



# WhatsUp Gold – SendQuick Integration Guide

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**SendQuick Pte Ltd**

76 Playfair Road

#08-05 LHK2 Building

Singapore 367996

Tel: +65 6280 2881 Fax: +65 6280 6882

Email: [info@sendquick.com](mailto:info@sendquick.com)

[www.SendQuick.com](http://www.SendQuick.com)

## REVISION SHEET

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# WhatsUp Gold – 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 SendQuick with WhatsUp Gold to send SMS alerts. In this guide, we will be using SendQuick Entera Version 20220809-4HF1 and WhatsUp Gold 2023 23.1.2 for the integration illustration.

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

- Email
- SNMP Trap

## 2.0 Send Email to SendQuick

### 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 SendQuick dashboard to **Filter Rules > Email Filter**.

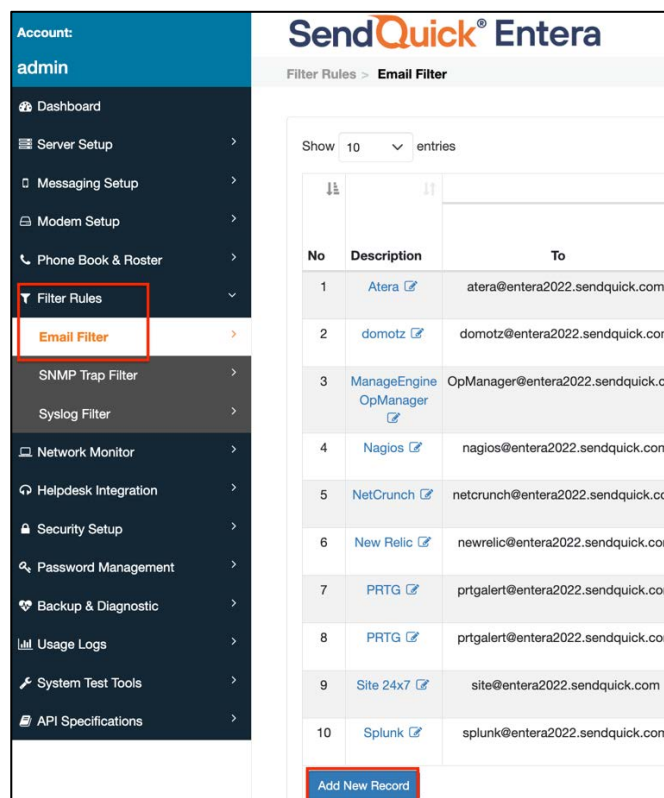


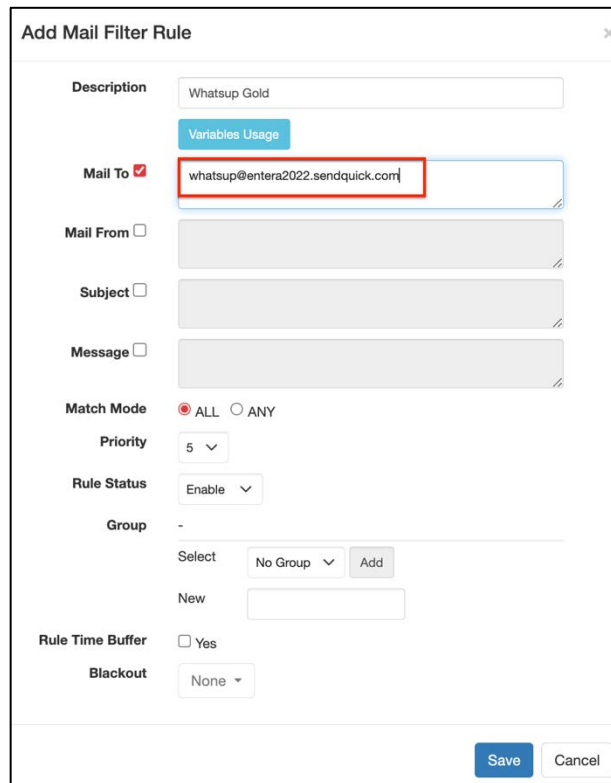
Figure 2-1: Email Filter > Add New Record

Click on **Add New Record**. You can then create a new record to define the email address WhatsUp Gold should send to.

In our example, we will use [whatsup@entera2022.sendquick.com](mailto:whatsup@entera2022.sendquick.com)

**(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`)**

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 **ANY**. Once done, click **Save**.



**Add Mail Filter Rule**

Description: Whatsup Gold

Variables Usage

Mail To : whatsup@entera2022.sendquick.com

Mail From

Subject

Message

Match Mode:  ALL  ANY

Priority: 5

Rule Status: Enable

Group: -

Select: No Group Add

New:

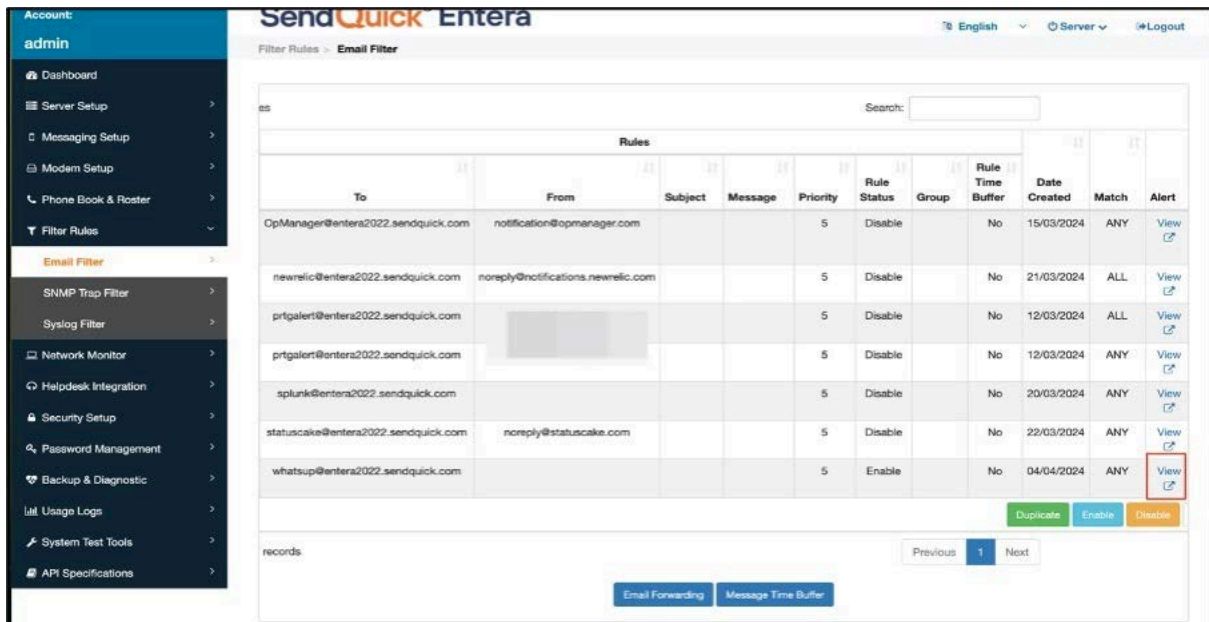
Rule Time Buffer:  Yes

Blackout: None

Save Cancel

Figure 2-2: Add Mail Filter Rule

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



Account: admin

SendQuick Entera

Filter Rules > Email Filter

To	From	Subject	Message	Priority	Rule Status	Group	Rule Time Buffer	Date Created	Match	Alert
OpManager@entera2022.sendquick.com	notification@opmanager.com			5	Disable		No	15/03/2024	ANY	<a href="#">View</a>
newrellic@entera2022.sendquick.com	noreply@notifications.newrellic.com			5	Disable		No	21/03/2024	ALL	<a href="#">View</a>
prtgalert@entera2022.sendquick.com				5	Disable		No	12/03/2024	ALL	<a href="#">View</a>
prtgalert@entera2022.sendquick.com				5	Disable		No	12/03/2024	ANY	<a href="#">View</a>
splunk@entera2022.sendquick.com				5	Disable		No	20/03/2024	ANY	<a href="#">View</a>
statuscake@entera2022.sendquick.com	noreply@statuscake.com			5	Disable		No	22/03/2024	ANY	<a href="#">View</a>
whatsup@entera2022.sendquick.com				5	Enable		No	04/04/2024	ANY	<a href="#">View</a>

Duplicate Enable Disable

records: Previous 1 Next

Email Forwarding Message Time Buffer

Figure 2-3: Email Filter &gt; View

Then click on **Add New Record**.

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

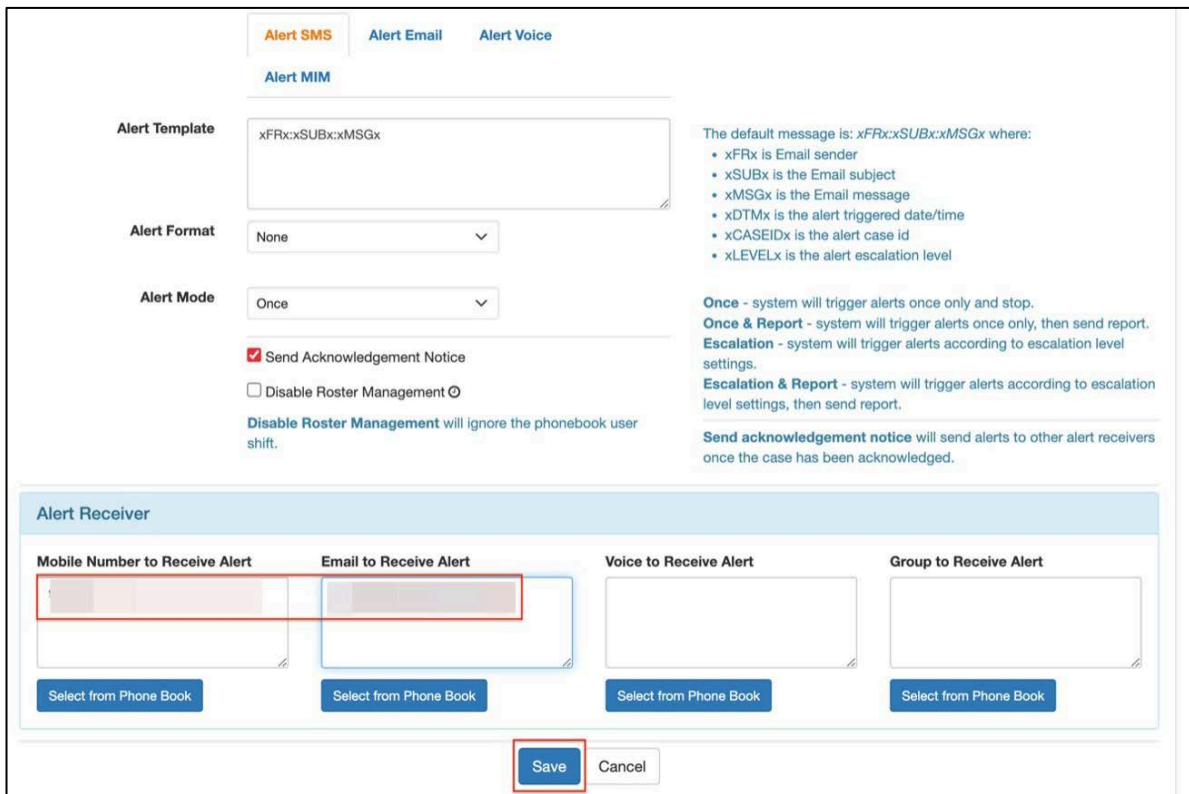


Figure 2-4: Adding Mobile Number & Email to Receive Alerts

After you have keyed in the information, click on **Save** to continue.

## 2.2 Configure Email Setting in WhatsUp Gold

SendQuick will receive alerts from WhatsUp Gold and convert to SMS.

To configure Email Settings, go to **Settings > Actions & Alerts > Actions and Policies**.

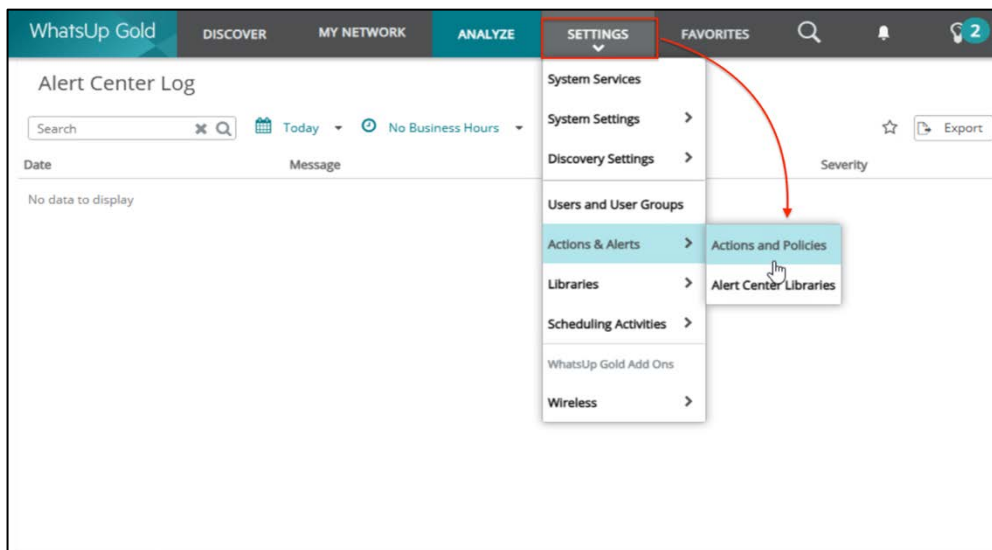


Figure 2-5: Settings > Actions & Alerts > Actions and Policies

To add the Program Action, go to **Action Library** and click on the **+** sign. Select **Email** under **Actions**.

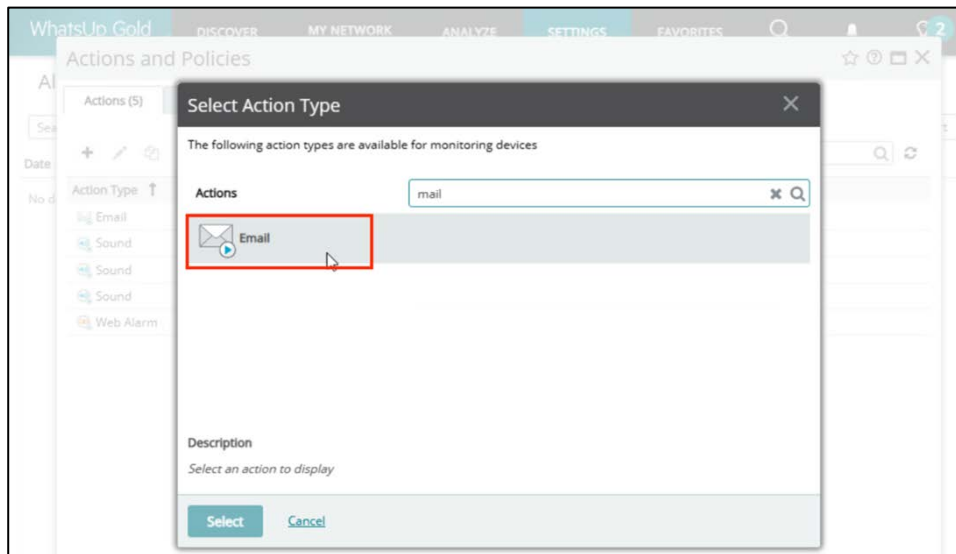


Figure 2-6: Email Action Type

To configure Program and Action go to **Edit Email Action** and fill in the following information:

- SMTP Server (IP Address of SendQuick): Example - 192.168.1.222
- Port: 25
- Mail to / Receiver: [whatsup@entera2022.sendquick.com](mailto:whatsup@entera2022.sendquick.com)  
([anyname@SendQuick](#) host name + domain )
- Mail from / Sender: [WhatsUpGold@YourDomain.com](mailto:WhatsUpGold@YourDomain.com)

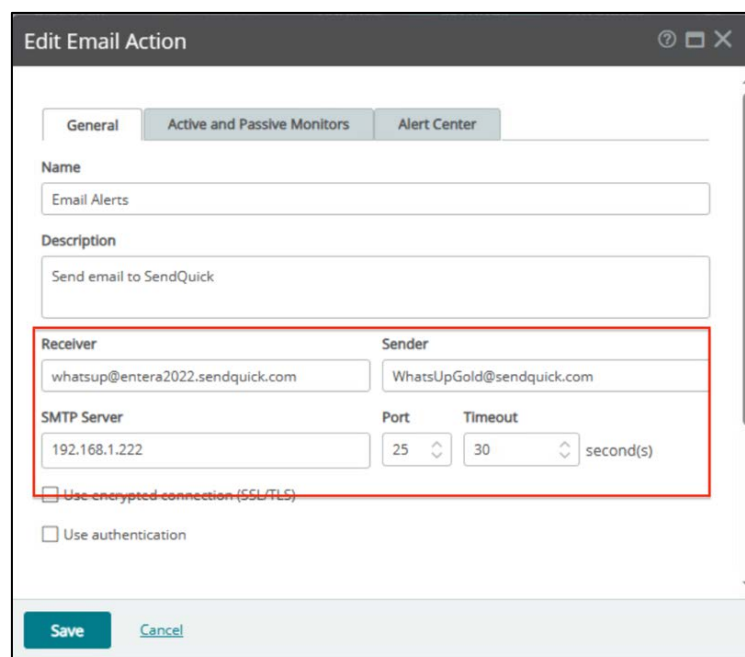


Figure 2-7: Edit Email Action

Now, go to **Actions and Policies** and click on the **+** sign

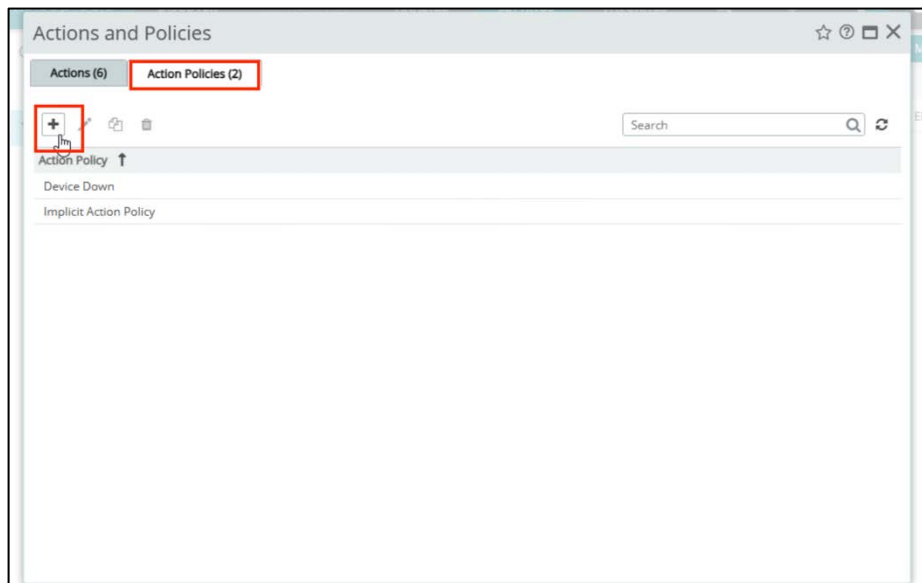


Figure 2-8: Adding Actions and Policies

Add a Policy Rule to the Action as such:

- Action – Email Alerts
- Execute the action on state change – Down.

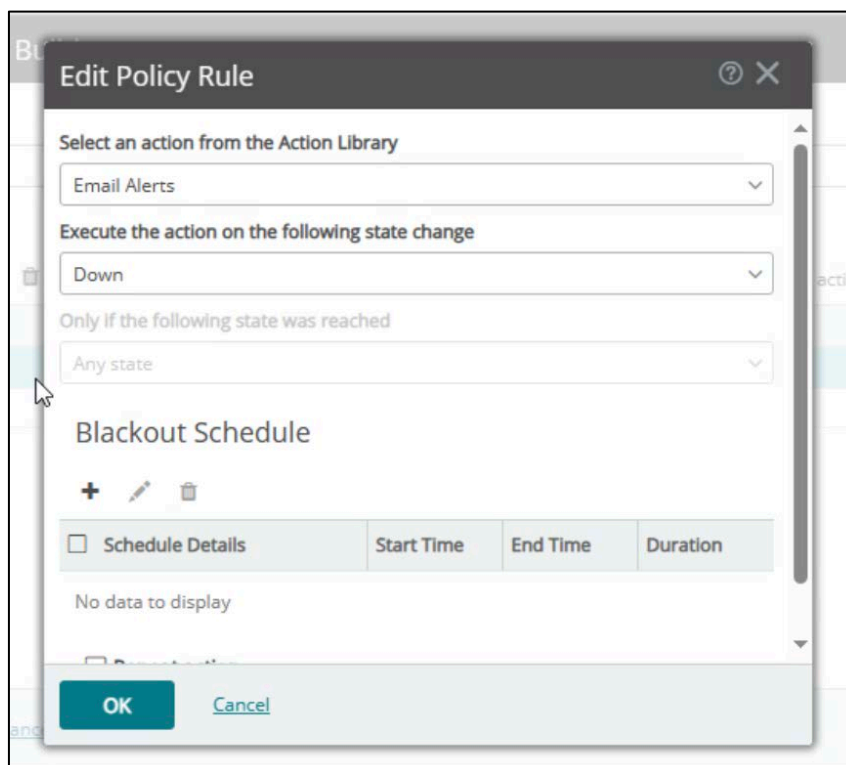


Figure 2-9: Edit Policy Rule

To discover networks, start a new scan. This will allow you to discover all the networks available in the network.

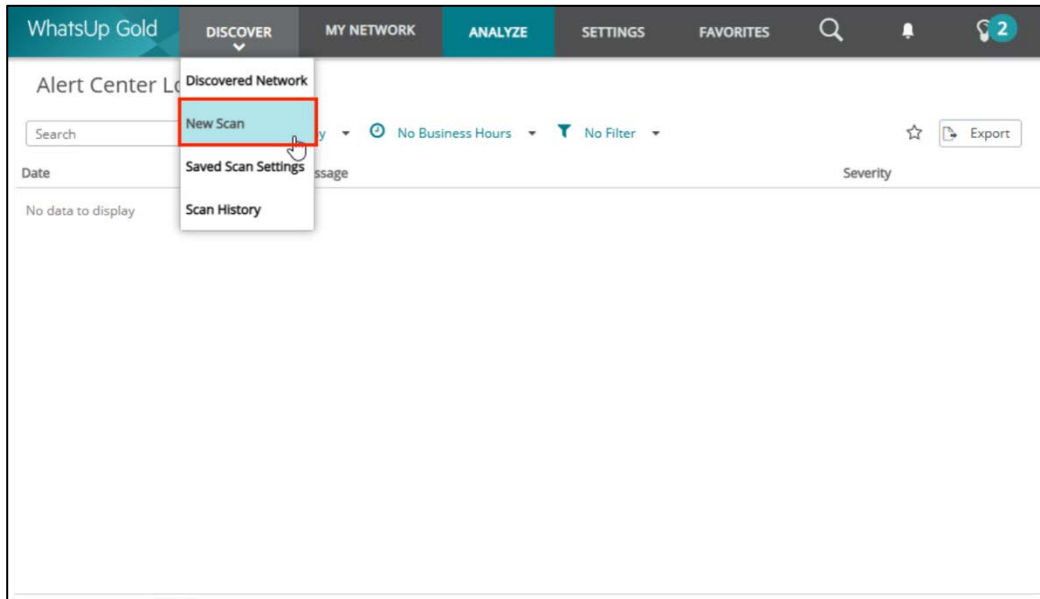


Figure 2-10: Starting a new network Scan

Once scan is done, choose a preferred network for monitoring and start the monitoring process.

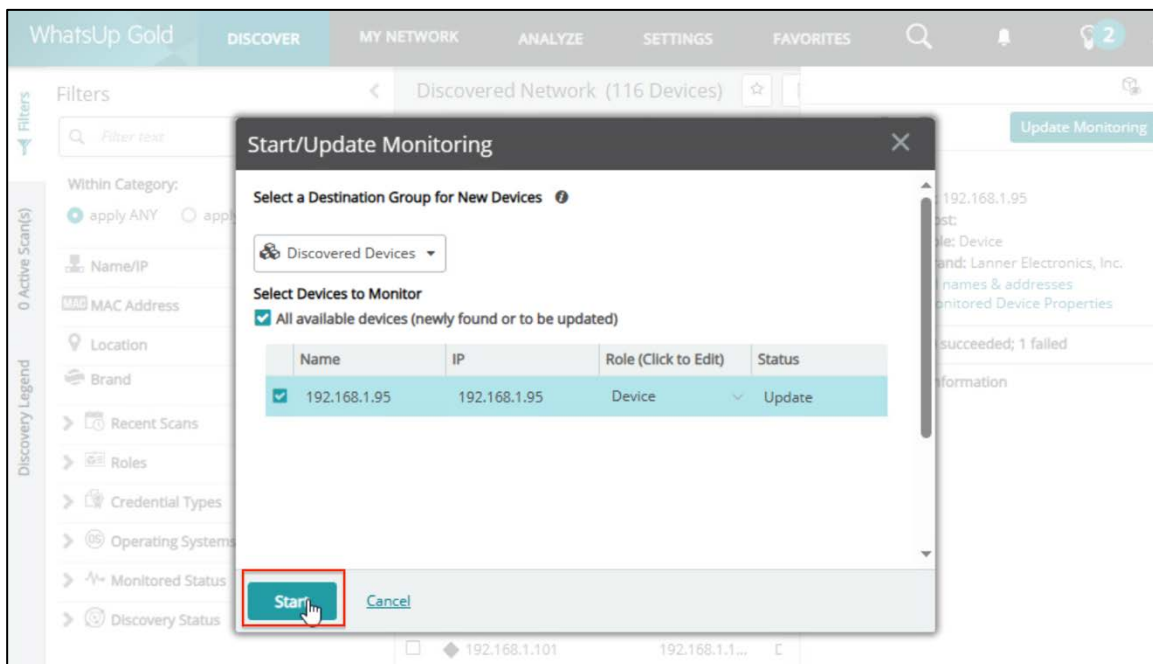


Figure 2-11: Start/Update Network Monitoring

Go to my Network to check monitoring status of the network.

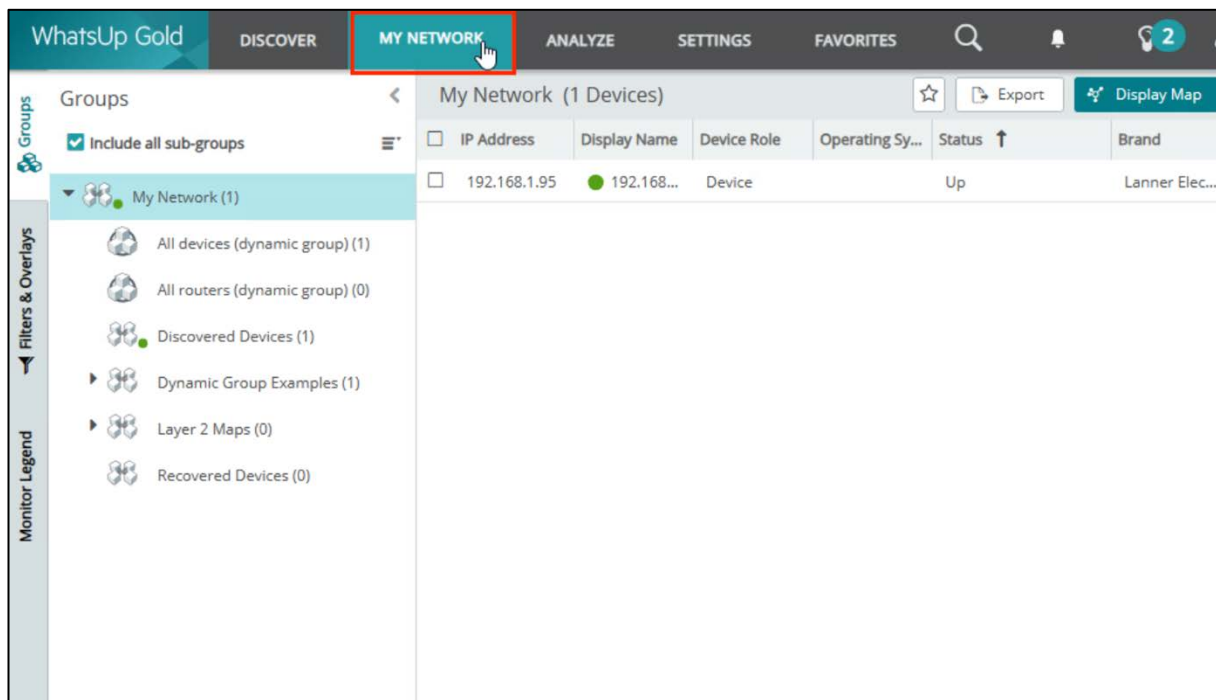


Figure 2-12 : Checking Status of Monitored Network

### 2.3 Testing Email Alert Function

To test the Alert, we will have to go to SendQuick Entera and **Reset the system**. This will send an alert to SendQuick system from WhatsUp Go when they detect a Network is down.

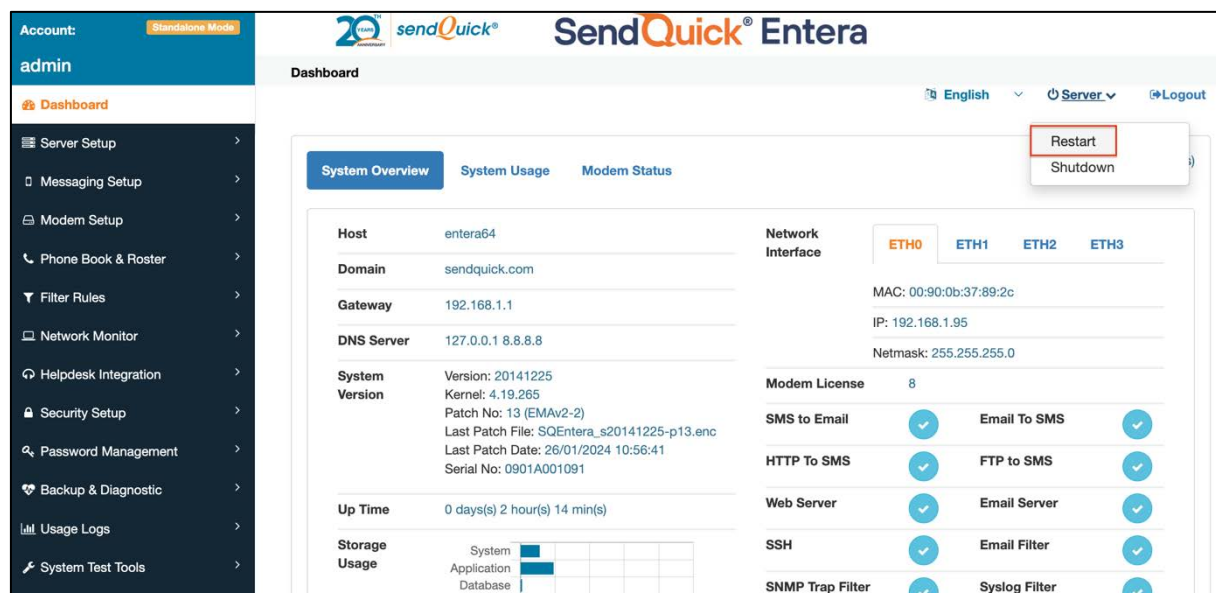


Figure 2-13: Restarting a monitored network

To check if the Alert has been successfully sent, go to **Usage Logs > Message Logs**. You should have received an alert notification from WhatsUp Gold if successful.

The screenshot displays the SendQuick Entera interface. On the left is a sidebar with navigation options: Dashboard, Server Setup, Messaging Setup, Modern Setup, Phone Book & Roster, Filter Rules, Network Monitor, Helpdesk Integration, Security Setup, Password Management, Backup & Diagnostic, Usage Logs, Message Log, Conversation Summary, Email Log, and Voice Log. The 'Message Log' option is highlighted with a red box. The main content area shows the 'Message Log' section with tabs for Queue, Sent, Unsent, and Inbox. The 'Sent' tab is active and highlighted with a red box. Below the tabs are filters for SMS, MIM, and Sqqoope. A search bar shows 'Search From 15/04/2024 To 15/04/2024 All' with a 'View' button. Below the search bar is a table with columns: No, Date & Time, Delivery Date, Turnaround Time, Sender, Mobile Number, and Message. The first row is highlighted in red and contains the following data: No: 1, Date & Time: 15/04/2024 18:03:49, Delivery Date: 15/04/2024 18:03:51, Turnaround Time: 00:27, Sender: WhatsUpGold@sendquick.com (Whatsup Gold), Mobile Number: [redacted], Message: WhatsUpGold@sendquick.com:192.168.1.95 (192.168.1.95) is Down that are down: Ping Monitors that are u. The second row contains: No: 2, Date & Time: 15/04/2024 18:03:42, Delivery Date: 15/04/2024 18:03:42, Turnaround Time: 00:20, Sender: WhatsUpGold@sendquick.com (Whatsup Gold), Mobile Number: [redacted], Message: http://localhost:80/NmConsole/#v=Wug\_view\_dashboard\_DeviceSt. Below the table are buttons for Save CSV, Save Excel, Save PDF, and Refresh. At the bottom right, it says 'Showing 1 to 2 of total 2 records' and 'Previous'. A copyright notice at the bottom right reads 'Copyright © 2002-2024, SendQuick Pte Ltd, Singapore. All Rights Reserved.'

Figure 2-14: Alert for downed network

## 3.0 Send SNMP Trap to SendQuick

### 3.1 Configure SNMP Trap to WhatsUp Gold

To configure SNMP Trap Settings, go to **Settings > Actions & Alerts > Actions and Policies**.

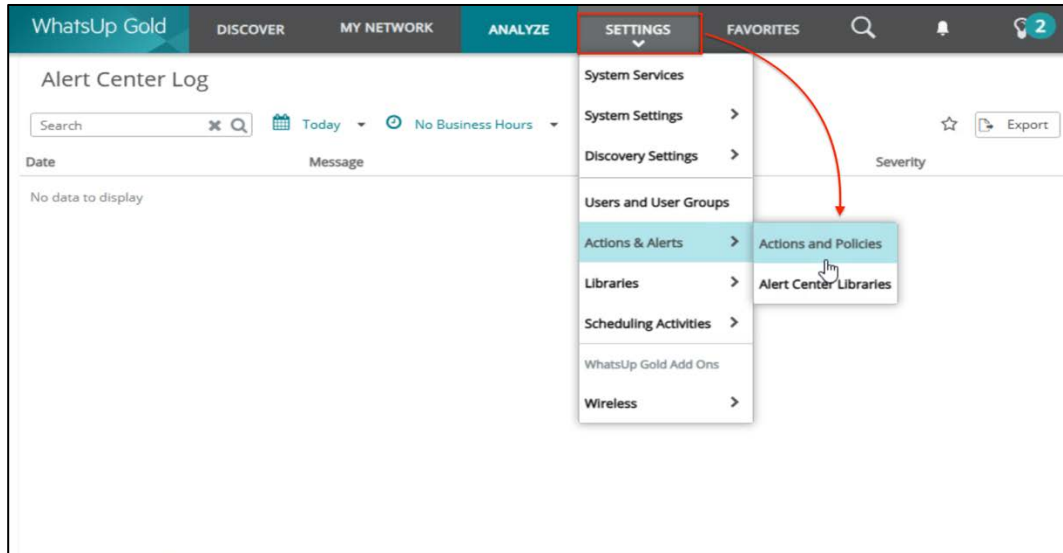


Figure 3-1: Actions and Policies

To add the Program action, go to **Action Library** and click on the **+** sign. Select **SNMP Set** for Actions.

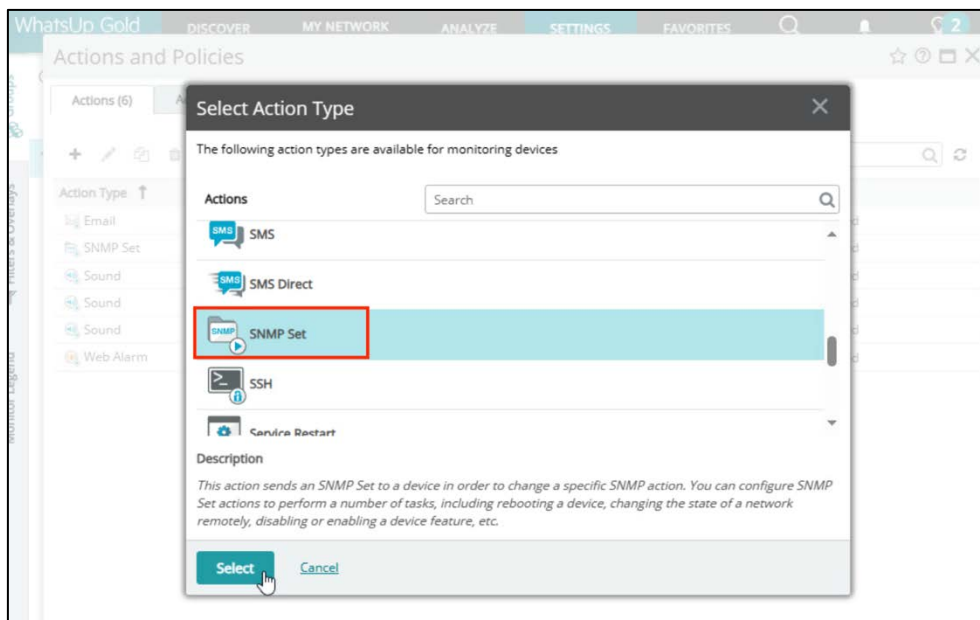


Figure 3-2: SNMP Set Action Type

To configure Program and Action go to **Edit Email Action** and fill in the following information:

- IP address (IP Address of the Appliance WhatsUp Gold was Installed in):  
Example – 10.166.1.1

- Value to Set (IP Address of SendQuick Server): Example - 192.168.1.222
- SNMP Credential: Public
- Value Type: IP address

The screenshot shows the 'Edit SNMP Set Action' configuration window. The 'IP address or host name' field is highlighted with a red box and contains the value '10.166.1.1'. The 'Value to set' field in the 'Object details' section is also highlighted with a red box and contains the value '192.168.1.222'. Other fields include 'SNMP timeout' (5 second(s)), 'SNMP retries' (2), and 'SNMP v1/v2/v3 credential' (public (SNMPv1)).

Figure 3-3: Edit SNMP Set Action

Now, go to **Actions and Policies** and click on the **+** sign.

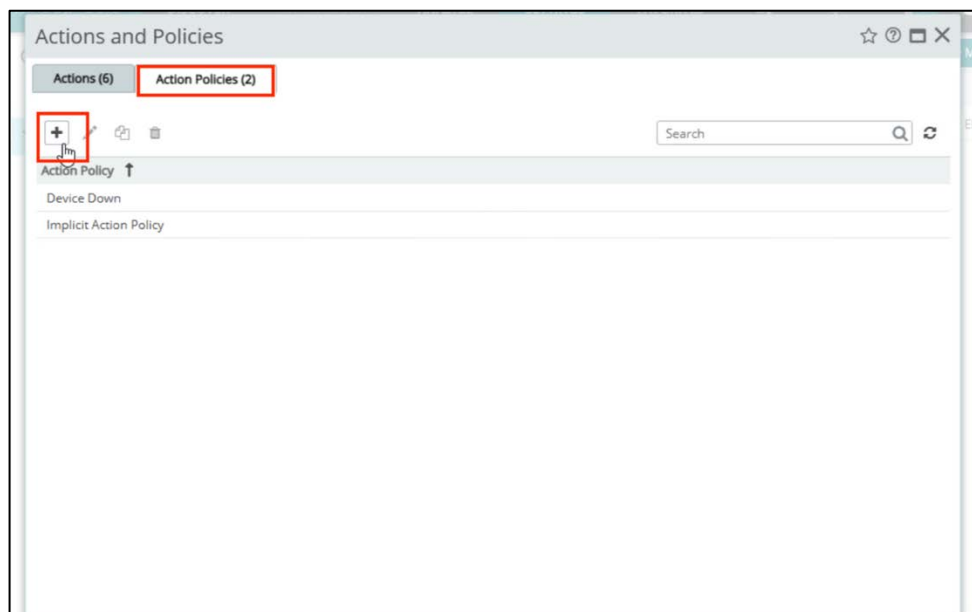


Figure 3-4: Add new action policies

Add a Policy Rule to the Action as such:

- Action: SNMP Trap
- Execute the action on state change: Up

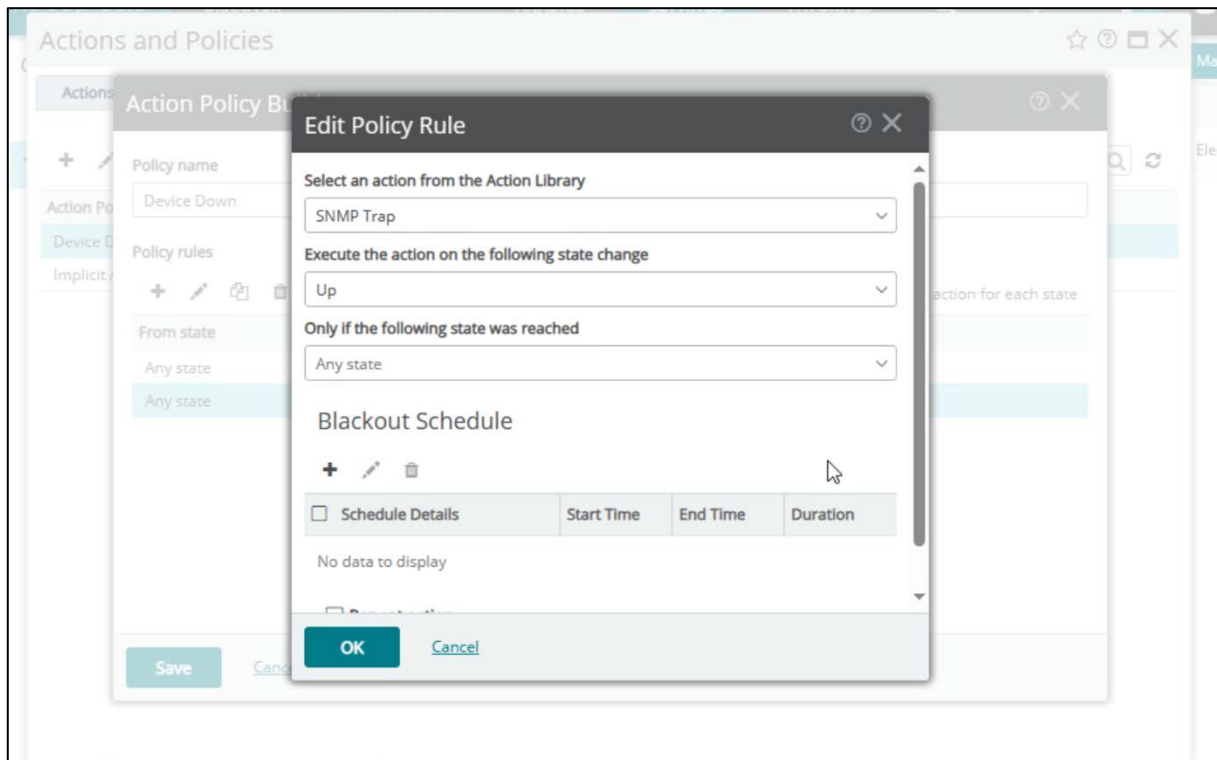


Figure 3-5: Edit Policy Rule

Configure SNMP Trap in SendQuick Entera.  
Go to **Filter Rules > SNMP Trap Filter** and click on **Add New Record**.

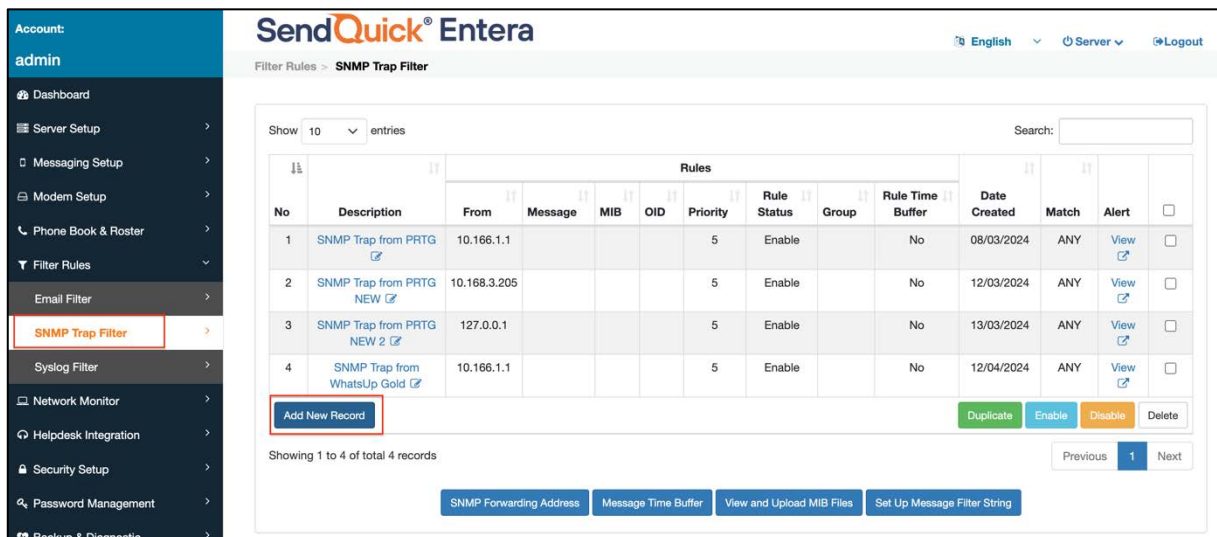


Figure 3-6: Add new SNMP trap filter

Edit the SNMP Rule as such and click on **Save**.

Figure 3-7: Configuring SNMP Trap Filter

**Edit SNMP Filter Rule**

Description: SNMP Trap from WhatsUp Gold

Variables Usage

From  10.166.1.1

Message

Select MIB: None

Include TrapObjectName in Message Text?  Yes  No

Include Varbind Value in Message Text?  Yes  No

Match:  ALL  ANY

Priority: 5

Rule Status: Enable

Group: -

Select: No Group Add

New:

Rule Time Buffer:  Yes

Blackout: None

Save Cancel

### 3.2 Testing SNMP Trap Alert Function

To test the alert, we will have to go to SendQuick Entera and **Reset the system**. This will send an alert to SendQuick system from WhatsUp Gold when they detect that a network is down

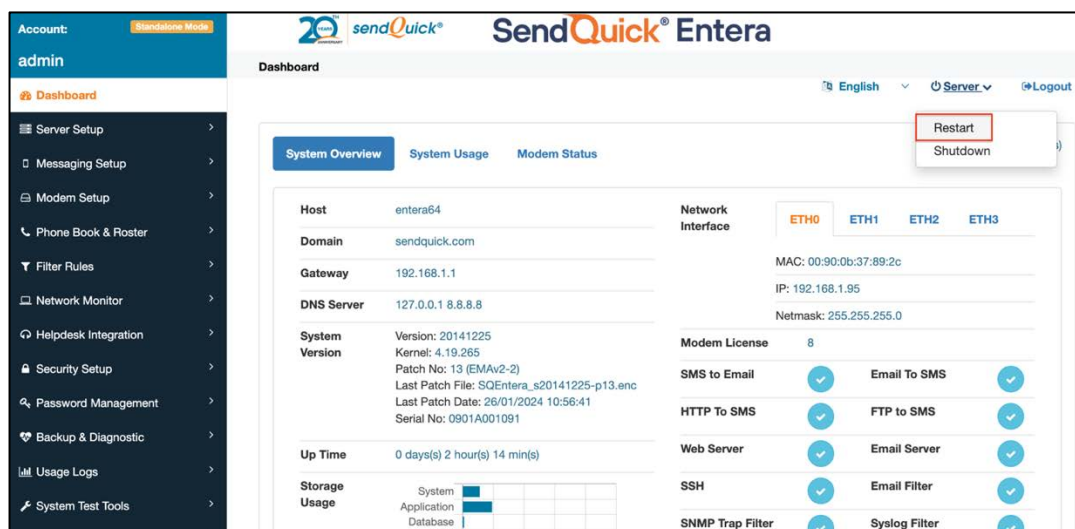


Figure 3-8: Restart a monitored network

To check if the Alert has been successfully sent, go to **Usage Logs > Message Logs**.

Figure 3-9: Alert for restored network

You should have received an alert notification from WhatsUp Gold if successful.

The screenshot shows the SendQuick Entera Message Log interface. The left sidebar contains navigation options like Dashboard, Server Setup, Messaging Setup, Modem Setup, Phone Book & Roster, Filter Rules, Network Monitor, Helpdesk Integration, Security Setup, Password Management, Backup & Diagnostic, and Usage Logs. The main area displays a table of messages with the following data:

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message
1	15/04/2024 18:03:49	15/04/2024 18:03:51	00:27	WhatsUpGold@sendquick.com (Whatsup Gold)		WhatsUpGold@sendquick.com:192.168.1.95 (192.168.1.95) is Down..Device Primar that are down: Ping Monitors that are up: Device St
2	15/04/2024 18:03:42	15/04/2024 18:03:42	00:20	WhatsUpGold@sendquick.com (Whatsup Gold)		atus: http://localhost:80/NmConsole/#v=Wug_view_dashboard_DeviceStatus/p=%7B%22

Additional interface elements include a search bar with filters for Date, Time, and Sender, and buttons for Save CSV, Save Excel, Save PDF, and Refresh. The bottom of the table shows 'Showing 1 to 2 of total 2 records' and pagination controls.