

# **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

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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.



### MY BRENNAN IT

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

Username:

Password:

**LOGIN**

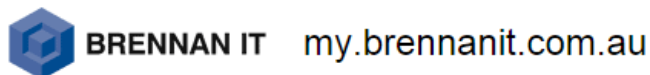
Click [Service Desk](#), if you want to login to Brennan's 24 hour help desk instead.


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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.




**BRENNAN IT**

my.brennanit.com.au

<div> <a href="#">Connection Status</a>  <a href="#">Connection Usage</a>  <a href="#">Connection Monitoring</a>  <a href="#">Volume Monitoring</a>  <a href="#">Connection Contacts</a>  <a href="#">Manage DNS</a>  <a href="#">Manage Email</a>  <a href="#">Users</a> </div> <div> <a href="#">Service Desk</a>  <a href="#">Scheduled Maintenance :</a>  No upcoming maintenance </div>	<div> <b>Guide to Menu &gt;</b>  <p><b>Connection Status:</b> View the status (up/down) and round trip time for your connections.</p> <p><b>Connection Usage:</b> View upload and download volume for your connections, with graphs.</p> <p><b>Connection Monitoring:</b> Configure sending email or SMS if a connection goes down.</p> <p><b>Volume Monitoring:</b> Configure sending email when a preset download limit is reached.</p> <p><b>Connection Contacts:</b> Set contact details for connections.</p> <p><b>Manage DNS:</b> Manage your domain name IP addresses and reverse entries.</p> <p><b>Manage Email:</b> Add or remove POP email accounts using Brennan's virtual mail.</p> <p><b>Users:</b> Manage your My.BrennanIT users and privileges.</p> </div> <div> <b>Technical Information &gt;</b>  <p><b>Brennan Caching Name Servers:</b></p> <ul style="list-style-type: none"> <li>- bne-dnscache-01.brennanit.net.au: <b>210.18.210.210</b></li> <li>- syd-dnscache-01.brennanit.net.au: <b>210.18.206.206</b></li> <li>- mel-dnscache-01.brennanit.net.au: <b>210.18.201.201</b></li> </ul> <p><b>Brennan Primary Name Servers:</b></p> <ul style="list-style-type: none"> <li>- ns1.brennanit.net.au: <b>210.18.210.1</b></li> <li>- ns2.brennanit.net.au: <b>210.18.206.2</b></li> <li>- ns3.brennanit.net.au: <b>210.18.201.3</b></li> </ul> </div>
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## 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"


my.brennanit.com.au

- [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

**Connection Usage:** View upload and download v

**Connection Monitoring:** Configure sending email

**Volume Monitoring:** Configure sending email whe

**Connection Contacts:** Set contact details for conn

**Manage DNS:** Manage your domain name IP addr

**Manage Email:** Add or remove POP email account

**Users:** Manage your My.BrennanIT users and priv

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

Tech Email	Action		
test@brennanit.com.au	<button>Copy</button>	<button>Strip</button>	<button>Modify</button>
None			<button>Modify</button>
None			<button>Modify</button>
None			<button>Modify</button>

**Contact Type :** Primary Tech ▼

**Name :** Test User \* e.g. Jo Bloggs

**Position :** Test User

**Email :** test@brennanit.com.au \* e.g. jo.bloggs@bloggs.com

**Phone :** 0000000000 \* e.g. 0732349300

**Fax :** 0000000000 e.g. 0738711844

**Mobile :** 0000000000 \* e.g. 0412123456

**Other Details :**

Modify  
Remove

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

Tech Name	Tech Email	Action		
Test User	test@brennanit.com.au	Copy	Strip	Modify
None	None			Modify
None	None			Modify
None	None			Modify

## Network Notifications - Connection Monitoring



[Connection Status](#)  
[Connection Usage](#)  
[Connection Monitoring](#)  
[Volume Monitoring](#)  
[Connection Contacts](#)  
[Manage DNS](#)  
[Manage Email](#)  
[Users](#)

**Service Desk**

**Scheduled Maintenance :**

No upcoming maintenance

**Legend**

[Copy](#) means copy these monitoring settings to all connections. The selection of a

[Modify](#) means modify this connection's monitoring settings.

Service Name
Private IP - Brennan - Richmond Office (Vocus Fibre) - Access Type: Ethernet, Rat
Private IP - Brennan - Richmond Office - Access Type: DSL, Rate: 12288x640
Private IP - Brennan - Richmond Office - Access Type: DSL, Rate: 12288x640
Private IP - Brennan DC - Brisbane, Amelia Street (Virtual Ethernet APPDMZ) - Ac
Private IP - Brennan DC - Brisbane, Amelia Street (Virtual Ethernet SQLDMZ) - Ac
Private IP - Brennan DC - Brisbane, Amelia Street (Virtual Ethernet WFEDMZ) - Ac
Private IP - Brennan DC - Brisbane, Amelia Street, Redundant Link - Access Type

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.

Email Notification	State	Action
	Not Monitored	
	active	Copy Modify
	active	Copy Modify
in-active	active	Copy Modify

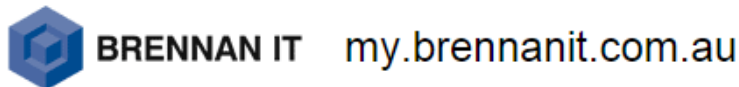
2. Select whether **email** notifications are active, and the time period for when email notifications are sent. Select whether **sms** notifications are active, and the time period for when sms notifications are sent. Click individual contacts in the email and sms notification lists to turn notification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

Enable Monitoring : Enable SMS Notifications : SMS Contacts :  SMS Period : Enable Email Notifications : Email Contacts :  Email Period :	<div> <div>active</div> <div>active</div> <div>24x7</div> <div>active</div> <div>24x7</div> <div>Modify</div> </div>
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## 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 BrennanIT will be proactively monitored by our Network Operations Centre (NOC).



<a href="#">Connection Status</a> <a href="#">Connection Usage</a> <a href="#">Connection Monitoring</a> <a href="#">Volume Monitoring</a> <a href="#">Connection Contacts</a> <a href="#">Manage DNS</a> <a href="#">Manage Email</a> <a href="#">Users</a>  <b>Service Desk</b> <b>Scheduled Maintenance :</b> <b>No upcoming maintenance</b>	<b>Guide to Menu &gt;</b>  <b>Connection Status:</b> View the status (up/down) and round trip time for your connections. <b>Connection Usage:</b> View upload and download volume for your connections, with graphs.  <b>Connection Monitoring:</b> Configure sending email or SMS if a connection goes down. <b>Volume Monitoring:</b> Configure sending email when a preset download limit is reached. <b>Connection Contacts:</b> Set contact details for connections.  <b>Manage DNS:</b> Manage your domain name IP addresses and reverse entries. <b>Manage Email:</b> Add or remove POP email accounts using Brennan's virtual mail.  <b>Users:</b> Manage your My.BrennanIT users and privileges.
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Service Name:

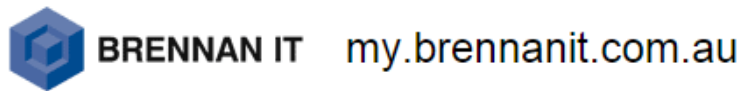
Service Name
Private IP - Brennan - Richmond Office - Access Type: DSL, Rate: 12288x640
Private IP - Brennan DC - Brisbane, Amelia Street, Redundant Link - Access Type: Ethernet, Rate: 1000x1000
Private IP - Brennan DC - Brisbane, Amelia Street - Access Type: Ethernet, Rate: 100000x100000
Private IP - 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.



- [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.

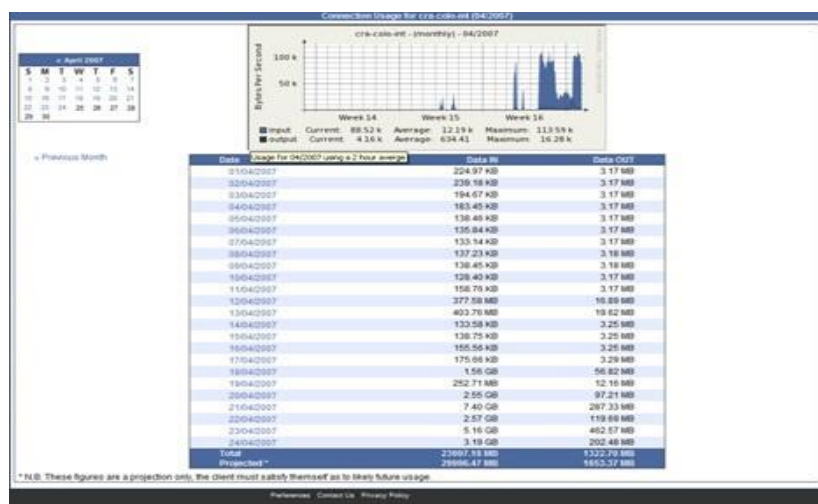
**Users:** Manage your My.BrennanIT users and privileges.

Service Name:

Service Name
Private IP - Sydney Office, Redundant Link - Access Type: PSTN, Rate: 56x32
Unsecured Internet Access - Brisbane - Access Type: Ethernet, Rate: 102400x102400
Unsecured Internet Access - Brisbane - Access Type: Ethernet, Rate: 102400x102400
Unsecured Internet Access - X - Access Type: Ethernet, Rate: 1024x1024
<b>Total:</b>

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.



Connection Status

Connection Usage

Connection Monitoring

Volume Monitoring

Manage Contacts

Manage DNS

Manage Email

Users

Service Desk

Scheduled Maintenance :

4504 [18-07-2012]

4507 [22-07-2012]

Logged in as : Test Client | Logout

Connection Monitoring

Legend :

+

 : Add these connection monitoring details to all connections.

-

 : Remove connection monitoring from all connections.

=

 : Modify the current connections monitoring.

Service Name	Services	SMS Notification	Email Notification	State	Action
Private IP - Sydney Office, Redundant Link - Access Type: PSTN, Rate: 56x32				Not Monitored	
Unsecured Internet Access - Brisbane - Access Type: Ethernet, Rate: 102400x102400				active	<div><div>+</div><div>-</div><div>=</div></div>
Unsecured Internet Access - Brisbane - Access Type: Ethernet, Rate: 102400x102400				active	<div><div>+</div><div>-</div><div>=</div></div>
Unsecured Internet Access - X - Access Type: Ethernet, Rate: 1024x1024		In-active	In-active	active	<div><div>+</div><div>-</div><div>=</div></div>
4 Services					

Preferences

Contact Us

Privacy Policy

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To set up volume monitoring:

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

Contact	Action
N/A	<a href="#">Modify</a>
N/A	<a href="#">Modify</a>
N/A	<a href="#">Modify</a>
N/A	<a href="#">Modify</a>

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.

Usage Limit :	0	Daily	MB *
Nightly Summary :	active		
Monthly Summary :	active		
Contact :	Test User [test@brennanit.com.]		
	<a href="#">Add</a>		

## 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.



Logged in as: Test Client | Logout

Connection Status

Connection Usage

Connection Monitoring

Volume Monitoring

Manage Contacts

Manage DNS

Manage Email

Users

Service Desk

Scheduled Maintenance:

4504 [18-07-2012]

4507 [22-07-2012]

N.B. Once a Secondary DNS zone has been added please ensure the following:  
 - Zone transfers are allowed from 210.18.210.0/24.  
 - The domain is delegated to ns1.brennanit.net.au, ns2.brennanit.net.au & ns3.brennanit.net.au.

Preferences Contact Us Privacy Policy © 2009 - 2012 Brennan IT

1. Click on the domain name to make configurations

test.iexec.net.au

DNS Options

basic

advanced

Modify

Record Name	Record Type	Priority	Content	Delete
_blah_top.test.iexec.net.au	SRV		100 343 www.test.iexec.net.au	<input type="checkbox"/>
test.iexec.net.au	NS		ns3.brennanit.net.au	<input type="checkbox"/>
test.iexec.net.au	NS		ns2.brennanit.net.au	<input type="checkbox"/>
test.iexec.net.au	NS		ns1.brennanit.net.au	<input type="checkbox"/>
jason.test.iexec.net.au	MX	10	jason.test.iexec.net.au	<input type="checkbox"/>
blahblah.test.iexec.net.au	A		127.0.0.1	<input type="checkbox"/>
blahishshishsh.test.iexec.net.au	A		127.0.0.14	<input type="checkbox"/>
jason.test.iexec.net.au	A		10.2.22.200	<input type="checkbox"/>
steve.test.iexec.net.au	A		127.0.0.1	<input type="checkbox"/>
test2.test.iexec.net.au	A		127.0.0.2	<input type="checkbox"/>
test5.test.iexec.net.au	A		210.210.210.210	<input type="checkbox"/>
*test.iexec.net.au	A		127.0.0.1	<input type="checkbox"/>
test.test.iexec.net.au	A		127.0.0.1	<input type="checkbox"/>
www2.test.iexec.net.au	A		127.0.0.2	<input type="checkbox"/>
www3.test.iexec.net.au	A		127.0.0.3	<input type="checkbox"/>
www.test.iexec.net.au	A		127.0.0.1	<input type="checkbox"/>

Add new records below

Number of rows to add:  Add rows

Modify

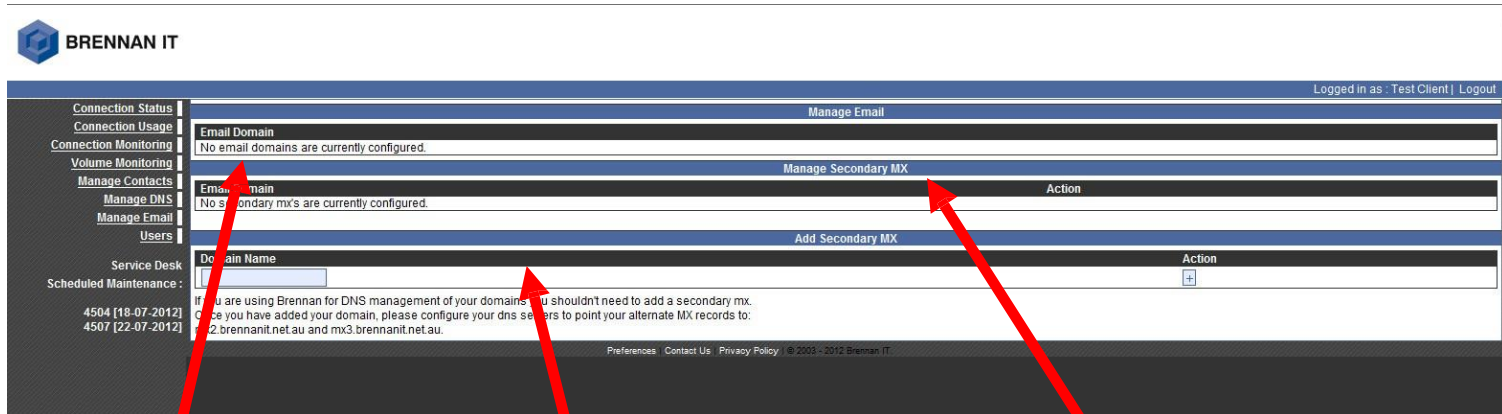
you are unsure on what the above means, click here.

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.



The screenshot shows the Brennan IT web interface. On the left is a navigation menu with options: Connection Status, Connection Usage, Connection Monitoring, Volume Monitoring, Manage Contacts, Manage DNS, Manage Email, Users, Service Desk, and Scheduled Maintenance. The main content area is titled 'Manage Email' and contains three sections: 'Email Domain' (with a message 'No email domains are currently configured.'), 'Manage Secondary MX' (with a table header 'Email Domain', 'Action'), and 'Add Secondary MX' (with a table header 'Domain Name', 'Action'). A red arrow points from the 'Email Domain' section to a text box below. Another red arrow points from the 'Add Secondary MX' section to a text box below. A third red arrow points from the 'Manage Secondary MX' section to a text box below.

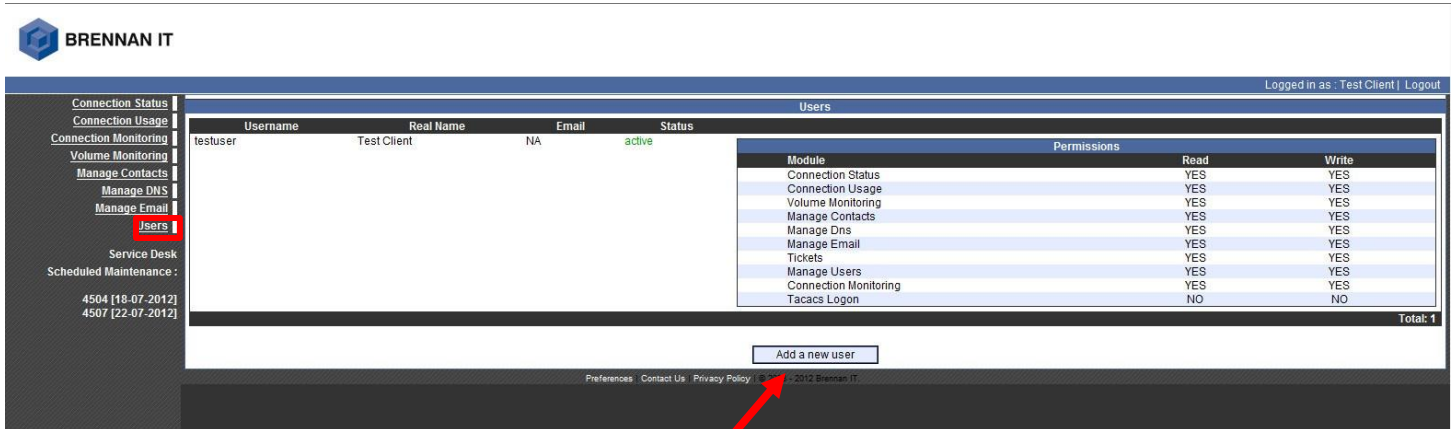
All POP accounts will be found under 'Email Domain'.

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.



Logged in as : Test Client | Logout

Username	Real Name	Email	Status
testuser	Test Client	NA	active

Module	Read	Write
Connection Status	YES	YES
Connection Usage	YES	YES
Volume Monitoring	YES	YES
Manage Contacts	YES	YES
Manage Dns	YES	YES
Manage Email	YES	YES
Tickets	YES	YES
Manage Users	YES	YES
Connection Monitoring	YES	YES
Tacacs Logon	NO	NO

Total: 1

Add a new user

Preferences | Contact Us | Privacy Policy | © 2011 - 2012 Brennan IT

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



Add new user

Username	Password	Real Name	Email Address

Add User

Preferences | Contact Us | Privacy Policy | © 2011 - 2012 Brennan IT

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.

#### SYDNEY

14 / 45 Clarence Street  
Sydney NSW 2000  
Tel | 02 8235 9595  
Fax | 1300 887 047

#### MELBOURNE

Level 1, 53 Coppin Street,  
Richmond VIC 3121  
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Fax | 1300 887 047

#### BRISBANE

73 Amelia Street  
Fortitude Valley QLD 4006  
Tel | 07 3234 9300  
Fax | 1300 887 047