if you are paying by credit card, you can select which card you wish to use by simply choosing the relevant card from the dropdown box.

5.) Web Template Settings

Your domain provider may offer the ability to purchase Website Templates through Helm. Website Templates are ready-made design products that can be used as a basis for fast and high-quality web design. Through Helm, you have the ability to purchase a huge variety of web templates. You can then download them to your local PC and FTP them up to your website. Clicking on the Website Templates icon will take you to this screen:

Website Templates

Website templates, flash templates and web templates are ready-made web design products that can be used as a basis for fast and high-quality web design. All web templates, website templates, flash templates are completely customizable and ready for immediate download.

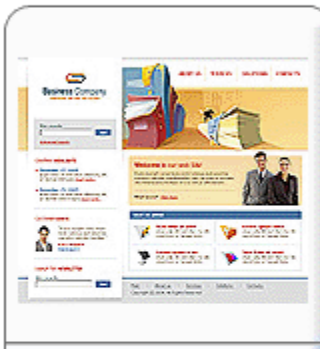



If your looking for a template to kick-start your website design then look no further. Simply choose from one of the categories below:

Categories

- Web design templates
- Flash intro templates
- Logo templates
- Corporate Identity
- Flash templates
- Logo sets
- Icon sets

- [3 colors](#)
- [3D style](#)
- [Agriculture](#)
- [Animals & Pets](#)
- [Architecture](#)
- [Art & Photography](#)
- [ArtWorks](#)
- [Beauty](#)
- [Books](#)
- [Business](#)
- [Cafe and Restaurant](#)
- [Cars](#)
- [Clean style](#)
- [Communications](#)
- [Computers](#)
- [CSS](#)
- [Dating](#)
- [Dynamic Flash](#)
- [Education](#)

1 2 3 4 5 6 7 8 9 10 >

 <p>Price \$ 59 Details</p>	 <p>Price \$ 59 Details</p>
 <p>Price \$ 57 Details</p>	 <p>Price \$ 62 Details</p>

You will be presented with a large assortment of different templates, categorized on the left hand side, with previews of each category on the right. Clicking on a template will open it in a new window, and you can then choose to customize it and then buy it directly through TemplateMonster over a secure connection. Nothing could be simpler!

6.) Your Package


Once your balance is paid, go back to the main screen, choose Packages, and then click on your package. You'll be presented with a list of options relating to your package:

Package Details

This is the main menu for your package. You can access the domains that have been setup within this package, view what resources have been used by this package or add more features using the buttons below.

Type Your Package Name Here!

Friendly Name:

 Back  Delete  Save 



Resource
Usage



Extra Features



Domains



Statistics

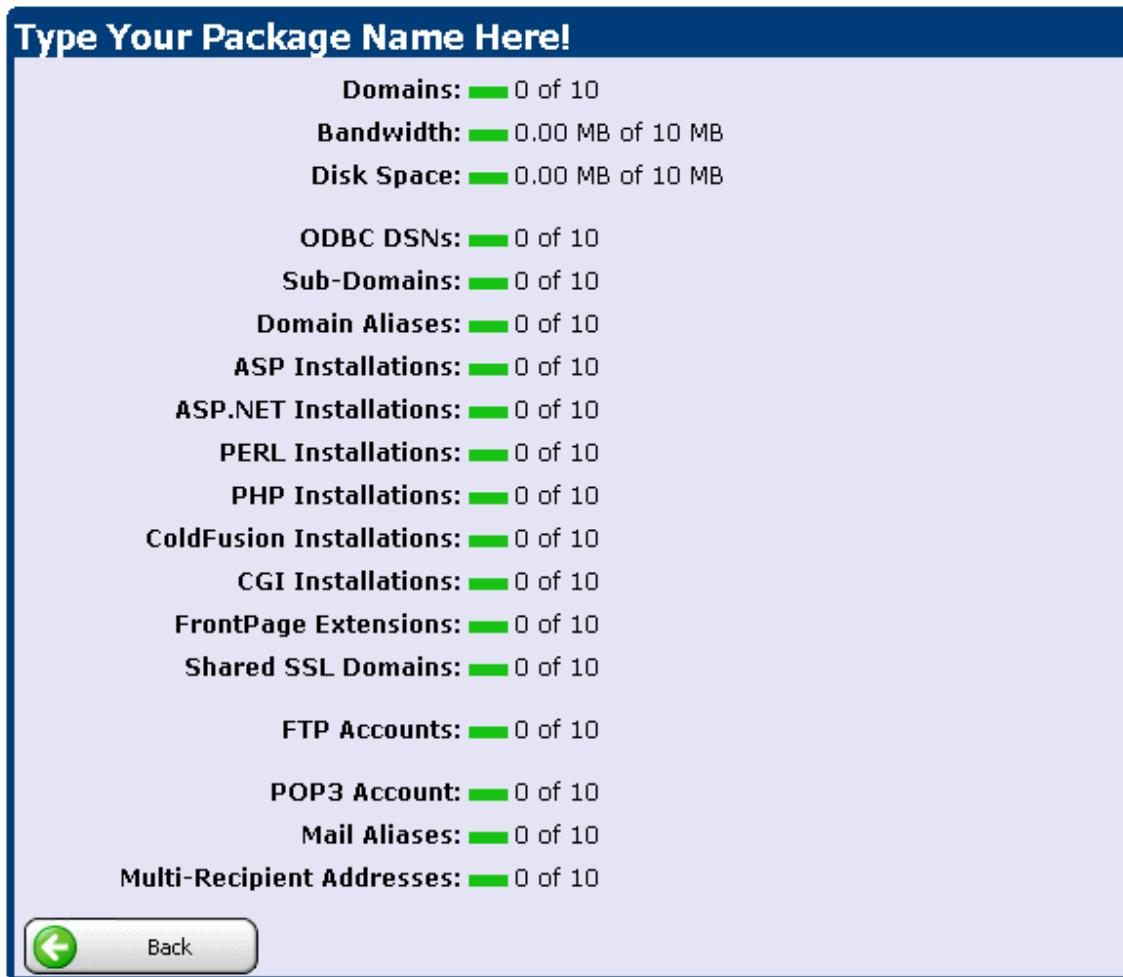
Resource Usage

Here you can view all of the resources available to you, along with the number of those resources you've used. The number of resources available will be dependent on what your web host offers, and the package you have purchased. Below is an example screen:



Resource Usage

The following shows resource usage on this account. You can view resource usage for a package, plan or account.



The status bars change from green to red when you are approaching the limit on resources, to easily identify resource shortages.

Extra Features

Extra features may or may not be offered by your web host. These can be a wide range of items that you can add to your package, that you may find necessary to run your site(s). Examples include extra domains, extra bandwidth, and extra disk space. The screen below shows a couple of options:

Extra Features

The follow form allows you to purchase extra features for this account. Adding extra features such as extra domains will increase your package limits allowing you to setup up more than the original default limits.

Customer, Customer (SAMPLE_CUSTOMER)

User Account: SAMPLE_CUSTOMER
Reseller: SAMPLE_RESELLER

Add Extra Feature: ▼

Quantity:

Purchased Extra Features	
Description	Quantity
No extra features have been added to this package	

From the dropdown box, select the feature you wish to purchase, and click "Add New". You can do this for as many features as you want (as long as those features are available).

Important Note: - You will not be able to use these features until they are paid for in the Billing section. Once purchased, you will be able to see them in the **Resource Usage** section of your package.

Statistics

Clicking on the Statistics button will take you to the statistics page for your package. This will give you a basic indicator of how much bandwidth and disk space your domains are taking up, as well as the number of domains you have set up:

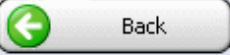
Statistics

The following shows basic statistics about your account. These details are collected periodically and will show only the statistics up to the last collection time.

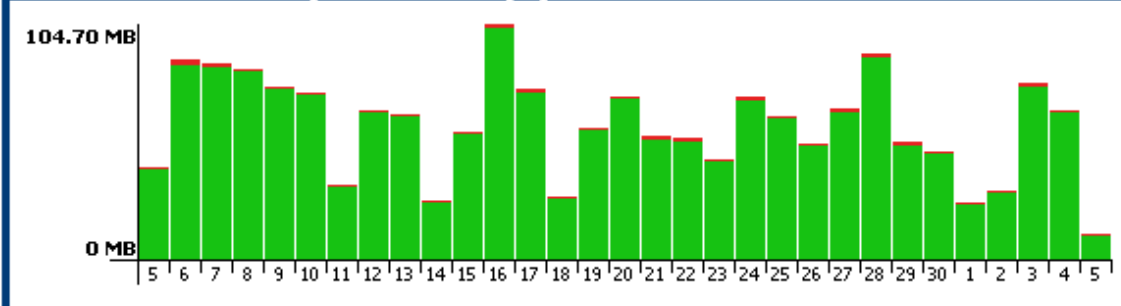
Domains Setup: ■ 27 of 350

Bandwidth Usage: ■ 1,850.01 MBytes of 10,000.00 MBytes Used

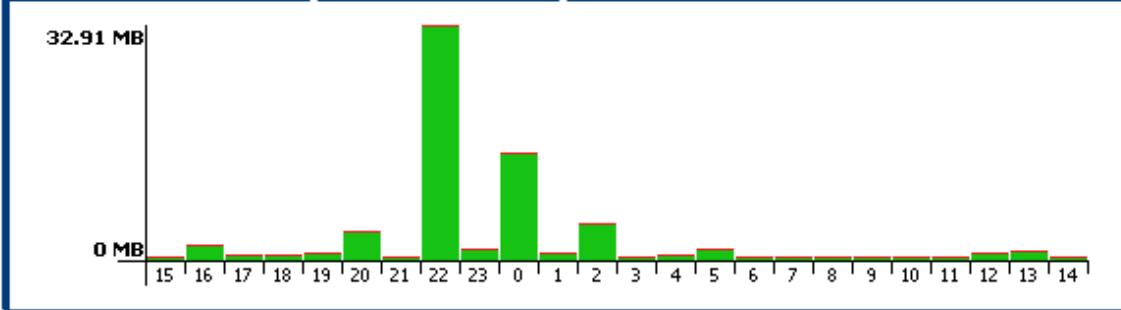
Diskspace Usage: ■ 465.20 MBytes of 1,000.00 MBytes Used

 Back

Web Site Traffic (Last 30 Days)



Web Site Traffic (Last 24 Hours)



Advanced statistics packages (such as AWStats, Livestats, and SmarterStats) are supported, but availability is dependent on whether your web host offers them – refer to them for more details.

Domains

Assuming you haven't yet got a domain set up in Helm, you'll need to click the "Domains" button to get started:



Domains

The following are domains available for you to control. Click on a domain name to access the control panel for that domain.

Customer, Customer (SAMPLE_CUSTOMER)

Domain Name	User	Status
There are currently no domains to display		
Total Domains Found: 0		
<input type="button" value="← Back"/>	Domain Search: <input style="width: 150px;" type="text"/> Domain Status: <input style="width: 80px;" type="text"/>	<input type="button" value="Search →"/> <input type="button" value="Add New +"/>

Click "Add New" and you will be prompted to choose your registration method.



Add Domain

The form will allow you to set up a new domain for this account. You will taken through a small number of steps. Click the 'Back' button at any time to step backwards through the steps.

User Account: SAMPLE_CUSTOMER

Package: Sample Hosting Package

Domain Registration:

- No registration or transfer required
- Please register this domain
- Please transfer administration of this domain


Select the type appropriate to you (if unsure, ask your web host) and click "Next".

Add Domain

The form will allow you to set up a new domain for this account. You will taken through a small number of steps. Click the 'Back' button at any time to step backwards through the steps.

User Account: SAMPLE_CUSTOMER

Package: Sample Hosting Package

Domain Registration:  No registration or transfer required

Domain Name: www. .

Enter your domain name, then click "Save". You will now see your domain added here:

Domains

The following are domains available for you to control. Click on a domain name to access the control panel for that domain.

Customer, Customer (SAMPLE_CUSTOMER)

Domain Name	User	Status
sampledomain.com	SAMPLE_CUSTOMER	Active

Total Domains Found: 1

Domain Search:

Domain Status:

Clicking this domain will take you to the Domain Menu. However, you may first want to make sure your domain is registered.

7.) Domain Registration


From the User Main Menu, click "Domain Registrations". You will be presented with two options:




Add Domain Registration

The form will allow you to set up a new domain registration for this account. Click the 'Back' button at any time to step backwards through the steps.

Domain Registration:

 Domain To Be Registered

 Domain Administration To Be Transferred


Domain To Be Registered

If the domain name has not yet been registered you can request the domain to be registered by selecting this option. Not all domain types will be available to register. Select this option, then in the next screen type in your domain and click "Save". Your web host will take the next steps of registering your domain for you (if applicable).



Add Domain Registration

The form will allow you to set up a new domain registration for this account. Click the 'Back' button at any time to step backwards through the steps.

Domain Registration:  Domain Administration To Be Transferred

Domain Name: .

Domain Administration To Be Transferred

If the domain name has already been registered, however the administration requires to be moved to this system then the transfer option should be selected. Transferring the administration of a domain will mean that the domain renewal fees will be made from this system rather than

the current location. Select this option, then in the next screen type in your domain and click "Save". Your web host will take the next steps of transferring your domain for you (if applicable).

8.) Your Domain(s) – Domain Menu

Upon selecting your domain from the domains list, you will be taken to the Domain Menu for that domain.

Domain Menu

The domain menu is the main control panel for individual domains. This area will give you access to all features for a particular domain.

robrob.com

User: RB1

Hosting Package: Test Package

URL: <http://www.robrob.com/>

Domain Status: Active ▼

Name Server Records: ns1.webhost.net - 192.168.1.3
ns2.webhost.net - 192.168.1.3

← Back
Delete ✖
Save →

				
Email Accounts (POP3)	Email Forwarding	Multi-Recipient Addresses	FTP Accounts	File Manager
				
Virtual Directories	Secure Folders	Domain Aliases	Sub Domains	DNS Zone Editor
				
ODBC DSNs	Database Manager	MIME Types	Custom Error Pages	FrontPage Extensions
				
SSL	Web Site Settings	Statistics		

You can see links at the top to take you back to the domain's package and open the domain's URL. It also displays the name server(s) that the domain is recorded on. Clicking the "Delete" button will prompt you to delete the domain, which you can confirm if you want to remove the domain.

Note:- Not all of the above menu items may be available to you. They depend on whether your web host offers them, or whether you have purchased them (where applicable).

Email Accounts (POP3)

You can set up POP3 accounts to collect mail for your domain. By default, when a domain is created a "mail.domain.com" POP3 account is created. You can add/delete/alter this and other POP3 accounts for your domain. Choose "Email Accounts (POP3)" from the Domain Menu. Click "Add New" to create a new POP3 account:

Add Email Account

Use the form below to create a new POP3 email account for your domain name. Once you have entered the relevant details click the 'Save' button to create the account.

sampledomain.com

Email Address: @sampledomain.com

Email Server: mail.sampledomain.com

Email Server IP: 192.168.1.70

Password:

Confirm Password:

Set as the catch all account

Auto Responder: Enable Responder:

This is a sample auto response that will be sent when someone e-mails this account

Store & Forward To:

Enter the email address you want people to mail this account at, and a password. The password will be used in programs such as Outlook to pull the mail from that domain.

You can also choose if it is a "catch all" account. Setting the email account to be a "catch all" account will mean that not only will it collect email for the email address specified above, but for any other mail sent to the domain that does not have an appropriate email account or email forward set up for. For example if a mail was sent to anything@mydomain.com and this address

was not setup for a specific account, then the 'Catch All' email account will collect this mail instead.

You can set up an Auto-responder for the POP3 account as well. In the auto responder text box enter the message you would like to be sent to the sender of mails you receive.

Finally, you can store and forward emails sent to this POP3 account. You can specify an email address where email sent to this account will get forwarded to, after it has been stored in the POP mailbox. This is much like a standard email forwarding account; except the email is first stored in the POP mailbox and you have several other options such as a vacation message being sent before the email is forwarded to another location.

After choosing the options you require for the POP3 account, click "Save" to save it. The number of POP3 accounts you have will be dependent on your web hosting account. To delete a POP3 account, open it and click "Delete", then OK to confirm.

Email Forwarding

Helm supports Email Forwarding from your domain. To add a mail forwarder, click "Email Forwarding", then "Add New". Similar to the forwarding available when setting up a POP3 account, you can set up forwarders for mail sent to a specific domain to get forwarded to a mailbox of your choice. Catch-all options can be specified as above.



Add Email Forward

Use the form below to add a new mail forwarder to this domain. Once completed the form click the 'Save' button to create the new email forwarder.

sampledomain.com

Email Address: @sampledomain.com

Email Server: mail.sampledomain.com

Email Server IP: 192.168.1.70

Forward To:

Set as the catch all account

To delete a mail forwarder, open it and click "Delete", then "OK" to confirm.

Multi-Recipient Addresses

Multi-recipient Addresses (MRAs) are groups of addresses that email is forwarded to when it is received in a specific mailbox. They work similar to Mail Forwarders, but you can forward to multiple addresses instead of just one. The top address is where mail will be received, while the recipient addresses are those that the mail will be forwarded to. Choose "Multi-Recipient Addresses" from the Domain Menu, then click "Add New" to add one.

Note – only **one** address can be added per line. Also, your web host may have restricted the number of recipients in an MRA, so check this.



Add Multi-Recipient Address

Use the form below to add a new MRA to this domain. Once completed the form click the 'Save' button to create the new email MRA.

sampledomain.com

Email Address: @sampledomain.com

Email Server: mail.sampledomain.com

Email Server IP: 192.168.1.70

Recipient Addresses:

```
test@test.com
sample@sample.com
domain@domain.com
```

* Add one email address per line

Set as the catch all account

The catch all option is the same as outlined in POP3 accounts. To delete an MRA, open it and click "Delete", then "OK" to confirm.

FTP Accounts

FTP accounts let you use an FTP tool to upload files to your account. When you set up a domain, it adds an FTP account automatically for you. This account is the same name as your domain (so if your domain is `sampledomain.com`, the FTP account will be `sampledomain.com`) and the login to the FTP account will be the same password you use to log into Helm. You can specify more FTP accounts (if available) if you wish. Click "FTP Accounts" from the Domain Menu, and then click "Add New".

Add FTP Account

Use the form below to add a new FTP account to this domain. Click the 'Save' button once you have completed the form.

sampledomain.com

FTP Username:

FTP Server: `ftp.sampledomain.com`


FTP Server IP: `192.168.1.70`

Password:

Confirm Password:

Can Read From Folder

Can Write To Folder

FTP Folder: 

Enter a username (it isn't case-sensitive) and a password (case-sensitive). Choose the permissions available, and then choose the FTP Folder that the account has access to. By clicking the icon at the side of the text bar, you can use the handy FTP folder browser:



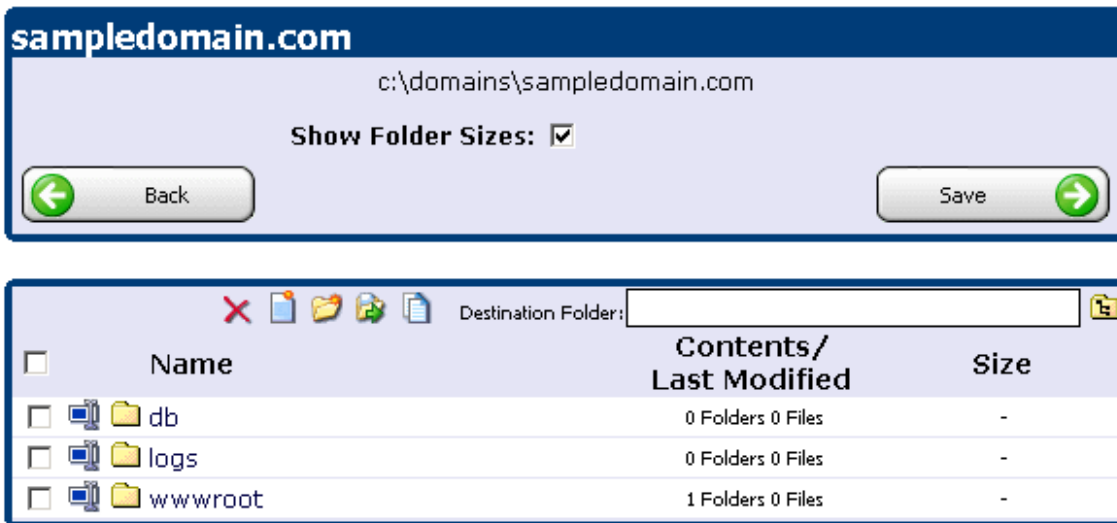
You can then select the folder you wish to provide access to, and also expand the folder to allow access to just sub-folders if necessary. To delete an FTP account, open it and click "Delete", then OK to confirm.

File Manager

The File Manager lets you browse, create, and move folders and documents for your domain. Choose "File Manager" from the Domain Menu.

File Manager

Below is a list of files you currently have in your account webspace. You can use this file manager to directly alter the contents of your site.



The screenshot shows the File Manager interface for the domain **sampledomain.com**. The current path is `c:\domains\sampledomain.com`. There are "Back" and "Save" buttons. A "Show Folder Sizes" checkbox is checked. Below is a table of the current contents:

Name	Contents/ Last Modified	Size
db	0 Folders 0 Files	-
logs	0 Folders 0 Files	-
wwwroot	1 Folders 0 Files	-

The above screenshot shows a typical new domain. The "Show Folder Sizes" checkbox is not checked by default, but you can check this and click "Save" if you wish to see the contents. You can click on any folder to see its contents.

Creating Files

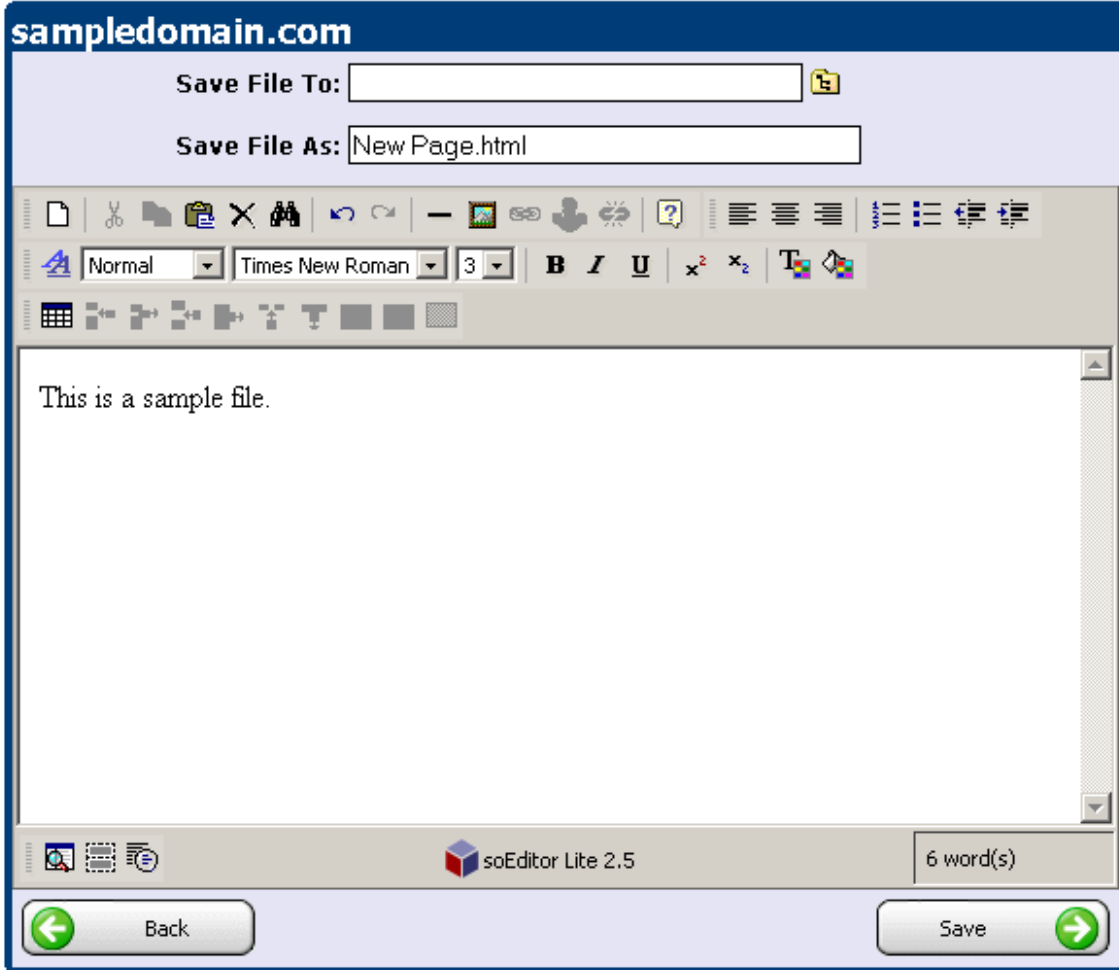
You can create a file by clicking the Create File icon:



This will then bring up an editor within which you can create your file content, and then save it as a file type of your choice:

File Manager

Below is a list of files you currently have in your account webspace. You can use this file manager to directly alter the contents of your site.



sampledomain.com

Save File To:

Save File As:

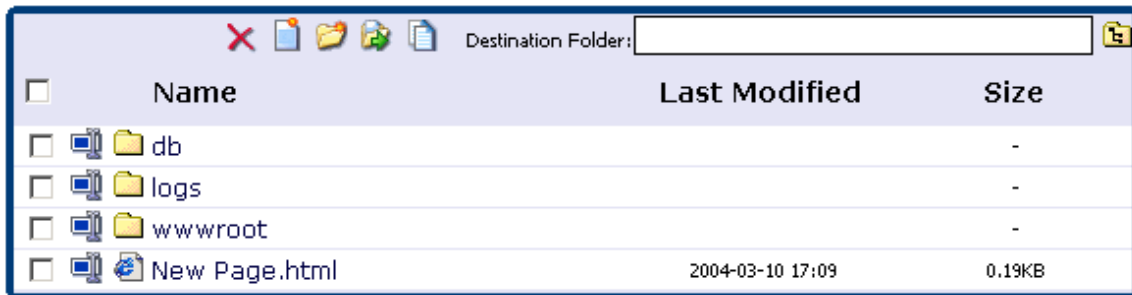
Normal Times New Roman 3 **B** *I* U x² x₂ T

This is a sample file.

soEditor Lite 2.5 6 word(s)

Back Save

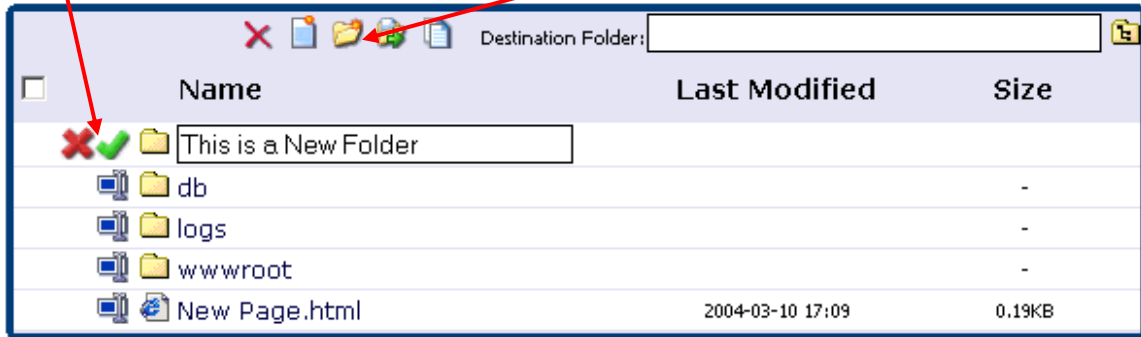
Once done, click "Save", and then click "Back" to return to the main File Manager menu. You will see the file there, along with details about the last modified date, and its size.



<input type="checkbox"/>	Name	Last Modified	Size
<input type="checkbox"/>	db	-	-
<input type="checkbox"/>	logs	-	-
<input type="checkbox"/>	wwwroot	-	-
<input type="checkbox"/>	New Page.html	2004-03-10 17:09	0.19KB

Creating Folders

You can create folders here as well. Simply click the Create New Folder icon (see screenshot below) then choose the folder name, and click the tick button.



Renaming Folders/Files

To rename a folder/file, simply click the Rename Folder icon:



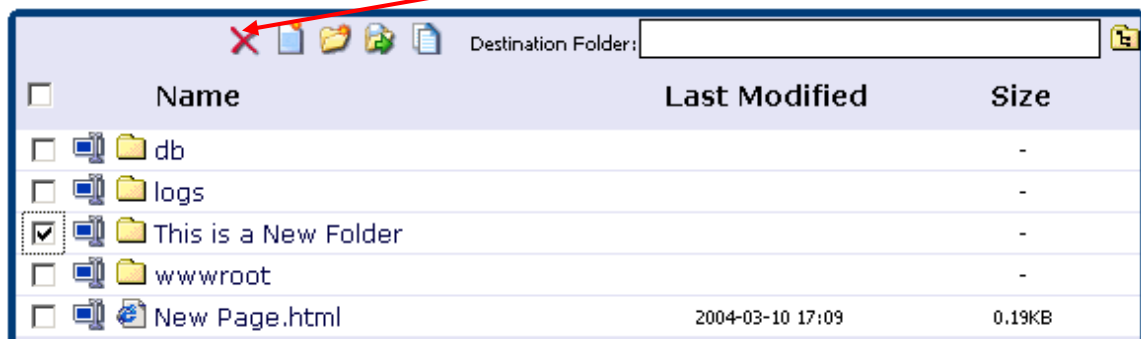
Then click the tick button to save.

Editing Files

To edit a file, simply click it in the list. It will then open in an editor and you can change it as necessary. Click "Save" to resave it.

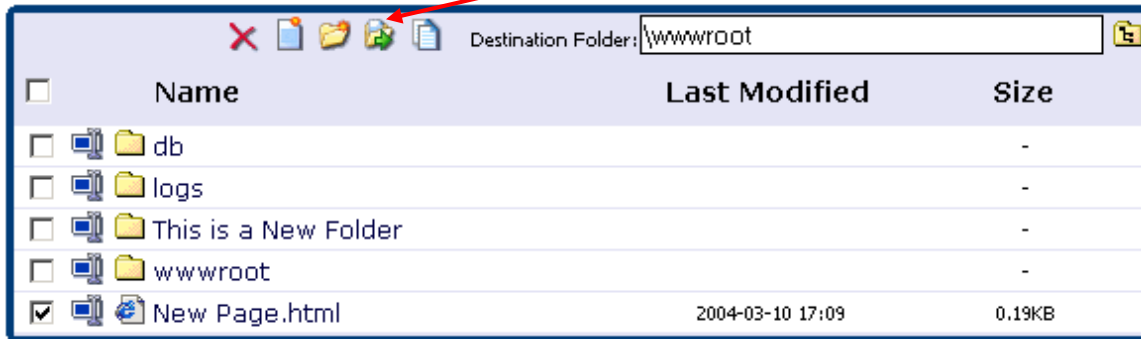
Deleting Folders/Files

To delete files or folders, check the box next to them, then click the Delete icon:

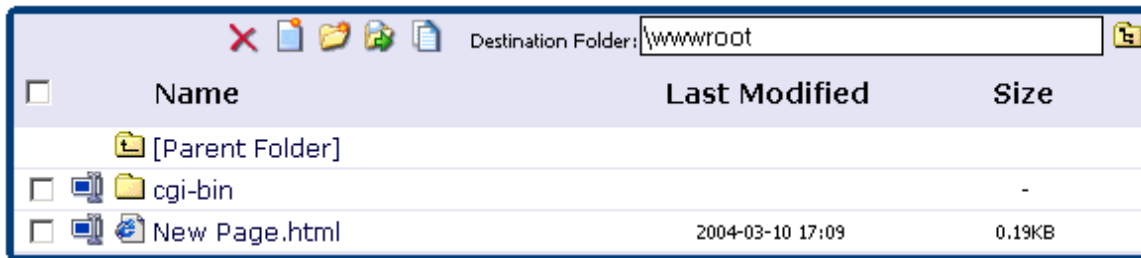


Moving Folders/Files

To move a file, check the box next to the item you want to move. Then either use the file browser icon next to the Destination Folder text box to choose where you want to move the file to, or simply type it in the text box. Now click the Move icon to move it to the selected destination:



You can then go to the destination folder, and see the file/folder has been moved there:



Copying Folders/Files

The Copy icon works exactly the same as the Move button, except that a copy of the file(s)/folder(s) are made in the Destination Folder whilst keeping the original file(s)/folder(s) in the same place:



Virtual Directories

Helm supports the ability to add virtual directories to a domain. In the Domain Menu, choose "Virtual Directories", then on the new screen click "Add New":

Virtual Directories

Below shows a list of virtual directories that have been set up for this domain. Click on a virtual directory to update or remove from the domain. Click on 'Add New' to add a new virtual directory to this domain.

virtualdomain.com

Virtual Directory	Points To
There are no virtual directories created	

← Back

0 Used
9 Available


 Add New +

On the new screen, you will have several options:

Add Virtual Directory


Use the form below to create a new virtual directory for your domain name. Once you have entered the relevant details click the 'Save' button to create the account.

virtualdomain.com

Path To Virtual Directory: 

Virtual Directory Name:

Physical Folder

Physical Folder: 

Allow Directory Browsing

URL Redirect

Redirect To URL: http://

Redirect to Exact URL

← Back

 Save →

An explanation of each option is as follows:

Path To Virtual Directory: Enter the full path that you want to have in the URL before the virtual directory name. If you want the virtual directory to be created in the root of the website e.g. <http://mydomain.com/virtualdir> then leave the box **blank**. If you want to have the virtual directory at <http://mydomain.com/apps/net/virtualdir> then enter "\apps\net" into the text box.

Virtual Directory Name: This is the name of the virtual directory itself. So if you enter the name **shoppingcart** here, that is what your virtual directory will be called.

You now have the option of two types of virtual directory:

Physical Folder: By choosing this, you can have the virtual directory point to a physical folder within your web space. If you choose this option, you also have the option to enable directory browsing. This is useful if you wish visitors to the virtual directory to see the contents of the physical folder if there are no default documents to display.

URL Redirect: Alternatively, you can choose this and have it point to a URL of another website that you specify in the box. If you choose this option, you also have the option to redirect to the exact URL. This is useful if you want any file or folder paths visited within the virtual directory to be ignored, and for the visitor to be sent directly to the URL only.


Therefore if you disable this, then if a client goes to <http://mydomain.com/virtualdir/abc/page.html> then they will be redirected to [http://\[redirectedURL.com\]/abc/page.html](http://[redirectedURL.com]/abc/page.html) automatically.

If you enable this, then if a client goes to <http://mydomain.com/virtualdir/abc/page.html> they will just go to [http://\[redirectedURL.com\]](http://[redirectedURL.com])

Add Virtual Directory


Use the form below to create a new virtual directory for your domain name. Once you have entered the relevant details click the 'Save' button to create the account.

virtualdomain.com

Path To Virtual Directory: 

Virtual Directory Name:

Physical Folder

Physical Folder: 

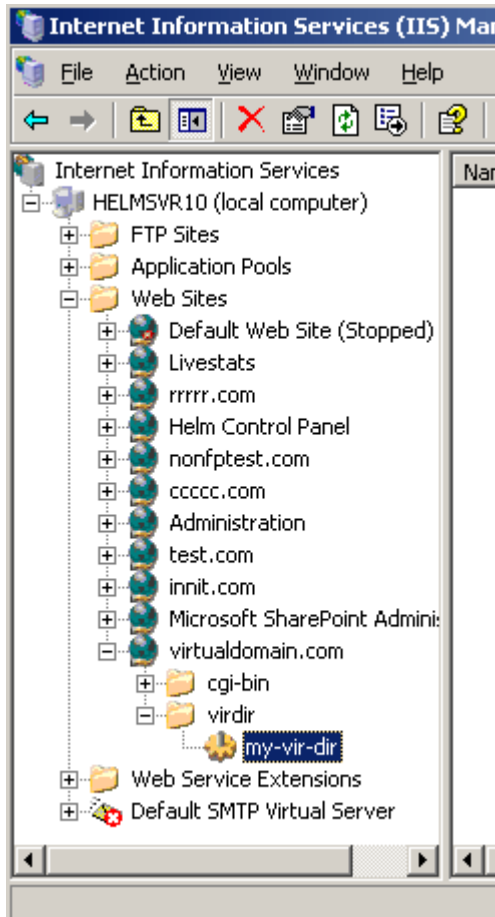
Allow Directory Browsing

URL Redirect

Redirect To URL:

Redirect to Exact URL

Once you have chosen the settings for your virtual directory, click Save. You can then see the virtual directory in IIS:



To delete a virtual directory after it has been created, click the virtual directory from the menu and click "Delete", then "OK" to confirm.

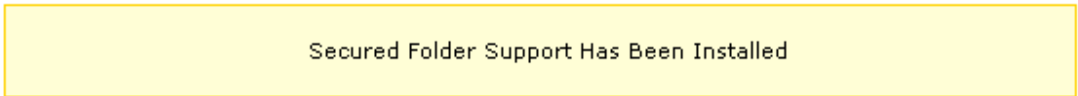
Secure Folders

Helm offers the ability to password protect your folders (if offered by your web host). Choose "Secure Folders" from the Domain Menu. Click the "Install" button to install password protection abilities on your folder. You should now see this screen:



Secure Folders

This area allows configure password protected areas of your website.



sampledomain.com

Status: Enabled

Back Uninstall



Users



Groups



Folders

You now need to set up a user account that will be able to access password protected folders that you set up on this domain. Click the "Users" button and you will be taken to this screen:



Secure Folder Users

Below shows a list of user accounts that can be granted access to secured folders. Click 'Add New' to create a new user account.

sampledomain.com

Username

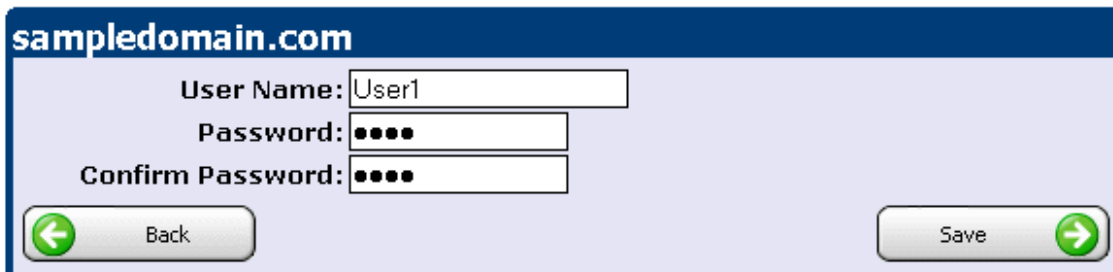
There are no secure folder users created

Back Add New

Choose "Add New". You now need to choose a username and password that you will enter in future when you get prompted to access your protected folders:

Add Secure User

Use the form below to create a new secure user account for your domain name. Once you have entered the relevant details click the 'Save' button to create the account.



sampledomain.com

User Name:

Password:

Confirm Password:

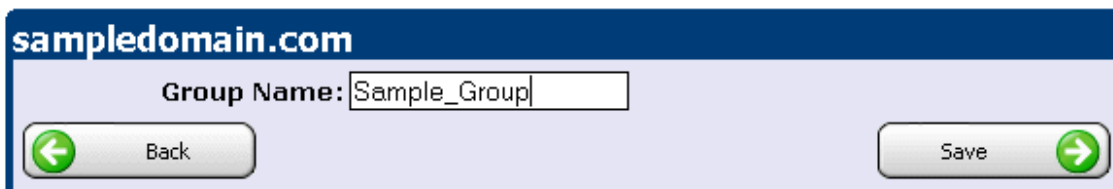
NOTE:- You cannot have a space in the User name. This is due to the way that Windows user accounts work. In the above example, "User1 John" would not work, but "User1-John" or "User1_John" is fine.

Click "Save" to save this user. You can add as many users as you like. When done, go back to the main screen.

You can add Groups of users as well as single users. To do this, click the "Groups" button, then click "Add New" to add a new user Group:

Add Secure Group

Use the form below to create a new secure group for your domain name. Once you have entered the relevant details click the 'Save' button to create the secure group.



sampledomain.com

Group Name:

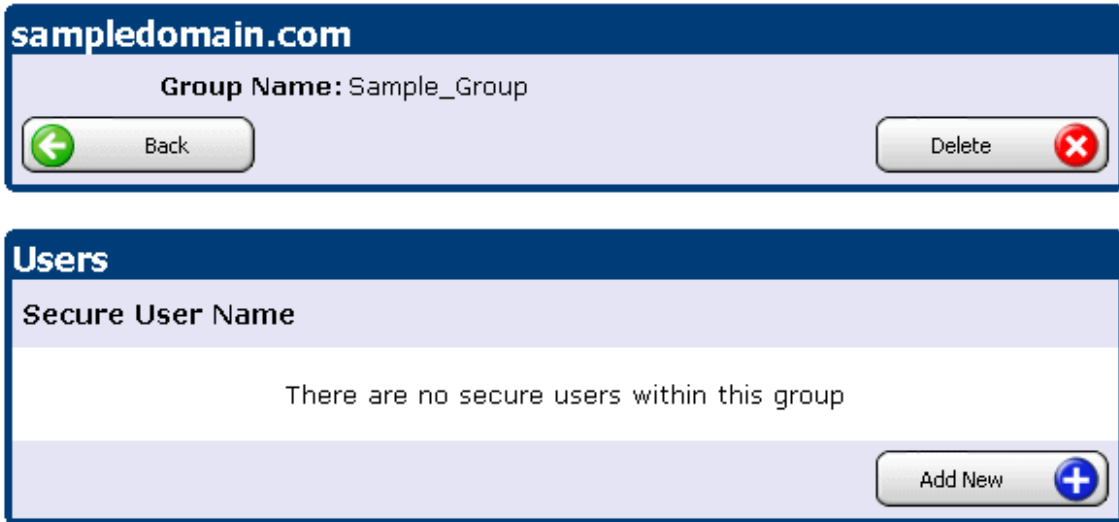
Choose a Group Name and click "Save".

NOTE:- You cannot have a space in the Group name. This is due to the way that Windows group accounts work. In the above example "Sample Group" would not work, but "Sample_Group" is fine.

Now click that group to get taken to the update screen:

Update Secure Group

In order to update this secure group, use the form below to make any necessary changes. To add or remove users from this secure group you can using the user section below.



sampledomain.com

Group Name: Sample_Group

Back Delete

Users

Secure User Name

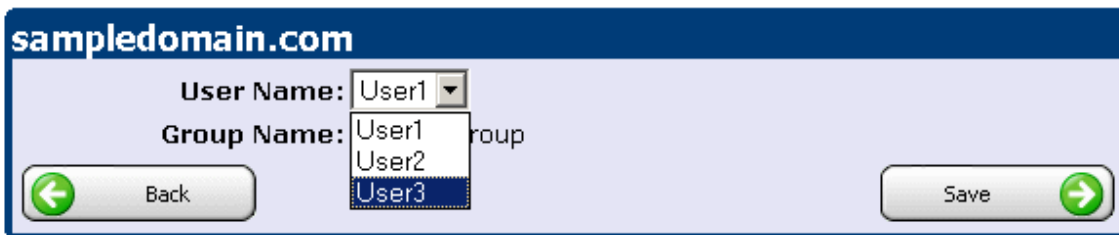
There are no secure users within this group

Add New

You will see that there are no users added to the group yet. Click "Add New" to add a user to the group:

Add User To Group

Use the form below to add a secure user to secure group for this domain.



sampledomain.com

User Name: User1

Group Name: User1 group

Back Save


You can now select a user to add to the group from the list of available users in the dropdown box. Choose one, and click "Save". Repeat the process for however many users you wish to add to the group.

Update Secure Group

In order to update this secure group, use the form below to make any necessary changes. To add or remove users from this secure group you can use the user section below.

sampledomain.com


Group Name: Sample_Group

← Back
Delete 

Users

Secure User Name

User1
User2

Add New 

Once you have added users to a group, removing them is simple. Click the user you want to remove, and click "Delete". To delete the group and all users associated with it, choose the group and click "Delete".

Now you have your users and groups set up, select "Folders" from the Secure Folders menu.


Secure Folder Directories

Below shows a list of folders that have been secured. Click 'Add New' to create a secured folder.

sampledomain.com

Directory Path

There are no directories that have been secured

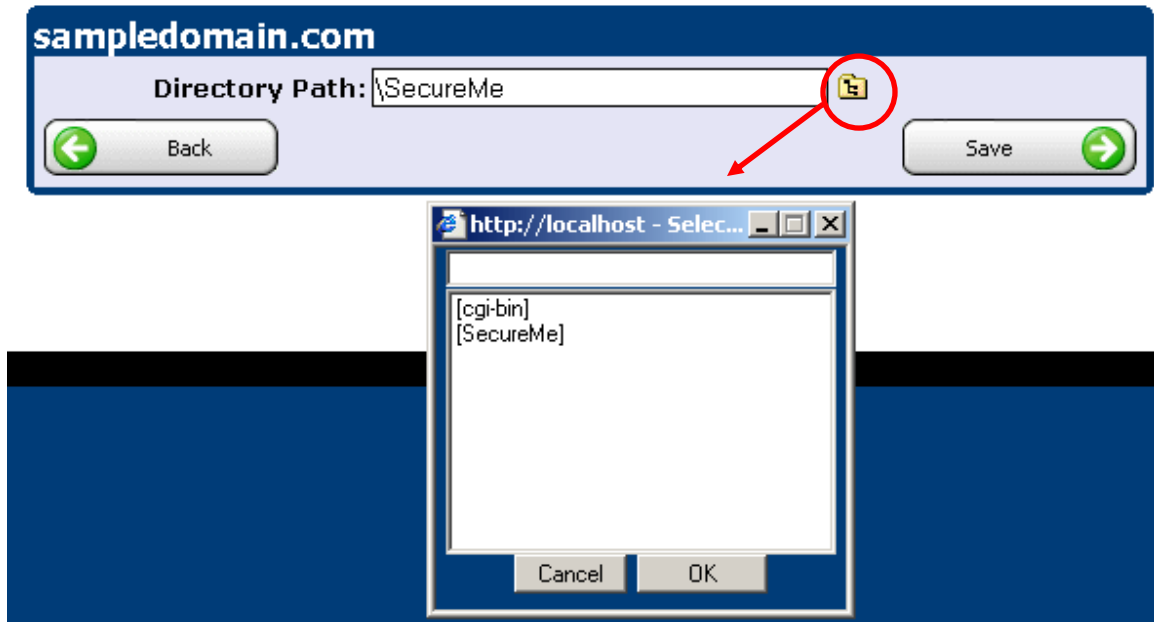
← Back
Add New 

Click "Add New" to add a new directory that you wish to password protect.

You will be prompted to add the path from the wwwroot folder to the folder that you wish to protect. If you know the path, you can type it manually. Alternatively, using the folder search tool (highlighted) will open a small window and let you select the folder by clicking it:

Add Secure Folder

Use the form below to add a new folder to be secured. Click 'Save' when completed.



In the above instance, the folder "SecureMe" was chosen to be secured. Click "Save" to save the protection on this folder. Now you need to select the users/groups that you wish to have access to this folder. Click the created folder, and you will be taken to this screen:



Update Secure Folder

Use the form below to stop protecting this secure folder. Use the Users and Groups sections below to add who has access to the protected folder.

sampledomain.com

Directory Path: \SecureMe

Allowed Groups

Group Name

No groups have been granted access to this secure folder

Allowed Users

User Name

No users have been granted access to this secure folder

To add a group, choose "Add New" under the Allowed Groups section. You will see the groups available to add to this folder. In this case, only one is available, so this is selected:



Add Access To Folder

Use the form below to allow a secure or user to have permissions to access the secure folder.

sampledomain.com

Folder Path: \SecureMe

Group Name:

Click "Save" to add this group to the folder. Now, all users in this group will have access to the secured folder (in this case User1 and User2).



Update Secure Folder

Use the form below to stop protecting this secure folder. Use the Users and Groups sections below to add who has access to the protected folder.

sampledomain.com

Directory Path: \SecureMe

Allowed Groups

Group Name

Sample_Group

Allowed Users

User Name

No users have been granted access to this secure folder

To add individual users, click "Add New" under the Allowed Users section. As with groups, you can select available users to add to the folder:



Add Access To Folder

Use the form below to allow a secure or user to have permissions to access the secure folder.

sampledomain.com

Folder Path: \SecureMe

User Name:

Here, User3 has been selected to give access to the folder. Click "Save" to save these settings:



Update Secure Folder

Use the form below to stop protecting this secure folder. Use the Users and Groups sections below to add who has access to the protected folder.

sampledomain.com

Directory Path: \SecureMe

Allowed Groups

Group Name

Sample_Group

Allowed Users

User Name

User3

To remove all protection and user rights granted to a particular folder, simply choose that folder to get taken to the above Update Secure Folder screen, and click "Delete".

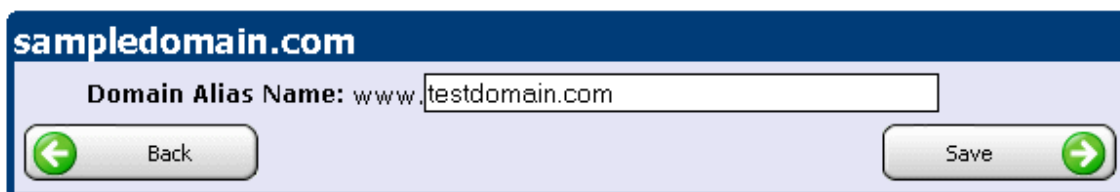
Domain Aliases

Helm supports the addition of domain aliases. A domain alias is the full domain name that will alias the main hosted domain for an account. When connecting to the domain alias name through a web browser, you will see the same web site as the main hosted domain. For example, if you had a domain "sampledomain.com" and added the domain alias "testdomain.com", then assuming both of these domains were registered to you, a user would visit testdomain.com and get sent to the original "sampledomain.com" site.

To add a domain alias, click "Domain Aliases" from the Domain Menu and click "Add New". Type in the name of the domain alias, and click "Save".

Add Domain Alias

Use the form below to add a new domain alias to this domain name. Click the 'Save' button to submit the form.



sampledomain.com

Domain Alias Name:

To delete a domain alias after it has been created, click the domain alias from the menu and click "Delete", then "OK" to confirm.

Sub Domains

Helm supports the addition of sub domains to a normal domain. A sub domain name is the third or lower level domain name that points to a sub folder for the domain. For example the sub domain 'http://mysub.domain.com' will point to 'http://domain.com/mysub'. The sub domain will treat the sub folder as its root directory.

To add a sub domain, click "Sub Domains" from the Domain Menu and click "Add New". Type in the name of the sub domain, and click "Save".



Add Sub Domain

Use the form below to add a new sub domain to this domain name. Click the 'Save' button to submit the form.

sampledomain.com

Sub Domain Name: .sampledomain.com

To delete a sub domain after it has been created, click the sub domain from the menu, then click "Delete".

DNS Zone Editor

If your web host has enabled this, you can add and alter DNS records.

NOTE:- Do not alter any of these settings unless you fully understand what you are doing.

Click the "DNS Zone Editor" from the Domain Menu. You will see that default DNS zones are set up for your domain:

DNS Zone Editor

The following shows the contents of the DNS zone for this domain name. To change a record, click on the relevant record in the list below. Click 'Add New' to add a new custom DNS record to the zone.
Warning ! Changing these settings can cause your website and/or related services to stop working, please do not modify any records without fully understanding the changes you wish to make.

sampledomain.com		
Record Name	Type	Data
@	A (Host Record)	192.168.1.70
*	A (Host Record)	192.168.1.70
www	A (Host Record)	192.168.1.70
ftp	A (Host Record)	192.168.1.70
mail	A (Host Record)	192.168.1.70
@	MX (Mail Exchange Record)	mail.sampledomain.com. [21]

6 DNS Record(s)

To create a new record, choose "Add New". Choose the record type you want from the dropdown box. Then enter the record's name, data (IP) and if it is an MX record, the Record Preference (the preference number is used to indicate in what order the mailer should attempt delivery to the MX hosts, with the lowest numbered MX being the one to try first). Now click "Save" to save your settings.

Add DNS Record

Use the form below to add a new DNS record to the domain's DNS zone. Click the 'Save' button to submit the form.

sampledomain.com

Record Type:

Record Name:

Record Data:

Record Preference: * MX records only

To delete a record, click it to open it and then choose "Delete".

DNS Zone Editor may be disabled for your account, depending on the settings your web host has chosen.

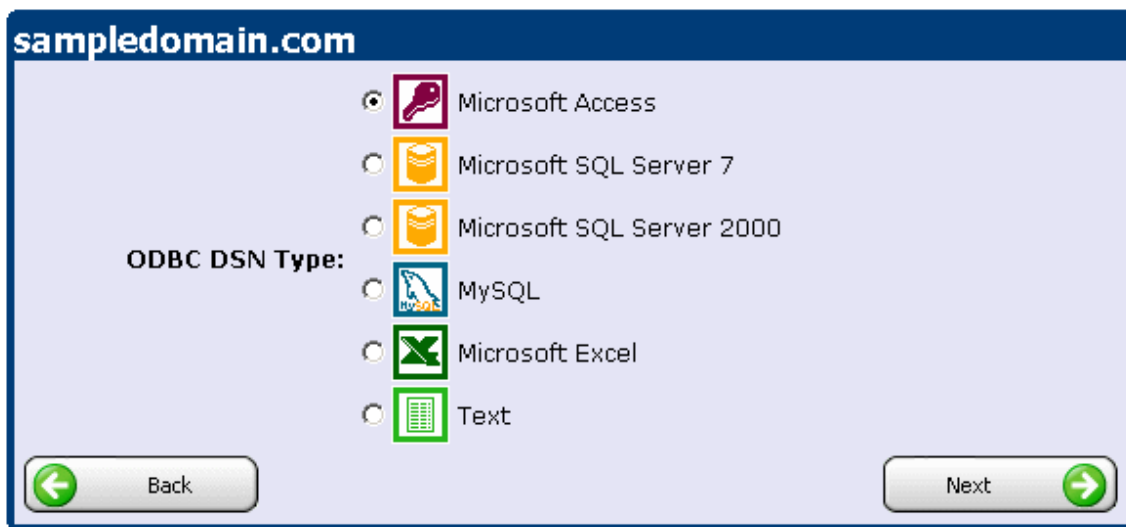
ODBC DSNs

Data Source Names (DSNs) provide connectivity to a database through an ODBC (Open Data Base Connectivity) driver. The type of DSN you can add is dependent on the software you have on your server. If you are not sure about a specific DSN, ask your web host.

To add a DSN click "ODBC DSNs" from the Domain Menu, then click "Add New":







Add ODBC DSN

Use the form below to add a new data source name for your domain.



sampledomain.com

ODBC DSN Type:

-  Microsoft Access
-  Microsoft SQL Server 7
-  Microsoft SQL Server 2000
-  MySQL
-  Microsoft Excel
-  Text

Back Next

Choose the DSN you want to add and then fill in the relevant details for that DSN. Click "Save" to save the DSN.

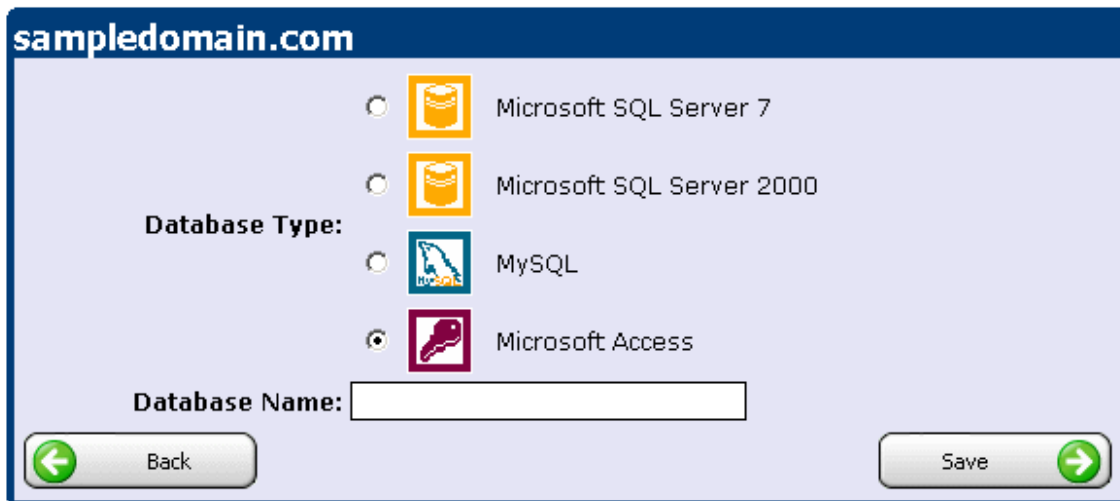
Database Manager

Helm gives you the ability to add databases to your account for your domains to use. The type and availability of these databases are dependent on what your web host offers.

To add a database, simply click on "Database Manager" from your Domain Menu, then choose "Add New".

Add Database

Use the form below to create a new database for your domain. Once you have entered the relevant details click the 'Save' button to create the database.




The screenshot shows a web form titled "sampledomain.com" for adding a new database. The form has a light blue background and a dark blue header. Under the heading "Database Type:", there are four radio button options, each with a small icon: "Microsoft SQL Server 7" (orange cylinder icon), "Microsoft SQL Server 2000" (orange cylinder icon), "MySQL" (blue fish icon), and "Microsoft Access" (purple key icon). The "Microsoft Access" option is selected. Below the radio buttons is a text input field labeled "Database Name:". At the bottom of the form, there are two buttons: "Back" with a left-pointing arrow and "Save" with a right-pointing arrow.

Choose the database type you wish to add along with a suitable name, and click "Save". The database will be created.

Update Database




Use this page to add/remove users from this database. Click the 'Delete' button to completely remove the database.

testdomain.com

Database Type:  MySQL

Database Name: test


Connection Information:

 Back
Delete 
Save 

Database Users

Username

There are no databases users for this database

Add New 

You can see that there is a “Connection Information” field underneath the database name. This will be populated with data by your reseller, telling you how to connect to your database.

You now need to add a user for this database. To do this, click the “Add New” button:

Update Database User

Use this page to add/remove users for this database. Click the 'Delete' button to completely remove the user.



testdomain.com

Database Name: test

Database Username:

Password:

Confirm Password:


 Back
Save 

Fill in the Database username and password, and click “Save”. You will now see the database and username added for your domain.

Update Database

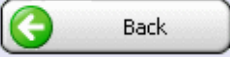


Use this page to add/remove users from this database. Click the 'Delete' button to completely remove the database.

testdomain.com

Database Type:  MySQL

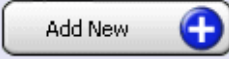
Database Name: test

Connection Information:

Database Users

Username
testuser



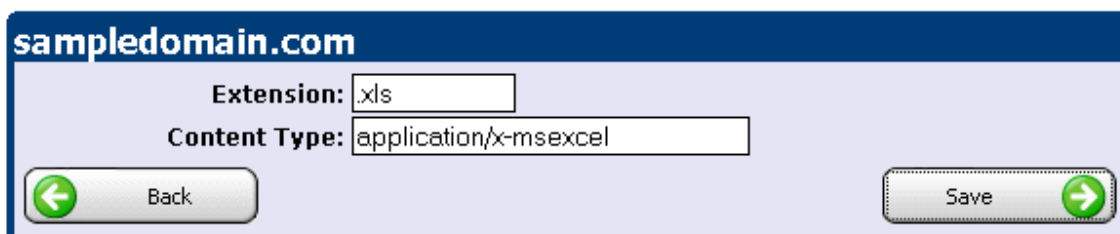
If you need to alter the user details for that database simply click the user and edit the details, then click "Save". You can also delete the database by clicking the "Delete" button.

MIME Types

MIME Types represent file types that are presented to your web browser. The MIME Types option in the control panel allows you to specify how the browser views the file. To add a MIME type simply click "MIME Types" in the Domain Menu, then click "Add New".

Add MIME Type

Use the form below to add a new MIME type for this domain. Click the 'Save' button to submit the form.



The screenshot shows a web form titled "sampledomain.com" for adding a new MIME type. It contains two input fields: "Extension:" with the value ".xls" and "Content Type:" with the value "application/x-msexcel". Below the fields are two buttons: "Back" with a left-pointing arrow and "Save" with a right-pointing arrow.

Enter the extension of the MIME type and the Content Type, then click "Save". Helm will update your website settings to allow this type of MIME type to be parsed, providing your browser allows this. It doesn't matter what MIME types you set up to be opened by your web browser – it can only open files of types that it supports. You may need browser plug-ins or other programs installed. All Helm does is alter the website settings to allow the MIME types to be supported where applicable.

Custom Error Pages

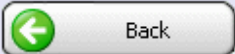
Helm lets you specify Custom Error pages for your domains, instead of being directed to the default error pages (such as "Page cannot be found", etc.).

To choose a custom page for a particular error page, choose "Custom Error Pages" from the Domain Menu:

Custom Error Pages

The following shows the list of customisable error pages. To change an error page, click on the relevant error code in the list below.

sampledomain.com	
Error Code	Page Location
400 (Bad Request)	[Default Location]
401 (Unauthorized)	[Default Location]
403 (Forbidden)	[Default Location]
404 (Not Found)	[Default Location]
500 (Internal Server Error)	[Default Location]

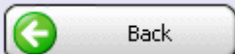
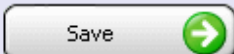
 Back

Choose the error code you want to edit to point to a custom error page:

Update Error Page

Use the form below to update the selected HTTP error page. Click the 'Save' button to save any change

sampledomain.com	
Error Code: 400 (Bad Request)	
Error Page URL:	<input type="text" value="/MyErrorPages/400.asp"/>
	e.g. '/HTTPErrors/404page.asp'
	* Leave blank to set to default location

 Back  Save

Now simply choose the error URL. This is the location of the page that is displayed when the error occurs. This page should be placed within the 'wwwroot' folder of the account. The format of the path should start with a '/' to specify the root of the web site. So /MyErrorPages/400.asp will point to an ASP page in the "MyErrorPages" sub-folder of the "wwwroot" folder. Click "Save" to save the custom location.

FrontPage Extensions

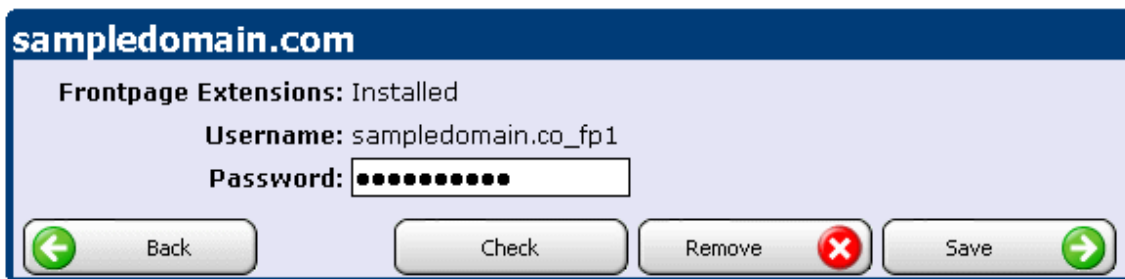
Some web hosts may offer the ability to install FrontPage Extensions which allow you to use FrontPage to publish to your domain. You can find out full details from your web host about this, if they offer it.

To install FrontPage, choose "FrontPage Extensions" from the Domain Menu then click "Install" to install FrontPage Extensions:

Frontpage Settings

This page allows you to install or remove Frontpage Server Extensions from this site.

FrontPage Extensions have been installed on `sampledomain.com`



sampledomain.com

Frontpage Extensions: Installed

Username: `sampledomain.co_fp1`

Password:

Back Check Remove Save

You can then see the username provided to you for FrontPage. By default, the password is set to your control panel password, so you can change this as necessary and click "Save" to save the settings.

SSL

Helm allows support for Shared SSL (Secure Socket Layer) for your website. This means you can set up additional space that is accessible through https: rather than http. It creates a folder within your web space called SSL, so any files you put in here will be accessed through https.

You will need an SSL certificate which you will need to arrange through your web host (if offered).

To install, simply click "SSL" from the Domain Menu, then click "Install". The SSL path is (by default) the root of your website folder.

Shared SSL

This area allows you to install/remove support for shared SSL on this domain.

Shared SSL has been installed.

sampledomain.com
Status: Active
SSL URL: https://webserver.secure-site.org.uk/sampledomain-com
SSL Physical Path: c:\domains\sampledomain.com\SSL

If you wish to uninstall the SSL support, simply click "Uninstall".

Web Site Settings

Depending on the contents of the package you have purchased, your domain may be able to support one or more website extensions such as ASP, Perl and PHP. You may also set up directory browsing, and from version 3.2.4 onwards, you can enable write permissions on your site. This enables web pages to write to and delete files within your web space. For added web site security you should disable this unless absolutely necessary.

To set up any of these, choose "Website Settings" from the Domain Menu:



Website Application Settings

This page allows you to make changes to how your website executes applications such as ASP, ASP.NET, Perl and PHP.

sampledomain.com
Website URL: http://www.sampledomain.com/
Web Server: DEVSVR1
Website IP: 192.168.1.3 (Shared)
Physical Path: c:\domains\sampledomain.com
 Directory Browsing
 Website Write Permissions

Website Extensions
ASP: Installed
ASP.NET: Installed
Perl: Installed
PHP: Installed
CGI-Bin: Installed
ColdFusion 5/MX: Available

Select the extensions you wish to install (where available) and click "Save". To enable Directory Browsing or Website Write Permissions, simply check the relevant box and click "Save". You can remove/uninstall settings by unchecking the relevant boxes, then clicking "Save".





Statistics

The Statistics page allows you to monitor your web site traffic (as per page 21). Also, if your web host provides the ability to install Statistics packages to monitor your domain, then you can find the install buttons here too.

Statistics

The following shows basic statistics about your account. These details are collected periodically and will show only the statistics up to the last collection time.

sampledomain.com
Bandwidth Usage: 0.00 MBytes
Diskspace Usage: 0.00 MBytes

Advanced Statistics
AWStats: 
Deepmetrix Livestats v5: 
Deepmetrix Livestats v6: 
Smarter Stats v2: 

Depending on the advanced statistics packages available to you, you may see any or none of the above features available. Simply click "Install" to install a package. If you wish to uninstall a package at any time, click "Uninstall".

And finally....

Thank you for using Helm! We hope you have as much enjoyment using our product as we do creating it. If you have any issues using the Helm Control Panel, please pass these onto your administrator who will be happy to help.