



Sharedband


# Portal Training for Resellers

*Part 12: Alerts and IP management*

# Alerts and IP Management

➤ The 'Configuration' button will take you to the Alerts and IP management configuration panel.

Sharedband Customer Portal v2.32 (Earl of Shelburne)

Log Out

HomeStatusConfigurationSupportAdmin

Home | Status | Router Status - 109.68.193.113:08 21 July 2014

**Router**

Status

Visibility

Auto Diagnose

**Reporting**

Line Health

Performance

Uptime Statistics

Usage Statistics

Event Logs

**Line Speed**

Current

Historic Graph

Historic Table

## Router Status

Below is a list of Sharedband routers configured for your site along with an indication of its status. You are also able to reboot the router, view its usage statistics and see what hosts are attached and routing through it.


	Status	Reboot	Details	Latency	Stats	Hosts
Router 1	✓	↻	ⓘ	🕒	📊	🖨
Router 2	✓	↻	ⓘ	🕒	📊	🖨
Virtual Router					📊	🖨

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➤ Once you have accessed the Configuration panel you can further select:

- Service Alerts <sup>(1)</sup>
- IP Management <sup>(2)</sup>
- Line Checks <sup>(3)</sup>



 Log Out

Home	Status	Configuration	Support	Admin
Home   Configuration - 91.108.160.2				11:02 24 July 2014


<b>Alerts</b>	
Service	 1
<b>Network</b>	
IP Management	 2
Line Checks	 3

### Configuration

This section of the Sharedband service allows you to configure email or HTTP alerts for when events occur, manage your IP address(es) and schedule automatic line performance checks.

# Service Alerts



 Log Out

Alerts
Service
Network
IP Management
Line Checks

## Communication Preferences

Email address

Enable SMS

SMS Phone

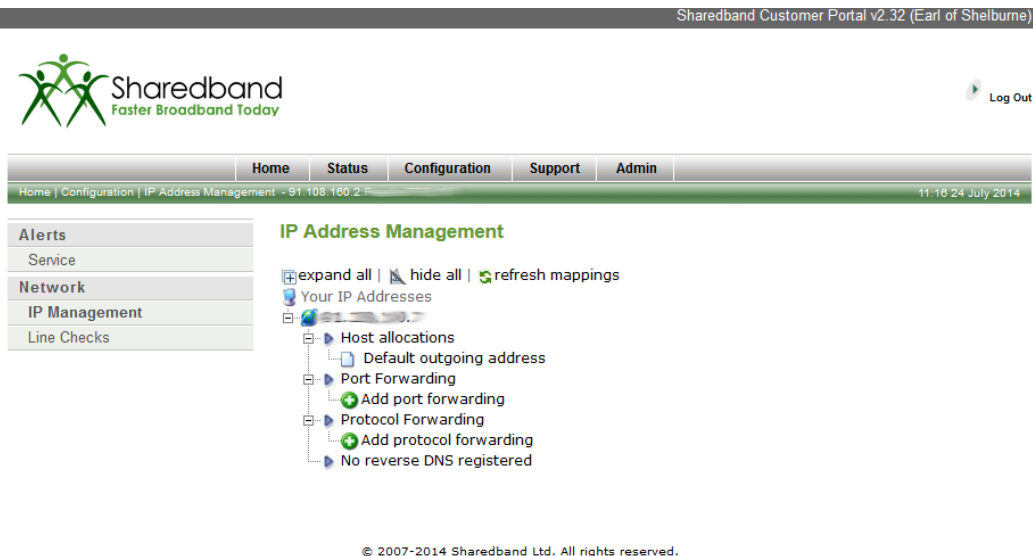
Save Preferences

➤ Please **do not** amend the details on the Service Alerts page as this is currently non-functional

## IP Management

➤ The IP management screen is where you can configure port and protocol forwarding to internal hosts. In the case of port forwarding, both UDP and TCP ports are forwarded. Instead of forwarding individual ports, you can also use this configurator to implement a 'Host Allocation' of all ports and protocols.

You can find detailed information on configuring the above at our knowledgebase article <http://support.sharedband.com/kb/kb15>



The screenshot shows the Sharedband Customer Portal interface. At the top right, it says "Sharedband Customer Portal v2.32 (Earl of Shelburne)". The Sharedband logo "Faster Broadband Today" is on the left, and a "Log Out" button is on the right. A navigation bar contains "Home", "Status", "Configuration", "Support", and "Admin". Below this, a breadcrumb trail reads "Home | Configuration | IP Address Management - 91.108.160.2" and the date "11:16 24 July 2014" is shown. On the left is a sidebar menu with "Alerts", "Service", "Network", "IP Management", and "Line Checks". The main content area is titled "IP Address Management" and includes "expand all", "hide all", and "refresh mappings" options. Under "Your IP Addresses", there is a tree view with "Host allocations" (expanded), "Default outgoing address", "Port Forwarding" (expanded), "Protocol Forwarding" (expanded), and "No reverse DNS registered". Under "Port Forwarding" are "Add port forwarding" and "Add protocol forwarding" buttons. Under "Protocol Forwarding" is an "Add protocol forwarding" button.

➤ You can also register your reverse DNS entry on this screen by selecting the bottom option. Be aware you **must** have your forward facing A and MX records established with your web/eMail host **before** you will be able to create the reverse DNS entry.

➤ Line Checks – To more deeply check for connection fluctuations, you may on occasions wish to adjust the adaption time by amending its value and then clicking ‘Save Adaption Settings’. Doing so will consequently adjust the frequency with which the ‘Historic Table’ is populated.



 Log Out

<a href="#">Home</a>	<a href="#">Status</a>	<a href="#">Configuration</a>	<a href="#">Support</a>	<a href="#">Admin</a>
Home   Configuration   Line Performance Checks - 91.108.180.2				11:17 24 July 2014

<b>Alerts</b>
Service
<b>Network</b>
IP Management
<b>Line Checks</b>

### Line Performance Checks

You already have automatic line speed checks enabled. [click here to cancel](#)

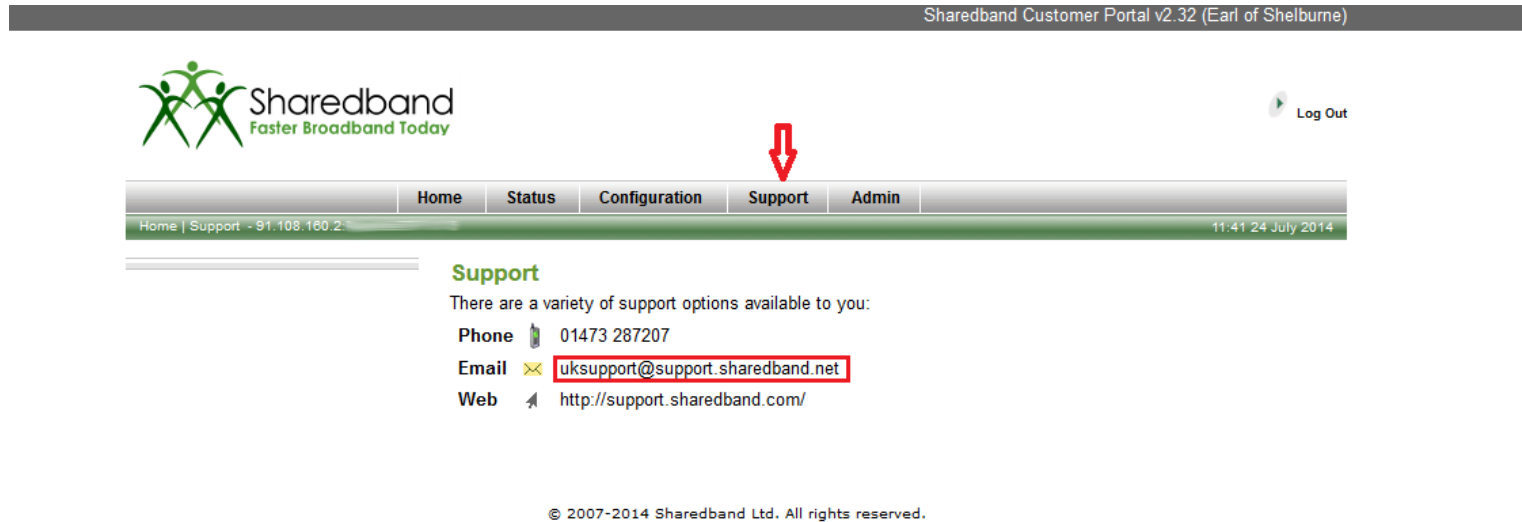
**Because you have not yet run a speed test the estimated traffic consumption below is based upon all lines being 8Mbps download and 1Mbps upload. Once the speed tests have run the amount data used will be re-calculated.**

Broadband line performance can change regularly. Sharedband can manage this in real-time however the actual line performance can also be recorded. To regularly check your line performance please select how frequently these tests should run.

N.B. speed tests generate traffic and an estimate is made as to how much data will be generated on each line over a month.

Adaption time (minutes)  Estimated Traffic (Mbytes)

## ➤ The Support Button



Sharedband Customer Portal v2.32 (Earl of Shelburne)

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Log Out

Home Status Configuration **Support** Admin

Home | Support - 91.108.160.2 11:41 24 July 2014

### Support

There are a variety of support options available to you:

**Phone** 📞 01473 287207

**Email** ✉ [uksupport@support.sharedband.net](mailto:uksupport@support.sharedband.net)

**Web** 🌐 <http://support.sharedband.com/>

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➤ Please **do not** use the email address shown on this screen as it is incorrect. Please instead raise a support ticket using the 'Sharedband Support System'.



# Sharedband

## Portal Training for Resellers

*Thank you for viewing*

If you have any questions please visit our knowledgebase at <http://support.sharedband.com/kb> or contact our support department by ticket or phone