Send Quick[®]

Vertiv[™] Environet[™] Alert -SendQuick Integration Guide

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Vertiv[™] Environet[™] Alert - SendQuick Integration Guide

1.0 Introduction

This document is a guide on how to integrate SendQuick with Vertiv[™] Environet[™] Alert to send SMS alerts. In this guide, we will be using SendQuick Alert Plus for the integration. We will illustrate using the Email-to-SMS method.

2.0 Send Email to SendQuick

When any device is down or there is a need to send a notification alert, Environet[™] can trigger an email to SendQuick. SendQuick will then convert the email message to SMS.

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 Send-Quick dashboard to:

Account: Standalone Mode	SendQuick [®] Alert Plus
admin	Filter Rules > Email Filter
🚯 Dashboard	
■ Server Setup >	Show 10 • entries
Messaging Setup	11 11
G Modem Setup →	No Description To 👫 Fro
Substance Control Sector S	
▼ Filter Rules ~	Add New Record
Email Filter >	Showing 0 record
SNMP Trap Filter	

Filter Rules > Email Filter

Figure 1 : Add Email Filter in SendQuick.

Click on Add New Record.

You can then create a new record to define the email address Environet[™] should send to. In

our example, we will use DefaultAlarm@smsgateway.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** and for **Match Mode**, check on **ALL**. Once done, click on **Save**.

Edit Mail Filter Ru	ıle	×
Description	Environet Default Alarm	
	Variables Usage	
Mail To 🗹	DefaultAlarm@smsgateway.sendquick.com	
Mail From 🗌		
Subject 🗌		
Message 🗌		
Match Mode	● ALL ○ ANY	
Priority	5 🗸	
Rule Status	Enable 🗸	
Group		
	Select No Group V Add	
	New	
Rule Time Buffer	☐ Yes	
Blackout	None -	
	Save	el

Figure 2 : Configure Email Filter Rule.

Click on View for the record that you have created :

Sen	d <mark>Quick®</mark> Aler	tPlus								(9 English	v	© Server ↓	0+Logo
ter Rules	> Email Filter												
Show 1	0 v entries									Sear	ch:		
44					Rules								
No	Description	То	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert	
1	Environet Default Alarm @	DefaultAlarm@smsgateway.sendquick.com				5	Enable		No	08/08/2023	ALL	View 🕑	
Add Ne	w Record									Duplicat	e Enat	Disable	Delete
Showing	1 to 1 of total 1 records											Previous 1	Next
				Email F	Forwarding Me	essage Time But	ier.						

Figure 3 : Click on View to see more configuration options for the filter rule.

SendQuick[®]

SendQuick [®] AlertPlus			@iEnglish v OSer	ver 🗸 🔅 Hogout					
Filter Rules > Email Filter > View Alert									
	Email Filter Rules								
Description	Description Environet Default Alarm								
Mail To	DefaultAlarm@smsgateway.sendquick.com								
Mail From									
Subject									
Message									
Match Mode	ALL								
Collapse									
Show 10 v entries			Search:						
No IL	Message Receiver	Alert Template	Edit						
1	Alext Made: Oreg	xFRx:xSUBx:xMSGx	Edit 🕼						
	Ale Canvae. Crite								
Alert Message P Alert thet (91072730)	Email S Alert Voice C Alert Group S N/A N/A N/A	Subject: xSUBx Message: xMSGx							
Talariax (96946237)		xFRx:xSUBx:xMSGx							
Add New Record				Delete					
Showing 1 to 1 of total 1 records			Previous	1 Next					

Figure 4 : Add New Record to configure recipients of alert notification.

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

				Emai	i Filter Rules				
	De	recription		Environet Default Alarm					
	84	all To		DefaultAlarm@smspateway.sendquick.com					
	M	all From							
	St	ubject							
	3.5	essage							
	54.	atch Mode		ALL					
	Alert Template AFR:::SUB:::MSGr			Alert Yolce Alert Alm		The default message is: xFRx:xSUBicxMSGx where: • xFRx is Email exciter • xSUBr is the Email subject • xMSGx is the Email message			
	Alert Format	d None		÷.		 xDTMx is the alert triggered date/time xCASEIDx is the alert case id xLEVELx is the alert escalation level 			
	Alert Mod	Chot	edgement Notice			Once - system will trigger alerts once only and stop. Once & Report - system will trigger alerts once only, then send report. Executation - system will trigger alerts according to executation level settings.			
		Disable Roster Disable Roster	Management @	ignore the phonebook user shift.		Send acknowledgement notice will send alerts to of	dong to escalazion rever senanga, new senio report. her alert receivers once the case has been acknowledged.		
rt Receiver									
bile Number to Receive Alert			Email to Rec	eive Alert	Voice to Receive Alert		Group to Receive Alert		
et (91072730) danax (96946237)			thet@sendq	ack.com					

Figure 5 : Configure the recipient of Alerts.

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 *smsgateway.sendquick.com*

admin		Dashboard		
A Dashboard				
■ Server Setup	>	System Overview	System Usage	Modem Status
D Messaging Setup	>			
🖴 Modem Setup	>	Host	smsgateway	
Phone Book & Roster	>	Domain	sendquick.com	
▼ Filter Rules	>	Gateway	192.168.1.1	
D Network Monitor	>	DNS Server	127.0.0.1	
	> :	System Version	Version: 20150606 Kernel: 4.19.134 Patch No: 10HF6	

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2.2 Configure Email Settings on Environet[™] Alert

On the dashboard of Environet[™], navigate to the following menu item:

SYSTEM ADMIN>System Settings>Email Delivery

=	ENVIRONET [™] ALER	т							0	θ
۲	SYSTEM ADMIN	System Settings								
ាភា	Alarm Database	System Status	Security	Email Delivery	System Processes	Traps	BACnet Network Config	Backup And Restore		
	History Database	LDAP/AD Config	LDAP/AD Us	er Prototypes						
	Sites									
ö	Contacts	STATUS								
-	Users	Status		{ok}						
	Notifications	Last Poll Success		Aug 8, 2023 2:5	52:29 PM					
	System Settings	Last Poll Failure		Jun 8, 2010 1:3	9:31 AM					
	License Dashboard	Last Poll Failure Cause Queue Size		0						
	Audit History	Number Sent		4						
	Log History	Number Discarded		0						
	Job Status	Last Discard		Jul 31, 2023 5:1	5:18 PM					
		Last Discard Cause		BOutgoingAcc	ount could not dequeue in	 memory email 	: Invalid Addresses: 550 Relaying	g denied (#5.7.1)		

Figure 7 : Configure Email Settings on Environet™

In the **Email Delivery Settings** section, key in your SendQuick IP address in the **SMTP Server** and Port **25** in **SMTP Port** as shown in the screenshot below.

=		т		0	θ
•	SYSTEM ADMIN Alarm Database History Database	EMAIL DELIVERY			
	Sites Contacts	SMTP Server 192.168.1.65	Send Email As alert@environetAlet		
Ŷ	Users Notifications	SMTP Port 25 Require Authentication	Name Persistent		
	System Settings License Dashboard	Secure Connection None	Allow Disabled Queueing	^	
	Audit History	Poll Rate	Max Sendable Per Day	~	
	Job Status	Connection Timeout			

Figure 8 : Configure SMTP Server settings.

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2.3 Add recipient email address in Notifications

On the dashboard of Environet, navigate to the following item :

SYSTEM ADMIN > Notifications > Alarm Classes

≡	ENVIRONET [™] ALER	۲۲						0	θ
₿	SYSTEM ADMIN	Notifications							
ित	Alarm Database	Alarm Classes	Escalation 1	Escalation	2 Escalation 3				
	History Database								
	Sites	Q Search						▼ ậ∔ III	
¢	Contacts	Name Name	Recipient	Route Ack	Subject	Escalation 1 Enabled	Escalation 2 Enabled	Escalation 3 Enabled	
	Users Notifications	Critical Alarn Class	ı	~	Environet CRITICAL Alarm From %alarmData.sourceName%	×	×	×	
	System Settings License Dashboard	Default Alarn Class	n DefaultAlarm	~	Environet Alarm From %alarmData.sourceName%	×	×	×	0
	Audit History	Info Alarm Cl	ass	~	Environet Info Alarm From %alarmData.sourceName%	×	×	×	Ŵ
	Log History Job Status	Class		~	Environet Status Alarm From %alarmData.sourceName%	×	×	×	
		Warning Alar Class	m	~	Environet Warning Alarm From %alarmData.sourceName%	×	×	×	

Figure 9 : Configure Alert Notifications.

Under the **Default Alarm Class**, enter the same email address (in our example, we used this email - *DefaultAlarm@smsgateway.sendquick.com*, replace it with yours) configured in SendQuick email filter in the **To** field.

≡	ENVIRONET [™] ALER	rT						o 9)
⊕	SYSTEM ADMIN	Notifications					> Default Alarm Class		
ធ	Alarm Database	Alarm Classes	Escalation 1	Escalation	2 Escalation 3				
	History Database						RECIPIENT		
	Sites	Q Search					Email Address *	×	
~	Contacts	Name	Recipient	Route	Subject	Escalation 1	DefaultAlarm DefaultAlarm	_	
*	Users			Ack		Enabled			
	Notifications	Critical Alarm Class		~	Environet CRITICAL Alarm From %alarmData.sourceName%	×	ADD RECIPIENT	1	
	System Settings	Default Alarm	DefaultAlarm		Environet Alarm From	×	DETAILS		
	License Dashboard	Class	Deladitikiann	•	%alarmData.sourceName%	~	DETAILS		
	Audit History	Info Alarm Cla	155	~	Environet Info Alarm From %alarmData.sourceName%	×	Route Ack		
	Log History								

Figure 10 : Insert Recipient email address.

Send Quick®

To confirm that SendQuick has subsequently received the email and sent out as SMS, go over to SendQuick dashboard. Navigate to :

Usage Logs > Message Logs > Sent > SMS

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.

Account:	Sei	ndQui	ck° Ale	ertPlus			78 E	nglish 🗸 🔿 S	ierver 🗸	(+Logo
admin	Usage L	ogs > Message	Log							
n Dashboard										
III Server Setup	Qui	tue Sent	Unsent Ir	ibox						
D Messaging Setup		and the second								
🖨 Modem Setup	SM	S MIM S	qoope							
C Phone Book & Roster	Searc	h From 08/08/200	23 To 0	5/08/2023	All 🗸 Filler string		View			
▼ Filter Rules	Show	100 v entrie	5					Search:		
Network Monitor										
O Helpdesk Integration	No	Date & Time	Date	Time	Sender	Number	Message	IMEI	Priority	
Security Setup	1	08/08/2023 11:53:06		00:35	alert@environetAlet (Environet Default Alarm)	96946237	:09 PM PDT State: Normal / Unacked Text: Alarm RTN Value: 0.0	860195053008949	5	
Password Management Backup & Diagnostic	2	08/08/2023 11:52:59		00:29	alert@environetAlet (Environet Default Alarm)	96946237	alert@environetAlet:Environet Alarm From SG_Office UPS_Vertiv Alarms Present:Source: SG_Office UPS_Vertiv Alarms Present Timestamp: 07-Aug-23 8:49	860195053008949	5	
el Usage Logs	3	08/08/2023 11:52:52		00:22	alert@environetAlet (Environet Default Alarm)	91072730	alert@environetAlet:Environet Alarm From SG_Office UPS_Vertiv Alarms Present:Source: SG_Office UPS_Vertiv Alarms Present Timestamp: 07-Aug-23 8:49	860195053008949	5	
Conversation Summary	4	08/08/2023		00:15	alert@environetAlet (Environet Default Alarm)	91072730	:09 PM PDT State: Normal / Unacked Text: Alarm RTN Value: 0.0	860195053008949	5	
Email Log	5	08/08/2023 11:50:05		00:36	alert@environetAlet (Environet Default Alarm)	96946237	:09 PM PDT State: Offnormal / Unacked Text: ALARM Value: 4.0	860195053008949	5	0
Voice Log	6	08/08/2023 11:49:58		00:30	alert@erwironetAlet (Erwironet Default Alarm)	96946237	alert@environetAlet:Environet Alarm From SG_Office UPS_Vertiv Alarms Present:Source: SG_Office UPS_Vertiv Alarms Present Timestamp: 07-Aug-23 8:49	860195053008949	5	
System Log	7	08/08/2023 11:49:51		00.23	alert@environetAlet (Environet Default Alarm)	91072730	alert@environetAlet:Environet Alarm From SG_Office UPS_Vertiv Alarms Present:Source: SG_Office UPS_Vertiv Alarms Present Timestamp: 07-Aug-23 8:49	860195053008949	5	

Figure 11 : Message Logs on SendQuick showing Sent SMSes.