Dell IDRAC - SendQuick Integration Guide

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REVISION SHEET

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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 Dell IDRAC (Integrated Dell Remote Access Controller) with SendQuick systems to send SMS alerts. In this guide, we will be using SendQuick Alert Plus Version 20150606-12HF11 and Dell IDRAC9 for the integration illustration.

SendQuick supports receiving email SMTP, SNMP Traps or Syslog messages and converts them to SMS text alerts or notification to Social Messenger applications. In this document, we will highlight how to configure Dell IDRAC to integrate with SendQuick which supports the email SMTP delivery method as well as SNMP traps to send SMS text alerts.

2.0 Configure SMTP on Dell IDRAC (Integrated Dell Remote Access Controller)

2.1 Setup the SMTP server settings

Prerequisite: You should be able to access the IDRAC portal via the IP configured in your dell server BIOS settings to enable IDRAC.

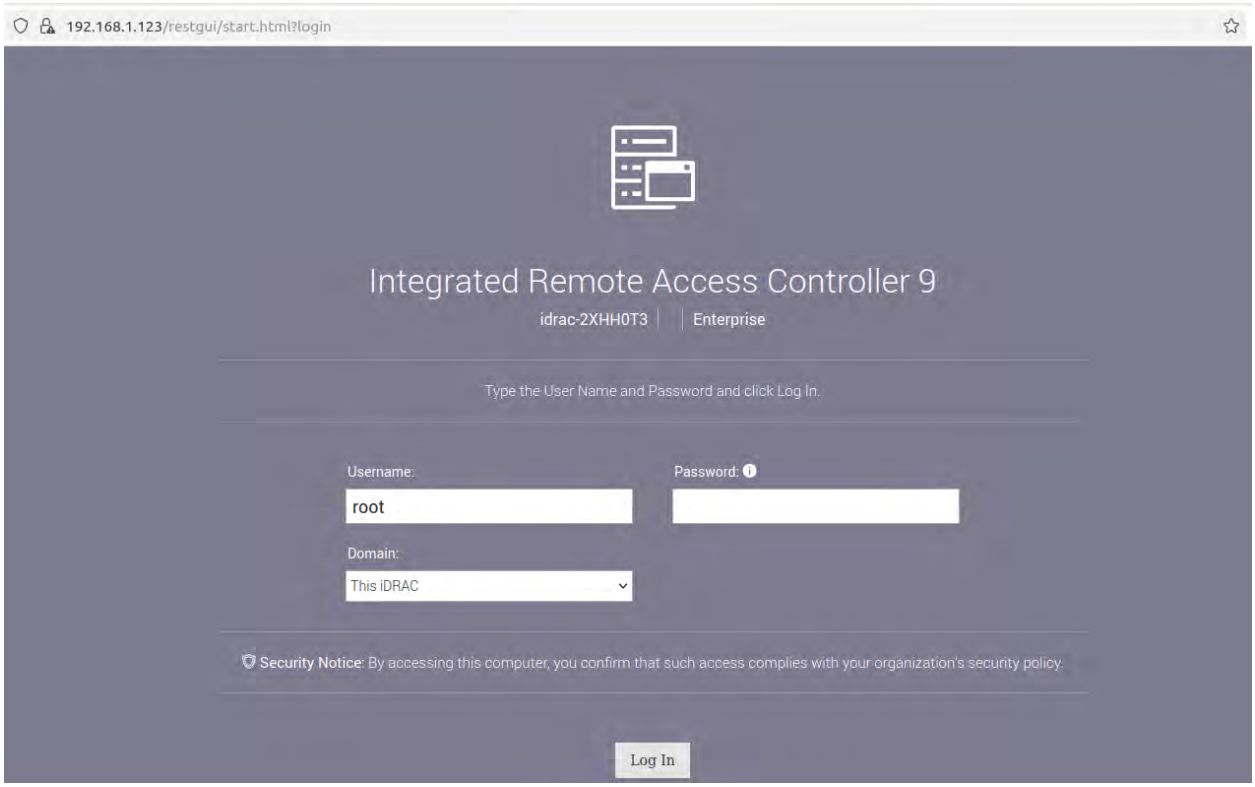

Figure 1: IDRAC login page

Login with the username “root” and the default password. If you opted for the secure default password option, it will be found on the back of the printed label of the system information tag (also known as the Service Tag). If you didn't opt for the secure password, the default username is "root" and the default password is "calvin".

Optional: You can change the default password after logging in as shown in Figure 2 below.

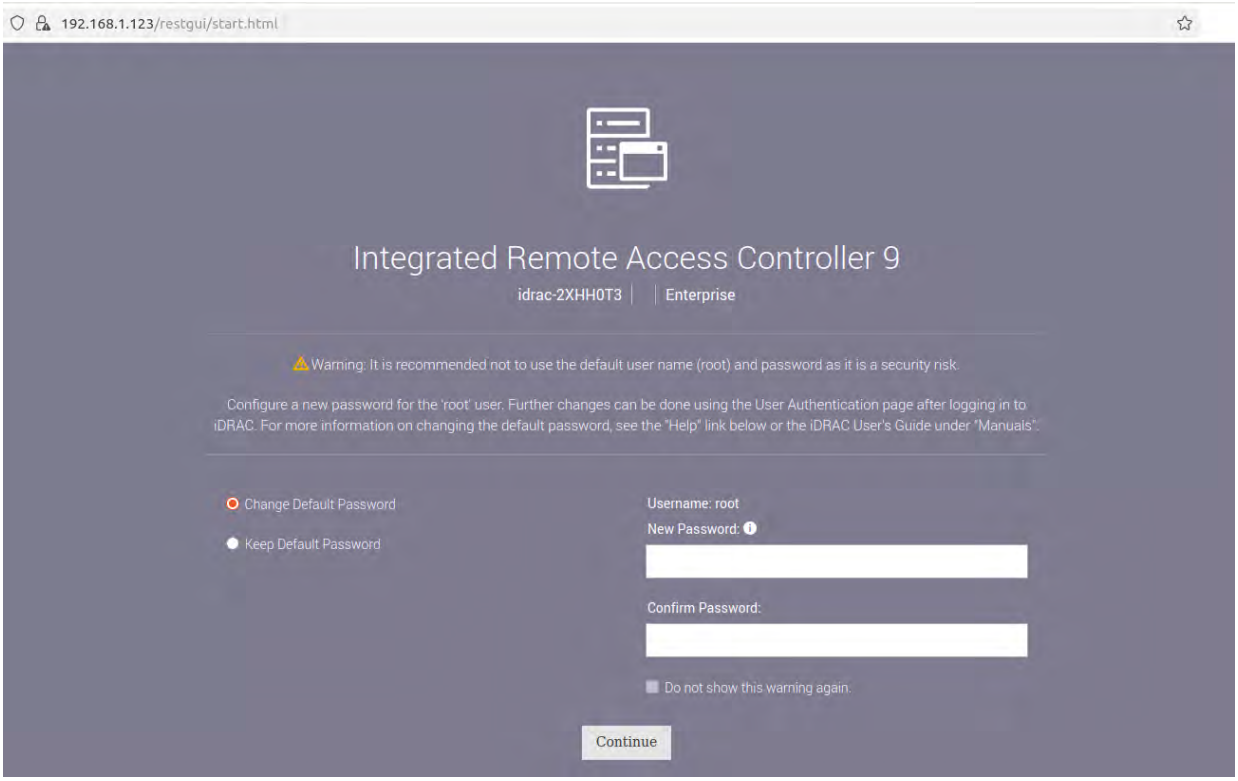

Figure 2: Change default password

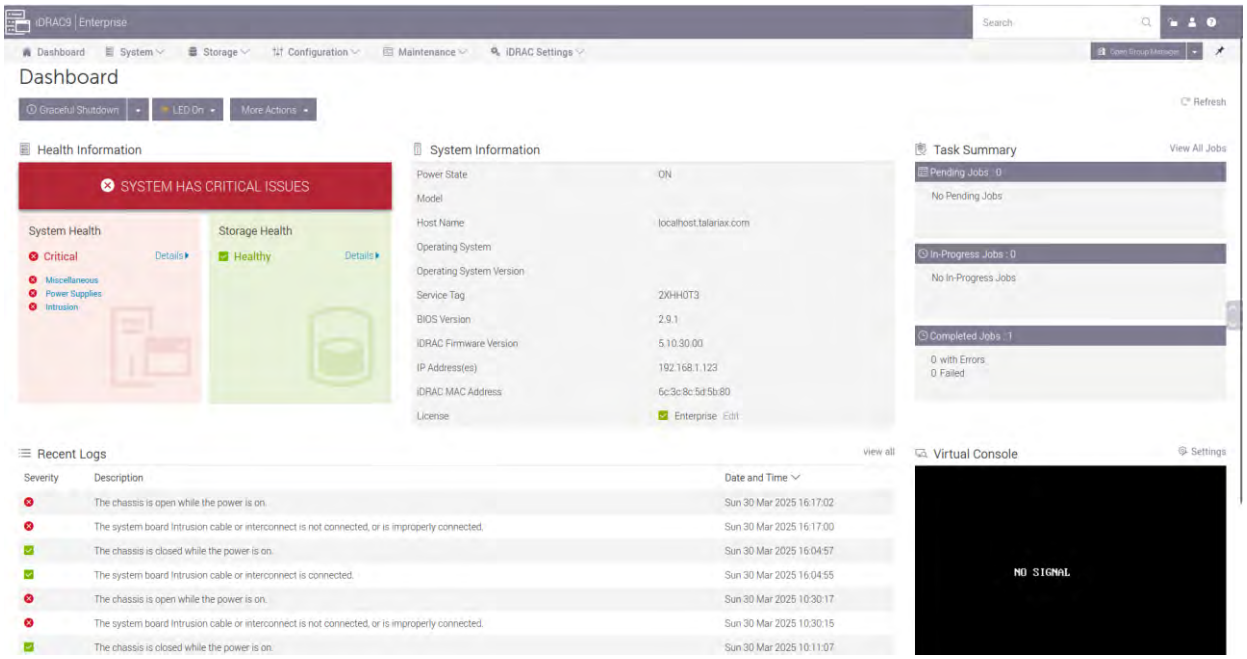

Figure 3: IDRAC dashboard

After logging in, you will be directed to the IDRAC dashboard.

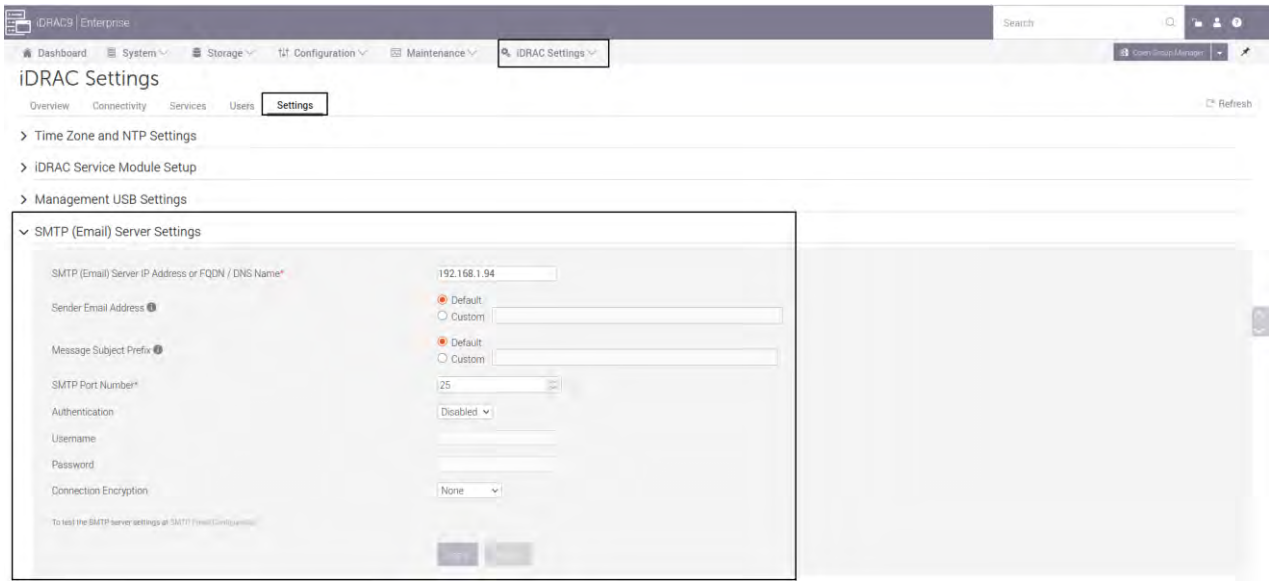

Figure 4: SMTP server settings

The SMTP server settings can be found under IDRAC Settings > Settings > SMTP (Email) server Settings.

In the field for SMTP (Email) Server IP address or FQDN/DNS Name, key in your SendQuick IP address (in our example, we are using *192.168.1.94)*. By default, the SMTP Port Number is 25. Leave the Authentication as "Disabled" and connection encryption to "none".

2.2 Test the SMTP server settings

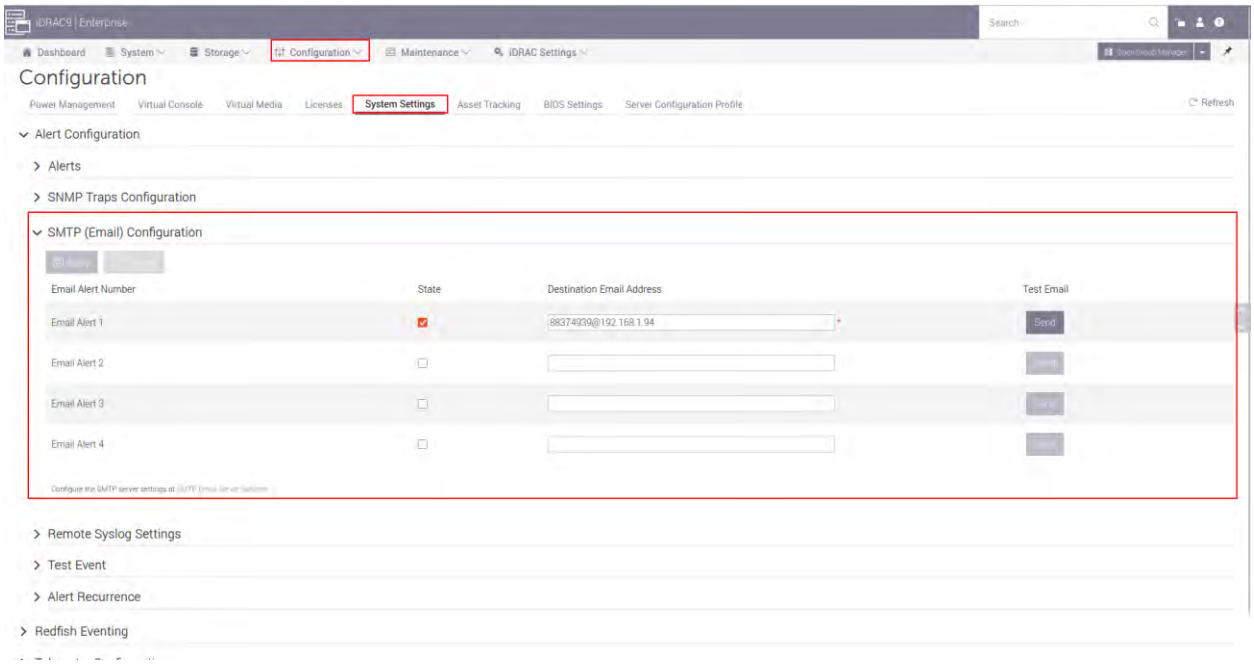

Figure 5: SMTP email configuration

To test the SMTP server settings, go to Configuration > System Settings > Alert Configuration > SMTP (Email) Configuration.

Under **Email Alert 1**, tick on the state and key in the destination email address as:
1. <mobilenumber>@<sendquickip>
2. <anymeaningfulname>@<sendquickip> (only if using Email Filter on SendQuick)
You may also use hostname and domain name in replacement of the IP. In our example, we are using doing an email test to single phone number, 88374939@192.168.1.94. Next, under **test email**, click on **Send**.

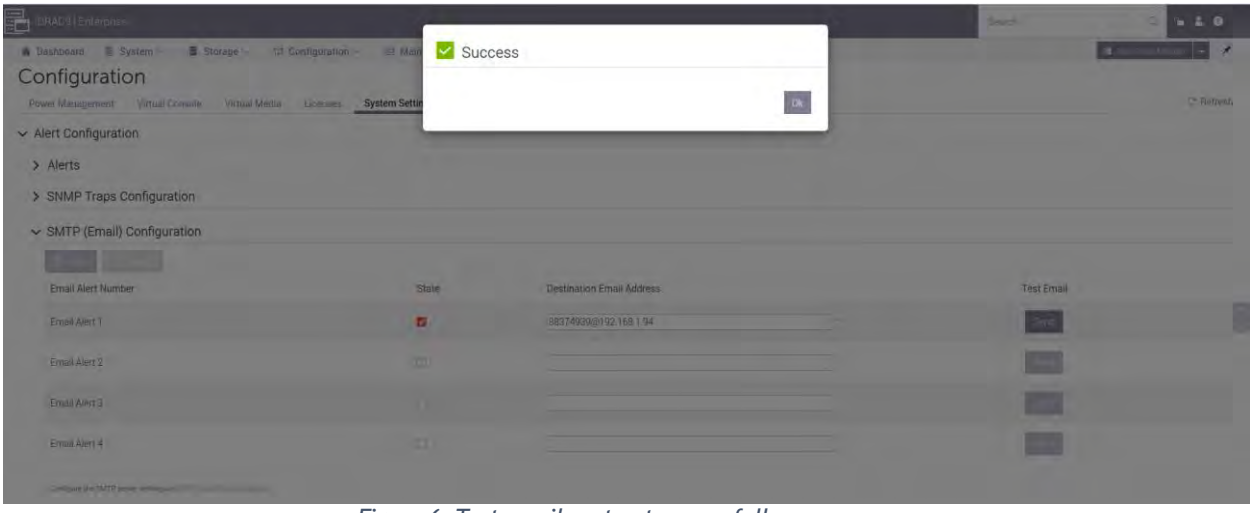

Figure 6: Test email sent out successfully

If the test email was sent out successfully, there should be a "Success" pop up box.

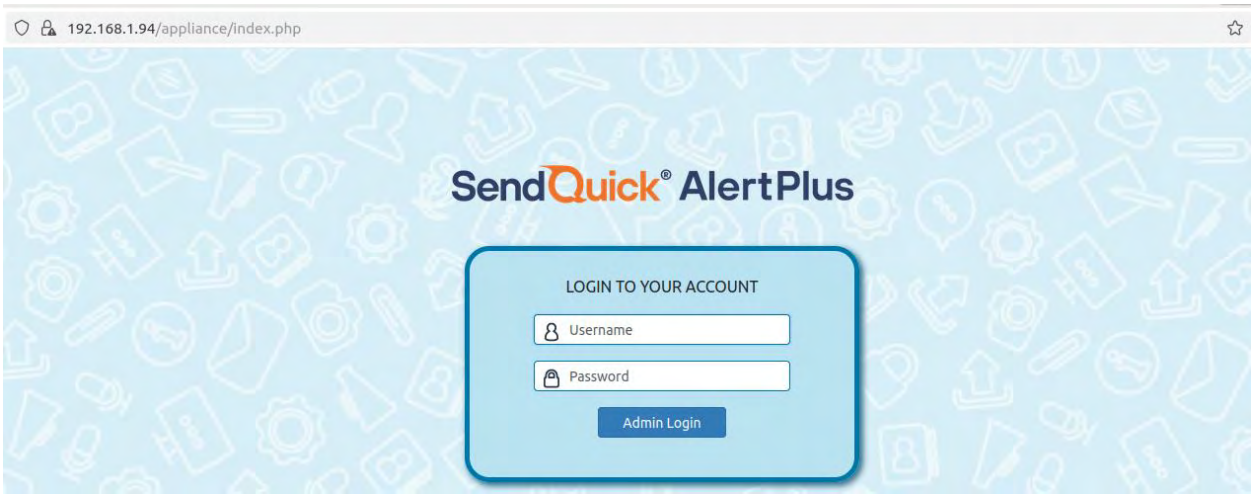

Figure 7: Login SendQuick portal

Next, you may login to your SendQuick portal to check if the test email was received by SendQuick and check that SMS alerts was being sent out.

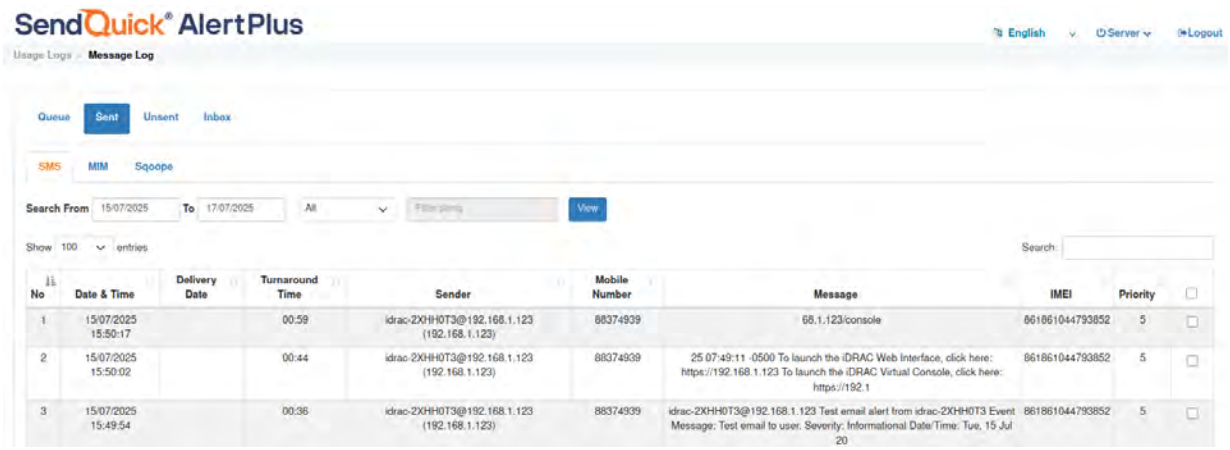

Figure 8: Sent Message Logs

Under Usage Logs > Message Logs, we can see that the test email was being sent out successfully. The dell IDRAC is now integrated with SendQuick to send out SMS alerts via SMTP.

Configure Email Filter in SendQuick

In our earlier test, we have tested sending to a single mobile number. SendQuick also allows you to configure alerts to be sent to multiple phone numbers, groups or even combination of emails and SMS based on policy filters and specified rules. To explore this feature, navigate on the SendQuick dashboard to:

Filter Rules > Email Filter

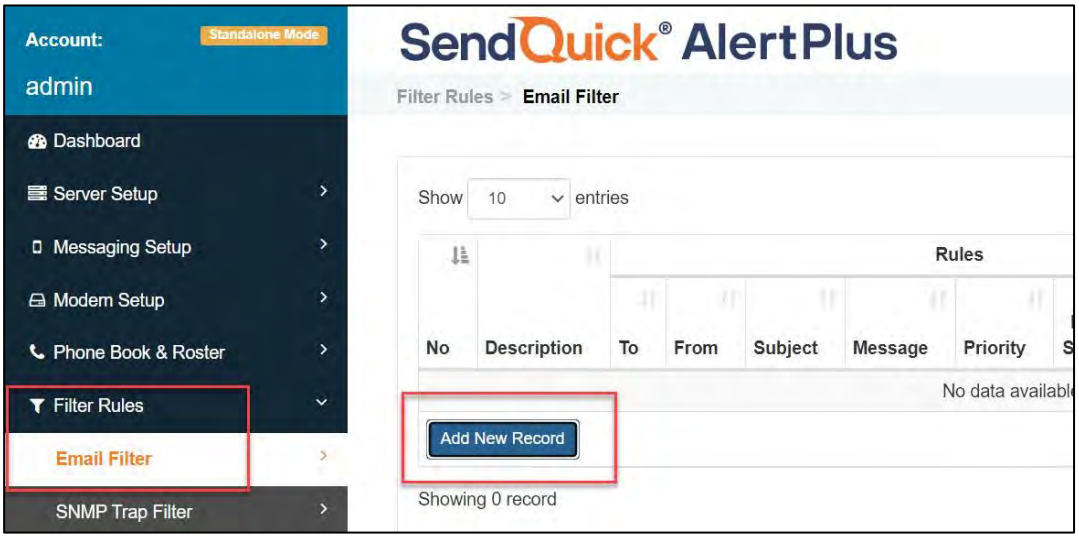

Figure 9: Setting up Email filter on SendQuick.

Click on **Add New Record.**

You can then create a new record to define the email address Dell IDRAC should send to. In our example, we will use ***dellidracalert@alertplus64.sendquick.messenger***.

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.** In our example, our **Matching Mode** is **ALL** meaning

that the email received will only be processed if it matches all the rules configured. In this example it must match the **Mail To** and **Mail From** values for the rule to be processed. Setting it to **ANY** will mean the email will be processed if it matches at least one of the parameters configured in the filter rule.

Once done, click **Save**. Refer to our "*SendQuick Server Licensing Agreement and Administration Manual*" for more details of how to set the parameters for filter rules.

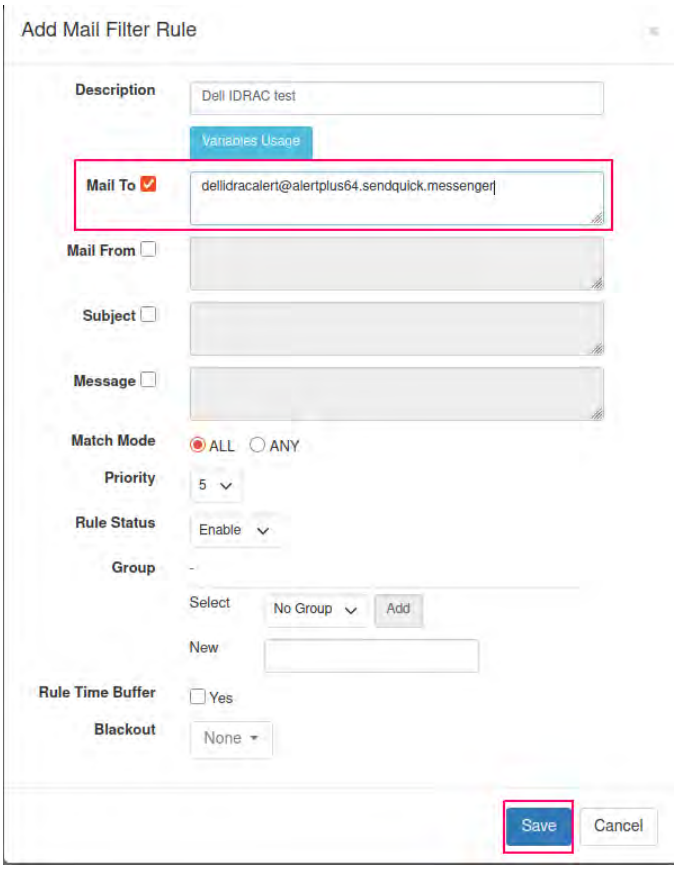

Figure 10: Configure the email filter rule.

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

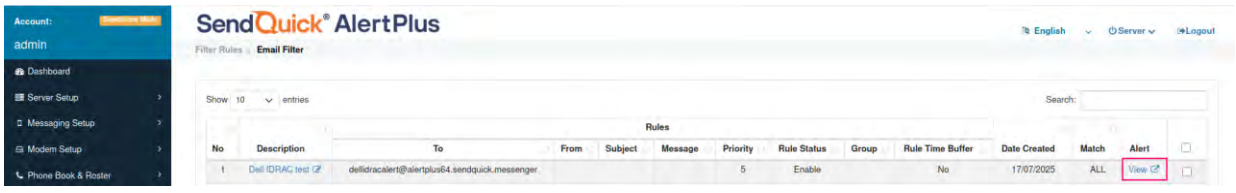

Figure 11: Click to view and configure more details of the filter rule.

Then click on **Add New Record.**

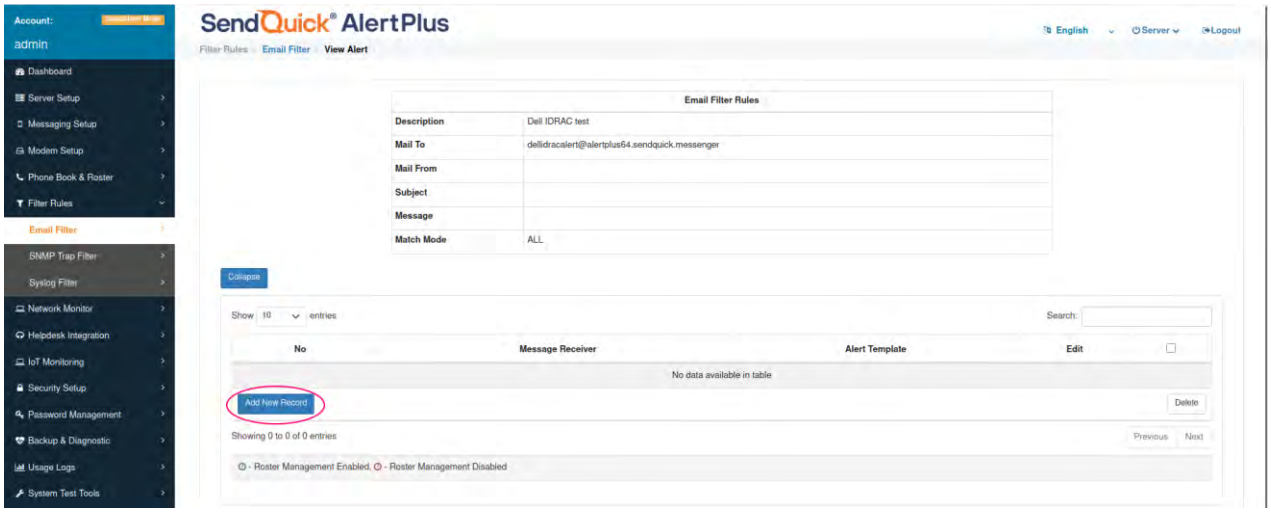

Figure 12: Click Add New Record to configure Alerts Receiver.

You can then add multiple mobile numbers or email to receive the notification alerts when an alert is sent to this email address. After entering the information, click on **Save** to continue. This email address can now be used as the destination email address to send email alerts in Figure 5.

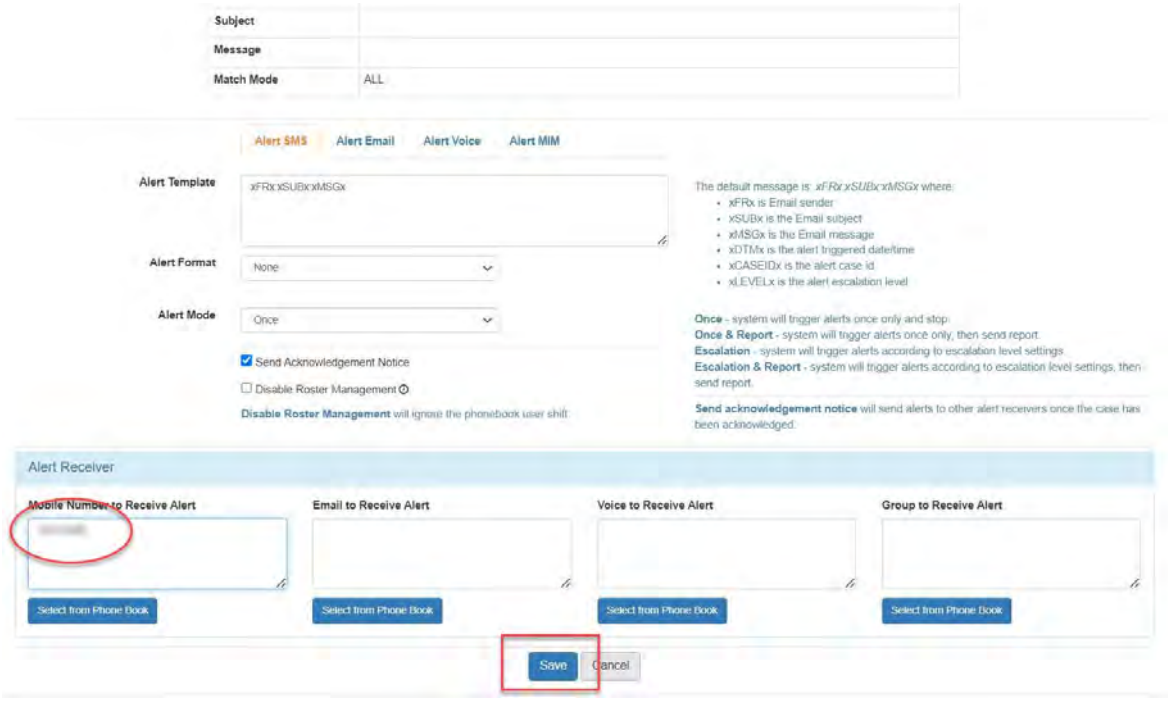

Figure 13: Adding mobile numbers to receive alerts for this filter rule.

In the next section, we will be showcasing the SNMP configuration setup to allow SendQuick to receive SNMP traps from Dell IDRAC and send out SMS alerts.

3.0 Configure SNMP on Dell IDRAC (Integrated Dell Remote Access Controller)

Before configuring the SNMP trap on Dell IDRAC, we will need to create an **SNMP filter rule** and upload the **MIB (Management Information Base) file** on SendQuick first.

You may download the MIB file through this link: https://www.dell.com/support/home/en-us/drivers/driversdetails?driverid=96cdj&oscode=rhe70&productcode=poweredge-r720 or go to Dell's support page to find the appropriate MIB file for your dell server.

For IDRAC9, you can download either "**iDRAC-SMIv2.mib**" or "**iDRAC-SMIv1.mib**" from the zipped file.

3.1 Set up SNMP filter rule in SendQuick

Firstly, navigate on the SendQuick dashboard to:

Filter Rules > SNMP Trap Filter

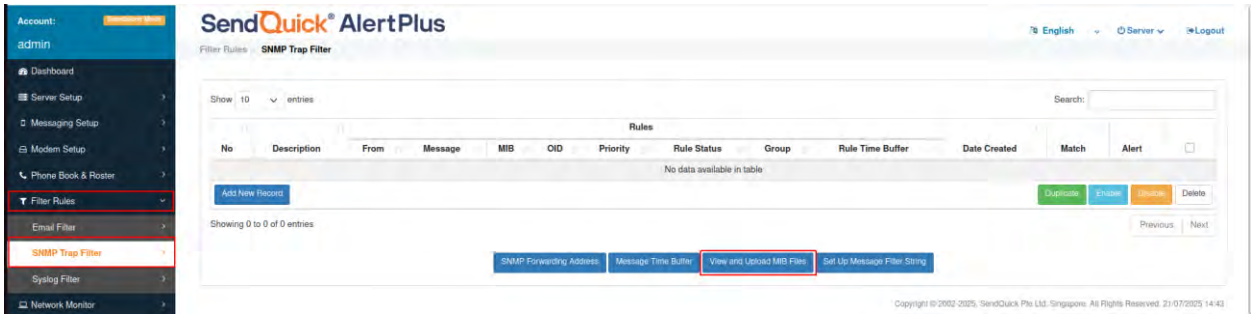

Figure 14: Go to view and upload MIB File

Click on **View and Upload MIB Files.**

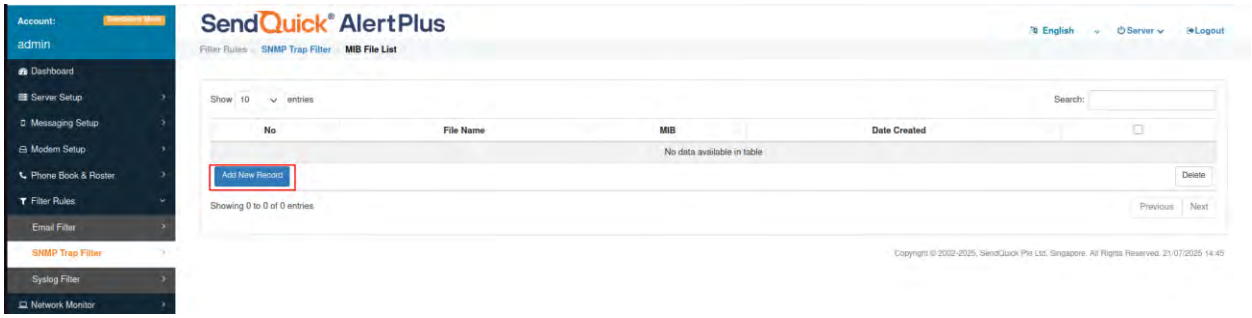

Figure 15: Add New MIB File

Next, click on **Add New Record.**

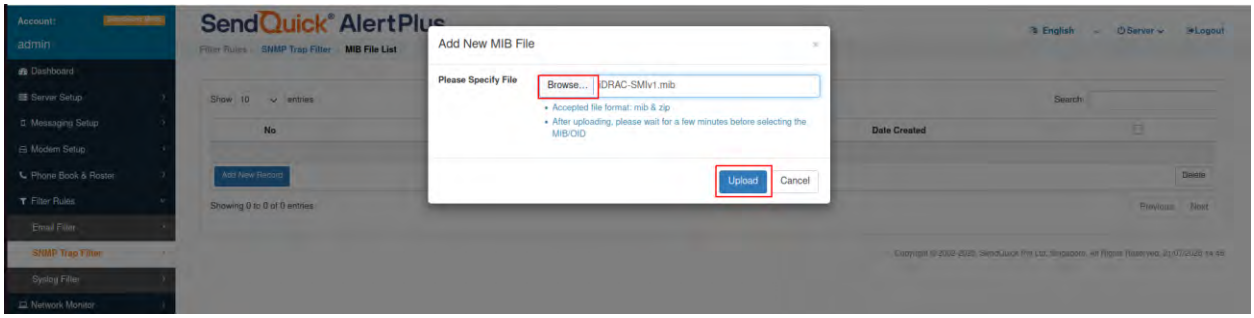

Figure 16: Browse and upload MIB File

Click on **Browse** and select the MIB File. Click on **Upload.**

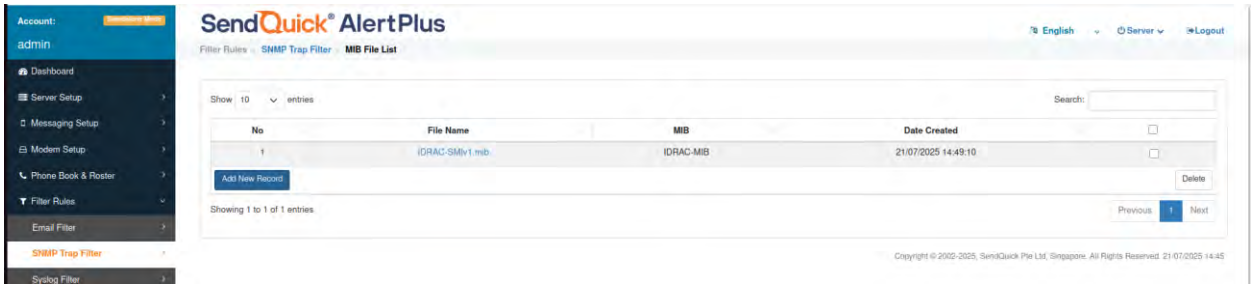

Figure 17: MIB File list

You will see the MIB file was uploaded successfully.

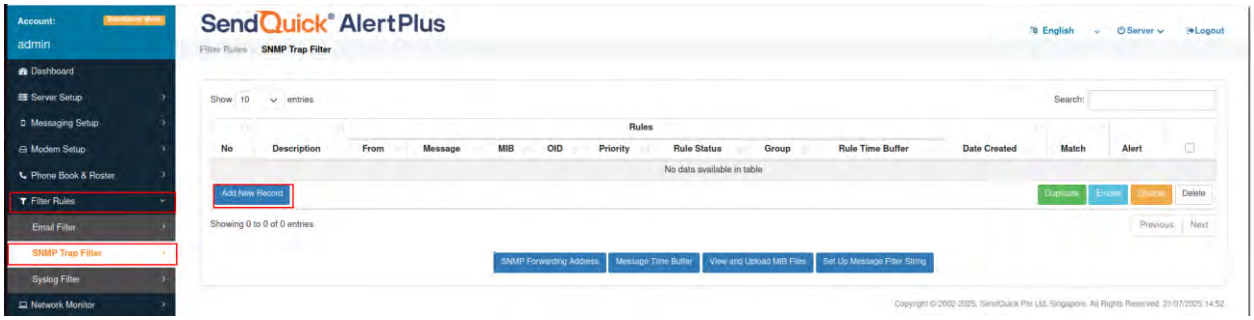

Figure 18: SNMP Trap Filter

Go back to Filter Rules > SNMP Trap Filter. Click on **Add New Record.**

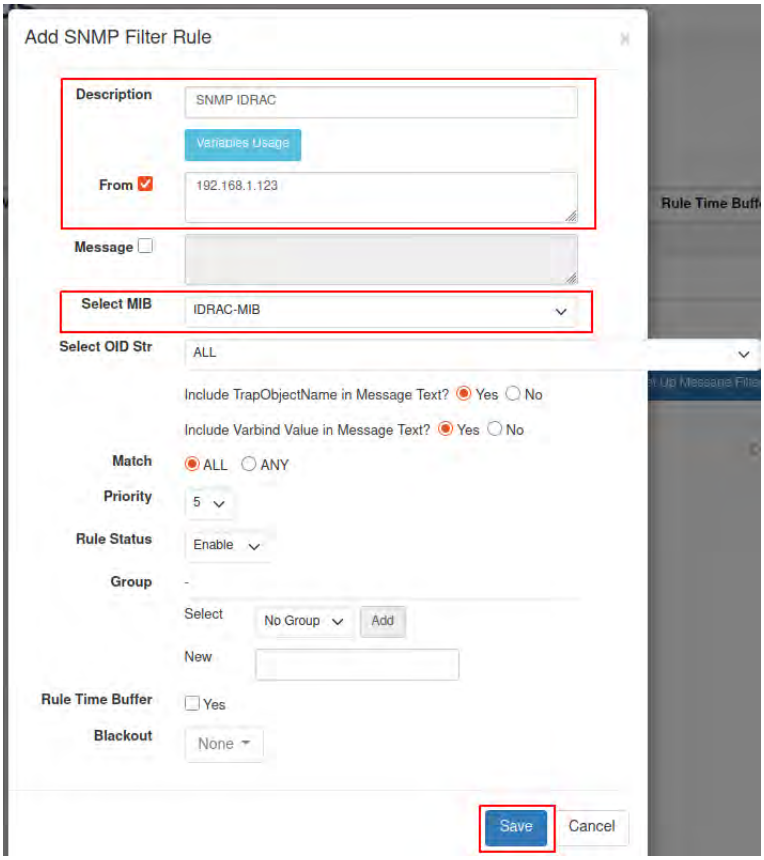

Figure 19: Configure the SNMP Filter Rule

Fill in the **Description, From: <Dell IDRAC's IP> (example is: 192.168.1.123) , Select MIB.** In our example, our **Matching Mode** is **ALL** meaning that the SNMP trap received will only be processed if it matches all the rules configured.

Once done, click **Save**. Refer to our "*SendQuick Server Licensing Agreement and Administration Manual*" for more details of how to set the parameters for filter rules.

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

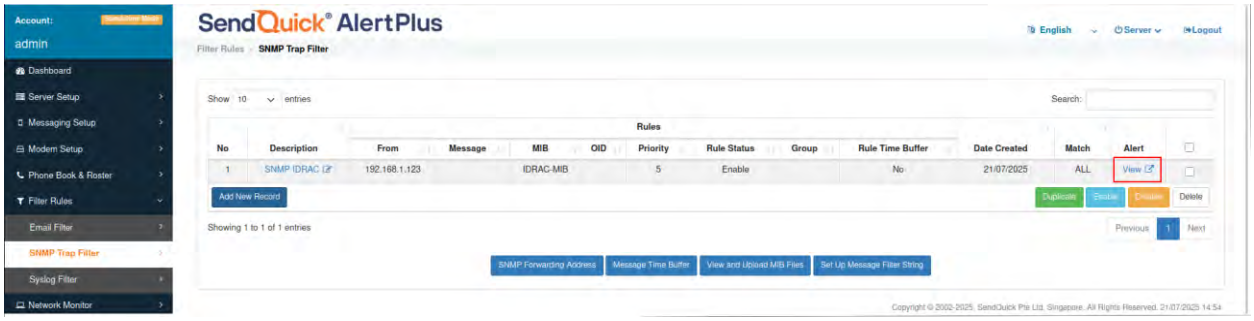

Figure 20: Click to view and configure more details of the filter rule.

Then click on **Add New Record.**

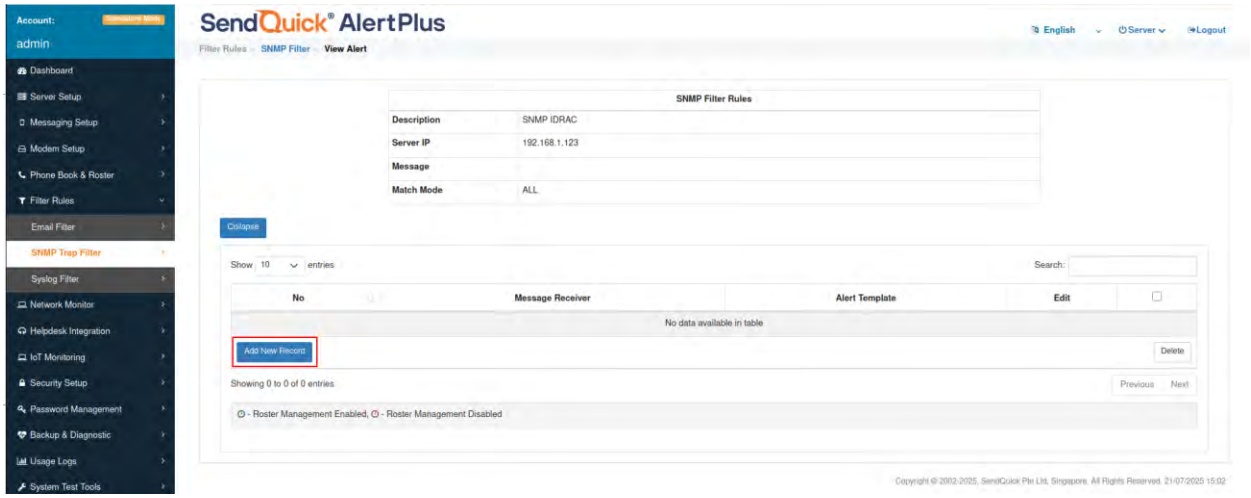

Figure 21: Click Add New Record to configure Alerts Receiver

You can then add multiple mobile numbers or email to receive the notification alerts when an SNMP trap is triggered from the Dell IDRAC and sent to SendQuick. After entering the information, click on **Save** to continue.

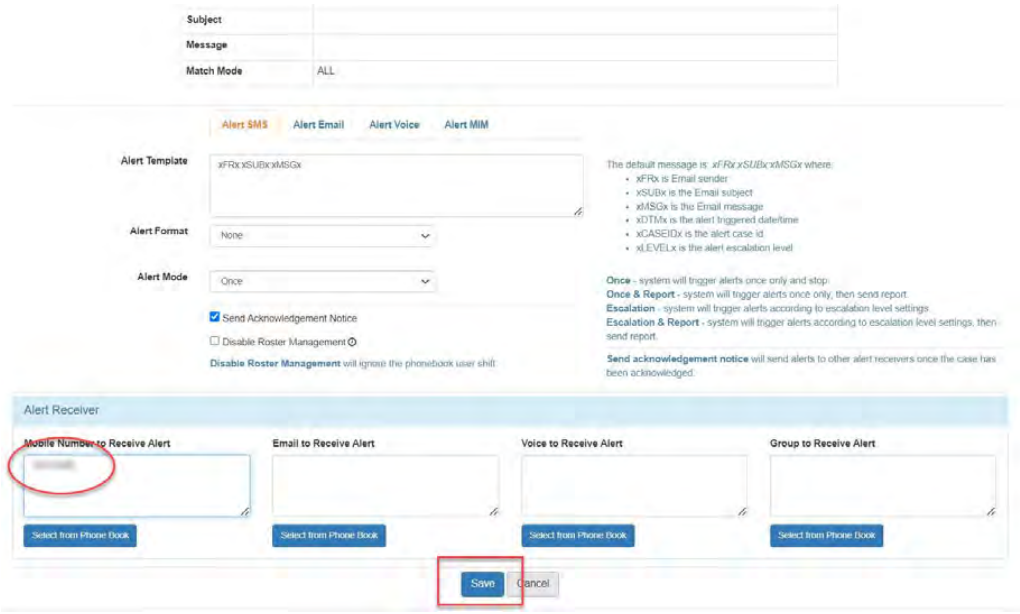

Figure 22: Adding mobile numbers to receive alerts for this filter rule.

3.2 SNMP Trap configuration on Dell IDRAC

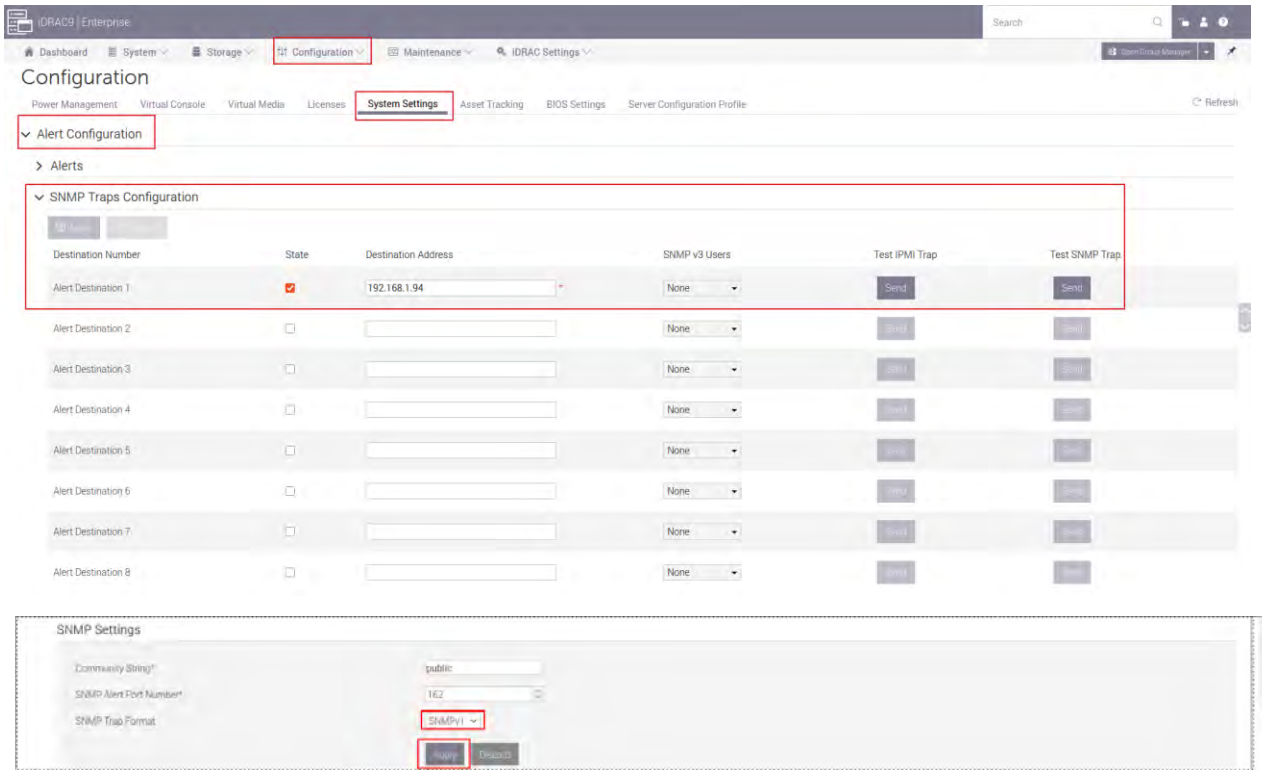

Figure 23: SNMP Trap Configuration

The SNMP Traps Configuration can be found under Configuration > System Settings > Alert Configuration > SNMP Traps Configuration.

At the bottom, there are SNMP settings to configure. By default, it is using **public** and **port 162**. For SNMP trap format, you may select either SNMPv1 or SNMPv2 which SendQuick supports. This should match the MIB file (v1 or v2) which you have uploaded on SendQuick. Click on **Apply** to save the settings.

Next, go to Alert Destination 1, tick on the state, key in SendQuick IP address under the destination address and under **Test SNMP Trap**, click on **Send**.

Figure 24: Message Sent Logs

Go back to SendQuick dashboard. Under Usage Logs > Message logs > Sent, you can check if the SNMP traps successfully reached SendQuick and SMS alerts was being sent out.