



ManageEngine OpManager – SendQuick Integration Guide

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REVISION SHEET

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ManageEngine OpManager – SendQuick Integration Guide

1.0 Introduction

1.1 *About SendQuick Pte Ltd*

SendQuick™ develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication. Our solutions are widely used in areas such as IT alerts & notifications, secure remote access via Multi-Factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, SendQuick’s messaging solutions have also been developed with other key features in mind. These include **security** and **confidentiality** of company information, and **ease in mitigating disruption** during unplanned system downtime such as that arising from cyberattacks. Our solutions are available in the form of server-grade hardware Appliance, Virtual Machine or Cloud-based.

SendQuick is your Innovative Partner for future-proof enterprise mobility solutions – used by over 1,500 corporations, with over 2,000 installations, including many Fortune Global 500 companies, in over 40 countries across the banking, finance, insurance, manufacturing, retail, government, education, and healthcare sectors.

1.2 *Purpose of Document*

This document is a guide on how to integrate SendQuick with ManageEngine OpManager to send SMS alerts. In this guide, we will be using SendQuick Entera Version 20220809-4HF1 and ManageEngine Op Manager version 128179 (64Bit) for the integration illustration.

There are several ways to send alert messages from ManageEngine OpManager to SendQuick systems. You can use any of the following methods

- SMTP Delivery (email method)
- SMS Delivery (http method)

2.0 Send Email to SendQuick (SMTP Delivery)

When any device is down or there is a need to send a notification alert, OpManager can trigger an email to SendQuick. SendQuick will then convert the email message to SMS. For this setup, SendQuick has a built-in SMTP that OpManager can use as the SMTP Mail Server.

2.1 Configure Email Filter in SendQuick

SendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combination of emails and SMS. To explore this feature, navigate on the SendQuick dashboard to **Filter Rules > Email Filter**.

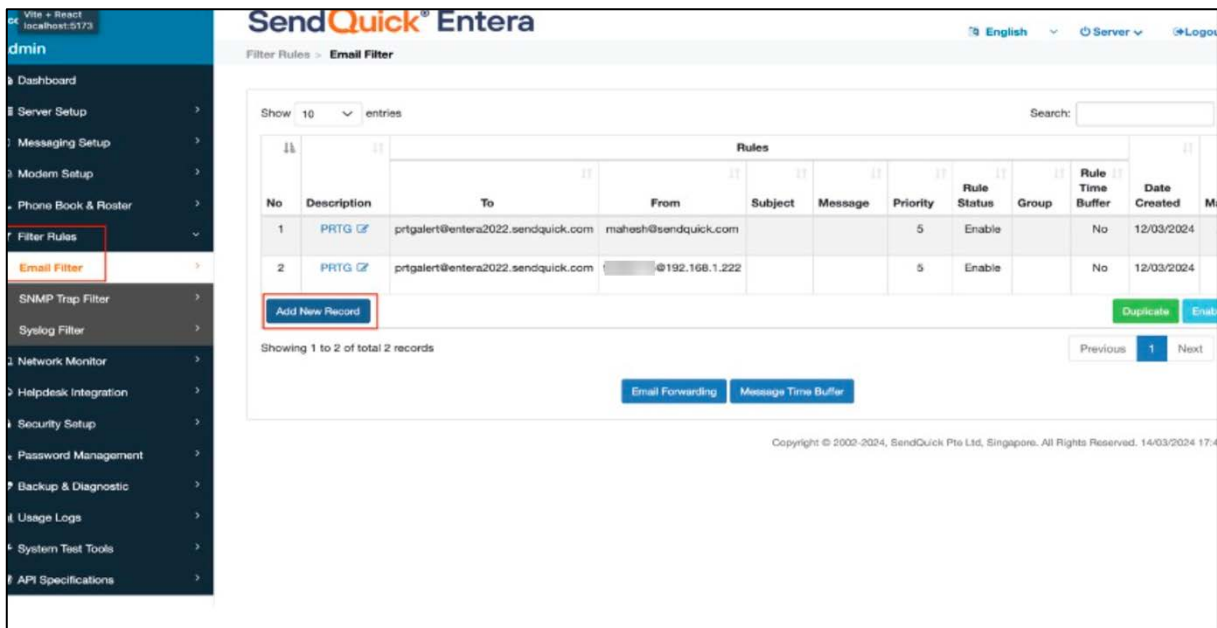


Figure 2-1: Adding new email filter

Click on **Add New Record**.

You can then create a new record to define the email address OpManager should send to. In our example, we will use OpManager@entera2022.sendquick.com

(Check your host and domain name value in the SendQuick dashboard under System Overview under Host and Domain. In this example it is entera2022.sendquick.com)

The user email can be anything meaningful that you choose but the domain name of the email address must correspond to your domain name of your SendQuick system.

Fill in the **Description**, **Mail To**, **Mail From** (Optional) and for **Match Mode**, check on **ANY**. Once done, click **Save**.

Add Mail Filter Rule

Description

[Variables Usage](#)

Mail To

Mail From

Subject

Message

Match Mode ALL ANY

Figure 2-2: Mail Filter Configuration

Click on **View** for the record that you have created:

Account: admin

SendQuick® Entera

Filter Rules > Email Filter

Rules											
To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert	
OpManager@entera2022.sendquick.com	notification@opmanager.com			5	Enable		No	14/03/2024	ANY	View	

Figure 2-3: View Email Filter

Then click on **Add New Record**

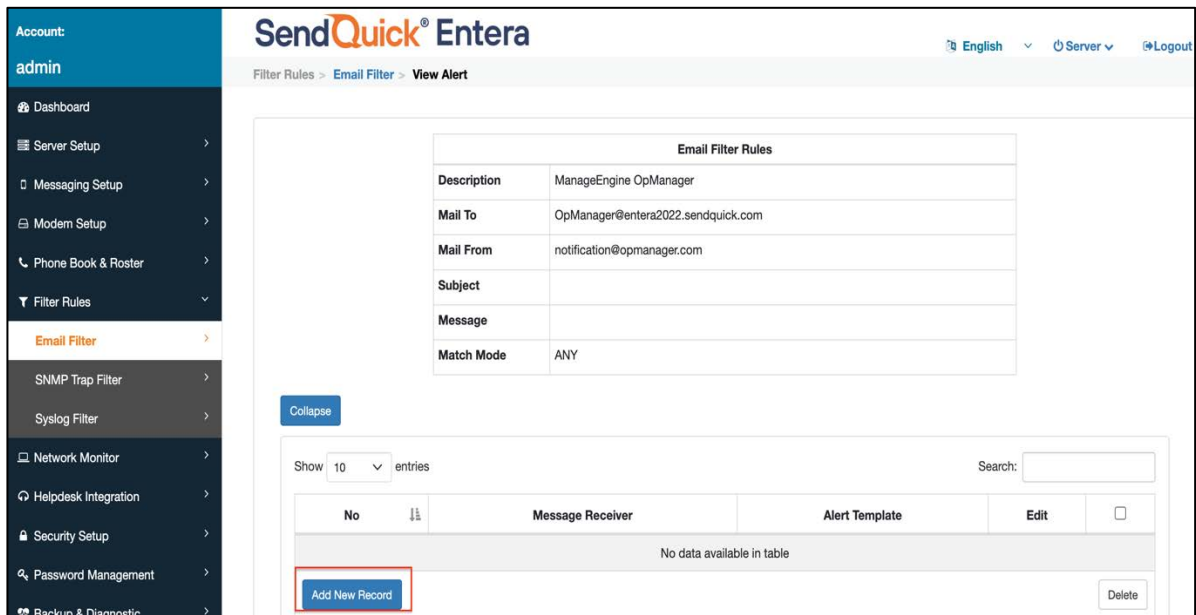


Figure 2-4: View Alert > Add New Record

You can then add multiple numbers, emails, or even pre-defined groups to receive the notification alerts.

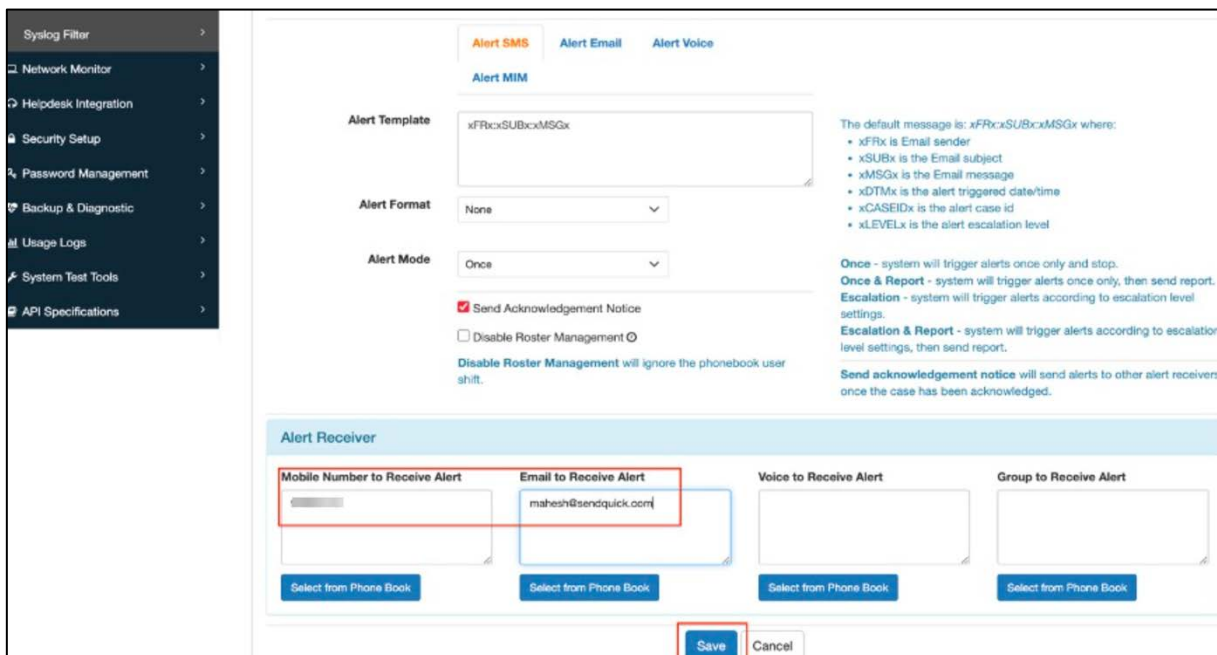
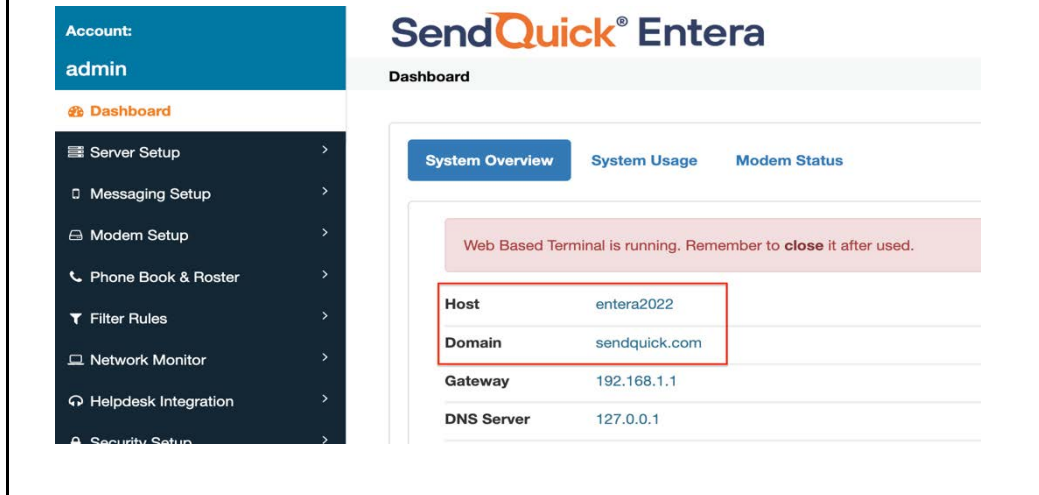


Figure 2-5: Adding mobile number and email to receive alerts

After you have keyed in the information, click on **Save** to continue.

Quicktip - To check your host and domain name, you can find the value in the SendQuick dashboard under **System Overview** under **Host** and **Domain**.

For e.g. our domain name is *entera2022.sendquick.com*



2.2 Configure SMTP Delivery on OpManager

On the dashboard of OpManager, navigate to **Settings > General Settings > Mail server settings**.

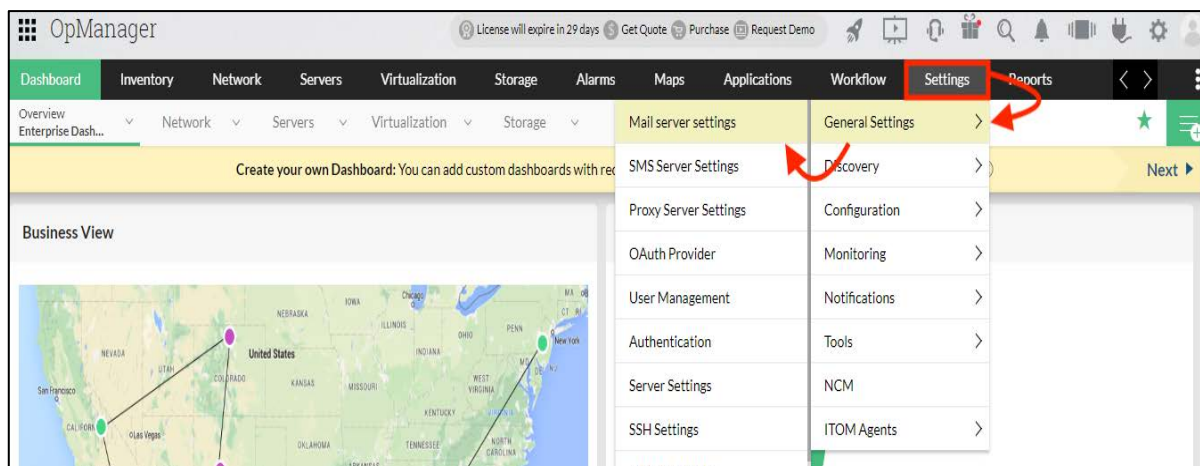


Figure 2-6: Mail Server Settings

In the **Mail Server Settings** section, key in your own SendQuick IP address in the **Server Name** field as shown in the screenshot example below. Enter a **Time Out** interval. For the **To Email ID** fill in the email address you have used for the email filter as in the previous section (*Section 2.1 Configure Email Filter in SendQuick*) In our example, we have configured OpManager@entera2022.sendquick.com

The screenshot displays the 'Mail Server Settings' configuration page in the OpManager interface. The page is divided into a left-hand navigation menu and a main configuration area. The navigation menu includes options like 'General Settings', 'Mail server settings', 'SMS Server Settings', 'Proxy Server Settings', 'OAuth Provider', 'User Management', 'Authentication', 'Server Settings', 'SSH Settings', 'System Settings', 'Database Maintenance', 'Database Backup', 'Rebranding', 'Device Snapshot Settings', 'Security Settings', 'Privacy Settings', 'Third Party Integrations', and 'Self Monitoring'. The main configuration area is titled 'Mail Server Settings' and has two tabs: 'Primary Mail Server' (selected) and 'Secondary Mail Server'. A red box highlights the 'Server Name' (192.168.1.222), 'Port' (25), and 'Time Out (sec)' (30) fields. Below these are 'From Email ID (optional)' (notification@opmanager.com) and 'To Email ID' (OpManager@entera2022.sendquick.com). Further down are 'Authentication Details (optional)' with 'Basic' selected, and 'Secure Connection Details' with 'None' selected. A 'Send Test' button is at the bottom.

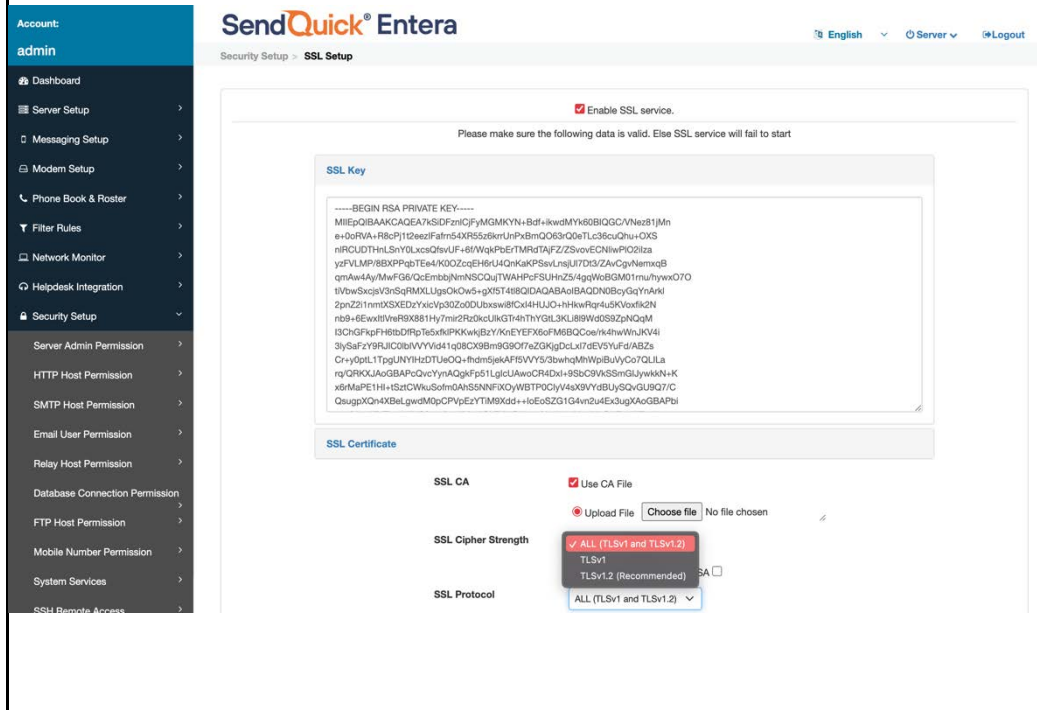
Figure 2-7: Mail Server Settings Configuration

By default, the **Port** is 25. Leave the **Authentication Details - User Name** and **Password** fields blank.

For **Secure Connection Details**, you can select any of the methods listed provided they are installed in both OpManager and SendQuick. If you are unsure if the protocols are installed on your servers, select "None".

Quicktip - To check what you installed on SendQuick, navigate to the following item on the SendQuick dashboard :

Security Setup > SSL Setup > SSL Protocol



After the configuration, click on the **Send Test Email** to test if the setup is correct.

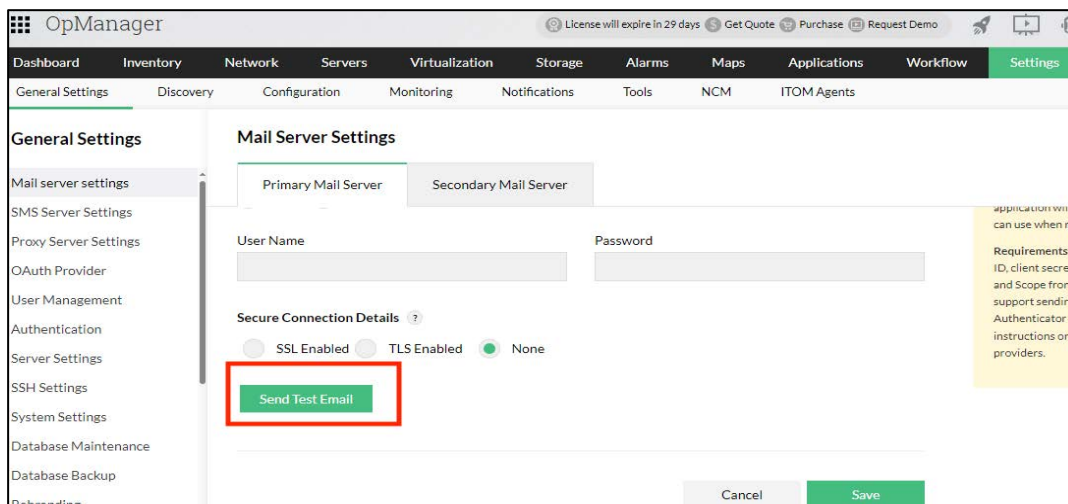


Figure 2-8: Send Test Email

To confirm that SendQuick has subsequently received the email and sent out as SMS, go to SendQuick dashboard. Navigate to **Usage Logs > Message Logs**.

Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

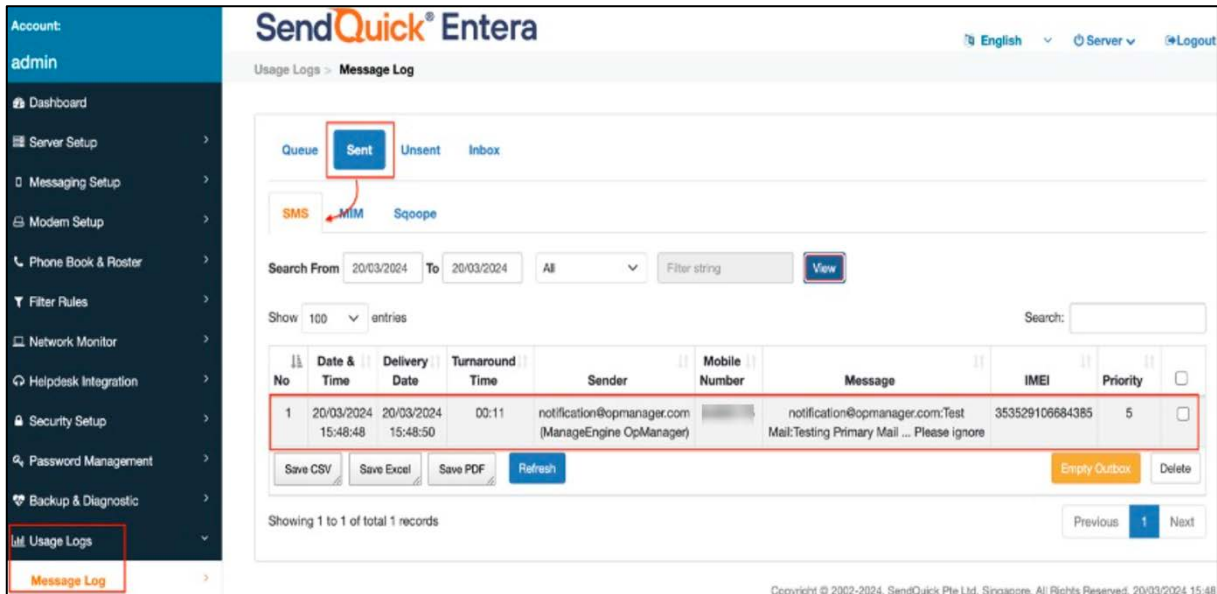


Figure 2-9: Test mail logged in Message Log

2.3 Configure Email Based SMS Notification Profile

Next, configure the notification templates that can be used by notification triggers. In the ManageEngine OpManager dashboard, navigate to **Settings > Notifications > Add Profile**.

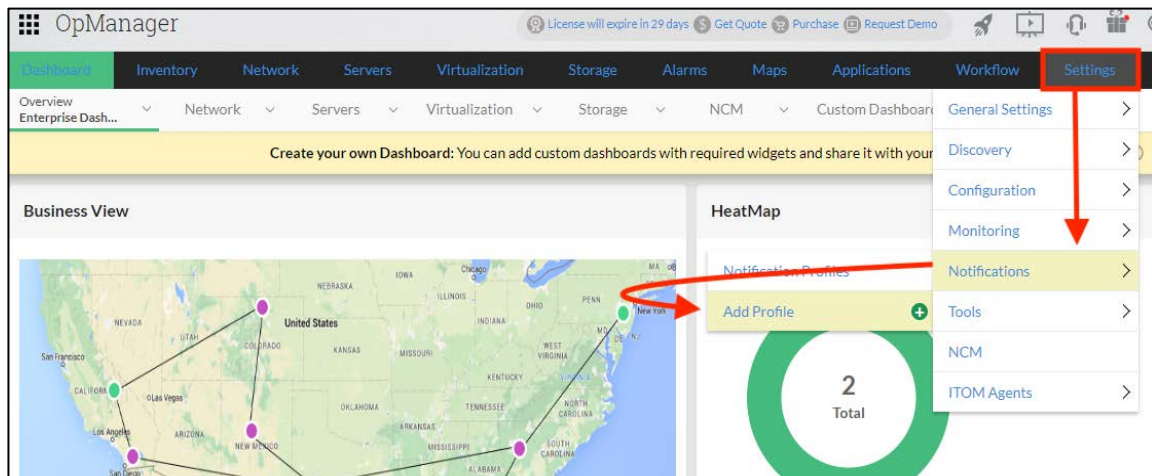


Figure 2-10: Notification Settings

Select the **Email based SMS Notification Profile**. It's important to use the same email address configured in Section 2.1 for the Mail Filter for the **To Email Address** field.

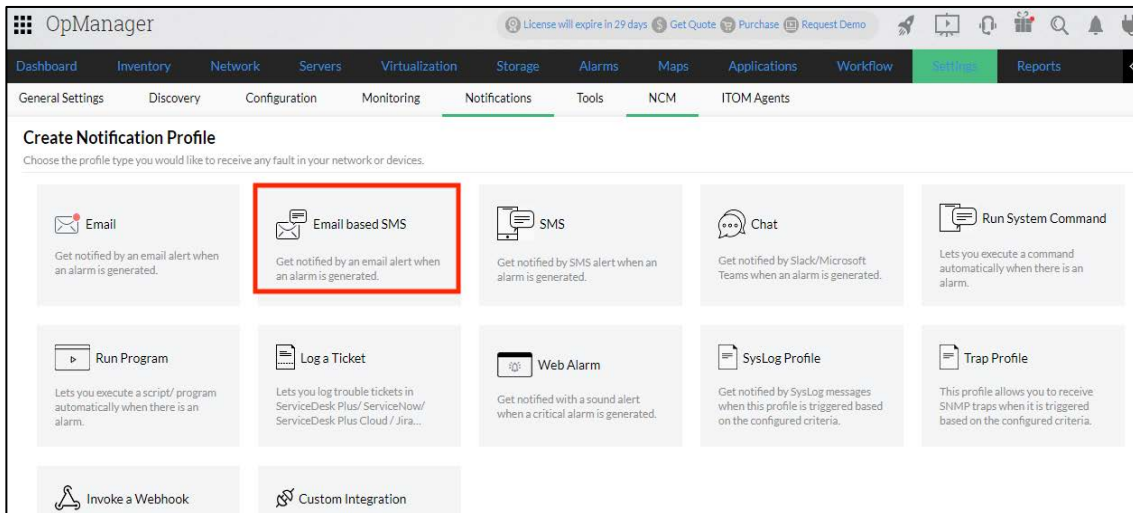


Figure 2-11: Email-based SMS

Configure the email **Subject** and **Message** with the relevant parameters that you want to appear in your alert messages. Click on **Next**.

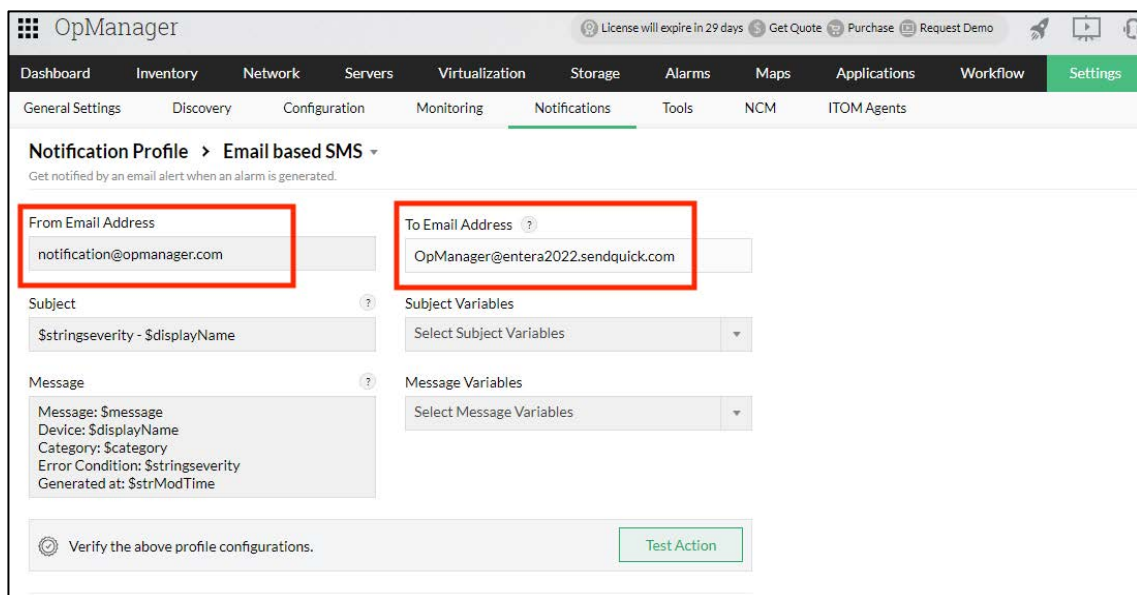


Figure 2-12: Email-based SMS Configuration

Next, select the criteria that will trigger the alerts.

OpManager

License will expire in 29 days | Get Quote | Purchase | Request Demo

Dashboard | Inventory | Network | Servers | Virtualization | Storage | Alarms | Maps | Applications | Workflow | Settings

General Settings | Discovery | Configuration | Monitoring | Notifications | Tools | NCM | ITOM Agents

Send Email based SMS - Choose the criteria

Get notified by an email alert when an alarm is generated.

Criteria

Device Down for Attention Trouble Critical Severity

Hardware in problematic condition (?)

Interface or switch port has some problems (?)

When any Selected (0 | 17) Service is down

When any Selected (0 | 15) Windows Service is down

When any Selected (0 | 6) Printer Monitor is down

When any Selected (0 | 3) UPS Monitor is down

When any Selected (0 | 19) SNMP trap is received from the device

Figure 2-13: Alert Trigger Criteria

Select the **Severity** level to reach before notification is sent. After your selection, click on **Next**.

OpManager

License will expire in 29 days | Get Quo

Dashboard | Inventory | Network | Servers | Virtualization | Storage | Alarms | Maps

General Settings | Discovery | Configuration | Monitoring | Notifications | Tools | NCM

Send Email based SMS - Choose the criteria

Get notified by an email alert when an alarm is generated.

When any NFA alarm is triggered

When any Storage Alarm is triggered

When any interface bandwidth exceeds its speed

Notify when the alarm is cleared (?)

Notify only when severity is

Critical Trouble Attention Service Down

Back | Cancel | Next

Figure 2-14: Alert Trigger Severity Level

You should already have used OpManager earlier to discover devices in your network and have them in the **Inventory**. Select the **Devices** that are in the Inventory to attach this notification profile.

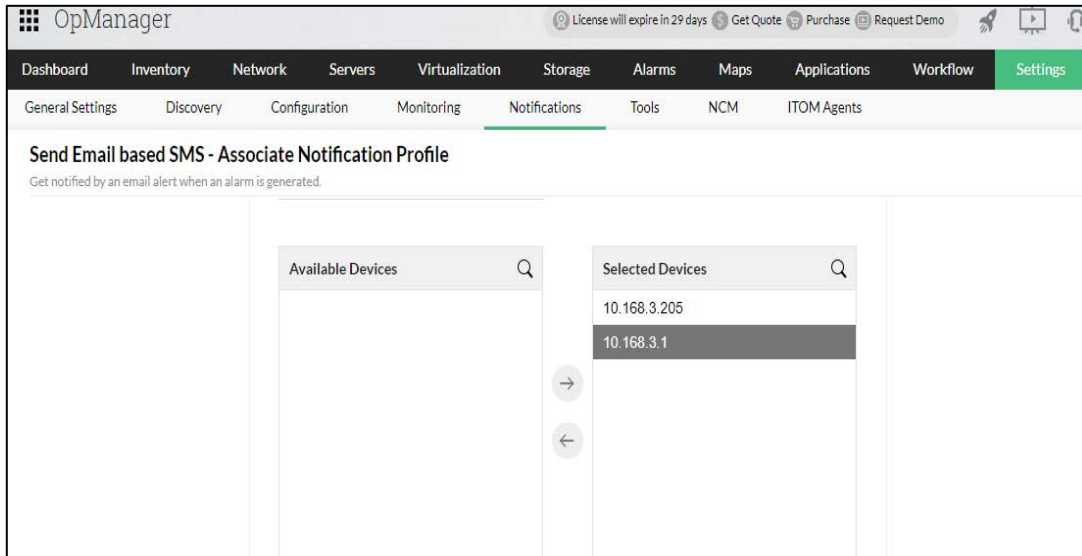


Figure 2-15: Alert Trigger & Device Association

OpManager allows you to **Schedule** when the alert should be sent. Configure according to your requirements.

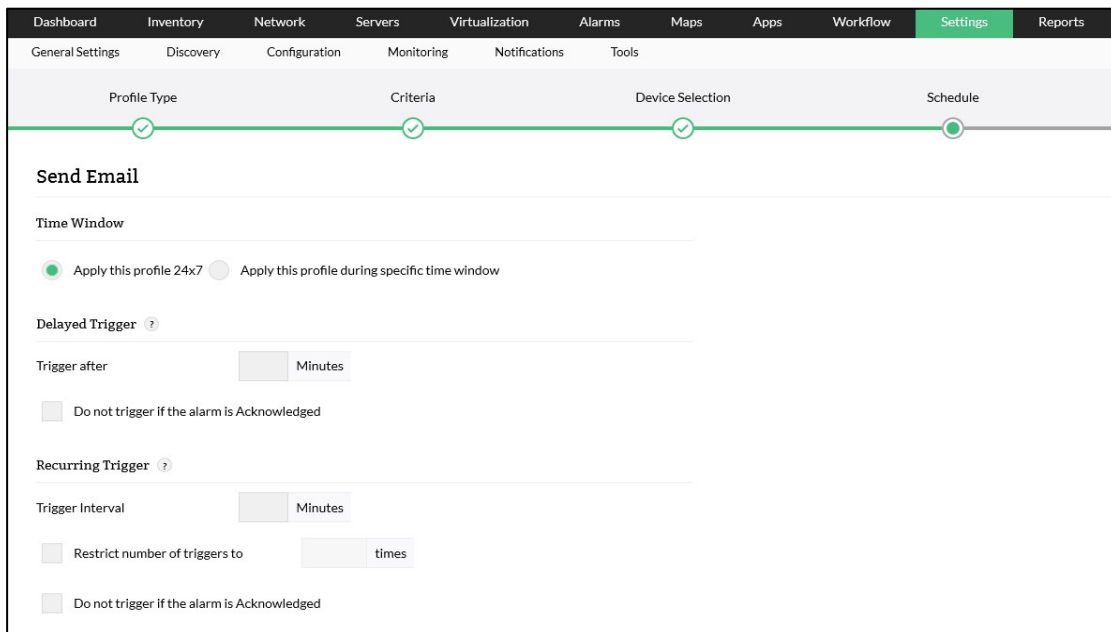


Figure 2-16: Alert Schedule

Finally, you can give a profile name for this **Notification Profile**.

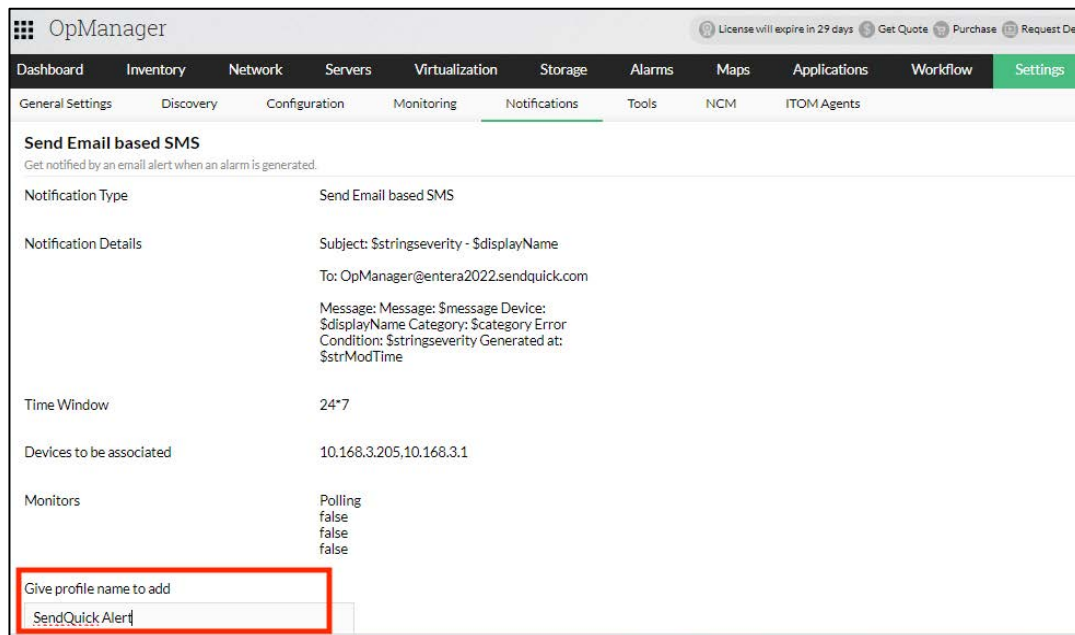


Figure 2-17: Profile Name

To test if the configuration is correctly setup, click on the **Test Action** button.

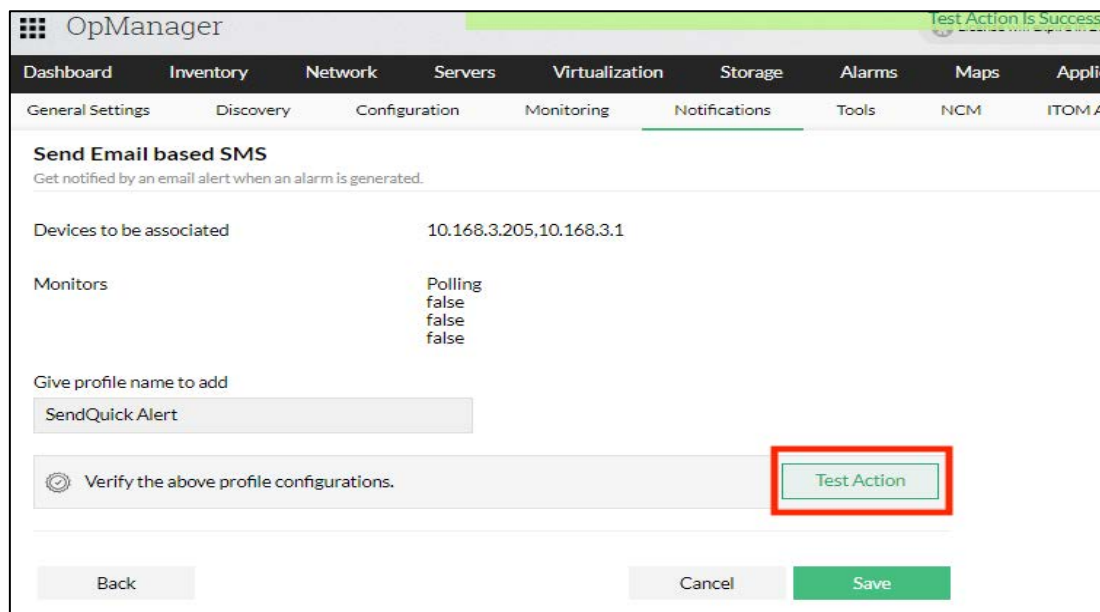


Figure 2-18: Test Notification

After the test is successful, you can **Save** this profile.

To confirm that SendQuick has subsequently received the email and sent out as SMS, go to SendQuick dashboard. Navigate to **Usage Logs > Message Logs**.

Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

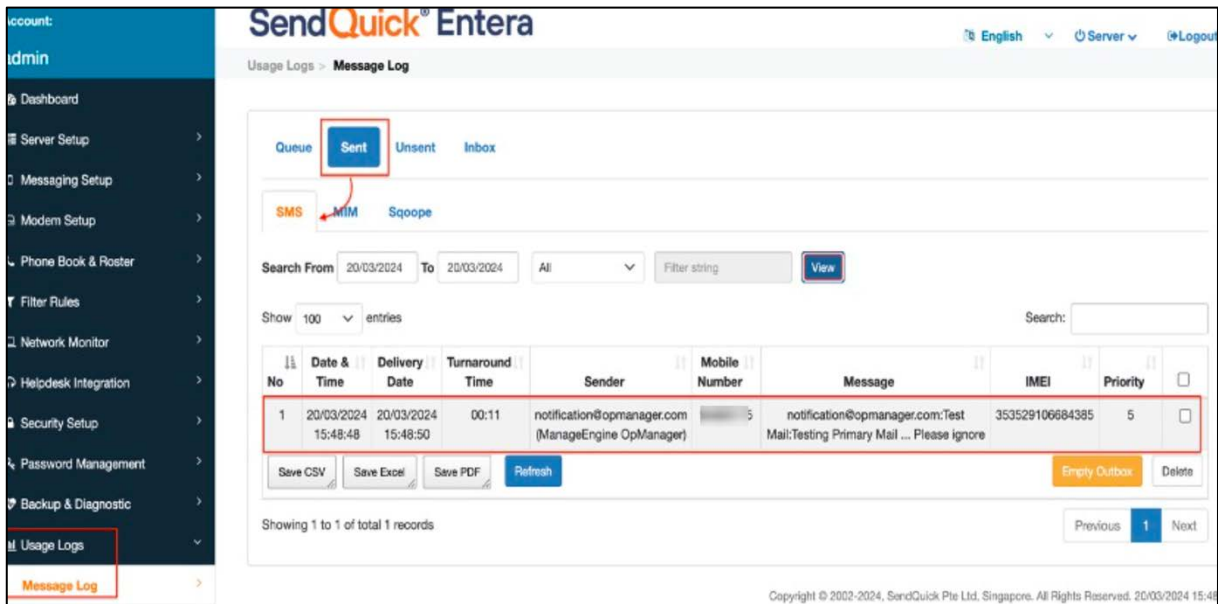


Figure 2-19: Test alert logged in Message Log

3.0 Send SMS Message via HTTP Method

Alternatively, SMS notification alerts can also be sent via SendQuick from OpManager using the HTTP method. You do not need to do any configuration in SendQuick.

3.1 Configure SMS Server in OpManager

On the dashboard of OpManager navigate to **Settings > General Settings > SMS Server Settings**.

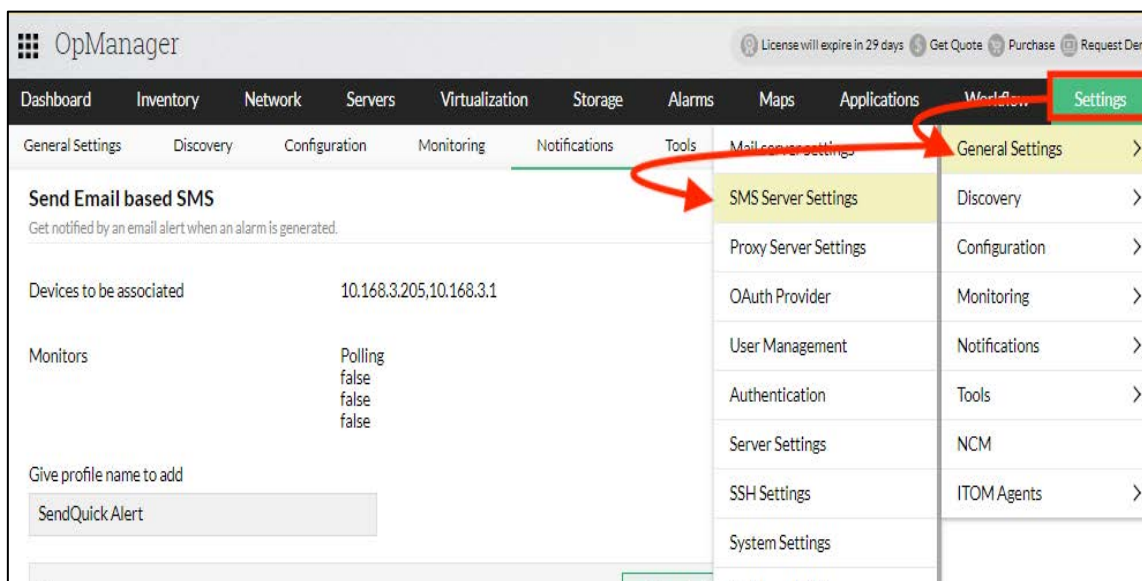


Figure 3-1: SMS Server Settings

Under the **SMS Gateway** tab, fill the **HTTP URL** field with the SendQuick *http URL string* as follows:

`http://<SendQuickIP>/cmd/system/api/sendsms.cgi`

Replace *<SendQuickIP>* with the IP address of your SendQuick system.

For the field **HTTP Parameters**, fill the following

`tar_num=$recipient&tar_msg=$message`

See the example:

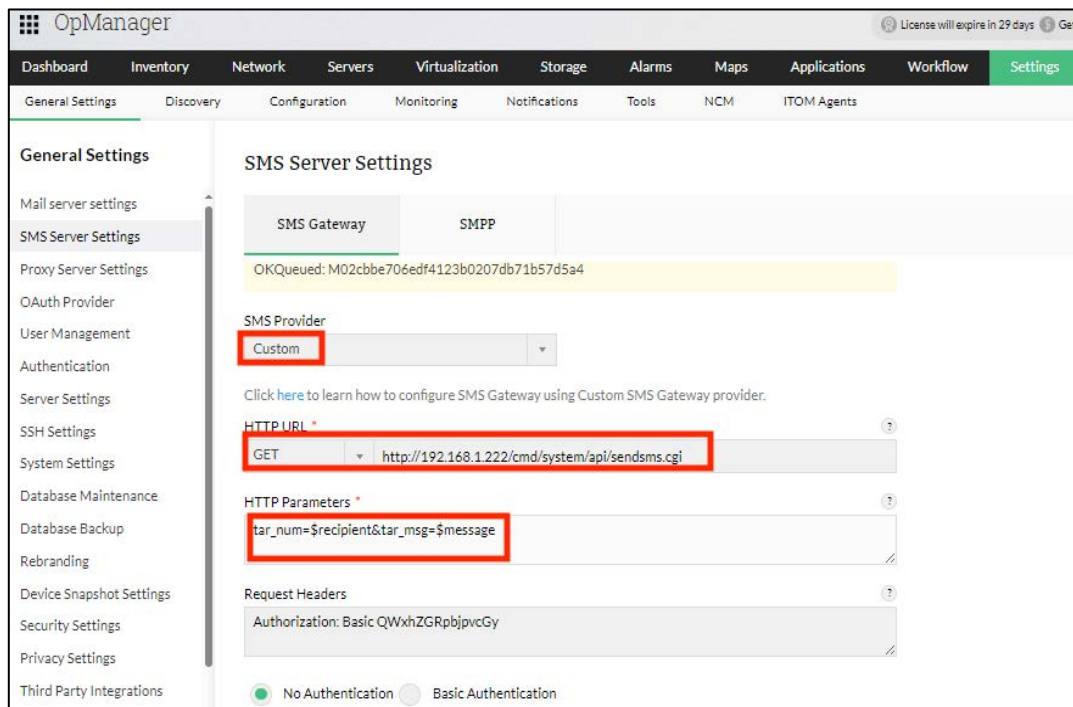


Figure 3-2: Sample SMS Server Settings

After the configuration, you can do a test to see if it works. Click on **Send Test SMS**.

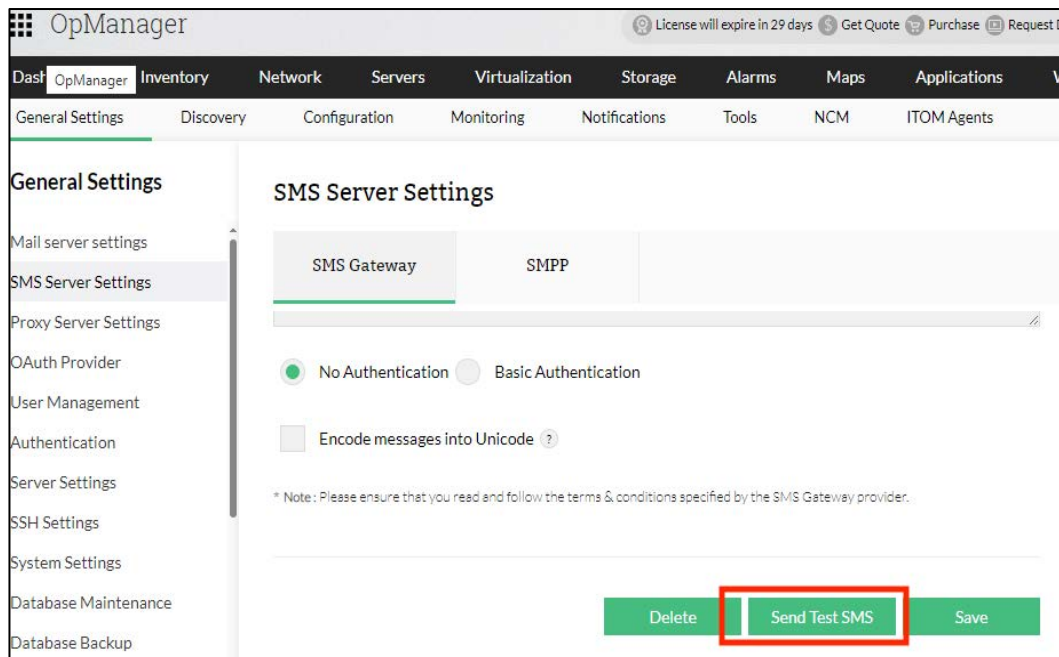


Figure 3-3: Send Test SMS

Enter the **Mobile number** to receive the test SMS and click on **Send**.

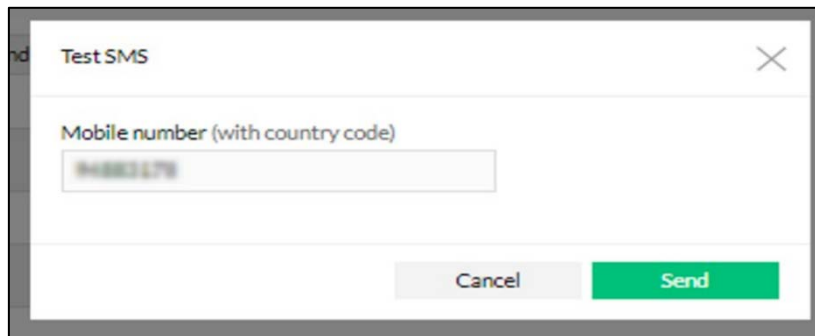


Figure 3-4: Test SMS – Mobile Number

If the test is successful, a message will appear as follows under **SMS Gateway API Response**:

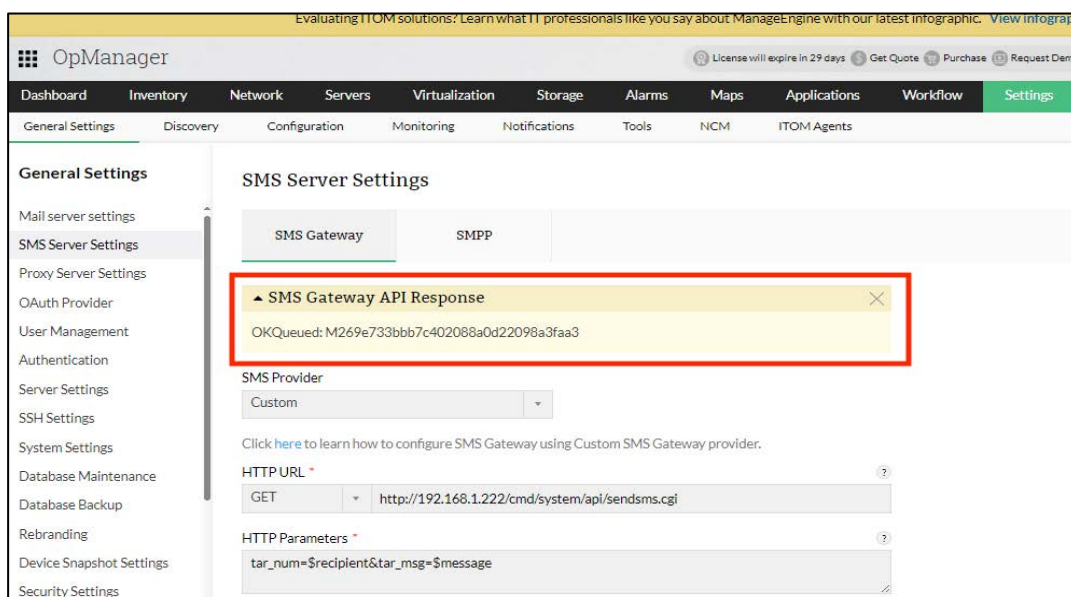


Figure 3-5: Test Status Notification

To confirm that SendQuick has subsequently sent out the SMS text, on the SendQuick dashboard, navigate to **Usage Logs > Message Logs**.

Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

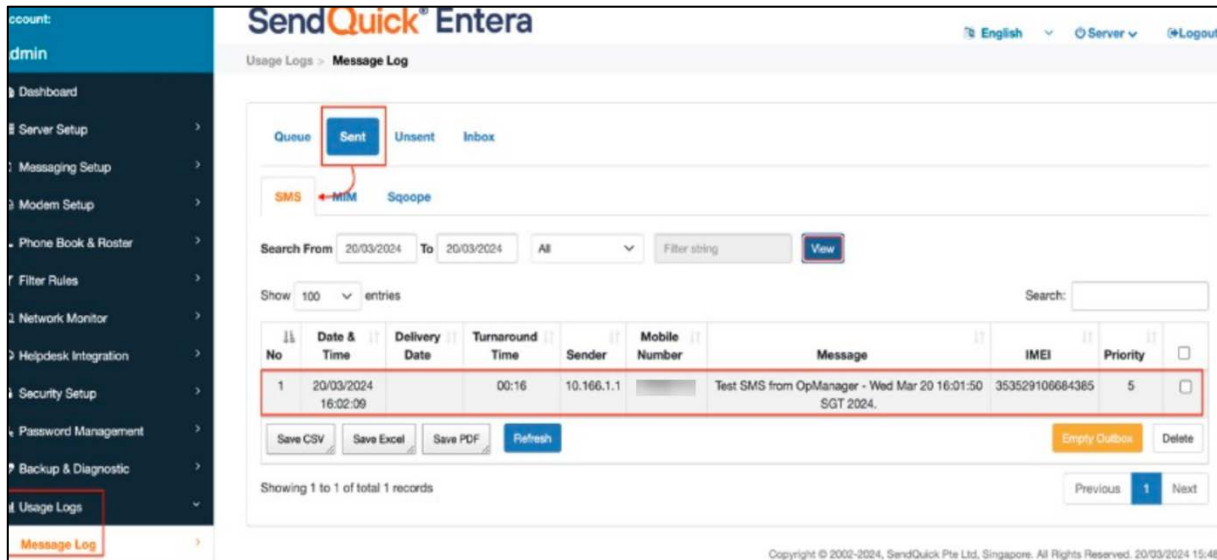


Figure 3-6: Test SMS logged in Message Log

3.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the ManageEngine OpManager dashboard, navigate to **Settings > Notifications > Add Profile**.

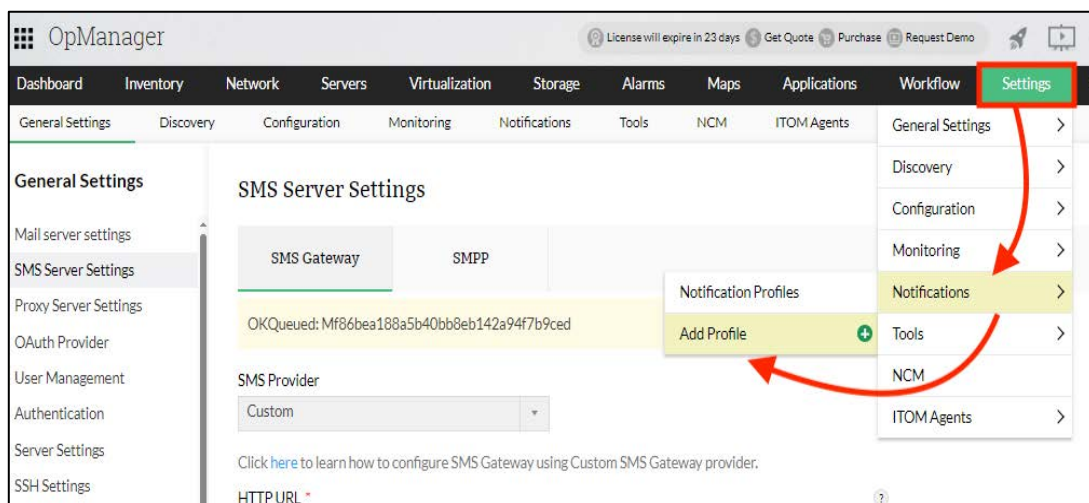
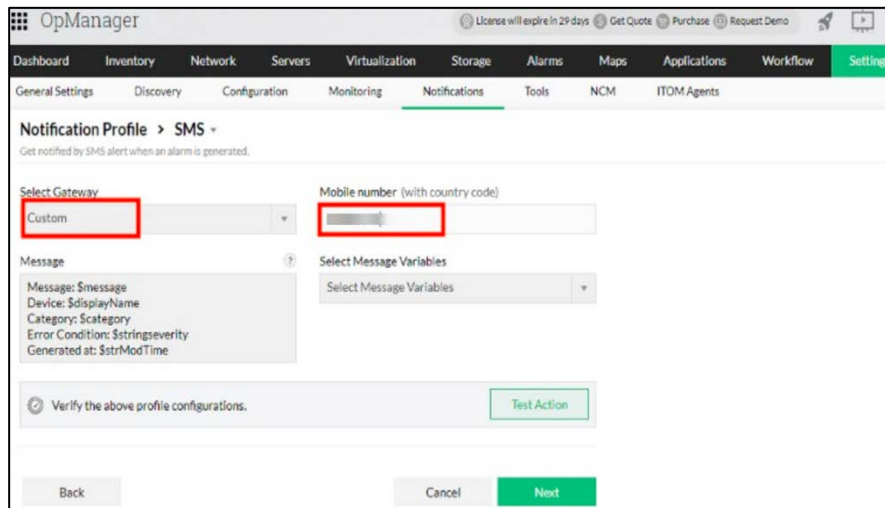


Figure 3-7: Add Notification Profile

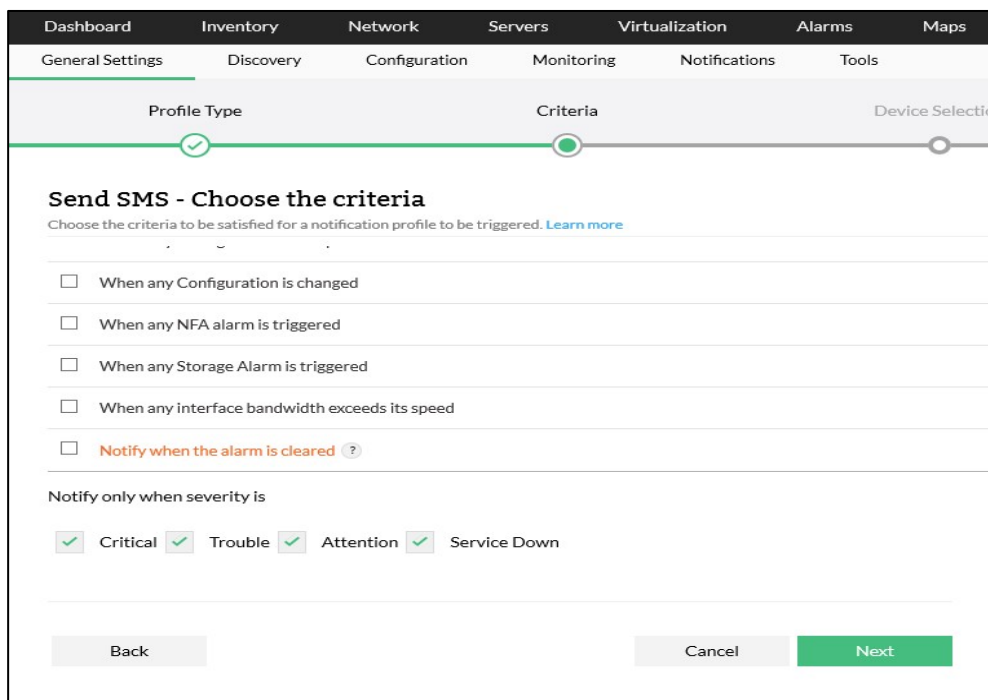
Select the **SMS Notification Profile**. Fill in the **Mobile number** to receive SMS alerts.



The screenshot shows the 'Notification Profile > SMS' configuration page in OpManager. The page has a navigation bar with 'Settings' highlighted. Below the navigation bar, there are tabs for 'General Settings', 'Discovery', 'Configuration', 'Monitoring', 'Notifications', 'Tools', 'NCM', and 'ITOM Agents'. The 'Notifications' tab is active. The main content area is titled 'Notification Profile > SMS' and includes a sub-header 'Get notified by SMS alert when an alarm is generated.' There are two input fields: 'Select Gateway' with a dropdown menu set to 'Custom', and 'Mobile number (with country code)' with a text input field. Below these is a 'Message' section with a text area containing variables like '\$message', '\$device', '\$category', '\$severity', and '\$time'. There is also a 'Select Message Variables' dropdown. At the bottom, there is a 'Test Action' button and a 'Verify the above profile configurations.' message. Navigation buttons 'Back', 'Cancel', and 'Next' are at the bottom.

Figure 3-8: SMS Notification Profile Configuration

Next, select the criteria that will trigger the alerts. Select the **Severity** level to reach before notification is sent. After your selection, click on **Next**.



The screenshot shows the 'Send SMS - Choose the criteria' page in OpManager. The page has a navigation bar with 'Settings' highlighted. Below the navigation bar, there are tabs for 'General Settings', 'Discovery', 'Configuration', 'Monitoring', 'Notifications', and 'Tools'. The 'Notifications' tab is active. The main content area is titled 'Send SMS - Choose the criteria' and includes a sub-header 'Choose the criteria to be satisfied for a notification profile to be triggered. Learn more'. There is a progress bar at the top with three steps: 'Profile Type' (completed), 'Criteria' (current), and 'Device Selection'. Below the progress bar, there are several criteria listed with checkboxes: 'When any Configuration is changed', 'When any NFA alarm is triggered', 'When any Storage Alarm is triggered', 'When any interface bandwidth exceeds its speed', and 'Notify when the alarm is cleared'. Below these is a section 'Notify only when severity is' with checkboxes for 'Critical', 'Trouble', 'Attention', and 'Service Down'. At the bottom, there are navigation buttons 'Back', 'Cancel', and 'Next'.

Figure 3-9: Send SMS Criteria

You should already have used OpManager earlier to discover devices in your network and have them in the **Inventory**. Select the **Devices** that are in the Inventory to attach this notification profile.

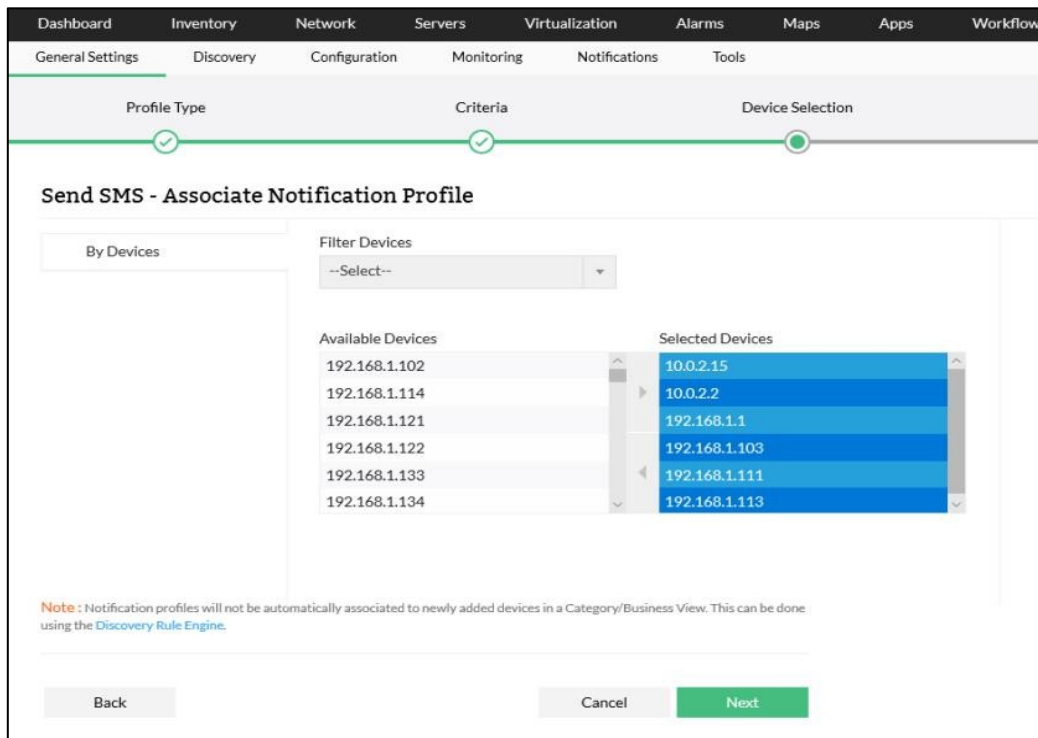


Figure 3-10: Device Association

OpManager allows you to **Schedule** when the alert should be sent. Configure according to your requirements.

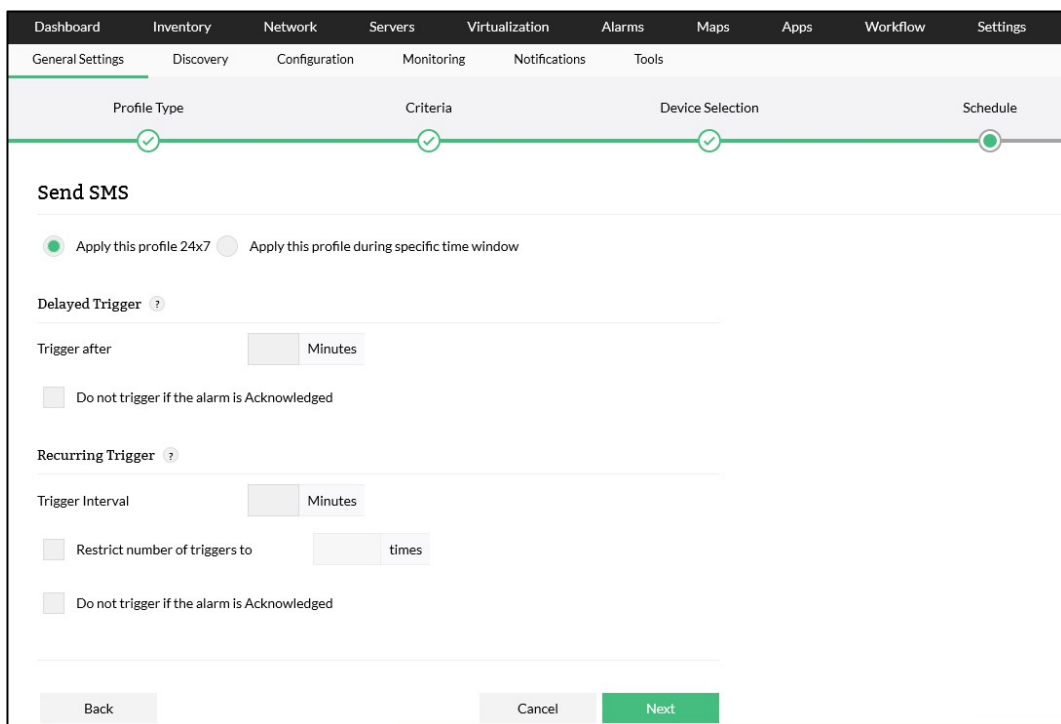


Figure 3-11: Alert Schedule

Finally, you can give a profile name for this **Notification Profile**. To test if the configuration is correctly setup, click on the **Test Action** button.

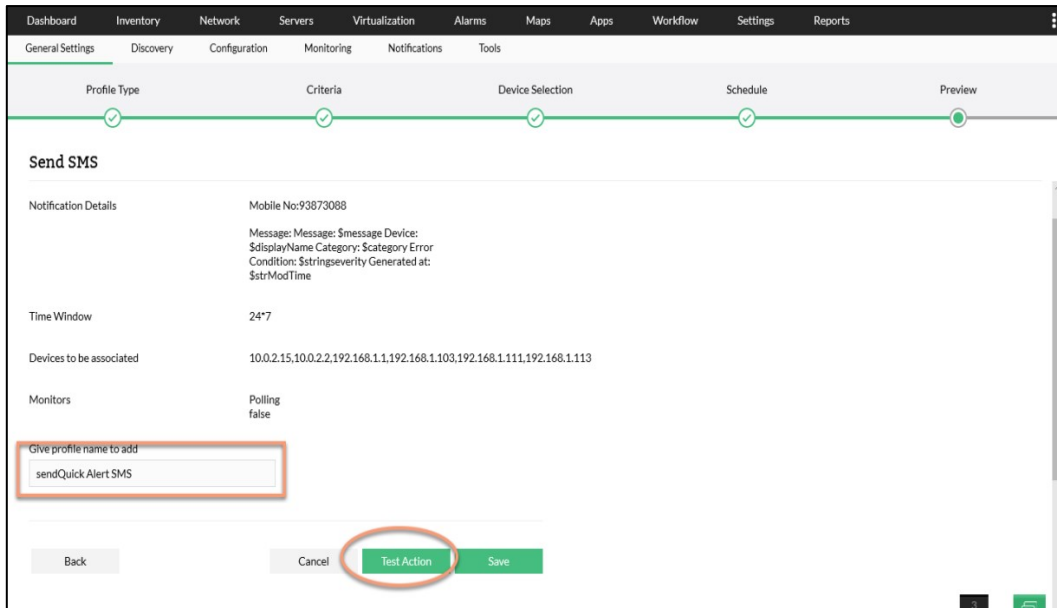


Figure 3-12: Test Notification Profile

To confirm that SendQuick has subsequently received the message and sent out as SMS, go to SendQuick dashboard. Navigate to **Usage Logs > Message Logs**.

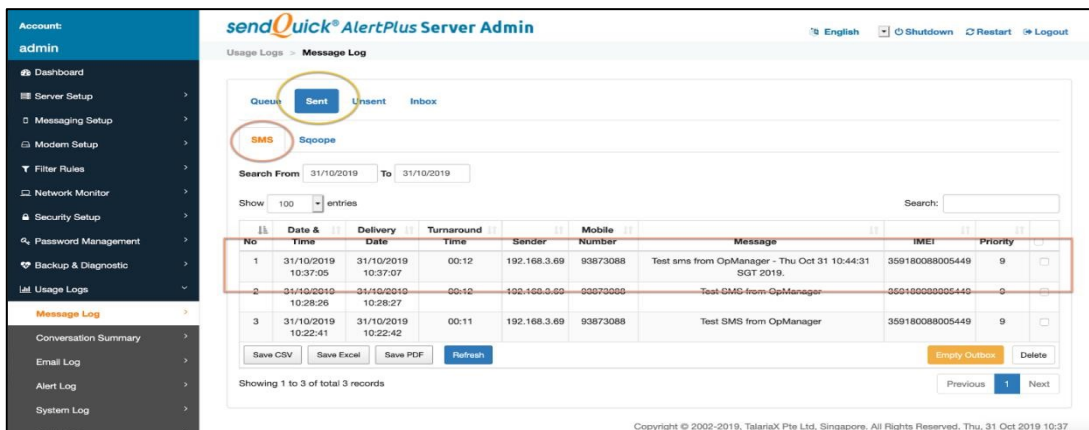


Figure 3-13: Test alert logged in Message Log

Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.