



NetCrunch – SendQuick Integration Guide

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REVISION SHEET

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1.1	20/04/2024	<i>First published version with new format</i>
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1.0 Introduction

1.1 About SendQuick

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 NetCrunch to send SMS alerts. In this guide, we will be using SendQuick Entera Version 20220809-4HF1 and NetCrunch 14 for the integration illustration.

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

- Email method

2.0 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.

2.1 Navigate to email Filter

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

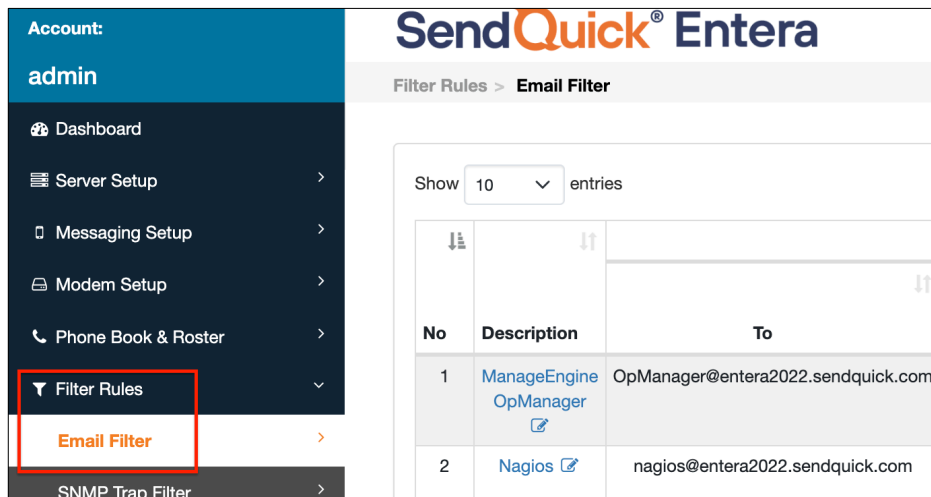


Figure 2-1: Email Filter

2.2 Create a rule in email Filter

Click on **Add New Record**.

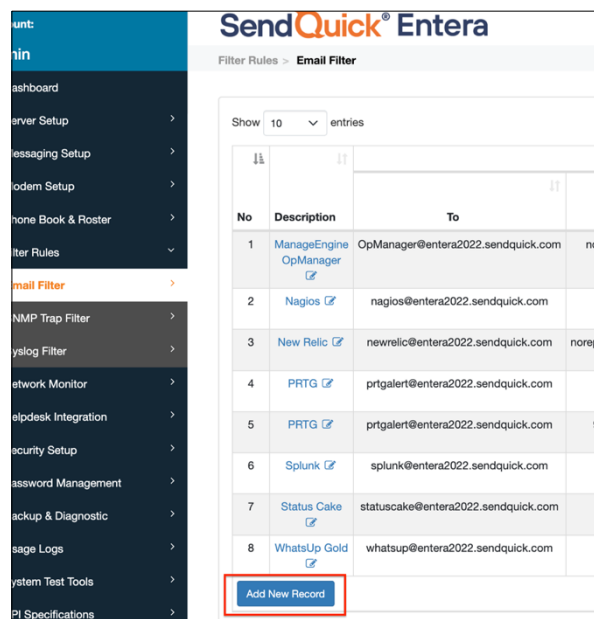


Figure 2-2: Email Filter > Add New Record

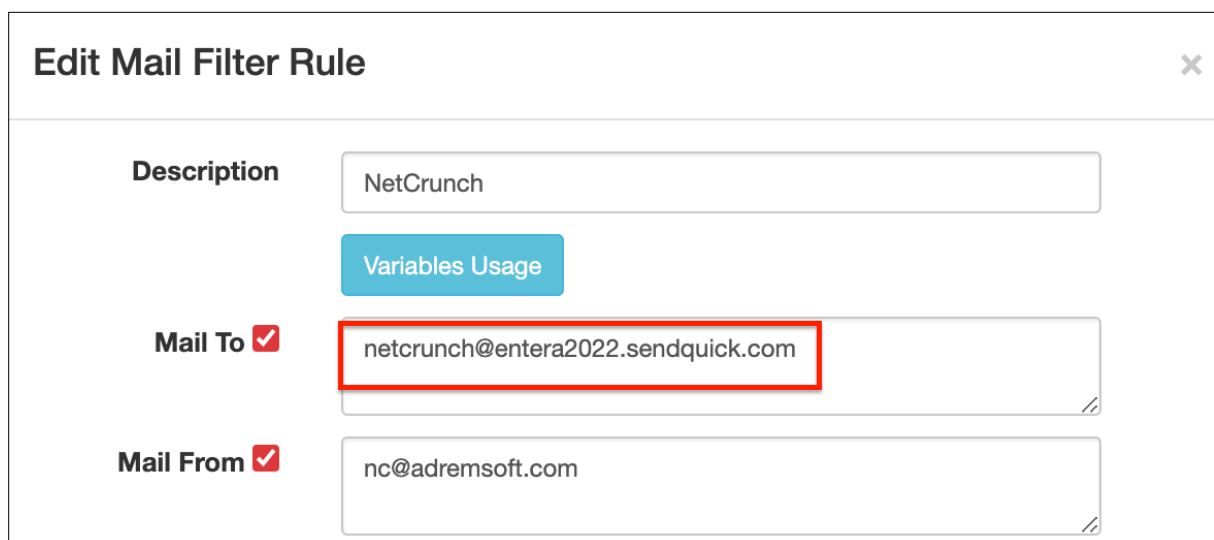
You can then create a new record to define the email address NetCrunch should send to.

(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 NetCrunch Account Information)

It will be filtered by the **Mail To** field. NetCrunch will trigger an email netcrunch@entera2022.sendquick.com

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



Edit Mail Filter Rule [X]

Description [NetCrunch]

Variables Usage

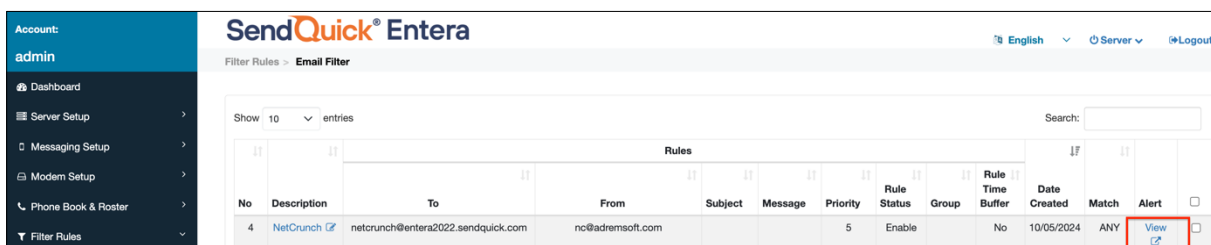
Mail To [netcrunch@entera2022.sendquick.com]

Mail From [nc@adremsoft.com]

Figure 2-3: Edit Email Filter Rule

2.3 Configure mobile number to receive alerts

Click on **View**.



Account: admin

SendQuick® Entera

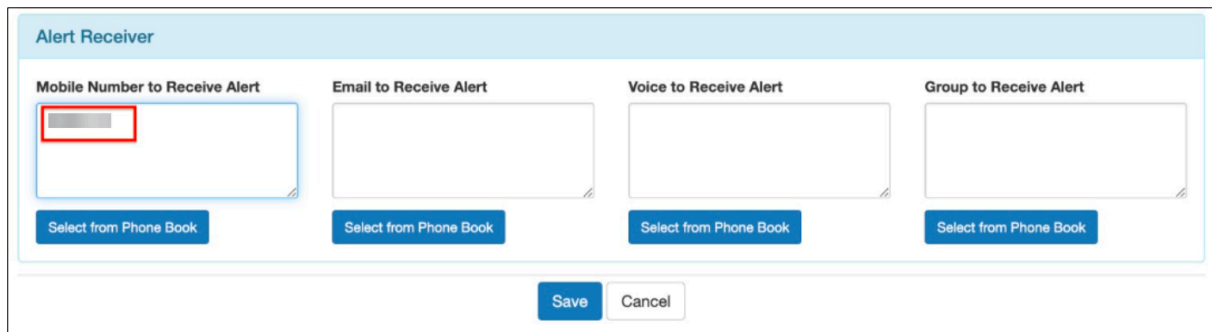
Filter Rules > Email Filter

Show 10 entries

No	Description	To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert
4	NetCrunch	netcrunch@entera2022.sendquick.com	nc@adremsoft.com			5	Enable		No	10/05/2024	ANY	View

Figure 2-4: Email Filter > View

Click on **Add Record**.



The screenshot shows a web form titled "Alert Receiver". It contains four input fields arranged horizontally. The first field is labeled "Mobile Number to Receive Alert" and has a red rectangular highlight around its top-left corner. Below each of the four input fields is a blue button labeled "Select from Phone Book". At the bottom center of the form are two buttons: "Save" and "Cancel".

Figure 2-5: 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**.

3.0 Sending alert to SendQuick appliance using Email

3.1 Setting up SMTP

To get to SMTP settings, Go to **Settings > Alerting & Notifications > Email**
Click on the button with 3 dots

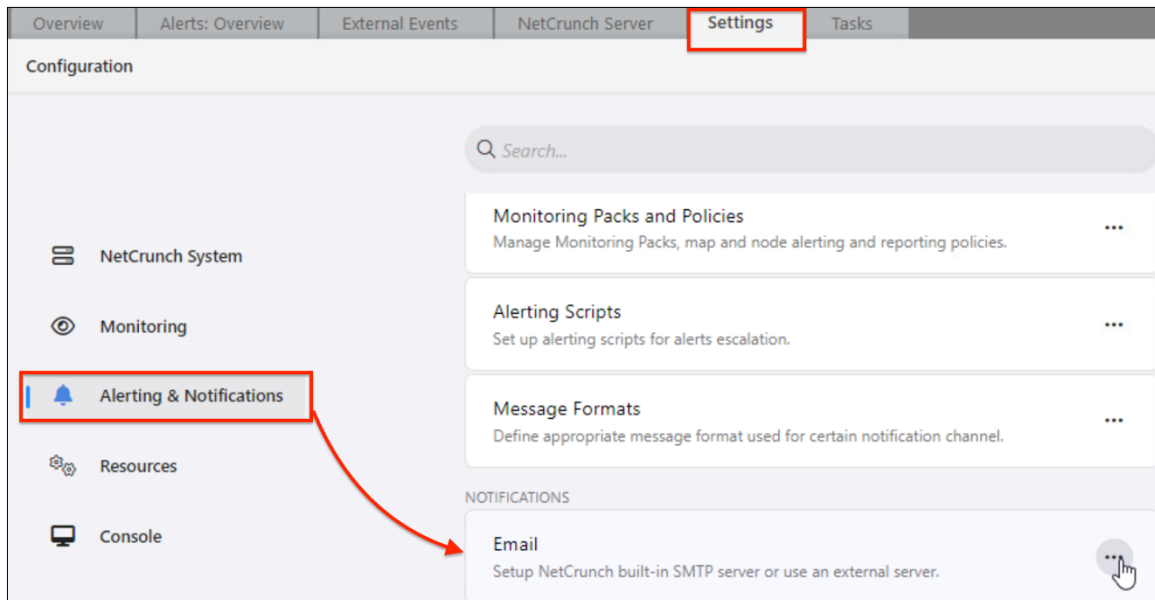


Figure 3-1: SMTP Settings

Add a SMTP Server with the following parameters:

Server Address: 192.168.1.222 (Enter your own SendQuick IP address)

Port: 22

The screenshot shows the 'SMTP Server' configuration dialog box. The 'Server name or address' field contains '192.168.1.222' and is highlighted with a red box. The 'Port' field contains '25'. The 'Account email address' field contains 'nc@adremsoft.com'. There is a checkbox for 'Server requires authentication' which is checked. Below it are 'User name:' and 'Password:' fields, both of which are empty. There is a dropdown menu for 'Encrypted connection' set to 'None'. At the bottom right are 'OK' and 'Cancel' buttons.

Figure 3-2: Configuring SMTP

3.2 Sending Email alert

Go to **Settings > Alerting & Notifications > Alerting Scripts**
Click on the button with 3 dots.

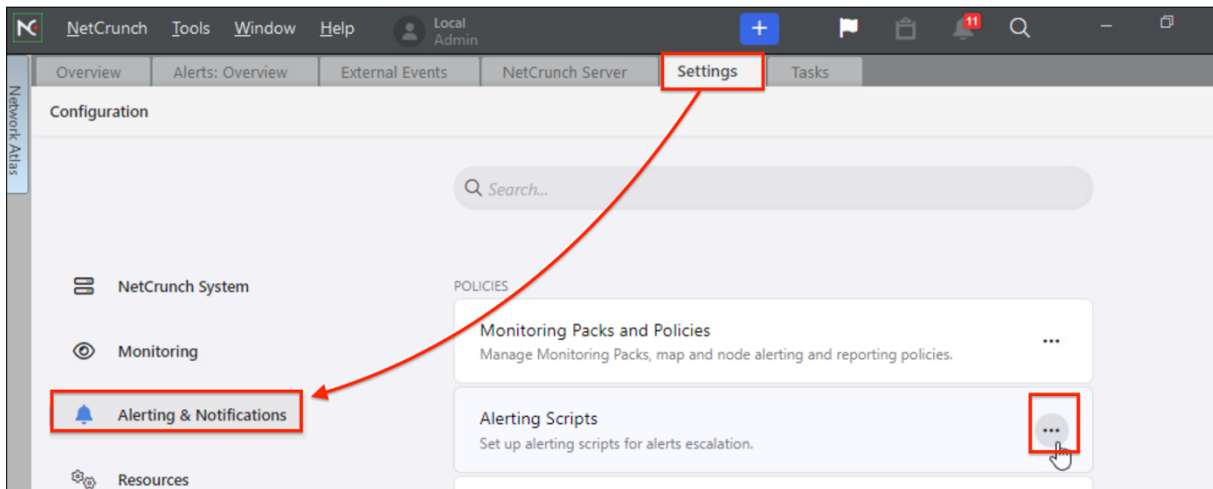


Figure 3-3: Alerting & Notifications

Click on **Add Alerting Script**.

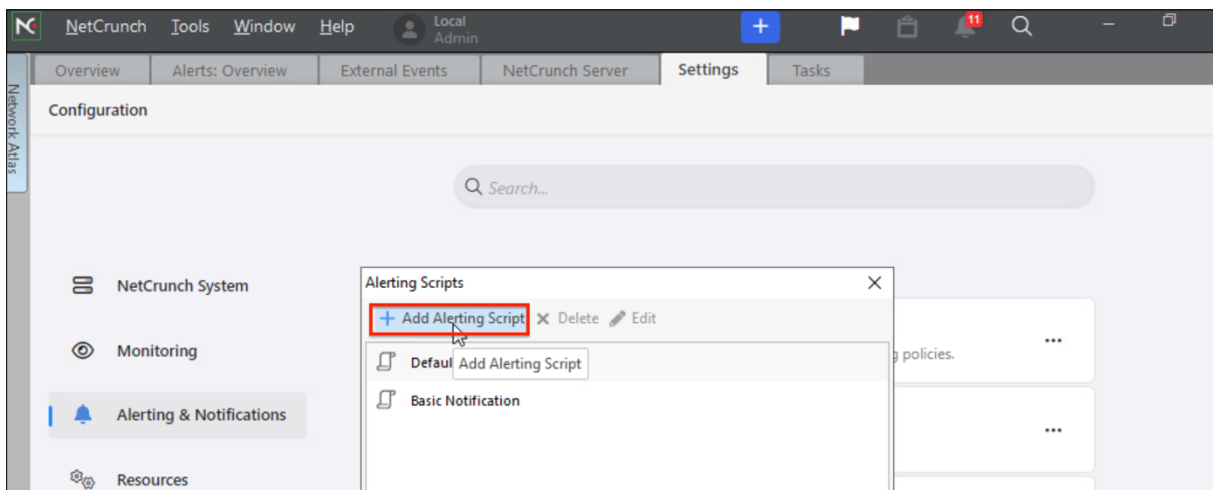


Figure 3-4: Add Alerting Script

To configure the action to be run immediately,
Go to **Add > Action to Run Immediately**

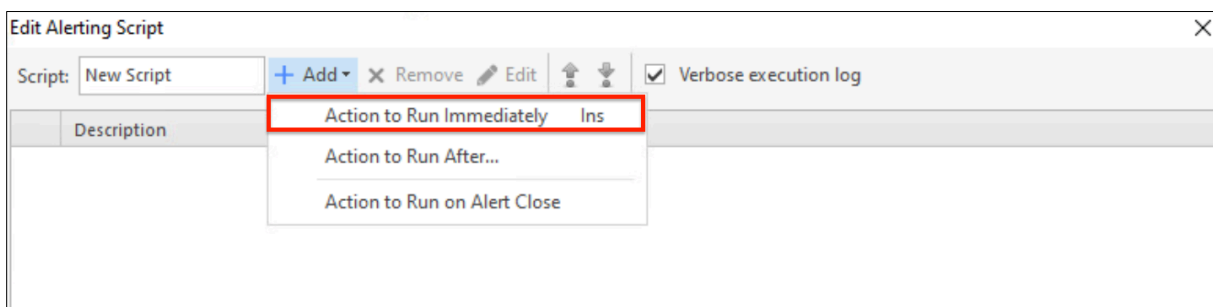


Figure 3-5: Adding Run Conditions

To get to email templates, Go to **Basic > Email**.

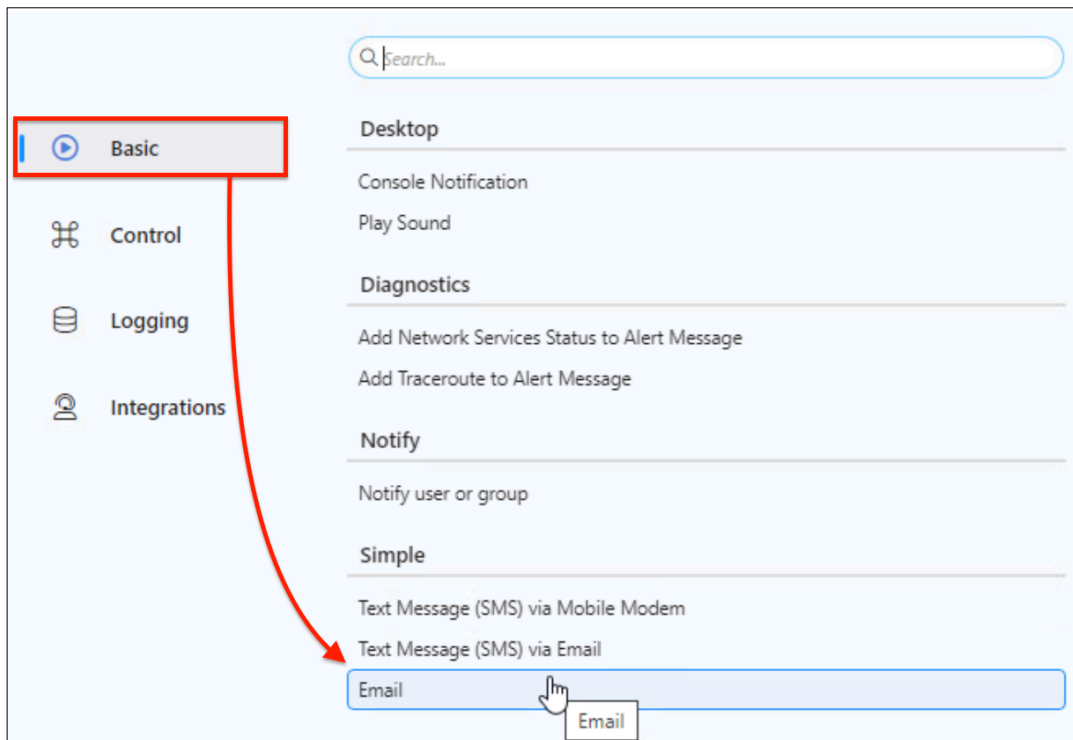


Figure 3-6: Email Templates Page

To configure the template, change the parameters to the following:

To: netcrunch@entera2022.sendquick.com

Message Format: email-txt

After configuration, click **Test**.

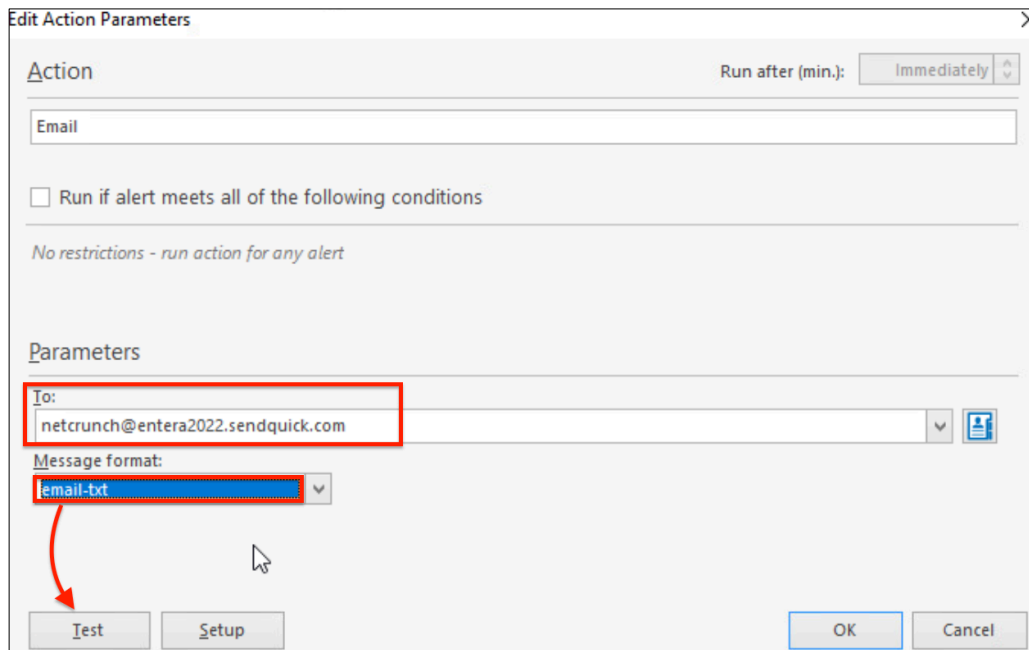


Figure 3-7: Email Template Configurations

If the configuration is done successful, you will see this message

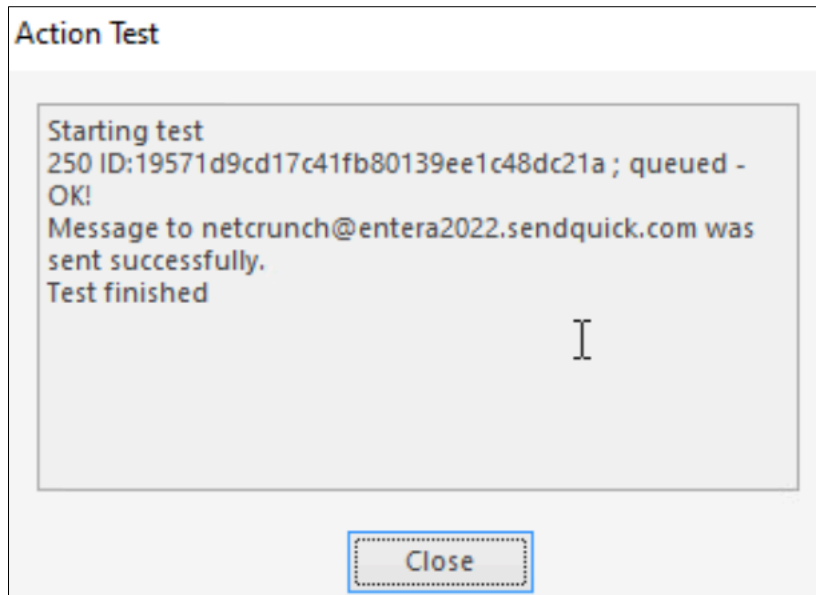


Figure 3-8: Successful Test Message

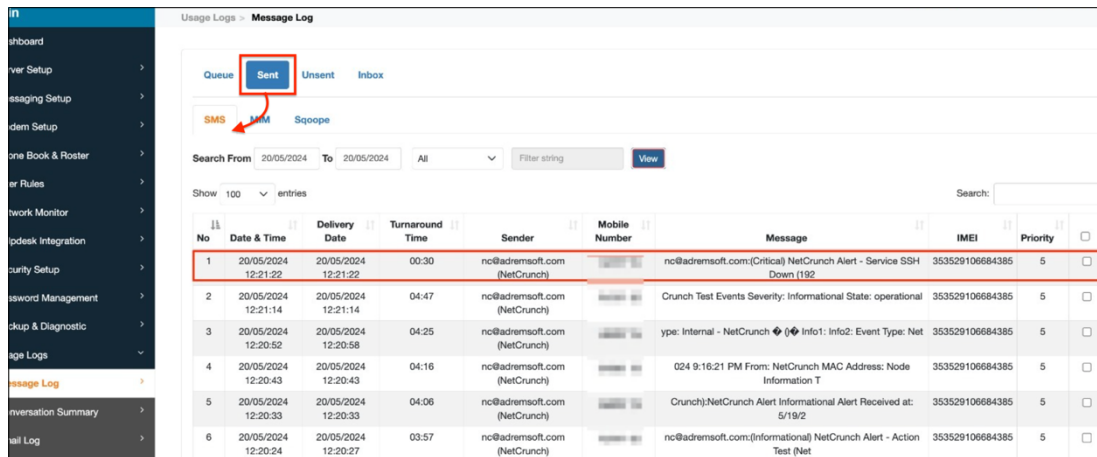
4.0 Checking for alerts in SendQuick appliance

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**.

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



No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	20/05/2024 12:21:22	20/05/2024 12:21:22	00:30	nc@adremsoft.com (NetCrunch)		nc@adremsoft.com(Critical) NetCrunch Alert - Service SSH Down (192	353529106684385	5	<input type="checkbox"/>
2	20/05/2024 12:21:14	20/05/2024 12:21:14	04:47	nc@adremsoft.com (NetCrunch)		Crunch Test Events Severity: Informational State: operational	353529106684385	5	<input type="checkbox"/>
3	20/05/2024 12:20:52	20/05/2024 12:20:58	04:25	nc@adremsoft.com (NetCrunch)		ype: Internal - NetCrunch Info1: Info2: Event Type: Net	353529106684385	5	<input type="checkbox"/>
4	20/05/2024 12:20:43	20/05/2024 12:20:43	04:16	nc@adremsoft.com (NetCrunch)		024 9:16:21 PM From: NetCrunch MAC Address: Node Information T	353529106684385	5	<input type="checkbox"/>
5	20/05/2024 12:20:33	20/05/2024 12:20:33	04:06	nc@adremsoft.com (NetCrunch)		Crunch).NetCrunch Alert Informational Alert Received at: 5/19/2	353529106684385	5	<input type="checkbox"/>
6	20/05/2024 12:20:24	20/05/2024 12:20:27	03:57	nc@adremsoft.com (NetCrunch)		nc@adremsoft.com(Informational) NetCrunch Alert - Action Test (Net	353529106684385	5	<input type="checkbox"/>

Figure 4-1: Message Log > Sent > SMS