

Netbotz Monitoring System sendQuick Integration Guide Version 1.0

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REVISION SHEET

Release No.	Date	Description
1.0	29/01/2021	First published version



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Netbotz Monitoring System – 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 is prepared as a guide on how to integrate sendQuick with Netbotz Monitoring System to send SMS alerts. In this guide, we will be using sendQuick AlertPlus for the integration.

The method we will use to integrate Netbotz Monitoring System with sendQuick would be the email SMTP delivery method. sendQuick supports receiving email SMTP, SNMP traps or Syslog messages and converts them to SMS or Social Messenger applications.



2.0 Send Email to sendQuick via SMTP

When the monitored device is down or there is a need to send an alert, Netbotz can trigger an email to sendQuick. sendQuick will then convert the email message to SMS or MIM.

2.1 Configure Email Server in Netbotz Monitoring System

To configure the Email Server, navigate to the following: **Configuration** > **Email Server**

On the dashboard of Netbotz Monitoring System, click on Configuration



Figure 1: Configuration

Click on Email Server

₩ NetBotz A	Advance	d View - Co	onfiguration				
<u>File Edit Tools</u>	Window	Help					
Appliance: 192.1	68.1.5 (SSL))	▼ <u>A</u> dd A	opliance Log	ion		
Alerting Ser	nsors ck Monitor 5	70 IDF Room	Camera View	Alerts View	Map View	Graph View	Nistory View
			Pod/Sensor Settings				
			Alert Action	Alert Profile	IPMI Devices	Modbus Slave	Periodic Reports Rack
	-						
Sensor	Reading	Status	r 6 7 8				
Dow Point (1)	147°C	UN					
Dew Point (1)	15.4 °C	_					
Ethernet Link	Lin	-					
SG IDE Rack	58 %	OK					
SG IDE Rack	23.5 °C	OK	Appliance Settings				
SG IDF Rack	63 %	OK	67.		A .	0	Es-
SG IDF Rack	22.9 °C	ок		<u>()</u>			
			Backup	Clock	Custom Audio Clips	DNS	E-mail Server
				10	III o		6
-			Figur	e 2: E-mai	I Server		



Enter any email address of your choice (for example: <u>Netbotz@test.com</u>), under the field for **From.**

Under **SMTP server**, key in the IP address of a sendQuick device (in this example, we are using <u>192.168.1.8</u>)

Under **Port** field, key in 25.

,	annear is condiance a solla	
Netbotz@	appear in appliance e-mails	
Primary Bac	:kup	
SMTP server	192.168.1.8	
Port	25	
SSL options	Use SSL if available - no verification	•
	Requires logon	
Username		
Password		
erify password		

Figure 3: E-mail Server Configuration



2.2 Configure Alarm action

Configure the alert action in Netbotz Monitoring System Interface to add a new label, eg SMS

Add > SMS (Send Short Message E-mail)

Click on Alert Action

NetBotz Advanced View - Co	onfiguration							
<u>File Edit Tools Window Help</u>								
Appliance: 192.168.1.5 (SSL)	▼ Add A	ppliance Log	on					
Alerting Sensors NetBotz Rack Monitor 570 IDF Room	Camera View	Alerts View	Map View	Graph View	History View	Configuration	About	
	Pod/Sensor Settings							
	æ		-	F	Ŕ	li li		1
	Alert Action	Alert Profile	IPMI Devices	Modbus Slave System	Periodic Reports	Rack Access System	Scanned Devices	Sensor Pods
		_	Income A.	Alant Aati				

Figure 4: Alert Action

Click on Add and add a new label (for example: SMS)

🕂 Alert Act	ion	×
🔊 Use the li	st below to add, modify, and i	remove alert actions.
Label	∇ Type	
SMS	Send Sho	rt Message E-mail
<u>A</u> dd	Edit <u>R</u> emov	e <u>T</u> est alert
		OK Help

Figure 5: Add Alert Action



2.3 Edit SMS label

Click on Edit



Figure 6: Edit Alert Action

Define the message subject and the Message format to be sent

🚰 Edit Alert Action			\times
Alert action name SMS			
Advanced s	cheduling		
Severities			
🗌 Information 🔽 Warning 🗹	Error 🗹 Critical 🗹 Failure		
Action alert parameters			
Basic Advanced			
Destination Address	E-mail Address	Locale	
	@192.168.1.8	English (Singapore)	
	Add Remove		
	Configure E-Mail Server		
	Include Threshold-specific Addresses	5	_
Message subject (inc. macros)	\${SENSORNAME} \${LOCATION}		
Message (inc. macros)	\${ALERTTYPE} \${SENSORVAL}		•
	\${ISACTIVE?ACTIVE?CLEARED}-		
	\${DATE} \${TIME}		
			4
			-
	<u>M</u>		
		OK Cancel He	lp

Figure 7: Edit message subject



🚰 Edit Alert Action		×
Alert action name SMS Advanced s	scheduling	
Severities		
🗌 Information 🔽 Warning 🔽	Error 🗹 Critical 🗹 Failure	
Action alert parameters ———		
Basic Advanced		
Destination Address	E-mail Address	Locale
	@192.168.1.8	English (Singapore)
	@192.168.1.8	English (Singapore)
	@192,168,1,8	English (Singapore)
	@192.168.1.8	English (Singapore)
	@192.168.1.8	English (Singapore)
	Add Remove Configure E-Mail Server	
	Include Threshold-specific Addresses	
Message subject (inc. macros)	\${SENSORNAME} \${LOCATION}	
Message (inc. macros)	\${ALERTTYPE} \${SENSORVAL} \${ISACTIVE?ACTIVE?CLEARED}- \${DATE} \${TIME}	
	4	
	Γ	OK Cancel Help

Figure 8: Edit message



2.4 Enter recipient

Adding in recipient of the alert action. Key in <u>recipientnumber@sendQuickIP</u> (for example, <u>89123456@192.168.1.8</u>) under **Destination Address.**

M Edit Alert Action		×
Alert action name SMS		
Advanced s	scheduling	
Severities		
🗌 Information 🔽 Warning 🔽	Error 🗹 Critical 🗹 Failure	
Action alert parameters		
Basic Advanced		
Destination Address	E-mail Address	Locale
	@192.168.1.8	English (Singapore)
Message subject (inc. macros)	Add Remove Configure E-Mail Server Include Threshold-specific Addresses \$(SENSORNAME) \$(LOCATION)	
Message (Inc. macros)	\${ALERTTYPE} \${SENSORVAL}	A
	\${ISACTIVE?ACTIVE?CLEARED}- \${DATE} \${TIME}	
		OK Cancel Help

Figure 9: Adding recipient



3.0 Configure Email Filter in sendQuick

sendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combinations of emails and SMS.

3.1 Navigate to email filter

To configure the email filter, navigate to the following: Filter Rules > Email Filter

Account:	sendQuick®	A <i>lertPlus</i> Server Admin
admin	Dashboard	
B Dashboard		
Server Setup	> System Overview	System Usage Modem Status
Messaging Setup	>	
🖨 Modem Setup	> Host	alertplus64
C Phone Book & Roster	> Domain	sendquick.messenger
▼ Filter Rules	Gateway	192.168.1.1
Email Filter	DNS Server	127.0.0.1
SNMP Trap Filter	System Version	Version: 20150606 (4.19.134) Patch No: 8HF8 Last Patch File: SETMIM.enc
Syslog Filter	>	Last Patch Date: 02 Dec 2020 17:34:26 Serial No: SQ0210170500010
. Network Monitor	> In Time	14 days(s) 1 hour(s) 25 min(s)
Security Setup	>	
a Password Management	>	System Application
Backup & Diagnostic	>	Database
Ш Usage Logs	>	0% 20% 40% 60% 80% 100%
System Test Tools	>	
SMS Specifications	•	

Figure 10: sendQuick Dashboard



3.2 Add a new record in email filter

Click on Add New Record

Account:		sendQuick® AlertPlus Server Admin							
admin		Filter Rul	es > Email Filt	er					
🖚 Dashboard									
E Server Setup	>	Show	10 🗸 entr	es					
Messaging Setup	>	↓£						Rules	
🖨 Modem Setup	>	No	Description	.↓↑ To	From	↓† Subject	ti Mossago		T
▼ Filter Rules	~	NO	Description	10	FIOII	Subject	Wessaye	No dat	ta
Email Filter	>	Add	New Record						
SNMP Trap Filter	>	Chauria	n O second						
Syslog Filter	>	Showin	g u record						

Figure 11: Email Filter

You can then create a new record to define the email address Netbotz should send to. In our example, we will use <u>Netbotz@company.com</u> (we will use the From address that is entered in Netbotz E-mail Server Configuration)

Fill in the **Description**, **Mail To**, **Mail From** and for **Match Mode**, check on **ANY**. Once done, click **Save**

Add Mail Filter R	ule	×
Description	Netbotz	
	Variables Usage	
Mail To 🗹	Netbotz@company.com	
Mail From 🗌		
Subject 🗌		
Message 🗌		
Match Mode	● ALL ○ ANY	
Priority	5 🗸	
Rule Status	Enable 🗸	
Group	- Select No Group V Add	
	New	
Message Time Buffer	✓ Yes	
	Save	ancel

Figure 12: Email Filter Rule



3.3 Configure mobile number to receive alert notifications

Click on View

sendQuick® AlertPlus Server Admin @ English ~ © Shutdown @ Restart @ Logo													
ilter Rule	es > Email Filt	er											
Show	10 v entri	es								Search:			
$\downarrow \underline{\mathbb{F}}$			Rules										
No	Description	‡† To	Lî From	Subject	L1 Message	IT Priority	Rule 👫 Status	UT Group	Message Time 🕼 Buffer	Date Created	Match	Alert	
1	Netbotz 🕼	Netbotz@company.com				5	Enable		Yes	18/12/2020	ALL	View C	

Figure 13: View Email Filter Rule

Click Add new record

	🐚 English 🗸 🛡	Shutdown 2 R	estart 🕞 L					
Rules > Email Filter >	View Alert							
		Email Filter Rules						
	Description	Netbotz						
	Mail To	Netbotz@company.com						
	Mail From							
	Subject							
	Message							
xpand	Match Mode	ALL						
xpand Show 5 v entri	Match Mode	ALL	Search:					
Show 5 v entrie	Match Mode	ALL Message Receiver	Search: Alert Template	Ed	it 🗆			
xpand Show 5 → entrie No ↓1	Match Mode	ALL Message Receiver No data available in table	Search: Alert Template	Ed	it 🗆			
Show 5 v entrie No 11 Add New Record	Match Mode	ALL Message Receiver No data available in table	Search:	Ed	it Delete			
xpand Show 5 v entrie No 11 Add New Record Showing 0 record	es	ALL Message Receiver No data available in table	Search: Alert Template	Ed	it □ Delete			
xpand Show 5 entrie No 1 Add New Record Showing 0 record O - Roster Management	es	ALL Message Receiver No data available in table ement Disabled	Search:	Ed	it Delete Next			
Show 5 v entrie No 11 Add New Record Showing 0 record	es nt Enabled, © - Roster Manage	ALL Message Receiver Mo data available in table ement Disabled	Search:	Ed Previous	it Delete Next			

Figure 14: View Alert



You can then add multiple numbers, emails, or even pre-defined groups to receive the notification alerts. After entering the information, click on **Save**.

	Alert Message	Alert Email	Alert Voice		
Alert Template	xFRx:xSUBx:xMSG	x			<i>I</i>
Alert Mode	Once	~			
	 Disable Roster Ma Send Acknowledg 	anagement O gement Notice			
Alert Receiver					
Mobile Number to Receive Ale 81112222 91112222	ert E	mail to Receive Ale	ert		Voice to Rec
Select from Phone Book		Select from Phone B	ook	11	Select from
				Save	Cancel

Figure 15: Alert Receiver