

Parallels[®] Helm

Parallels Helm 4.2.2 Quick Installation Guide

Legal and Copyright Notice

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Parallels Holdings, Ltd.

c/o Parallels International GmbH

Vordergasse 59

CH-Schaffhausen

Switzerland

Phone: +41-526320-411

Fax: +41-52672-2010

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Contents

Preface	4
Typographical Conventions	4
Feedback	5
About Parallels Helm	6
About This Guide	7
What's New in This Version	8
Microsoft FTP 7.5 support	8
Licensing Parallels Helm	9
Installing Parallels Helm	10
Upgrading Parallels Helm	12
Uninstalling Parallels Helm	13
Uninstalling Microsoft SQL Server Desktop Engine (Helm)	14

Preface

In this chapter:

Typographical Conventions	4
Feedback	5

Typographical Conventions

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

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

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

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

Feedback

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

CHAPTER 2

About Parallels Helm

Parallels Helm Web Hosting Control System is an extremely powerful hosting automation solution for Windows 2003 and Windows 2008 servers. Parallels Helm is owned by Parallels, a global leader in virtualization and automation software. Web site: <http://www.parallels.com/en/products/helm/>

CHAPTER 3

About This Guide

Please take some time to read over this guide. Doing so will help you ensure that you install Parallels Helm correctly on your server.

CHAPTER 4

What's New in This Version

Microsoft FTP 7.5 support

In previous versions *Microsoft FTP 7.5 is not supported.*

Licensing Parallels Helm

Parallels Helm 4.2 requires a valid license with *Upgrade Protection*, or, in terms of Parallels licensing, a license that provides *Software Update Service* (SUS) which entitles you to version upgrade licenses throughout the life of your SUS. About SUS: <http://www.parallels.com/en/support/sus>.

Installation. New retail sales for Parallels Helm 4.2 are currently available for unlimited domains and remote servers and include 1 year SUS. Please go to <http://www.parallels.com/store/helm/buy/> and purchase a Parallels Helm license prior to the installation which requires a valid license key.

Upgrade. Upgrading from Parallels Helm 4 or 4.1 to Parallels Helm 4.2 requires a new license.

- If your license does not provide SUS, go to <http://www.parallels.com/store/support/helm/> and *reinstate* your license.
- If you have a Parallels Helm 4.1 license with SUS, just run a special Parallels Helm 4.1 to Parallels Helm 4.2 Upgrade Tool. See Upgrading Parallels Helm (on page 12) for details.

To check if your license provides SUS, go to the Parallels Helm members area: <http://www.webhostautomation.com/members>.

Important: Parallels SUS is a subscription base service that must be renewed in advance of its expiration date. In case you pay in advance, the cost of the *renewal* for purchase keys will be **25%** of the retail cost of the key. Otherwise, if you have not renewed and decide later to upgrade, you will need to pay **65%** of the retail cost of the key to get it reinstated.

License Verification. Parallels Helm licenses are verified on the Parallels licensing servers. This means that to initialize the license your server must be connected to the Internet and have access to a working DNS service. If you receive the message that the license failed because it is already in use, this means that the license key entered has already been installed on another machine. You will need to reset your licence. Details of how to do this can be found here: <http://support.webhostautomation.com/index.php? a=knowledgebase& j=questiondetails& i=148>

If the license has been installed on another server, Parallels Helm will stop working on that server if the license is reassigned.

Installing Parallels Helm

Important Note: In order to run Parallels Helm, you need to install Microsoft .NET 2.0 Framework (<http://www.microsoft.com/downloads/details.aspx?FamilyID=0856eacb-4362-4b0d-8edd-aab15c5e04f5&displaylang=en>). Once downloaded, double click the executable to install the Framework.

- Download the Parallels Helm installer from here:
<http://www.parallels.com/en/products/helm/>
- Double-click the install file you downloaded. Read and accept the licence agreement, then fill in your name and your company name, then enter your licence key. Your licence key will have been sent to you when you either signed up for a trial account, or purchased a full licence.

Important: Make a note of the **Administrative Password** you decide to enter here, as this is the password you will be using to login to Parallels Helm once the install is complete.

Once you have entered the password, click **Next** to continue.

- On the next screen, specify your install choices:
 - **Helm Control Server with MSDE:** Choosing this option will install Parallels Helm with MSDE (a cut-down version of SQL Server). If you do not have SQL Server on your machine, this is the option you should choose.
 - **Helm Control Server:** Choosing this option will install just Parallels Helm on your server, with no database server.

If you have SQL Server installed on your server, you should choose this option as Parallels Helm can then put your database into SQL Server. Alternatively, if you installed MSDE already and already have a Parallels Helm database, then there is no need to install MSDE again, so choose this option and in the next screen choose the Parallels Helm database you already have set up there.
 - **Helm Remote Server:** If you just want to install the Remote Installer tool to allow Parallels Helm to manage a remote server, you should choose this option.
 - **Installation Directory:** If you want to install Parallels Helm to a different location to the default, you can specify it here, or browse to it with the ... button.
- If you chose **Helm Control Server with MSDE** or **Helm Remote Server**, installation will now take place, and you will need no further configuration.
- If you chose **Helm Control Server**, you will be taken to the **Database Information** screen:
 - In the **Server Name** field, you will see the server that your Parallels Helm database is believed to be on. If this is incorrect, you can click the ... button and select the correct location of the Parallels Helm database.
 - If you are using SQL Server on a different machine than Parallels Helm to host the database, then you will need to provide SQL User Authentication details (the SA username and password), in order to connect to this remote machine.

Once you have chosen your database location, click **Next** to complete the installation.

- Open the Parallels Helm Control Panel (an icon should be on the desktop). The admin login for this is set to:
 - **Account Name:** `admin`
 - **Login Name:** `admin`
 - **Login Password:** the password you chose at the beginning of the install.

Warning: Do NOT install old Parallels Helm updates on top of new ones. Doing so could corrupt your entire database, and may mean you having to drop that database and all data and recreating it from scratch.

If you have errors, contact your support provider. Do not overwrite new updates with older versions!

Upgrading Parallels Helm

➤ **To upgrade Parallels Helm 4.1.x to Parallels Helm 4.2.x:**

- The upgrade to Parallels Helm 4.2.x requires a valid license with *Upgrade Protection*, or, in terms of Parallels licensing, a license that provides *Software Update Service* (SUS) which entitles you to version upgrade licenses throughout the life of your SUS. About SUS: <http://www.parallels.com/en/support/sus>.

You can validate your license by going to the Parallels Helm member area: <http://www.webhostautomation.com/members>.

If you have a license without SUS, go to <http://www.parallels.com/store/support/helm/> and *reinstate* your license. Otherwise, you will not be able to upgrade to Parallels Helm 4.2.x.

- Download the Parallels Helm 4.1.x to 4.2.x Upgrade Tool from the following location: <http://helm.download.webhostautomation.net/Helm41To42UpgradeTool.exe>
- Run the tool and follow its instructions.

➤ **To upgrade Parallels Helm 4.0.x to Parallels Helm 4.2.x:**

- Upgrade Parallels Helm 4.0.x to Parallels Helm 4.1.2
- Upgrade Parallels Helm 4.1.2 to Parallels Helm 4.2.x

➤ **To upgrade Parallels Helm 4.0.x to Parallels Helm 4.1.2:**

- The upgrade to Parallels Helm 4.1.2 requires a valid license with *Upgrade Protection*, or, in terms of Parallels licensing, a license that provides *Software Update Service* (SUS) which entitles you to version upgrade licenses throughout the life of your SUS. About SUS: <http://www.parallels.com/en/support/sus>.

You can validate your license by going to the Parallels Helm member area: <http://www.webhostautomation.com/members>.

If you have a license without SUS, go to <http://www.parallels.com/store/support/helm/> and *reinstate* your license. Otherwise, you will not be able to upgrade to Parallels Helm 4.1.2.

- Download the Parallels Helm 4 to 4.1.2 Upgrade Tool from the following location: <http://helm.download.webhostautomation.net/Helm4To41UpgradeTool.exe>
- Run the tool and follow its instructions.

Uninstalling Parallels Helm

➤ *To uninstall Parallels Helm:*

- Go to **Start > Programs > Parallels > Parallels Helm 4 > Uninstall Helm**
- Click **Next** and confirm the uninstallation. Parallels Helm will be uninstalled.

Important Note: Parallels Helm will **not** remove any domains, databases or other settings that you have set up since using the control panel. These will continue to run correctly without Parallels Helm installed.

Uninstalling Microsoft SQL Server Desktop Engine (Helm)

If you have installed Microsoft SQL Server Desktop Engine (MSDE) as the Parallels Helm database server, this can be uninstalled by removing **Microsoft SQL Server Desktop Engine (HELM)** from **Add or Remove Programs**, which can be found in the Windows Control Panel.

➤ *To uninstall Microsoft SQL Server Desktop Engine for Parallels Helm:*

- To access the Windows Control panel click the **Start** menu and click **Control Panel**. The control panel can also be located by double clicking **My Computer** on the desktop and selecting **Control Panel** from the drop down menu in the address bar.
- In the **Control Panel** double click **Add or Remove Programs** and highlight the **Microsoft SQL Server Desktop Engine (Helm)** program by clicking on it.
- Click **Remove** and confirm the uninstall by clicking **Yes** when prompted. MSDE will be removed, and the uninstallation process is now complete.