



SolarWinds Orion - 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

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SolarWinds Orion - sendQuick Integration Guide

1.0 Introduction

This document is a guide on how to integrate sendQuick systems with SolarWinds Orion to send SMS alerts. In this guide, we will be using sendQuick Alert Plus for the integration.

sendQuick supports receiving email SMTP, SNMP Traps or Syslog messages and converts them to SMS text alerts or notification to Social Messenger applications. In this document, we will highlight how to configure SolarWinds Orion to integrate with sendQuick via the email SMTP delivery method to send SMS text alerts.

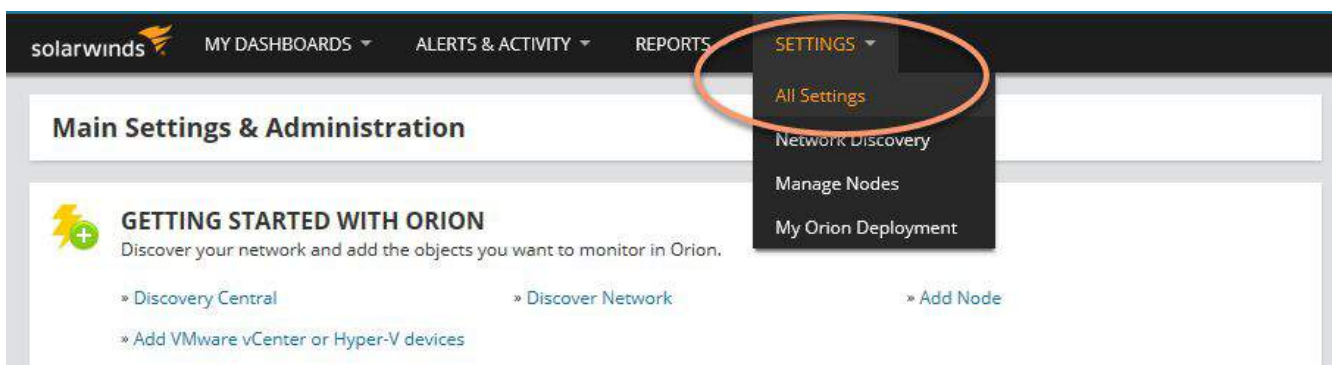
2.0 Configure SMTP on Solarwinds Orion

When there is a need to send a notification alert, SolarWinds Orion 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 SolarWinds Orion can use as the SMTP Server.

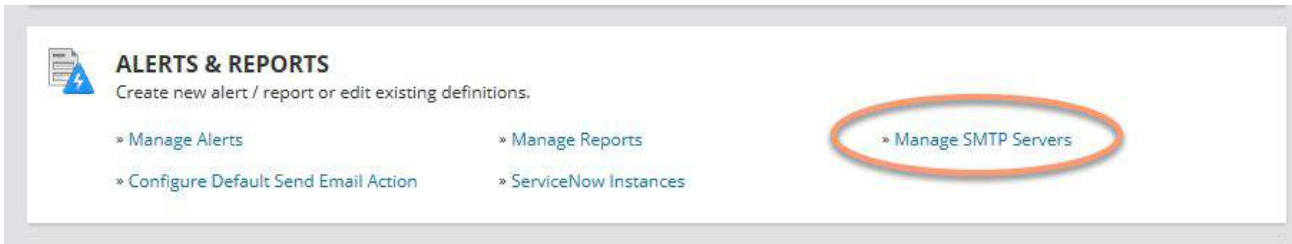
2.1 Configure SMTP Server on Solarwinds Orion

On the dashboard of SolarWinds Orion platform, navigate to the following item :

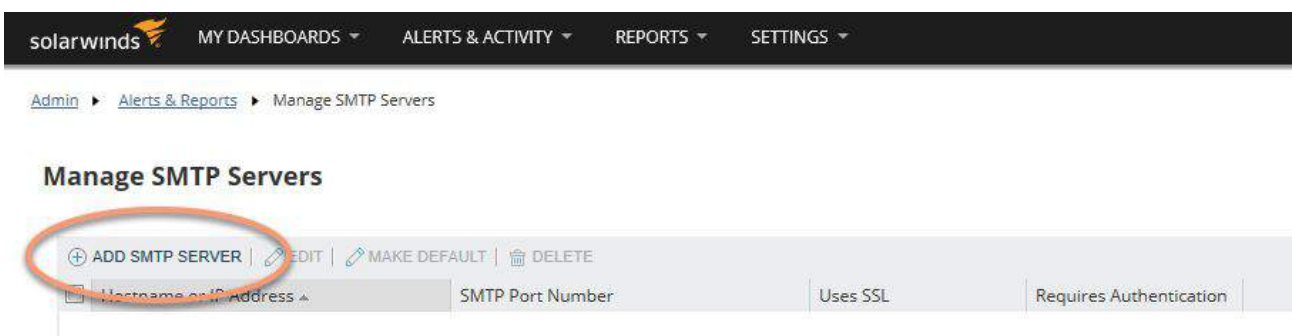
SETTINGS > All Settings



Scroll down to the **ALERTS & REPORTS** section, click on **Manage SMTP Servers**



Click on **ADD SMTP SERVER**



In the field for **Hostname or IP Address** key in your sendQuick IP address (in our example, we are using *192.168.1.87*). By default the SMTP Port Number is 25. Leave the **Use SSL** and **This SMTP server requires authentication** boxes unchecked.



Click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.



Add SMTP Server ✕

Hostname or IP Address
192.168.1.87

SMTP port Number
25

Use SSL [» What is SSL?](#)

This SMTP server requires authentication

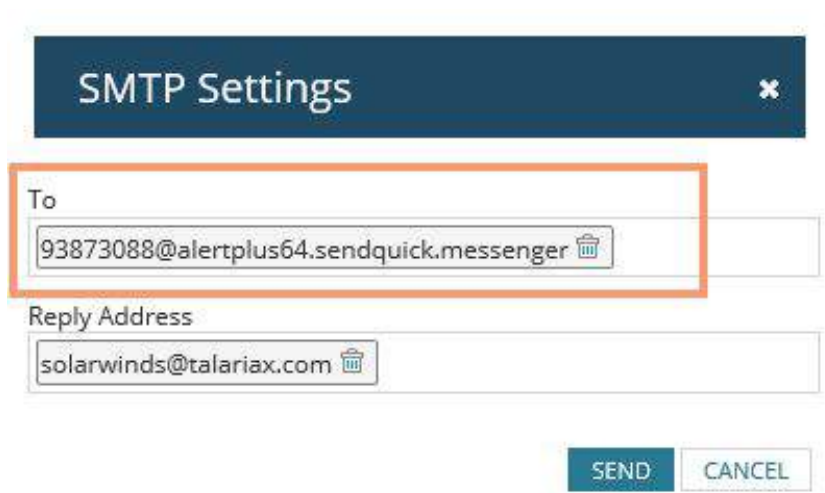
SEND TEST EMAIL

Secondary SMTP Server
No secondary SMTP server

SAVE CANCEL

Enter the email address to send the test email in the **To** field. You can use the email address configured in **sendQuick Email Filter Rule** (see section 2.2). If you have not done that yet, you can put the phone number to receive the SMS text as the email address using the format `<mobilenumber>@<sendquickdomainname>`.

Replace `<mobilenumber>` with the phone number and `<sendquickdomainname>` with the Domain name of your sendQuick system. You can use any email address for the **Reply Address**.



SMTP Settings ✕

To
93873088@alertplus64.sendquick.messenger

Reply Address
solarwinds@talariax.com

SEND CANCEL

Quicktip - To check your host and domain name, you can find the value in the sendQuick dashboard under **System Overview** under **Host and Domain**.

For e.g. our domain name is *alertplus64.sendquick.messenger*



The screenshot shows the 'sendQuick® AlertPlus Server Admin' dashboard. On the left is a navigation menu with options like 'Dashboard', 'Server Setup', 'Messaging Setup', 'Modem Setup', 'Filter Rules', 'Network Monitor', and 'Security Setup'. The main content area is titled 'Dashboard' and has tabs for 'System Overview', 'System Usage', and 'Modem Status'. The 'System Overview' tab is active, displaying a table of system information:

Host	alertplus64
Domain	sendquick.messenger
Gateway	192.168.1.1
DNS Server	127.0.0.1
System Version	Version: 20150606

If the setup is correct, you should get a **Test Successful!** notification.



The screenshot shows the 'Add SMTP Server' dialog box. The fields are filled with: Hostname or IP Address: 192.168.1.87, SMTP port Number: 25. There are checkboxes for 'Use SSL' and 'This SMTP server requires authentication', both of which are unchecked. A link '» What is SSL?' is visible. A green notification box with a checkmark and the text 'Test Successful!' is highlighted with a red box. Below it is a 'SEND TEST EMAIL' button. At the bottom, there is a 'Secondary SMTP Server' dropdown menu set to 'No secondary SMTP server', and 'SAVE' and 'CANCEL' buttons.

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.

The screenshot shows the 'sendQuick® AlertPlus Server Admin' interface. The left sidebar contains a navigation menu with 'Message Log' highlighted. The main content area shows the 'Message Log' page with tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'Sent' tab is active, and the 'SMS' filter is selected. The search criteria are set to 'From 25/09/2019 To 25/09/2019'. A table displays the following log entry:

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	25/09/2019 17:00:31	25/09/2019 17:00:33	09:59	solarwinds@talariax.com (192.168.3.69)	93873088	solarwinds@talariax.com Test Test	359180083633965	5	<input type="checkbox"/>

Below the table are buttons for 'Save CSV', 'Save XML', 'Save PDF', and 'Refresh'. The page indicates 'Showing 1 to 1 of total 1 records' and includes 'Previous', '1', and 'Next' navigation links. The footer contains the copyright notice: 'Copyright © 2002-2019, TalariX Pte Ltd, Singapore. All Rights Reserved. Wed, 25 Sep 2019 17:08'.

2.2 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

The screenshot displays the 'sendQuick® AlertPlus Server Admin' interface. On the left, a dark sidebar menu lists various settings, with 'Filter Rules' and 'Email Filter' highlighted in orange. The main content area is titled 'Filter Rules > Email Filter'. It features a 'Show 10 entries' dropdown, a table with columns 'No', 'Description', 'To', 'From', 'Subject', and 'Message', and a blue 'Add New Record' button highlighted in orange. The table is currently empty, displaying 'Showing 0 record'. At the bottom right, there are buttons for 'Email Forwarding' and 'Message'. A small 'Copyright ©' notice is visible at the bottom right of the page.

Click on **Add New Record**.

You can then create a new record to define the email address SolarWinds should send to. In our example, we will use ***solarwinds@alertplus64.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**, **Mail From** and for **Match Mode**, check on **ANY**. Once done, click **Save**.

Add Mail Filter Rule

Description

Variables Usage

Mail To

Mail From

Subject

Message

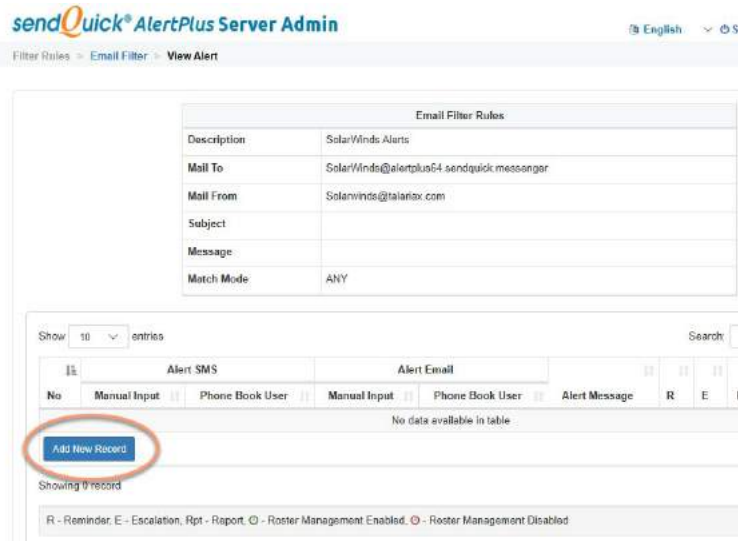
Match Mode ALL ANY

Priority

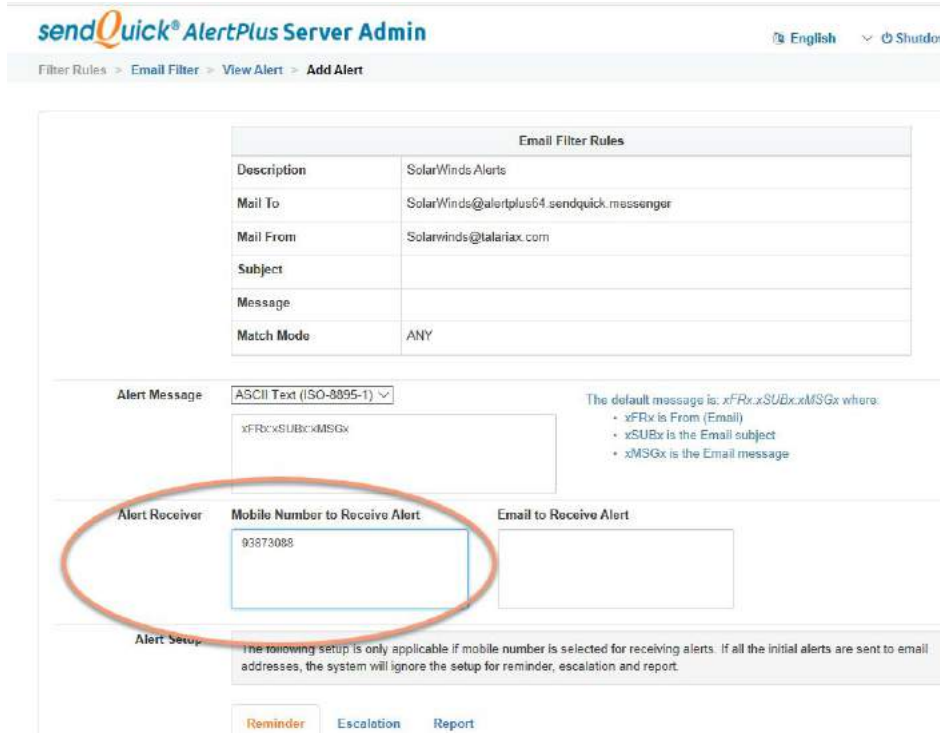
Click on **View** for the record that you have created :

No	Description	To	From	Subject	Message	Priority	Date Created	Match	Alert
1	SolarWinds Alerts	SolarWinds@alertplus64.sendquick.messenger	Solarwinds@talariax.com			5	25/09/2019	Any	View

Then click on **Add New Record**



You can then add multiple mobile numbers or email to receive the notification alerts when an alert is sent to this email address. After entering the information, click on **Save** to continue. This email address can now be used as the email address to send email alerts to when configuring SolarWinds Orion. (see next section, Section 2.3)

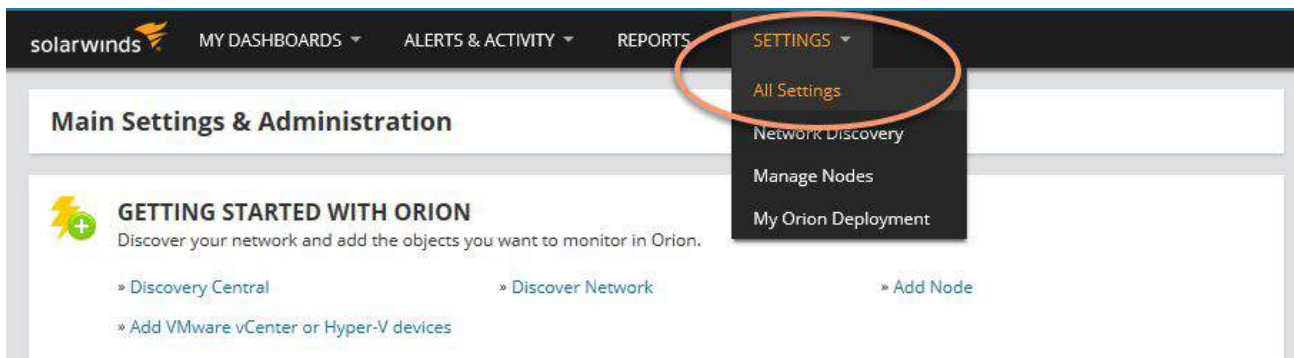


2.3 Configure Default Email In SolarWinds Orion

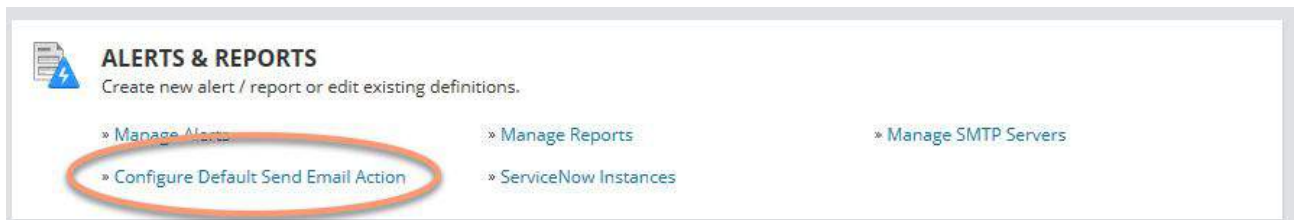
In Solarwinds Orion, configure the default email address to send email alerts to that is linked with sendQuick.

On the dashboard of Solarwinds Orion platform, navigate to the following item :

SETTINGS > All Settings



Scroll down to the **ALERTS & REPORTS** section, click on **Configure Default Send Email Action**



In the earlier section 2.2, an email address has been configured in the sendQuick Email Filter rules.

By configuring the **Default Send Email Action** with that email address and the SMTP pointing to the sendQuick system, will allow SolarWinds to send email alerts to sendQuick that will then send that alert out to the intended recipient via SMS texts.

Under **Default Recipients**, fill in the email address in the **To** field. In our example, we use *solarwinds@alertplus64.sendquick.messenger*

Fill in the **Name of Sender** and **Reply Address** under the **Default Sender Details** with what you want to appear as the Sender information.

[Admin](#) ▸ [Alerts & Reports](#) ▸ Configure Default Send Email Action

Configure Default Send Email Action

These settings are used for all out-of-the-box alerts and are used to pre-populate all new Send Email actions. This page is accessible at any time from the main settings page.

Default Recipients: (separate multiple addresses with a semicolon)

To

CC

BCC

Default Sender Details:

Name of Sender

Reply Address

Fill in the **Hostname or IP Address** with the IP Address of your sendQuick system for the **Default SMTP Server**. You can also make changes to the SMTP Server as explained in [Section 2.1](#)

Default SMTP Server:

Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.

Support TLS

Hostname or IP Address

SMTP port Number

Use SSL » What is SSL?

This SMTP server requires authentication

Click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.

If the setup is correct, you should get a **Test Successful!** notification.

Default SMTP Server:
Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.

Support TLS

Hostname or IP Address
192.168.1.87

SMTP port Number
25

Use SSL [» What is SSL?](#)

This SMTP server requires authentication

Test Successful!

SEND TEST EMAIL

USE AS DEFAULT CANCEL

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: admin

sendQuick® AlertPlus Server Admin

Usage Logs > Message Log

Queue: **Sent** Unsent Inbox

SMS Sqoope

Search From: 26/09/2019 To: 26/09/2019

Show 100 entries

No.	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMSI	Priority	
1	26/09/2019 12:59:42	26/09/2019 12:59:42	00:14	solarwinds@talarix.com (SolarWinds Alerts)	93873088	solarwinds@talarix.com:Test Test	359180083533965	5	<input type="checkbox"/>

Showing 1 to 1 of total 1 records

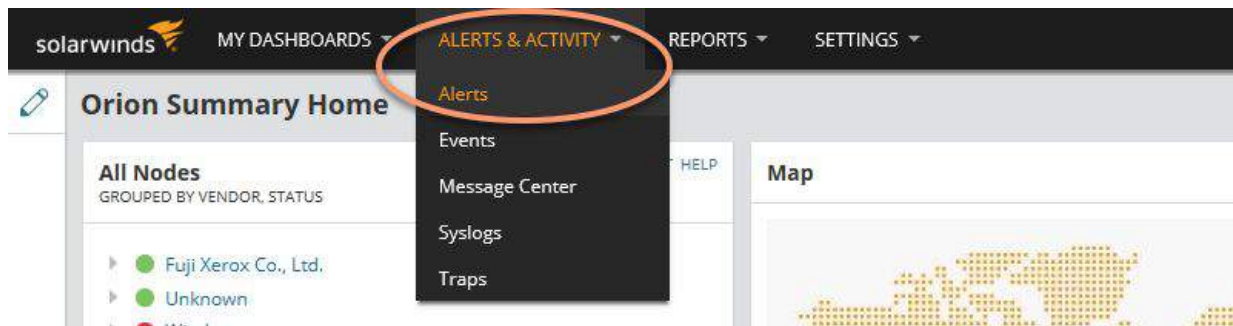
Copyright © 2002-2019, TalariaX Pte Ltd, Singapore. All Rights Reserved. Thu, 26 Sep 2019 13:00

2.4 Configure Alerts in SolarWinds Orion

SolarWinds Orion can monitor and alert many incidents that happens in your network environment. For critical alerts that requires the relevant personnel to be notified as soon as possible via SMS text, configure the **Alert Trigger Actions** to send the email to sendQuick.

In the SolarWinds Orion, navigate to

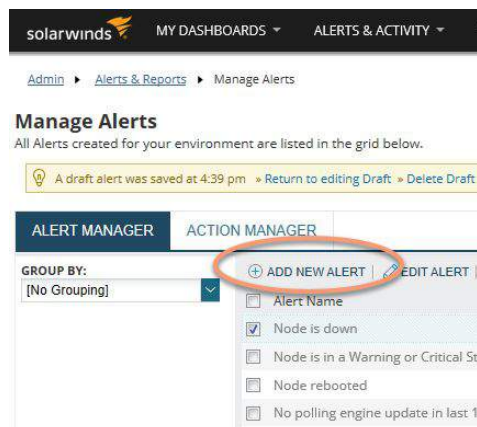
ALERTS & ACTIVITY > Alerts



The page will display all the Alerts that has been triggered and requires Acknowledgement from the user. To add or manage existing alerts, click on **Manage Alerts** as highlighted below.



To add a new alert, click on **ADD NEW ALERT**



Alternatively, you can modify an existing alert that has been generated by SolarWinds Orion. Select the Alert to edit by checking the box next to it and click on **EDIT ALERT**.

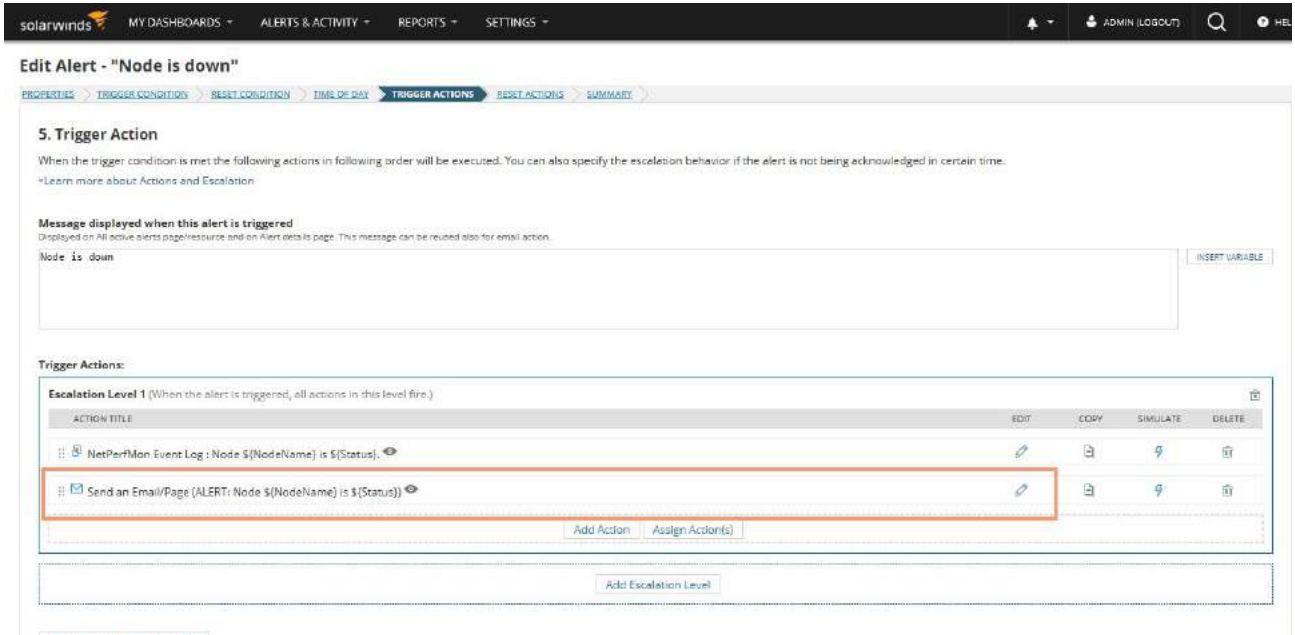
The screenshot shows the SolarWinds Orion interface. At the top, there is a navigation bar with the SolarWinds logo and menu items: MY DASHBOARDS, ALERTS & ACTIVITY, REPORTS, and SETTINGS. Below this, a breadcrumb trail reads: Admin > Alerts & Reports > Manage Alerts. The main heading is 'Manage Alerts', followed by the text: 'All Alerts created for your environment are listed in the grid below.' A yellow notification box states: 'A draft alert was saved at 4:39 pm > Return to editing Draft > Delete Draft'. The 'ALERT MANAGER' tab is selected, showing a grid of alerts. The 'EDIT ALERT' button is circled in orange. The 'Node is down' alert is selected, with its checkbox also circled in orange. The grid includes columns for 'Alert Name' and 'Enabled (On/Off)'. Other alerts listed are 'Node is in a Warning or Critical State', 'Node rebooted', and 'No polling engine update in last 10 minutes'.

There are several properties and conditions that you can configure for an Alert. Please refer to the SolarWinds Orion manual to guide you on how to configure them. In this example we are editing an *out-of-the-box* alert, therefore we can only configure the **TRIGGER ACTIONS** to define what happens next when an Alert has been triggered.

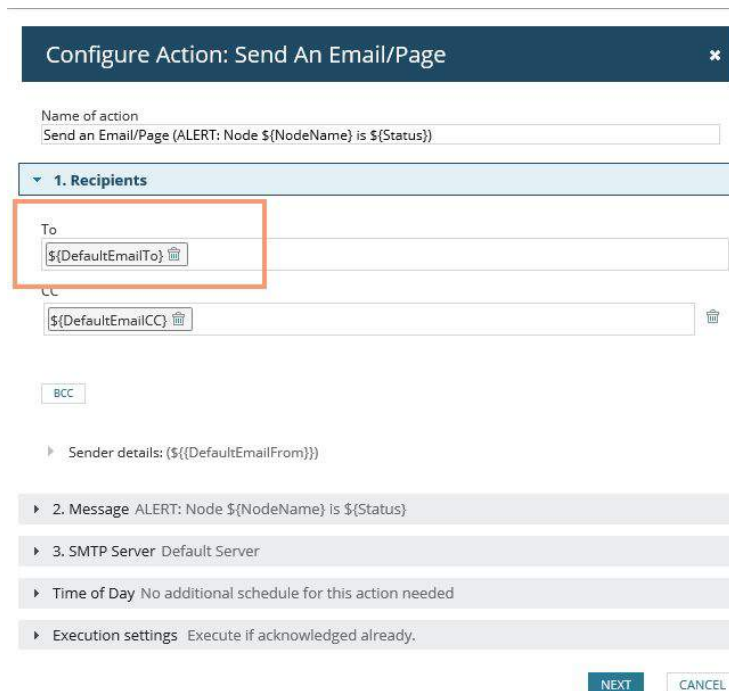
Click on the **TRIGGER ACTIONS** tab.

The screenshot shows the SolarWinds Orion 'Edit Alert' page. The navigation bar is the same as in the previous screenshot. A yellow notification box states: 'This is an out-of-the-box alert. You can only add Trigger/Reset actions or Time of Day settings for this alert. Conditions can't be changed.' Below this, there is a breadcrumb trail: PROPERTIES > TRIGGER CONDITION > RESET CONDITION > TIME OF DAY > TRIGGER ACTIONS > RESET ACTIONS > SUMMARY. The 'TRIGGER ACTIONS' tab is selected and circled in orange. The main heading is '1. Alert Properties'. Below this, there is a text input field labeled 'Name of alert definition (required)' with the value 'Node is down' entered.

In this *out-of-the-box* alert, there are already 2 **Trigger Actions** defined. Click on **Edit** for the **Send an Email/Page** entry. If you are creating a New Alert, then you will need to click on **Add Action** to add the **Send an Email/Page** action.



If the default email has already been configured (see *Section 2.3*), you can then leave the **To** field as `${DefaultEmailTo}`. If not you can type the email address configured in sendQuick Email Filter Rule here. Click on **NEXT**.



Configure the alert message to send with the relevant variables used by SolarWinds Orion. Ensure the message type is **Plain Text**. Click on **NEXT**.

Configure Action: Send An Email/Page ✕

Name of action
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

▸ 1. Recipients \${DefaultEmailTo}

▼ **2. Message**

Subject
ALERT: Node \${NodeName} is \${Status} INSERT VARIABLE

Message
ALERT: Node \${NodeName} is \${Status}.
\${N=SwisEntity;M=NodeStatusRootCause}
\${NodeDetailsURL}
\${N=SwisEntity;M=NodeStatusRootCause}
\${N=Alerting;M=AcknowledgeLink} INSERT VARIABLE

HTML **Plain Text**

Importance: Normal ▼

If the default SMTP Server has already been configured (see Section 2.1), then select *Default Server*. If not, click on **Manage SMTP Servers** and follow the steps in Section 2.1 to configure the SMTP Server. Click on **SAVE CHANGES**.

Configure Action: Send An Email/Page ✕

Name of action
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

▸ 1. Recipients \${DefaultEmailTo}

▸ 2. Message ALERT: Node \${NodeName} is \${Status}

▼ **3. SMTP Server**

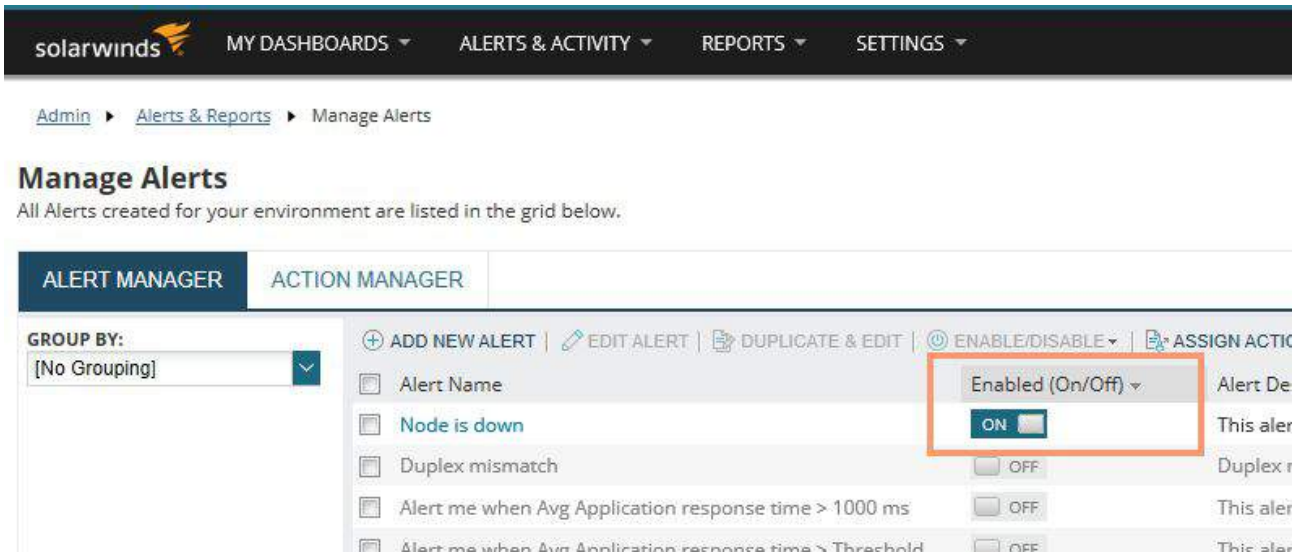
Name of SMTP Server What is an SMTP Server? Manage SMTP Servers
Default Server ▼

▸ Time of Day No additional schedule for this action needed

▸ Execution settings Execute if acknowledged already.

SAVE CHANGES CANCEL

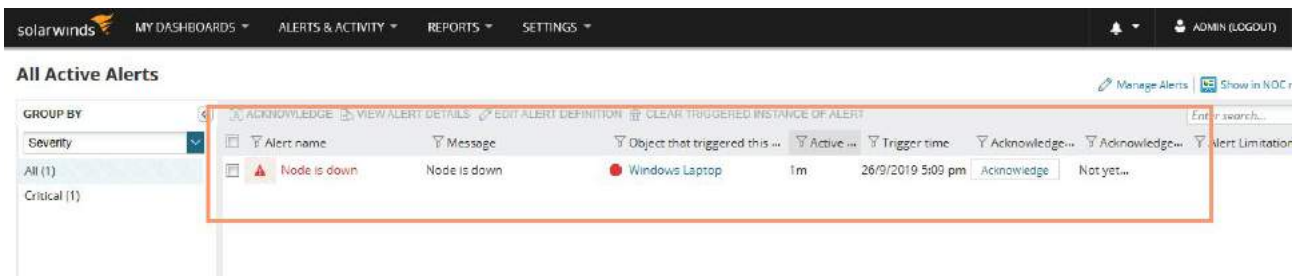
The Trigger Action has now been configured. Ensure the Alert is **Enabled**.



The screenshot shows the SolarWinds interface with the 'Manage Alerts' page. The 'ALERT MANAGER' tab is active. A table of alerts is displayed, with the 'ENABLE/DISABLE' column highlighted by an orange box. The dropdown menu is open, showing 'ON' selected.

Alert Name	Enabled (On/Off)	Alert De
Node is down	ON	This aler
Duplex mismatch	OFF	Duplex r
Alert me when Avg Application response time > 1000 ms	OFF	This aler
Alert me when Avg Application response time > Threshold	OFF	This aler

Once enabled, whenever the condition of the Alert is met, it will create an Alert record under the **All Active Alerts**



The screenshot shows the 'All Active Alerts' page. A table of active alerts is displayed, with one alert highlighted by an orange box.

Alert name	Message	Object that triggered this ...	Active ...	Trigger time	Acknowledge...	Acknowledgc...	Alert Limitation
Node is down	Node is down	Windows Laptop	1m	26/9/2019 5:00 pm	Acknowledge	Not yet...	

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.

The screenshot displays the 'sendQuick® AlertPlus Server Admin' interface. The left sidebar contains navigation options: Account: admin, Dashboard, Server Setup, Messaging Setup, Modem Setup, Filter Rules, Network Monitor, Security Setup, Password Management, Backup & Diagnostic, Usage Logs, Message Log, Conversation Summary, Email Log, and Alert Log. The main content area shows the 'Message Log' for 'SMS'. The 'Queue' is set to 'Sent'. The search range is from 26/09/2019 to 28/09/2019. The table below shows three message entries:

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	26/09/2019 17:27:40	26/09/2019 17:27:40	05:27	solarwinds@talariax.com (SolarWinds Alerts)	93873088	solarwinds@talariax.com:ALERT: Node Windows Laptop is Down:ALERT: Node Windows Laptop is Down. Metrics with problems: 7 Percent Packet Loss (Exceeded C	359180083533965	5	<input type="checkbox"/>
2	26/09/2019 17:27:34	26/09/2019 17:27:35	06:21	solarwinds@talariax.com (SolarWinds Alerts)	93873088	ritical threshold) http://DESKTOP-KVDBINP-8787/Orion/View.aspx?NetObject=N:88 Metrics with problems: 7 Percent Packet Loss (Exceeded Critical threshol	359180083533965	5	<input type="checkbox"/>
3	26/09/2019 17:27:27	26/09/2019 17:27:35	06:14	solarwinds@talariax.com (SolarWinds Alerts)	93873088	d) http://DESKTOP-KVDBINP-8787/Orion/Netperfmon/AckAlert.aspx?AlertDefID=29	359180083533965	5	<input type="checkbox"/>