my.brennanit.com.au
User Guide

Your online portal to manage Brennan IT Services

Call 1300 500 000 for help with my.brennanit.com.au

September 2015

BRENNAN IT

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My Brennan IT

My Brennan IT is a custom built tool developed by Brennan IT to allow our clients to view and manage their Private IP, POP email and Domain Name Hosting services.

The tool gives you online access so that you can:

- Add, remove or modify your CMS users
- Customise the network event notifications (email, sms) for each user
- Monitor your connection status, usage and volume
- Manage your Domain Name Hosting (change IP addresses, zone files, etc)
- Manage your POP email (add, remove or change POP accounts)

How do I get access to the portal?

Log in via https://my.brennanit.com.au/

Your login and password have been set up by your Client Manager, however should you wish to change your password simply click on preferences at the bottom of the home page.

BRENNAN IT

MY BRENNAN IT

View, monitor or configure your network, email and domains here.

Username: [   ]

Password: [   ]

[LOGIN]
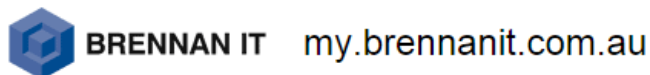
Click **Service Desk**, if you want to login to Brennan's 24 hour help desk instead.

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The Home Page

The home page includes a brief description of the information you can access in My Brennan IT. It also gives you the details of upcoming scheduled maintenance to the Brennan IT network and recent Brennan IT news.

Connection Status
Connection Usage
Connection Monitoring
Volume Monitoring
Connection Contacts
Manage DNS
Manage Email
Users

Service Desk
Scheduled Maintenance :

No upcoming maintenance

Guide to Menu >

Connection Status: View the status (up/down) and round trip time for your connections.
Connection Usage: View upload and download volume for your connections, with graphs.

Connection Monitoring: Configure sending email or SMS if a connection goes down.
Volume Monitoring: Configure sending email when a preset download limit is reached.
Connection Contacts: Set contact details for connections.

Manage DNS: Manage your domain name IP addresses and reverse entries.
Manage Email: Add or remove POP email accounts using Brennan's virtual mail.

Users: Manage your My.BrennanIT users and privileges.

Technical Information >

Brennan Caching Name Servers:
- bne-dnscache-01.brennanit.net.au: **210.18.210.210**
- syd-dnscache-01.brennanit.net.au: **210.18.206.206**
- mel-dnscache-01.brennanit.net.au: **210.18.201.201**

Brennan Primary Name Servers:
- ns1.brennanit.net.au: **210.18.210.1**
- ns2.brennanit.net.au: **210.18.206.2**
- ns3.brennanit.net.au: **210.18.201.3**

Manage Contacts - Connection Contacts

Connection contacts allows you to alter your key business contacts online. You can allocate different contacts for each of your sites.

Prior to setting up **Connection Monitoring** or **Volume Monitoring** the contacts must be entered into this portal.

This allows you to update your records easily in the event of staff changes or when your staff are on leave.

1. Login to https://my.brennanit.com.au/ with the login details provided by your client manager.

Click "Connection Contacts"

2. The "MODIFY" option lets you add new users if they don't exist already.

3. Copy lets you copy a contact to every connections. Strip removes a contact from every connection.

Network Notifications - Connection Monitoring

Through this page, you can select either an email or sms notifications to be sent to nominated contacts should an outage occur on your connection. Notifications can be:

- Specific to each link (you can have a different site contact notified for each connection)

  AND

- You can determine the types of notification for each link, time period and site contact (SMS, email).

When selecting the notification you can choose from the following time periods:

Time Period	Email	SMS
24x7	Recommended	
Work Hours	Recommended	
Extended Work Hours		Recommended
Non-Work Hours		Recommended

To set up:

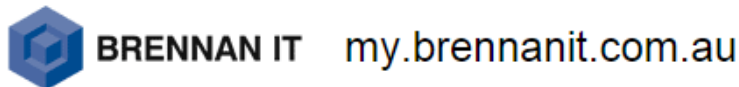1. Select 'Modify' on the required link.

2. Select whether **email** notifications are active, and the time period for when email notifications are sent. Select whether **sms** notifications are active, and the time period for when sms notifications are sent. Click individual contacts in the email and sms notification lists to turn notification on and off for them.

Connection Status

View in real time the availability of each link. The current status of each Private IP, Internet and Secure Internet connection is available as well as the route trip time and packet loss (if any) of the link. This page will also inform you of which links are enabled for monitoring. By default, links newly provisioned with Brennan IT will be proactively monitored by our Network Operations Centre (NOC).

Service Name:

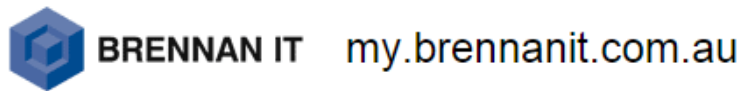| Service Name |
|---|
| Private IP - Brennan - Richmond Office - Access Type: DSL, Rate: 12288x640 |
| Private IP - Brennan DC - Brisbane, Amelia Street, Redundant Link - Access Type: Ethernet, Rate: 1000x1000 |
| Private IP - Brennan DC - Brisbane, Amelia Street - Access Type: Ethernet, Rate: 100000x100000 |
| Private IP - Brennan DC - Brisbane, Amelia Street - Access Type: Ethernet, Rate: 102400x102400 |
| Private IP - Brennan DC - Sydney, Clarence Street (Co Lo Ethernet) - Access Type: Ethernet, Rate: 102400x102400 |

Status of service, Service Desk Ticket Number, RTA (Response Time Analysis), Packet Loss and Last Check:

Status	Ticket ID/Call Number	RTA (Today)	Packet Loss (Today)	Last Check
SUSPENDED		0.00	100.00%	12:26:33 11/08/2015
SUSPENDED		0.50ms	0.00%	12:38:34 02/09/2015
SUSPENDED	1786912	0.00	100.00%	10:24:34 19/11/2014
SUSPENDED		35.63ms	0.00%	12:38:34 02/09/2015
SUSPENDED		6.65ms	0.16%	12:38:33 02/09/2015
SUSPENDED		0.00	100.00%	16:26:30 06/03/2013

Connection Usage

Select the link you would like to view. This will take you through to a data usage graph and breakdown for your current month. At the bottom of the breakdown you will notice that there are totals for your actual usage for the month so far, and projected usage for the month. Please note the projected usage is worked out on averages.

Service Name:

Click the link to view a detailed usage graph

The link may be broken down in to daily intervals by clicking on the date, and then further by 5 minute intervals. There are bandwidth utilisation graphs displayed for all time periods, and quick navigation is available by using the calendar to browse through previous month's history.
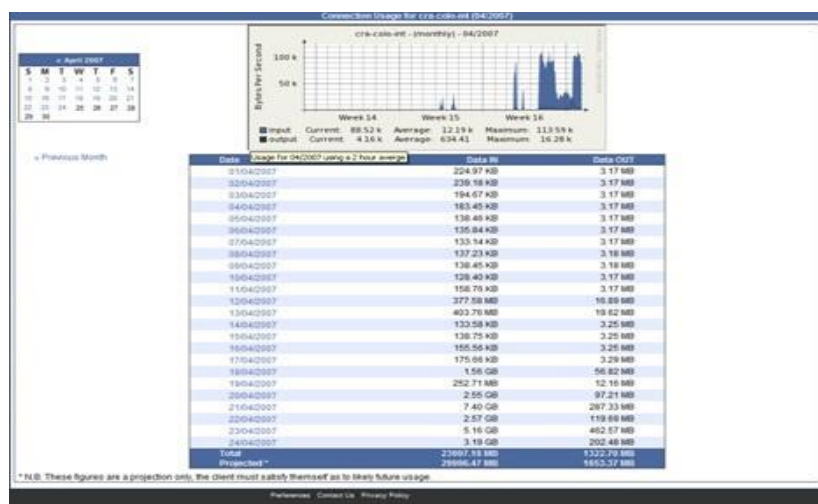
Volume Monitoring

'Volume monitoring' allows you to receive notifications on the amount of traffic each connection is generating.

From this page you can determine:

- The usage limit for when a notification is sent out

- If you would like a nightly or monthly summary

- Who will receive this usage limit notification and summary

This tool can be quite useful if your internet connection be charged on a usage based plan, as you are able to set a usage limit and be notified should this usage limit be exceeded. We recommend setting a Usage Limit below your actual download allowance, so you can respond to the higher-than-expected usage before it's resulted in excess usage charges.

To set up volume monitoring:

1. Choose the service name you want to update, and click 'Modify'.

2. From here, you can determine the usage limit that sparks a notification, control if your contact wants a nightly or monthly summary, and the contact that receives these notifications and summaries.

Domain names and IP Addresses - Manage DNS

Manage DNS allows you to manage your own domain names by making changes to IP addressing, zone files, adding secondary DNS and reverse entries for current DNS.

1. Click on the domain name to make configurations

2. From this page you can update:

   - Your DNS options (Basic or Advanced)
   - The record name
   - The record type
   - Add records
   - Delete records

Manage Email

This section is for clients who are using Brennan IT's virtual mail. It allows you to add, remove or change POP accounts.

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Manage Email

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4504 [18-07-2012]
4507 [22-07-2012]

Email Domain
No email domains are currently configured.

Manage Secondary MX

Email Domain   Action
No secondary mx's are currently configured.

Add Secondary MX

Domain Name   Action
                                                                 [+]

If you are using Brennan for DNS management of your domains you shouldn't need to add a secondary mx.
Once you have added your domain, please configure your dns servers to point your alternate MX records to:
mx2.brennanit.net.au and mx3.brennanit.net.au.

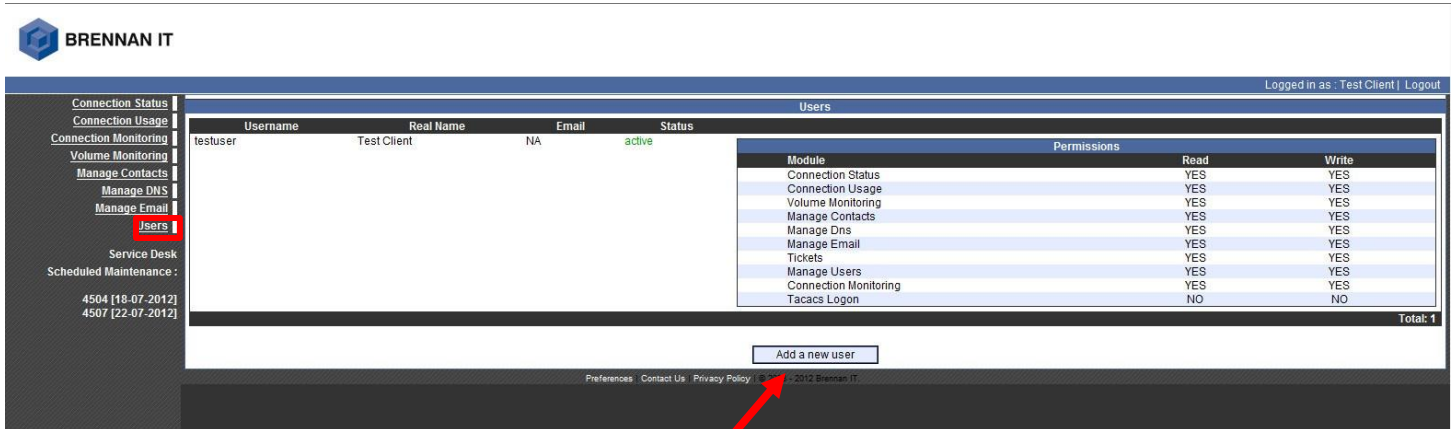Preferences   Contact Us   Privacy Policy   © 2003 - 2012 Brennan IT.

All POP accounts will be found under 'Email Domain'.

Add a secondary MXs under 'Add Secondary MX'

Remove secondary MXs under 'Manage Secondary MX'

Creating a Log-In - Users

This feature lets you configure additional users for your portal, with permissions you select.

1. To add a new user, click 'Add User'

2. Then enter the username, password, real name and email address for this user. Click on a read or write privilege for a page (YES/NO) to change it. Note that portal users have no contact information. In My.BrennanIT, they're completely separate from contacts for network connections & cloud servers.

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