



Nagios – SendQuick Integration Guide

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REVISION SHEET

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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 Nagios to send SMS alerts. In this guide, we will be using SendQuick Entera Version 20220809-4HF1 and Nagios XI 2024 R1.1.1 for the integration illustration.

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

- Email method

2.0 Send Email to SendQuick appliance using SMTP

When the monitored device is down or there is a need to send an alert, Nagios can trigger an email to SendQuick. SendQuick will then convert the email message to SMS.

2.1 Configuring Email Settings in Nagios

To access the configuration of Email Settings in Nagios XI, using the Search bar tool, find for email settings efficiently:

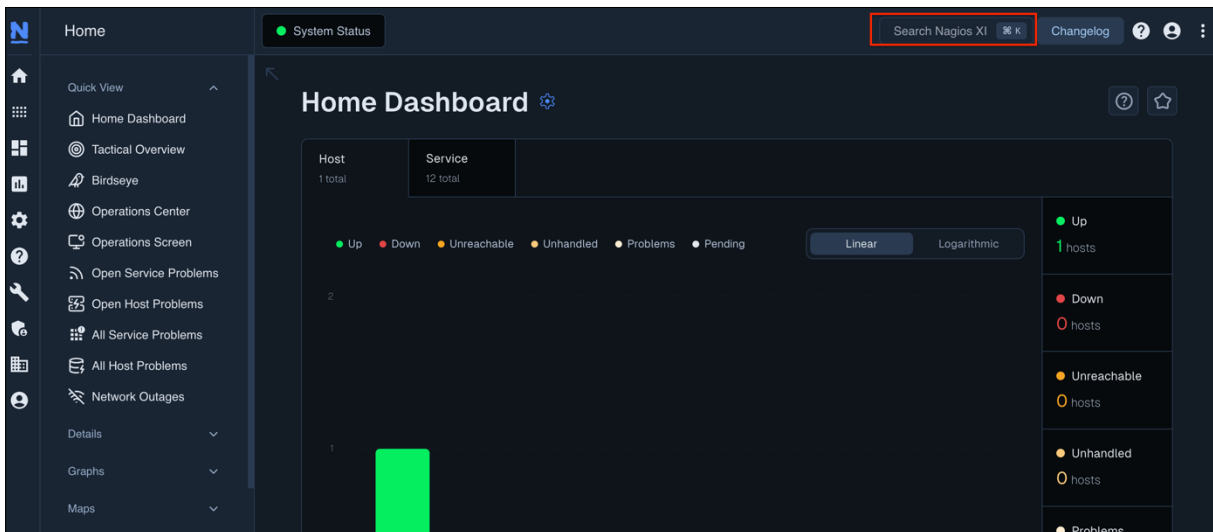


Figure 2-1: Search Function in Home Dashboard

To go to the email settings page, click on **Email Settings**.

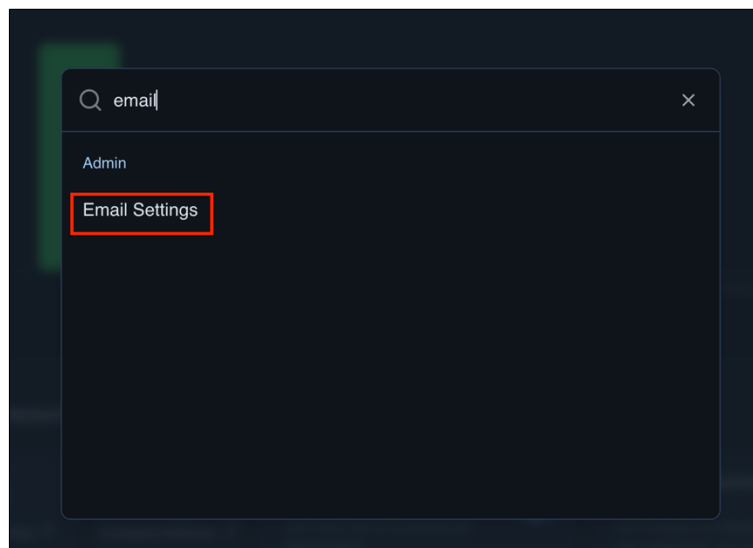


Figure 2-2: Email Settings Page via Search Function

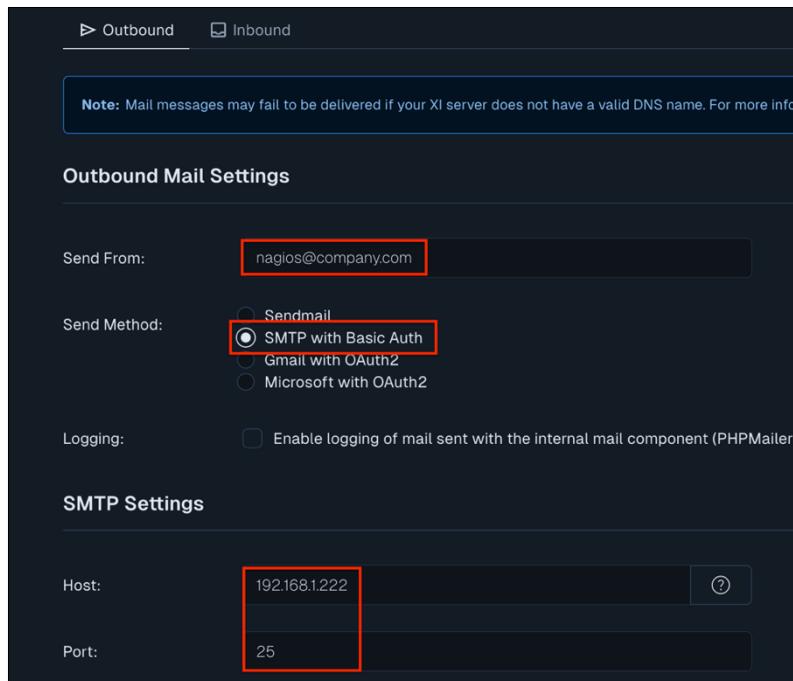
Configure the Outbound Mail and SMTP Settings to the following,

Send From: nagios@company.com

Send Method: SMTP with Basic Auth

Host: 192.168.1.222 (Enter your own SendQuick IP address)

Port: 25



The screenshot shows the 'Outbound Mail Settings' and 'SMTP Settings' sections. In the 'Outbound Mail Settings' section, the 'Send From' field contains 'nagios@company.com'. The 'Send Method' section has three radio buttons: 'Sendmail', 'SMTP with Basic Auth' (which is selected), and 'Gmail with OAuth2'. Below it, there is a checkbox for 'Logging' with the label 'Enable logging of mail sent with the internal mail component (PHPMailer)'. In the 'SMTP Settings' section, the 'Host' field contains '192.168.1.222' and the 'Port' field contains '25'. Red boxes highlight the 'Send From' field, the 'SMTP with Basic Auth' radio button, the 'Host' field, and the 'Port' field.

Figure 2-3: Configure Outbound and SMTP settings

2.2 Add Email Address to Send Alert

To add Email Address, use the search bar tool and go to “**Account Information**”:

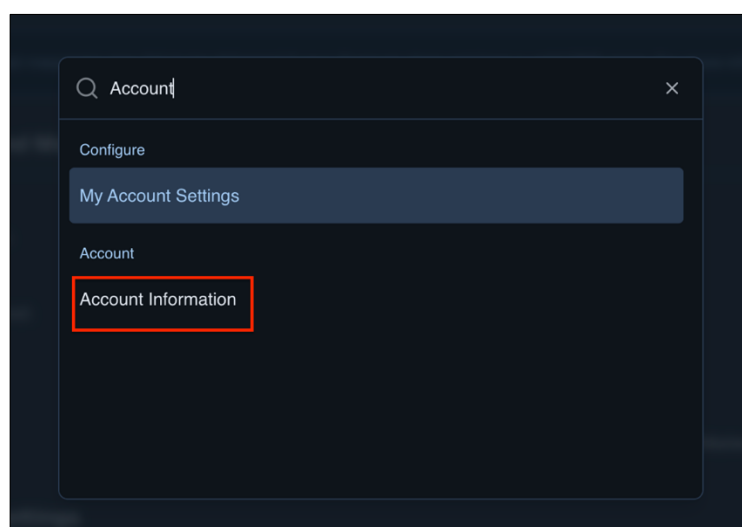
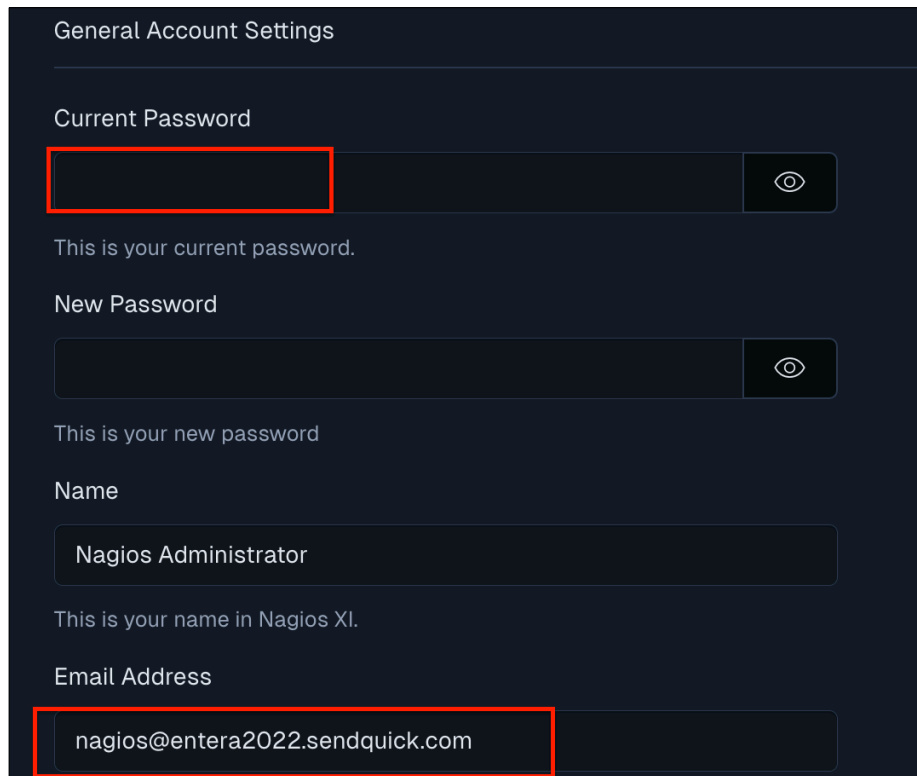


Figure 2-4: Account Information Page via Search Function

Configure **Email address** to <anyname>@entera2022.sendquick.com .

Enter the **Current Password** to save the changes.

(Note: The email address entered here must be the same as the email address for the Email Filter in SendQuick)



General Account Settings

Current Password

This is your current password.

New Password

This is your new password

Name

This is your name in Nagios XI.

Email Address

Figure 2-5: General Account Settings

3.0 Configure Email Filter in SendQuick

SendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combinations of emails and SMS.

3.1 Navigate to email Filter

To explore this feature, navigate on the SendQuick dashboard to:
Filter Rules > Email Filter

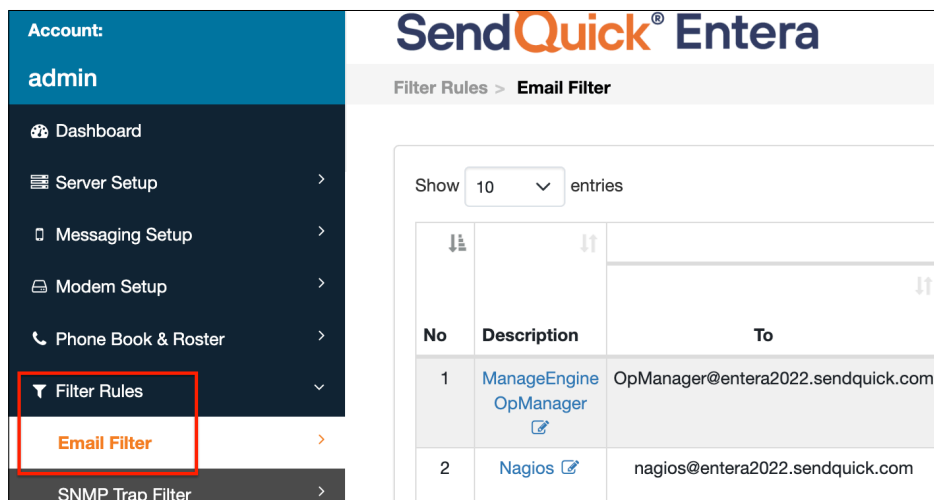


Figure 3-1: Email Filter Page via Navigation Bar

3.2 Create a rule in email Filter

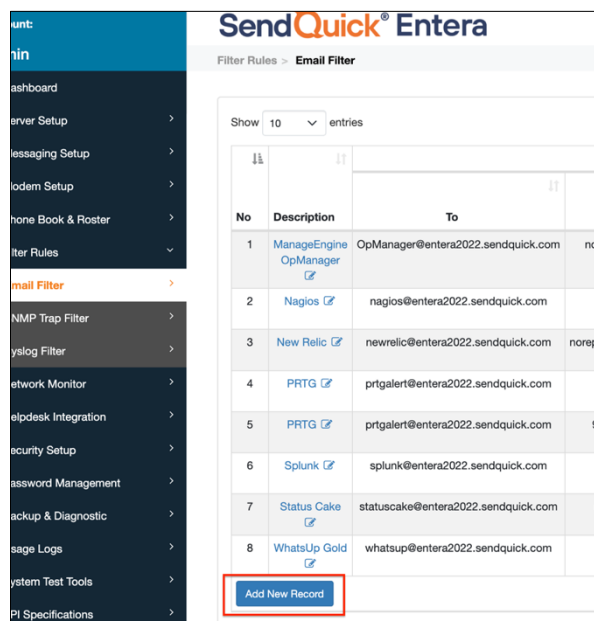


Figure 3-2: Email Filter > Add New Record

Click on **Add New Record**.

You can then create a new record to define the email address Nagios should send to. **(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)**

(Note: This email must be the same as the one entered in Nagios Account Information)

It will be filtered by the Mail To field. Nagios will trigger an email to nagios@entera2022.sendquick.com

If the rule is matched, SMS will be triggered. You can enter your own Description for example Nagios to specify that this rule is used for Nagios.



Add Mail Filter Rule

Description: Nagios

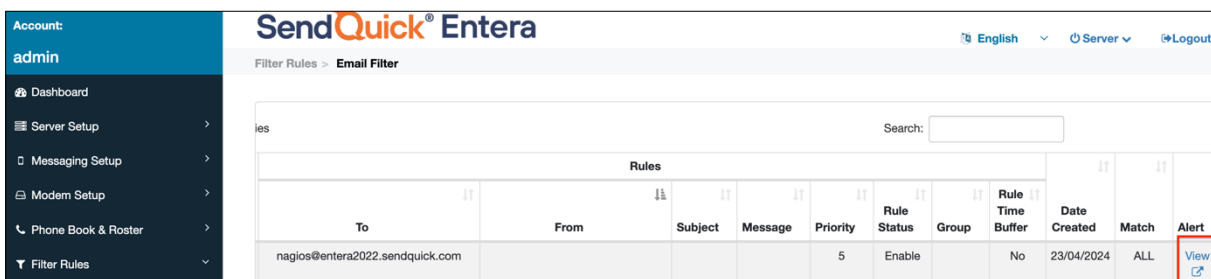
Variables Usage

Mail To nagios@entera2022.sendquick.com

Figure 3-3: Add Mail Filter Rule

3.3 Configure Mobile Number to receive Alerts

Click on **View**.



Account: admin

SendQuick® Entera

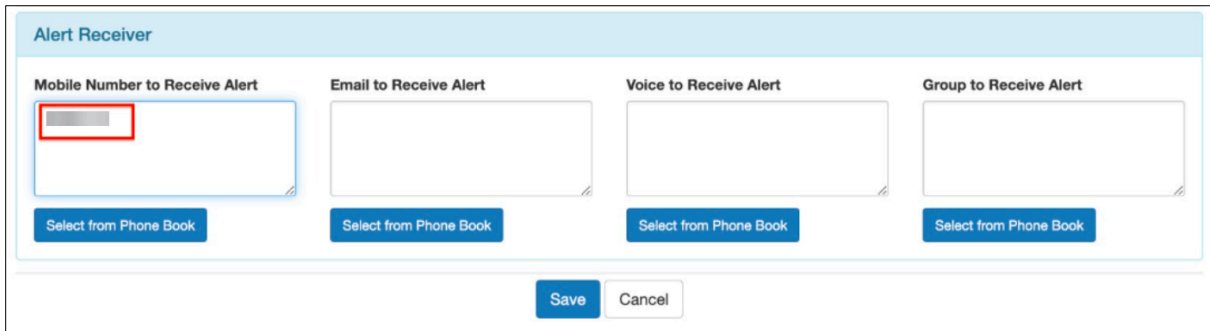
Filter Rules > Email Filter

Search:

To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert
nagios@entera2022.sendquick.com				5	Enable		No	23/04/2024	ALL	View

Figure 3-4: Email Filter > View Record

Click on **Add Record**.



The screenshot shows a web form titled "Alert Receiver". It contains four input fields arranged horizontally: "Mobile Number to Receive Alert", "Email to Receive Alert", "Voice to Receive Alert", and "Group to Receive Alert". Each field is accompanied by a "Select from Phone Book" button. The "Mobile Number to Receive Alert" field is highlighted with a red border. Below the input fields are "Save" and "Cancel" buttons.

Figure 3-5: Adding Mobile Number to Receive Alert

You will be able to enter multiple mobile numbers of personnel. They will be the one to receive the alert notifications.

Scroll down to **Alert Receiver**. Under **Mobile Number to Receive Alert**, key in as many numbers as you want. (**Note: Each number must be entered per line**)

Click **Save**.

4.0 Testing Configuration

We will be testing the alert from Nagios to SendQuick by triggering a test email to SendQuick . Successful alert will be sent to and displayed by SendQuick

4.1 Sending test email from Nagios

Go to Email Settings and click on “**Send a Test Email**”

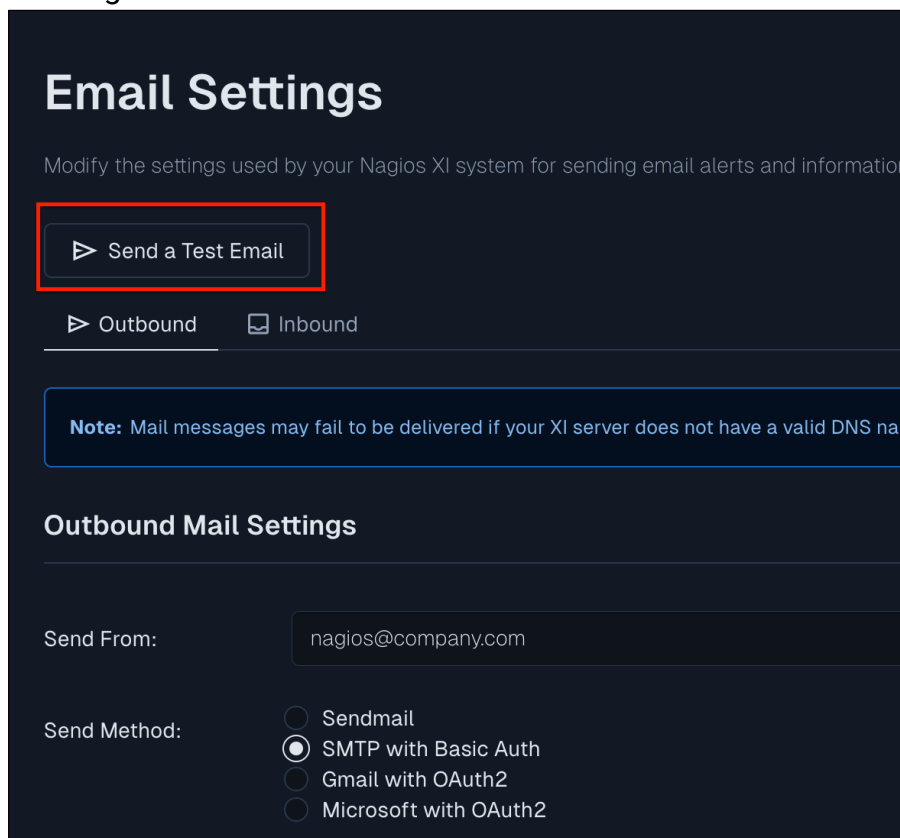


Figure 4-1: Email Settings > Sent a Test Email

Click on **Send Test Email**.

Once you click, an alert will be sent to SendQuick

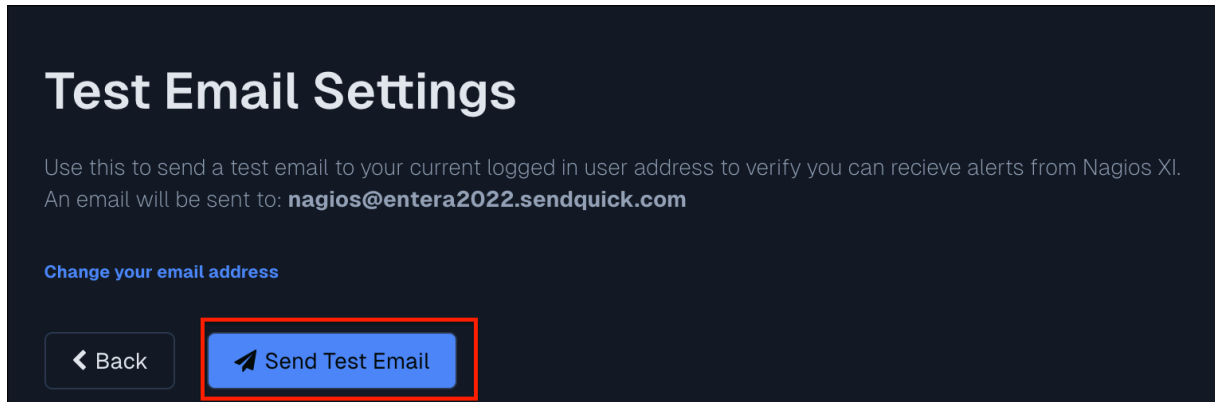


Figure 4-2: Test Email Settings > Send Test Email

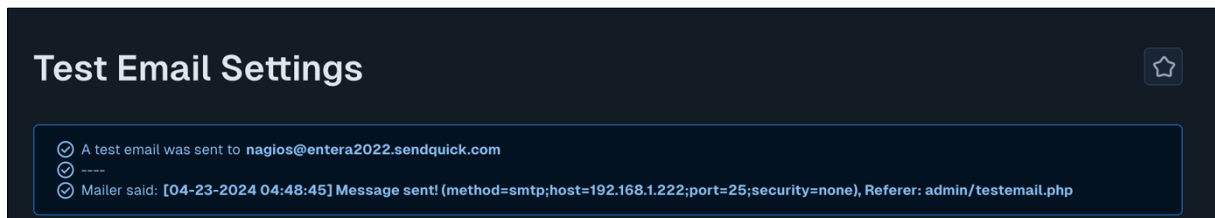


Figure 4-3: Test Email Settings > Successful Test Email

If Nagios is able to send the alert successfully to the email, you should be able to see this notification.

4.2 Ensuring SendQuick receives 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**
Next, click on the **Sent tab > SMS tab**.

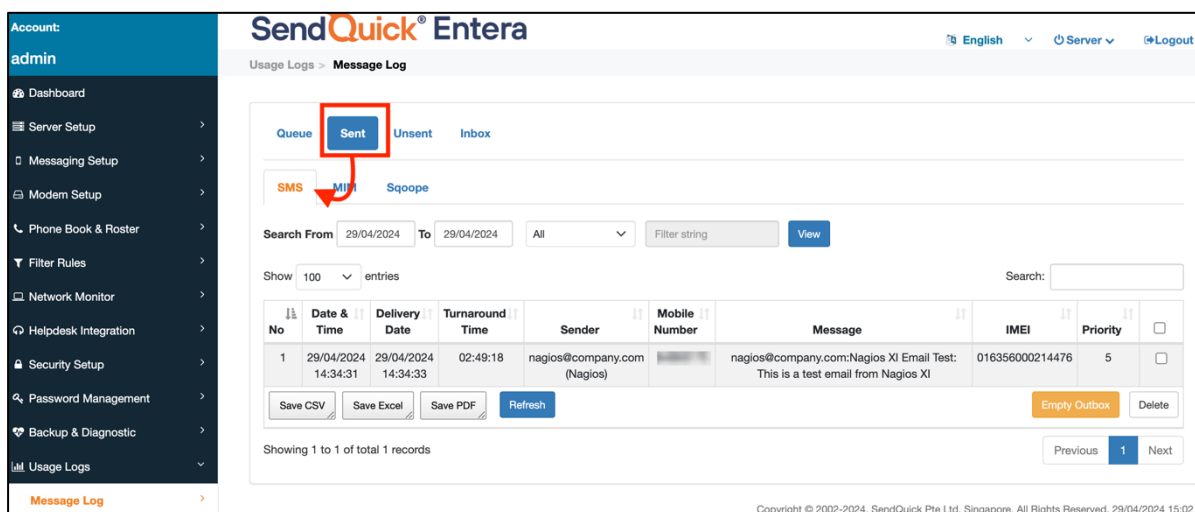


Figure 4-4: Message Log > Sent > SMS

If there is a corresponding entry in the logs, that means the SMS text was sent successfully.