



Zabbix – sendQuick Integration Guide Version 1.1

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Zabbix – 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 a guide on how to integrate sendQuick with Zabbix to send SMS alerts. In this guide, we will be using sendQuick Entera for the integration.

The simplest method to integrate Zabbix with sendQuick is the email method. This method allows users to make full use of sendQuick Entera's notification management features such as roster and escalation management. Besides SMS, sendQuick can also notify alerts through other communication channels such as social messenger applications, multiple emails and automated Voice calls



2.0 Send Email to sendQuick

When any device is down or there is a need to send a notification alert, Zabbix 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



Figure 1: sendQuick's Dashboard

Click on Add New Record.

You can then create a new record to define the email address Zabbix should send to. In our example, we will use *zabbix*@*entera64.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** and for **Match Mode**, check on **ANY**. Once done, click **Save**.





Add Mail Filter F	Rule	×
Description	Zabbix Alerts	
Mail To 💋	Variables Usage zabbix@entera64.sendquick.messenger	
Mail From 🗆	ſi.	
Subject 🗌	lie	
Message 🗆	lin	
Match Mode Priority	ALL O ANY	
	Save	Cancel

Click on View for the record that you have created :

Show 10	- entries							Search:		
1±			Rules							
No	Description	То	l↑ From l↑	Subject 🕼	Message	Priority	Date Created	Match	Alert	C
1	Zabbix Alerts 3	zabbix@entera64.sendquick.messenger				5	11/12/2019	ANY	View 🗗)
Add New	Record								Duplicate	De
howing 1	to 1 of total 1 records							Pre	avious 1	





Then click on Add New Record

end <mark>@</mark> uick® Eı	ntera Server Adm	iin
iter Rules > Email Filter >	View Alert	
		Email Filter Rules
	Description	Zabbix Alerts
	Mail To	zabbix@entera64.sendquick.messenger
	Mail From	
	Subject	
	Message	
	Match Mode	ANY
Expand Show 5 • entri	es	
No 💵		Message Receiver
		No data available in table
Add New Record	>	
Showing 0 record		
O - Roster Manageme	nt Enabled, 🕐 - Roster Manager	nent Disabled
		n

Figure 4:View Alert

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

	Alert Message	Alert Email Alert V	bice		
Alert Template	xFRx:xSUBx:xMSG	x		li.	The default message is: <i>xFRx</i> : • xFRx is Email sender • xSUBx is the Email sub • xMSGx is the Email me • xDTMx is the alert trigg • xCASEIDx is the alert c • xLEVELx is the alert esc
Alert Mode	Once Disable Roster M Send Acknowledge	anagement Ø gement Notice			Once - system will trigger aler Once & Report - system will t Escalation - system will trigge Escalation & Report - system settings, then send report.
					Disable Roster Management Send acknowledgement noti case has been acknowledged.
Alert Receiver					
Mobile Number to Receive Al	ert E	Email to Receive Alert		Voice to Recei	ve Alert
93873088	11.	andyhun@talariax.com			11.
Select from Phone Book	1	Select from Phone Book		Select from Ph	one Book
			Save	Cancel	
	Alert Template Alert Mode Alert Mode Select from Phone Book	Alert Message Alert Template xFRx:xSUBx:xMSG Alert Mode Once Disable Roster M Send Acknowled	Alert Message Alert Email Alert Valent	Alert Message Alert Email Alert Voice Alert Template xFRc:xSUBxc:MSGx Alert Mode Once Disable Roster Management Ø © Send Acknowledgement Notice	Alert Message Alert Email Alert Voice Alert Template xFRx:xSUBx:xMSGx Alert Mode Once Image: Conce Disable Roster Management O Image: Conce Image: Conce Send Acknowledgement Notice Image: Conce Image: Conce Vice to Receiver Image: Conce Image: Conce Image: Select from Phone Book Select from Phone Book Select from Phone Book Save Cancel Cancel

Figure 5:Add Alert Receiver



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







2.2 Configure Email Settings on Zabbix.

On the dashboard of Zabbix, navigate to the following item :

Administration > Media types

Click on Create media type.

ZABBIX Monitoring	Inventory Reports Co	figuration Administration			Q. ि Support 🛛 Share ? 💄 🕛
General Proxies Authenticatio	n User groups Users M	edia types Scripts Queue			Zabbix Appliance
Media types					Create media type
					Filter V
		Name	Status Any Enabled	Disabled	
			Apply Reset		
Name 🔺	Туре	Status	Used in actions	Details	Action
			No data found.		
					Displaying 0 of 0 found
			Figure 7:Media Types		

Enter a suitable **Name** to identify this media type. Ensure **Type** is "*Email*". For the **SMTP server** field, key in the IP address of your sendQuick server.

Leave the SMTP server port as "25".

ZABBIX	Monitoring Inve	ntory Reports Configuration Administration
General Proxies	Authentication U	ser groups Users Media types Scripts Queue
Media types	6	
Media type Opt	tions	
	* Name	Email to sendQuick
	Туре	Email 💌
	* SMTP server	192.168.1.95
	SMTP server port	25
	* SMTP helo	yourdomain.com
	* SMTP email	anyemail@yourdomain.com
	Connection security	None STARTTLS SSL/TLS
	Authentication	None Username and password
	Message format	HTML Plain text
	Description	
		1
	Enabled	
		Cancel

Figure 8:Create Media Type



For **Connection security**, leave it as "None" unless you have configured SSL or TLS in sendQuick. Please note that you will also need to have the same security certificate on Zabbix for this to work. Please refer to Zabbix manuals on how to configure this. If no security has been configured, leave the **Authentication** as "None". Ensure **Enabled** box is checked and click on **Add**.

Quicktip - To c to the following	heck what security was installed on sendQuick, navigate item on the sendQuick dashboard :				
Security Setur	> SSL Setup > SSL Protocol				
Account:	sendOuick® Entera Server Admin				
admin	Security Setup > SSL Setup				
Dashboard					
Server Setup >	C Enable SSL service.				
Messaging Setup	Please make sure the following data is valid. Else SSL service will fail to start				
🖴 Modem Setup >	SSL Key				
C Phone Book & Roster	BEGIN RSA PRIVATE KEY				
τ Filter Rules >	MIIEpAIBAAKCAQEAyeWZSzr49Er9ZQYEbk13upOnI0V71A3GG7o2REx/ht/zZ35bP 14mgmTgr+XyETvb3mFjc7o16dBRzB1aq/SrC42RQWrzgfGBUDt795F5CbSaShq3e				
Network Monitor	/swHHe1Nny3ywOFvOD3n9QRDnQLj2xzpnMHQVuRVLHGfAZHVx9xxATBwLw+Zdl/ IU0+NgHGSHSs1wOflyxe9PJi8B/BEA/UjqMgX+E6ZyYpIZGA03c0nC8kSGObxmf1r				
Security Setup	WSWQ6ZvALNFY/TWXps1RYqw50K5Fx2Stxc10w70kKnN3z9Y1xxx3bCmGykz2ZqcF 6935gDj863MvR8AT4WhFUbScpvQYdrHpkJrDNQIDAQABAoIBACOxQ8DEodno44Ee				
HTTP Host Permission	2thD1mRNy0eiRMV4VjPbwr1BILTUZNnrWMchCLKgAvWxT3NhhMaw19A7JYcqe8 Kn00QceE+U0nNFr2UATWeSiatzyQw0x9cGC4vAv5XvwfIEQL6WZ8ofpo6CPzf9o5				
SMTP Host Permission	INI52MG/MCKWCXRJ3XWOTM06/FAUGAMXXoCHig-JJQel62KdtUsu60K3/MCBUz wEPlimmT16H20d+85ZZekMG255Vd041qR5/MbbG3WyvGW15Kv368mC66CqVYE 370_U14150_0_0_0_0_0_0_0_0_0_0_0_0_0_0_0_0_0_0_				
Email User Permission	72CeRVIARXQVHRXxWIS3aRcFsHallur192xxS15ScRPAUEQV12C0ftEinFigU012HWX73G v)9FVAECgF2A72r098RmqS5b1DxGMB388euukHQp8L/rg8wf21K2qQKtpKRp0a0 v64792FDetwin56Ker2hXEeK18me31Dk17c58b untMoneBIDP07Cfb1alx546(12%2)0				
Relay Host Permission	kB+X3ivTuFurwbAwpAczYWpNxK4+FkJoxLWGNCW1OUJPNY+n8fbnkCgYEA1iSw VCJ8ivTuFurwbAwpAczYWpNxK4+FkJoxLWGNCW1OUJPNY+n8fbnkCgYEA1iSw				
Database Connection Permission					
Mobile Number Permission	SSL Certificate				
System Services >	SSL CA I Use CA File				
SSH Remote Access	Use Existing server.ca (09/09/2019 10:45:42)				
SSL Setup	ALL (TLSv1 and TLSv1.2) of file selected.				
Token Management	SSL Cipher Strength TLSv1.2 (Recommended)				
	Figure 9: SSL Setup				

Once added, test the configuration to ensure it is correct. Click on Test.

Media types					Create media type Import
					Filter 🍸
				Name Status Any Enabled Disabled	
				Apply Roset	
Name 🔺	Туре	Status	Used in actions	Details	Action
Email to sendQuick	Email	Enabled		SMTP server: "192.168.1.95", SMTP helo: "yourdomain.com", SMTP email: "anyemail@yourdomain.com"	Test
					Displaying 1 of 1 found





×

A popup will appear. For the **Send to** field, enter the email that was configured as the email address used in the email filter in section 2.1

For our example we are using *zabbix*@*entera64.sendquick.messenger* for **Send to** field as per the email filter set up on Section 2.1

Tes	t media type	9	
	* Send to	zabbix@entera64.sendquick.messenger	
	Subject	Test subject	
	* Message	This is the test message from Zabbix	
			1.
			Test Cancel

Figure 11:Test Media Type

Click on the **Test** button. If successful, a popup will appear as below:

Test media type	*
Med	ia type test successful.
* Send to	zabbix@entera64.sendquick.messenger
Subject	Test subject
* Message	This is the test message from Zabbix
	Test Cancel
* Message	This is the test message from Zabbix

Figure 12: Media Test Result



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.

Account: Standalone Mode	sendQuick® Entera Server Admin	(§ English	• 🕐 Shutdown	2 Restart	🕩 Logout
admin	Usage Logs > Message Log				
n Dashboard					
Server Setup	Queue Sent Inbox				
I Messaging Setup >					
Modern Setup	SMS MIM Sqoope				
C Phone Book & Roster >	Search From 03/12/2019 To 03/12/2019				
▼ Filter Rules	Show 100 • entries		Search:		
Network Monitor					
Security Setup	No 11 Date & Time Delivery Date Turnaround Time Sender Mobile Number Me	isage		IMEI	- 11
د Password Management	1 03/12/2019 17:46:28 03/12/2019 17:46:30 10:10 anyemail@yourdomain.com (Zabbix Alerts) 93873088 anyemail@yourdomain.com:Test A	lert:This is the test r	message from Zabbix	3591800879	97349
👽 Backup & Diagnostic >	Save CSV Save Excel Save PDF Retreat				Empty Outbo
Lal Usage Logs	Showing 1 to 1 of total 1 records		Pr	revious 1	Next
Message Log				_	
Conversation Summary >	Copyright © 2002-2019, Talaria	K Pte Ltd, Singapor	e. All Rights Reserved	. Tue, 03 Dec 2	2019 17:46
Email Lon					

Figure 13:sendQuick's Message Logs



2.3 Configuring Actions on Zabbix to send email to sendQuick

Before creating the trigger and action to send SMS alerts, there are several items that need to be configured.

2.3.1 Creating Host and Host Groups

Firstly, read <u>Zabbix manual</u> on how to create a Host and Host Groups. This will be the device that needs to be monitored and to trigger alerts if certain conditions are met.

There are already many pre-configured Host Groups in Zabbix and you can find one that matches your device. In our example, we will create a new Host Group for *sendQuick servers*.

On the dashboard of Zabbix, navigate to the following item :

Configuration > Host groups

Click on Create host group.

ZABBIX Monitoring Inventory Reports Configuration Administration	Q G Support 🗹 Share ? 💄 🕛
Host group Templates Hosts Maintenance Actions Event correlation Discovery Services	Zabbix Appliance
Host groups	Create host group
	Filter T
Name	
Figure 14:Create Host Groups	

Fill in the name of the new Group name as below. Click on Add.





Next, we will create the host for the device we want to monitor and add them into this Host group.

On the dashboard of Zabbix, navigate to the following item :

Configuration > Hosts

Click on Create host.

ZABBIX Monitoring Inventory Reports Configuration Administration	🔍 🖓 Support 🛛 Share 📍 🔔
Host groups Templates Hosts Maintenance Actions Event correlation Discovery Services	Zabbix Applia
Hosts	Group all Create host Impo
	Filter
Figure 16:Create H	DSt

Fill in the following.

- Host name : Provide any name to identify the device
- Groups : Select the group that was created or from the predefined list
- IP Address : Key in IP Address of device
- Ensure **Enabled** box is ticked

Click on the **Template** tab at the top after you have filled the fields.

Hosts			
Host Templates IPMI Tags M	Macros Inventory Encryptio	n	
Visible name			
* Groups	sendQuick servers × type here to search		Select
	* At least one interface must ex	ist.	
Agent interfaces	IP address	DNS name	Connect to Port
	192.168.3.85		IP DNS 10050
	Add		
SNMP interfaces	Add		
JMX interfaces	Add		
IPMI interfaces	Add		
Description			
			li.
Monitored by proxy	(no proxy) 💌		
Enabled			
	Add Cancel		
	Figure 17:Addi	ng host details	



For this example, we will not be installing Zabbix agent to monitor device. We will monitor the availability of the server using **ICMP ping**. In order to do that, we have to link the template to this host. Click on **Add**.

Hosts										
Host	Templates	IPMI Tags	Macros	Inventory	Encryption					
		Linked templa	Add	>		Action				
			Add	Cancel]					
			Figure 1	8:Add link tem	plate					

5

Select the template "*Template Module ICMP Ping*" and click on **Select.** If this template is not available for selection, you can download it from <u>Zabbix Share</u> and add the template under **Configuration > Templates**

ZABBIX Monitoring Inventory Reports	Configuration Administration	
Host groups Templates Hosts Maintenance Actions	Ev. Templates	×
Hosts		Group Templates
Host Templates IPMI Tags Macros Inventory	Encr Template Module HOST-RESOURCES-MIB SNMPv2	
	Template Module HOST-RESOURCES-MIB storage SNMPv2	
Linked templates Name	Template Module ICMP Ping	
	Template Module Interfaces Simple SNMPv1	
Add Cancel	Template Module Interfaces Simple SNMPv2	
	Template Module Interfaces SNMPv1	
	Figure 19:Add template	

After the template has been linked, click on Add.

Verify that the host has been added successfully.

Z	ABBIX	Monitoring	Inventory	Reports	Configu	ration Ac	dminist	ation				Q	O Support	Z Share	2		Ŀ
Host	groups Te	emplates Hosts	Maintenar	nce Action	ns Event (correlation	Discove	ery Services						Ze	ibbix A	Applian	c
(🕗 но	st added														1	ĸ
Но	sts										Gro	all	•	Create host		Import	ł
															Fill	ter 🏹	ł
	Name 🔺	Applications	Items	Triggers	Graphs	Discovery	Web	Interface	Proxy	Templates	Status	Availability		Agent encryptic	n Inf	o Tag	js
	Print Serve	r Applications 8	Items 133	Triggers 21	Graphs 25	Discovery 6	Web	192.168.1.98: 161		Template SNMP Printer (Template SNMP Device)	Enabled	ZBX SNMF	JMX [IPMI]	NONE	_		
	Test Server	Applications 1	Items 3	Triggers 3	Graphs	Discovery	Web	192.168.3.85: 10050		Template Module ICMP Ping	Enabled	ZBXSNMF	JMX [IPMI]	NONE			
	Zabbix serv	ver Applications 13	Items 96	Triggers 49	Graphs 17	Discovery 3	Web	127.0.0.1: 10050		Template App Zabbix Server, Template OS Linux by Zabbix agent (Templa Module Linux block devices by Zabbix agent, Template Module Linux CPL	e Enabled	ZBX SNMF	JMX IPMI	NONE			
	Figure 20:Host added successfully																



2.3.2 Creating User Group

Next we will create a user to associate the trigger action to. First we will create a new User Group for this user or you can use existing user groups predefined in Zabbix.

In our example, will create a new user group, "Alert Users Group."

On the dashboard of Zabbix, navigate to the following item :

Administration > User groups

Click on Create user group.

ZABBIX Monitoring Inventory Reports Configuration Admi	nistration	Q. O Support 🖸 Share ? 💄 🕛
General Proxies Authenticatio User groups Isers Media types Scripts	Queue	Zabbix Appliance
User groups		Create user group
		Filter T
	Name Status Any Enabled Disabled	

Fill in the **Group name** and ensure the box for **Enabled** is ticked. Click on the **Permissions** tab at the top.

ZAB	BIX	Monitoring	Inventory	Reports	Configuration	Admir	nistration			
General	Proxies	Authentication	n User gro	ups Users	Media types	Scripts	Queue			
User groups										
User gro	oup Per	missions Tag	filter							
		* Group r	name Alert	Users Group						
		L	Jsers type I	nere to search					Select	
		Frontend ac	cess Syste	m default 💌						
		Ena	abled 🔽	>						
		Debug r	mode							
			Add	Cancel						

Figure 22:Add user group details



Click on the **Select** button.

User groups			
User group Permissions Tag filter			
Permissions	Host group All groups	Permissions None	
	type here to search	(Select Read-write Read Deny None
	Add Cancel		
	Figure 23	B:Select host	

Select the User Group to set the permissions. In this example, we will select the *"sendQuick servers"* host group to give access to this group of servers for the alert action. Click on **Select.**

User group Permissions Tag filter		Host groups	
Permissions	Hast aroun	Name	
	All groups	Discovered hosts	
		Hypervisors	
	type here to search	Linux servers	
	Include subgroup	sendQuick servers	
	Add	Templates	
	Add Cancel	Templates/Applications	
		Templates/Databases	
		Templates/Modules	
		Templates/Network devices	
		Templates/Operating systems	
		Templates/Server hardware	
		Templates/Virtualization	
		Virtual machines	
		Zabbix servers	

Figure 24:Host groups selection



Click on **Read** and click on the **Add** link shown below. (Do not click on the **Add** button below instead)

ZABBIX	Monitoring Inve	entory Reports	Configuration	Administration							
General Proxies	Authentication	User groups User	s Media types	Scripts Queue							
User groups	3										
User group Per	missions Tag filter	r									
	Permissions	Host group All groups		Permissions None							
		Select	Read-write Read Deny								
	Include subgroups										
		Add Cance	I								
			Figure 25:	Search for entry							

Confirm that the entry of the host group and the correct permission is highlighted as reflected below. If so, then click on the **Add** button.

User gro	ups							
User group	Permissions	Tag filter						
	Ρ	ermissions	Host group All groups	Permissions None				
			sendQuick servers	Read-write	Read	Deny	None	
			type here to search					
			Add					
			Add Cancel					

Figure 26:Entry and permissions



2.3.3 Creating User

Next we will create a user to associate to this user group to inherit the permissions.

On the dashboard of Zabbix, navigate to the following item :

Administration > Users

Click on Create user.

ZABBIX Monitoring Inventory Reports Configuration Administration	Q 9	Support 🛛 Share ? 💄 🕛
General Proxies Authentication User groupe Users redia types Scripts Queue		Zabbix Appliance
Users	User group All	Filter T
Figure 27:Create User	1 1	

Fill in the **Alias** and select for the **Groups** with the User Group created in Section 2.3.2. Choose any password to be used for this user and key them twice in the field provided.

Before adding this user, click on **Media** in the tab menu at the top.

Users	
User Media Permissions	
* Alias	TestUser
Name	
Surname	
* Groups	Alert Users Group X Select
* Password	
* Password (once again)	
	Password is not mandatory for non internal authentication type.
Language	English (en_GB) You are not able to choose some of the languages, because locales
Theme	System default
Auto-login	
Auto-logout	15m
* Refresh	30s
* Rows per page	50
URL (after login)	
	Add Cancel
	Figure 28:Add user details



Click on the Add link (not the Add button)

User	S				
User	Media	Permissions			
			Media Type Add	Send to	When active
			Add	Cancel	
			Figure 29:Me	dia	

Fill in the fields with the values that were configured earlier. For **Type** select the Media type that was configured in Section 2.2

For the email address to fill in Send to type in the email configured in Section 2.1

Click on Add.

Users			
User Media Permissions	a Media Type Sand to Add Cancel	Media Type Email to sendQuick * Send to zabbix@entera64.sendquick.messengef Add * When active 1-7,00:00-24:00 Use if severity Not classified V Marning V Average V High Disaster Enabled	Remove
		Figure 30:Add media	

Confirm that the entry is reflected such as below and click on Add.

Users	5								
User	Media	Permissions							
			Media	Туре	Send to	When active	Use if severity	Status Action	
				Email to sendQuick	zabbix@entera64.sendquick.messenger	1-7,00:00-24:00	NIWAHD	Enabled Edit Remo	ve
				Add					
				Add Cancel]				





2.3.4 Creating Action

We will now create the Action for Alert Triggers to send email to sendQuick server when conditions are met.

On the dashboard of Zabbix, navigate to the following item :

Configuration > Actions

Click on Create action.

ZABBI	X Monit	oring	Inventory	Reports	Configuration	Administratio	n					Q	O Support	Z Share	?	•	ს
Host groups	Templates	Hosts	Maintenand	e Actions	Event correlation	Discovery	Services								Zabbi	Applia	nce
Actions				\sim								Event sour	riggers	-	Crea	te actio	
															F	ilter	v
						Name			Status Any	Enabled	Disabled						
								Apply	Reset								
							Figu	ire 32:Cr	eate ac	tion							

Fill in the **Name** for this Action. For this example, we will call it *Test Server Alert.* For the **New Condition**, select the conditions that you want to trigger the alert. For this example, we will use **Trigger**. Click on **Select**.

Action	S					
Action	Operations	Recovery opera	tions Update operations			
		* Name	Test Server Alert			
		Conditions	Label	Name	Action	
		New condition	Trigger	equals	▼ type here to search	Select
			Add			
		Enabled	✓			
			* At least one operation, record	very operation or	update operation must exist.	
			Add Cancel			
			Figure 33:Ada	condition to	trigger alert	



In our example, we will use the Triggers already made available in the Template Module

ICMP Ping. Select "Unavailable by ICMP Ping" and click on Select.

Make sure the Group and Host at the top right is the correct device that you want to monitor and send alerts.

Action	S					
Action	Operations Recovery op	erations Update operations				
	* Nan	ne Test Server Alert				
	Conditio	ns Label	Nama Action			×
	New condition	Trigger	inggers	Group sendQuick	servers	✓ Host Test Server ▼
		Add	Name		Severity	Status
	Enabl	ed 🗹 * At least one operation, re	High ICMP ping loss Depends on Unavailable by ICMP ping		Warning	Enabled
		Add Cancel	High ICMP ping response time Depends on Unavailable by ICMP ping High ICMP ping loss		Warning	Enabled
			Unavailable by ICMP ping		High	Enabled
						Select Cancel

Figure 34: Triggers option

Ensure the New Condition is now reflected as below and click on the **Add** link. (NOT Add Button)

Action	S					
Action	Operations	Recovery operation	tions Update operation	15		
		* Name	Test Server Alert			
		Conditions	Label	Name	Action	
		New condition	Trigger	• equals	Test Server: Unavailable by ICMP	ping × Select
		<	Add			
		Enabled	✓			
			* At least one operation,	recovery operation of	r update operation must exist.	
			Add Cancel			
			Figure 35: Co	ndition added su	uccessfully	



Check that the **Conditions** has been added. You can add more conditions to determine the trigger action by selecting more parameters for **New Condition** and clicking on the **Add** link.

Click on **Operations** on the tab menu at the top.

Actions				
Action Operations	Recovery operat	ions Update operations		
	* Name	Test Server Alert		_
[Conditions	Label Name A Trigger equals Test Server: Unavailable by ICMP ping	Action Remove	
	New condition	Trigger equals type here to search		Select
	Enabled	At least one operation, recovery operation or update operation must exist.		
		Add Cancel		

Operations section will define what happens next after the condition is triggered.

Click on **New**.

	y operations Update	e operations			
* Default operation step	p duration 1h				
Defau	ult subject Problem:	{EVENT.NAME}			
Default	message Problem s Problem r Host: {HO Severity: 4 Original p {TRIGGE	started at (EVENT.TI) name: (EVENT.NAME) ST.NAME) (EVENT.SEVERITY) roblem ID: (EVENT.II R.URL)	ME} on {EVENT.DATE }} D}	Ε}	
e operations for suppressed	problems 🔽				
C	perations Steps New	Details	Start in	Duration	Action
			poration or undate or	varation must avist	
C	perations Steps New	Details	Start in	Duration	,





Edit the message to send as Alerts or leave it as the default message.

For **Send to Users**, select the User that was configured earlier in Section 2.3.3 For **Send only to**, select the Media type that was configured earlier in Section 2.2

Action	IS									
Action	Operations	Recovery operation	s Update operations							
	* Default c	operation step duration	1h							
		Default subject	Problem: {EVENT.NAME}							
		Default message	Problem started at {EVENT.TIME} on {EVENT.DATE} Problem name: {EVENT.NAME} Host: {HOST.NAME} Severity: {EVENT.SEVERITY}							
			Original problem ID: {I {TRIGGER.URL}	EVENT.ID}		h.				
Pause o	perations for	suppressed problems								
		Operations	Steps Deta	ils Start in	Duration	Action				
		Operation details	Steps Step duration	Steps 1 - 1 (0 - infinitely) duration 0 (0 - use action default)						
			Operation type	ration type Send message						
			Send to User groups	At least one user or user User group Add	group must be selected. Action					
			Send to Users	User TestUser Add	Action Remov	8				
		[Send only to	Email to sendQuick						
			Default message		-					
			Figure	38:Edit operation						

Click on the **Add** link (NOT the Add button)

Send to Users	User		Action
	TestUser		Remove
	Add		
Send only to	Email to sendQuic	k 💌	
Default message	~		
Conditions	Label	Name	Action
	New		
Add Gancel			
* At least one operation, re-	covery operation or	update operation must exis	st.
Add Cancel			
Figure	39: Add		



Confirm that the Operations has been added and click on the Add button.

Actions		
Action Operations	Recovery operation	s Update operations
* Default op	eration step duration	1h
	Default subject	Problem: {EVENT.NAME}
	Default message	Problem started at {EVENT.TIME} on {EVENT.DATE} Host: {HOST.NAME} Severity: {EVENT.SEVERITY} Original problem ID: {EVENT.ID}
Deuss energians for a	unpressed problems	
Pause operations for s	suppressed problems	
	Operations	Steps Details Start in Duration Action 1 Send message to users: TestUser via Email to sendQuick Immediately Default Edit Remove New
	Ċ	Least one operation, recovery operation or update operation must exist.

If configured correctly, the Action entry would have been added like below

ZABBI	X Monito	oring	Inventory	Reports	Configuration	Administrati	on					Q	O Support	Z Share	?	<u>.</u>	ባ
Host groups	Templates	Hosts	Maintenance	a Actions	Event correlation	Discovery	Services								Zabbi	k Applia	ince
\oslash	Action added	ł															×
Actions												Event source	ce Triggers	•	Crea	ite acti	on
																Filter	T
						Name			Status An	Enabled Disabled							
								Apply	Reset								
Name /					Conditions					Operations					Sta	tus	
Report	problems to Za	bbix adm	ninistrators							Send message to user groups	: Zabbix administrators	/ia all media			Dis	abled	
Test Se	erver Alert				Trigger equals	Test Server: U	navailable by l	CMP ping		Send message to users: Testu	Jser via Email to sendQu	ick			Ena	abled	
	ioot group Templates Hoats Maintenance Actions Discovery Services Cenal			of 2 fou	nd												

Figure 41:Action entry





2.3.5 Monitoring Problem

If the Action has been configured properly, whenever there is a problem that meets the condition, the operation of sending email to sendQuick will then be triggered.

On the dashboard of Zabbix, navigate to the following item :

Monitoring > Problems

If there is a problem (in our example, the server is down and ping to the server failed), it will be reflected as shown below.

	tory Reports Configuration Administratio	n		Q ि Support ☑ Share ? 💄 🕛
Dashboard Problems Overview We	eb Latest data Graphs Screens Maps Dis	scovery Services		Zabbix Appliano
Problems				Export to CSV
				Filter T
Show	Recent problems Problems History	Host inventory	Туре	Remove
Host groups	type here to search	Select	Add	
Hosts	Test Server ×	Select	And/Or Or	
	type here to search		tag Contains Equals value	Remove
Application		Select	Add	
Triggers	type here to search	Select Show tags	None 1 2 3 Tag name Full Shortened	None
Problem		Tag display priority	comma-separated list	
Minimum severity	Not classified •	Show operational data	None Separately With problem name	
Age less than	14 days	Show suppressed problems	Show unacknowledged only	
		Compact view	Show timeline	
		Show details	Highlight whole row	
		Apply Reset		
Time	fo Host Problem		Duration	Ack Actions Tags
11:09:14 High	Test Server 1 Unavai	ilable by ICMP ping	8h 22m 36s	
				Displaying 1 of 1 found

Figure 42:Monitoring problems





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.

Account:	send	Quick [®]	Entera S	erver Adı	min		Q English	O Shutdown	C Restart	(Logout	
admin	Usage Logs > Message Log										
n Dashboard											
E Server Setup	Que	ue Sent	Usent Inb	ox							
0 Messaging Setup											
Modern Setup	SMS		iqoope								
C Phone Book & Roster	Search	From 12/12/20	19 To 12/12	/2019							
▼ Filter Rules	Show	100 • entrie						Search			
Network Monitor	Chow II		B F m k	-							
Security Setup	No	Time	Date	Time	Sender	Number	Message	IMEI	Priority		
	1	12/12/2019 11:07:14	12/12/2019 11:07:16	00:12	test@yourdomain.com (Zabbix Alerts)	93873088	test@yourdomain.com:Problem: Unavailable by ICMP ping:Problem started at 03:09:14 on 2019.12.12 Host: Test	35918008353850	11 5		
V Backup & Diagnostic >			0.007				Server Severity: High Original problem ID: 196				
La Usage Logs	Save	CSV Save Ex	Save PDF	Hetresh				Empty	Outbox	Delete	
Message Log	Showin	g 1 to 1 of total 1	records					Pre	vious 1	Next	
Conversation Summary >											
Email Log							Copyright © 2002-2019, TalariaX Pte Ltd, Singapore. Al	Il Rights Reserved. 1	Thu, 12 Dec	2019 11:31	
Voice Log											
			F	igure 43	3:sendQuick's	messa	ge log				