



PRTG Network Monitor - sendQuick Integration Guide

Prepared by

TalariaX Pte Ltd
76 Playfair Road
#08-01 LHK2 Building
Singapore 367996
Tel : +65 6280 2881
Fax : +65 6280 6882
Email : info@talariax.com
www.TalariaX.com

PRTG Network Monitor - sendQuick Integration Guide

1.0 Introduction

This document is a guide on how to integrate sendQuick with PRTG Network Monitor to send SMS alerts. In this guide, we will be using sendQuick Entera for the integration.

There are three ways to send alert messages from PRTG Network Monitor to sendQuick systems. You can use any of the following methods

- SMTP Delivery (email method)
- SMS Delivery (http method)
- SNMP Trap

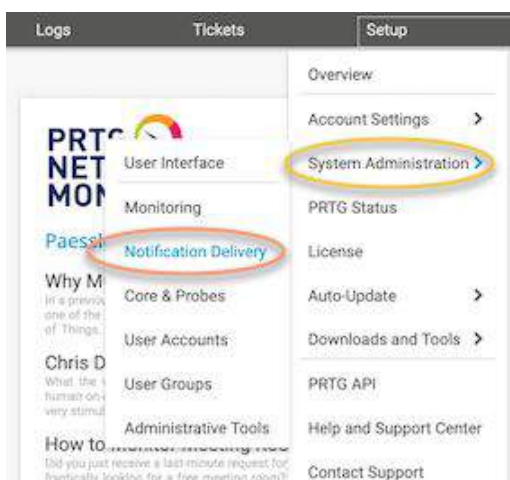
2.0 Send Email to sendQuick (SMTP Delivery)

When any sensor is down or there is a need to send a notification alert, PRTG can trigger an email to sendQuick. sendQuick will then convert the email message to SMS. For this setup, sendQuick has a built-in SMTP that PRTG can use as the SMTP Relay server.

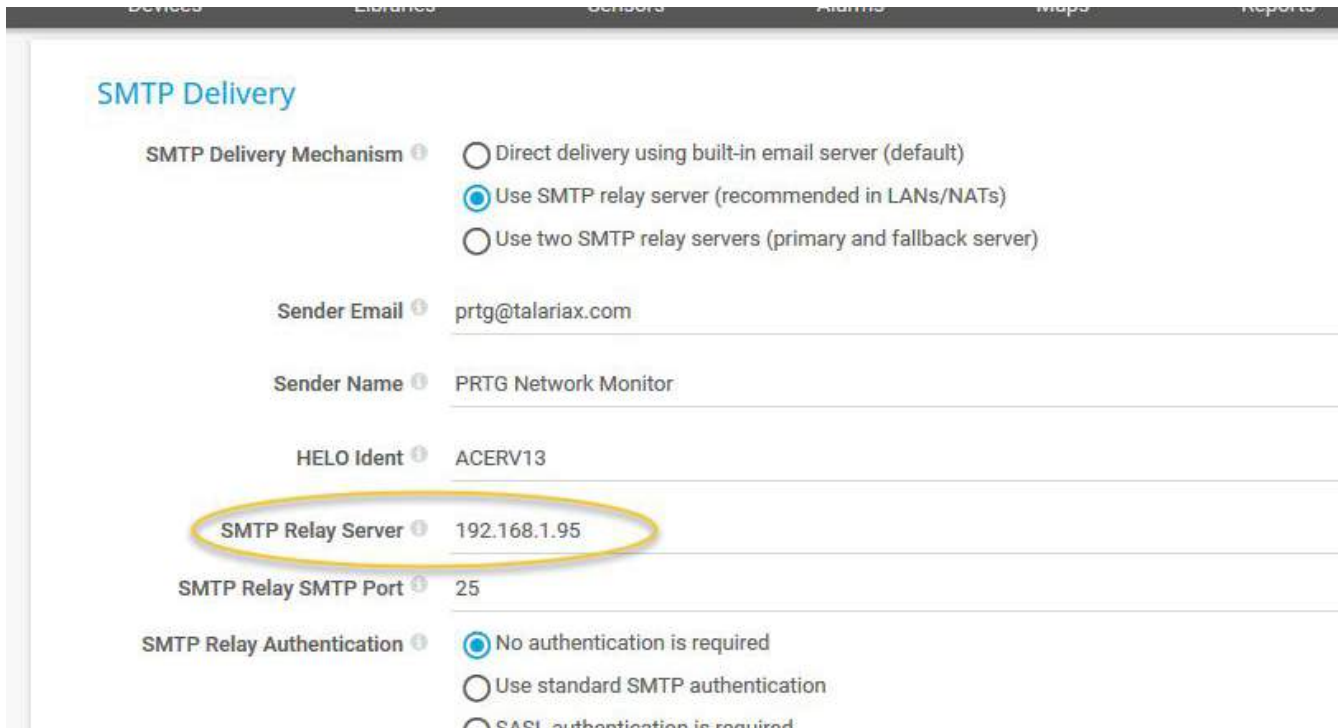
2.1 Configure SMTP Delivery on PRTG Network Monitor.

On the dashboard of PRTG Network Monitor, navigate to the following item :

Setup > System Administration > Notification Delivery



In the **SMTP Delivery** section, key in your sendQuick IP address (for e.g. 192.168.1.95) in **SMTP Relay Server** field as shown in the screenshot below:



SMTP Delivery

SMTP Delivery Mechanism Direct delivery using built-in email server (default)
 Use SMTP relay server (recommended in LANs/NATs)
 Use two SMTP relay servers (primary and fallback server)

Sender Email

Sender Name

HELO Ident

SMTP Relay Server

SMTP Relay SMTP Port

SMTP Relay Authentication No authentication is required
 Use standard SMTP authentication
 SASL authentication is required

Ensure that you selected “*Use SMTP relay server (recommended in LANs/NATs)*” as the **SMTP Delivery Mechanism**.

Fill in the **Sender email** address and **Sender Name** that you want to appear as the Sender information when notification messages are sent.

Fill in the field for **HELO Ident** with a unique name, typically the name of the machine running PRTG.

For the **SMTP Relay Server** field, input the IP address of your sendQuick system. By default, the **SMTP Relay SMTP Port** is 25. Select “*No authentication is required*” for **SMTP Relay Authentication**.

For **Encrypt Connection**, you can select any of the methods listed provided they are installed in both PRTG and sendQuick. If you are unsure if the protocols are installed on your servers, select “*Never*” for this field.



SMTP Relay Authentication No authentication is required
 Use standard SMTP authentication
 SASL authentication is required

Encrypt Connection If supported by the server (default)
 Never

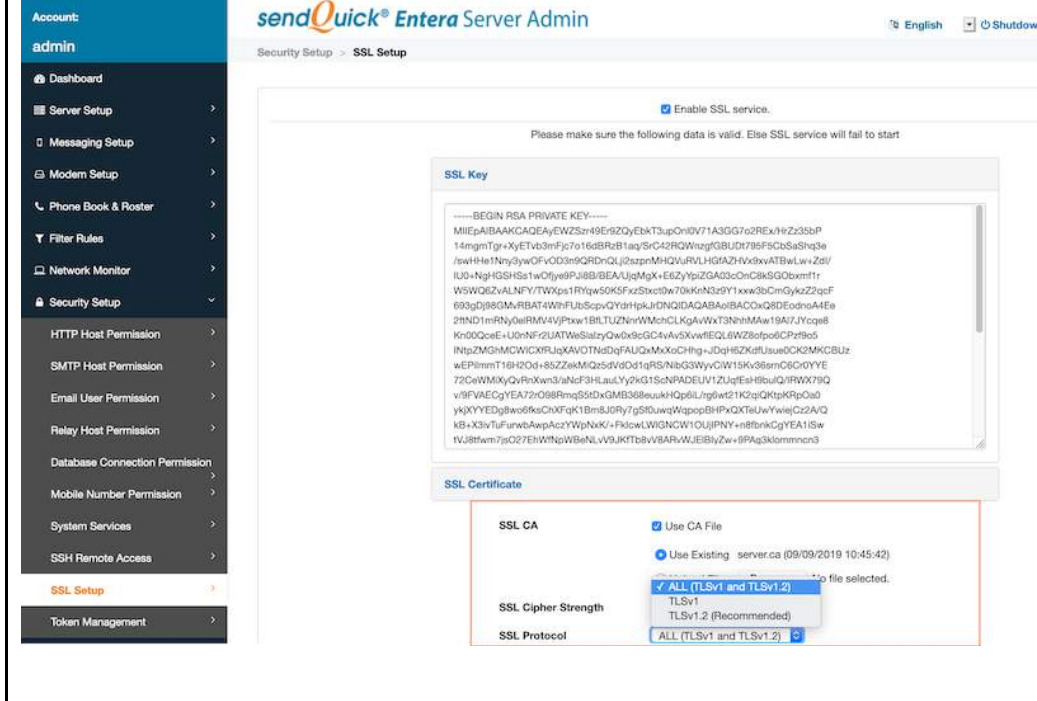
Test SMTP Settings Test SMTP Settings

Otherwise, you can select the encryption method that you have installed as per the example below:

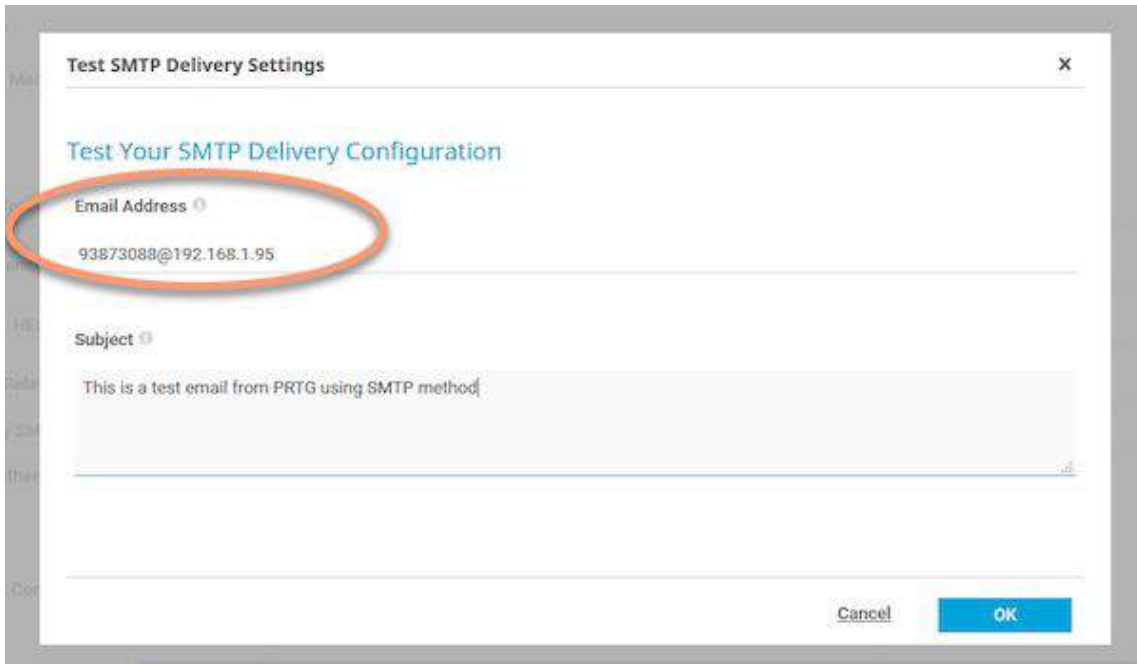
- Encrypt Connection If supported by the server (default)
 Never
- Encryption Method SSL V2 or V3 (default)
 SSL V3
 TLS 1.0
 TLS 1.1
 TLS 1.2

Quicktip - To check what you installed on sendQuick, navigate to the following item on the sendQuick dashboard :

Security Setup > SSL Setup > SSL Protocol



After the configuration, click on the **Test SMTP Settings** and test sending an email to see if the setup is correct. To test if it can send SMS to your phone, use the following format for the **Email Address** : <mobilenumber>@<sendquickip>. See example below :

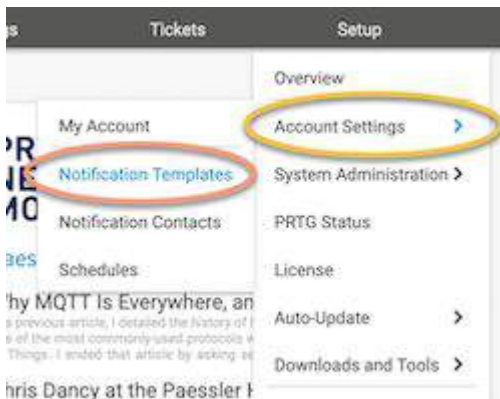


The screenshot shows a dialog box titled "Test SMTP Delivery Settings" with a close button (X) in the top right corner. Below the title bar, there is a heading "Test Your SMTP Delivery Configuration". Underneath, there are two input fields. The first is labeled "Email Address" and contains the text "93873088@192.168.1.95", which is circled in orange. The second is labeled "Subject" and contains the text "This is a test email from PRTG using SMTP method". At the bottom right of the dialog, there are two buttons: "Cancel" and "OK".

2.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

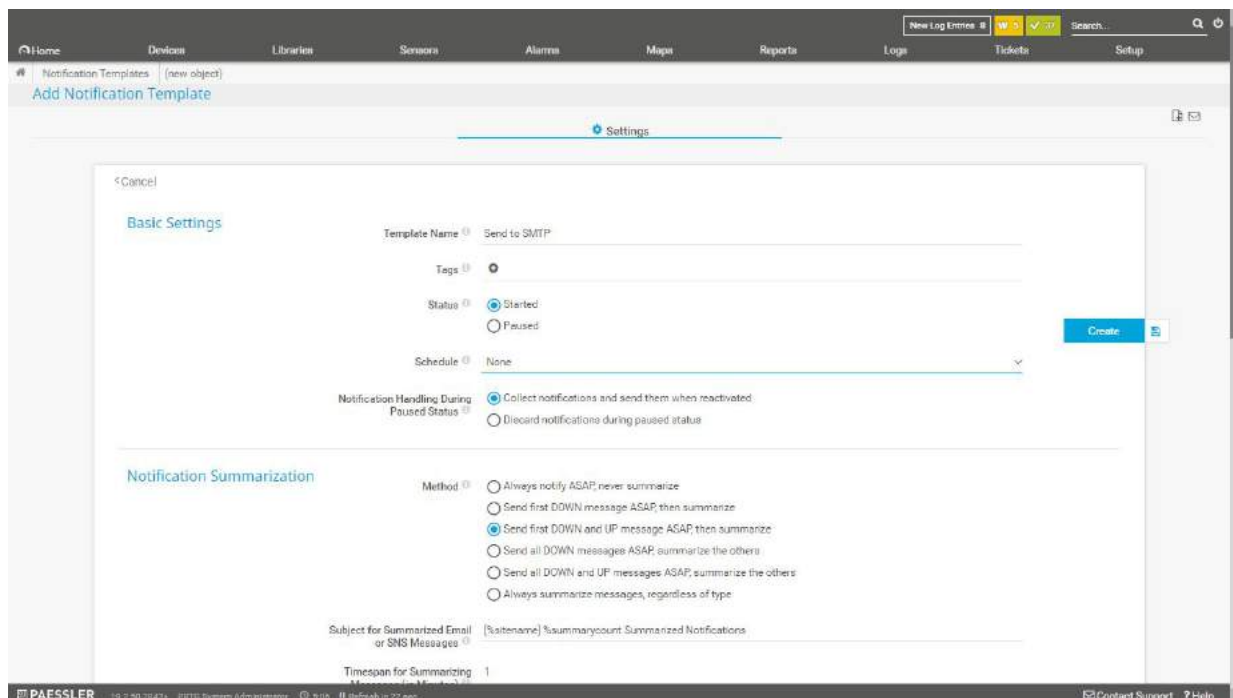
Setup > Account Settings > Notification Templates



Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.



Give a meaningful name for e.g. “*Send to SMTP*” for the **Template Name** and ensure **Status** is “*Started*” for notifications to be active.

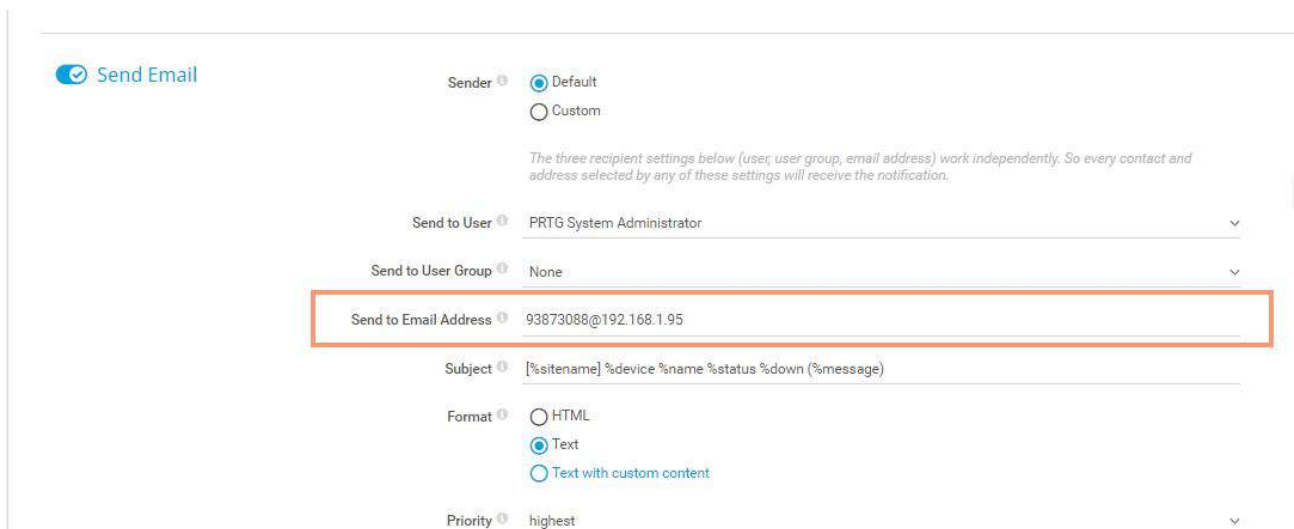


Scroll down and activate the “**Send Email**” option as shown below.

To specify the mobile number to receive the notification SMS, in the field **Send to Email Address**, use the following format `<mobilenumber>@<sendquickip>`. Replace `<mobilenumber>` with the phone number and `<sendquickip>` with the IP address of your sendQuick system. To send notification to more than one phone, you can add more email addresses using the same syntax, separated by commas.

If the messages are meant to be converted to SMS, use “*Text*” for the **Format**.

See example below:



Send Email

Sender Default
 Custom

The three recipient settings below (user, user group, email address) work independently. So every contact and address selected by any of these settings will receive the notification.

Send to User


Send to User Group

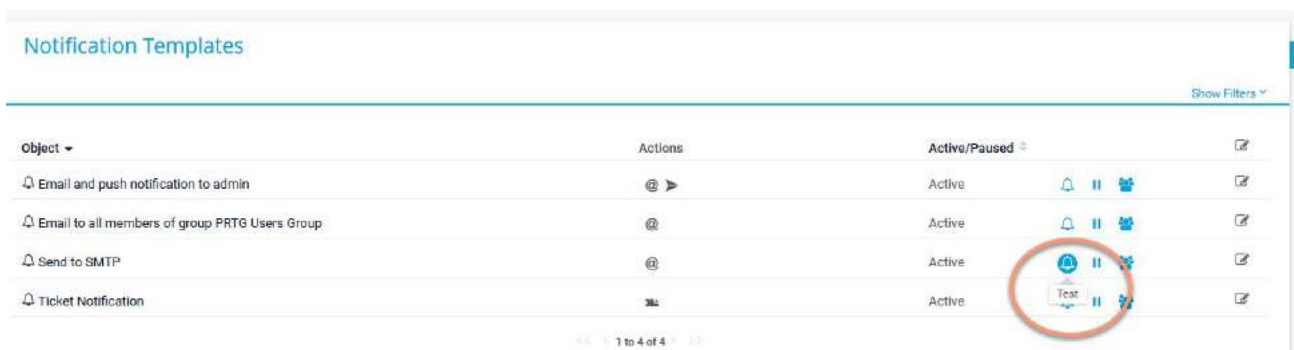
Send to Email Address






Subject

Format HTML
 Text
 Text with custom content

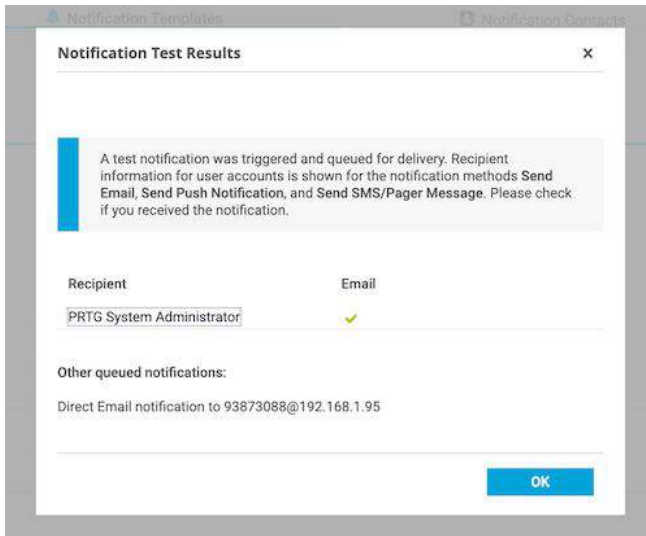
Priority

To test if the configuration is correctly setup, click on the test  icon on the same row as the template name (in this example “*Send to SMTP*”).



Object	Actions	Active/Paused	
Email and push notification to admin	@ >	Active	
Email to all members of group PRTG Users Group	@	Active	
Send to SMTP	@	Active	
Ticket Notification		Active	

A confirmation will popup if the Test email was sent successfully from PRTG to sendQuick.



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
1	05/09/2019 15:08:41	05/09/2019 15:08:41	00:38	prtq@talariax.com	93873088	Probe: %probe http://acerV13.talariax.com/probenode.htm?id=%probelid Group: %group http/	359180082892 (marketing)
2	05/09/2019 15:08:34	05/09/2019 15:08:35	00:31	prtq@talariax.com	93873088	(Singapore Standard Time) Last Result: %lastvalue Last Message: %message	359180082892 (marketing)
3	05/09/2019 15:08:28	05/09/2019 15:08:34	00:25	prtq@talariax.com	93873088	/acerV13.talariax.com/group.htm?id=%groupid Device: %device (%host) http://acerV13.talariax.com/device.htm?id=%deviceid	359180082892 (marketing)

Quicktip - 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

The screenshot shows the 'Email Filter' configuration page in the sendQuick Entera Server Admin interface. The page title is 'Filter Rules > Email Filter'. On the left, there is a navigation menu with options like 'Dashboard', 'Server Setup', 'Messaging Setup', 'Modem Setup', 'Phone Book & Roster', 'Filter Rules', 'SNMP Trap Filter', 'Syslog Filter', 'Network Monitor', 'Security Setup', 'Password Management', 'Backup & Diagnostic', and 'Usage Logs'. The main content area shows a table of filter rules. The table has columns for 'No', 'Description', 'To', 'From', 'Subject', 'Message', 'Priority', 'Date Created', 'Match', and 'Alert'. There are 5 records listed. Record 2 is highlighted with a red border. The 'View' button for record 2 is circled in red. Below the table, there are buttons for 'Add New Record', 'Duplicate', and 'Delete'. At the bottom, there are buttons for 'Email Forwarding' and 'Message Time Buffer'.

You can create a new record to define the email address PRTG should send to. In our example, we use prtgalert@entera64.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.

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

2	PRTG	prtgalert@entera64.sendquick.com	andyhun@talarix.com		5	04/08/2019	Any	View
3	scom	scom@entera64.sendquick.com	scom@mycompany.com.sg	Alert from Scom system	5	05/09/2019	Any	View

Then click on **Add New Record**

The screenshot shows the 'Add New Record' form in the sendQuick Entera Server Admin interface. The form is titled 'Email Filter Rules' and contains the following fields: 'Description' (PRTG), 'Mail To' (prtgalert@entera64.sendquick.com), 'Mail From' (andyhun@talarix.com), 'Subject', 'Message', and 'Match Mode' (ANY). Below the form, there is a table for 'Alert SMS' and 'Alert Email' with columns for 'No', 'Manual Input', and 'Phone Book User'. The 'Add New Record' button is circled in red.

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

Alert Receiver Disable Roster Management

Mobile Number to Receive Alert

Email to Receive Alert

Group to Receive Alert

Alert Setup

The following setup is only applicable if mobile number is selected for receiving alerts. If all the initial alerts are sent to email addresses, the system will ignore the setup for reminder, escalation and report.

Reminder **Escalation** **Report**

Yes min

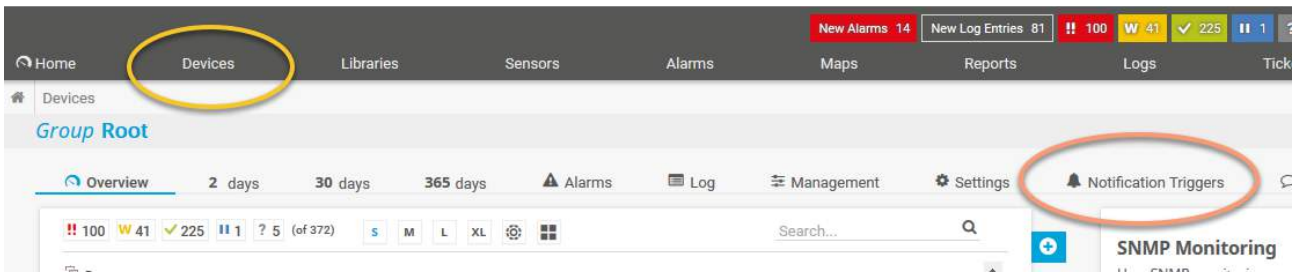
Always include SMS

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

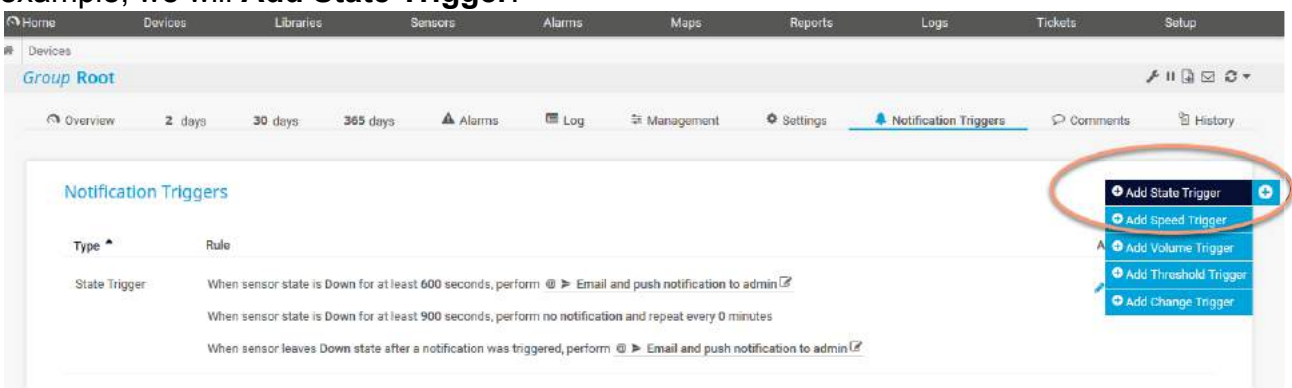
2.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

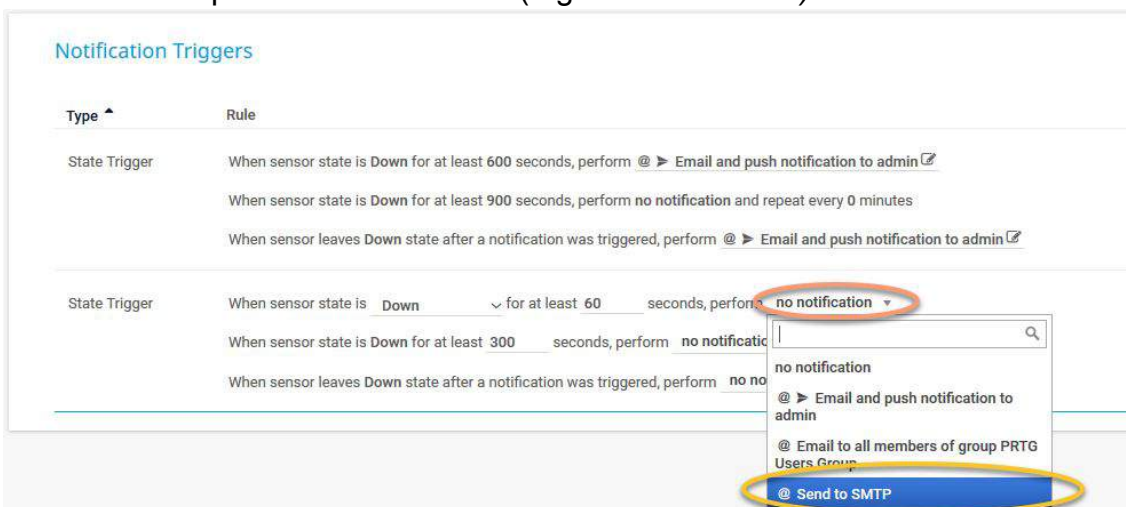
Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform field**, choose the Notification Templates created earlier (e.g. *Send to SMTP*)



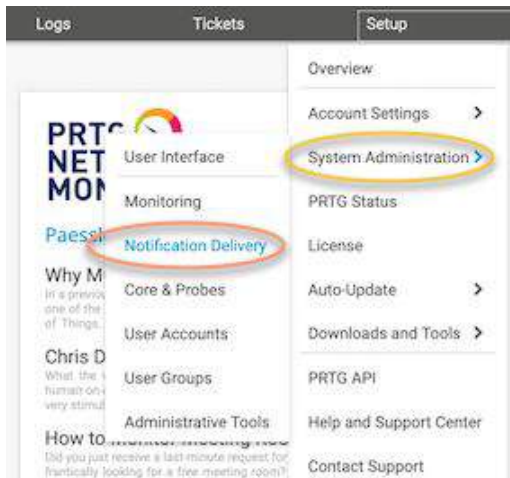
3.0 Send SMS Message via HTTP Method

Similarly, notification alerts can be sent to sendQuick from PRTG via HTTP method. You do not need to do any configuration in sendQuick.

3.1 Configure SMS Delivery on PRTG Network Monitor

On the dashboard of PRTG Network Monitor, navigate to the following item :

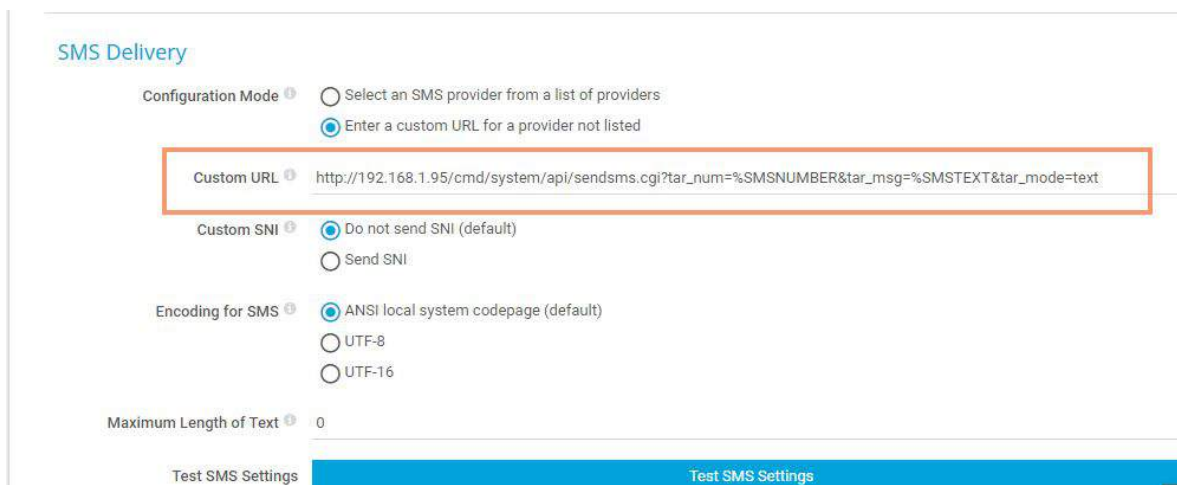
Setup > System Administration > Notification Delivery



Scroll down to the **SMS Delivery** section. For **Configuration Mode**, select “*Enter a custom URL for a provider not listed.*” Fill the **Custom 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 your sendQuick system. See the example :



After the configuration, you can do a test to see if it works. Click on **Test SMS Settings**.

Enter the phone **Number** to receive the SMS and the **Message** to be sent.



Test SMS Delivery Settings

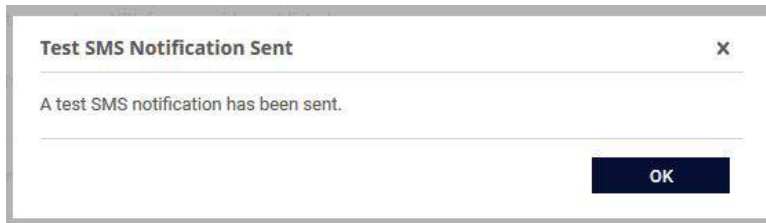
Test Your SMS Delivery Configuration

Number

Message

Cancel OK

A popup will appear to indicate Test SMS Notification has been sent.



Test SMS Notification Sent

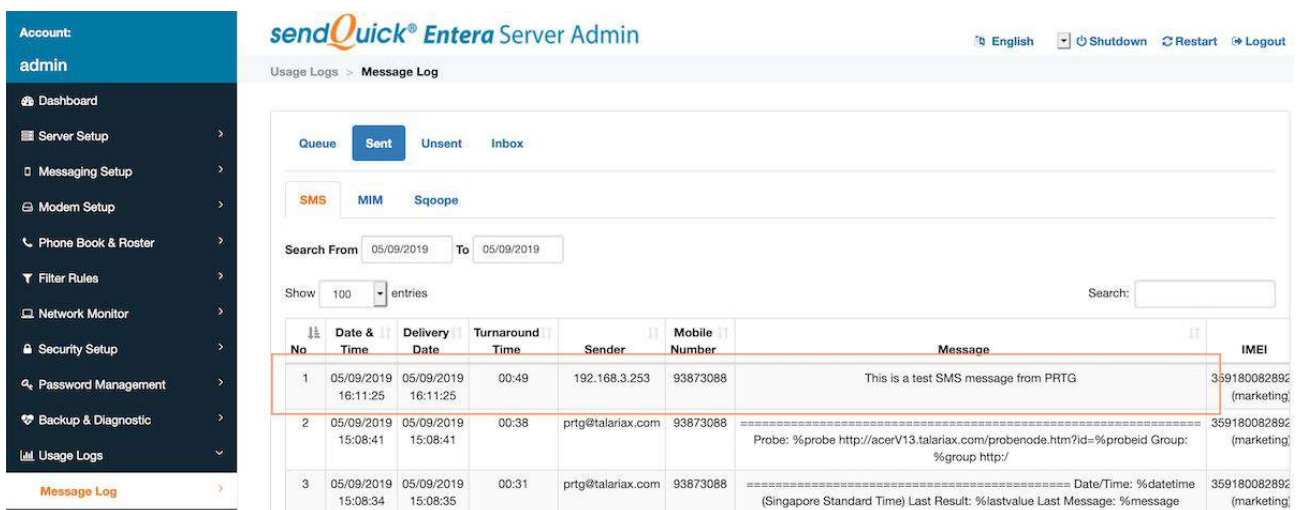
A test SMS notification has been sent.

OK

To confirm that sendQuick has subsequently sent out the SMS text, on the 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: admin

sendQuick® Entera Server Admin

Usage Logs > Message Log

Queue: **Sent** Unsent Inbox

SMS MIM Sgoope

Search From 05/09/2019 To 05/09/2019

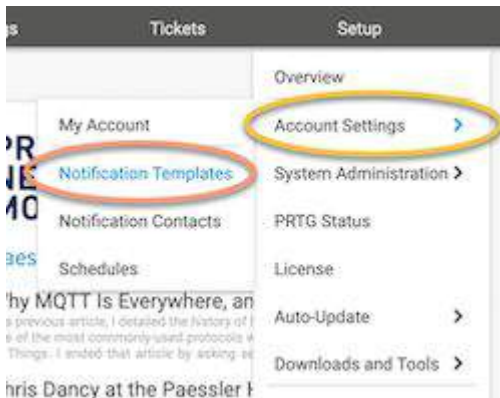
Show 100 entries

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI
1	05/09/2019 16:11:25	05/09/2019 16:11:25	00:49	192.168.3.253	93873088	This is a test SMS message from PRTG	359180082892 (marketing)
2	05/09/2019 15:08:41	05/09/2019 15:08:41	00:38	prtg@talariax.com	93873088	Probe: %probe http://acerV13.talariax.com/probenode.htm?id=%probeid Group: %group http/	359180082892 (marketing)
3	05/09/2019 15:08:34	05/09/2019 15:08:35	00:31	prtg@talariax.com	93873088	===== Date/Time: %datetime (Singapore Standard Time) Last Result: %lastvalue Last Message: %message	359180082892 (marketing)

3.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

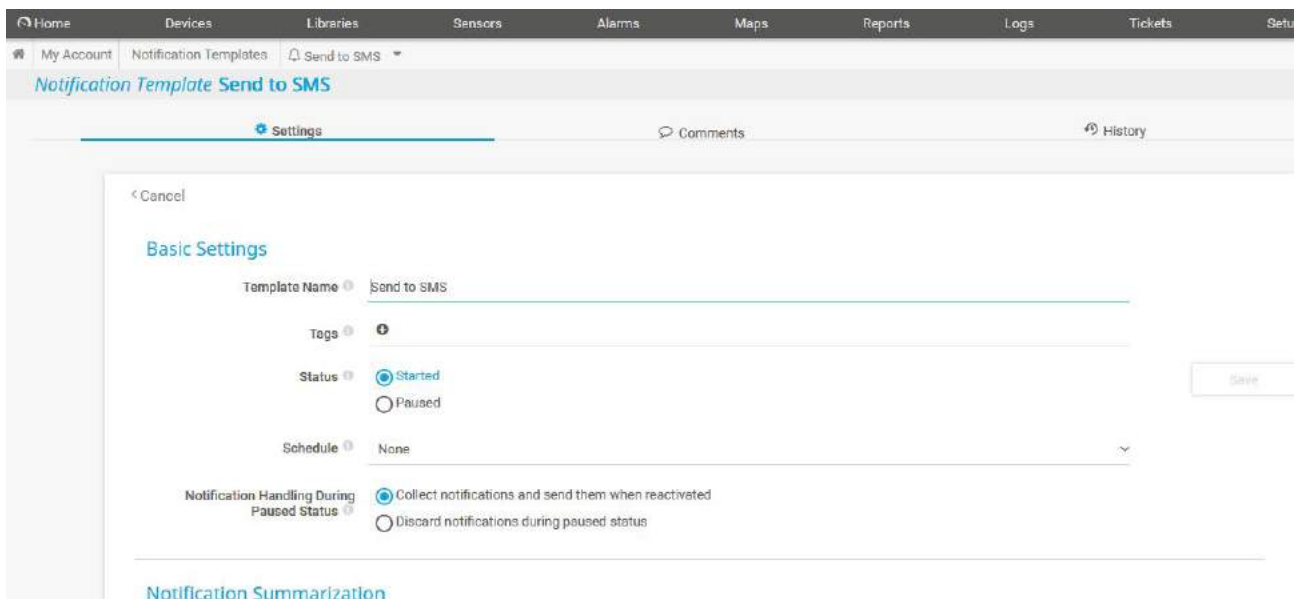
Setup > Account Settings > Notification Templates



Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.



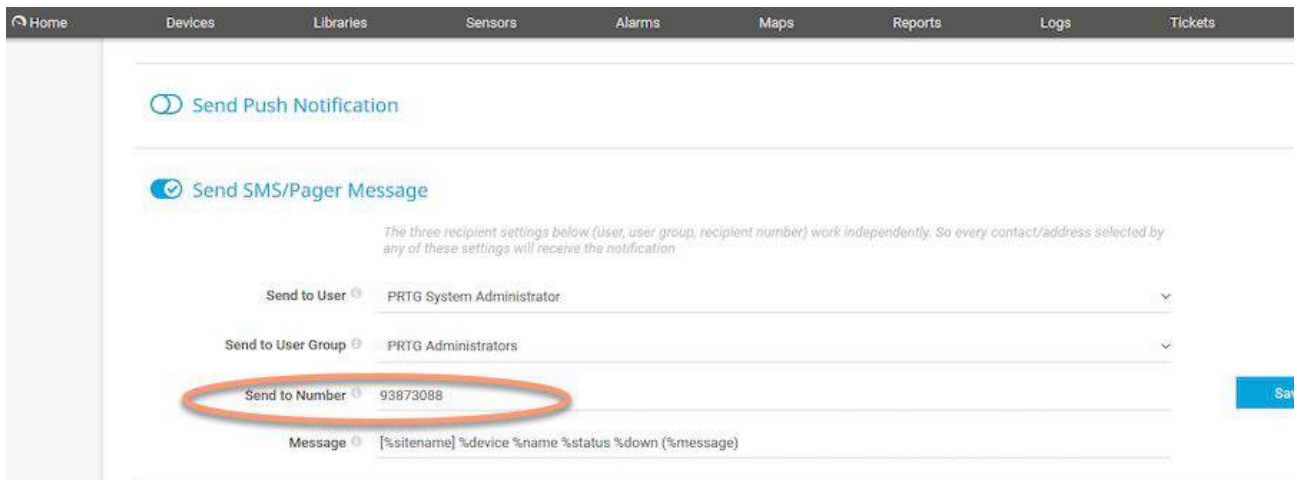
Give a meaningful name for e.g. "Send to SMS" for the **Template Name** and ensure **Status** is "Started" for notifications to be active.




Scroll down and activate the “**Send SMS**” option as shown below.

Enter the number to receive the SMS in the field **Send to Number**

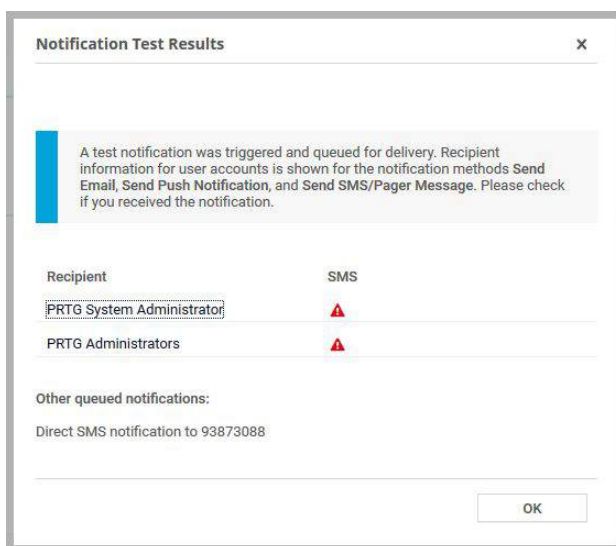
See example below:



To test if the configuration is correctly setup, click on the test  icon on the same row as the template name (in this example “*Send to SMS*”).



A confirmation will popup if the Test sms was sent successfully from PRTG to sendQuick.



To confirm that sendQuick has subsequently received the message 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 Entera Server Admin' interface. On the left is a navigation menu with 'Message Log' selected. The main area displays the 'Message Log' for the 'Sent' tab. The log is filtered for 'SMS' and shows two entries for messages sent on 09/09/2019. The first entry is highlighted with a red box.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	09/09/2019 11:23:44	09/09/2019 11:23:44	02:40	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device %name %status %down (%message)	359180082892503 (marketing)	9
2	09/09/2019 11:23:36	09/09/2019 11:23:38	04:37	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device %name %status %down (%message)	359180082892503 (marketing)	9

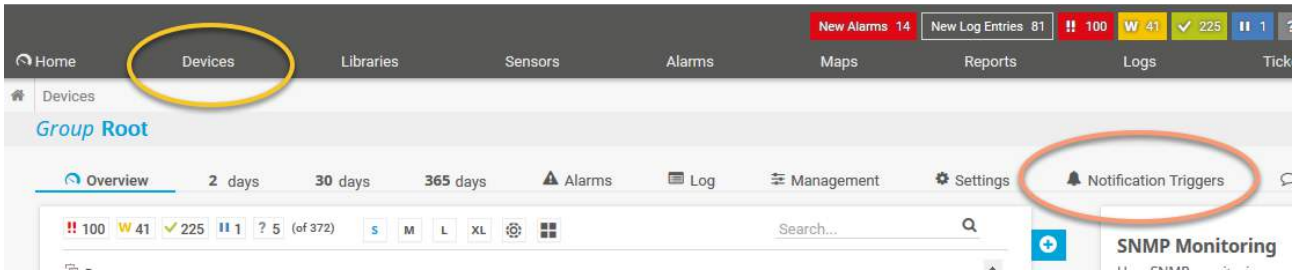
Showing 1 to 2 of total 2 records

Copyright © 2002-2019, TalariaX Pte Ltd, Singapore. All Rights Reserved. Mon, 09 Sep 2019 10:18

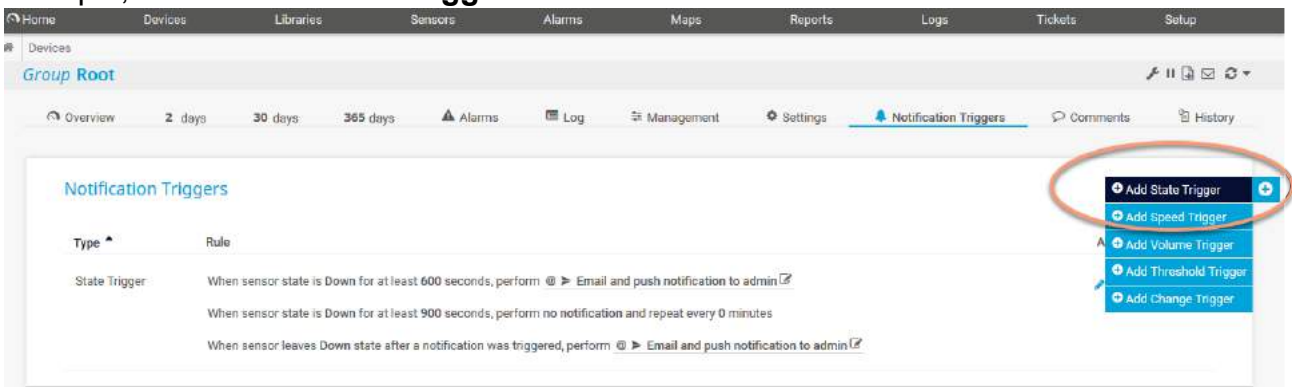
3.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

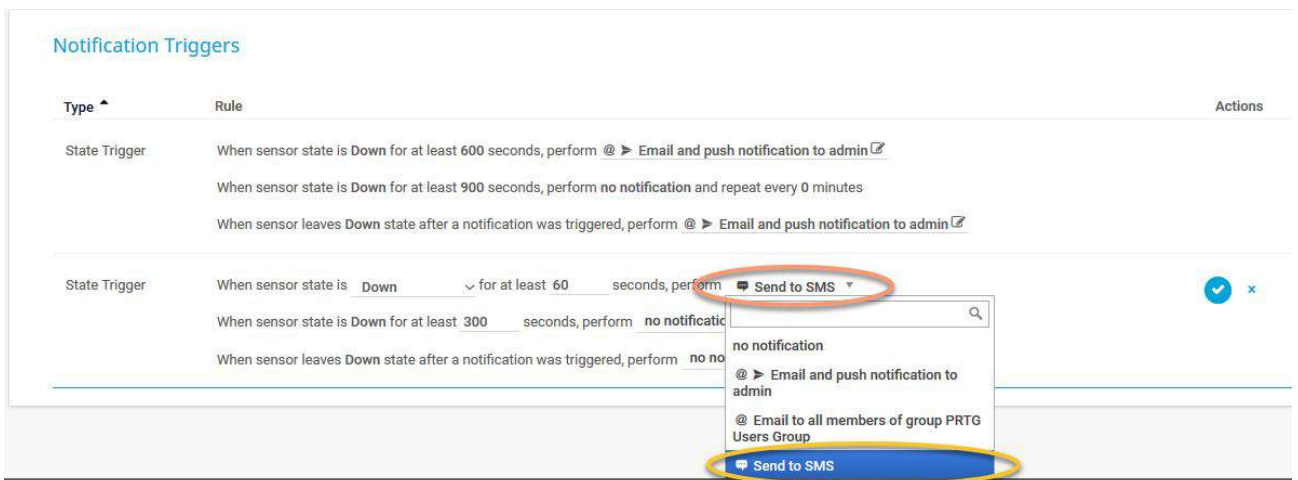
Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform field**, choose the Notification Templates created earlier (e.g. *Send to SMS*)



4.0 Send SNMP Trap to sendQuick

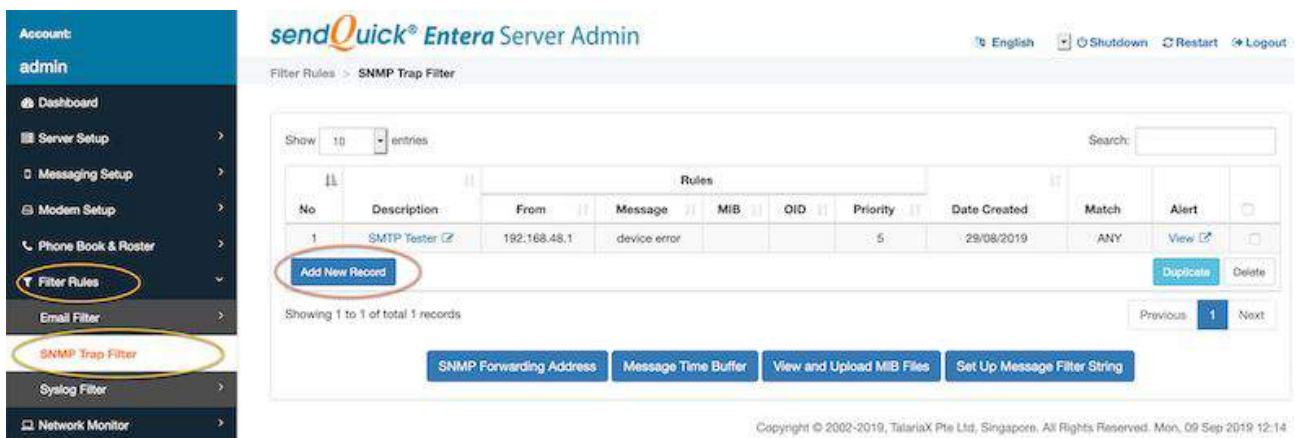
PRTG Network Monitor can also send alerts to sendQuick via SNMP trap. In sendQuick, we create a rule under **SNMP Trap filter**. On PRTG Network Monitor, create a corresponding **Notification Template** to match this filter. Once matched, sendQuick can receive the notification via SNMP trap and subsequently sent it out as SMS.

4.1 Configure sendQuick SNMP Trap Filter

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

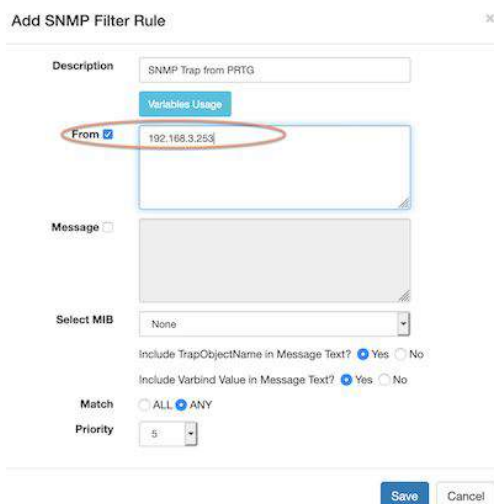
Filter Rules > SNMP Trap Filter

Click on **Add New Record**



The screenshot shows the 'sendQuick Entera Server Admin' interface. On the left is a navigation menu with 'Filter Rules' and 'SNMP Trap Filter' highlighted. The main content area is titled 'Filter Rules > SNMP Trap Filter'. It features a table with columns: No, Description, From, Message, MIB, OID, Priority, Date Created, Match, Alert, and a checkbox. One record is listed with ID 1, Description 'SMTP Tester', From '192.168.48.1', Message 'device error', Priority '5', and Date Created '29/08/2019'. An 'Add New Record' button is circled in red below the table. Below the table are buttons for 'SNMP Forwarding Address', 'Message Time Buffer', 'View and Upload MIB Files', and 'Set Up Message Filter String'. A footer note reads: 'Copyright © 2002-2019, TalariX Pte Ltd, Singapore. All Rights Reserved. Mon, 09 Sep 2019 12:14'.

Give the filter an appropriate name under **Description**. Click on the checkbox next to **From** and key in the IP address of the machine PRTG Network Monitor was installed on. Click **Save** to continue.



The screenshot shows the 'Add SNMP Filter Rule' form. The 'Description' field contains 'SNMP Trap from PRTG'. The 'From' checkbox is checked and the field contains '192.168.3.253', which is circled in red. The 'Message' field is empty. The 'Select MIB' dropdown is set to 'None'. There are two radio buttons for 'Include TrapObjectName in Message Text?' (Yes/No) and 'Include Varbind Value in Message Text?' (Yes/No). The 'Match' section has radio buttons for 'ALL' and 'ANY', with 'ANY' selected. The 'Priority' dropdown is set to '5'. At the bottom are 'Save' and 'Cancel' buttons.

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

ID	Description	Server IP	Message	Match Mode	Date	Action
1	SNMP Trap from PRTG	192.168.3.253	Device error	ANY	29/08/2019	View
2	SNMP Trap from PRTG	192.168.3.253		ANY	09/09/2019	View

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, scroll to the bottom and click on **Save**.

SNMP Filter Rules

Description	SNMP Trap from PRTG
Server IP	192.168.3.253
Message	
Match Mode	ANY

Alert Message ASCII Text (ISO-8895-1)

The default message is: xIPx:MSGx where:

- xIPx is the server IP
- xMSGx is the SNMP message
- xDTMx is the received alert date/time

xIPx:MSGx

Alert Receiver Disable Roster Management

Mobile Number to Receive Alert

93873088

Select from Phone Book

Email to Receive Alert

Select from Phone Book

Group to Receive Alert

Select from Phone Book

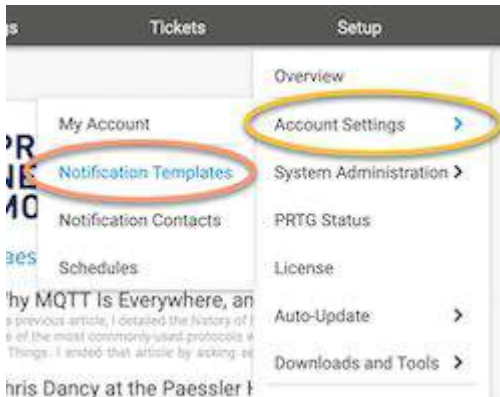
Alert Setup

The following setup is only applicable if mobile number is selected for receiving alerts. If all the initial alerts are sent to email addresses, the system will ignore the setup for reminder, escalation and report.

4.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

Setup > Account Settings > Notification Templates

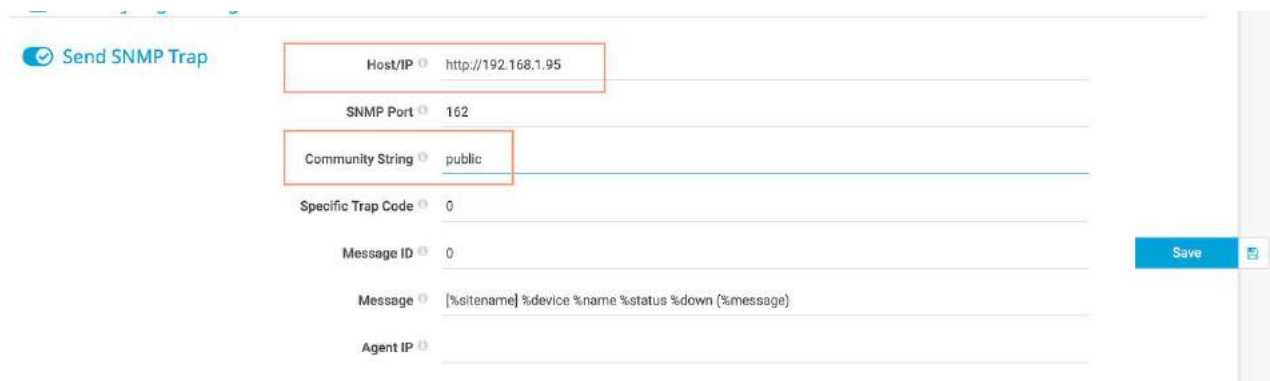


Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.




Give a meaningful name for e.g. “*SNMP Trap*” for the **Template Name** and ensure **Status** is “*Started*” for notifications to be active.

Scroll down and activate the “**Send SNMP Trap**” option as shown below.

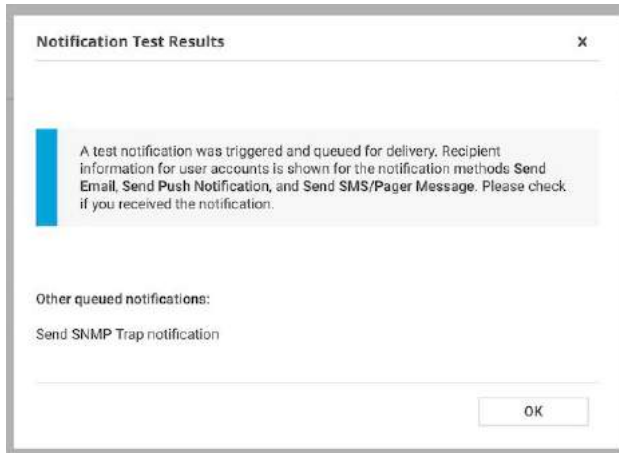
A screenshot of the 'Send SNMP Trap' configuration form. The form has a title 'Send SNMP Trap' with a checkmark icon. It contains several input fields: 'Host/IP' with the value 'http://192.168.1.95', 'SNMP Port' with the value '162', 'Community String' with the value 'public', 'Specific Trap Code' with the value '0', 'Message ID' with the value '0', 'Message' with the value '[%sitename] %device %name %status %down (%message)', and 'Agent IP'. A 'Save' button is located at the bottom right of the form.

Enter the ip address of your sendQuick system under **Host/IP**. You can leave the **SNMP Port** as 162. For the **Community String** key in *public*. Click on **Save** to continue.

To test if the configuration is correctly setup, click on the test  icon on the same row as the template name (in this example “SNMP Trap”).



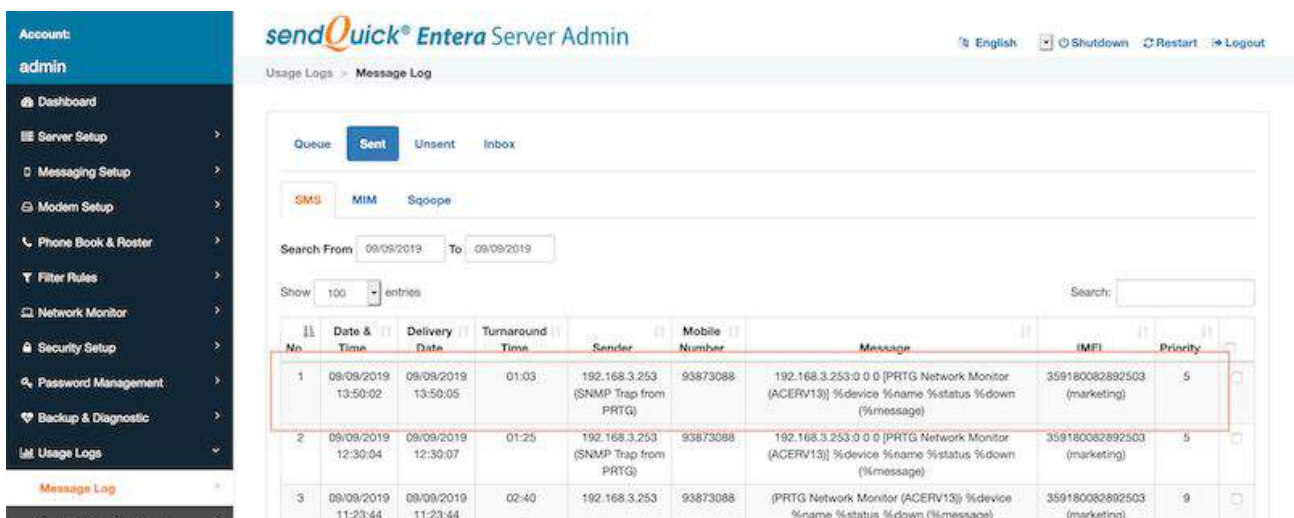
A confirmation will popup if the Test sms was sent successfully from PRTG to sendQuick.



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

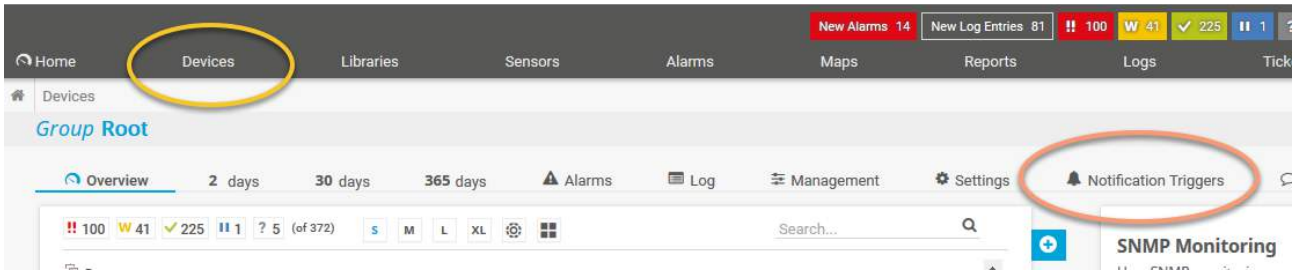
Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.



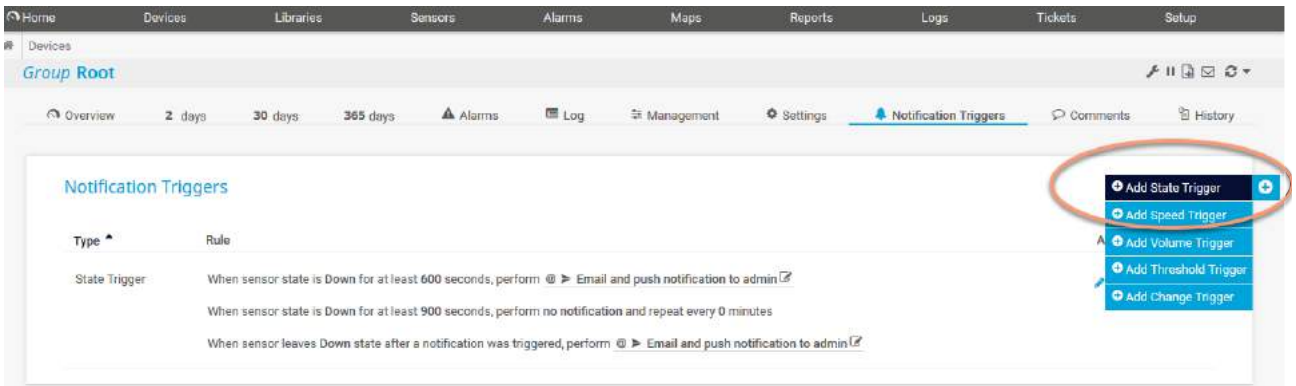
4.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

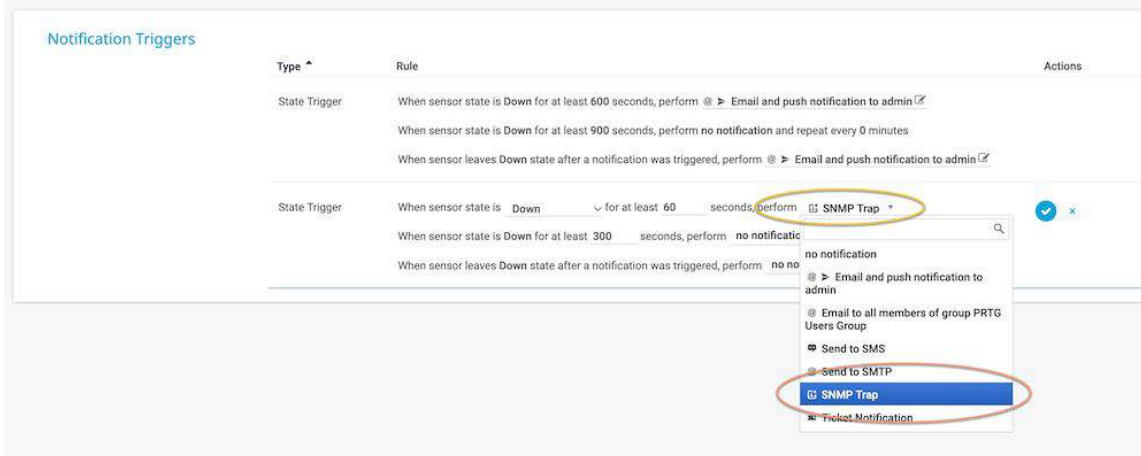
Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform** field, choose the Notification Templates created earlier (e.g. *SNMP Trap*)



If configured correctly, whenever there is a **Notification Trigger** detected by PRTG Network Monitor, it will send the SNMP Trap to sendQuick. sendQuick will then send out the SMS text.

To confirm if the SMS are being sent out successfully, at the 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 Entera Server Admin' interface. The left sidebar contains a navigation menu with 'Usage Logs' selected. The main content area is titled 'Usage Logs > Message Log' and features tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'Sent' tab is active, and the 'SMS' sub-tab is selected. A search filter is set for '09/09/2019' to '09/09/2019'. Below the search bar, a table displays the message log entries. The table has columns for No, Date & Time, Delivery Date, Turnaround Time, Sender, Mobile Number, Message, IMEI, and Priority. Three entries are visible, all with a priority of 5.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	09/09/2019 14:09:25	09/09/2019 14:09:27	01:20	192.168.3.253 (SNMP Trap from PRTG)	93873088	192.168.3.253:0 1 5 [PRTG Network Monitor (ACERV13)] 192.168.1.221 Ping (Ping) Down (Request timed out (ICMP error # 11010))	359180082892503. (marketing)	5
2	09/09/2019 14:07:55	09/09/2019 14:07:57	00:55	192.168.3.253 (SNMP Trap from PRTG)	93873088	192.168.3.253:0 1 5 [PRTG Network Monitor (ACERV13)] 192.168.3.250 Ping (Ping) Down (Request timed out (ICMP error # 11010))	359180082892503. (marketing)	5
3	09/09/2019 13:50:02	09/09/2019 13:50:05	01:03	192.168.3.253 (SNMP Trap from PRTG)	93873088	192.168.3.253:0 0 0 [PRTG Network Monitor (ACERV13)] %device %name %status %down	359180082892503. (marketing)	5