Splunk - sendQuick Integration Guide

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1.0 Introduction

This document is a guide on how to integrate sendQuick with Spunk to send SMS alerts. In this guide, we will be using sendQuick Entera for the integration. We will illustrate two methods in this guide:

- Email method
- Webhook http method

The common method is the email method. This method allows users to make full use of sendQuick 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.

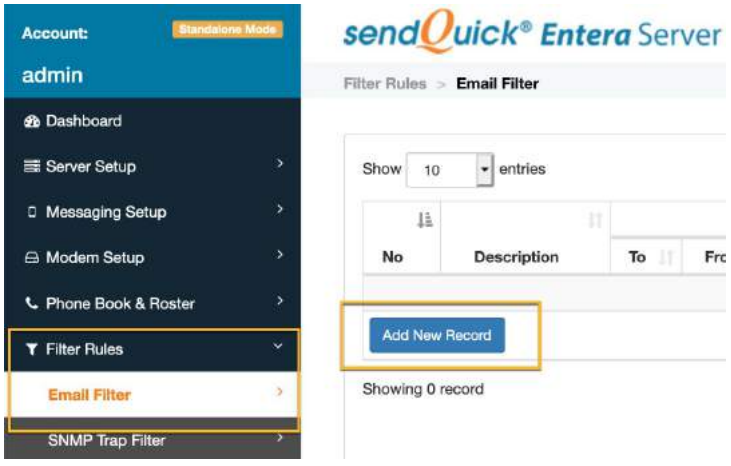
2.0 Send Email to sendQuick

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

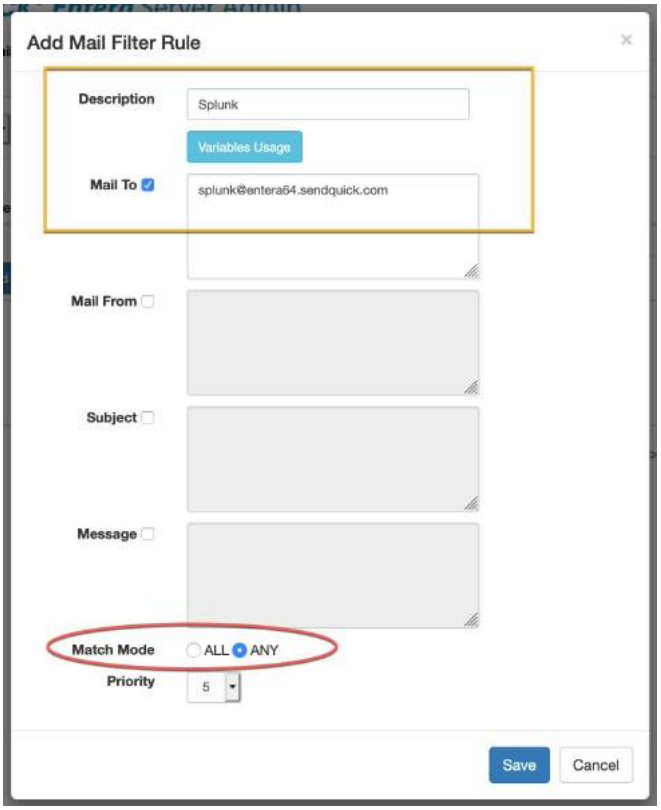


Click on **Add New Record.**

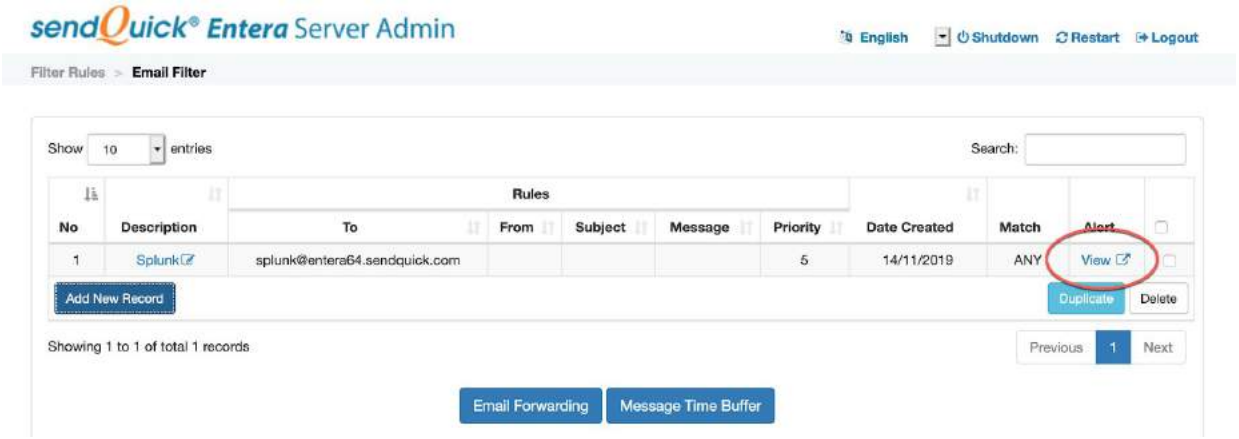
You can then create a new record to define the email address Splunk should send to. In our example, we will use ***splunk@entera64.sendquick.com***

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.

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

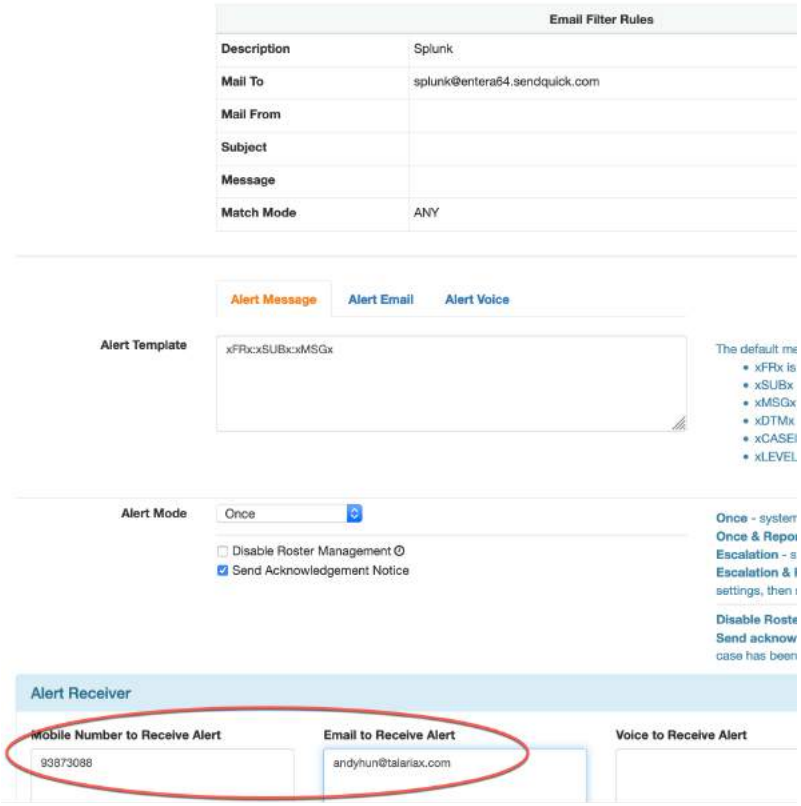


Click on **View** for the record that you have created :



Then click on **Add New Record**

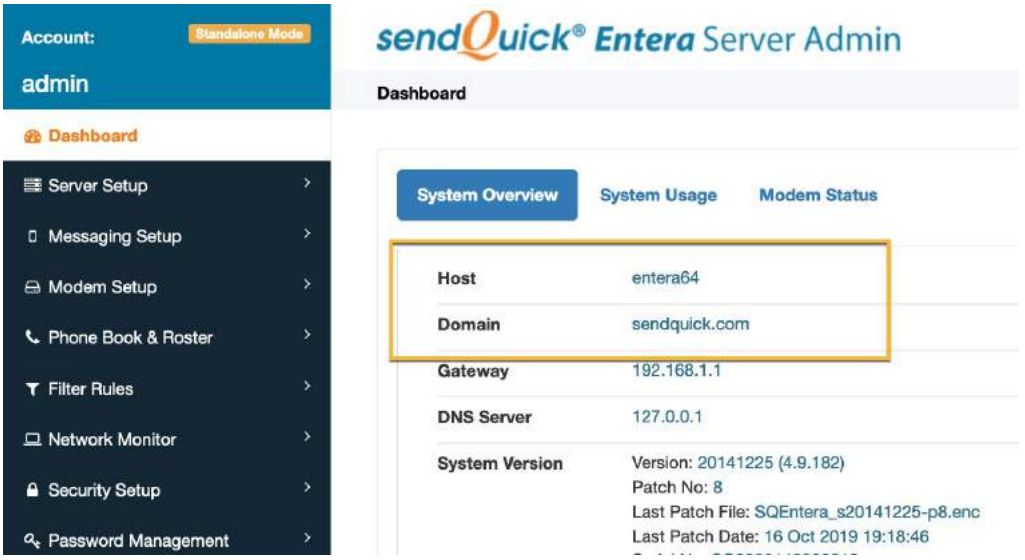
You can then add multiple numbers, emails, or even pre-defined groups to receive the notification alerts.



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

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

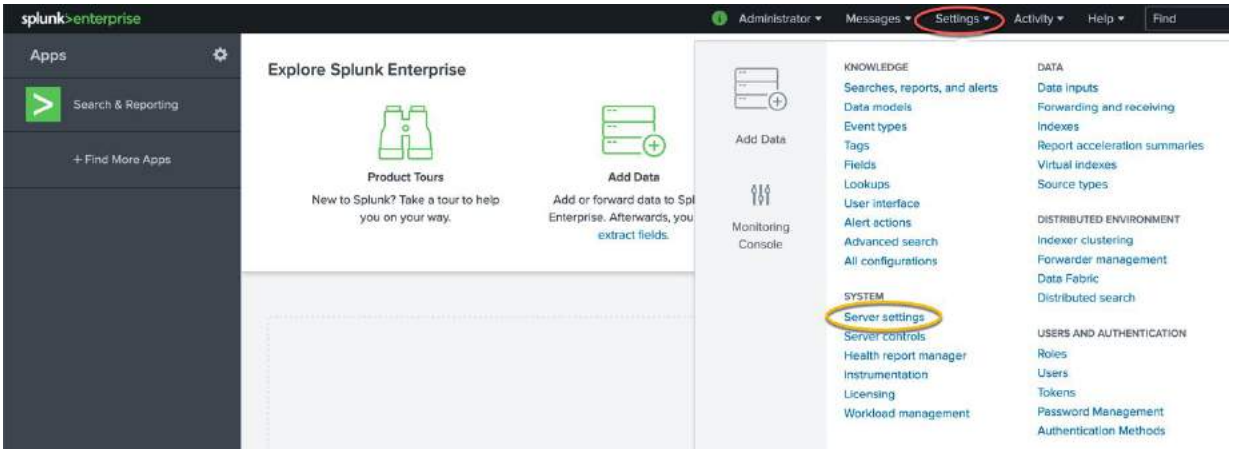
For e.g. our domain name is ***entera64.sendquick.com***

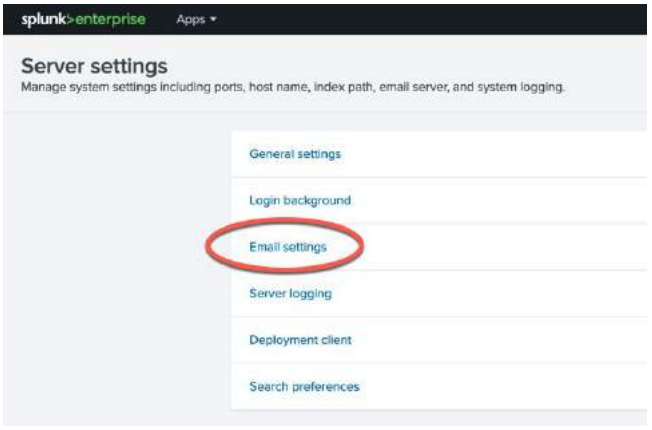


2.2 Configure Email Settings on Splunk.

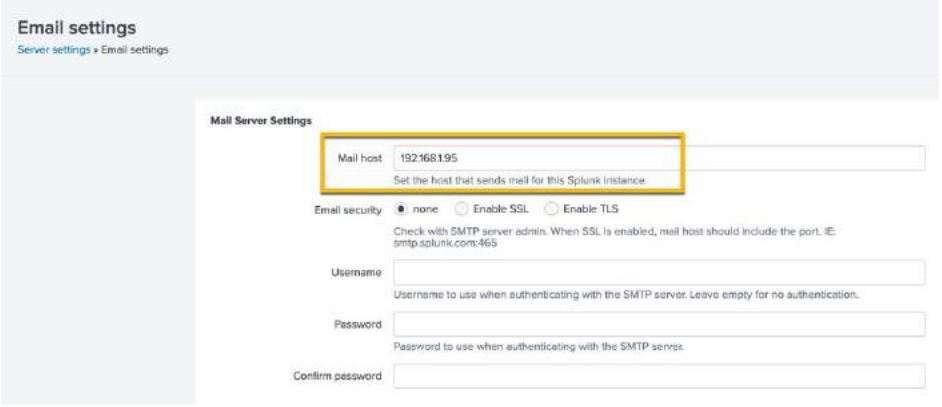
On the dashboard of Splunk, navigate to the following item :

Settings > Server Settings > Email settings





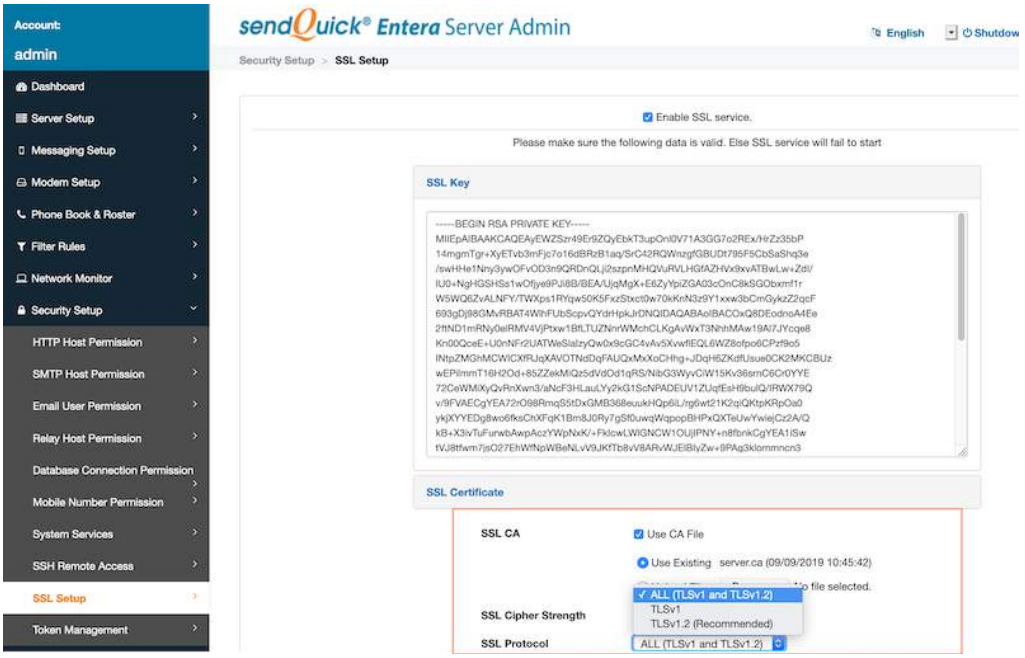
In the **Mail Server Settings** section, key in your sendQuick IP address in the **Mail Host** field as shown in the screenshot below.



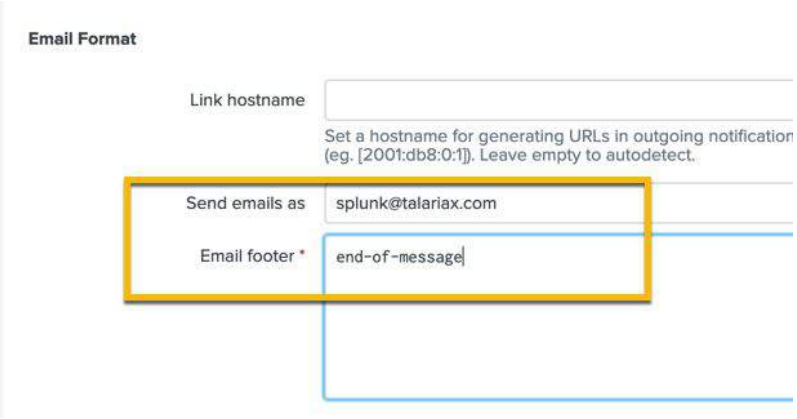
For **Email Security**, leave it as “none” unless you have configured SSL or TLS in sendQuick. Please note that you will also need to have the same security certificate on Splunk for this to work. Please refer to Splunk manuals on how to configure this. If no security has been configured, leave the **Username** and **Password** fields blank.

***Quick*tip** - To check what security was installed on sendQuick, navigate to the following item on the sendQuick dashboard :

Security Setup > SSL Setup > SSL Protocol



You can key in the email address of your choice in the **Send emails as** field and **Email footer**. Click on **Save.**

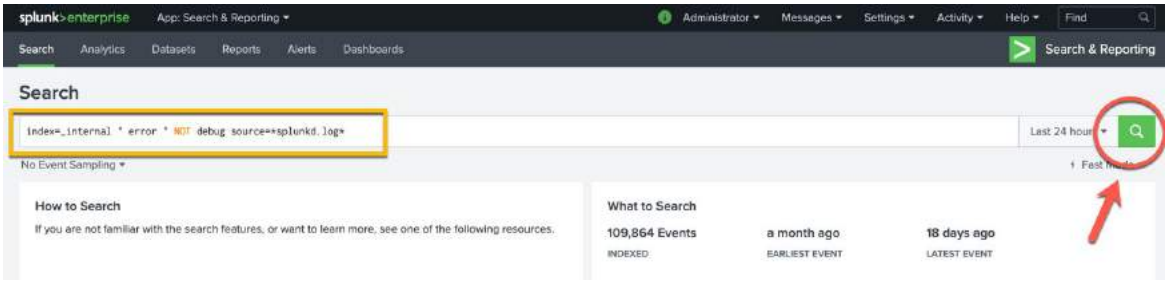


2.3 Setting up An Alert

To create an alert in Splunk, you can save an alert from a search. In this example we will create a sample real-time alert. On the splunk>enterprise dashboard, click on the **Search & Reporting** app.

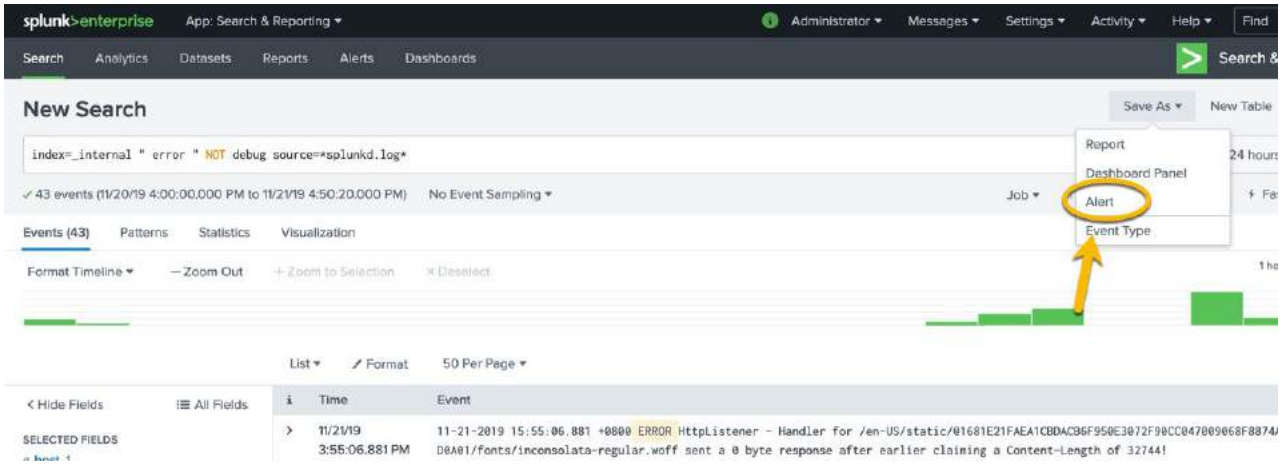
On the search bar, key in the following to create a new search to look for errors (*for more on splunk searches, please refer to documentation from splunk*)

index=_internal " error " NOT debug source=*splunkd.log*



Click on the magnifying glass icon.

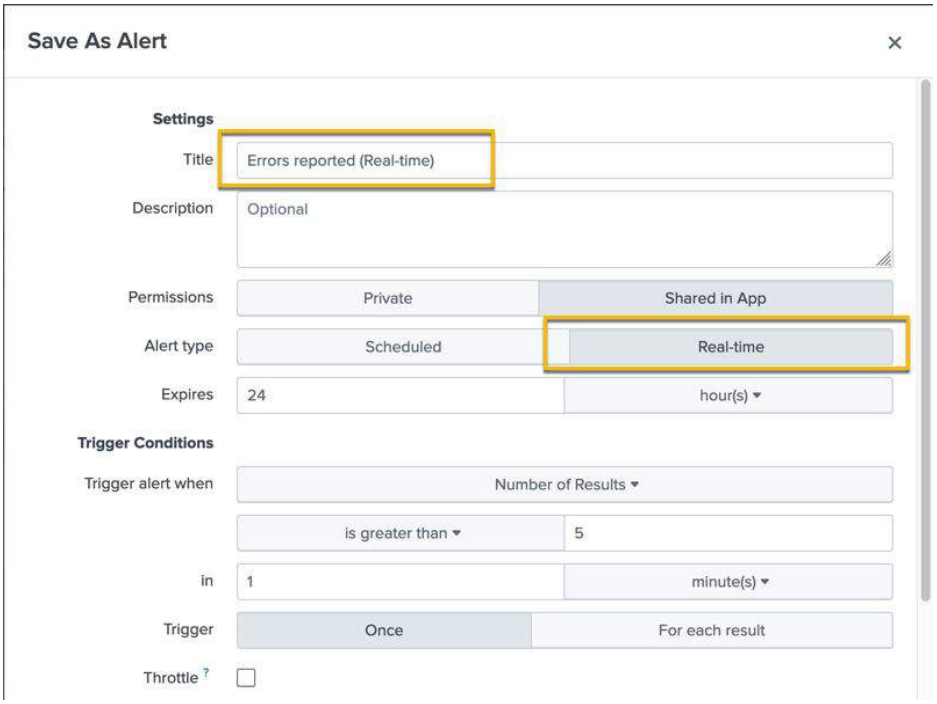
After the search results has appeared, you can then save it as an alert by selecting **Save As > Alert**



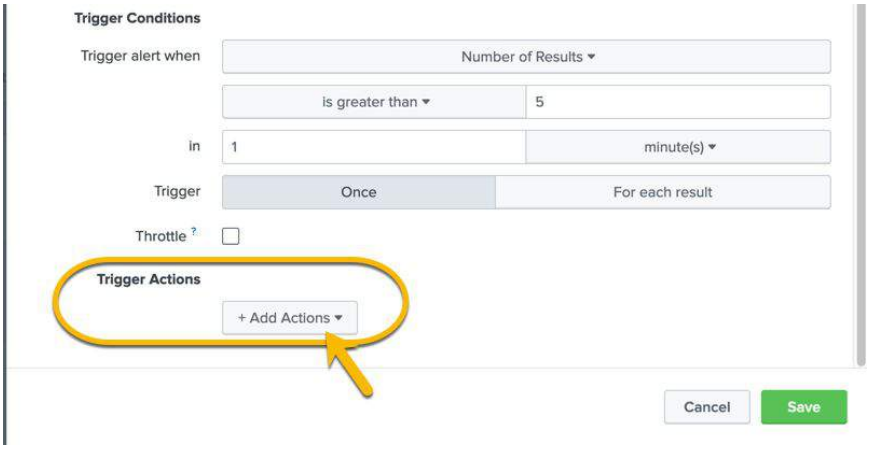
Configure the alert according to your needs. For this example, we will use the sample alert provided by [splunk tutorial on Alert Samples]

Fill in the following :

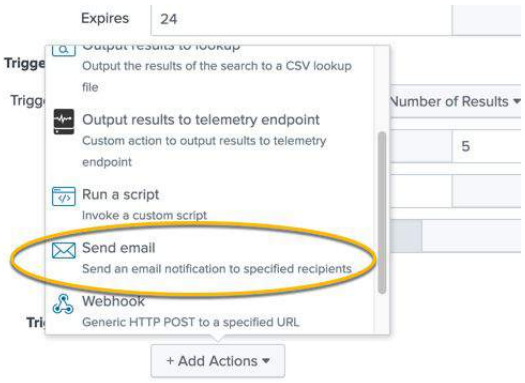
- **Title**: Errors reported (Real-time)
- **Alert type**: Real-time
- **Trigger condition**: Number of Results
- **Trigger if number of results**: is greater than 5 in 1 minute.



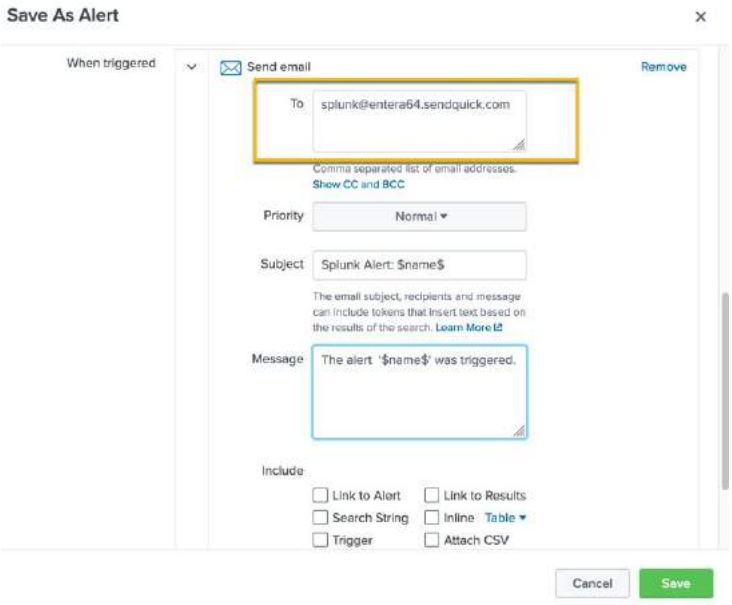
Before you click **Save,** scroll down until you see **Trigger Action**. Click on the **Add Actions** button.



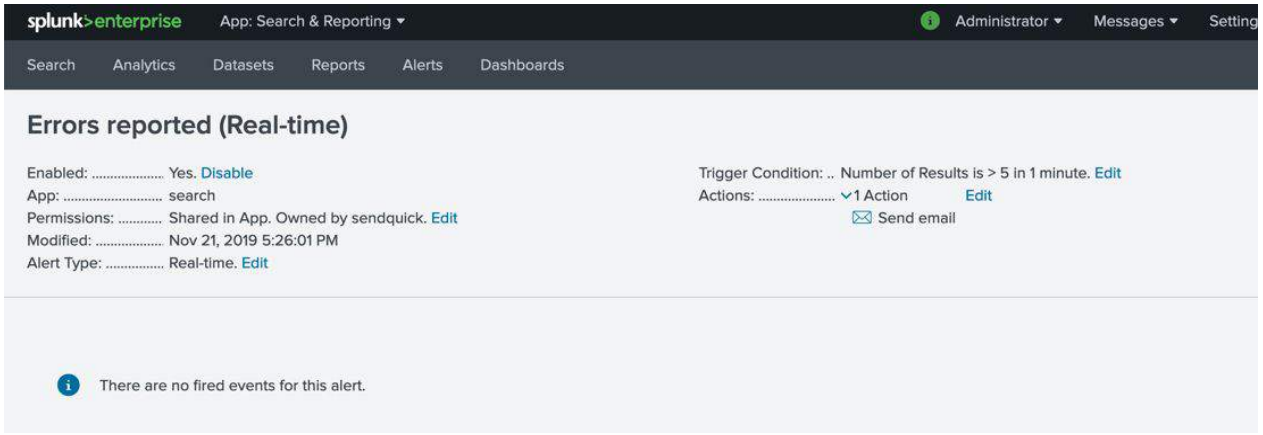
Select **Send email** from the options provided.



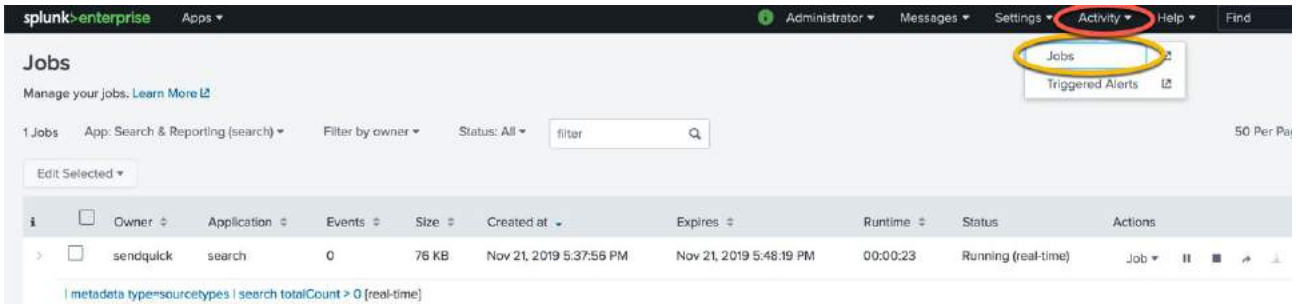
Enter the same email address configured in sendQuick email filter in the **To** field. Select **Plain Text** for **Type** and click **Save**.



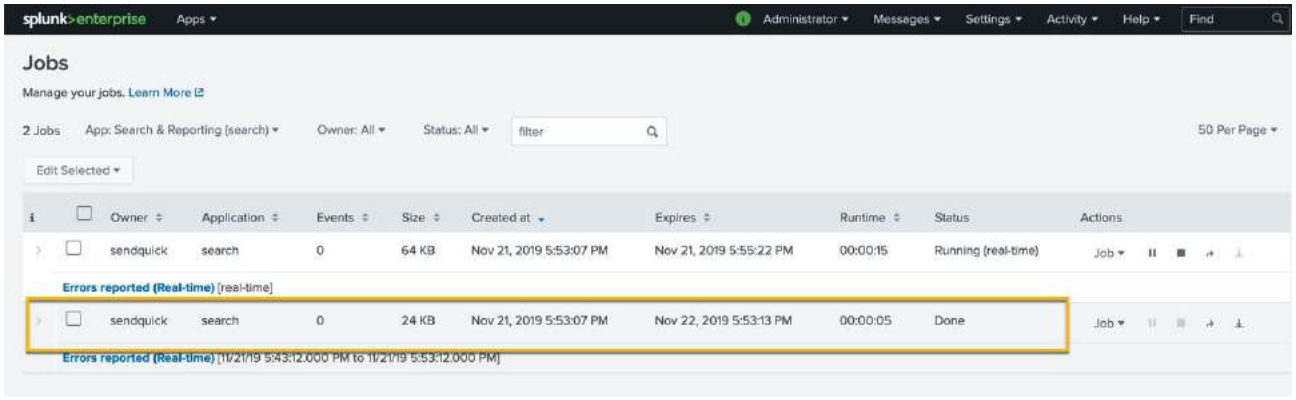
You should then have an alert like this.



To check if the Job is running, from the dashboard menu, select **Activity > Jobs**



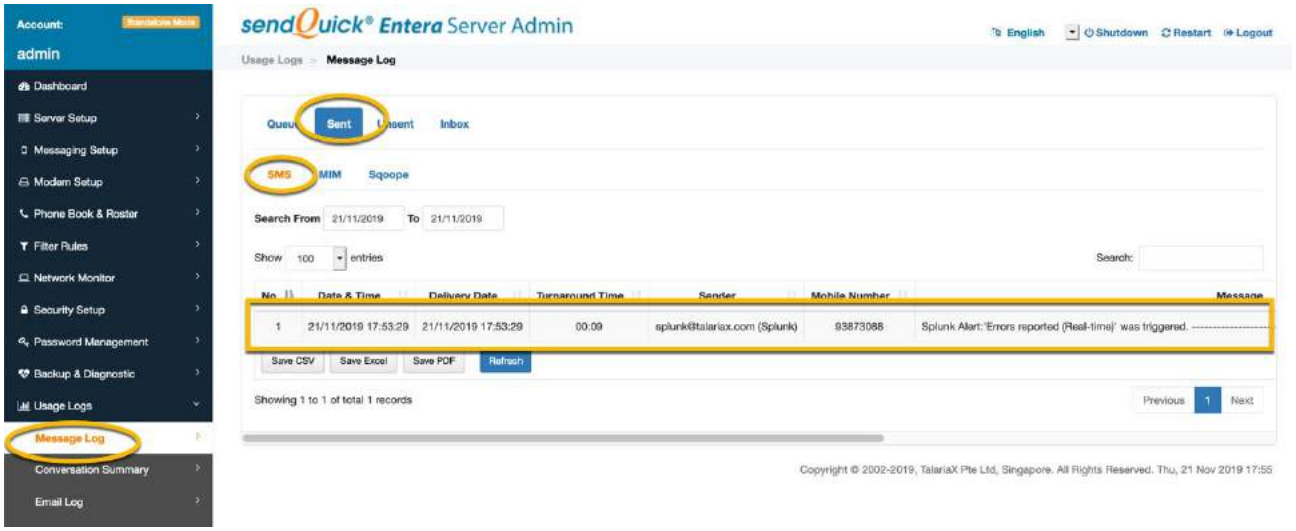
If the condition is triggered, the **Status** will be changed to **Done**.



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

Usage Logs > Message Logs

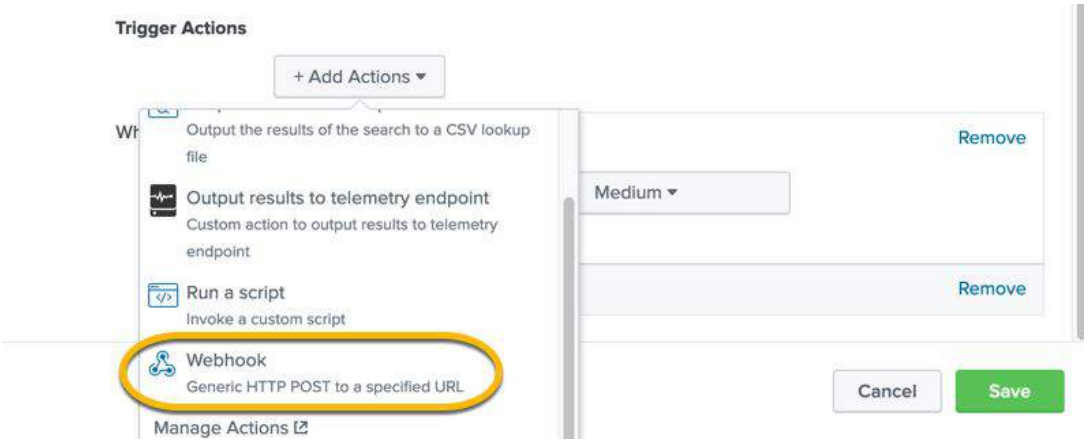
Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.



3.0 Sending SMS using Webhook Method

Similarly, notification alerts can be sent to sendQuick from Splunk via Webhook (http) method. You do not need to do any configuration in sendQuick.

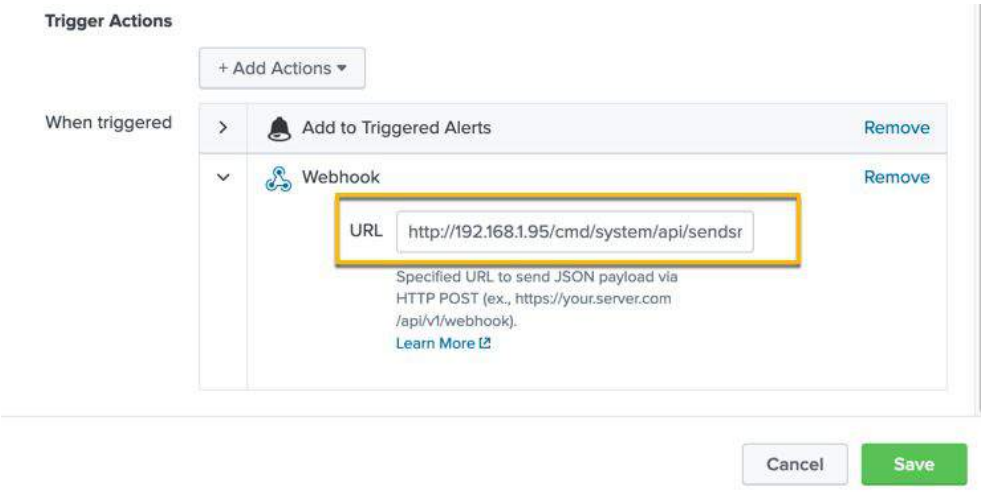
When setting up the Alert in Splunk (see section 2.3), under the **Trigger Actions**, select **Webhook - Generic HTTP POST to a specified URL**.



For the URL, the syntax that sendQuick will accept is as follows:

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

Replace <*sendQuickIP*> with the IP address of your sendQuick appliance. See the example :



For more options on what parameters to use for the webhook, please refer to Splunk manuals.

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.