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# **SolarWinds – SendQuick Integration Guide**

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## REVISION SHEET

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<b>1.0</b>	<b>21/10/2019</b>	<b><i>First published version</i></b>
<b>1.1</b>	<b>18/02/2021</b>	<b><i>Revised with new format</i></b>
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# SolarWinds – SendQuick Integration Guide

## 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 SolarWinds with SendQuick systems to send SMS alerts. In this guide, we will be using SendQuick Alert Plus Version 20150606-10HF6 and SolarWinds NPM 2023.3.0 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 SolarWinds to integrate with SendQuick via the email SMTP delivery method to send SMS text alerts.

## 2.0 Configure SMTP on SolarWinds

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

### 2.1 Configure SMTP Server on SolarWinds

On the dashboard of SolarWinds platform, navigate to the following item:

**SETTINGS > All Settings**

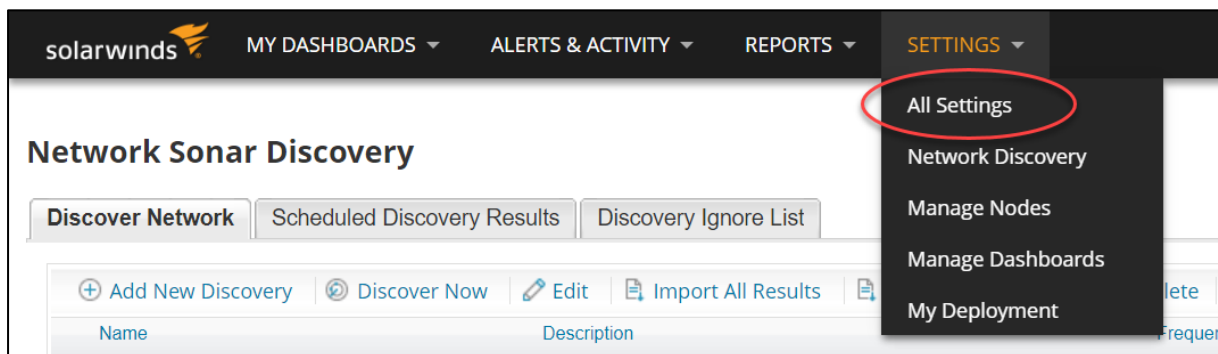


Figure 1: Configure settings on SolarWinds.

Scroll down to the **ALERTS & REPORTS** section, click on **Manage SMTP Servers**

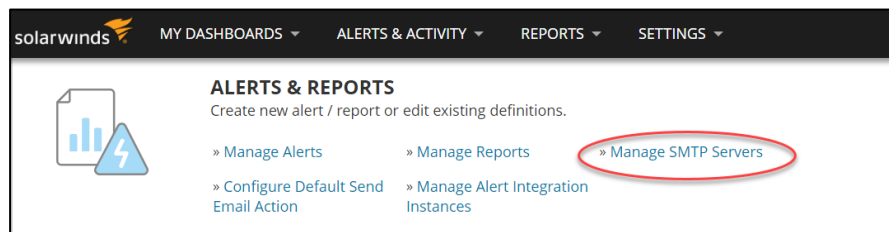


Figure 2: Select "Manage SMTP Servers" under Alerts and Reports.

Click on **ADD SMTP SERVER**

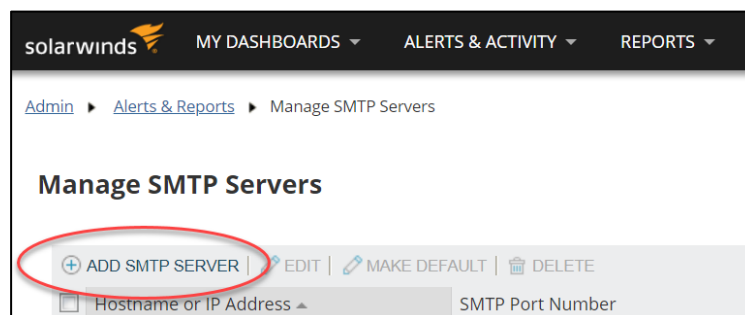
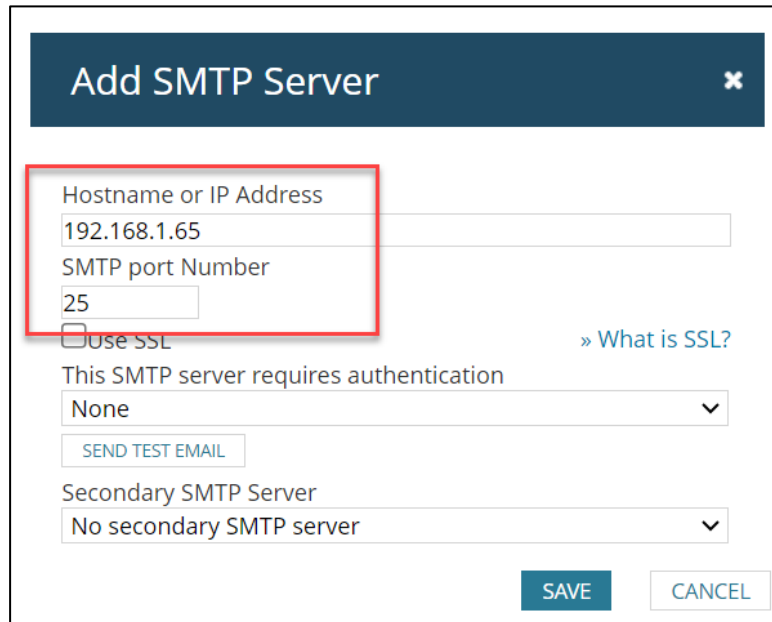


Figure 3: Add SMTP Server.

In the field for **Hostname or IP Address** key in your SendQuick IP address (in our example, we are using *192.168.1.65*). By default, the SMTP Port Number is 25. Leave the **"Use SSL"** box unchecked and leave **"This SMTP server requires authentication"** selection to None.



**Add SMTP Server** ✕

Hostname or IP Address  
192.168.1.65

SMTP port Number  
25

☐ Use SSL [» What is SSL?](#)

This SMTP server requires authentication  
None ▼

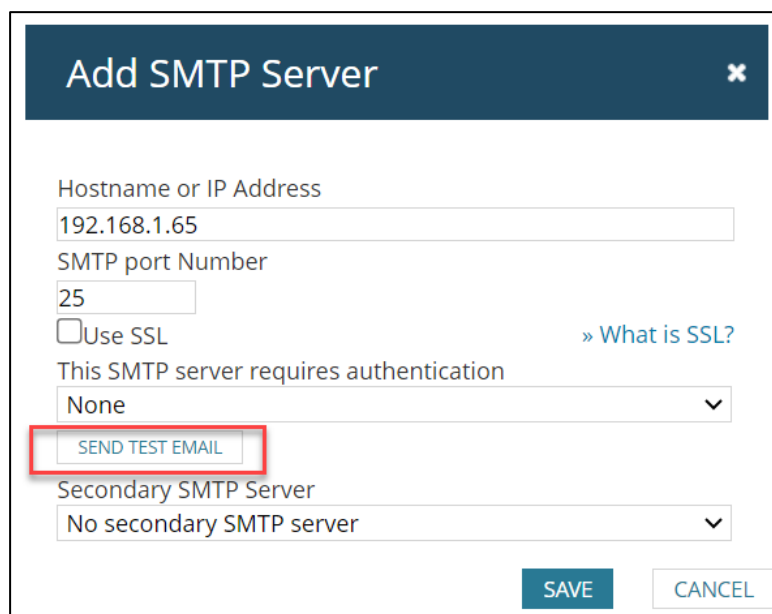
[SEND TEST EMAIL](#)

Secondary SMTP Server  
No secondary SMTP server ▼

[SAVE](#) [CANCEL](#)

Figure 4: Configure the SMTP server.

If you would like to test if the SMTP can send an email, click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.



**Add SMTP Server** ✕

Hostname or IP Address  
192.168.1.65

SMTP port Number  
25

☐ Use SSL [» What is SSL?](#)

This SMTP server requires authentication  
None ▼

[SEND TEST EMAIL](#)

Secondary SMTP Server  
No secondary SMTP server ▼

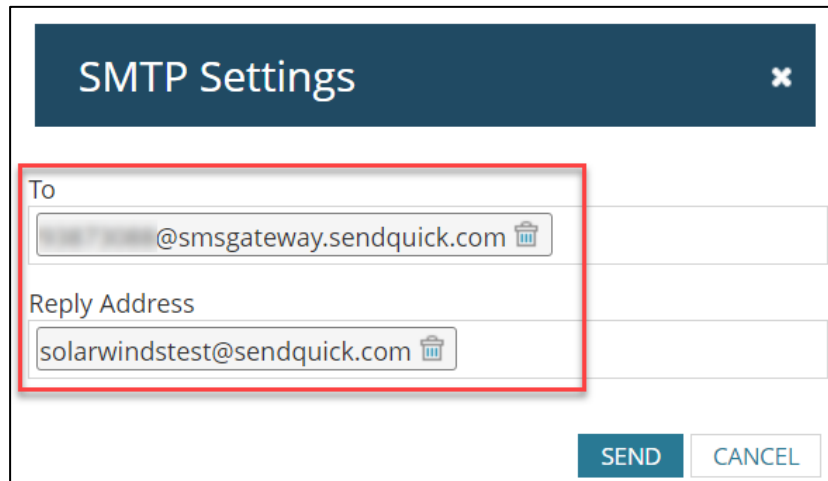
[SAVE](#) [CANCEL](#)

Figure 5: Testing the SMTP configuration by Sending a Test Email.

Enter the email address to send the test email in the **To** field. You can use the email address configured in **SendQuick Email Filter Rule** (see [section 2.2](#)). If you have not

done that yet, you can put the phone number to receive the SMS text as the email address using the format `<mobilenumber>@<sendquickdomainname>`.

Replace `<mobilenumber>` with the phone number and `<sendquickdomainname>` with the Domain name of your SendQuick system. You can use any email address for the **Reply Address**.



The image shows a 'SMTP Settings' dialog box with a dark blue header and a close button. It contains two input fields: 'To' and 'Reply Address'. The 'To' field has a red box around it and contains the text '@msgateway.sendquick.com' with a trash icon. The 'Reply Address' field also has a red box around it and contains the text 'solarwindstest@sendquick.com' with a trash icon. At the bottom right, there are 'SEND' and 'CANCEL' buttons.

Figure 6: Sending email to test configuration.

**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 ***msgateway.sendquick.com***

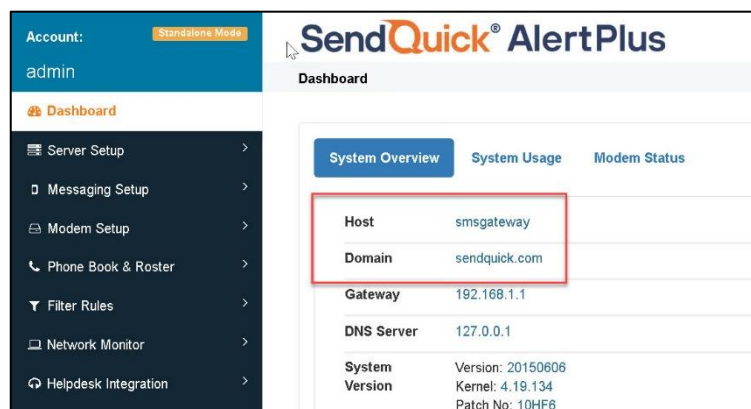
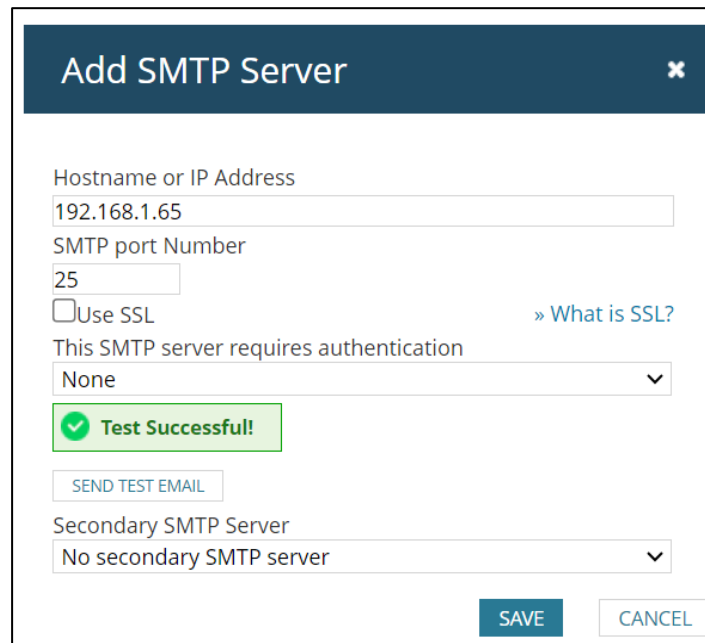


Figure 7: SendQuick System Overview.

If the setup is correct, you should get a **Test Successful!** notification. Click on “Save” to continue.



The 'Add SMTP Server' dialog box contains the following fields and controls:

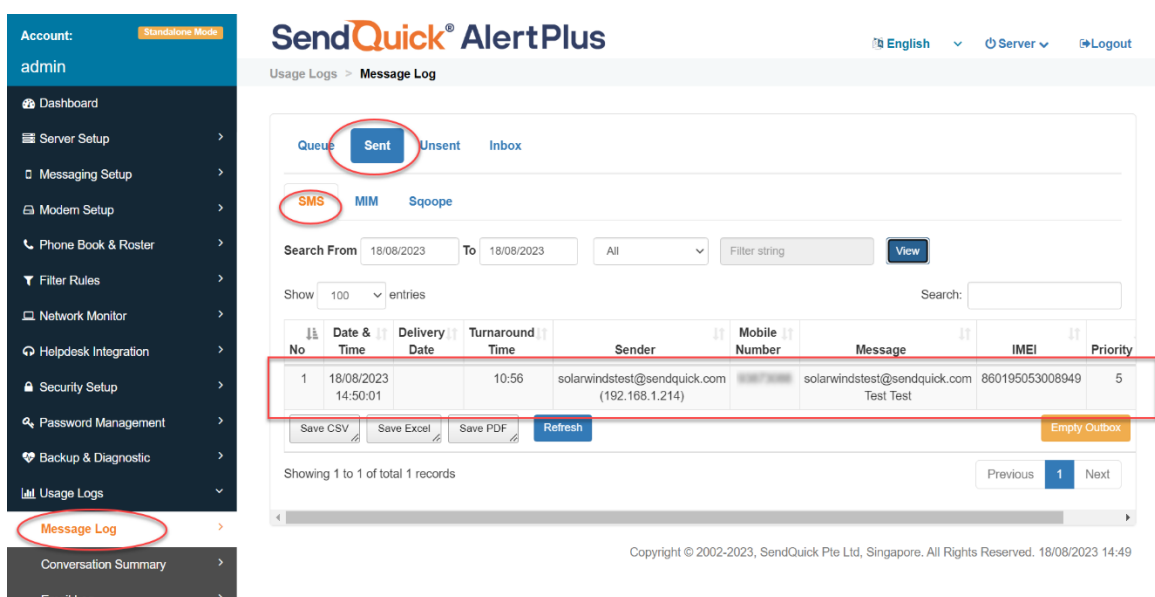
- Hostname or IP Address: 192.168.1.65
- SMTP port Number: 25
- ☐ Use SSL (with a link: » What is SSL?)
- This SMTP server requires authentication: None (dropdown menu)
- Test Successful!** (green notification box with a checkmark)
- SEND TEST EMAIL (button)
- Secondary SMTP Server: No secondary SMTP server (dropdown menu)
- SAVE (button)
- CANCEL (button)

Figure 8: Notification if test is successful.

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.



The screenshot shows the SendQuick AlertPlus dashboard. The left sidebar contains the navigation menu with 'Message Log' highlighted. The main content area shows the 'Message Log' page with the 'Sent' tab selected. The 'SMS' sub-tab is also selected. The log displays a single entry for a successful SMS sent on 18/08/2023 at 14:50:01.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	18/08/2023 14:50:01		10:56	solarwindtest@sendquick.com (192.168.1.214)		solarwindtest@sendquick.com Test Test	860195053008949	5

Below the table are buttons for 'Save CSV', 'Save Excel', 'Save PDF', and 'Refresh'. The status 'Showing 1 to 1 of total 1 records' is displayed at the bottom of the log.

Figure 9: Message log on SendQuick to check if Message was Sent.



## 2.2 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 based on policy filters and specified rules. To explore this feature, navigate on the SendQuick dashboard to:

### Filter Rules > Email Filter

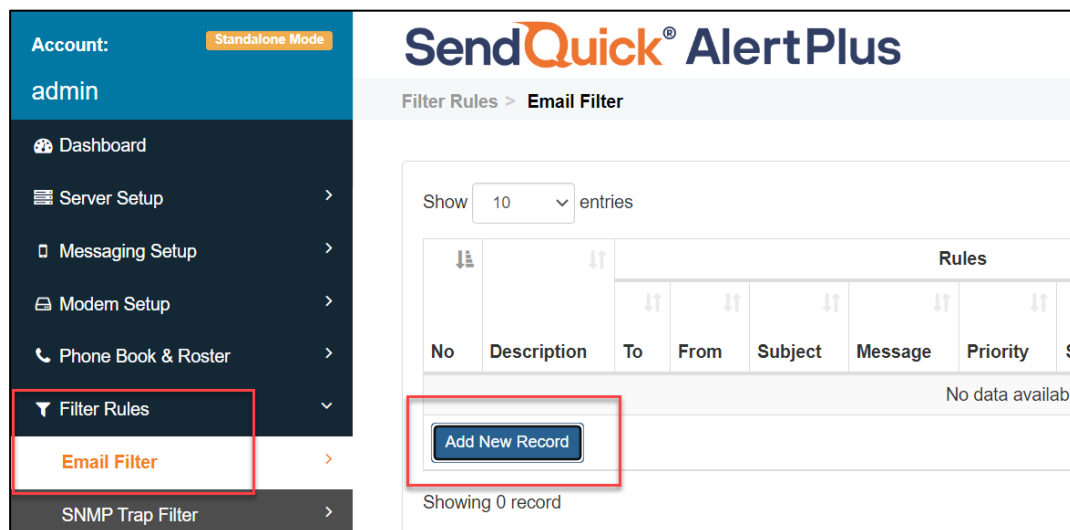


Figure 10: Setting up Email filter on SendQuick.

Click on **Add New Record**.

You can then create a new record to define the email address SolarWinds should send to. In our example, we will use **solarwindsalert@msgateway.sendquick.com** and **solarwindstest@sendquick.com** as the sender email from SolarWinds.

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.

Add Mail Filter Rule

Description: SolarWinds Alert

Variables Usage

Mail To ☒: solarwindsalert@smgateway.sendquick.com

Mail From ☒: solarwindtest@sendquick.com

Subject ☐

Message ☐

Match Mode: ☒ ALL ☐ ANY

Priority: 5

Rule Status: Enable

Group: -

Select: No Group Add

New:

Rule Time Buffer: ☐ Yes

Blackout: None

Save Cancel

Figure 11: Configure the email filter rule.

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

SendQuick® AlertPlus

Filter Rules > Email Filter

Show 10 entries Search:

No	Description	To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert	
1	SolarWinds Alert	solarwindsalert@smgateway.sendquick.com	solarwindtest@sendquick.com			5	Enable		No	18/08/2023	ALL	<a href="#">View</a>	<input type="checkbox"/>

Add New Record Duplicate Enable Disable Delete

Figure 12: Click to view and configure more details of the filter rule.

Then click on **Add New Record**

The screenshot shows the 'SendQuick AlertPlus' interface. At the top, there's a navigation bar with 'Filter Rules > Email Filter > View Alert'. Below this, there's a table titled 'Email Filter Rules' with the following data:

Email Filter Rules	
Description	SolarWinds Alert
Mail To	solarwindsalert@smgateway.sendquick.com
Mail From	solarwindstest@sendquick.com
Subject	
Message	
Match Mode	ALL

Below the table, there's a 'Collapse' button. Underneath, there's a search bar and a table with columns: 'No', 'Message Receiver', 'Alert Template', 'Edit', and a checkbox. The table is currently empty, showing 'No data available in table'. A red circle highlights the 'Add New Record' button. At the bottom, there's a status bar with 'Showing 0 record' and 'Previous' and 'Next' buttons.

Figure 13: 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 email address to send email alerts to when configuring SolarWinds. (see next section, [Section 2.3](#))

The screenshot shows the 'Alert Receiver' section of the 'SendQuick AlertPlus' interface. It includes fields for 'Subject', 'Message', and 'Match Mode' (set to 'ALL'). Below these, there are tabs for 'Alert SMS', 'Alert Email', 'Alert Voice', and 'Alert MIM'. The 'Alert Template' field contains 'xFRcxSUBcxMSGx'. The 'Alert Format' is set to 'None' and the 'Alert Mode' is set to 'Once'. There are checkboxes for 'Send Acknowledgement Notice' (checked) and 'Disable Roster Management' (unchecked). A note states: 'Disable Roster Management will ignore the phonebook user shift.' To the right, there's a section titled 'The default message is: xFRcxSUBcxMSGx where:' with a list of variables: xFRx (Email sender), xSUBx (Email subject), xMSGx (Email message), xDTMx (alert triggered date/time), xCASEIDx (alert case id), and xLEVELx (alert escalation level). Below this, there are definitions for 'Once', 'Once & Report', 'Escalation & Report', and 'Send acknowledgement notice'. The 'Alert Receiver' section has four columns: 'Mobile Number to Receive Alert', 'Email to Receive Alert', 'Voice to Receive Alert', and 'Group to Receive Alert'. The 'Mobile Number to Receive Alert' field is circled in red. Below each column is a 'Select from Phone Book' button. At the bottom, there are 'Save' and 'Cancel' buttons. The 'Save' button is highlighted with a red box.

Figure 14: Adding mobile numbers to receive alerts for this filter rule.

## 2.3 Configure Default Email In SolarWinds

In Solarwinds, configure the default email address to send email alerts to that is linked with SendQuick.

On the dashboard of Solarwinds platform, navigate to the following item :

**SETTINGS > All Settings**

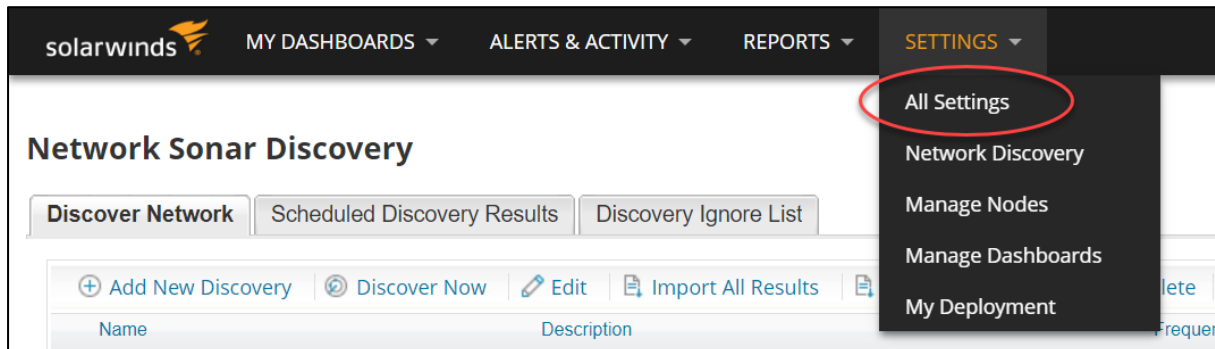


Figure 15: Select "All Settings" from SolarWinds dashboard.

Scroll down to the **ALERTS & REPORTS** section, click on **Configure Default Send Email Action**.

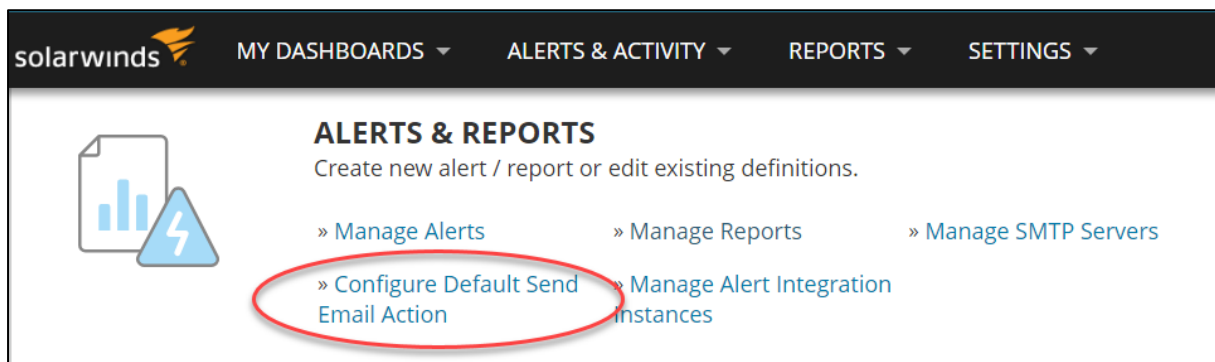


Figure 16: Configure Default Send Email Action under Alerts and Reports.

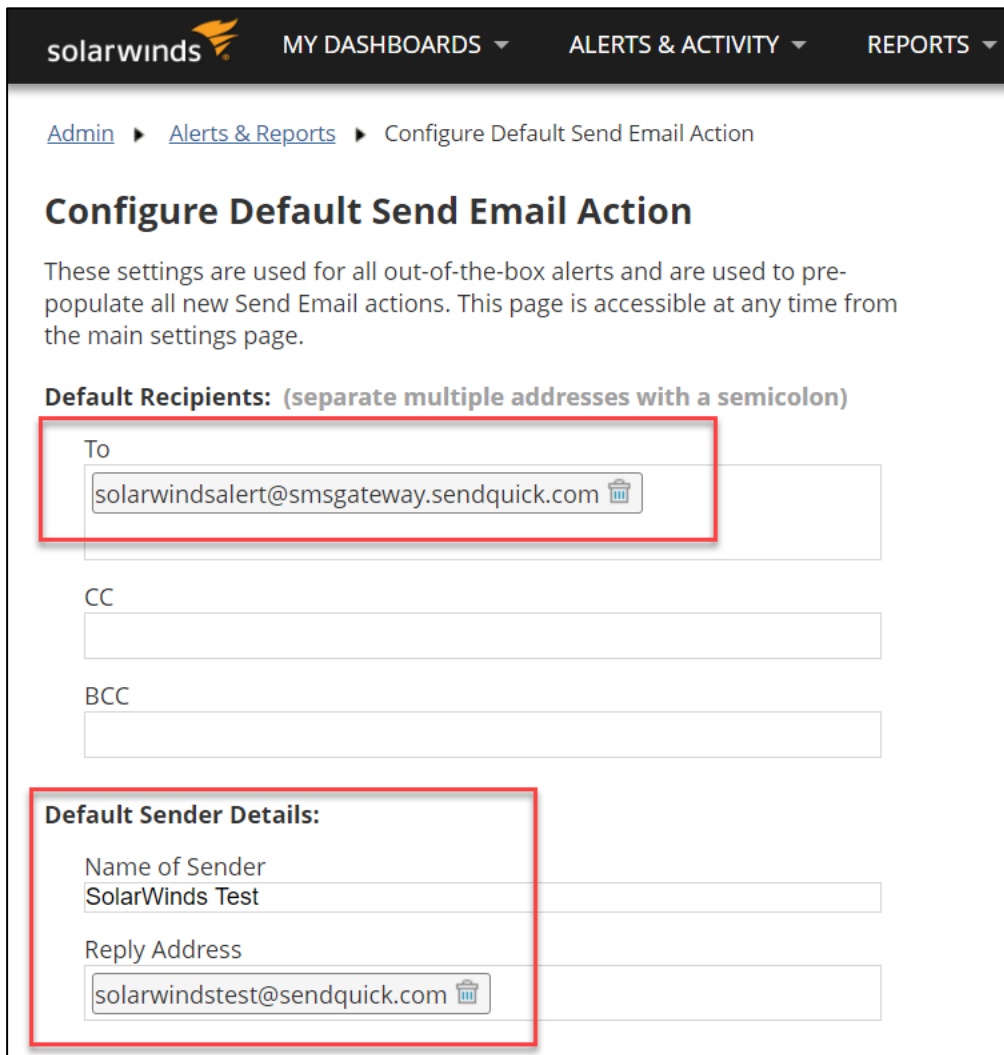
In the earlier section 2.2, an email address has been configured in the SendQuick Email Filter rules.

By configuring the **Default Send Email Action** with that email address and the SMTP pointing to the SendQuick system, will allow SolarWinds to send email alerts to SendQuick that will then send that alert out to the intended recipient via SMS texts.

Under **Default Recipients**, fill in the email address in the **To** field. In our example, we use `solarwindsalert@smsgateway.sendquick.com`

Fill in the **Name of Sender** and **Reply Address** under the **Default Sender Details** with

what you want to appear as the Sender information.



solarwinds MY DASHBOARDS ▾ ALERTS & ACTIVITY ▾ REPORTS ▾

[Admin](#) ▸ [Alerts & Reports](#) ▸ Configure Default Send Email Action

## Configure Default Send Email Action

These settings are used for all out-of-the-box alerts and are used to pre-populate all new Send Email actions. This page is accessible at any time from the main settings page.

**Default Recipients:** (separate multiple addresses with a semicolon)

To  
solarwindsalert@msgateway.sendquick.com

CC

BCC

**Default Sender Details:**

Name of Sender  
SolarWinds Test

Reply Address  
solarwindstest@sendquick.com

Figure 17: Configure Default Send Email Action.

Fill in the **Hostname or IP Address** with the IP Address of your SendQuick system for the **Default SMTP Server**. You can also make changes to the SMTP Server as explained in [Section 2.1](#)

**Default SMTP Server:**  
Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.

☐ Support TLS

Hostname or IP Address  
192.168.1.65

SMTP port Number  
25

☐ Use SSL [» What is SSL?](#)

This SMTP server requires authentication  
None

[SEND TEST EMAIL](#)

[USE AS DEFAULT](#) [CANCEL](#)

Figure 18: Set the default SMTP server IP Address.

Click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.

If the setup is correct, you should get a **Test Successful!** notification.

**Default SMTP Server:**  
Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.


☐ Support TLS

Hostname or IP Address  
192.168.1.65

SMTP port Number  
25

☐ Use SSL [» What is SSL?](#)

This SMTP server requires authentication  
None

 **Test Successful!**

[SEND TEST EMAIL](#)

[USE AS DEFAULT](#) [CANCEL](#)

Figure 19: Notification of successful test.

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.

The screenshot shows the SendQuick AlertPlus interface. At the top, there's a navigation bar with 'English', 'Server', and 'Logout' links. Below it, the 'Usage Logs > Message Log' breadcrumb is visible. The main area has tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'Sent' tab is selected. Below the tabs, there are filters for 'SMS', 'MIM', and 'Snooze'. A search bar is present with 'Search From' and 'To' date pickers, a 'Filter string' input, and a 'View' button. A table displays message logs with columns: No., Date & Time, Delivery Date, Turnaround Time, Sender, Mobile Number, Message, IMEI, Priority, and a checkbox. Two entries are shown. The first entry is highlighted with a red box. Below the table are buttons for 'Save CSV', 'Save Excel', 'Save PDF', 'Refresh', 'Empty Outbox', and 'Delete'. At the bottom, it says 'Showing 1 to 2 of total 2 records' and has 'Previous', '1', and 'Next' navigation links.

No.	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	18/08/2023 15:10:14		00:14	solarwindstest@sendquick.com (SolarWinds Alert)		solarwindstest@sendquick.com:Test:Test	860195053008949	5	<input type="checkbox"/>
2	18/08/2023 14:50:01		10:56	solarwindstest@sendquick.com (192.168.1.214)		solarwindstest@sendquick.com Test Test	860195053008949	5	<input type="checkbox"/>

Copyright © 2002-2023, SendQuick Pte Ltd, Singapore. All Rights Reserved. 18/08/2023 15:10

Figure 20: Message Log on SendQuick to check if message was sent.

## 2.4 Configure Alerts in SolarWinds

SolarWinds can monitor and alert many incidents that happens in your network environment. For critical alerts that requires the relevant personnel to be notified as soon as possible via SMS text, configure the **Alert Trigger Actions** to send the email to SendQuick.

In the SolarWinds, navigate to

### ALERTS & ACTIVITY > Alerts

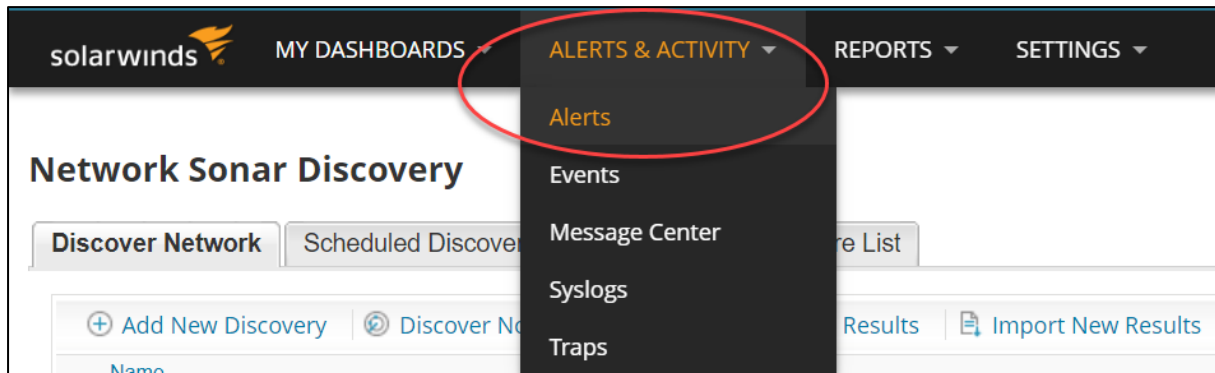


Figure 21: Alert settings on SolarWinds dashboard.

The page will display all the Alerts that has been triggered and requires Acknowledgement from the user. To add or manage existing alerts, click on **Manage Alerts** as highlighted below.

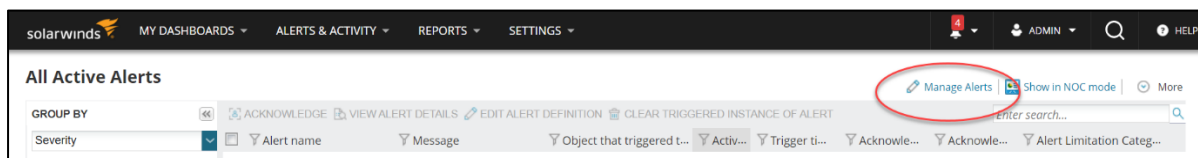


Figure 22: Manage Alerts on SolarWinds.

To add a new alert, click on **ADD NEW ALERT**

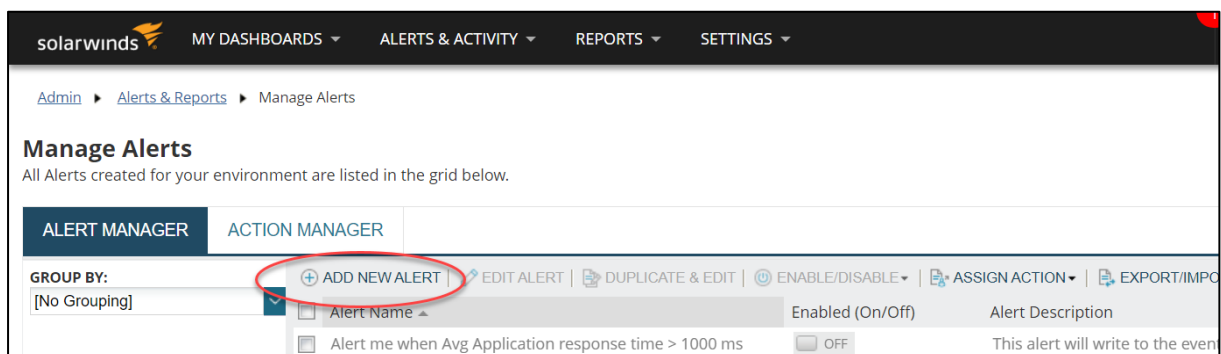


Figure 23: Add New Alert.



Alternatively, you can modify an existing alert (for example “Node is down” that has been provided by SolarWinds. Select the Alert to edit by checking the box next to it and click on **EDIT ALERT**.

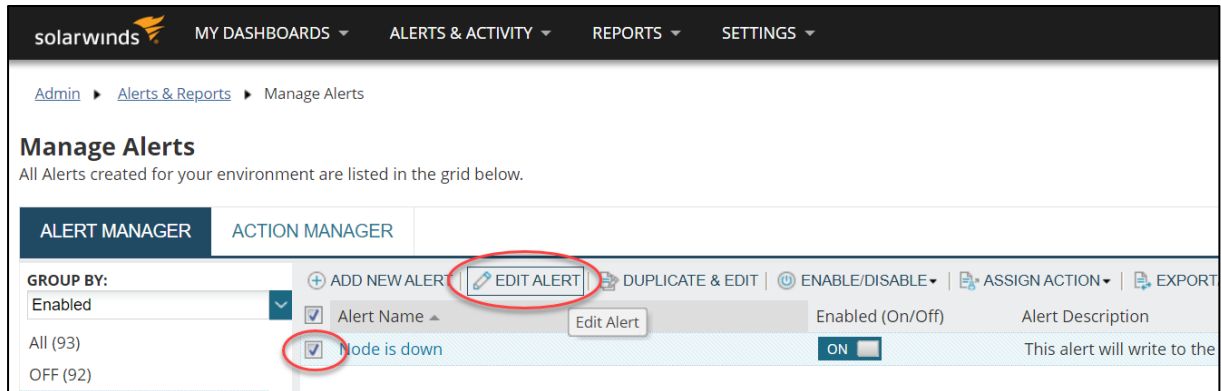


Figure 24: Edit an existing Alert.

There are several properties and conditions that you can configure for an Alert. Please refer to the SolarWinds manual to guide you on how to configure them. In this example we are editing an *out-of-the-box* alert, therefore we can only configure the **TRIGGER ACTIONS** to define what happens next when an Alert has been triggered.

Click on the **TRIGGER ACTIONS** tab.

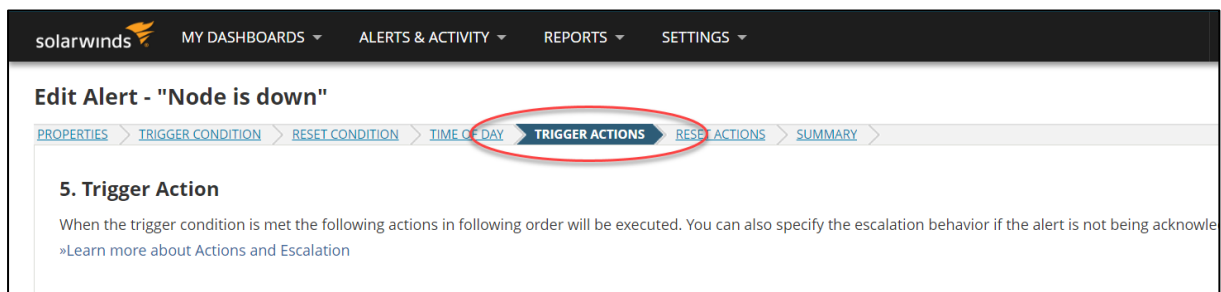


Figure 25: Trigger actions.

In this *out-of-the-box* alert example, there are already 2 **Trigger Actions** defined Click on the **Edit** (pen icon) for the **Send an Email/Page** entry. If you are creating a New Alert, then you will need to click on **Add Action** to add the **Send an Email/Page** action.

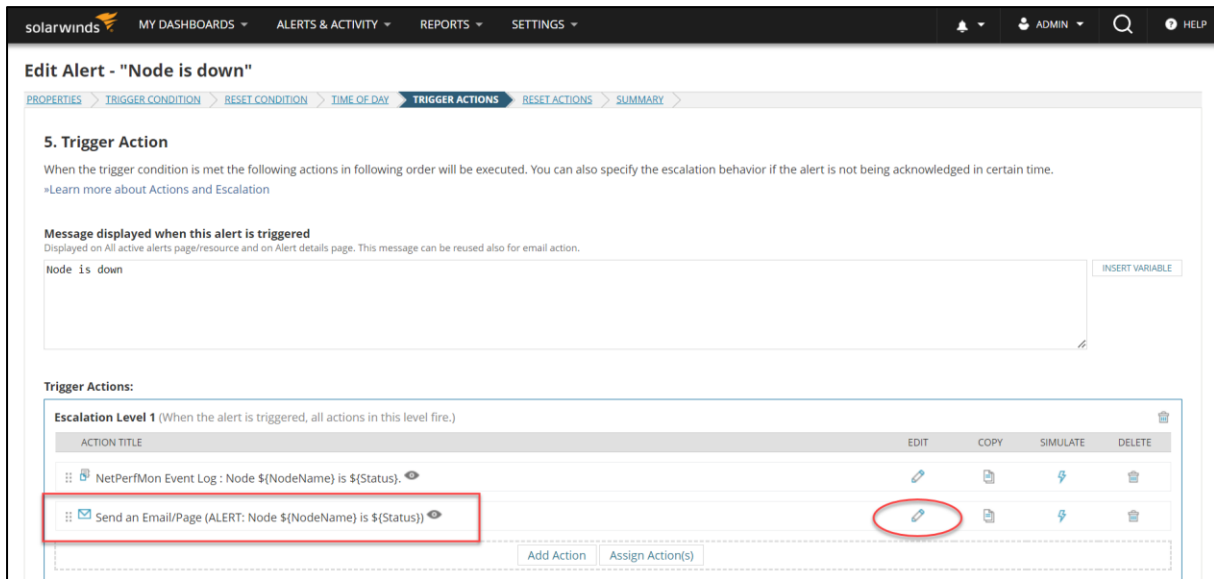


Figure 26: Edit Send an Email/Page Trigger Action.

If the default email has already been configured (see [Section 2.3](#)), you can then leave the **To** field as `${DefaultEmailTo}`. If not, you can type the email address configured in SendQuick Email Filter Rule in this **To** field here.

The screenshot shows the 'Configure Action: Send An Email/Page' dialog box. The 'Name of action' is 'Send an Email/Page (ALERT: Node \${NodeName} is \${Status})'. Under '1. Recipients', the 'To' field is highlighted with a red box and contains the variable `${DefaultEmailTo}`. The 'CC' field contains `${DefaultEmailCC}`. There is a 'BCC' field. The 'Sender details' section shows `{{(DefaultEmailSenderName)}}{{(DefaultEmailFrom)}}`. Under '2. Message', the text is 'ALERT: Node \${NodeName} is \${Status}'. Under '3. SMTP Server', it is 'Default Server'. Under 'Time of Day', it is 'No additional schedule for this action needed'. Under 'Execution settings', it is 'Execute if acknowledged already.' At the bottom right, there are 'NEXT' and 'CANCEL' buttons.

Figure 27: Configure Email to send Alert to.

Configure the alert message to send with the relevant variables used by SolarWinds. Ensure the message type is **Plain Text**. Click on **NEXT**.

**Configure Action: Send An Email/Page** ✕

Name of action  
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

▸ 1. Recipients \${DefaultEmailTo}

▼ 2. Message

Subject  
ALERT: Node \${NodeName} is \${Status} INSERT VARIABLE

Message  
ALERT: Node \${NodeName} is \${Status}.  
\${N=SwisEntity;M=NodeStatusRootCause}  
\${NodeDetailsURL}  
\${N=SwisEntity;M=NodeStatusRootCause}  
\${N=Alerting;M=AcknowledgeLink} INSERT VARIABLE

☐ HTML ☒ Plain Text

Importance: Normal ▼

▸ 3. SMTP Server Default Server

▸ Time of Day No additional schedule for this action needed

▸ Execution settings Execute if acknowledged already.

NEXT CANCEL

Figure 28: Configure Message for the Alert. Ensure type is Plain Text.

If the default SMTP Server has already been configured (see [Section 2.1](#)), then select **Default Server**. If not, click on **Manage SMTP Servers** and follow the steps in Section 2.1 to configure the SMTP Server. Click on **SAVE CHANGES**.

**Configure Action: Send An Email/Page** ✕

Name of action  
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

▸ 1. Recipients \${DefaultEmailTo}

▸ 2. Message ALERT: Node \${NodeName} is \${Status}

▼ 3. SMTP Server

Name of SMTP Server What is an SMTP Server? [Manage SMTP Servers](#)  
Default Server ▼

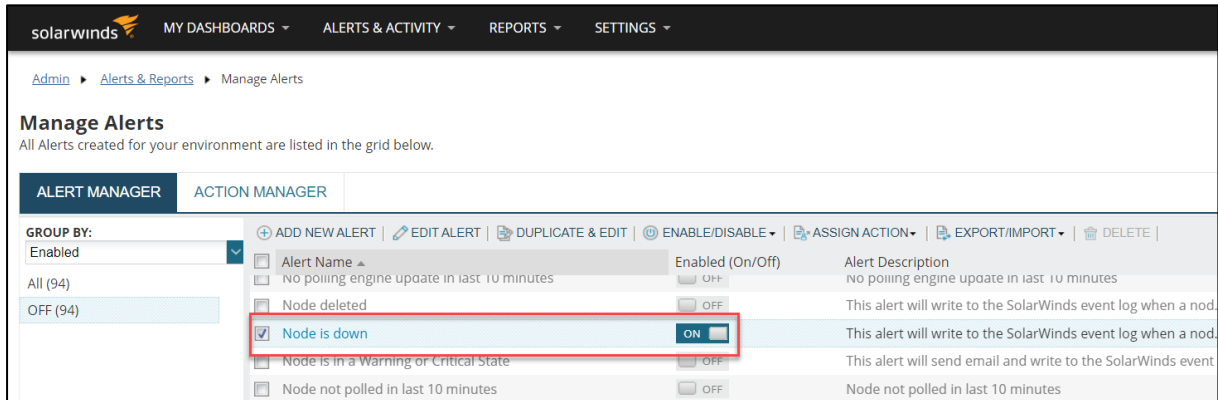
▸ Time of Day No additional schedule for this action needed

▸ Execution settings Execute if acknowledged already.

SAVE CHANGES CANCEL

Figure 29: Define SMTP Server for the Alert.

The Trigger Action has now been configured. Ensure the Alert is **Enabled**.

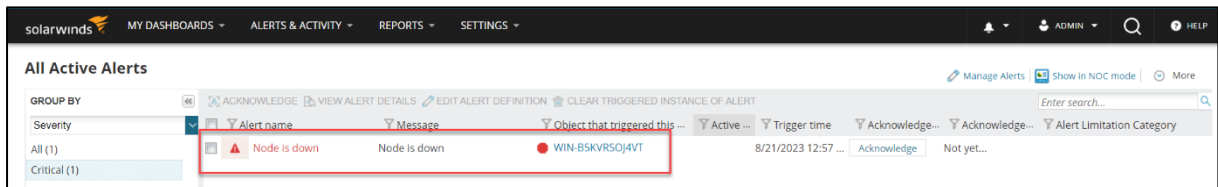


The screenshot shows the 'Manage Alerts' page in SolarWinds. The 'ALERT MANAGER' tab is active. On the left, under 'GROUP BY', 'Enabled' is selected. The main table lists several alerts. The 'Node is down' alert is highlighted with a red box, and its 'Enabled (On/Off)' toggle is set to 'ON'.

Alert Name	Enabled (On/Off)	Alert Description
No polling engine update in last 10 minutes	OFF	No polling engine update in last 10 minutes
Node deleted	OFF	This alert will write to the SolarWinds event log when a node is deleted.
<b>Node is down</b>	<b>ON</b>	This alert will write to the SolarWinds event log when a node is down.
Node is in a Warning or Critical State	OFF	This alert will send email and write to the SolarWinds event log when a node is in a Warning or Critical State.
Node not polled in last 10 minutes	OFF	Node not polled in last 10 minutes

Figure 30: Enable the Alert.

Once enabled, whenever the condition of the Alert is met, it will create an Alert record under the **All Active Alerts**.



The screenshot shows the 'All Active Alerts' page. A table lists active alerts. The first row is highlighted with a red box, showing an alert named 'Node is down' triggered by 'WIN-B5KVR50J4VT' at 8/21/2023 12:57.

Alert name	Message	Object that triggered this	Active	Trigger time	Acknowledge	Acknowledge	Alert Limitation Category
<b>Node is down</b>	Node is down	WIN-B5KVR50J4VT		8/21/2023 12:57	Acknowledge	Not yet...	

Figure 31: Example of Alert Triggered.

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.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	18/08/2023 15:21:46		00:29	solarwindstest@sendquick.com (SolarWinds Alert)		reshold) http://WIN-B5KVR5QJ4VT/Orion/Netperfmon/AckAlert.aspx?ObjID=1	860195053008949	5
2	18/08/2023 15:21:39		00:23	solarwindstest@sendquick.com (SolarWinds Alert)		eeded Critical threshold) http://WIN-B5KVR5QJ4VT/Orion/View.aspx?NetObject=N:1 Metrics with problems: ? Percent Packet Loss (Exceeded Critical th	860195053008949	5
3	18/08/2023 15:21:32		00:16	solarwindstest@sendquick.com (SolarWinds Alert)		solarwindstest@sendquick.com:ALERT: Node WIN-B5KVR5QJ4VT is Down.ALERT: Node WIN-B5KVR5QJ4VT is Down. Metrics with problems: ? Percent Packet Loss (Exc	860195053008949	5

Figure 32: Message log of SendQuick