

## A User's Guide to Helm™

WebHost Automation Ltd  
<http://www.webhostautomation.com/>  
March 2004  
Doc: HELM300.01.15

---

*Complying with all applicable copyright laws is the responsibility of the user. Without limiting the rights under copyright, no part of this document may be reproduced, stored in or introduced into a retrieval system, or transmitted in any form or by any means (electronic, mechanical, photocopying, recording, or otherwise), or for any purpose, without the express written permission of WebHost Automation Ltd.*

*WebHost Automation Ltd may have patents, patent applications, trademarks, copyrights, or other intellectual property rights covering subject matter in this document. Except as expressly provided in any written license agreement from WebHost Automation Ltd, the furnishing of this document does not give you any license to these patents, trademarks, copyrights, or other intellectual property.*

*© 2002. WebHost Automation Ltd. All rights reserved.*

*WebHost Automation, Helm, and the Helm Logo, are trademarks of WebHost Automation Ltd*

*The names of actual companies and products mentioned herein may be the trademarks of their respective owners*

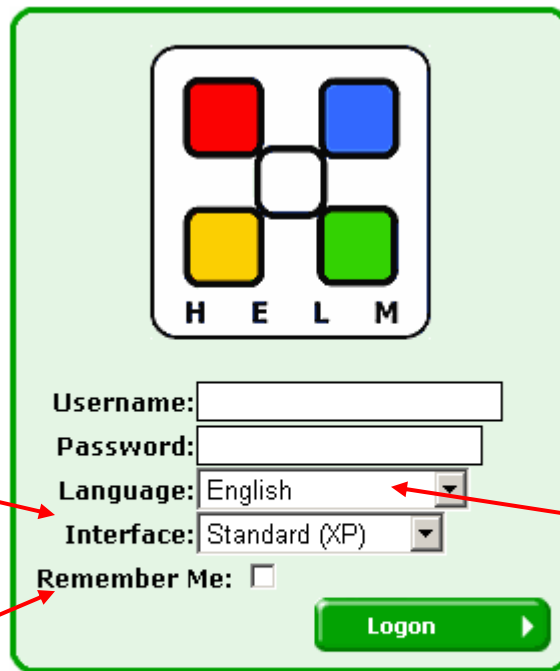
# Table of Contents

<b>1.) LOGGING INTO HELM.....</b>	<b>4</b>
<b>2.) USER MAIN MENU.....</b>	<b>5</b>
<b>3.) GETTING STARTED – YOUR DETAILS .....</b>	<b>6</b>
CHANGING YOUR PASSWORD.....	6
CHANGING YOUR PERSONAL DETAILS .....	7
ADDING A PACKAGE.....	8
<b>4.) BILLING .....</b>	<b>10</b>
RECURRING PAYMENTS .....	10
ACCOUNT STATEMENTS.....	11
MAKE PAYMENT.....	13
<b>5.) YOUR PACKAGE .....</b>	<b>14</b>
RESOURCE USAGE .....	14
EXTRA FEATURES .....	16
STATISTICS .....	17
DOMAINS.....	18
<b>6.) DOMAIN REGISTRATION.....</b>	<b>20</b>
<b>7.) YOUR DOMAIN(S) – DOMAIN MENU .....</b>	<b>22</b>
EMAIL ACCOUNTS (POP3).....	23
EMAIL FORWARDING.....	25
MULTI-RECIPIENT ADDRESSES .....	25
FTP ACCOUNTS.....	26
FILE MANAGER.....	28
SECURE FOLDERS.....	32
DOMAIN ALIASES.....	40
SUB DOMAINS .....	41
DNS ZONE EDITOR .....	41
ODBC DSNS.....	43
DATABASE MANAGER .....	44
MIME TYPES .....	47

<b>CUSTOM ERROR PAGES</b> .....	<b>48</b>
<b>FRONTPAGE EXTENSIONS</b> .....	<b>49</b>
<b>SSL</b> .....	<b>50</b>
<b>WEB SITE SETTINGS</b> .....	<b>51</b>
<b>STATISTICS</b> .....	<b>52</b>
<b>AND FINALLY</b> .....	<b>52</b>

# 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 displays the Helm User Main Menu interface. The header includes the logo and navigation links. The left sidebar contains a 'Quick Link' dropdown, a 'Search Domains' box, and a resource usage table. The main area features a grid of icons for various services. The bottom section shows a message status and a 'Show QuickHelp' button.

Resource	Total	Used
Domains	0	<div style="width: 0%;"></div>
Bandwidth	0.00 Bytes	<div style="width: 0%;"></div>
Disk Space	0.00 Bytes	<div style="width: 0%;"></div>
[more..]		

Account Billing	
Current Balance	\$0.00

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 details later on in the guide go 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			
 Back	Package Search: <input type="text"/>	Package Status: <input type="text"/>	 Search 
			 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)"/>
 Back	Save 

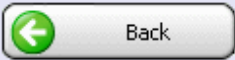
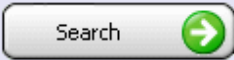

Choose a plan from the dropdown box and type a Package Name (something relevant) and click Save. You will now see your package in the list of packages associated with your account:



## 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

 **Package Search:**   
**Package Status:**   
 

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: \$10.00 due**


 Back



Make Payment



Account Statements



Recurring Payments

There are 3 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.

**Customer, Customer (SAMPLE\_CUSTOMER)**

Description	Amount	Start Date	Interval	Last Recurrence
1 x (Sample Hosting Plan) Type Your Pa...	\$5.00	2004-03-11	Every 3 Months	2004-03-11

 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:** (Sample Hosting Plan) Type Your Package Name Here!


**Start Date:** 2004-03-11

**Recurrence:** Every 3 Months

**Quantity:** 1

**Amount Payable:** \$5.00

**Last Recurrence:** 2004-03-11

 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**

Date	Type	Description	Credits	Debits	Balance
2004-03-11	Invoice	Invoice #: 1	-	\$15.00	\$-15.00
<b>Statement Total:</b>					<b>\$15.00</b>


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:

## 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:** 2004-03-11



Date	Type	Description	Cost	Qty	Total
2004-03-11	Purchase	Setup Fee for (Sample Hosting Plan) Type Your Package Name Here!	\$10.00	1	\$10.00
2004-03-11	Purchase	(Sample Hosting Plan) Type Your Package Name Here!	\$5.00	1	\$5.00
<b>Sub Total:</b>					<b>\$15.00</b>
<b>Discount:</b>					\$0.00
<b>Tax @ 0%:</b>					\$0.00
<b>Grand Total:</b>					<b>\$15.00</b>

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

## 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

You can use this form to choose your payment method.

The screenshot shows a payment selection interface. At the top, there are two radio button options. The first option is 'WorldPay', accompanied by a credit card icon and the text 'Please pay within 5 days of receiving a reminder'. The second option is 'Cheque Payment', accompanied by a cheque icon and the text 'Please pay within 5 days of receiving a reminder'. Below these options, the 'Total Account Balance' is displayed as '\$15.00 due' in red. Underneath, the 'Amount To Pay' is shown as '\$' followed by a text input field containing '15.00'. At the bottom of the form, there are two buttons: 'Back' with a left-pointing arrow and 'Next' with a right-pointing arrow.

The above are two examples of payment options. Your web host may offer alternative methods.

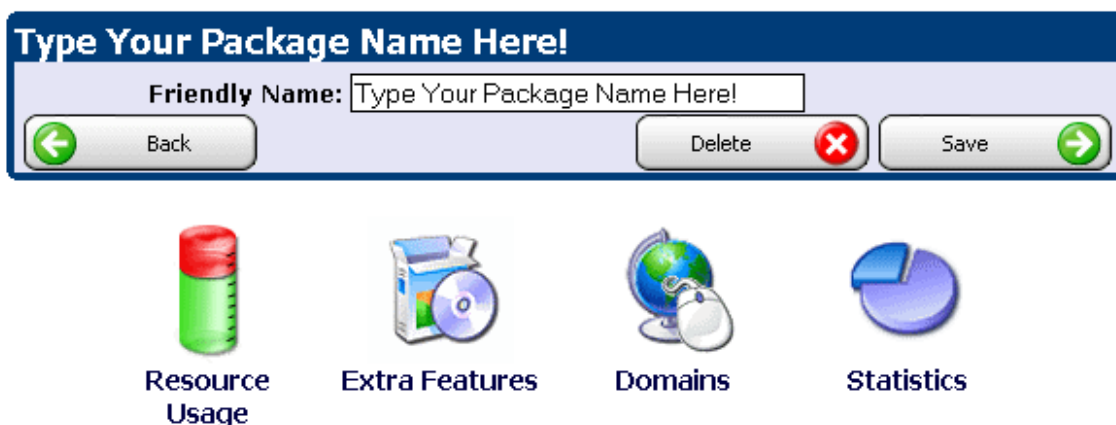
If you wish to pay a specific amount (for example, a large amount to put yourself in credit) you can do this in the Amount To Pay box.

## 5.) 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.



### 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.

**Type Your Package Name Here!**

**Domains:** 0 of 10

**Bandwidth:** 0.00 MB of 10 MB

**Disk Space:** 0.00 MB of 10 MB

**ODBC DSNs:** 0 of 10

**Sub-Domains:** 0 of 10

**Domain Aliases:** 0 of 10

**ASP Installations:** 0 of 10

**ASP.NET Installations:** 0 of 10

**PERL Installations:** 0 of 10

**PHP Installations:** 0 of 10

**ColdFusion Installations:** 0 of 10

**CGI Installations:** 0 of 10

**FrontPage Extensions:** 0 of 10

**Shared SSL Domains:** 0 of 10

**FTP Accounts:** 0 of 10

**POP3 Account:** 0 of 10

**Mail Aliases:** 0 of 10

**Multi-Recipient Addresses:** 0 of 10

Back

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.

#### Sample Hosting Package

Domains Setup:  0 of 10

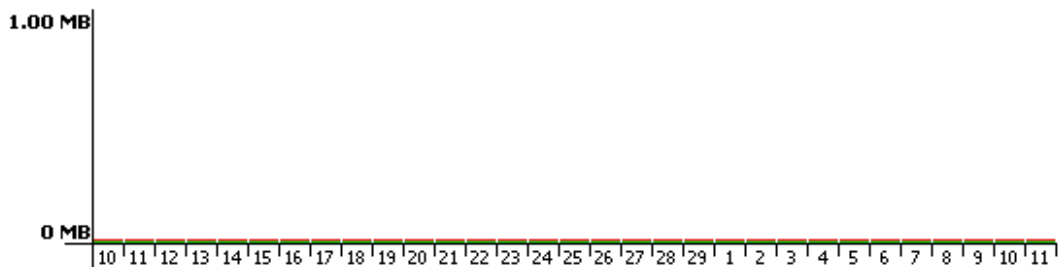
Bandwidth Usage:  0.00 MBytes of 10.00 MBytes Used

Diskspace Usage:  0.00 MBytes of 10.00 MBytes Used

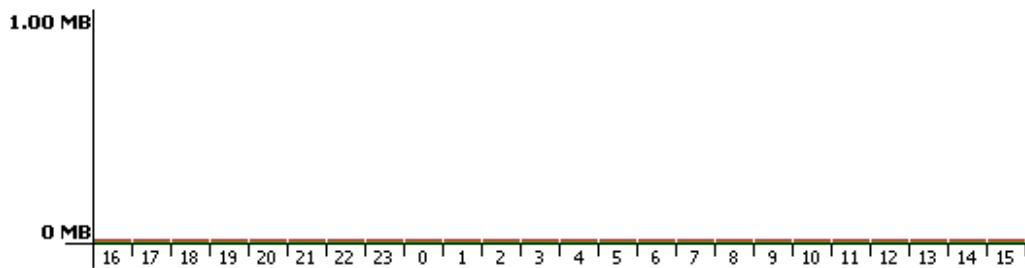


Back

#### 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		
<b>Total Domains Found: 0</b>		
<input type="button" value="← Back"/>	<b>Domain Search:</b> <input style="width: 150px;" type="text"/> <b>Domain Status:</b> <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.

## 6.) 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

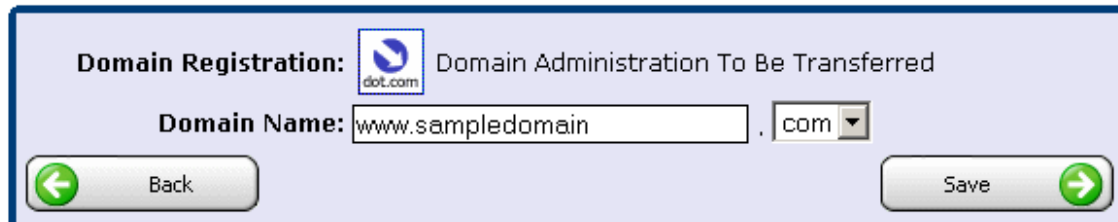
 Domain Administration To Be Transferred


### 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).**

## 7.) 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.

**robtest.com**

**User:** SAMPLE\_CUSTOMER  
**Hosting Package:** Sample Hosting Package  
**URL:** http://www.robtest.com/  
**Domain Status:** Active  
**Name Server Records:** ns1.webhost.net - 192.168.1.70

← Back
Delete ✖
Save →

				
Email Accounts (POP3)	Email Forwarding	Multi-Recipient Addresses	FTP Accounts	File Manager
				
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 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:

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.

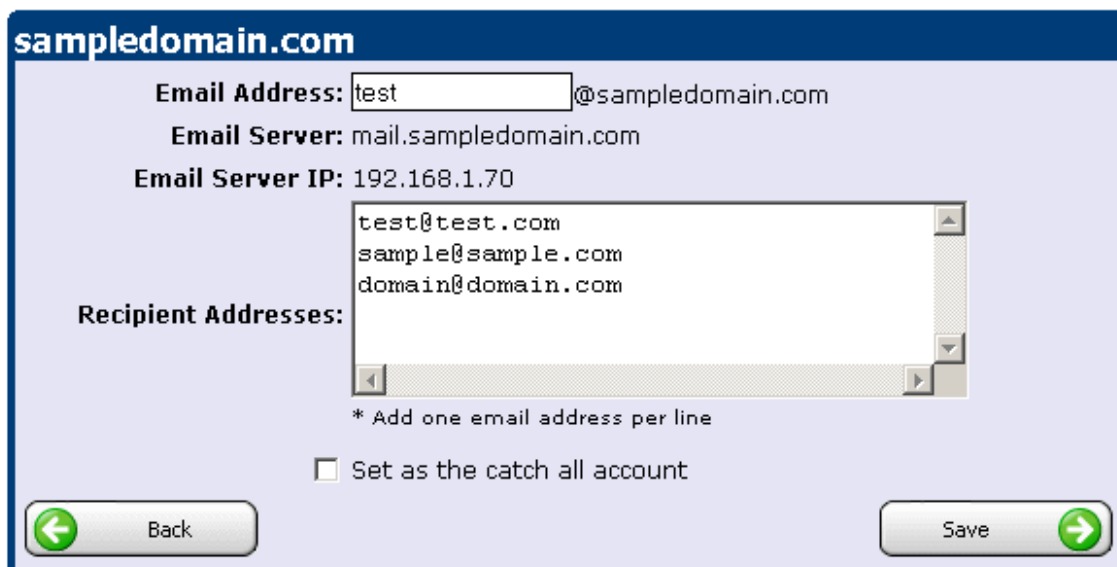
## Multi-Recipient Addresses

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 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.



The screenshot shows a web form titled "sampledomain.com" for adding a Multi-Recipient Address (MRA). The form fields are as follows:

- Email Address:** A text input field containing "test" followed by "@sampledomain.com".
- Email Server:** A text input field containing "mail.sampledomain.com".
- Email Server IP:** A text input field containing "192.168.1.70".
- Recipient Addresses:** A multi-line text area containing three email addresses: "test@test.com", "sample@sample.com", and "domain@domain.com".
- Instructions:** Below the text area, it says "\* Add one email address per line".
- Checkbox:** A checkbox labeled "Set as the catch all account" is currently unchecked.
- Buttons:** At the bottom, there are two buttons: "Back" with a left-pointing arrow and "Save" with a right-pointing arrow.

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:

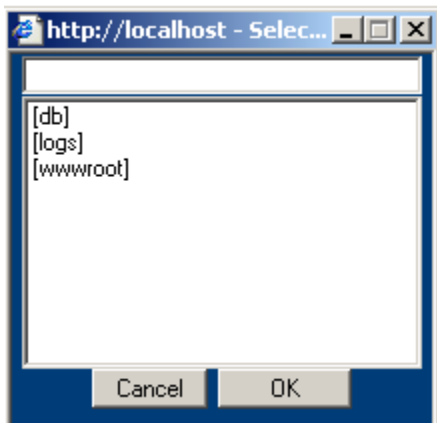
Confirm Password:

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:



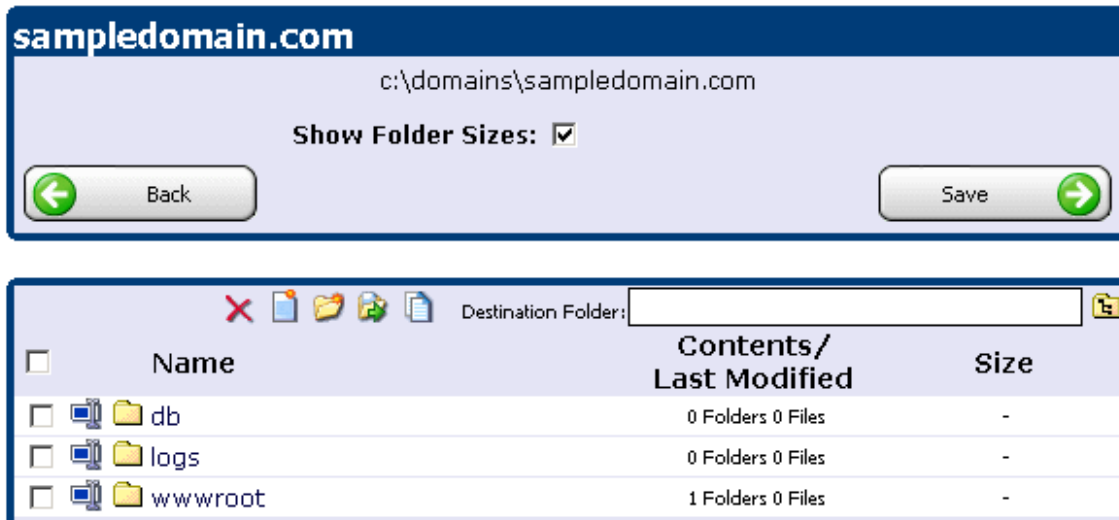
You can then select the folder you wish to provide access to, and also expand the folder to allow access to just sub-folders if necessary. To delete an FTP account, open it and click Delete, then OK to confirm.

## 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 displays the File Manager interface for the domain **sampledomain.com**. The current path is `c:\domains\sampledomain.com`. A checkbox labeled "Show Folder Sizes" is checked. Below the navigation buttons, there is a toolbar with icons for file operations and a "Destination Folder" input field. The main content area shows a table of folders:

<input type="checkbox"/>	Name	Contents/ Last Modified	Size
<input type="checkbox"/>	db	0 Folders 0 Files	-
<input type="checkbox"/>	logs	0 Folders 0 Files	-
<input type="checkbox"/>	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

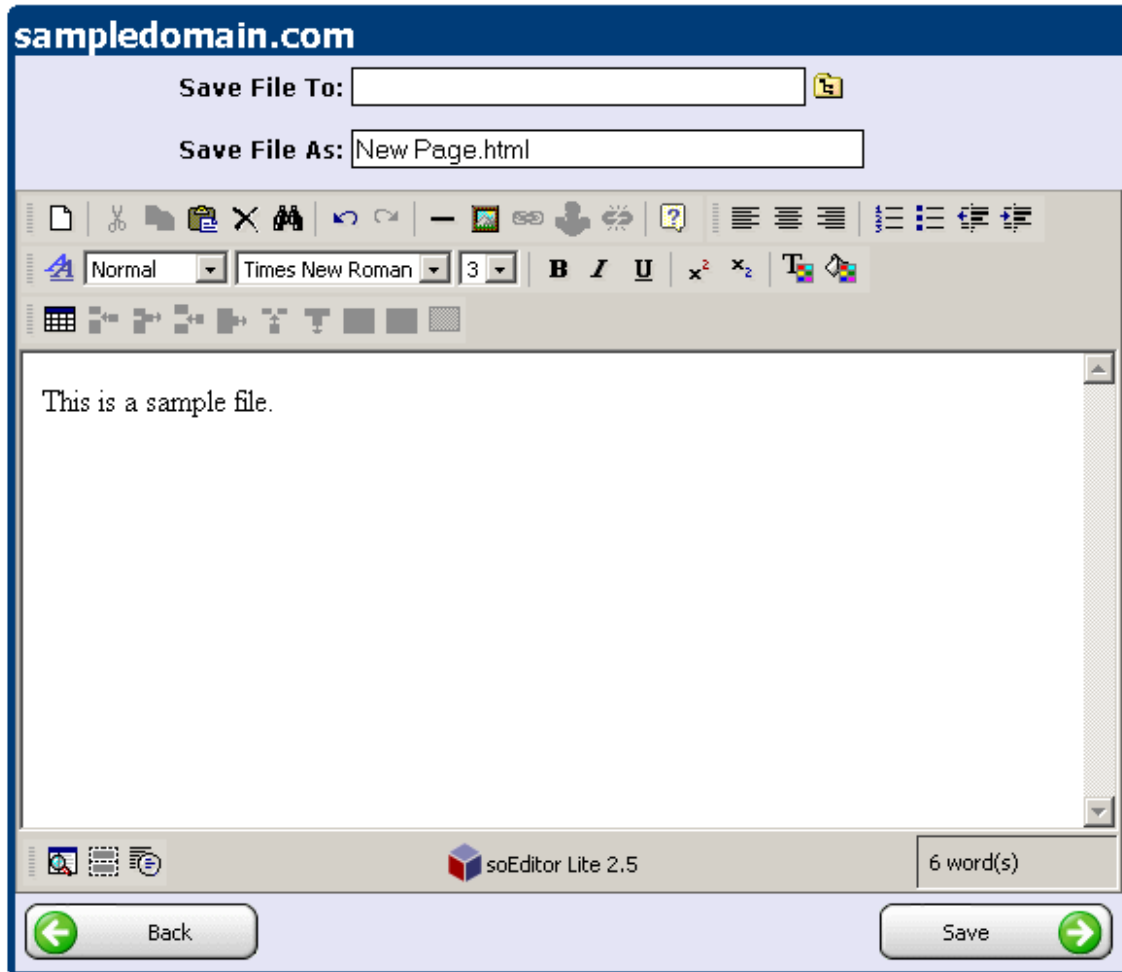
You can create a file by clicking the Create File icon:



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

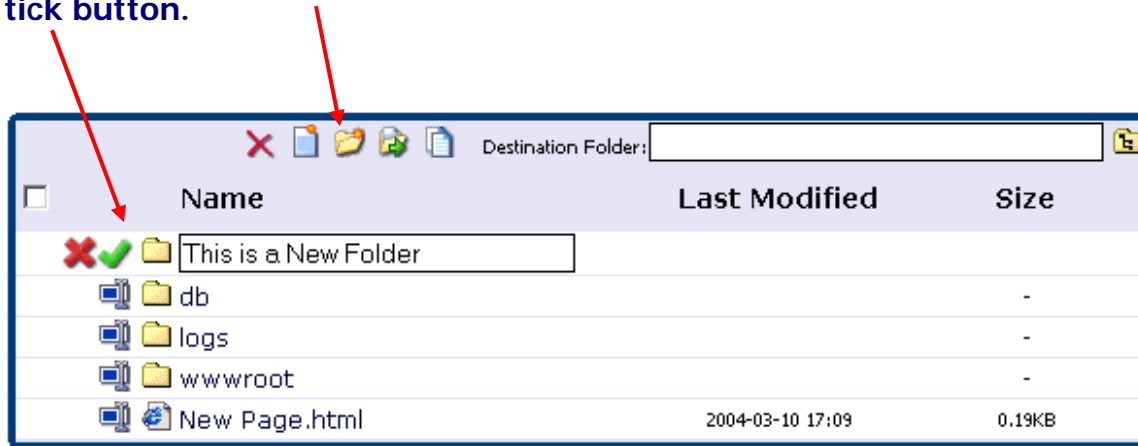


Once done, click **Save**, and then click **Back** to return to the main File Manager menu. You will see the file there, along with details about the last modified date, and its size.

<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:



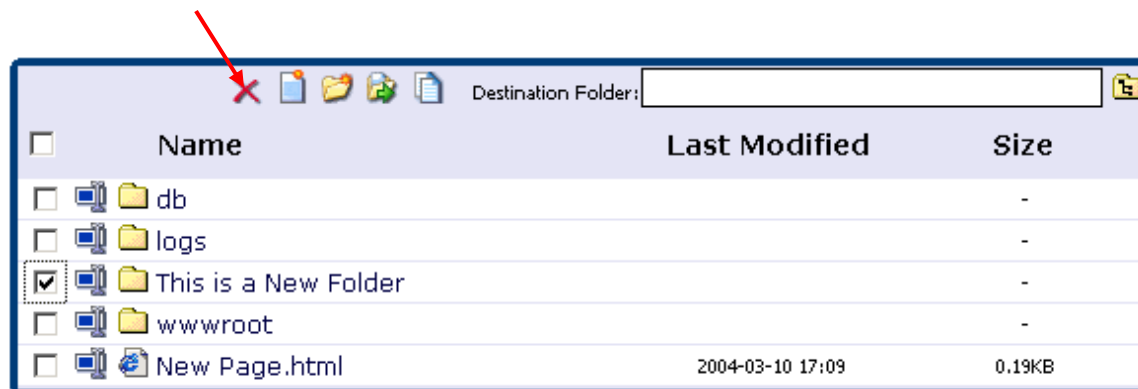
Then click the tick button to save.

## 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:

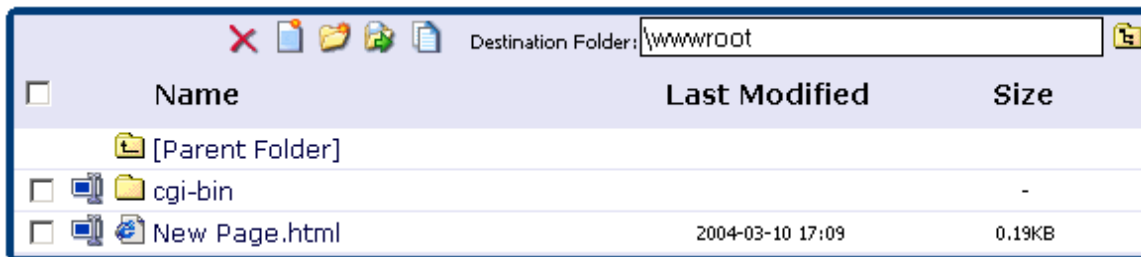


## Moving Folders/Files

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 button 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:



## 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.

Secured Folder Support Has Been Installed


**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

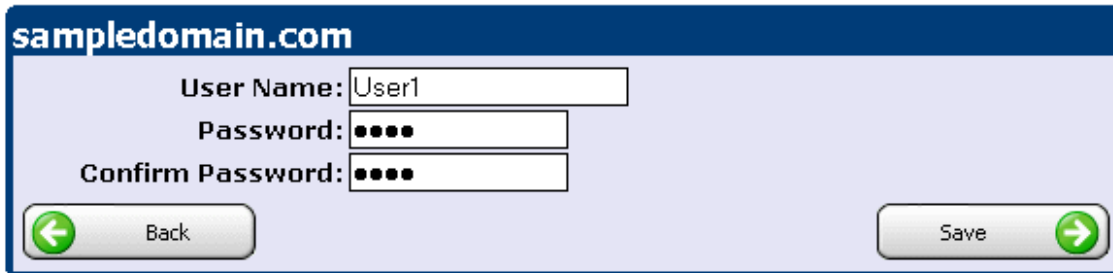
← Back
Add New +



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:

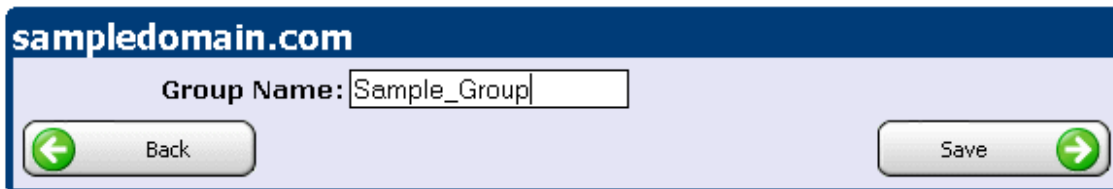
**NOTE:-** You cannot have a space in the User name. This is due to the way that Windows user accounts work. In the above example, "User1 John" would not work, but "User1-John" or "User1\_John" is fine.

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:

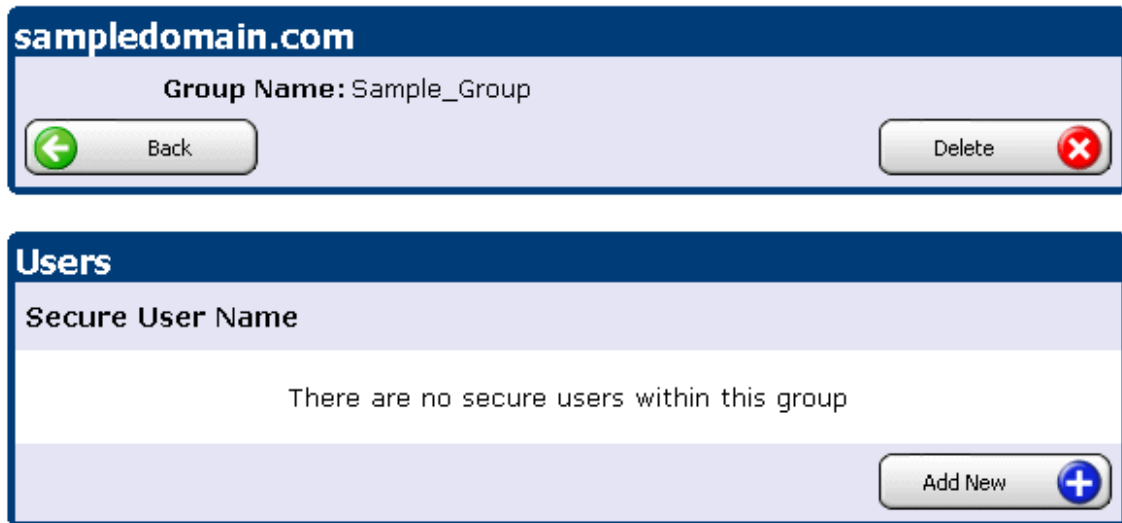
Choose a Group Name and click Save.

**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 use 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.

The screenshot shows a web form titled "sampledomain.com" with a "Directory Path:" label and a text input field containing the path "\\SecureMe". To the right of the input field is a folder search icon, which is circled in red and has a red arrow pointing to it. Below the input field are "Back" and "Save" buttons. Below the form is a file selection dialog window titled "http://localhost - Selec..." with a list of folders: "[cgi-bin]" and "[SecureMe]". The dialog has "Cancel" and "OK" buttons.

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). Then click **Save**.

## 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:	A (Host Record) ▼
Record Name:	TestRecord
Record Data:	1.2.3.4
Record Preference:	0 * 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

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

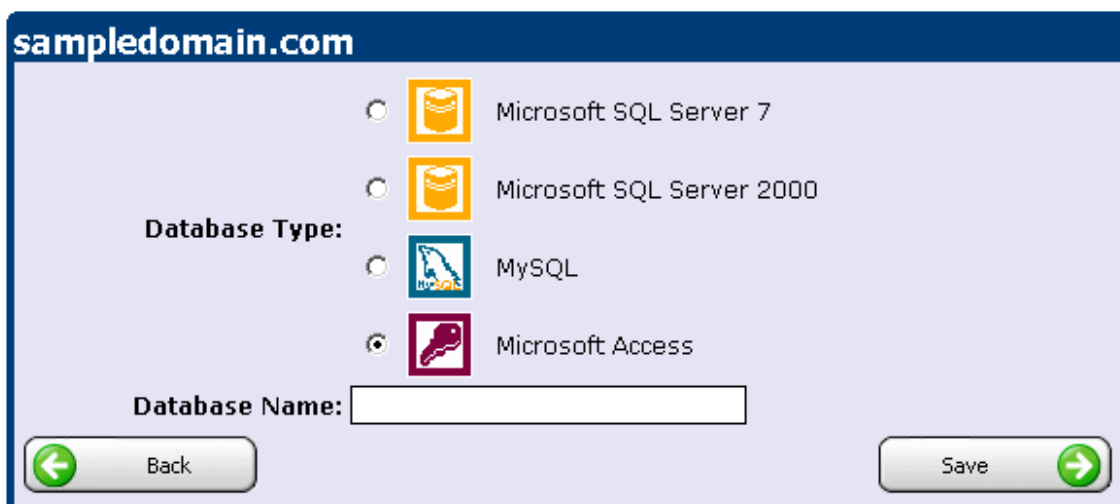
## Database Manager

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. It contains a "Database Type:" label followed by four radio button options, each with an icon: Microsoft SQL Server 7 (orange cylinder), Microsoft SQL Server 2000 (orange cylinder), MySQL (blue fish), and Microsoft Access (purple key). The "Microsoft Access" option is selected. Below the options is a "Database Name:" label and an empty text input field. At the bottom left is a "Back" button with a left-pointing arrow, and at the bottom right is a "Save" button 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:**

**Database Users**  
**Username**  
There are no databases users for this 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:**

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:**

[← Back](#) [Delete !\[\]\(ca216852782de66a8ec43dd2df8ecbfd\_img.jpg\)](#) [Save !\[\]\(c390a8f1b056a4650b5e60900522bd17\_img.jpg\)](#)

### Database Users

Username
testuser

[Add New !\[\]\(1265f4149f28a9d8d6f5f95c3c460385\_img.jpg\)](#)

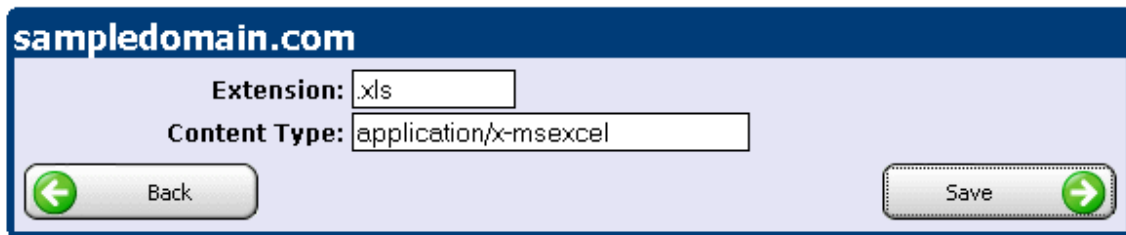
If you need to alter the user details for that database simply click the user and edit the details, then click Save. You can also delete the database by clicking the Delete button.

## 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". At the bottom left is a "Back" button with a left-pointing arrow, and at the bottom right is a "Save" button 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

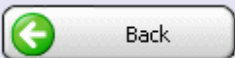
Helm lets you specify Custom Error pages for your domains, instead of being directed to the default error pages (such as "Page cannot be found", etc.).

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]

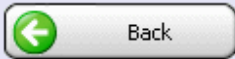
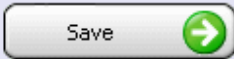


Choose the error code you want to edit to point to a custom error page:

### 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

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

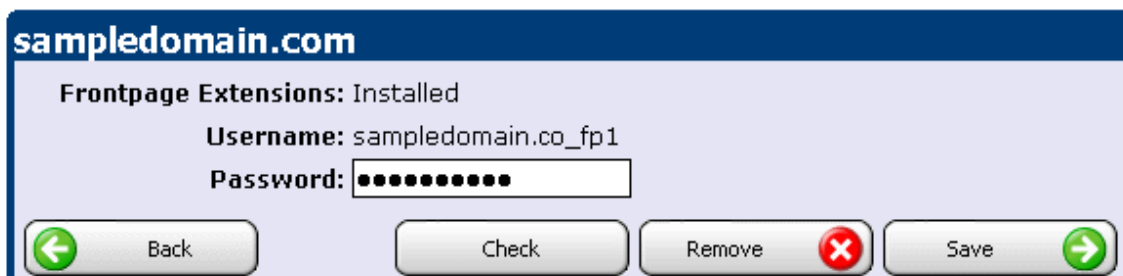
Some web hosts may offer the ability to install FrontPage Extensions which allow you to use FrontPage to publish to your domain. You can find out full details from your web host about this, if they offer it.

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.

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:** HELMSVR10  
**Website IP:** 192.168.1.70 (Shared)  
**Physical Path:** c:\domains\sampledomain.com  
 Directory Browsing

**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, simply check the box and click Save. You can remove/uninstall settings by unchecking the relevant boxes too.

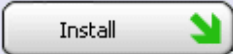



## Statistics

The Statistics page allows you to monitor your web site traffic (as per page 16). 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  
 Back

**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.