



APC Data Center Expert – sendQuick Integration Guide Version 1.0

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APC Data Center Expert - sendQuick Integration Guide

1.0 Introduction

1.1 About TalariaX Pte Ltd

TalariaX[™] develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication, and is widely used in areas such as IT alerts & notifications, secure remote access via 2-Factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, TalariaX'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.

1.2 About sendQuick

sendQuick is a comprehensive Short Messaging Service (SMS) and Mobile Instant Messaging (MIM) gateway that is available in the form of an **appliance** or as a **cloud-based** solution. **sendQuick** is used by more than 1,500 businesses, including many Fortune Global 500 companies, in 40 countries and across industries such as banking, finance, insurance, manufacturing, retail, government, education, and healthcare.

1.3 Purpose of Document

This document provides steps on how to integrate sendQuick with APC (Schneider Electric) Data Center Expert to send SMS alerts. In this guide, we will be using sendQuick Alert Plus for the integration.

There are three ways to send alert messages from Data Center Expert to sendQuick systems. You can use any of the following methods:

- SMTP Delivery (Email Method)
- SMS Delivery (HTTP Method)
- SNMP Trap



2.0 Send Email to sendQuick (SMTP)

When any device is down or there is a need to send a notification alert, Data Center Expert 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 sendQuick dashboard to:

Filter Rules > Email Filter

Account:		sendQuick	[®] AlertPlus Server Admin
admin		Dashboard	
Dashboard			
Server Setup	>	System Overview	System Usage Modem Status
Messaging Setup	>		•
🖨 Modem Setup	>	Host	alertplus64
▼ Filter Rules	~	Domain	sendquick.messenger
Email Filter	>	Gateway	192.168.1.1
SNMP Trap Filter	>	DNS Server	127.0.0.1
Syslog Filter	>	System Version	Version: 20150606 (4.19.134) Patch No: 8HF8 Last Patch File: SOAplus, s20150606,p8HF8 apc
Network Monitor	>		Last Patch Date: 19 Nov 2020 10:37:59 Serial No: SQ0210170500010
A Security Setup	F	igure 1: sendQuick D	ashboard



Click on Add New Record.

Account:	sendQuick [®] AlertPlus Server Admin
admin	Filter Rules > Email Filter
🚯 Dashboard	
Server Setup >	Show 10 v entries
Messaging Setup >	LL It Rules
⇔ Modem Setup >	No Description To From Subject Message Priority Statu
▼ Filter Rules	No data availab
Email Filter >	Add New Record
SNMP Trap Filter >	Showing 0 record
Syslog Filter >	



You can then create a new record to define the email address Data Center Expert should send to in the format of <u>anyname@sendQuickIP</u> (in our example, we will use <u>alerts@192.168.1.96</u>)

Fill in the Description, Mail To and for Match Mode, check ANY

Once done, click **Save**.

,	Add Mail Filter Ru	ıle	×
	Description	Schneider Electric	
		Variables Usage	
	Mail To 🗹	alerts@192.168.1.96	
	Mail From 🗆		
	Subject 🗆		
	Message 🗌		
	Match Mode	● ALL ○ ANY	
	Priority	5 🗸	
	Rule Status	Enable 🗸	
	Group	-	
		Select No Group 🗸 Add	
		New	
	Fig	gure 3: Add Email Filter Rule Page	



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

No	Description	То	From	Subject	Message	Priority	Status	Group	Buffer	Created	Match	Alert	
1	Schneider Electric 🕼	alerts@192.168.1.96				5	Enable		Yes	15/12/2020	ALL	View I∠™	
-				F	- igure 4:	View F	Record						

Click on Add New Record

Show 5 v entries		Search:
No 💵	Message Receiver	Alert Template Edit
	No data available in table	
Add New Record		Delete
howing 0 record		Previous Next

Figure 5: Add New Record

Add in the phone number to receive the alerts under Mobile Number to Receive Alert.

This is the page to also add other phone numbers, emails or groups to receive the same notification alerts. Once completed, click on **Save**.

Alert Receiver					
Mobile Number to Receive Alert	Email to Receive Alert	Voice to Receive Alert		Group to Receive Alert	
901234567 890123456 912345678 891234567		ß	li.		li
Select from Phone Book	Select from Phone Book	Select from Phone Book		Select from Phone Book	
		Save			

Figure 6: Add Mobile Numbers



2.2 Configure Email Settings in Data Center Expert

To configure the Email Settings in Data Center Expert, navigate to the following

System > Server Administration Settings > E-mail Settings

ile Device Alarm Configuration Reports Updates	System Window EcoStruxure IT Help	
Monitoring 🔊 Surveillance 🔡 Alarm Config	Server Administration Settings	> E-mail Settings
avigation 🛛 earch ~ 🔁 All Devices Chassigned	Users and Device Group Access Building Management Settings ION Enterprise Settings InfraStruxure Manager Migration Utility	License Keys Map Settings Network Settings Server Access Server Backup/Restore Server Proxy Settings Server SSL Certificates Storage Settings Time Settings

Figure 7: Data Center Expert Dashboard

Enter any email address of your choice (in this example, we are using <u>SchneiderElectric@company.com</u>) under "From" address.

Enter the IP address of a sendQuick device (in this example, we are using <u>192.168.1.96</u>) under **SMTP Server**

By default, the **Port** number will be 25. Click **OK**

Server Administration Setting	s					×
type filter text	E-mail Settings	;		4	• • 🔿	
E-mail Settings License Keys Map Settings Network Settings Server Access Server Proxy Settings Server SSL Certificates Storage Settings Time Settings	"From" address to SchneiderElectric Primary Backup SMTP Server: Port: Username: Password: Verify Password	appear in e-mails from @company.com 192.168.1.96 25 Secure SMTP (Red Requires Logon	n the Strux ureWare Dat	on)	xpert sen	
			Clear S	ettings	Appl	у
?			ОК		Cance	1

Figure 8: Email Settings Page

2.3 Configure Alarm Actions in Data Center Expert to send Email

Next, configure the alarm actions. In the Data Center Expert dashboard, navigate to

Alarm Configuration > Manage Alarm Actions



Figure 9: Data Center Expert Dashboard

Click on Create

Manage Alarm Actions	— [⊐ ×
Manage Alarm Actions		
Create, edit and delete alarm actions from server.	m the StruxureWare Data Center Expert	
Action	Action Type	Create
		Edit
		Delete
		Test
٢		OK
		UK

Figure 10: Manage Alarm Actions Page



Select Send E-mail under Alarm Action Type and click Next



Figure 11: Create New Alarm Action Page

Enter any name under E-mail Action Name and click Add



Figure 12: Configure E-mail Alarm Action



Click

For the e-mail address, enter the email that was configured as the email address that was used in the Email Filter in Figure 3 and click **OK**

🗿 Add E-mail Address	×
Enter the new e-mail address to add to this alert action. alerts@192.168.1.96]
OK Cancel	

Figure 13: Add E-mail Address

ОК	
	📀 Edit Alarm Action — 🗆 🗙
	Edit Send E-mail alarm action.
	Edit the settings for Send E-mail alarm action.
	E-mail Action Name Email
	E-mail Advanced Options
	alerts@192.168.1.96 Add Remove
	Locale:
	Use Server Locale \checkmark Server E-mail Settings
	Severities Information Warning Error Critical Failure
	Alarm Action Scheduling
	OK Cancel

Figure 14: Save E-mail Alarm Action



Select the Email Action and click Test...

🙆 Manage Alarm Actions 🦳 🗆					
Manage Alarm Actions					
Create, edit and delete alarm server.	n actions from the StruxureWare Data Center Expe	rt			
Action	Action Type	С	reate		
Email	Send E-mail		Edit		
		[Delete		
			Test		
?		OK			

Figure 15: Test Email Alarm Action

If successful, a popup will appear as shown below:



Figure 16: Test Successful on Data Center Expert

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

A Modern Setup	Main	Defer SM	S MIM Sqoope				
Phone Book & Roster >	Search	From	То				
▼ Filter Rules >	Show	100 × entries			Search		
□ Network Monitor >		in the second second			odulon.		
▲ Security Setup >	No	Date & Time	Sender	Number	Message	Priority	
♣ Password Management > ♥ Backup & Diagnostic >	1	15/12/2020 16:06:33	SchneiderElectric@company.com (Schneider Electric)	901234567	SchneiderElectric@company.com: Test Error - Error - StruxureWare Data Center Expert:Alert Title: Test Alert Alert Description: This is a test alert. Alert	9	
Let Usage Logs Message Log	2	15/12/2020 16:06:34	SchneiderElectric@company.com (Schneider Electric)	901234567	Type: Test Error Severity: Error Alert Level: Alert Level 1 Device: Struxure/Ware Data Center Expert Time Detected: 04/03/2003 09:59:24 pm Notification T	9	
Conversation Summary > Email Log >	3	15/12/2020 16:06:34	SchneiderElectric@company.com (Schneider Electric)	901234567	ime: 12/15/2020 11:01:25 am Notification Policy: Default Action Name: Email Alert ID: nbTestErrorCond Version: 7.8.0.47	9	

Figure 17: Test Successful on sendQuick



3.0 Send SMS via HTTP Method

Similarly, notification alerts can be sent to sendQuick from Data Center Expert via HTTP method. For this method, no configuration is needed in sendQuick.

3.1 Configure Alarm Action in Data Center Expert to send SMS

In the Data Center Expert dashboard, navigate to

Alarm Configuration > Manage Alarm Actions



Figure 18: Data Center Expert Dashboard

Click on Create







Select Send HTTP POST under Alarm Action Type and click Next

Oreate New Alarm Action		×
Choose Alarm Action Type Choose the type of alarm action you would like to create.		
Alarm Action Type Send E-mail Send Sont Message E-mail Send Data to ETP Server Send HTTP POST Send SNMPv1 Trap Send SNMPv3 Inform		
C Kext > Finish	Cancel	

Figure 19: Create New Alarm Action Page

Enter any name under HTTP POST Action Name.

Fill the **Target URL** field with the sendQuick HTTP URL string as follows:

http://<sendQuickIP>/cmd/system/api/sendsms.cgi?tar_num=%SMSNUMBER&tar _msg=%SMSTEXT

Replace **<sendQuickIP>** with the IP address of sendQuick system.

Replace **%SMSNUMBER** with the number of your target user.

Replace **%SMSTEXT** with your own message.



Fill up Target User ID, and Password to confirm the changes made. Click Finish.

Create New Alarm Action									
Configure Send HTTP POST alarm action.									
Configure the settings for Send HTTP POST alarm action.									
HTTP POST Action	Name SMS								
Primary Backup	Advanced Options								
Target URL	http://192.168.1.96/cmd/system/api/sendsms.cgi?tar_num								
Target User ID	Tom								
Target Password*	***								
Verify Password	***								
*Password fields r be reset to blank.	nust be filled in each time the action is modified, or they will								
Severities									
Information	Warning 🗹 Error 🗹 Critical 🗹 Failure								
	Alarm Action Scheduling								
? < <u>B</u>	ack <u>N</u> ext > <u>Finish</u> Cancel								

Figure 20: Configure HTTP Post Alarm Action



Select the Email Action and click Test...

Manage Alarm Action:	s — [x c
Manage Alarm Actio	ns	
Create, edit and delete ala server.	arm actions from the StruxureWare Data Center Expert	
Action	Action Type	Create
SMS	Send HTTP POST	Edit
		Delete
		Test
?		OK

Figure 21: Test HTTP Alarm Action

If successful, a popup will appear as shown below:



Figure 22: Test Successful on Data Center Expert

To confirm that sendQuick has subsequently sent out the SMS text, on the sendQuick dashboard, navigate to:

Usage Logs > Message Logs

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

🖨 Modem Setup	>	Main	Defer SMS	MIM Sqoope				
Phone Book & Roster	>	Search F	From	То				
▼ Filter Rules	>	Show	100 v entries			Search:		
Network Monitor	*	No↓h	Date & Time	Sender 11	Mobile Number	Message	Priority	
Security Setup	>	1	16/12/2020 16:56:34	cheekiong@talariax.com (watchguard)	11111	cheekiong@talariax.com:teting 2 - abc:hello abc	9	
& Password Management	>	2	16/12/2020 16:56:36	cheekiong@talariax.com (watchguard)	22222	cheekiong@talariax.com:teting 2 - abc:hello abc	9	
🈻 Backup & Diagnostic	`	3	16/12/2020 16:56:37	cheekiong@talariax.com (watchguard)	33333	cheekiong@talariax.com:teting 2 - abc:hello abc	9	
🔟 Usage Logs	~	4	21/12/2020 15:46:25	192.168.1.230	89012345	This is a test message	9	
Message Log		Refres	sh			Emp	ty Queue	Delete
Conversation Summary	>	Showing	1 to 4 of total 4 records			Pr	evious 1	Next
Email Log	>							





4.0 Send SNMP Trap to sendQuick

Data Center Expert can also send alerts to sendQuick via SNMP trap. In sendQuick, we create a rule under SNMP Trap filter. On Data Center Expert, create a corresponding Alarm Action to match this filter. Once matched, sendQuick can receive the notification via SNMP trap and subsequently sent it out as SMS.

4.1 Configure SNMP Trap Filter in sendQuick

Configure the SNMP trap filter on sendQuick. At the sendQuick dashboard, navigate to

Filter Rules > SNMP Trap Filter

Click on Add New Record.

Account:	sendQuick® AlertPlus Server Admin (® English ~ © Shutdown @Restart @Logo							
admin	Filter Rules > SNMP Trap Filter							
B Dashboard								
Server Setup >	Show 10 v entries	Search:						
Messaging Setup >	IL II Rules							
A Modern Setup >	No Description From Message MIB OID Priority Status Group Buffer	Date Created Match Alert						
♥ Phone Book & Roster >	No data available in table							
▼ Filter Rules ✓	Add New Record	Duplicate Enable Disable Delete						
Email Filter >	Showing 0 record	Previous Next						
SNMP Trap Filter >								
Syslog Filter >	SNMP Forwarding Address Message Time Buffer View and Upload MIB Files Set Up Mess	sage Filter String						

Figure 24: SNMP Trap Filter Page

Give the filter an appropriate name under **Description**.

Key in the IP address of the machine Data Center Expert was installed on under the **From** field.

Click **Save** to continue.



7

Description	SNMP Trap for Schneider Electric
	Variables Usage
From 🗹	192.168.1.230
Message 🗆	
Select MIB	None V
	Include TrapObjectName in Message Text?
	Include Varbind Value in Message Text? 🖲 Yes 🔿 No
Match	ALL O ANY
Priority	5 🗸
Rule Status	Enable 🗸
Group	-
	Select No Group 🗸 Add
	New
Message Time Buffer	🗹 Yes
	Save

-

Click on $\ensuremath{\textit{View}}$ for the record that you have created

1	SNMP Trap for Schneider Electric @	192.168.1.230				5	Enable		Yes	22/12/2020	ALL	View Z	
-													

Figure 26: View SNMP Trap Filter Record



Click on Add New Record

Show 5	how 5 V entries Search:							
No ↓	1	Message Receiver	Alert Template	Edit				
	No data available in table							
Add No	Add New Record Delete							
Showing	Showing 0 record Previous Next							
⊙ - Roster Management Enabled, ⊙ - Roster Management Disabled								

Figure 27: Add New Record

Add in the phone number to receive the alerts under **Mobile Number to Receive Alert**.

This is the page to also add other phone numbers, emails or groups to receive the same notification alerts.

Once completed, click on **Save**.

Alert Receiver			
Mobile Number to Receive Alert 89012345	Email to Receive Alert	Voice to Receive Alert	Group to Receive Alert
Select from Phone Book	Select from Phone Book	Select from Phone Book	Select from Phone Book
		Save Cancel	

Figure 28: Add Mobile Number



4.2 Configure Alarm Action in Data Center Expert

Next, configure the Alarm Action that can be used. In the Data Center Expert dashboard, navigate to:

Alarm Configuration > Manage Alarm Actions



Figure 29: Data Center Expert Dashboard

Click on	Create				
	Manage Alarm Actions	_	o x		
	Manage Alarm Actions				
	Create, edit and delete alarm actions from the StruxureWare Data Center Expert server.				
	Action	Action Type	Create		
			Edit		
			Delete		
			Test		
	?	[ОК		

Figure 30: Manage Alarm Actions Page



Select Send SNMPv1 Trap under Alarm Action Type and click Next

Create New Alarm Action			×
Choose Alarm Action Type			
Choose the type of alarm action you would like to create.			
11 A.S. 7			
Alarm Action lype			
Send Short Message E-mail			
Send Data to FTP Server			
Send SNMPv1 Trap			
 Send Short Message E-mail Send Data to FTP Server Send HTTP POST Send SNMPv1 Trap Send SNMPv3 Inform 			
(?) < Back Next > Finish		Cance	1
		cance	

Figure 31: Create New Alarm Action Page



Enter any name of your choice under SNMPv1 Action Name

Enter the IP address of sendQuick system under **Target Host Address**.

You can leave the Trap Port Number as 162 and public for Community String.

Click Finish

 Create New Alarm Action Configure Send SNMPv1 Trap alarm action. Configure the settings for Send SNMPv1 Trap alarm action. 					
SNMPv1 Action Name SNMP Trap Trap Settings Target Host Address 192.168.1.96 Community String public Trap Port Number 162					
Locale Use Server Locale Severities ☑ Information ☑ Warning ☑ Error ☑ Critical ☑ Failure Alarm Action Schedul	ing				
? < Back Next > Finish Cance	el				

Figure 32: Configure SNMP Alarm Action



Select SNMP Trap Action and click Test

Manage Alarm Actions	_		×
Manage Alarm Actions			
Create, edit and delete alarm actions fro server.	om the StruxureWare Data Center Exper	t	
Action	Action Type		Create
SNMP Trap	Send SNMP V1 Trap		Edit
			Delete
			Test
?		(ОК

Figure 33: Test SNMP Alarm Action

If successful, a popup will appear as shown below:



Figure 34: Test Successful on Data Center Expert

To confirm that sendQuick has subsequently received the SNMP Trap and sent out as SMS, go to sendQuick dashboard. Navigate to:

Usage Logs > Message Logs

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

		Main	Defer SMS	MIM Scioope				
A Modern Setup	`	man	Delei ama	mini adoobe				
C Phone Book & Roster	*	Search F	From	0				
Filter Rules	×							
Network Monitor	*	Show	100 v entries			Search:		
A Security Setun	*	No 🏨	Date & Time	Sender	Mobile Number	Message	Priority	
- Occurry Corup		1	16/12/2020 16:56:34	cheekiong@talariax.com (watchguard)	11111	cheekiong@talariax.com.teting 2 - abc:hello abc	9	
Password Management	*	2	16/12/2020 16:56:36	cheekiong@talariax.com (watchguard)	22222	cheekiong@talariax.com:teting 2 - abc:hello abc	9	
Backup & Diagnostic	*	3	16/12/2020 16:56:37	cheekiong@talariax.com (watchguard)	33333	cheekiong@talariax.com:teting 2 - abc:hello abc	9	
Mossage Logs	~	4	22/12/2020 16:06:31	192.168.1.234 (watchguard)	81112222	192.168.1.234:(2020-12-22T08:07:11) firewall: msg_id="3000-0151" Allow Trusted External udp 10.0.1.4 192.168.1.1 1811 53 duration="31" sent_bytes="75" rc	9	0
message Log		5	22/12/2020 16:06:32	192.168.1.234 (watchguard)	81112222	vd_bytes="139" (DNS-00)	9	0
Conversation Summary Email Log	>	6	22/12/2020 16:16:12	192.168.1.234 (watchguard)	81112222	192.168.1.234:loggerd: Watchguard loggerd v12.6.3.B633764 (C) 1996-2020 WatchGuard Technologies Inc.	9	0
Voice Log Alert Log	>	7	22/12/2020 16:37:35	192.168.1.230 (SNMP Trap for Schneider Electric)	89012345	192 168.1.230:nbTestErrorCond 1049425164 1608654736 0 2 0 0 nbErrorType_test Test Error nbBaseEnclosure StruxureWare Data Center Expert	9	0

Figure 35: Test Successful on sendQuick