

ISP admin

One complete system for internet service providers.

**Managing | monitoring | billing | planning |
supervising | ticketing, etc.**

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System characteristics

ISP admin is a complex system, which covers most of the needs of Internet service providers. This is a huge project to ensure complete administration and monitoring of end clients, including graphic rendering of transfer, setting individual services and rates, FUP, routers and modems, monitoring, reporting outages, statistics, business planning engineers, complete billing, etc.

ISP admin automatically adjusts firewall, shaping, QOS. Currently fully supports routers with Linux and Mikrotik. Application also supports the managing of VOIP phones and the Internet on cable television networks (CATV). In this case, the system provides management CMTS and cable modems. ISP admin supports automatic updates Firewall, Mangle and Queue Tree on the Mikrotik routers.

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Technical solution

ISP admin system is designed as a central system that communicates with devices on the network. This means that in the case of configuration changes made to connect the router or device and adjust the configuration according to requirements. Connecting the device is done via SSH or SNMP, depending on equipment options. ISP admin supports clients connecting via WiFi, LAN, fiber optics and CMTS (Cable TV).

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Clients managment

ISP admin system allows efficient management of connected clients. List of clients is clearly structured according to defined criteria (eg, router, billing group, services, rate, etc.).

Each client has set a rate from defined list, which is separated to rates for WiFi users and internet users via cable television (CATV).

In the list of users you can also use search with fulltext for other neccessary information.

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Routers

ISP admin performs monitoring and configuration of all routers (Mikrotik, Linux ...), Headends, AP, switches and other devices. Routers are divided according to locations.

This entire network can be divided into logical units. The router is also possible to search by location, type of router, or Fulltext.

Routers can be also divided by:

- On-line and Off-line status
- actual and non-actual configuration
- and routers, which are in a state update

Mikrotik

ISP admin fully supports communication with Mikrotik, this communication is realized via the SNMP and SSH, and is fully automatic.

Using SNMP is done

- *Monitoring*
- *Loading Interfaces*
- *ARP*
- *Routing table*
- *Drawing graphs Transfer to individual network interfaces*
- *Count of transferred data*

SSH is used to active configuration of the routers.

Mikrotik

The possibility of setting various line types for each rate

- Full duplex, Half duplex, aggregation, restriction FUP, Burst, etc.

When is the client added to the list, system automatically change configuration of **Firewall**, **Mangle** and **Queue Tree**, without the need for further manual intervention.

ISP admin also fully supports the Queue Tree and Radius.

A detailed description of shaping can be found at:

http://www.ispadmin.cz/ispadmin_shaping_en.pdf

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CMTS – Cable television internet

ISP admin fully supports cable television internet.

These Headends are supported - CISCO, ARRIS and Motorola.

The system allows easy installation of cable users, the entire records of customer modems, signal monitoring, Headends monitoring and amplifiers.

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Nagios

For a reliable and optimal performance, it is necessary to constantly monitor the servers and other network elements, and optimize their performance. For this reason, was in the ISP admin integrated monitoring and visualization system NAGIOS, which automatically monitors the individual network devices (routers, servers, UPS, etc.). Nagios also monitor services that run on them. This system can very quickly respond to any issues or network change tasks.

To the administration server can be connected hardware SMS gateway (for example, Siemens TC35i), through which it is possible to send notifications of outages. In the system settings can be set up SMS notification group and assign to the router or any notification equipment. Then each message is sent directly via SMS Gateway. This ensures immediate delivery notifications to the addressee in the event of failure of connectivity to the Internet.

Statistics

ISP admin provide views of all server statistics and informations about running whole system.

Statistics list

- server load statistics
- customer - transferred data
- information about administrator login
- use of IP ranges
- customer statistics (rates, date, users, routers, WiFi or CATV)
- disconnect users
- physically disconnected users from CATV

Scheduling

ISP admin module includes tasks for easy organization and registration of service technicians.

The module offers the possibility of planning and organization technicians timeplan (such as service solutions, installations, disorders, etc.).

You can simply register intervention service for clients, including timing solutions and a detailed description of defects.

In all the tasks assigned to the system is possible to search by many criteria (such as name of technology, type of task, Fulltext, etc.)

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Billing

BILLING module completely solves all the financial requirements associated with the Internet connection and other services. The system generates invoices to clients, which are displayed as PDF documents. Customer can see his invoice in user interface or system can automatically send invoices by email.

The system supports communication with the bank, so it is possible to automatically control the current payment of invoices.

In the case of unpaid invoices, system will automatically suspend client services and displays the information page, where the client is informed of the reasons for the suspension.

Demo Version

Full on-line version of the ISP admin is available on:

<http://demo.ispadmin.cz>

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LightKeeper PRO

Complete solution for WEBhosting servers.

System functions:

- domain managing
- MySQL database managing
- E-mail setting
- FTP counts
- Antispam, Antivir
- E-mail and Web page detailed statistics ... and much more

Further information can be found at:

<http://www.lightkeeperpro.cz>

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NET backup

Do you like your data?

Looking for a safe repository for your data?

We offer complete datastorage solutions located in air-conditioned server rooms, power back-up diesel unit, connection connectivity 1Gb / s

- HW RAID5 disk array
- Redundant HW
- Web interface for administration
- Access via FTP and FTPS
- Optimal for ISP admin data backup

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NET flow

According to the Decree No. 485/2005 of the Collection Act No. 127/2005 Collection of Laws Czech Republic, each Internet service provider has a duty to store data about all traffic on the network.

Exactly for this purpose was developed product NetFlow, which monitors and logs all traffic on the ISP network.

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