

# **Helm Toolbox Documentation**



# Table Of Contents

Welcome to the Helm Toolbox.....	1
The Ultimate Administration Tool for Helm - The WebHosting Control Panel.....	1
Helm Toolbox Software .....	3
Changelog Application .....	3
Changelog Overview.....	3
Config Tool Application.....	4
Config Tool Overview .....	4
Scheduler Application .....	5
Scheduler Overview.....	5
Tools .....	6
General .....	7
Changelog Tool.....	7
Licence Tool .....	8
Support Tool.....	9
DNS Management.....	10
Add DNS Records.....	10
Tool Name.....	10
Tool Category .....	10
Description .....	10
How To Use.....	10
Notes .....	10
Remove DNS Records.....	12
Tool Name.....	12
Tool Category .....	12
Description .....	12
How To Use.....	12
Notes .....	12
Domain Management .....	14
Application Isolation .....	14
Tool Name.....	14
Tool Category .....	14
Description .....	14
How To Use.....	14
Notes .....	15
Database Recreate .....	16
Tool Name.....	16
Tool Category .....	16
Description .....	16
How To Use.....	16
Notes .....	16
Domain Permissions Reset .....	18
Tool Name.....	18
Tool Category .....	18
Description .....	18
How To Use.....	18
Notes .....	18
Mass Domain Addition .....	20
Tool Name.....	20
Tool Category .....	20
Description .....	20
How To Use.....	20
Notes .....	21
Move Domain .....	22
Tool Name.....	22

Tool Category .....	22
Description .....	22
How To Use.....	22
Notes .....	22
Website Scripting .....	24
Tool Name.....	24
Tool Category .....	24
Description .....	24
How To Use.....	24
Notes .....	24
Export and Reporting.....	26
CSV Export .....	26
Tool Name.....	26
Tool Category .....	26
Description .....	26
How To Use.....	26
Notes .....	27
HTML Folder Information.....	28
Tool Name.....	28
Tool Category .....	28
Description .....	28
How To Use.....	28
Notes .....	28
Sage Export.....	30
Tool Name.....	30
Tool Category .....	30
Description .....	30
How To Use.....	30
Notes .....	30
XML Folder Information .....	32
Tool Name.....	32
Tool Category .....	32
Description .....	32
How To Use.....	32
Notes .....	32
IIS Tools.....	34
Add Bindings .....	34
Tool Name.....	34
Tool Category .....	34
Description .....	34
How To Use.....	34
Notes .....	35
Duplicate Bindings.....	36
Tool Name.....	36
Tool Category .....	36
Description .....	36
How To Use.....	36
Notes .....	36
Remove Bindings .....	37
Tool Name.....	37
Tool Category .....	37
Description .....	37
How To Use.....	37
Notes .....	37
Replace Bindings.....	39
Tool Name.....	39
Tool Category .....	39

Description .....	39
How To Use.....	39
Notes .....	39
Local Server Tools .....	41
Local Server Tools.....	41
Tool Name.....	41
Tool Category .....	41
Description .....	41
How To Use.....	41
Notes .....	42
Network Tools.....	43
Server Status Explorer .....	43
Tool Name.....	43
Tool Category .....	43
Description .....	43
How To Use.....	43
Notes .....	43
Scheduled Tools .....	45
ASP.NET Client Files .....	45
Tool Name.....	45
Tool Category .....	45
Description .....	45
How To Use.....	45
Notes .....	45
Automatic Suspension .....	47
Tool Name.....	47
Tool Category .....	47
Description .....	47
How To Use.....	47
Notes .....	48
MailEnable Spam Filter .....	49
Tool Name.....	49
Tool Category .....	49
Description .....	49
How To Use.....	49
Notes .....	49
Scheduled Tools Overview .....	50
Scheduled Task.....	50
User Management .....	51
Copy Settings .....	51
Tool Name.....	51
Tool Category .....	51
Description .....	51
How To Use.....	51
Notes .....	52
Extra Features Synchronisation .....	53
Tool Name.....	53
Tool Category .....	53
Description .....	53
How To Use.....	53
Notes .....	53
Mass Email .....	55
Tool Name.....	55
Tool Category .....	55
Description .....	55
How To Use.....	55
Notes .....	56

Move User .....	57
Tool Name .....	57
Tool Category .....	57
Description .....	57
How To Use .....	57
Notes .....	57
Plan Duplicator .....	58
Tool Name .....	58
Tool Category .....	58
Description .....	58
How To Use .....	58
Notes .....	58
Reseller Suspension .....	60
Tool Name .....	60
Tool Category .....	60
Description .....	60
How To Use .....	60
Notes .....	61
User Suspension .....	62
Tool Name .....	62
Tool Category .....	62
Description .....	62
How To Use .....	62
Notes .....	62
User to Reseller Converter .....	64
Tool Name .....	64
Tool Category .....	64
Description .....	64
How To Use .....	64
Notes .....	64
User Interface .....	66
Action Log .....	66
Log Storage .....	66
Interface Customisation .....	67
Changing Which Components of the Interface Are Displayed .....	67
Changing the Style / Theme / Skin of the Menus .....	67
Menu .....	69
Menu Structure .....	69
Navigation Menu .....	71
Progress Bar .....	72
Status Bar .....	73
Toolbar .....	74
Toolbar Buttons .....	74
Introduction .....	75
Software Updates .....	75
Installing Updates .....	75
Launching the Software Update Application .....	75
Installing Updates - Licence .....	76
Examples .....	76
Licence Agreement .....	77
UNAUTHORIZED REPRODUCTION IS NOT ALLOWED .....	77
Copyright (c) 2005 Red Fox AddOns (Red Fox UK) .....	77
Licence Key .....	78
Licence Validation .....	78
Server Identification .....	78
Resetting Your Licence Key .....	78
Support .....	79

Support Sources.....	79
Index.....	81

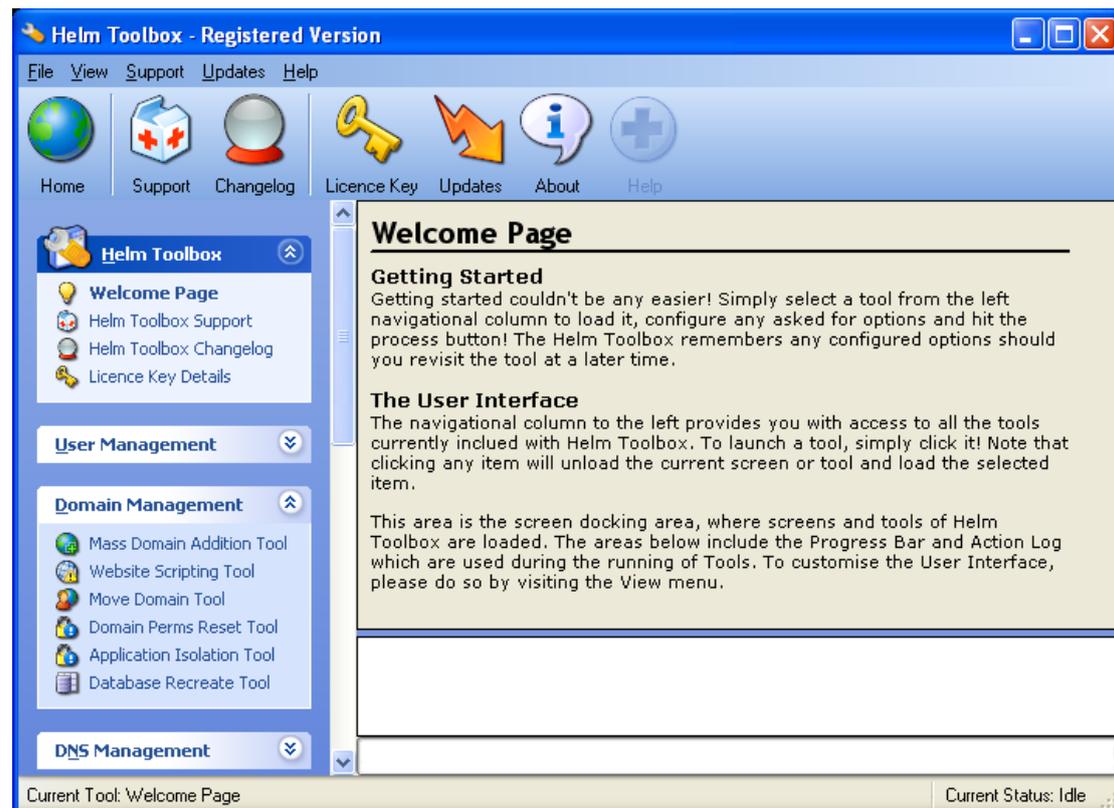


# Welcome to the Helm Toolbox

## The Ultimate Administration Tool for Helm - The WebHosting Control Panel

The Helm Toolbox Software is your ultimate Helm Administration Tool - automating and dealing with time consuming tasks as well as bridging the gap in Helm Version 3.

The Helm Toolbox Software is a server side application which means the application is launched direct on your server, or in a server session via Microsoft Terminal Services or other 3rd Party Remoting solutions.



### Features Include:

- Helm Customer Email Tool
- Helm Hosting Plan Duplicator
- Scheduled Tools (Which run automatically, every day)
- And much, much more...

### [Copyright and Trademarks](#)

#### **Helm Toolbox**

"Helm Toolbox" is an application developed by [Red Fox AddOns](#)  
For more information: <http://www.redfoxaddons.com>

#### **Helm**

"Helm" is a trademark of [Web Host Automation LTD](#)  
For more information: <http://www.webhostautomation.com>

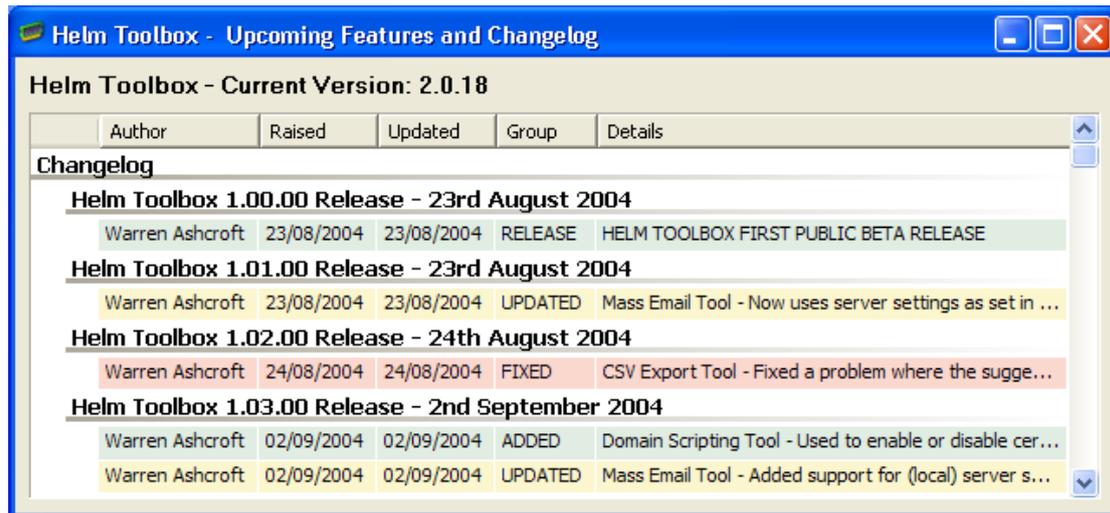


# Helm Toolbox Software

## Changelog Application

### Changelog Overview

The Changelog section of the Helm Toolbox Software displays the application's history and upcoming features.



Author	Raised	Updated	Group	Details
<b>Helm Toolbox 1.00.00 Release - 23rd August 2004</b>				
Warren Ashcroft	23/08/2004	23/08/2004	RELEASE	HELM TOOLBOX FIRST PUBLIC BETA RELEASE
<b>Helm Toolbox 1.01.00 Release - 23rd August 2004</b>				
Warren Ashcroft	23/08/2004	23/08/2004	UPDATED	Mass Email Tool - Now uses server settings as set in ...
<b>Helm Toolbox 1.02.00 Release - 24th August 2004</b>				
Warren Ashcroft	24/08/2004	24/08/2004	FIXED	CSV Export Tool - Fixed a problem where the sugge...
<b>Helm Toolbox 1.03.00 Release - 2nd September 2004</b>				
Warren Ashcroft	02/09/2004	02/09/2004	ADDED	Domain Scripting Tool - Used to enable or disable cer...
Warren Ashcroft	02/09/2004	02/09/2004	UPDATED	Mass Email Tool - Added support for (local) server s...

The Changelog Application can be accessed from the Start Menu:

1. Start Button
2. Programs
3. Red Fox AddOns
4. Helm Toolbox
5. Changelog

The Changelog can also be accessed from direct within the Helm Toolbox Software (on the Menu and in the Toolbar), which will display an embedded version of the standalone application.

The Changelog data is downloaded in real-time from the Helm Toolbox server.

Double clicking an item in view will display a scrolling popup containing the details for the selected item.

## Config Tool Application

### Config Tool Overview

The Config Tool section of the Helm Toolbox Software allows you to update your Licence Key when the software will no longer start due to Licence errors.



The Config Tool Application can be accessed from the Start Menu:

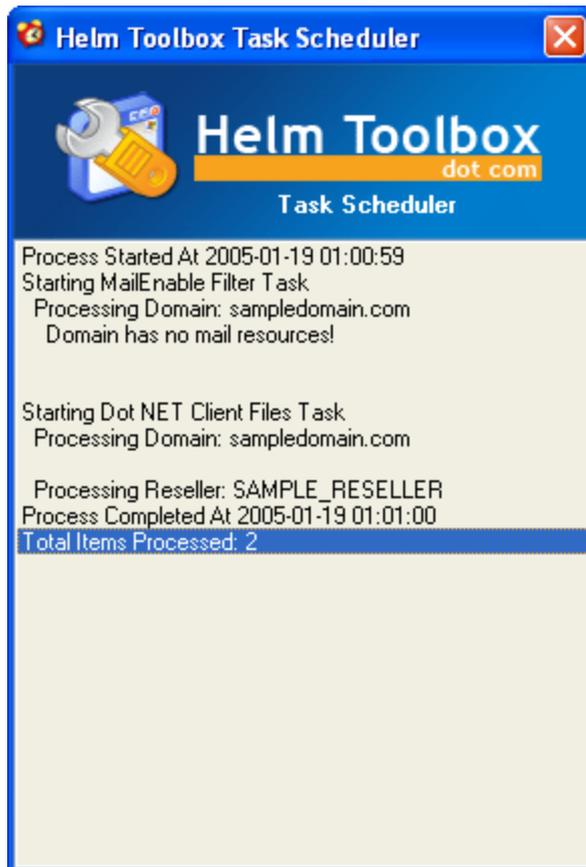
1. Start Button
2. Programs
3. Red Fox AddOns
4. Helm Toolbox
5. Config Tool

Your Licence Key can also be updated directly within the Helm Toolbox Software (on the Menu and in the Toolbar), which will display an embedded version of the standalone application. You will not be able to access the embedded version when your currently set Licence Key is invalid.

## Scheduler Application

### Scheduler Overview

The Scheduler section of the Helm Toolbox Software runs any scheduled tools that are enabled. This application is launched via the Scheduled Task installed, or you can launch it manually to display any output on screen.



The Scheduler Application can be accessed from the Start Menu:

1. Start Button
2. Programs
3. Red Fox AddOns
4. Helm Toolbox
5. Scheduler

Scheduled tools can also be run individually from the Helm Toolbox Software.

For more information about Scheduled Tools, please see: [Scheduled Tools Overview](#).

## **Tools**

## General

# Changelog Tool

Helm Toolbox Changelog				
Author	Raised	Updated	Group	Details
<b>Changelog</b>				
<b>Helm Toolbox 1.00.00 Release - 23rd August 2004</b>				
Warren Ashcroft	23/08/2004	23/08/2004	RELEASE	HELM TOOLBOX FI...
<b>Helm Toolbox 1.01.00 Release - 23rd August 2004</b>				
Warren Ashcroft	23/08/2004	23/08/2004	UPDATED	Mass Email Tool - N...
<b>Helm Toolbox 1.02.00 Release - 24th August 2004</b>				
Warren Ashcroft	24/08/2004	24/08/2004	FIXED	CSV Export Tool - F...
<b>Helm Toolbox 1.03.00 Release - 2nd September 2004</b>				
Warren Ashcroft	02/09/2004	02/09/2004	ADDED	Domain Scripting T...
Warren Ashcroft	02/09/2004	02/09/2004	UPDATED	Mass Email Tool - A...

This is an embedded version of the Changelog Application.

For more information, please see: [Changelog Overview](#).

## Licence Tool

### Licence Key Details

---

**Licence Key**

**Licence Key:** ATKY BJ35 KJ3E 6QVS 2FE5

**Licence Type:** Full Version

**Full Name:** Warren Ashcroft

**Organisation:** Red Fox Hosting

---

**Licence Details**

**Expiry Date:** Never      **Maximum Version:** 2.0

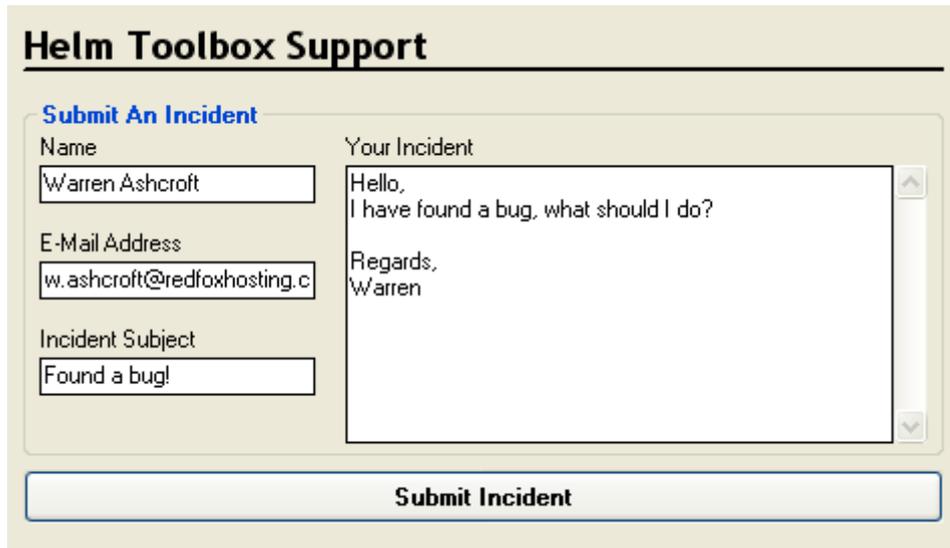
**Last Update:** 2005-01-19 00:36:48

**Update and Save Key**

This is an embedded version of the Config Tool Application, used to update your Helm Toolbox Licence Key.

For more information, please see: [Config Tool Overview](#).

## Support Tool



The screenshot shows a web form titled "Helm Toolbox Support" with a sub-section "Submit An Incident". The form contains three input fields on the left: "Name" with the value "Warren Ashcroft", "E-Mail Address" with the value "w.ashcroft@redfoxhosting.c", and "Incident Subject" with the value "Found a bug!". To the right is a large text area labeled "Your Incident" containing the text "Hello, I have found a bug, what should I do?" and "Regards, Warren". A "Submit Incident" button is located at the bottom of the form.

Field	Value
Name	Warren Ashcroft
E-Mail Address	w.ashcroft@redfoxhosting.c
Incident Subject	Found a bug!
Your Incident	Hello, I have found a bug, what should I do?  Regards, Warren

You may use this tool to submit support requests to Red Fox AddOns. The tool automatically emails Red Fox AddOns, using your Helm SMTP settings.

## DNS Management

### Add DNS Records

**Add DNS Records**

**Settings**

Step 1) Add new records to domain names starting with:

Step 2) Select the new type of DNS record:

Step 3) Enter the new DNS record details, using [DomainName] where needed:

**DNS Record Details**

Record Name:

Record Data:

**Add DNS Record to Domains**

#### Tool Name

Add DNS Records

#### Tool Category

DNS Management

#### Description

This tool can be used to add **new DNS records** to all domains beginning with a specified prefix.

#### How To Use

To use this tool follow these steps:

1. Enter a domain prefix that the tool should add the new DNS record to. Leaving this field blank will add the new DNS record to all domains.
2. Select the type of DNS record to add.
3. Enter the Record Name and Record Data for the new DNS record.
4. Click the "Add DNS Record to Domains" button.

#### Notes

- The tool will prompt for an "MX Preference" when you start the tool, if you specified the Record Type to be added as "MX".
- You may use the **[DomainName]** variable in either Record Name or Record Data. This variable will be replaced with the domain name the tool is currently adding the new DNS record to.

## Remove DNS Records

**Remove DNS Records**

**Settings**

Step 1) Remove from domain names starting with:

Step 2) Remove where record name contains:

and/or record data contains:

**Remove DNS Records From Domains**

### Tool Name

Remove DNS Records

### Tool Category

DNS Management

### Description

This tool can be used to remove **existing DNS records** from all domains beginning with a specified prefix.

### How To Use

To use this tool follow these steps:

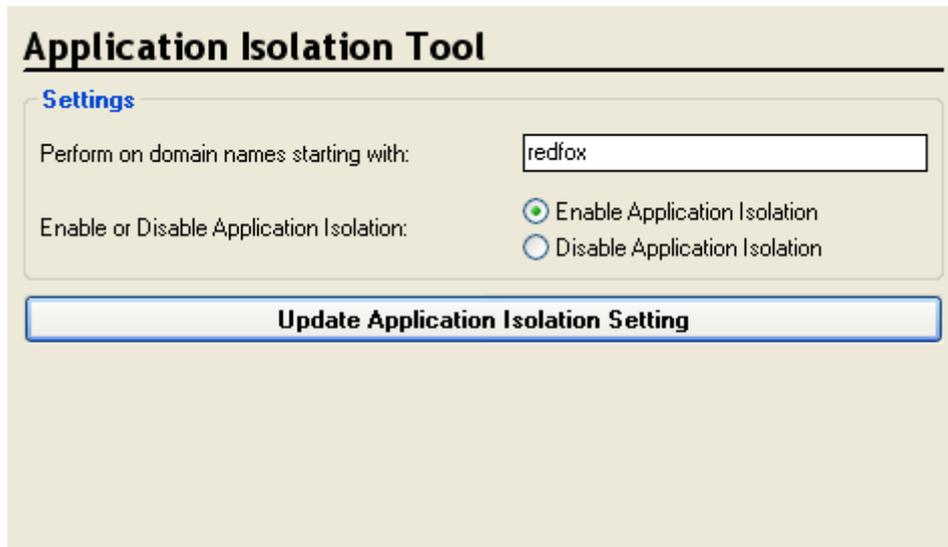
1. Enter a domain prefix that the tool should remove DNS records from. Leaving this field blank will remove DNS records from all domains.
2. Enter the Record Name and/or Record Data of the DNS records that you would like to remove.
3. Click the "Remove DNS Records From Domains" button.

### Notes

- The Record Name and Record Data fields are used on a "search for" basis and therefore anything you enter in these fields do not have to match exactly (just like the domain prefix search, except not just at the start).

## Domain Management

# Application Isolation



The screenshot shows a web interface titled "Application Isolation Tool". Under the "Settings" section, there are two main configuration options. The first is "Perform on domain names starting with:" followed by a text input field containing the value "redfox". The second is "Enable or Disable Application Isolation:" followed by two radio buttons: "Enable Application Isolation" (which is selected) and "Disable Application Isolation". Below these settings is a large button labeled "Update Application Isolation Setting".

### Tool Name

Application Isolation

### Tool Category

Domain Management

### Description

This tool can be used to enable or disable application isolation for all domains beginning with a specified prefix.

**HELM 3.2:** Application Isolation is a feature of Helm Version 3.2 and above.

### How To Use

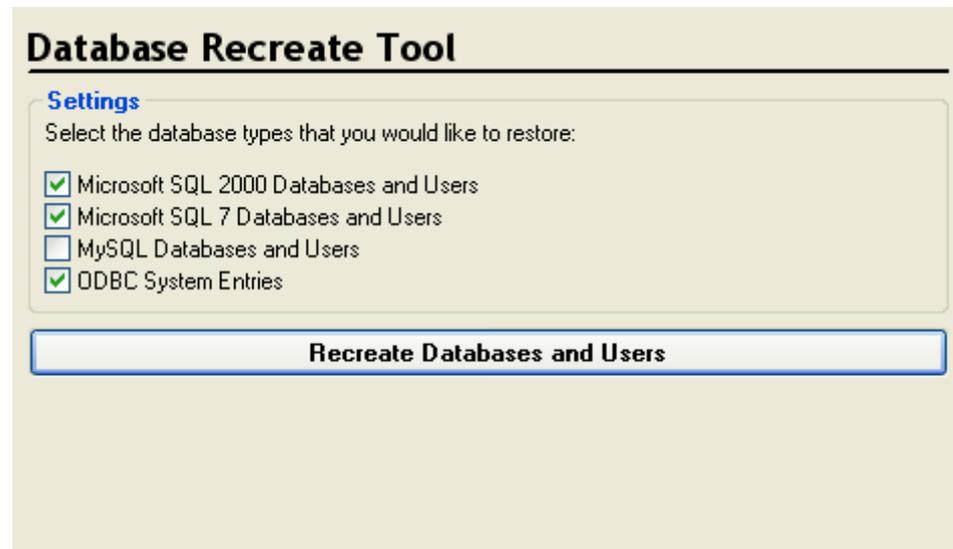
To use this tool follow these steps:

1. Enter a domain prefix that the tool should perform the action against. Leaving this field blank will apply the action on all domains.
2. Select either the "Enable Application Isolation" or "Disable Application Isolation" radio button as required.
3. Click the "Update Application Isolation Setting" button.

## Notes

- None

## Database Recreate



### Tool Name

Database Recreate

### Tool Category

Domain Management

### Description

This tool can be used to recreate databases and users or ODBC system entries.

### How To Use

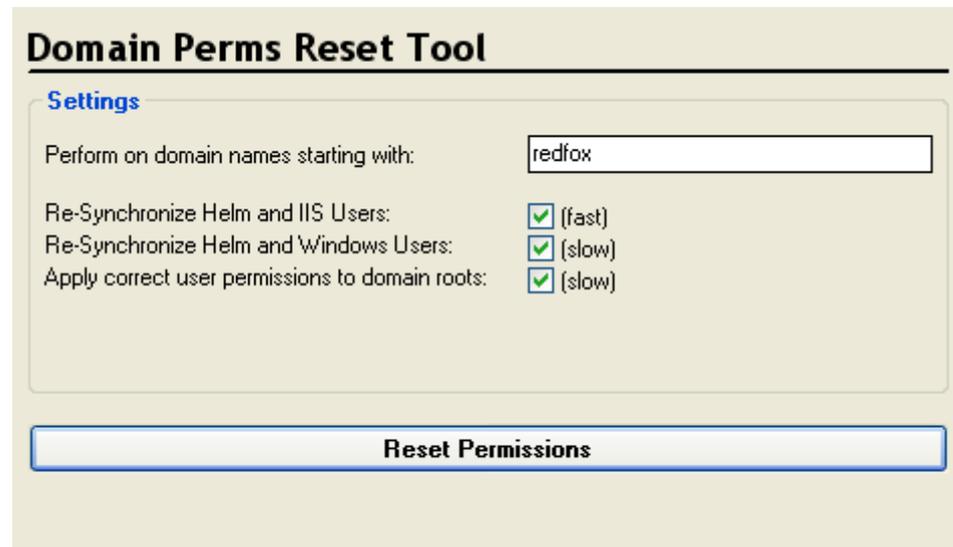
To use this tool follow these steps:

1. Select the checkboxes of the items that you would like to recreate, the options are:
  - Microsoft SQL Server 2000
  - Microsoft SQL 7
  - MySQL
  - ODBC
2. Click the "Recreate Databases and Users" button.

### Notes

- This tool does not restore actual database data in anyway, it only rebuilds the structure. (Useful after a server disaster or migration)

## Domain Permissions Reset



The screenshot shows a web-based tool titled "Domain Perms Reset Tool". It features a "Settings" section with a text input field for "Perform on domain names starting with:" containing the value "redfox". Below this are three checked checkboxes: "Re-Synchronize Helm and IIS Users:" (fast), "Re-Synchronize Helm and Windows Users:" (slow), and "Apply correct user permissions to domain roots:" (slow). A large "Reset Permissions" button is located at the bottom of the settings area.

### Tool Name

Domain Permissions Reset

### Tool Category

Domain Management

### Description

This tool can be used to synchronize Helm and IIS anonymous user accounts, synchronize Helm and Windows user account passwords and reset the permissions on webspace folders for all domains beginning with a specified prefix.

This tool is perfect for FrontPage permissions fixes or Server Migrations.

### How To Use

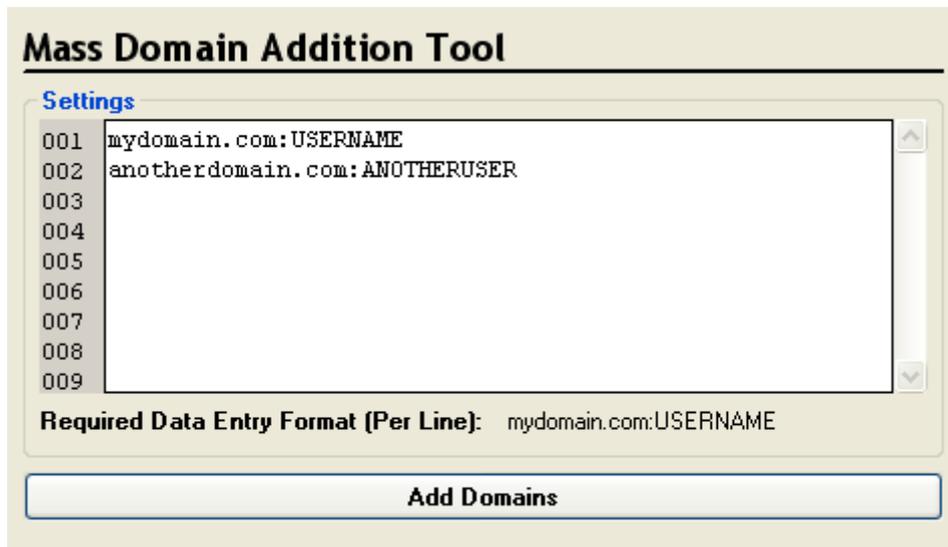
To use this tool follow these steps:

1. Enter a domain prefix that the tool should perform the actions against. Leaving this field blank will apply the actions on all domains.
2. Select the options of reset that you require by checking the appropriate check boxes.
3. Click the "Reset Permissions" button.

### Notes

- If the Windows \_web user does not exist for the domain, it is created.
- If the Windows \_web user exists for the domain, the password is updated.
- If the Permissions Reset option is enabled, this can take a long time for domains with large amounts of data.

## Mass Domain Addition



### Tool Name

Mass Domain Addition

### Tool Category

Domain Management

### Description

This tool can be used to add lots of domains to multiple users in one go.

### How To Use

To use this tool follow these steps:

1. Enter the domains that you would like added to Helm per line in the following format:  
**domain.com:user**

Where domain.com is the domain you would like to add, and user is the account number you would like the domain placed into.

You can add many different domain and user combinations, so long as they are entered per line:

```
mydomain.com:JOE123
foobar.co.uk:MICK2004
friends-fanclub.net:JOE123
```

2. Click the "Add Domains" button.

## Notes

- The users that you enter on the line must be valid, have an active hosting package with domain limit availability and must be customers, not resellers.
- The tool will automatically parse and validate your input and let you know of any errors that may occur, and which line caused an error.

## Move Domain

**Move Domain Tool**

**Settings**

Step 1) Get Domains From Account Number  
SAMPLE\_CUSTOMER

Step 2) Select Domain  
sampledomain.com

Step 3) Move Domain To Account Number  
SAMPLE\_CUSTOMER

Step 4) Select New Domain Plan/Package  
Sample Hosting Package (ID: 2)

### Tool Name

Website Scripting

### Tool Category

Domain Management

### Description

This tool can be used to move a domain between Helm customer accounts.

### How To Use

To use this tool follow these steps:

1. Enter the Helm account number which contains the domain you would like to move, then press the "Get Domains" button.
2. Select the domain that you would like to move from the list that appears after pressing the button.
3. Enter the Helm account number you would like to move the selected domain to, then press the "Get Plans" button.
4. Select a plan in the destination account that you would like to move the domain into.
5. Click the "Move Domain" button.

### Notes

- None

## Website Scripting

**Website Scripting Tool**

**Settings**

Perform on domain names starting with:

Scripting Options

- Scripting: ASP
- Scripting: ASP.NET
- Scripting: Perl
- Scripting: PHP
- Scripting: CGI-BIN
- Scripting: ColdFusion MX
- Other: DIR Browsing

**Enable Selected** **Disable Selected**

### Tool Name

Website Scripting

### Tool Category

Domain Management

### Description

This tool can be used to enable or disable selected website scripting options on all domains beginning with a specified prefix.

### How To Use

To use this tool follow these steps:

1. Enter a domain prefix that the tool should perform the action against. Leaving this field blank will apply the action on all domains.
2. Select the type of website scripting that you would like to enable or disable.
3. Click the "Enable Selected" or the "Disable Selected" button as required.

### Notes

- The domains that match the prefix search must have plan limits to enable the selected scripting.



## Export and Reporting

### CSV Export

The screenshot shows the 'CSV Export Tool' window. It has a title bar and a main content area. The content area is divided into several sections: 'Settings' (with a sub-section 'Reseller / Account Owner' containing a list box with 'ALL USERS/RESELLERS', 'ALL USERS', 'ALL RESELLERS', and 'SAMPLE\_RESELLER' selected), 'Save As' (with a text box containing 'C:\Documents and Settings\' and a 'Browse' button), 'Column Separator' (with a text box containing a comma), 'Include Columns' (with a list box containing 'User Name', 'Title', and 'First Name', all checked), and 'Include Header Columns' (with radio buttons for 'Yes' and 'No', 'Yes' selected). At the bottom of the window is a large 'Export to CSV' button.

#### Tool Name

CSV Export

#### Tool Category

Exporting and Reporting

#### Description

This tool can be used to export client data of all Helm users, or all users of a particular reseller into a universal CSV format.

#### How To Use

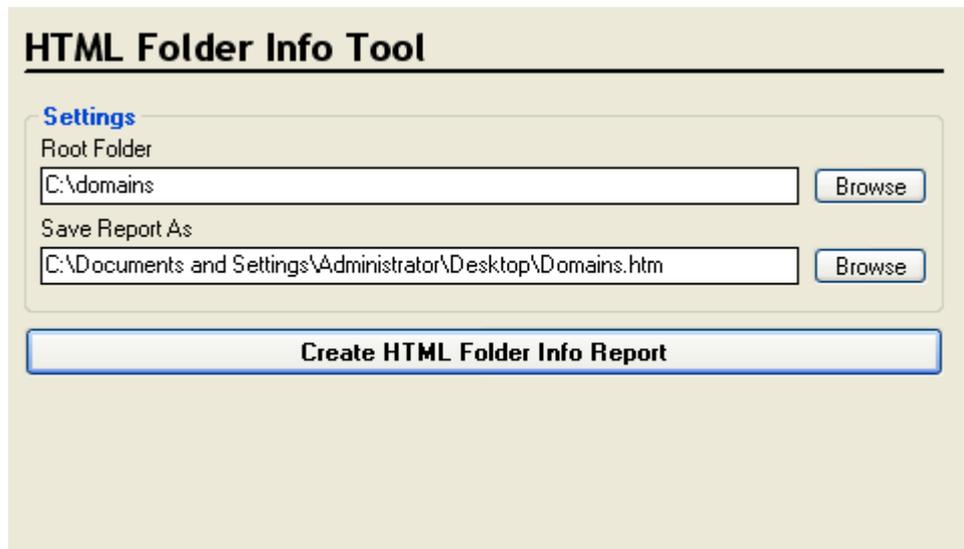
To use this tool follow these steps:

1. Select a reseller that you would like to include the users of in your export. You can also choose "All Users/Reseller" for all customers and resellers in Helm, "All Users" for all customers in Helm or "All Resellers" for all resellers in Helm.
2. Check the columns that you would like to include in your export.
3. Specify where you would like to save the CSV export, the column separator you would like to use and if you would like to include column headings on the first row of your export.
4. Click the "Export to CSV" button.

## Notes

- None

## HTML Folder Information



**HTML Folder Info Tool**

**Settings**

Root Folder  
C:\domains

Save Report As  
C:\Documents and Settings\Administrator\Desktop\Domains.htm

### Tool Name

HTML Folder Information

### Tool Category

Exporting and Reporting

### Description

This tool can be used to produce an HTML report containing information regarding a "Root" folder. Information such as Sub Folders, Number of Files and Diskspace Usage.

This tool is perfect for quickly analyzing a webspaces store to monitor domains disk space usage.

### How To Use

To use this tool follow these steps:

1. Browse to a Root folder that you would like to run the report on.
2. Specify where you would like to save the report.
3. Click the "Create HTML Folder Information Report" button.

### Notes

- This tool will take a long time to generate the report, if the Root folder specified contains a large amount of data.

## Sage Export

**Sage Export Tool**

**Settings**

Reseller / Account Owner  
ALL USERS/RESELLERS  
ALL USERS  
ALL RESELLERS  
SAMPLE\_RESELLER

Sage Department Code: 2      Sage Nominal Code: 4000      Sage Tax Code: T 1

Sage Default Terms Text: 30 Days      Save As: C:\Documents and Settings\Administrator\Des      Browse

**Export to CSV**

### Tool Name

Sage Export

### Tool Category

Exporting and Reporting

### Description

This tool can be used to export client data of all Helm users, or all users of a particular reseller into a Sage Importable format.

### How To Use

To use this tool follow these steps:

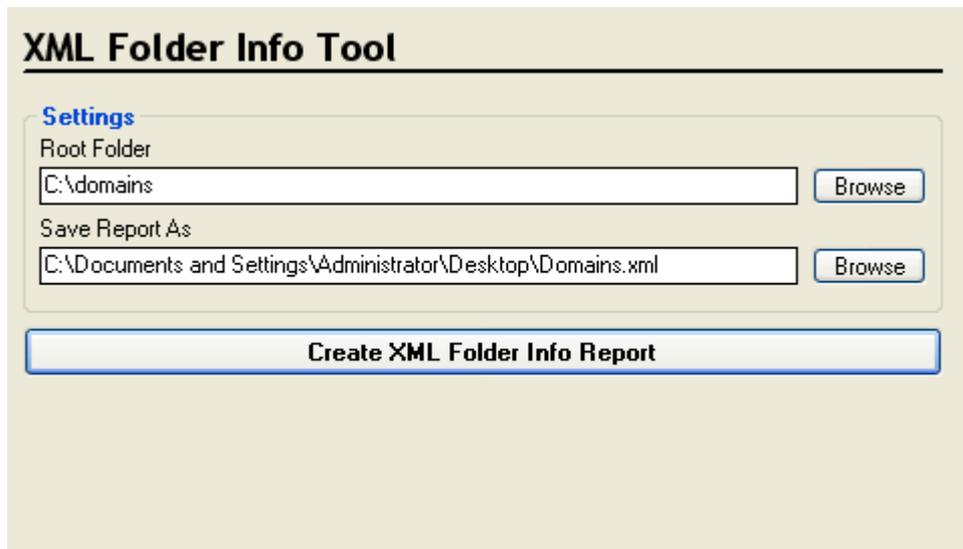
1. Select a reseller that you would you like to include the users of in your export. You can also choose "All Users/Reseller" for all customers and resellers in Helm, "All Users" for all customers in Helm or "All Resellers" for all resellers in Helm.
2. Specify any additional Sage Account settings that you would like to add to the export.
3. Specify where you would like to save the CSV export.
4. Click the "Export to CSV" button.

### Notes

- Sage is an accountancy package, and is a registered trademark of Sage Group plc.



## XML Folder Information



**XML Folder Info Tool**

**Settings**

Root Folder  
C:\domains

Save Report As  
C:\Documents and Settings\Administrator\Desktop\Domains.xml

### Tool Name

XML Folder Information

### Tool Category

Exporting and Reporting

### Description

This tool can be used to produce and XML report containing information regarding a "Root" folder. Information such as Sub Folders, Number of Files and Diskspace Usage.

This tool is perfect for quickly analyzing a webspace store to monitor domains diskspace usage.

### How To Use

To use this tool follow these steps:

1. Browse to a Root folder that you would like to run the report on.
2. Specify where you would like to save the report.
3. Click the "Create XML Folder Information Report" button.

### Notes

- This tool will take a long time to generate the report, is the Root folder specified contains a large amount of data.

## IIS Tools

### Add Bindings

**Add Bindings**

**Settings**

Helm Server to Update:  
EARTH (192.168.10.100)

Host Header:  IP Address:

Add to websites where current host header or IP address contains data:

**Add IIS Bindings**

#### Tool Name

Add Bindings

#### Tool Category

IIS Tools

#### Description

This tool can be used to add new IIS Website Host Header bindings on sites in IIS.

#### How To Use

To use this tool follow these steps:

1. Select the server you would like to add bindings to, from the drop down.
2. Enter an Host Header for the new Website Binding, this field can be left blank.
3. Enter an IP Address for the new Website Binding, this field can be left blank to use all "Unassigned" IP Addresses.
4. Enter either part of a Host Header or IP Address that must existing in a binding on the site for the new Binding to be added. This field can be left blank for the new binding to be added to all sites.
5. Click the "Add IIS Bindings" button.

## Notes

- None

## Duplicate Bindings

**Duplicate Bindings**

**Settings**

Helm Server to Update:  
EARTH (192.168.10.100) ▼

Duplicate bindings where current IP Address is:  
11.22.33.44

Duplicate with new IP Address:  
66.77.88.99

**Duplicate IIS Bindings**

### Tool Name

Replace Bindings

### Tool Category

IIS Tools

### Description

This tool can be used to duplicate IIS Website Host Header bindings on sites in IIS, with a new IP Address.

### How To Use

To use this tool follow these steps:

1. Select the server you would like to duplicate bindings, from the drop down.
2. Enter the IP Address of the bindings that you would like to duplicate.
3. Enter the new IP Address for any matching bindings to be duplicated with.
4. Click the "Duplicate IIS Bindings" button.

### Notes

- None

## Remove Bindings

**Remove Bindings**

**Settings**

Helm Server to Update:  
EARTH (192.168.10.100)

Remove binding where Host Header data contains:  
webmail

Remove binding where IP Address contains:  
11.22.33.44

**Remove IIS Bindings**

### Tool Name

Remove Bindings

### Tool Category

IIS Tools

### Description

This tool can be used to remove IIS Website Host Header bindings from sites in IIS.

### How To Use

To use this tool follow these steps:

1. Select the server you would like to remove bindings from, from the drop down.
2. Enter part of an Host Header that must be in the binding, for it to be removed. This field can be left blank to not filter by Host Header.
3. Enter part of an IP Address that must be in the binding, for it to be removed. This field can be left blank to not filter by IP Address.
4. Click the "Remove IIS Bindings" button.

### Notes

- None



## Replace Bindings

**Replace Bindings**

**Settings**

Helm Server to Update:  
EARTH (192.168.10.100)

IP Address or Host Header Value To Update:  
11.22.33.44

Update With:  
22.33.44.55

**Replace IIS Bindings**

### Tool Name

Replace Bindings

### Tool Category

IIS Tools

### Description

This tool can be used to search and replace in IIS Website Host Header bindings from sites in IIS.

### How To Use

To use this tool follow these steps:

1. Select the server you would like to search and replace bindings, from the drop down.
2. Enter part of the binding that you would like to search. EG: Enter an IP Address
3. Enter the data to replace and bindings matching your search. EG: Enter a new IP Address
4. Click the "Replace IIS Bindings" button.

### Notes

- None



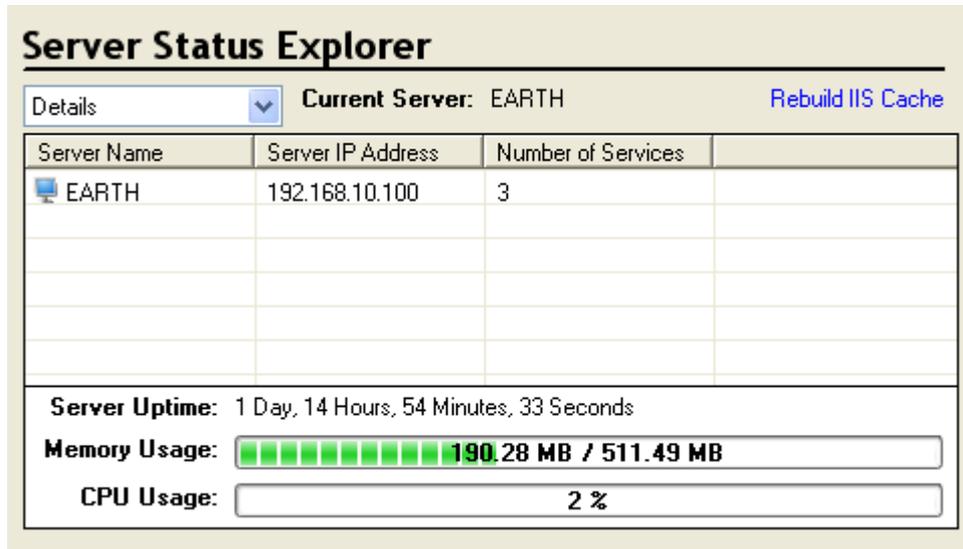


## Notes

- None

## Network Tools

# Server Status Explorer



## Tool Name

Server Status Explorer

## Tool Category

Network Tools

## Description

This tool can be used to view the Memory and CPU Usage and also Uptime Status of Helm servers. This tool also has the ability of recreating the Helm IIS Cache file for web servers.

## How To Use

To use this tool follow these steps:

1. Select the "view" from the drop down in the top left corner. The "Details" view will also show the Server IP Addresses.
2. Double click the server you would like to see the status of.
3. The status of the selected server will now be seen.
4. To rebuild the Helm IIS Cache file for the selected server, click the "Rebuild IIS Cache" text in the top right corner.

## Notes

- **WARNING:** If you try to explore the status of remote servers, please ensure the user you are logged on with, has administrative access to the remote server. Otherwise, the Helm Toolbox will become unresponsive for a long period of time.

## Scheduled Tools

# ASP.NET Client Files

**ASP.NET Client Files Tool**

**Scheduled Task Settings**

Tool will process during a scheduled task trigger?

**Settings**

ASP.NET Client Files Location

Client Files Destination:

## Tool Name

ASP.NET Client Files

## Tool Category

Scheduled Tools

## Description

This tool can be used to copy client javascript files to domains using ASP.NET scripting, since Helm does not do this.

## How To Use

To use this tool follow these steps:

1. Specify the path to the ASP.NET Client Files storage on the server.
2. Enter the structure of where you would like the Client Files copied to in the domain's webspace.
3. Click the "Save Only" button to save the tool settings, or click the "Save and Run" button to save the tool setting and run the tool.

## Notes

- Remember you need to check the "Tool will process..." checkbox in order for this tool to be activated.

## Automatic Suspension

### Auto Suspension

---

**Scheduled Task Settings**

Tool will process during a scheduled task trigger?

**Admin/Reseller Properties**

Username	Late Days	Late Fee	Suspend Days	Suspend Fee
SAMPLE_RESELLER	7	10.00	14	25.00

Add New Entry
Delete Selected Entry

Save Only
Save and Run

### Tool Name

Automatic Suspension

### Tool Category

Scheduled Tools

### Description

This tool can be used to automatically suspend a user, and/or apply late payment fees to customers of resellers that do not pay their invoices in time.

Individual resellers can be setup with different settings.

### How To Use

To use this tool follow these steps:

1. Click the "Add Entry" button to add a new reseller to the settings table.
2. Specify the reseller you are adding to the settings table from the drop down.
3. Specify the number of days after a payment is late, a fee is to added. Also specify the cost of the fee to be added.
4. Specify the number of days after a payment is late, the user is to be suspended. You may also specify a suspension fee to add, for the user to pay should they wish to reactivate their account. Setting any of the fields to 0 will disable that particular part of the tool.

5. Click the "Save Only" button to save the tool settings, or click the "Save and Run" button to save the tool setting and run the tool.

## Notes

- You cannot edit a reseller once they have been added to the settings table. You need to delete, and re-add.
- To delete a reseller from the settings table, click the reseller row, and then click the "Delete Entry" button.
- Remember you need to check the "Tool will process..." checkbox in order for this tool to be activated.

## MailEnable Spam Filter

### MailEnable Spam Filter Tool

---

**Scheduled Task Settings**

Tool will process during a scheduled task trigger?

**Settings**

Admin Mailbox Name	Release Mailbox Name	Mailbox Password
<input type="text" value="admin"/>	<input type="text" value="release"/>	<input type="text" value="password"/>
Domain Config Directory		Browse
<input type="text" value="C:\domains"/>		
ME Filter Template Files Directory		Browse
<input type="text" value="C:\MEFilter\DomainTemplate"/>		

Save Only

Save and Run

### Tool Name

MailEnable Spam Filter

### Tool Category

Scheduled Tools

### Description

This tool can be used to setup and maintain the MailEnable Spam Filter software (AKA: MEFILTER) settings on Helm Domains with MailEnable email resources.

### How To Use

To use this tool follow these steps:

1. Instructions shortly available...

### Notes

- This tool requires a good knowledge of the MEFILTER software, in order for it to be used correctly.
- Remember you need to check the "Tool will process..." checkbox in order for this tool to be activated.

## Scheduled Tools Overview

The Helm Toolbox also includes a number of "Scheduled Tools" which can be automatically run every day. These tools can also be run manually direct in the Helm Toolbox Software.

Scheduled Tools are used when a manual tool wouldn't be any tool. For example, the "Automatic Suspension" tool wouldn't be automatic, if it was a manual tool.

### Scheduled Task

By default, the Windows Scheduled Task to run any enabled Scheduled Tools is not installed, but this can be installed from within the Scheduled Tools category by click the "Install/Remove" item.

For more information about the core scheduler, please see: [Scheduler Overview](#).

## User Management

### Copy Settings

The screenshot shows a web-based interface titled "Copy Settings Tool". It is divided into three main sections: "Step 1) Select Source User Account", "Step 2) Select Destination User Account", and "Step 3) Select Items To Copy".

- Step 1) Select Source User Account:** A list box containing "ADMIN" (highlighted) and "SAMPLE\_RESELLER".
- Step 2) Select Destination User Account:** A list box containing "ADMIN" and "SAMPLE\_RESELLER" (highlighted).
- Step 3) Select Items To Copy:** A list box with three items: "Header, Footer and Side Bar Links" (checked), "Sales and Support Contact Email" (unchecked), and "Signup Welcome Message and Settings" (checked).

At the bottom of the tool is a large button labeled "Copy Selected Items".

#### Tool Name

Copy Settings

#### Tool Category

User Management

#### Description

This tool can be used to copy various account settings such as billing settings between reseller accounts.

#### How To Use

To use this tool follow these steps:

1. Select the reseller account from the left list which contains the settings you would like to copy.
2. Select the reseller account from the right list which you would like to copy the settings to.
3. Select the settings you would like to copy from the list at the bottom, by checking the relevant items.
4. Click the "Copy Selected Items" button.

## Notes

- None

## Extra Features Synchronisation

### Extra Feature Sync Tool

---

**Settings**

Step 1) Select Source Plan Owner

ADMIN

SAMPLE RESELLER

Step 2) Select Source Plan

Sample Hosting Plan

Step 3) Select Extra Feature

**Synchronise Extra Feature**

### Tool Name

Extra Features Synchronisation

### Tool Category

User Management

### Description

This tool can be used to synchronise a particular extra feature with all other extra features with the same name.

### How To Use

To use this tool follow these steps:

1. Select the reseller account from the left list which contains the plan that contains the extra feature you wish to synchronise.
2. Select the plan that contains the extra feature you wish to synchronise from the top right list.
3. Select the extra feature you wish to synchronise from the bottom right list.
4. Click the "Synchronise Extra Feature" button.

### Notes

- None



## Mass Email

**Mass Email Tool**

**Settings**

Reseller / Account Owner  
 ALL USERS/RESELLERS  
 ALL USERS  
 ALL RESELLERS  
 SAMPLE RESELLER

E-Mail Message Body is HTML  
 Send Only to Active Accounts  
 Carbon Copy to Secondary Address

Attachment

Send Mail From

E-Mail Subject

### Tool Name

Mass Email

### Tool Category

User Management

### Description

This tool can be used to send a mailshot to all Helm users, or all users of a particular reseller.

### How To Use

To use this tool follow these steps:

1. Select a reseller that you would like to include the users of in your mailshot. You can also choose "All Users/Reseller" for all customers and resellers in Helm, "All Users" for all customers in Helm or "All Resellers" for all resellers in Helm.
2. Browse to the location of an attachment, if you wish to attach a file to your mailshot.
3. Specify the email address that will be set as the "from" address on the email.
4. Specify the subject of the email.
5. You may setup the email body by clicking the "E-Mail Message Body" button. This will present you with a new dialog where you can enter your body text. On this screen, you can also check the Spelling of the text you have entered. You may also insert "Dynamic Variables" which are replaced during sending with actual data. These variables may be inserted by using the appropriate option in the drop down list.
6. Check the "Body is HTML" check box, if the email body you have entered contains HTML elements.

7. Check the "Only Active Accounts" check box, if you would only like to mail users which have an active user status.
8. Check the "Carbon Copy" check box, if you would like to also place the users secondary email address (if they have one) as an additional recipient.
9. Click the "Send E-Mail" button to perform the mail shot or the "Send Test E-Mail" to perform a test mailshot to an email address which you can specify when prompted.

## Notes

- This tool uses the Helm SMTP Settings to send the emails.
- Any Dynamic Variables in the email body are not replaced during a test mailshot.

## Move User

**Move User Tool**

**Settings**

Step 1) Select Current Reseller

SAMPLE\_RESELLER

Step 2) Select User To Move

SAMPLE\_CUSTOMER

Step 3) Select New Reseller

**Move User**

### Tool Name

Move User

### Tool Category

User Management

### Description

This tool can be used to move a standard user account between reseller accounts.

### How To Use

To use this tool follow these steps:

1. Select the reseller account from the top left list which contains the user account you would like to move.
2. Select the user account from the bottom left list which you would like to move.
3. Select the reseller account from the top right list where you would like to move the user to.
4. Click the "Move User" button.

### Notes

- None

## Plan Duplicator

The screenshot shows the 'Plan Duplicator Tool' interface. It has a title bar and a main content area with a 'Settings' section. The settings are organized into four steps:

- Step 1) Select Current Plan Owner:** A list box containing 'ADMIN' (selected) and 'SAMPLE\_RESELLER'.
- Step 2) Select New Plan Owner:** A list box containing 'ADMIN' (selected).
- Step 3) Plan to Duplicate:** A list box containing 'Sample Reseller Plan' (selected).
- Step 4) New Plan Name:** A text input field containing 'Copy of Sample Reseller Plan'.

Below the steps is a checked checkbox labeled 'Also copy plan extra features'. At the bottom of the tool is a large 'Duplicate' button.

### Tool Name

Plan Duplicator

### Tool Category

User Management

### Description

This tool can be used to duplicate customer or reseller hosting plans between user accounts.

### How To Use

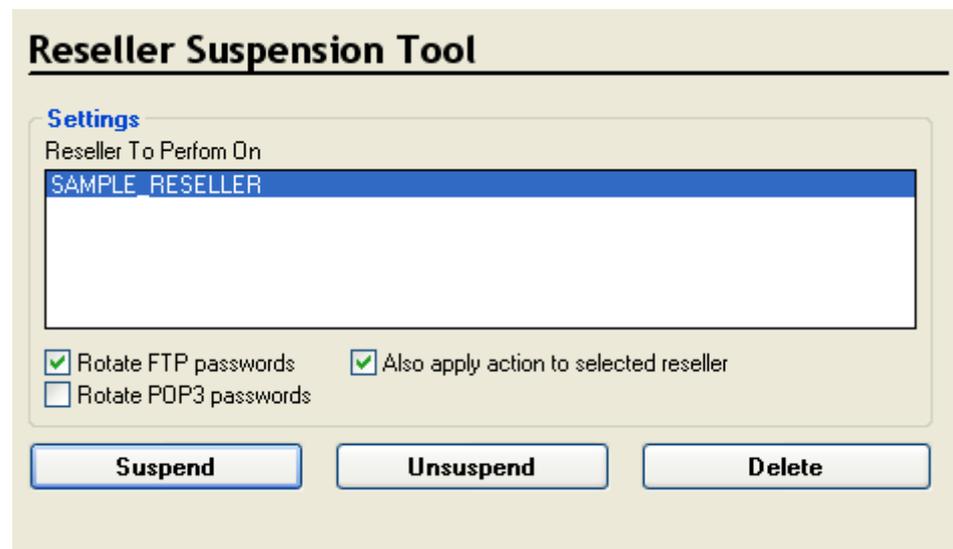
To use this tool follow these steps:

1. Select the reseller account from the top left list which contains the plan you wish to duplicate.
2. Select the reseller account from the bottom left list that you would like to duplicate the plan into. (This can be same as the source account)
3. Select the plan that you would like to duplicate from the top right list.
4. Enter a name for this new duplicated plan.
5. If you would also like to duplicate any extra features on the plan, check the appropriate check box.
6. Click the "Duplicate" button.

### Notes

- If you select "ADMIN" as the source account, "ADMIN" will only appear in the destination account. This is because a reseller plan cant be placed in a reseller account.

## Reseller Suspension



The screenshot shows the 'Reseller Suspension Tool' interface. At the top, the title 'Reseller Suspension Tool' is displayed. Below the title is a 'Settings' section. Under 'Settings', there is a label 'Reseller To Perform On' followed by a list box containing 'SAMPLE RESELLER'. Below the list box are three checkboxes: 'Rotate FTP passwords' (checked), 'Rotate POP3 passwords' (unchecked), and 'Also apply action to selected reseller' (checked). At the bottom of the tool are three buttons: 'Suspend', 'Unsuspend', and 'Delete'.

### Tool Name

Reseller Suspension

### Tool Category

User Management

### Description

This tool can be used to suspend, activate or delete a reseller along with all associated domains and users.

The tool can also "rotate" POP3 and/or FTP passwords of any associated accounts to disable access to these services. You can also "rotate" the passwords again upon reactivation, to restore access to these services with the original passwords.

### How To Use

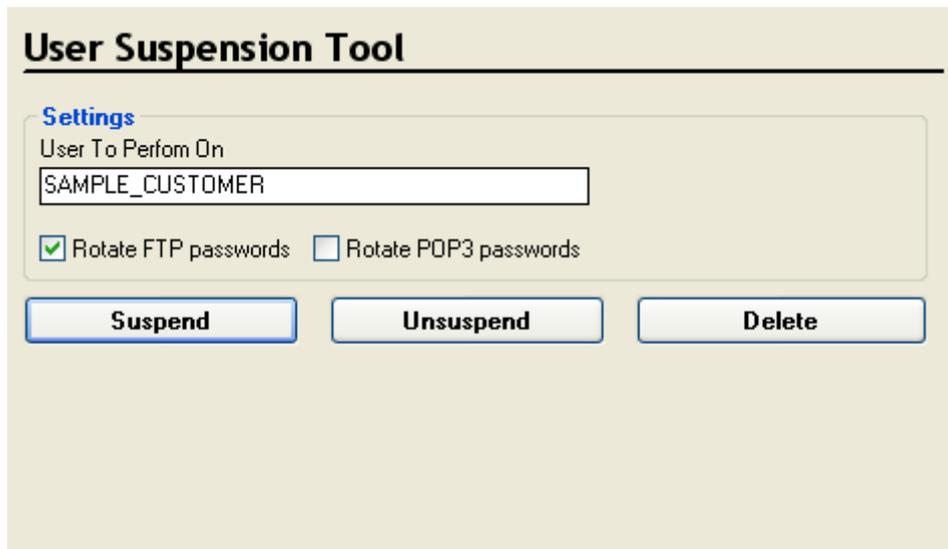
To use this tool follow these steps:

1. Select the reseller you would like to perform the action on from the list.
2. Check the appropriate check boxes if you would like to rotate password on POP3 or FTP services.
3. Check the appropriate check box if you would like to also apply the action to the reseller. (IE: Suspend Reseller, Delete Reseller)
4. Click the "Suspend" button to perform suspension, "Unsuspend" to perform the unsuspension or "Delete" to perform the deletion.

## Notes

- None

## User Suspension



The screenshot shows a web-based interface titled "User Suspension Tool". It features a "Settings" section with a text input field labeled "User To Perform On" containing the text "SAMPLE\_CUSTOMER". Below this are two checkboxes: "Rotate FTP passwords" (checked) and "Rotate POP3 passwords" (unchecked). At the bottom of the settings section are three buttons: "Suspend", "Unsuspend", and "Delete".

### Tool Name

User Suspension

### Tool Category

User Management

### Description

This tool can be used to suspend, activate or delete a user along with all associated domains.

The tool can also "rotate" POP3 and/or FTP passwords of any associated accounts to disable access to these services. You can also "rotate" the passwords again upon reactivation, to restore access to these services with the original passwords.

### How To Use

To use this tool follow these steps:

1. Enter the account number you would like to perform the action on.
2. Check the appropriate check boxes if you would like to rotate password on POP3 or FTP services.
3. Click the "Suspend" button to perform suspension, "Unsuspend" to perform the unsuspension or "Delete" to perform the deletion.

### Notes

- None

## User to Reseller Converter



The screenshot shows a web-based interface for the 'User to Reseller Converter' tool. The title 'User to Reseller Converter' is at the top. Below it is a 'Settings' section with two steps. Step 1, 'User Account To Transfer', has a text input field containing 'SAMPLE\_CUSTOMER' and a checked checkbox for 'Send new welcome message?'. Step 2, 'Select Reseller Plan For New User', has a dropdown menu with 'Sample Reseller Plan' selected. At the bottom is a large button labeled 'Convert User To Reseller'.

### Tool Name

User to Reseller Converter

### Tool Category

User Management

### Description

This tool can be used to convert an ordinary user account into a reseller account.

### How To Use

To use this tool follow these steps:

1. Enter the account number of the user you would like to convert.
2. Select the reseller plan which the new reseller will be placed on.
3. If you would like to also email the new welcome message, check the appropriate check box.
4. Click the "Convert User To Reseller" button.

### Notes

- The tool does not technically convert the user into a reseller. What the tool does is create a brand new reseller using the details of the specified user account, and then moves the specified user account and domains to the new reseller.



## User Interface

### Action Log

The Helm Toolbox Action Log is part of the Main User Interface and is located at the bottom of the interface. Its purpose is to display a real-time status report of any tools currently being processed.

```
Process Started At 2004-12-22 12:43:08
The Helm Toolbox Action Log
Real-time processing status appears in this action log
Process Completed At 2004-12-22 12:43:08
```

The Action Log can be hidden from view, for more information please see [Interface Customisation](#).

### Log Storage

The Helm Toolbox archives all logs in specific log storage folders. These storage folders can be accessed at:

- **[InstallationDir]\Logs**

In this folder you will find three sub-directories:

- **Action** - For the storage of the Helm Toolbox Action Log
- **Error** - For the storage of any errors that occur
- **Schedule** - For the storage of the output from Scheduled Tools

In each of the three sub-directories you will find text files with dates as filenames containing that particular date of logs. You can open these text files in notepad, or any other text editor application.

## Interface Customisation

The Helm Toolbox User Interface can be customised in a number of ways. You can:

- Change which components of the interface are displayed
- Change the style/theme/skin of the Menu.

### Changing Which Components of the Interface Are Displayed

You can change the visibility of some interface components, in order to reduce any workspace clutter that you do not need.

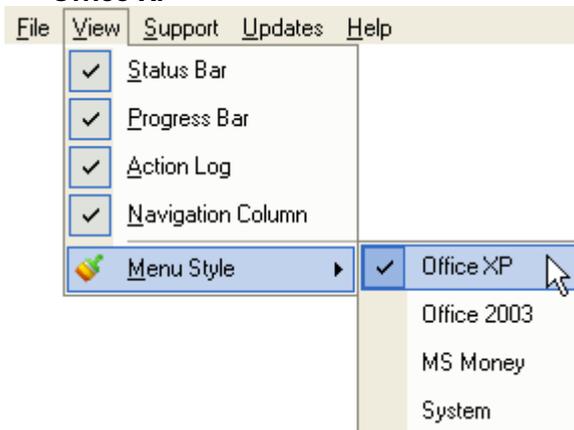
The following components can be made invisible:

- Status Bar
- Progress Bar
- Action Log
- Navigation Column

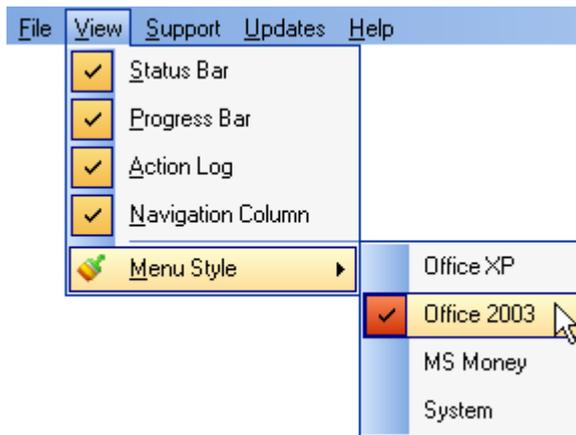
### Changing the Style / Theme / Skin of the Menus

To change the style/theme/skin of the Menu, click the **View** dropdown, and navigate to the **Menu Style** submenu. In this submenu, you can select the style/theme/skin that you would like to use on the Menus.

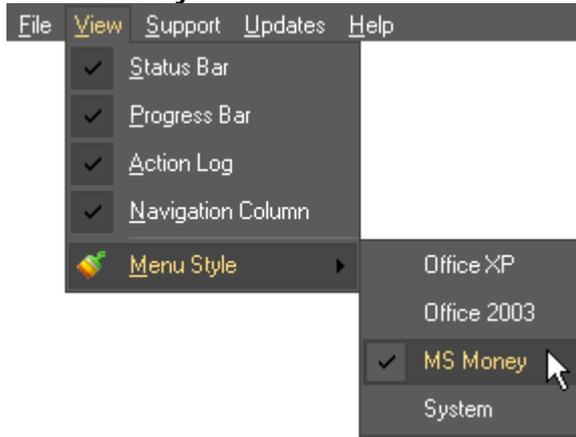
- **Office XP**



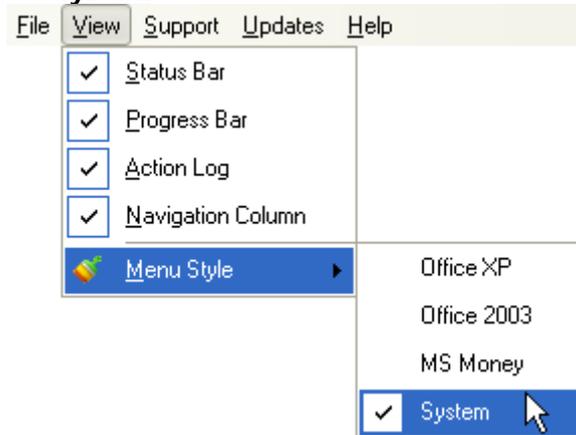
- **Office 2003**



- **MS Money**



- **System**



# Menu

The Helm Toolbox Menu is part of the Main User Interface and is located at the top of the interface. Its purpose is to give you fast access to the Helm Toolbox vital features and miscellaneous options.

File View Support Updates Help

Each menu item will have a Shortcut Key which is defined by an underlined character in the menu item. To fast access menu items, press **ALT + Shortcut Key**.

## Menu Structure

- **File**
  - **Helm Toolbox Home**  
Launches the Helm Toolbox homepage in a browser session.
  - **Red Fox AddOns Home**  
Launches the Red Fox AddOns homepage in a browser session.
  - **ServerTastic Home**  
Launches the ServerTastic homepage in a browser session. ServerTastic is a leading supplier of Server Related software.
  - **Exit**  
Exits the Helm Toolbox Software
- **View**
  - **Status Bar**  
Sets the viability status of the Status Bar. For more information, please see: Status Bar
  - **Progress Bar**  
Sets the viability status of the Progress Bar. For more information, please see: Progress Bar
  - **Action Log**  
Sets the viability status of the Action Log. For more information, please see: Action Log
  - **Navigation Column**  
Sets the viability status of the Navigational Column. For more information, please see: Navigation Menu
  - **Menu Style**  
Displays the Menu Style Interface Customisation menu.
- **Support**
  - **General Support**  
Launches the Red Fox AddOns Community Forums in a browser session.

- **Priority Support**

Launches the built-in self support tool which will allow you to contact Red Fox AddOns directly from the Helm Toolbox Software.

- **Updates**

- **Check For Updates**

Launches the Software Update Application. For more information, please see: Installing Updates

- **Configure Updater**

Displays the Software Update Application configuration screen.

- **Help**

- **Help Topics**

Opens the Help Documentation for Helm Toolbox (this document).

- **Upcoming Features and Changelog**

Opens an embedded version of the Helm Toolbox Changelog Application. For more information, please see: Changelog Overview

- **Licence Key Details**

Displays your Helm Toolbox Licence Key details and allows you to update your Licence Key. For more information, please see: Licence Key

- **About Helm Toolbox**

Displays the Helm Toolbox credits and trademark declarations.

## Navigation Menu

The Helm Toolbox Navigation Menu is part of the Main User Interface and is located at the left side of the interface. Its purpose is to give you organised access to all of the Helm Toolbox features.

The categories contain the important links you need to access the various tools of the Helm Toolbox.

You can expand and collapse the various tool categories by clicking on the appropriate category heading.

To launch any tool or item from the Navigation Menu, simply point and click the desired item.

For detailed information on each tool, please see the Tools section of this Help documentation.

The Navigation Menu can be hidden from view, for more information please see Interface Customisation.

## Progress Bar

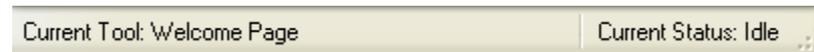
The Helm Toolbox Progress Bar is part of the Main User Interface and is located at the bottom of the interface. Its purpose is to show you how far along a task is to completion.



The Progress Bar can be hidden from view, for more information please see [Interface Customisation](#).

## Status Bar

The Helm Toolbox Status Bar is part of the Main User Interface and is located at the bottom of the interface. Its purpose is to show you various information regarding the current operating environment.



The Status Bar can be hidden from view, for more information please see [Interface Customisation](#).

## Toolbar

The Helm Toolbox Toolbar is part of the Main User Interface and is located at the top of the interface. Its purpose is to provide you with fast access to miscellaneous components of the Helm Toolbox.



### Toolbar Buttons

Use the Expanding Hotspots below to view what each button on the Toolbar is used for:

#### Home

The **Home** button launches the Red Fox AddOns Website in your browser.

#### Support

The **Support** button will launch the built-in self support tool which will allow you to contact Red Fox AddOns directly from the Helm Toolbox Software.

For more information, please see: [Support](#)

#### Changelog

The **Changelog** button will show an embedded version of the Helm Toolbox Changelog Application.

For more information, please see: [Changelog Overview](#)

#### Licence Key

The **Licence Key** button displays your Helm Toolbox Licence Key details and allows you to update your Licence Key.

For more information, please see: [Licence Key](#)

#### Updates

The **Updates** button launches the Helm Toolbox Software Update Application.

For more information, please see: [Installing Updates](#)

#### About

The **About** button displays the Helm Toolbox credits and trademark declarations.

#### Help

The **Help** button opens the Help Documentation for Helm Toolbox (this document).

# Introduction

## Software Updates

### Installing Updates

Installing Helm Toolbox Updates is easily done and is a seamless process. Whenever you launch the Helm Toolbox software, the Helm Toolbox will check for any newer version and alert you if there is.

The software ships with a sophisticated "Software Update Application" which will automatically download the newer version of Helm Toolbox and install it, all in a quick and automated process.

Installing Helm Toolbox "over the top" of an existing installation or applying newer version updates does not lose any saved settings or application preferences.

### Launching the Software Update Application

The Software Update Application can be found on the Windows Start Menu:

1. Start Button
2. Programs
3. Red Fox AddOns
4. Helm Toolbox
5. Check For Updates

The Software Update Application can also be accessed from direct within the Helm Toolbox software, on the Toolbar, and in the Menu.

## Installing Updates - Licence

The Helm Toolbox is regularly updated, with new features and extra functionality. Your Licence Key will allow you many "version" based updates.

This means that your Licence Key will have a maximum version number assigned to it, such as: **2.0**. The version number of your Licence Key can be found in My Red Fox AddOns or directly in the software Licence management sections.

A Licence Key with the maximum version number of **2.0** will allow you to use any version of Helm Toolbox which begins with the version number: **2.0**.

### Examples

Your Licence Key permits software updates that are of version: **2.0.1**

Your Licence Key permits software updates that are of version: **2.0.9**

Your Licence Key does not permit software updates that are of version: **2.1.0**

# Licence Agreement

## **UNAUTHORIZED REPRODUCTION IS NOT ALLOWED**

**Copyright (c) 2005 Red Fox AddOns (Red Fox UK)**

This software and the accompanying files are sold "as is" and without warranties as to performance or merchantability or any other warranties whether expressed or implied. Because of the various hardware and software environments into which Helm Toolbox may be put, no warranty of fitness for a particular purpose is offered. Good data processing procedure dictates that any program be thoroughly tested with non-critical data before relying on it. The user must assume the entire risk of using the program. Any liability of the seller will be limited exclusively to refund of purchase price.

## Licence Key

There are two types of Helm Toolbox Licence Key:

- **Full Licence Key**

This type of key is fully functional and will never expire.

- **Evaluation Licence Key**

This type of key is fully functional, except it will deactivate after 7 days of use and will cause the Helm Toolbox software to cease functioning until a new Licence Key is supplied.

## Licence Validation

Helm Toolbox Licence Keys are automatically checked by the software upon launch, with the Red Fox AddOns licensing server. In order for this validation to succeed, Microsoft XML Version 4 is required to be installed (which should be, as Helm Licensing also requires this component).

If the Red Fox AddOns licensing server validates your supplied Licence Key, cryptographic details are then validated and finally your Licence Key is declared as valid.

The entire validation process is automatic and takes just a few milliseconds to complete.

Should the Licence Key be rejected, you will be notified why it was rejected and at this point the Helm Toolbox software will not launch.

## Server Identification

Your Helm Toolbox Licence Key is unique, and can be managed from your Red Fox AddOns Account. Each Licence Key is automatically locked to the server it is first used on (network hardware identification). If you change the network hardware in your server, or you wish to transfer your Helm Toolbox licence to another server, you need to reset your Licence Key.

A Licence Key cannot be in use on more than one server at the same time.

## Resetting Your Licence Key

To reset your Licence Key you need to:

1. Login to your Red Fox AddOns Account.
2. Click **Search Licences**.
3. Click **Your Licence Key**.
4. Click **Reset**.

# Support

Product support is obtainable from a number of sources. Below you will find the support sources available to you.

Please note that your licence issuer may provide 1st level support for the Helm Toolbox. Please check this is not the case before contacting us.

## Support Sources

- **My Red Fox AddOns**

Within My Red Fox AddOns you may open and manage your support tickets. This is your primary source for help and support.

- **Red Fox AddOns Live Chat**

Need urgent assistance? You can chat live to Red Fox AddOns, simply click the Live Chat button on the Live Chat page:

<http://www.redfoxaddons.com/company/contact/live.redfox>.

- **Red Fox AddOns Community Forums**

The Red Fox AddOns Community Forums are the best place to discuss openly about the Helm Toolbox and other Red Fox AddOns products.

- **Web Host Automation Community Forums**

Red Fox AddOns staff are active every day on the Web Host Automation Community Forums (creators of Helm).



# Index

- 3**
- 3rd Party Remoting ..... 1
- A**
- About button ..... 74
- Action - For ..... 66
- Action Log ..... 66, 67, 69
- Add Bindings ..... 34
- Add DNS Records
  - Domains ..... 10
- Add DNS Records ..... 10
- Add Domains ..... 20
- Add Entry ..... 47
- Add IIS Bindings ..... 34
- ADMIN ..... 58
- AKA ..... 49
- All Resellers ..... 26, 30, 55
- All Users ..... 26, 30, 55
- All Users/Reseller ..... 26, 30, 55
- ALT ..... 69
- Analyzing
  - webspaces ..... 28, 32
- Analyzing ..... 28
- Analyzing ..... 32
- And/or ..... 47
- ASP.NET ..... 45
- ASP.NET Client Files ..... 45
- Automatic Suspension ..... 47, 50
- B**
- Binding ..... 34
- Body ..... 55
- Buttons ..... 12, 16, 22, 30, 55, 60, 64, 74
- C**
- Carbon Copy ..... 55
- Category ..... 10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 37, 39, 41, 43, 45, 47, 49, 51, 53, 55, 57, 58, 60, 62, 64
- Change
  - Style ..... 67
  - style/theme/skin ..... 67
  - Which Components ..... 67
- Change ..... 67
- Changelog ..... 3, 69, 74
- Changelog Application ..... 3, 7
- Changelog Overview ..... 3, 7, 69, 74
- Changelog Tool ..... 7
- Changelog button ..... 74
- Check
  - Spelling ..... 55
- Check ..... 55
- Checkbox ..... 45, 47, 49
- Checkboxes
  - Select ..... 16
- Checkboxes ..... 16
- Client Files
  - like ..... 45
- Client Files ..... 45
- Config Tool ..... 4
- Config Tool Application ..... 4, 8
- Config Tool Overview ..... 4, 8
- Configure Updater ..... 69
- Control
  - IIS Service ..... 41
- Control ..... 41
- Convert User To Reseller ..... 64
- Copy Selected Items ..... 51
- Copy Settings ..... 51
- CPU Usage ..... 43
- Create HTML Folder Information Report ..... 28
- Create XML Folder Information Report .. 32
- CSV
  - Export ..... 26, 30
- CSV ..... 26
- CSV ..... 30
- CSV Export ..... 26
- Customised ..... 67
- D**
- Database Recreate ..... 16
- Delete
  - reseller ..... 47, 60
- Delete ..... 47
- Delete ..... 60
- Delete ..... 62
- Delete Entry ..... 47
- Delete Reseller ..... 60
- Details ..... 43
- Disable Application Isolation ..... 14
- Disable Selected ..... 24
- Diskspace ..... 28, 32
- Diskspace Usage ..... 28, 32
- Displays
  - Menu Style Interface Customisation
    - menu ..... 69
    - Software Update Application ..... 69
- Displays ..... 69
- DNS
  - existing ..... 12
- DNS ..... 10
- DNS ..... 12
- DNS Management ..... 10, 12
- Domain Management ..... 14, 16, 18, 20, 22, 24
- Domain Permissions Reset ..... 18
- Domain.com ..... 20
- DomainName ..... 10
- Domains

Add DNS Record .....	10	FooBar.co.uk.....	20
Domains.....	10	For Updates .....	69, 75
Duplicate.....	58	Friends-fanclub.net.....	20
Duplicate Bindings.....	36	FrontPage	
Duplicate IIS Bindings .....	36	perfect .....	18
Dynamic Variables.....	55	FrontPage.....	18
<b>E</b>		FTP.....	60, 62
Edit		Full Licence Key .....	78
reseller .....	47	<b>G</b>	
Edit.....	47	General Support .....	69
EG .....	39	Get Domains.....	22
Email		Get Plans.....	22
mailshot.....	55	<b>H</b>	
Specify.....	55	Hard Drive Capacities .....	41
Email .....	55	Helm	
Email .....	64	Enter .....	22
E-Mail Message Body.....	55	Ultimate Administration Tool.....	1
Emails		Uptime Status.....	43
send .....	55	Helm.....	1
Emails.....	9	Helm.....	18
Emails.....	55	Helm.....	20
Enable Application Isolation .....	14	Helm.....	22
Enable Selected .....	24	Helm.....	26
Enter		Helm.....	30
Helm .....	22	Helm.....	43
Host Header.....	34	Helm.....	45
IP Address .....	34, 36, 39	Helm.....	55
Record Name .....	10	Helm.....	79
Record Name and/or Record Data .....	12	HELM 3.2.....	14
Enter .....	10	Helm Administration Tool.....	1
Enter .....	12	Helm COM .....	41
Enter .....	22	Helm Customer Email Tool.....	1
Enter .....	34	Helm Domains .....	49
Enter .....	36	Helm Hosting Plan Duplicator .....	1
Enter .....	39	Helm IIS Cache file	
Error - For .....	66	recreating.....	43
Evaluation Licence Key .....	78	Helm IIS Cache file.....	43
Existing		Helm Licensing.....	78
DNS.....	12	Helm SMTP.....	9
Existing.....	12	Helm SMTP Settings	
Expanding Hotspots		uses.....	55
Use.....	74	Helm SMTP Settings .....	55
Expanding Hotspots .....	74	Helm Toolbox. 1, 3, 4, 5, 8, 43, 50, 66, 67,	
Export		69, 71, 72, 73, 74, 75, 76, 77, 78, 79	
CSV .....	26, 30	Helm Toolbox Action Log .....	66
Export.....	26	Helm Toolbox Changelog Application.....	69, 74
Export.....	30	Helm Toolbox Home .....	69
Extra Features Synchronisation .....	53	Helm Toolbox homepage .....	69
<b>F</b>		Helm Toolbox Licence Key.....	8, 69, 74, 78
Features		Helm Toolbox Menu.....	69
Upcoming .....	69	Helm Toolbox Navigation Menu .....	71
Features.....	69	Helm Toolbox Priority Support Tool.....	79
Features Include .....	1	Helm Toolbox Progress Bar .....	72
Files		Helm Toolbox Software.. 1, 3, 4, 5, 50, 69,	
Number .....	28, 32	74	
Files.....	28	Helm Toolbox Software Update Application	
Files.....	32	.....	74

- Helm Toolbox Status Bar ..... 73
- Helm Toolbox Support Contact Forms ... 79
- Helm Toolbox Toolbar ..... 74
- Helm Toolbox Updates ..... 75
- Helm Toolbox User Interface..... 67
- Helm Toolbox Website..... 74
- Helm Version ..... 1, 41
- Helm Version 3.2 ..... 14
- Help..... 71
- Help button ..... 74
- Help Documentation
  - Opens..... 69
- Help Documentation..... 69
- Help Documentation..... 74
- Help Topics ..... 69
- Home button ..... 74
- Host Header
  - Enter ..... 34
  - part ..... 34, 37
- Host Header ..... 34
- Host Header ..... 37
- HTML
  - produce ..... 28
- HTML..... 28
- HTML..... 55
- HTML Folder Information ..... 28
- I**
- IE60
- IIS..... 18, 34, 36, 37, 39
- IIS Service
  - control ..... 41
- IIS Service ..... 41
- IIS Service Status ..... 41
- IIS Tools ..... 34, 36, 37, 39
- IIS Website Host Header .... 34, 36, 37, 39
- Individual resellers ..... 47
- Install/Remove ..... 50
- InstallationDir ..... 66
- Installing
  - Updates ..... 69, 74, 75, 76
- Installing ..... 69
- Installing ..... 74
- Installing ..... 75
- Installing ..... 76
- Interface Are Displayed ..... 67
- Interface Customisation . 66, 67, 71, 72, 73
- IP Address
  - Enter ..... 34, 36, 39
  - part ..... 37
- IP Address..... 34
- IP Address..... 36
- IP Address..... 37
- IP Address..... 39
- Isolation..... 14
- J**
- Javascript..... 45
- JOE123 ..... 20
- L**
- Launches
  - ServerTastic homepage ..... 69
  - Software Update Application ..... 69, 75
- Launches..... 69
- Launches..... 75
- Licence..... 4, 76
- Licence Agreement ..... 77
- Licence Key ..... 4, 69, 74, 76, 78
- Licence Key button ..... 74
- Licence Key Details..... 69
- Licence Tool ..... 8
- Licence Validation..... 78
- Like
  - Client Files..... 45
- Like..... 45
- Live Chat ..... 79
- Local Server Tools ..... 41
- Log Storage ..... 66
- Login..... 78
- M**
- MailEnable email ..... 49
- MailEnable Spam Filter
  - maintain..... 49
- MailEnable Spam Filter..... 49
- Mailshot
  - email ..... 55
  - send ..... 55
- Mailshot ..... 55
- Main User Interface
  - part ..... 66, 69, 71, 72, 73, 74
- Main User Interface ..... 66
- Main User Interface ..... 69
- Main User Interface ..... 71
- Main User Interface ..... 72
- Main User Interface ..... 73
- Main User Interface ..... 74
- Maintain
  - MailEnable Spam Filter ..... 49
- Maintain ..... 49
- Mass Domain Addition ..... 20
- Mass Email ..... 55
- MEFilter ..... 49
- Memory
  - view..... 43
- Memory..... 43
- Menu
  - Skin ..... 67
- Menu Style Interface Customisation menu
  - Displays ..... 69
- Menu Style Interface Customisation menu
  - ..... 69
- Menu Style submenu
  - navigate..... 67
- Menu Style submenu ..... 67
- Merchantability ..... 77
- MICK2004..... 20

Microsoft SQL .....	16	Perform .....	60
Microsoft SQL Server 2000.....	16	Perform .....	62
Microsoft Terminal Services.....	1	Permissions Reset .....	18
Microsoft XML Version .....	78	Plan Duplicator.....	58
Move Domain .....	22	POP3.....	60, 62
Move User .....	57	POP3 and/or FTP.....	60, 62
MS Money .....	67	Popup .....	3
MX.....	10	Priority Support .....	69
MX Preference .....	10	Produce	
My Red Fox AddOns .....	76	HTML.....	28
Mydomain.com .....	20	Produce.....	28
MySQL .....	16	Progress Bar .....	67, 69, 72
<b>N</b>		<b>R</b>	
Name....	10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 37, 39, 41, 43, 45, 47, 49, 51, 53, 55, 57, 58, 60, 62, 64	Rebuild IIS Cache.....	43
Navigate		Record Data.....	10, 12
Menu Style submenu.....	67	Record Name	
Navigate .....	67	Enter .....	10
Navigation Column .....	67, 69	Record Name .....	10
Navigation Menu .....	69, 71	Record Name .....	12
Navigational Column.....	69	Record Name and/or Record Data	
Network Tools .....	43	Enter .....	12
NOTE.....	74	Record Name and/or Record Data.....	12
Number		Record Type	
2.0 .....	76	specified.....	10
Files .....	28, 32	Record Type .....	10
Number.....	28	Recreate Databases.....	16
Number.....	32	Recreating	
Number.....	76	Helm IIS Cache file .....	43
<b>O</b>		Recreating .....	43
ODBC.....	16	Red Fox AddOns ..	1, 3, 4, 5, 9, 69, 74, 75, 76, 77, 78, 79
Office XP.....	67	Red Fox AddOns Account .....	78
Only Active Accounts .....	55	Red Fox AddOns Community Forums ...	69, 79
Opens		Red Fox AddOns Home .....	69
Help Documentation .....	69	Red Fox AddOns homepage .....	69
Opens.....	69	Red Fox AddOns licensing .....	78
Organised.....	71	Red Fox AddOns Live Chat .....	79
<b>P</b>		Red Fox AddOns Support Forums .....	74
Part		Remove Bindings.....	37
Host Header.....	34, 37	Remove DNS Records .....	12
IP Address .....	37	Remove DNS Records From Domains ....	12
Main User Interface ..	66, 69, 71, 72, 73, 74	Remove IIS Bindings .....	37
Part .....	34	Replace Bindings .....	36, 39
Part .....	37	Replace IIS Bindings.....	39
Part .....	66	Reporting .....	26, 28, 30, 32
Part .....	69	Reseller	
Part .....	71	delete .....	47, 60
Part .....	72	edit.....	47
Part .....	73	Select 26, 30, 51, 53, 55, 57, 58, 60, 64	
Part .....	74	Specify.....	47
Perfect		Reseller .....	26
FrontPage .....	18	Reseller .....	30
Perfect .....	18	Reseller .....	47
Perform		Reseller .....	51
unsuspension .....	60, 62	Reseller .....	53
		Reseller .....	55

Reseller.....	57
Reseller.....	58
Reseller.....	60
Reseller.....	64
Reseller Converter	
User .....	64
Reseller Converter.....	64
Reseller Suspension .....	60
Resellers .....	20, 26, 30, 47, 55
Reset Permissions .....	18
Resetting	
Your Licence Key .....	78
Resetting.....	78
Root .....	28, 32
Run .....	45, 47
<b>S</b>	
Sage Account.....	30
Sage Export.....	30
Sage Group plc .....	30
Sage Importable .....	30
Save .....	45, 47
Save Only.....	45, 47
Scheduled Task.....	5, 50
Scheduled Tools....	1, 5, 45, 47, 49, 50, 66
Scheduled Tools Overview .....	5, 50
Scheduler .....	5
Scheduler Application .....	5
Scheduler Overview.....	5, 50
Search Licences .....	78
See	
Tools .....	71
See.....	71
Select	
checkboxes .....	16
reseller.....	26, 30, 51, 53, 55, 57, 58, 60, 64
style/theme/skin .....	67
Select .....	16
Select .....	26
Select .....	30
Select .....	51
Select .....	53
Select .....	55
Select .....	57
Select .....	58
Select .....	60
Select .....	64
Select .....	67
Send	
emails.....	55
mailshot.....	55
Send.....	55
Send E-Mail .....	55
Send Test E-Mail .....	55
Server Identification .....	78
Server IP Addresses	
show .....	43
Server IP Addresses .....	43
Server Migrations .....	18
Server Name.....	41
Server Related .....	69
Server Status Explorer .....	43
ServerTastic.....	69, 77
ServerTastic Home .....	69
ServerTastic homepage	
Launches.....	69
ServerTastic homepage.....	69
Shortcut Key .....	69
Show	
Server IP Addresses .....	43
Show.....	43
Skin	
Menus.....	67
Skin .....	67
Software Update Application	
Displays .....	69
Launches.....	69
Launching .....	75
Software Update Application.....	69
Software Update Application.....	75
Specify	
email .....	55
Record Type .....	10
reseller.....	47
Specify .....	10
Specify .....	47
Specify .....	55
Spelling	
check.....	55
Spelling .....	55
Start Button.....	3, 4, 5, 75
Start Menu.....	3, 4, 5
Status Bar.....	67, 69, 73
Structure .....	69
Style	
Changing.....	67
Style .....	67
Style .....	69
Style/theme/skin	
Change .....	67
select.....	67
Style/theme/skin .....	67
Sub Folders .....	28, 32
Sub-directories.....	66
Submenu.....	67
Support .....	79
Support button.....	74
Support Sources.....	79
Support Tool.....	9, 79
Suspend .....	60, 62
Suspend Reseller.....	60
Synchronise	
wish.....	53
Synchronise .....	53
Synchronise Extra Feature.....	53

<b>T</b>	
The WebHosting Control Panel .....	1
Theme .....	67
To Use ..	10, 12, 14, 16, 18, 20, 22, 24, 26, 28, 30, 32, 34, 36, 37, 39, 41, 43, 45, 47, 49, 51, 53, 55, 57, 58, 60, 62, 64
Tools	
see .....	71
Tools .....	49, 50
Tools .....	71
Trademarks .....	1
<b>U</b>	
Ultimate Administration Tool	
Helm .....	1
Ultimate Administration Tool .....	1
Unassigned .....	34
UNAUTHORIZED REPRODUCTION IS NOT ALLOWED .....	77
Unsuspend .....	60, 62
Unsuspendation	
perform .....	60, 62
Unsuspendation .....	60
Unsuspendation .....	62
Upcoming	
Features .....	69
Upcoming .....	69
Update Application Isolation Setting .....	14
Updates	
Installing .....	69, 74, 75, 76
Updates .....	69
Updates .....	74
Updates .....	75
Updates .....	76
Updates button .....	74
Uptime Status	
Helm .....	43
Uptime Status .....	43
Usage .....	41
Use	
Expanding Hotspots .....	74
Helm SMTP Settings .....	55
Use .....	55
Use .....	74
User Management ..	51, 53, 55, 57, 58, 60, 62, 64
User Suspension .....	62
Users	
Reseller Converter .....	64
Users .....	16
Users .....	64
<b>V</b>	
View	
Memory .....	43
View .....	43
View dropdown .....	67
<b>W</b>	
WARNING .....	43
Warren Ashcroft .....	77
Web Host Automation Community Forums .....	79
Web Host Automation LTD .....	1
Website .....	24
Website Binding .....	34
Website Scripting .....	22, 24
Webspace	
analyzing .....	28, 32
Webspace .....	18
Webspace .....	28
Webspace .....	32
Webspace .....	45
Which Components	
Changing .....	67
Which Components .....	67
Windows .....	18
Windows Scheduled Task .....	50
Windows Start Menu .....	75
Windows Version .....	41
Wish	
synchronise .....	53
Wish .....	53
<b>X</b>	
XML .....	32
XML Folder Information .....	32
<b>Y</b>	
Your Licence Key	
Resetting .....	78
Your Licence Key .....	78