# SendQuick Avera

# Licensing Agreement and

# User Manual

# Version 2.0

*Prepared by*

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# sendQuick Avera
# User Manual 2.0

## Table of Contents

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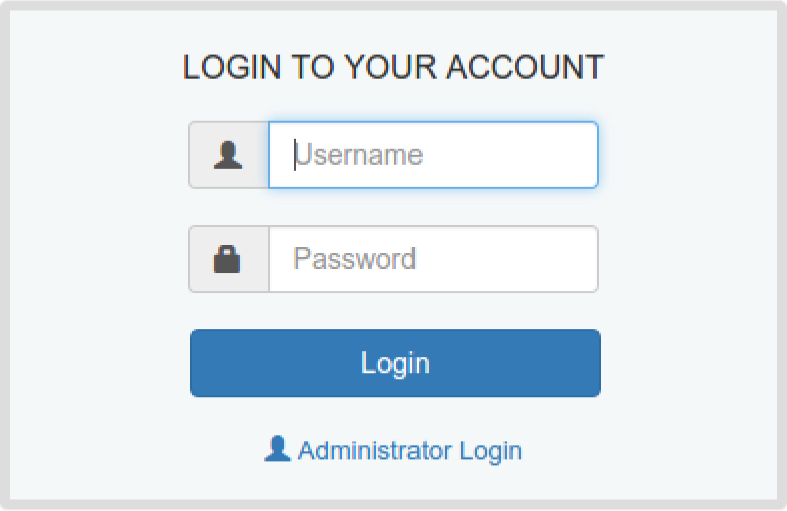
# SENDQUICK AVERA
# USER MANUAL 2.0

## 1.0 INTRODUCTION

Welcome to sendQuick Avera 2.0 User Manual. This document is prepared for the administrator user, as a guide for configuring the sendQuick Avera for monitoring servers and sending alerts.

## 2.0 SET-UP AND CONFIGURATION

### 2.1 Login Procedures



Use a web browser to access sendQuick Avera's server IP, you will be redirected to Avera's login pag.

**URL: http[s]://[Avera's server IP]/avera**

Enter the default Administrator's Log-in Name and Password to access the system. The default Username and Password is as below:

**Username:** useradmin **Password:** admin123

You can change the password through the "Change Password" link at top right corner after logging-in.

### 2.1.1 Login Types

There are four(4) types of user accounts:

1. Super Admin
2. Admin
3. Operator
4. User

Super Admin and Admin have full access rights to every features. The only different is Super Admin 'useradmin' account is the default admin account and cannot be deleted.

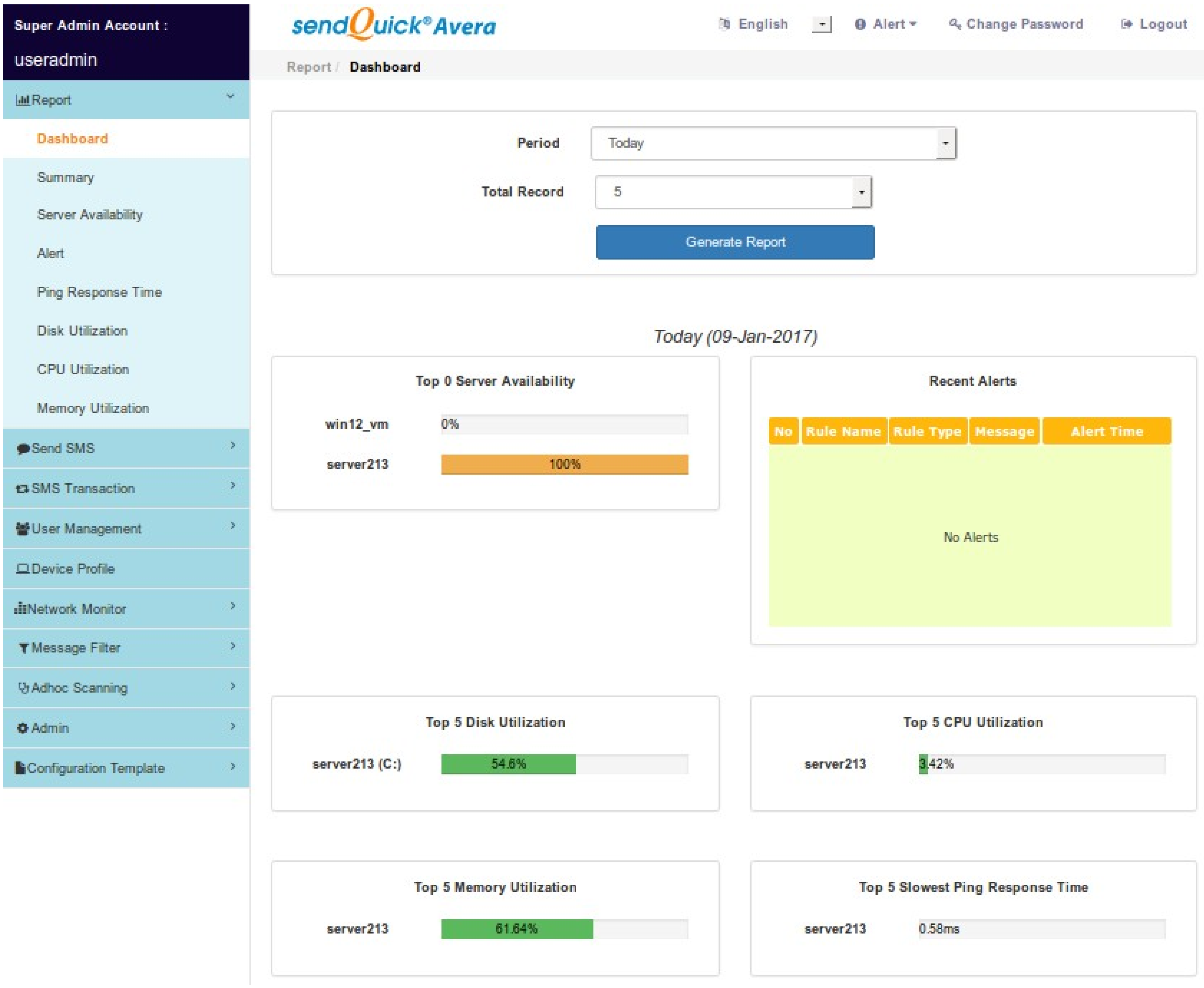
Operator has all access rights except the 'Admin' settings, checking server log and network tools.

User has view only access rights to monitoring rules configuration. User can login to update personal details, acknowledge case, send SMS and view reports.

## 2.2 Report

### 2.2.1 Dashboard

This page will display summary for all monitored rules. User can enter report period (Today, Yesterday, Last 7 Days, Last 30 Days, This Week, Last Week or By Date Range) and total records(1 to 20) to generate summary report. This page will auto refreshed every 5 minutes.



Period: Today

Total Record: 5

Today (09-Jan-2017)

Recent Alerts

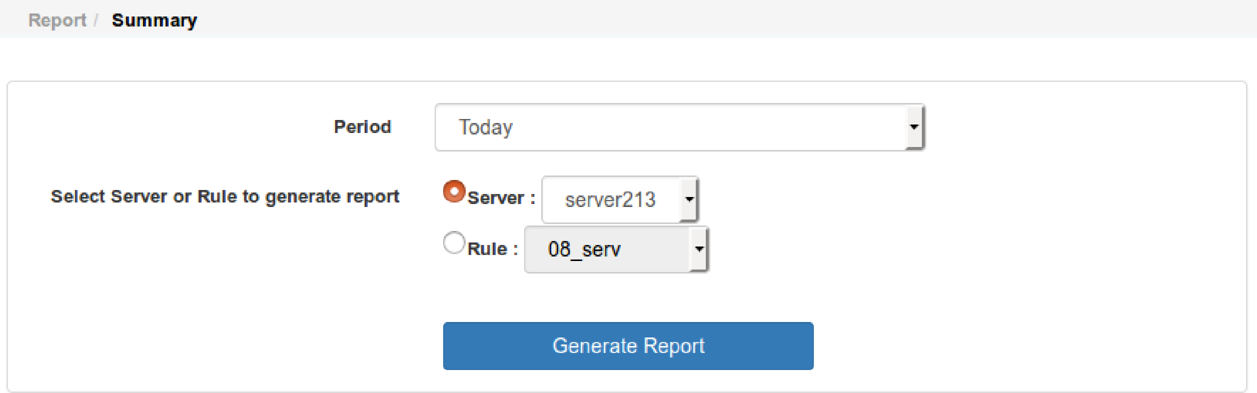
| No | Rule Name | Rule Type | Message | Alert Time |
|---|---|---|---|---|
| No Alerts | | | | |

## 2.2.2 Summary

Generate summary report for particular server or rule. User select report period and the server or rule to generate report. Report can be exported as PDF or Excel format.

### 2.2.2.1 Server Summary

Show server availability based on the ICMP Ping results, Latest Server Utilization if rules are configured, all monitoring rules status and recent alerts.



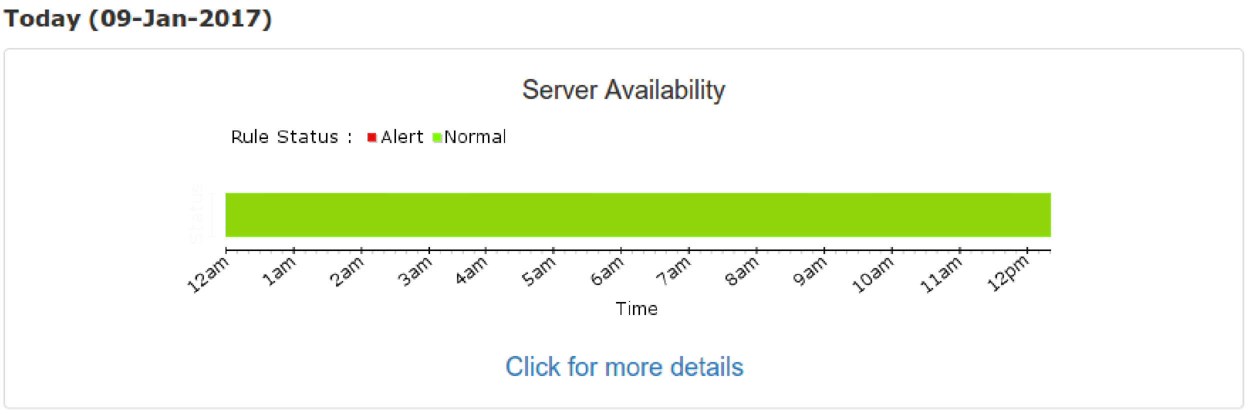
Report / **Summary**

**Period** Today

**Select Server or Rule to generate report**

● **Server :** server213

○ **Rule :** 08_serv

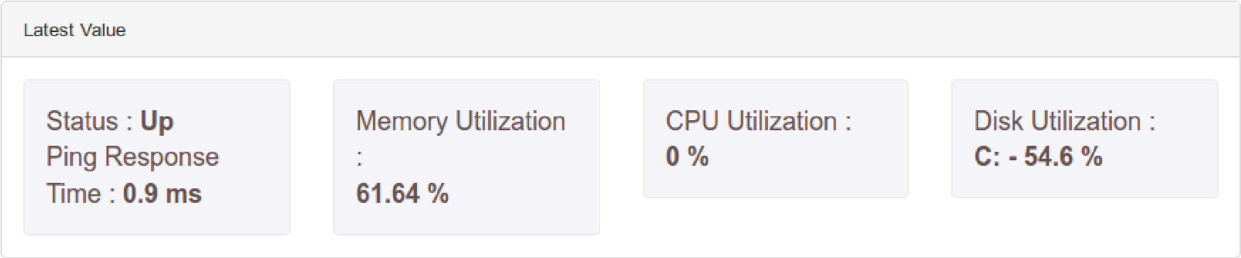


**Today (09-Jan-2017)**

Server Availability

Rule Status : 🟥 Alert 🟩 Normal

Click for more details



Latest Value

Status : **Up**
Ping Response Time : **0.9 ms**

Memory Utilization : **61.64 %**

CPU Utilization : **0 %**

Disk Utilization : **C: - 54.6 %**

In order to check server health status, please create the following monitoring rules.

| | |
|---|---|
| **ICMP** | Server availability and Ping Response Time based on ping result of the server IP. |
| **CPU Check** | CPU usage of the server |
| **Disk Check** | Disk utilization of particular partition in server. Create several disk usage rules to monitor different partition. |
| **Memory Check** | Memory usage of the server |

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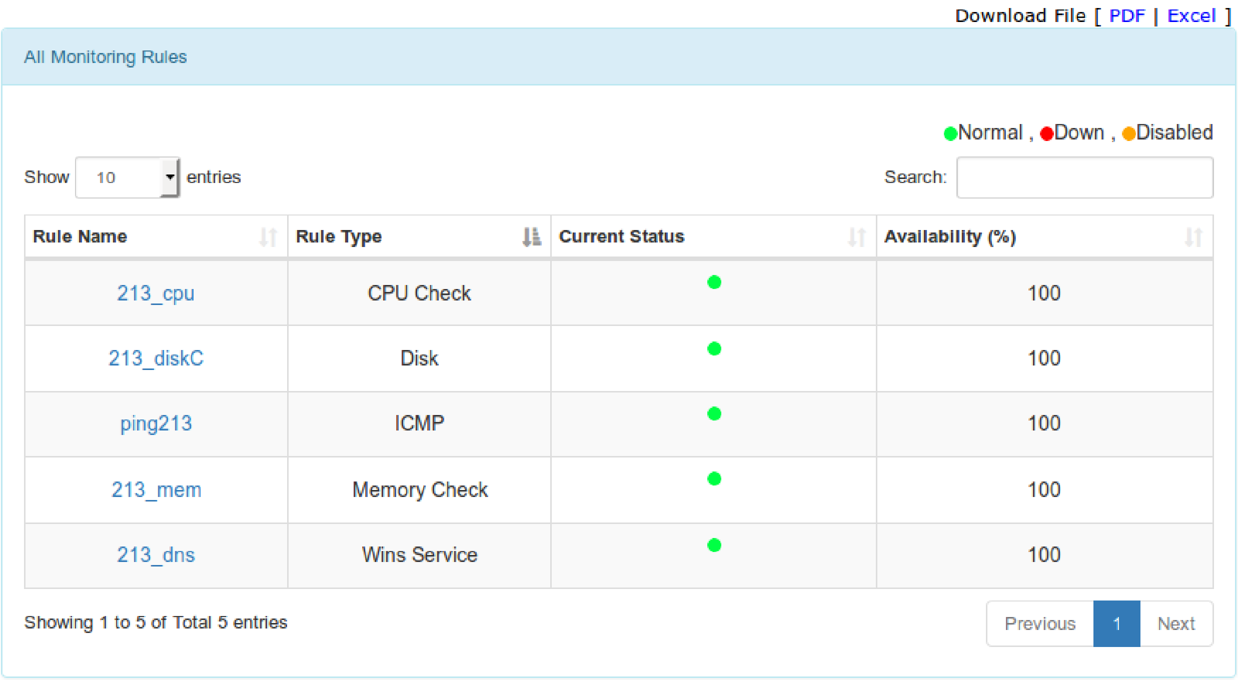
**All Monitoring Rules** - Display all rules created under this server. Click on the rules name to view the summary of that rule.



Download File [ PDF | Excel ]

All Monitoring Rules

●Normal , ●Down , ●Disabled

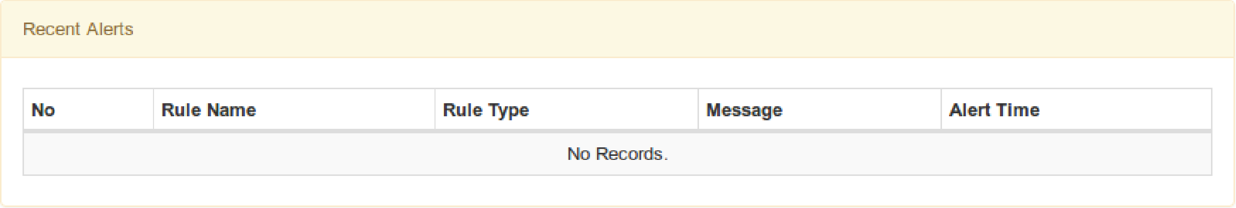
Show 10 entries

Search:

| Rule Name | Rule Type | Current Status | Availability (%) |
|---|---|---|---|
| 213_cpu | CPU Check | ● | 100 |
| 213_diskC | Disk | ● | 100 |
| ping213 | ICMP | ● | 100 |
| 213_mem | Memory Check | ● | 100 |
| 213_dns | Wins Service | ● | 100 |

Showing 1 to 5 of Total 5 entries

**Recent alert** - Recent alerts from all the rules under this server.



Recent Alerts

| No | Rule Name | Rule Type | Message | Alert Time |
|---|---|---|---|---|
| No Records. | | | | |

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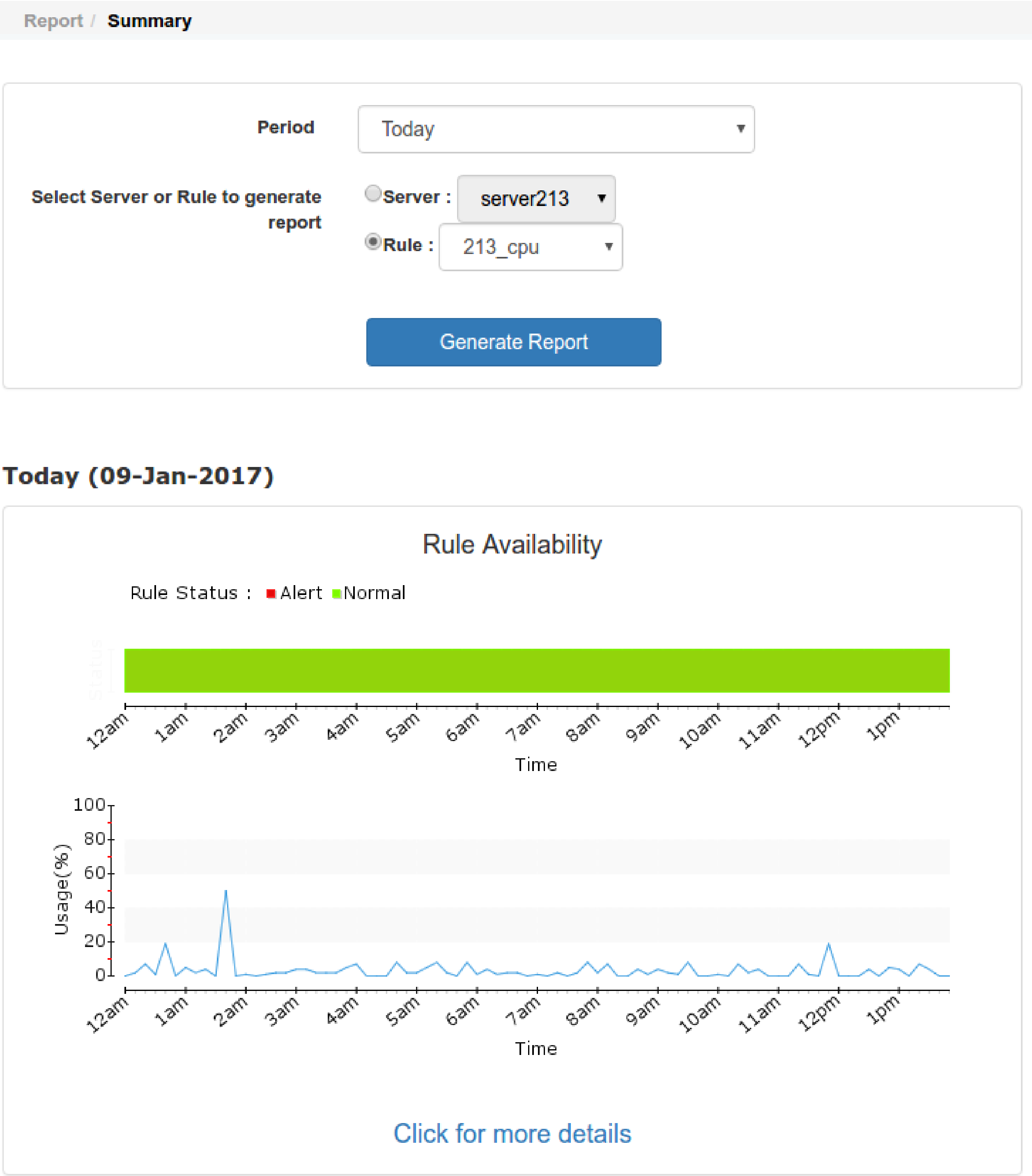
### 2.2.2.2 Rule Summary

The chart will display rules status (Up or Alert) and line graph of CPU, Disk and Memory usage. Report can be exported as PDF or Excel format.



Report / **Summary**

**Period** Today ▾

**Select Server or Rule to generate report** ○ **Server :** server213 ▾ ● **Rule :** 213_cpu ▾

Generate Report

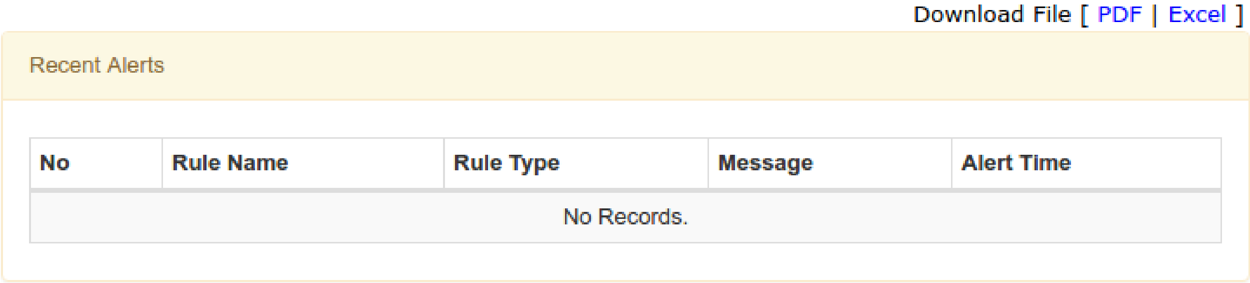
**Today (09-Jan-2017)**

Rule Availability

Rule Status : 🟥 Alert 🟩 Normal

Click for more details

**Recent alert** - Recent alerts from all the rules under this server.



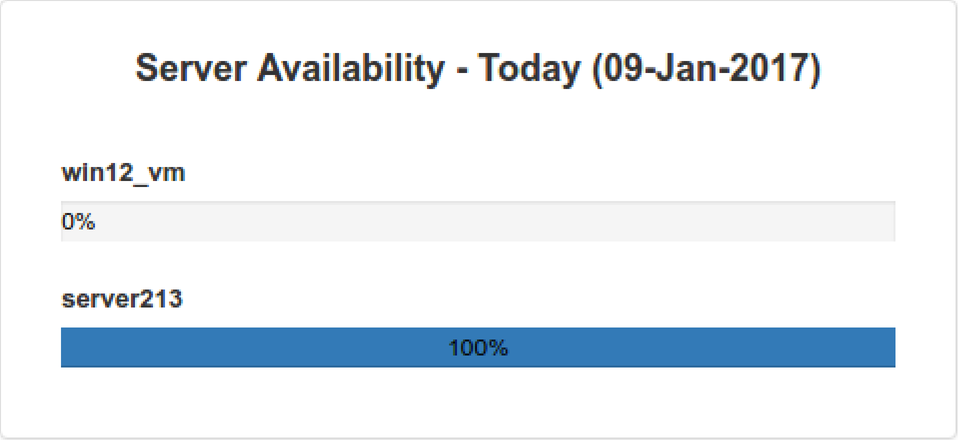
Download File [ PDF | Excel ]

Recent Alerts

| No | Rule Name | Rule Type | Message | Alert Time |
|---|---|---|---|---|
| No Records. | | | | |

## 2.2.3 Server Availability

Show server or rule availability within the selected report period.



Server Availability - Today (09-Jan-2017)

**win12_vm**

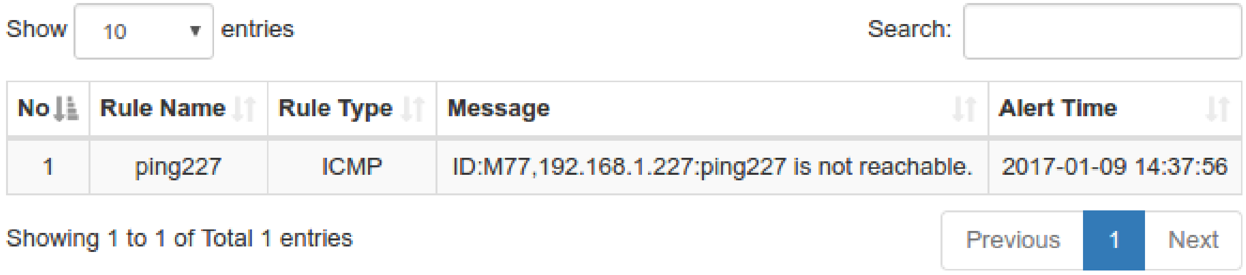
0%

**server213**

100%

## 2.2.4 Alert

Show all alerts within the selected report period.



Show 10 entries

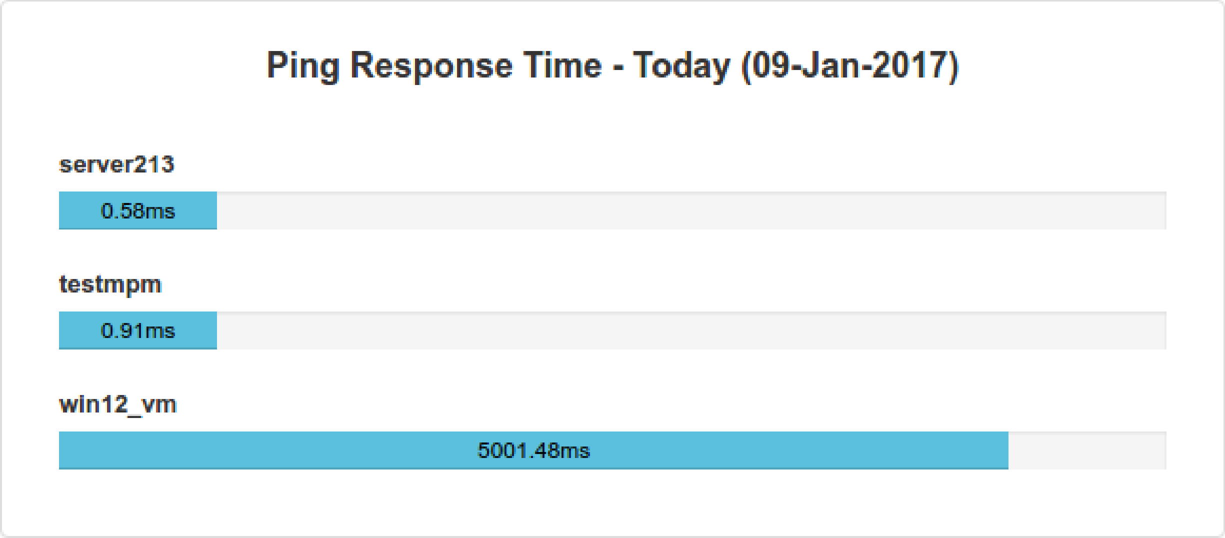
Search:

| No | Rule Name | Rule Type | Message | Alert Time |
|---|---|---|---|---|
| 1 | ping227 | ICMP | ID:M77,192.168.1.227:ping227 is not reachable. | 2017-01-09 14:37:56 |

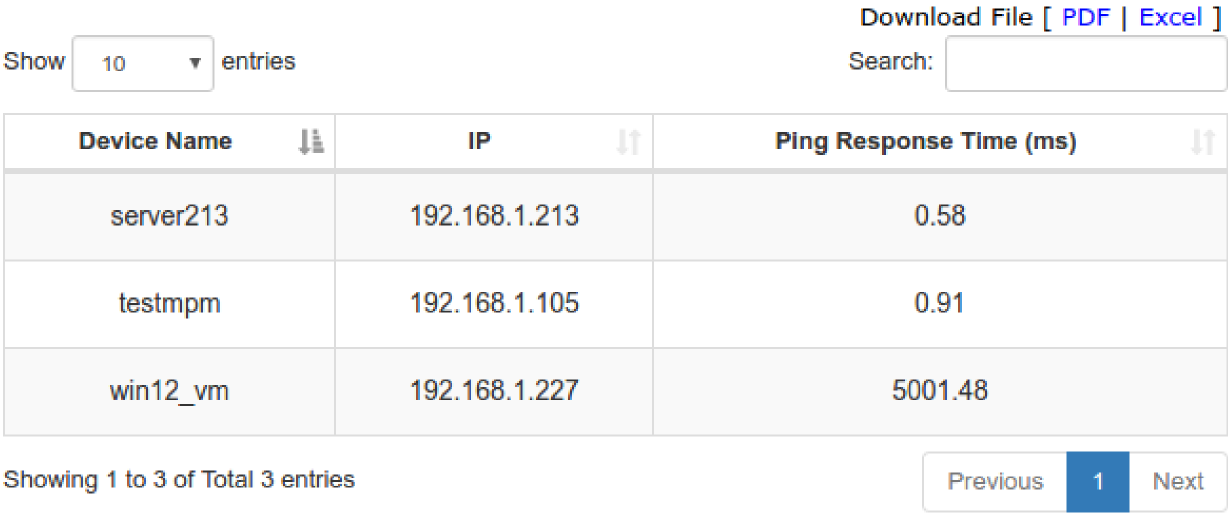
Showing 1 to 1 of Total 1 entries

## 2.2.5 Ping Response Time

Show all active ICMP rules and the Ping Response Time within the searched period.



Ping Response Time - Today (09-Jan-2017)



| Device Name | IP | Ping Response Time (ms) |
|---|---|---|
| server213 | 192.168.1.213 | 0.58 |
| testmpm | 192.168.1.105 | 0.91 |
| win12_vm | 192.168.1.227 | 5001.48 |

Showing 1 to 3 of Total 3 entries

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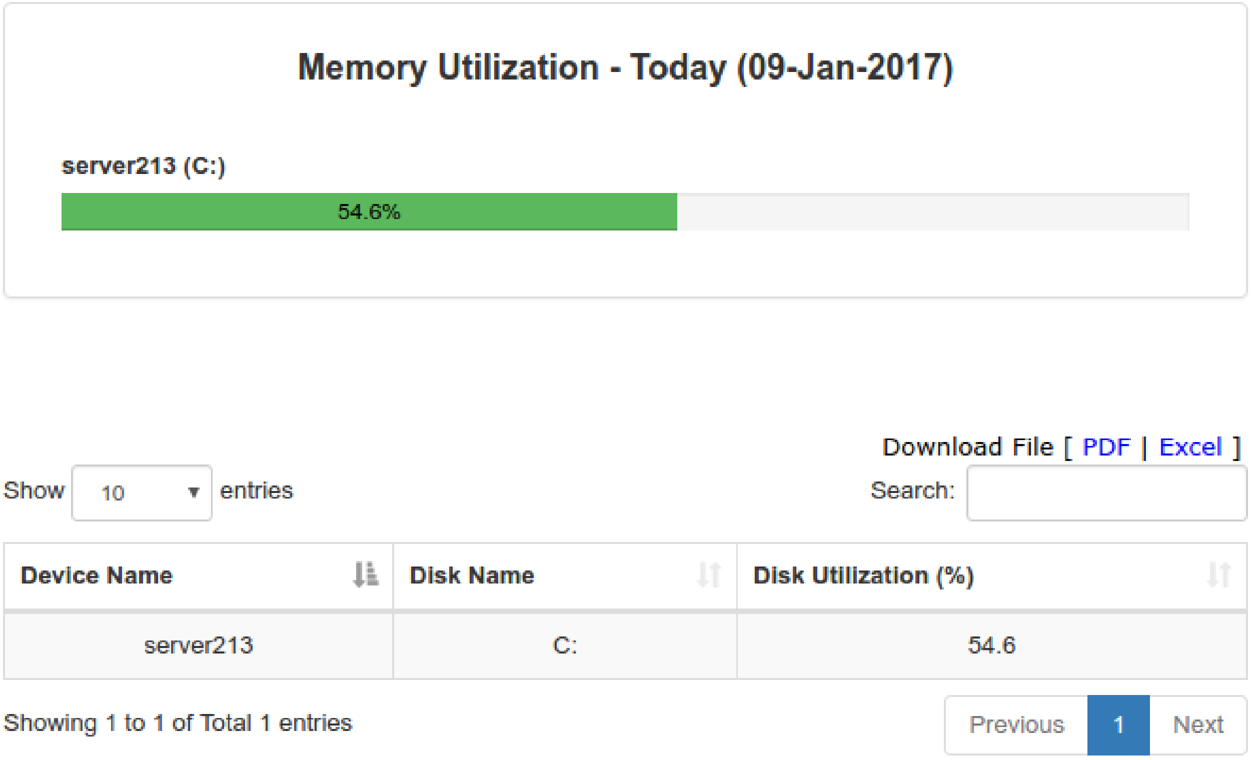
## 2.2.6 Disk Utilization

Show all the Disk Utilization within the searched period.



Memory Utilization - Today (09-Jan-2017)

server213 (C:)

54.6%

Download File [ PDF | Excel ]

Show 10 ▾ entries

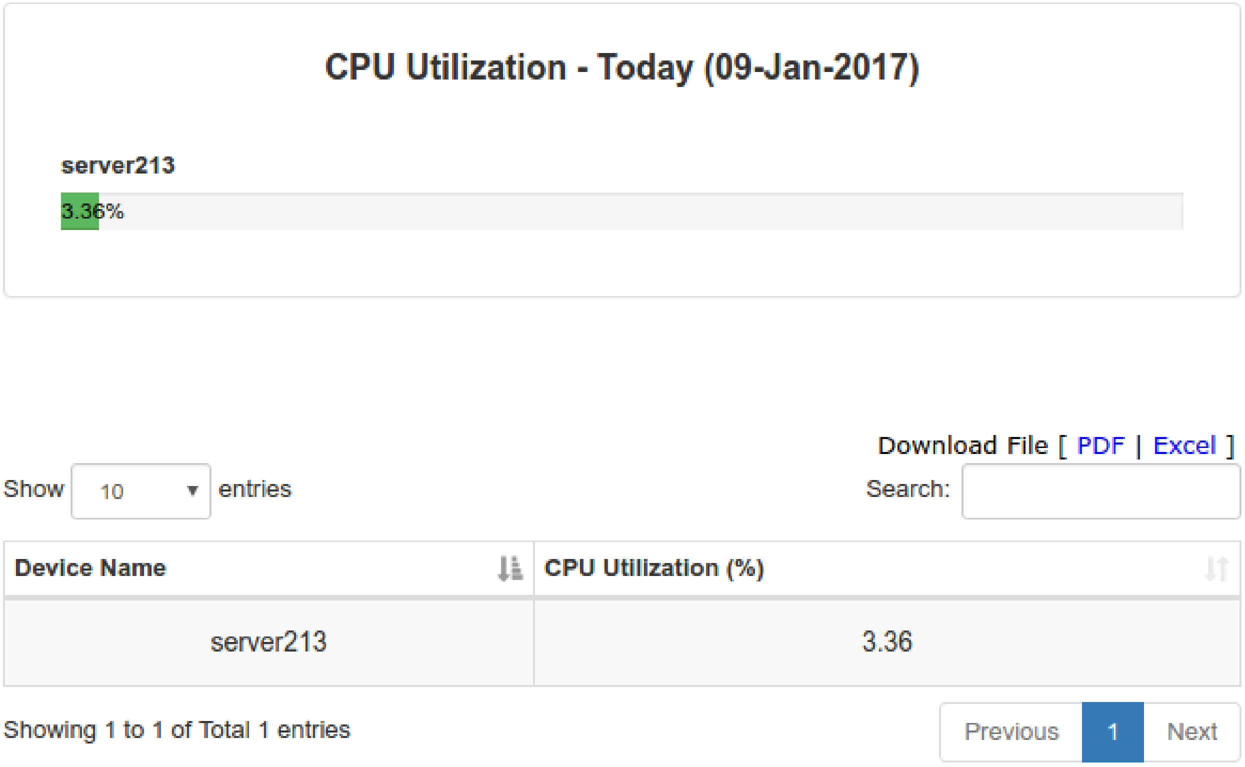
Search:

| Device Name | Disk Name | Disk Utilization (%) |
|---|---|---|
| server213 | C: | 54.6 |

Showing 1 to 1 of Total 1 entries

## 2.2.7 CPU Utilization

Show all the CPU Utilization within the searched period.



CPU Utilization - Today (09-Jan-2017)

server213

3.36%

Download File [ PDF | Excel ]

Show 10 ▾ entries

Search:

| Device Name | CPU Utilization (%) |
|---|---|
| server213 | 3.36 |

Showing 1 to 1 of Total 1 entries

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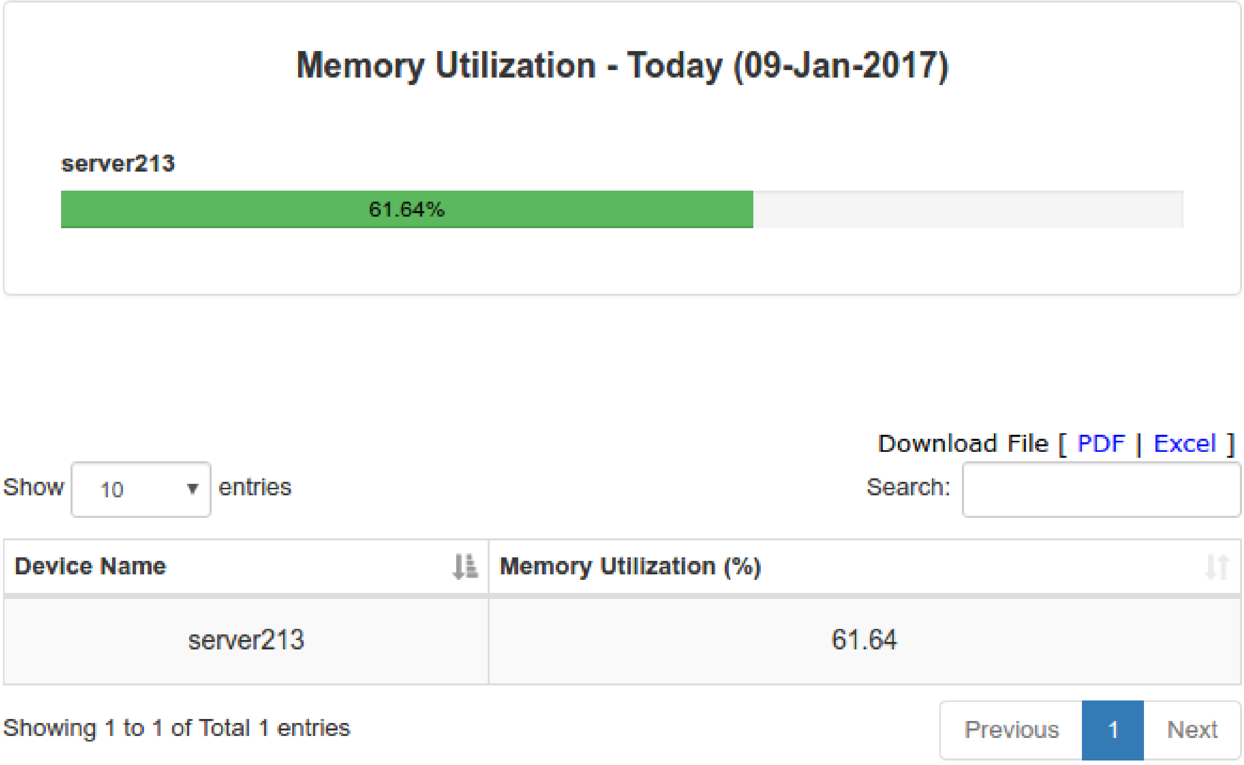
## 2.2.8 Memory Utilization

Show all the Memory Utilization within the searched period.



Memory Utilization - Today (09-Jan-2017)

server213

Download File [ PDF | Excel ]

Show 10 entries

Search:

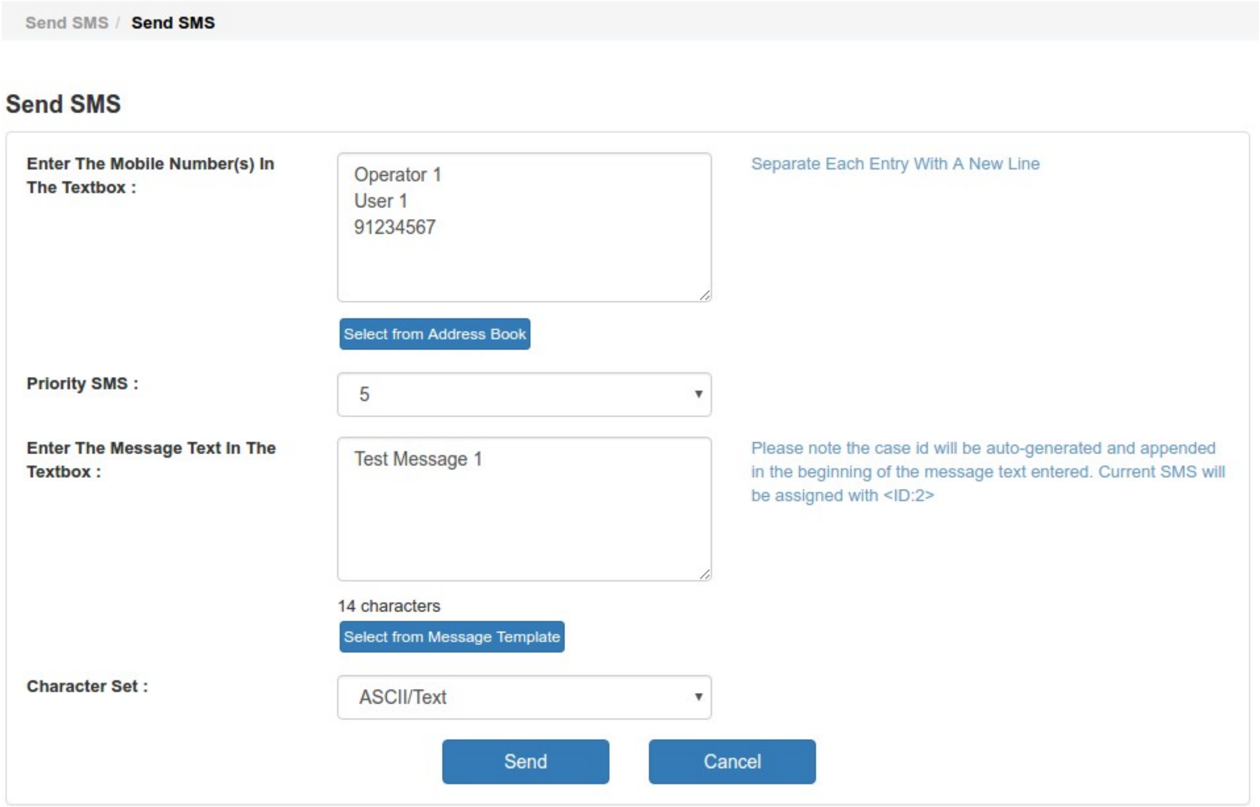
| Device Name | Memory Utilization (%) |
|---|---|
| server213 | 61.64 |

Showing 1 to 1 of Total 1 entries

## 2.3 Send SMS

Send test messages or broadcast alert messages to users.

### 2.3.1 Send SMS



Send SMS

Enter The Mobile Number(s) In The Textbox :

Operator 1
User 1
91234567

Separate Each Entry With A New Line

Priority SMS : 5

Enter The Message Text In The Textbox :

Test Message 1

Please note the case id will be auto-generated and appended in the beginning of the message text entered. Current SMS will be assigned with <ID:2>

14 characters

Character Set : ASCII/Text

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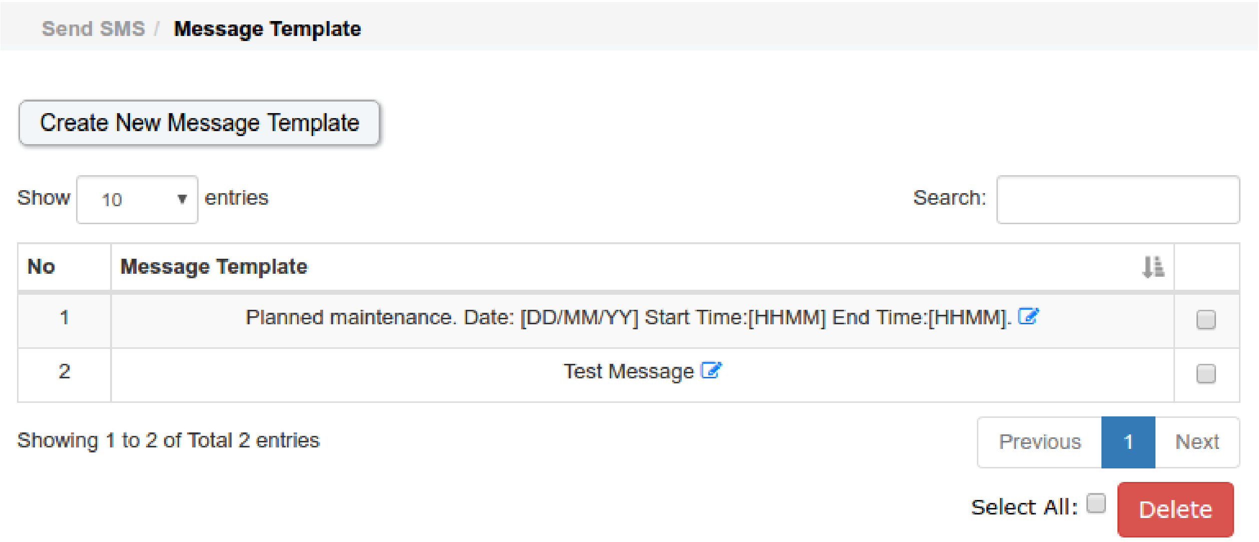
| | |
|---|---|
| Mobile numbers | Mobile number can be selected from address book or manually inserted in this text box with one number for each line. |
| Priority SMS | 1 to 9. Set the priority for these SMS. 1 is the highest priority. |
| Message Text | Compose the text message or select the predefined messages from message template. The character count and number of SMS messages are shown below the message box. |
| Character Set | ASCII – Normal English Message<br>UTF8 – Non English Text Message |

## 2.3.2 Message Template

Create/Edit/Delete text messages as template for future use. Having message templates allow user to easily retrieve the message, perform some simple edit (or no editing) and use them to send SMS.



| No | Message Template | |
|---|---|---|
| 1 | Planned maintenance. Date: [DD/MM/YY] Start Time:[HHMM] End Time:[HHMM]. | □ |
| 2 | Test Message | □ |

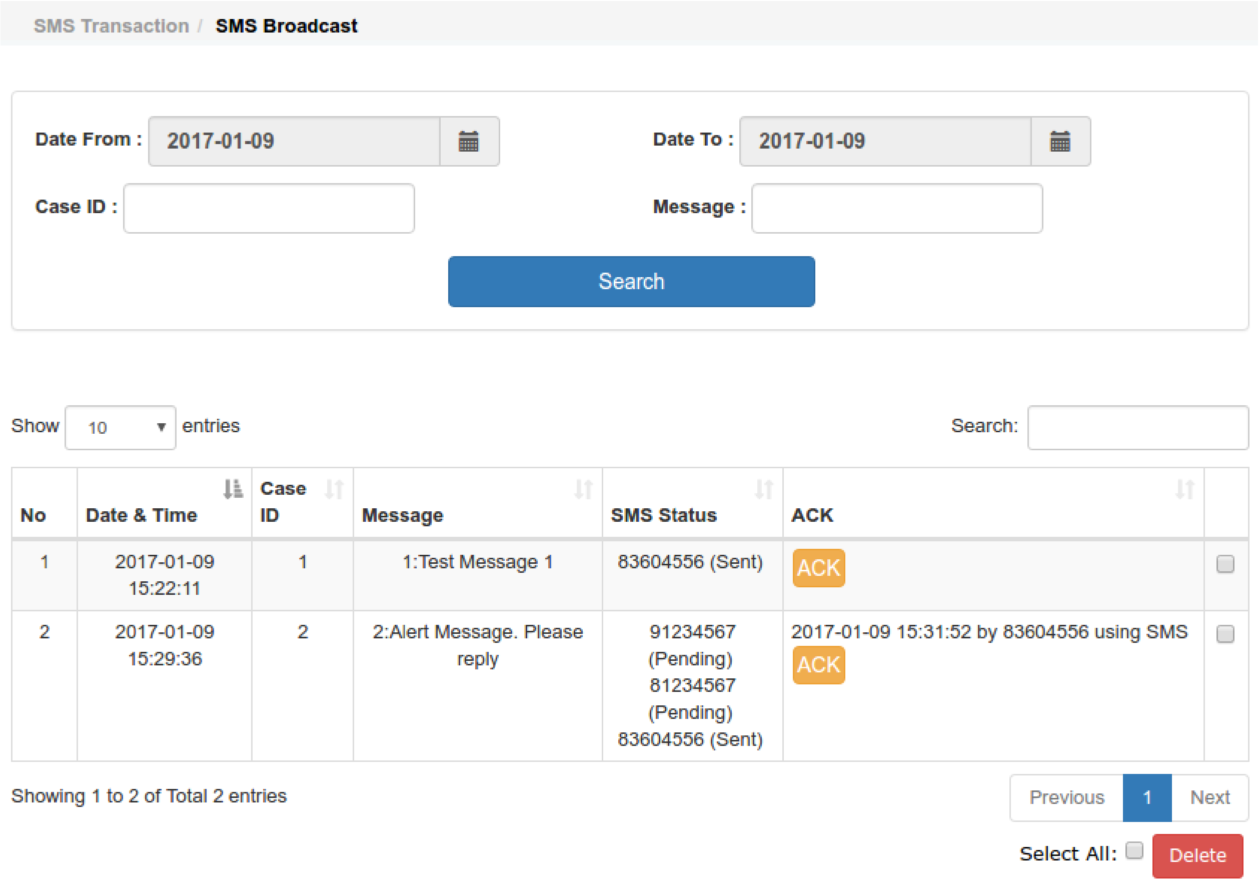
Showing 1 to 2 of Total 2 entries

## 2.4 SMS Transaction

User can check all the transaction cases and the report.

### 2.4.1 SMS Broadcast

All transaction of SMS Broadcast (Refer to 2.3.1) can be searched and displayed in this page. Every SMS Broadcast has a unique [Case ID], which is prefixed to the text message. Recipient can reply 'ACK <case_id>' to simply acknowledge receipt of this SMS. All acknowledgement records will be logged under 'ACK' column.



SMS Transaction / **SMS Broadcast**

Date From : 2017-01-09

Date To : 2017-01-09

Case ID :

Message :

Show 10 entries

Search:

| No | Date & Time | Case ID | Message | SMS Status | ACK | |
|---|---|---|---|---|---|---|
| 1 | 2017-01-09 15:22:11 | 1 | 1:Test Message 1 | 83604556 (Sent) | ACK | □ |
| 2 | 2017-01-09 15:29:36 | 2 | 2:Alert Message. Please reply | 91234567 (Pending)<br>81234567 (Pending)<br>83604556 (Sent) | 2017-01-09 15:31:52 by 83604556 using SMS<br>ACK | □ |

Showing 1 to 2 of Total 2 entries

Select All: □

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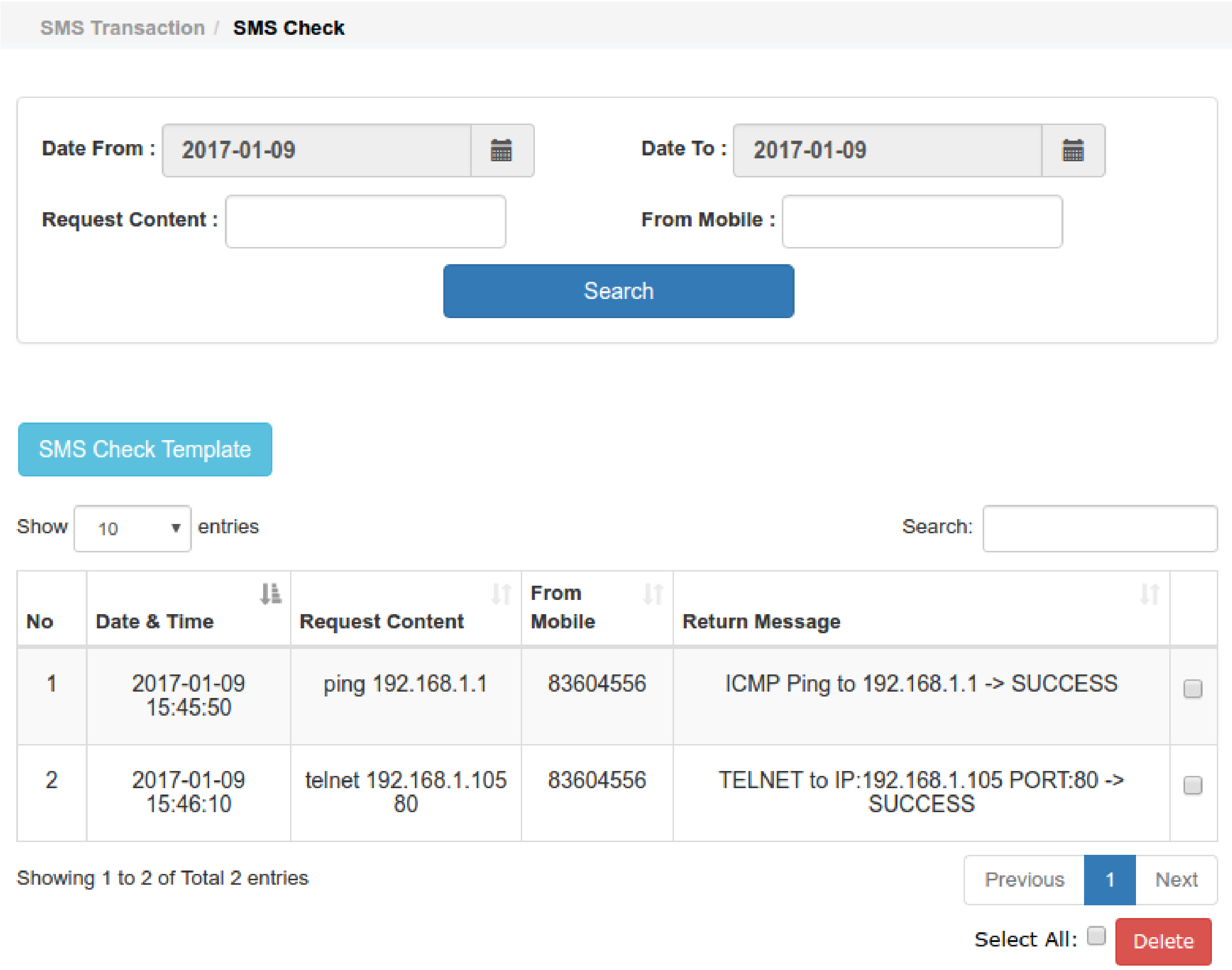
## 2.4.2 SMS Check

All incoming SMS Check request and the response message will be displayed here. User can click on 'SMS Check Template' to view the template of sms request. (Refer to 3.1. SMS Check Template)



Date From : 2017-01-09

Date To : 2017-01-09

Request Content :

From Mobile :

Show 10 entries

Search:

| No | Date & Time | Request Content | From Mobile | Return Message | |
|---|---|---|---|---|---|
| 1 | 2017-01-09 15:45:50 | ping 192.168.1.1 | 83604556 | ICMP Ping to 192.168.1.1 -> SUCCESS | □ |
| 2 | 2017-01-09 15:46:10 | telnet 192.168.1.105 80 | 83604556 | TELNET to IP:192.168.1.105 PORT:80 -> SUCCESS | □ |

Showing 1 to 2 of Total 2 entries

Select All: □

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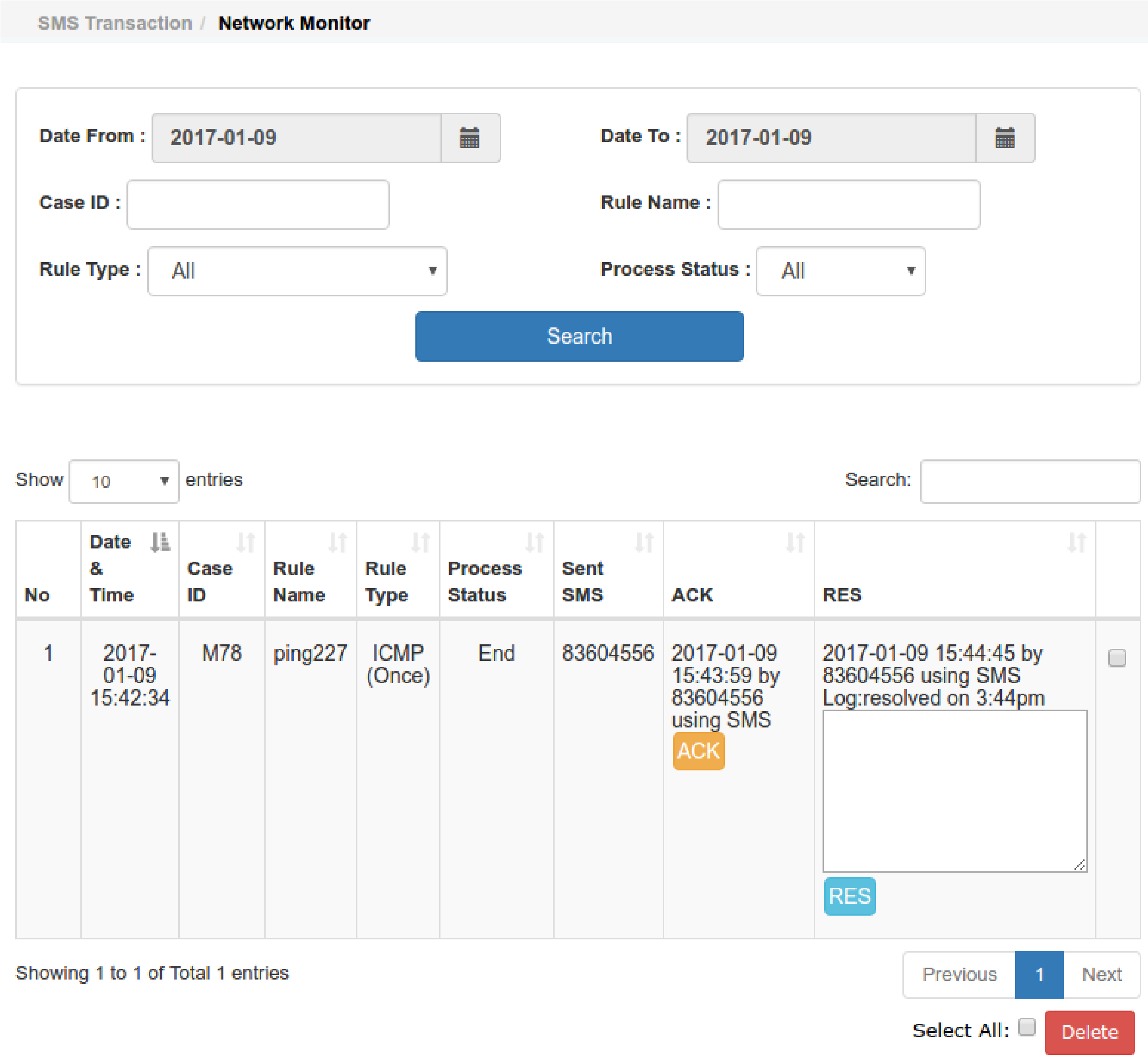
## 2.4.3 Network Monitor

All transaction of Network Monitoring alerts (Refer to 2.7) can be searched and displayed in this page. User can reply 'ACK <case_id>' to simply acknowledge receipt of this SMS or stop escalation alerts. Reply 'RES <case_id> <log>' is used to stop escalation alerts and save a resolved log to this case. All ACK and RES records will be logged.



SMS Transaction / **Network Monitor**

| | | | |
|---|---|---|---|
| **Date From :** | 2017-01-09 | **Date To :** | 2017-01-09 |
| **Case ID :** | | **Rule Name :** | |
| **Rule Type :** | All | **Process Status :** | All |

Show 10 entries Search:

| No | Date & Time | Case ID | Rule Name | Rule Type | Process Status | Sent SMS | ACK | RES | |
|---|---|---|---|---|---|---|---|---|---|
| 1 | 2017-01-09 15:42:34 | M78 | ping227 | ICMP (Once) | End | 83604556 | 2017-01-09 15:43:59 by 83604556 using SMS<br>ACK | 2017-01-09 15:44:45 by 83604556 using SMS Log:resolved on 3:44pm<br>RES | □ |

Showing 1 to 1 of Total 1 entries

Select All: □ Delete

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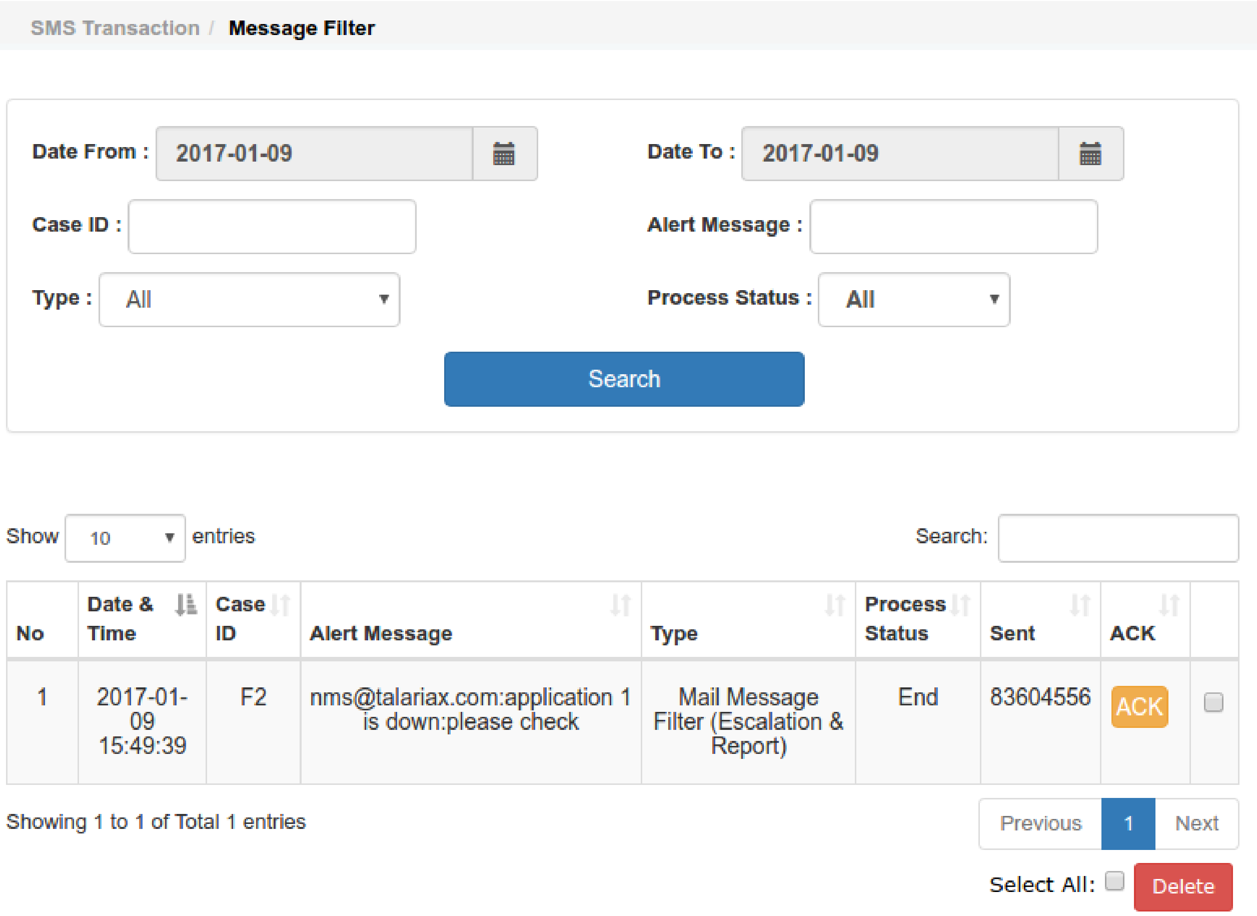
## 2.4.4 Message Filter

All transaction of Message Filtering alerts (Refer to 2.8) can be searched and displayed in this page. User can reply 'ACK <case_id>' to simply acknowledge receipt of this SMS or stop escalation alerts. All ACK records will be logged.



SMS Transaction / **Message Filter**

|  |  |  |  |
|---|---|---|---|
| **Date From :** | 2017-01-09 | **Date To :** | 2017-01-09 |
| **Case ID :** |  | **Alert Message :** |  |
| **Type :** | All ▾ | **Process Status :** | All ▾ |

Show 10 ▾ entries    Search:

| No | Date & Time | Case ID | Alert Message | Type | Process Status | Sent | ACK |  |
|---|---|---|---|---|---|---|---|---|
| 1 | 2017-01-09 15:49:39 | F2 | nms@talariax.com:application 1 is down:please check | Mail Message Filter (Escalation & Report) | End | 83604556 | ACK | □ |

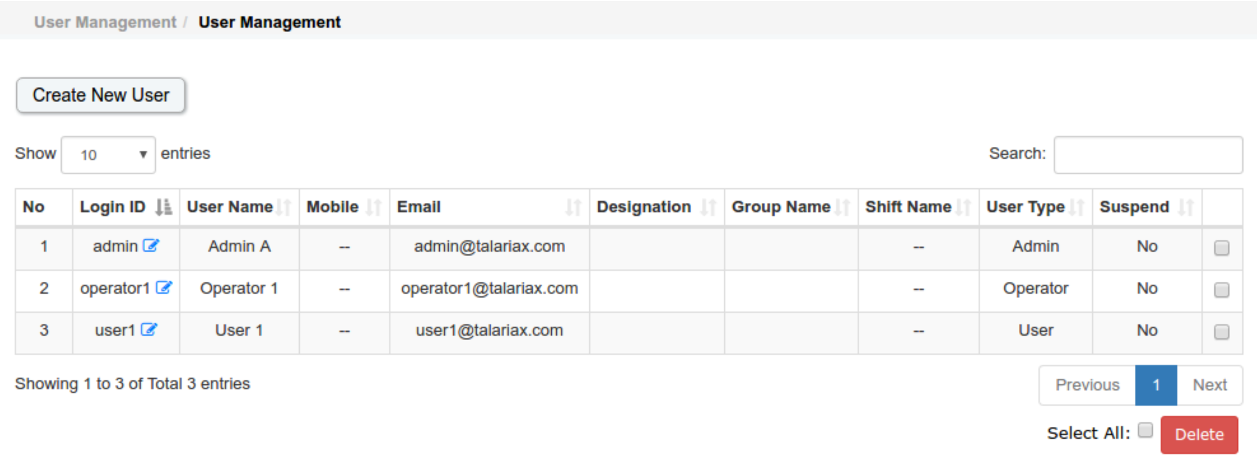
Showing 1 to 1 of Total 1 entries

Select All: □

# 2.5 User Management

## 2.5.1 User Management

List all the users of sendQuick Avera.



User Management / **User Management**

Show 10 ▾ entries    Search:

| No | Login ID | User Name | Mobile | Email | Designation | Group Name | Shift Name | User Type | Suspend |  |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | admin | Admin A | -- | admin@talariax.com |  |  | -- | Admin | No | □ |
| 2 | operator1 | Operator 1 | -- | operator1@talariax.com |  |  | -- | Operator | No | □ |
| 3 | user1 | User 1 | -- | user1@talariax.com |  |  | -- | User | No | □ |

Showing 1 to 3 of Total 3 entries

Select All: □

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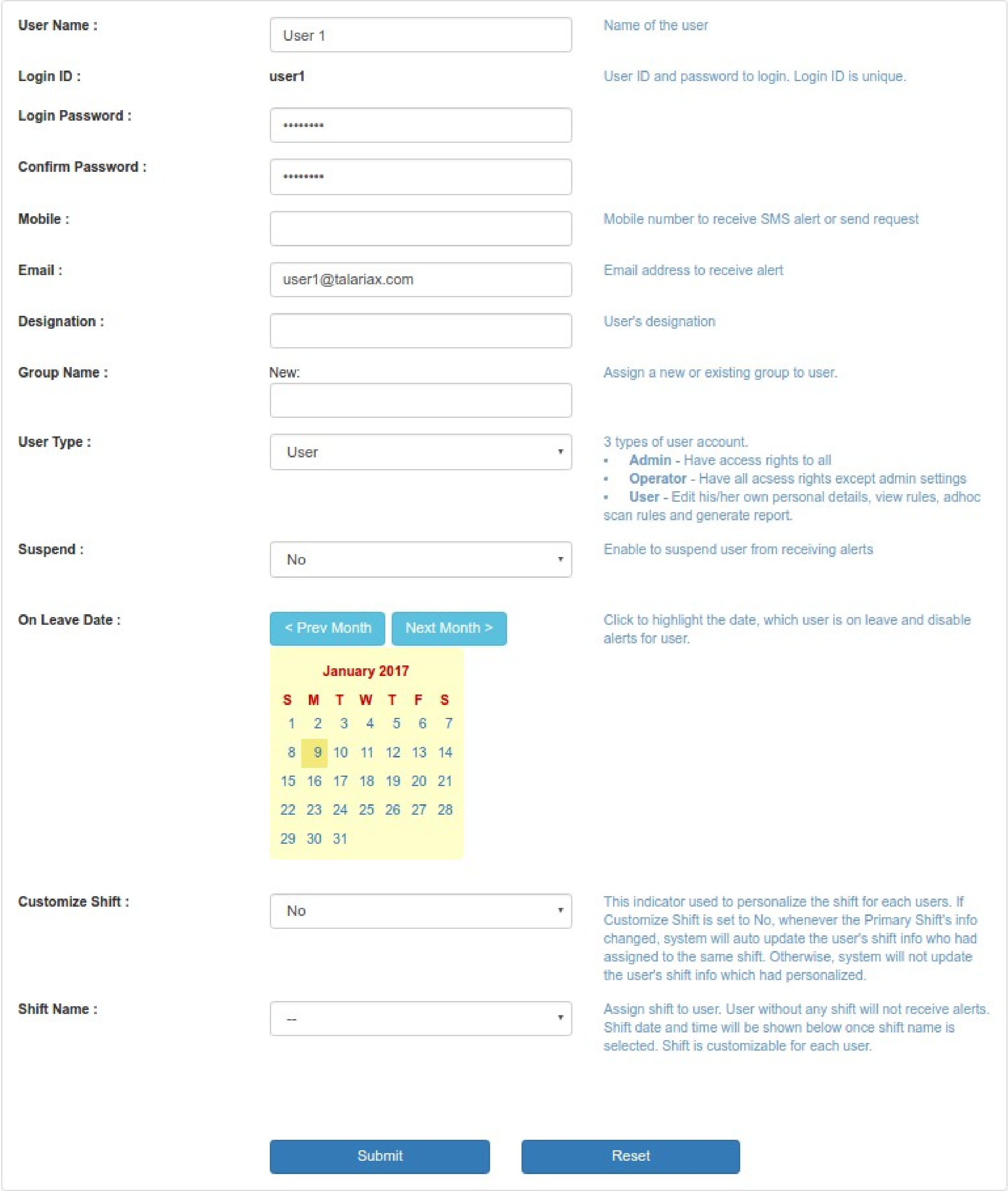
## Create or Update User Accounts



| | | |
|---|---|---|
| **User Name :** | User 1 | Name of the user |
| **Login ID :** | **user1** | User ID and password to login. Login ID is unique. |
| **Login Password :** | •••••••• | |
| **Confirm Password :** | •••••••• | |
| **Mobile :** | | Mobile number to receive SMS alert or send request |
| **Email :** | user1@talariax.com | Email address to receive alert |
| **Designation :** | | User's designation |
| **Group Name :** | New: | Assign a new or existing group to user. |
| **User Type :** | User | 3 types of user account.<br>• **Admin** - Have access rights to all<br>• **Operator** - Have all acsess rights except admin settings<br>• **User** - Edit his/her own personal details, view rules, adhoc scan rules and generate report. |
| **Suspend :** | No | Enable to suspend user from receiving alerts |
| **On Leave Date :** | < Prev Month   Next Month > | Click to highlight the date, which user is on leave and disable alerts for user. |
| **Customize Shift :** | No | This indicator used to personalize the shift for each users. If Customize Shift is set to No, whenever the Primary Shift's info changed, system will auto update the user's shift info who had assigned to the same shift. Otherwise, system will not update the user's shift info which had personalized. |
| **Shift Name :** | -- | Assign shift to user. User without any shift will not receive alerts. Shift date and time will be shown below once shift name is selected. Shift is customizable for each user. |

January 2017

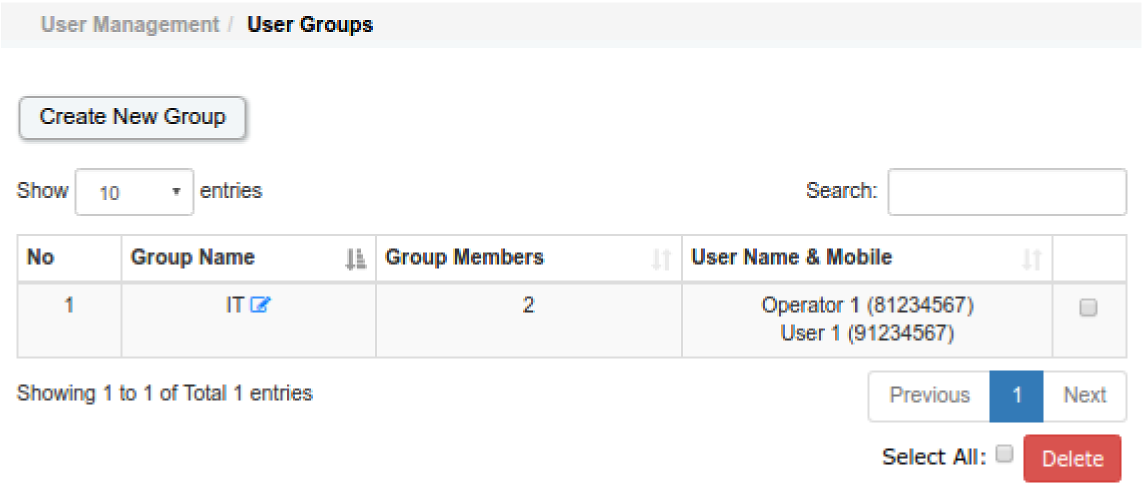
| S | M | T | W | T | F | S |
|---|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 |
| 8 | 9 | 10 | 11 | 12 | 13 | 14 |
| 15 | 16 | 17 | 18 | 19 | 20 | 21 |
| 22 | 23 | 24 | 25 | 26 | 27 | 28 |
| 29 | 30 | 31 | | | | |

| | |
|---|---|
| User Name | Name of the user |
| Login ID & Password | User ID and password to login. Login ID is unique. |
| Mobile Number | Mobile number to receive SMS alert or send SMS Check requests. |
| Email | Email address to receive alert |
| Designation | User's designation |
| Group Name | Assign a new or existing group to user. Multiple groups can be selected. Group can be created under User Group Management.(Refer to 2.5.2 User Groups) |

| | |
|---|---|
| User Type | [Admin\|Operator\|User] Different access rights of user. (Refer to 2.1.1 Login Types) |
| Suspend | Enable or Disable user's suspend mode. Suspended user account will not receive any alert. |
| On Leave Date | Click and highlight the date when user is on on leave and ignore alerts to user on that day. |
| Customize Shift | Customize a standard shift for user. |
| Shift Name | Select shift for user. Note that user without a shift will not receive any alerts. Shift can be created under shift management. (Refer to 2.5.3 Shift Management) |
| Specific Date | Select specific date range for this user. Useful for temporary and contract staff, which will receive alerts during the specific period only. |

## 2.5.2 User Groups

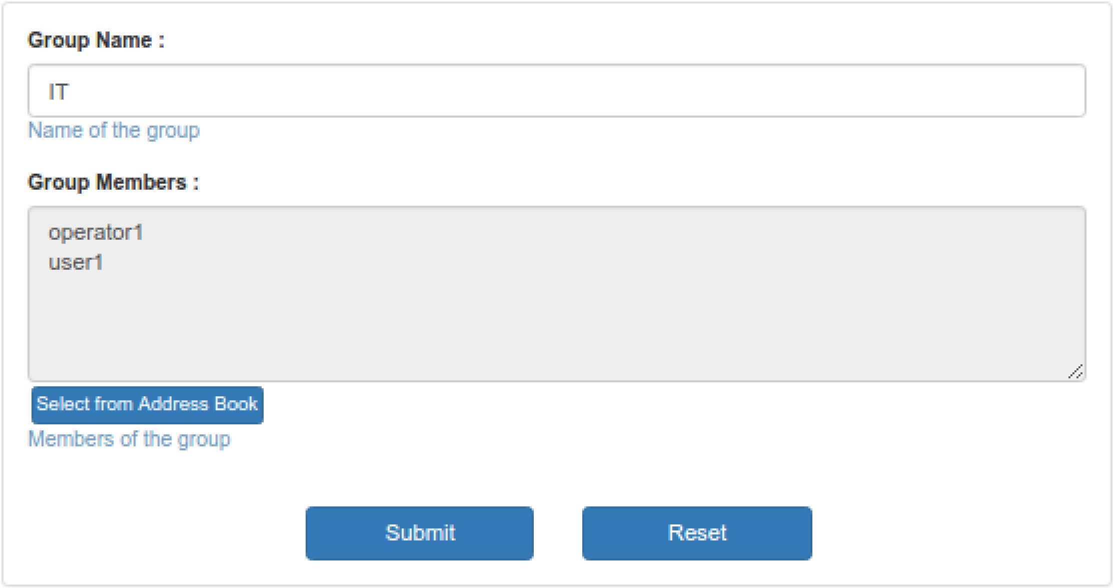
List all users groups and member users.



| No | Group Name | Group Members | User Name & Mobile | |
|---|---|---|---|---|
| 1 | IT | 2 | Operator 1 (81234567)<br>User 1 (91234567) | □ |

Showing 1 to 1 of Total 1 entries

**Create or Update user group**


Group Name : IT

Name of the group

Group Members :

operator1
user1

| | |
|---|---|
| Group Name | Unique group name |
| Users | Select user from address book and assign to this group. Each user can be assigned to multiple groups. |

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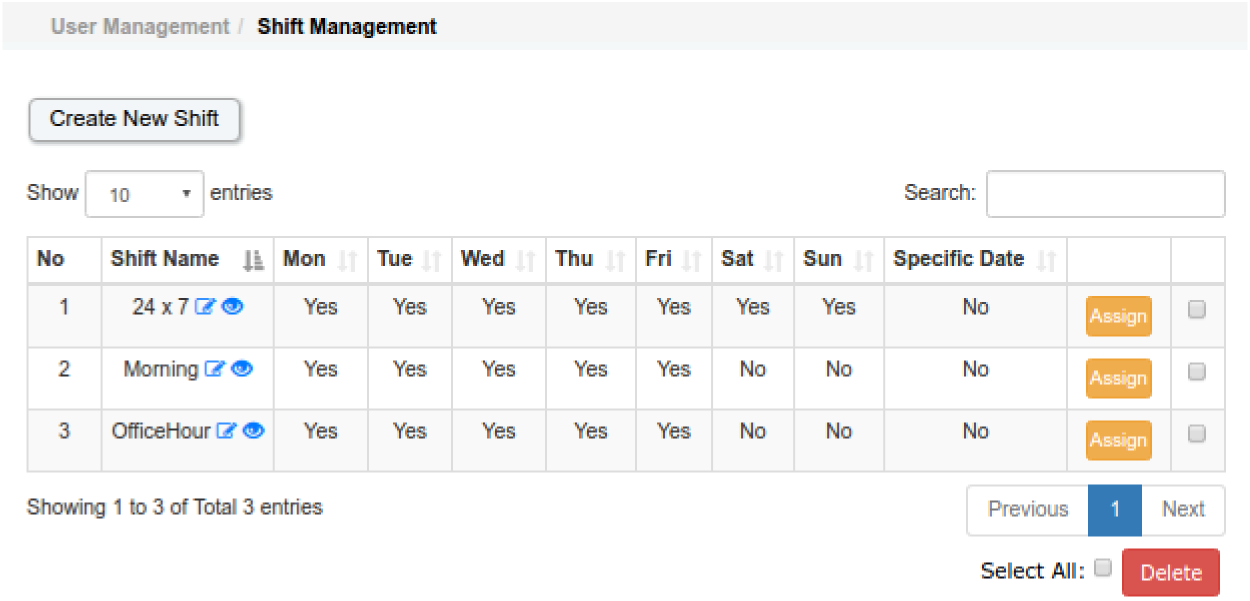
## 2.5.3 Shift Management

Show all shifts for receiving alerts from Avera.

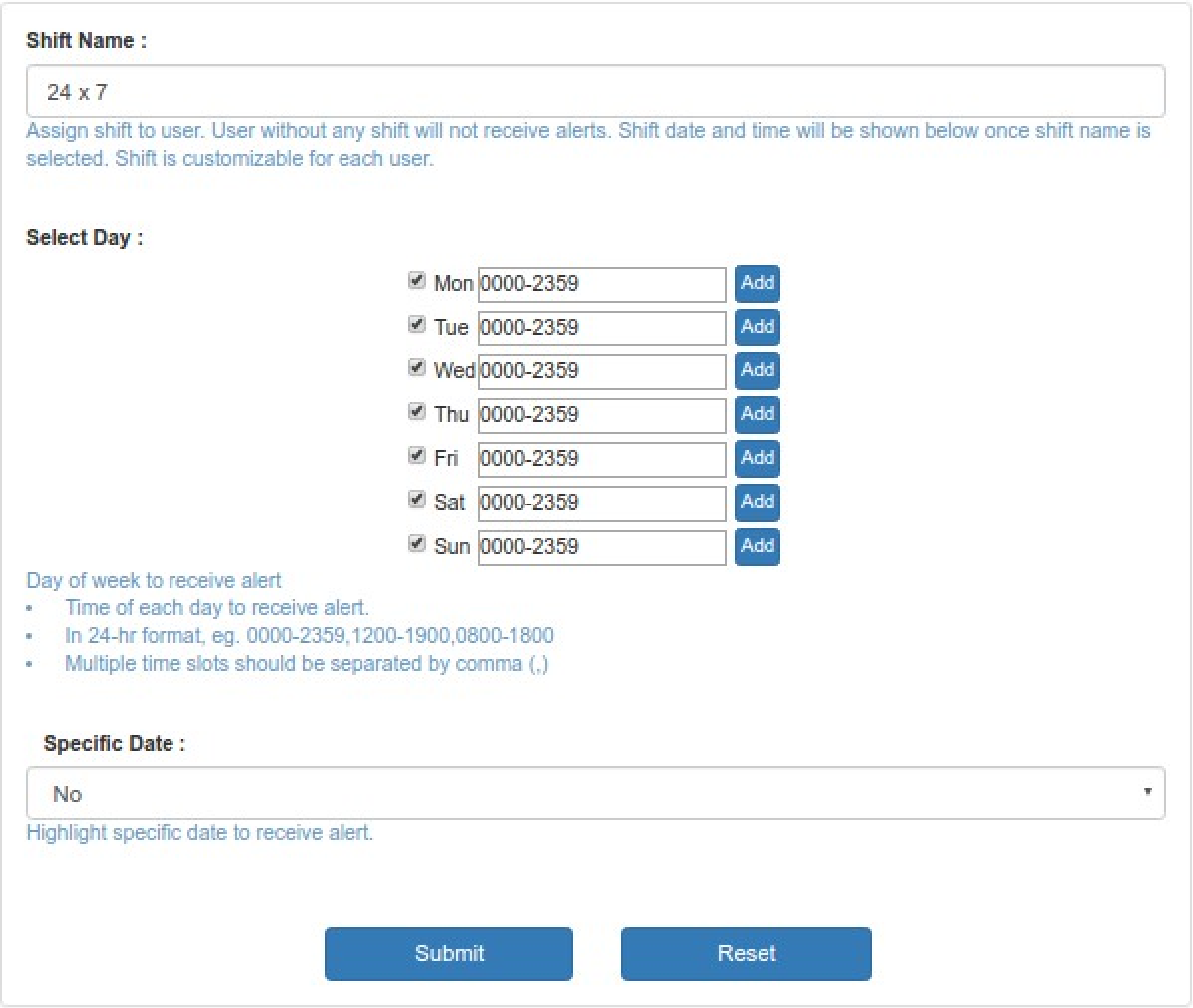


User Management / **Shift Management**

| No | Shift Name | Mon | Tue | Wed | Thu | Fri | Sat | Sun | Specific Date | | |
|---|---|---|---|---|---|---|---|---|---|---|---|
| 1 | 24 x 7 | Yes | Yes | Yes | Yes | Yes | Yes | Yes | No | Assign | □ |
| 2 | Morning | Yes | Yes | Yes | Yes | Yes | No | No | No | Assign | □ |
| 3 | OfficeHour | Yes | Yes | Yes | Yes | Yes | No | No | No | Assign | □ |

Showing 1 to 3 of Total 3 entries

**<u>Create or Update Shift</u>**



**Shift Name :**

24 x 7

Assign shift to user. User without any shift will not receive alerts. Shift date and time will be shown below once shift name is selected. Shift is customizable for each user.

**Select Day :**

☑ Mon 0000-2359 Add
☑ Tue 0000-2359 Add
☑ Wed 0000-2359 Add
☑ Thu 0000-2359 Add
☑ Fri 0000-2359 Add
☑ Sat 0000-2359 Add
☑ Sun 0000-2359 Add

Day of week to receive alert

- Time of each day to receive alert.
- In 24-hr format, eg. 0000-2359,1200-1900,0800-1800
- Multiple time slots should be separated by comma (,)

**Specific Date :**

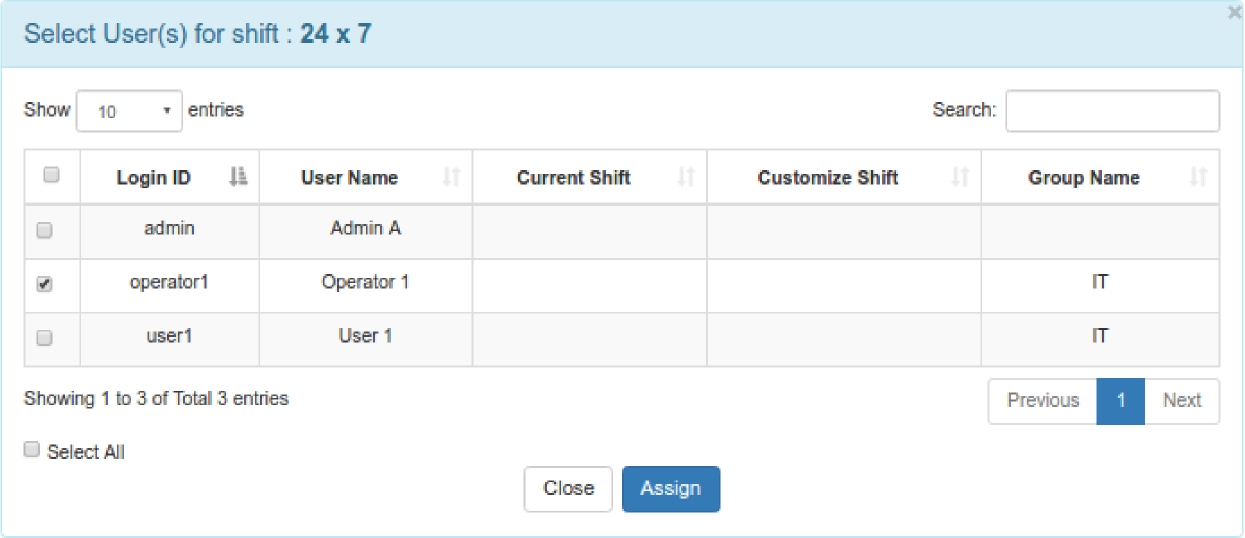
No

Highlight specific date to receive alert.

| | |
|---|---|
| Shift Name | Unique shift name |
| Day of week | Select day of week to receive alert |
| Time of alert | Time of each day to receive alert.<br>In 24-hr format, eg. 0000-2359,1200-1900,0800-1800<br>Multiple time slots should be separated by comma (,) |
| Specific Date | Highlight specific date to receive alert |

## Assign Shift

Click on Assign button to assign shift to users.



Select User(s) for shift : **24 x 7**

Show 10 entries Search:

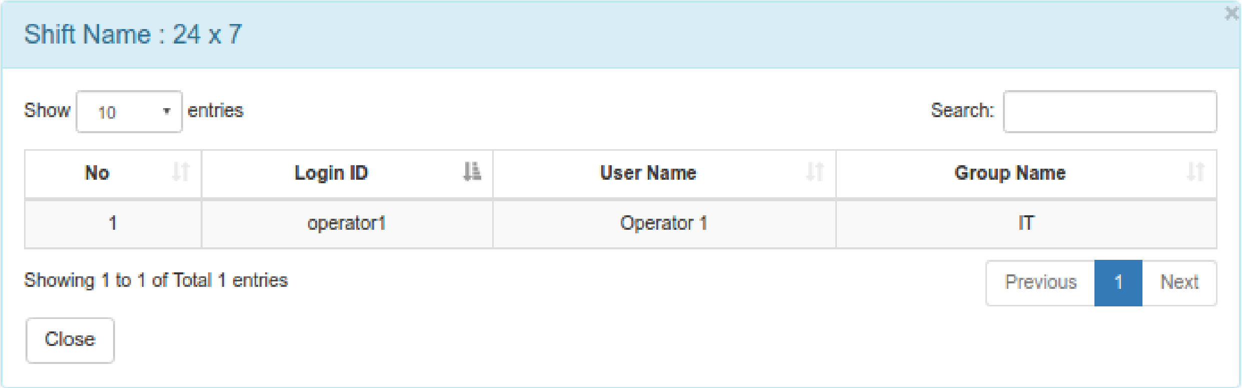
| □ | Login ID | User Name | Current Shift | Customize Shift | Group Name |
|---|---|---|---|---|---|
| □ | admin | Admin A | | | |
| ☑ | operator1 | Operator 1 | | | IT |
| □ | user1 | User 1 | | | IT |

Showing 1 to 3 of Total 3 entries

□ Select All

## View Shift

Click on 👁 button to view the shift members.



Shift Name : 24 x 7

Show 10 entries Search:

| No | Login ID | User Name | Group Name |
|---|---|---|---|
| 1 | operator1 | Operator 1 | IT |

Showing 1 to 1 of Total 1 entries

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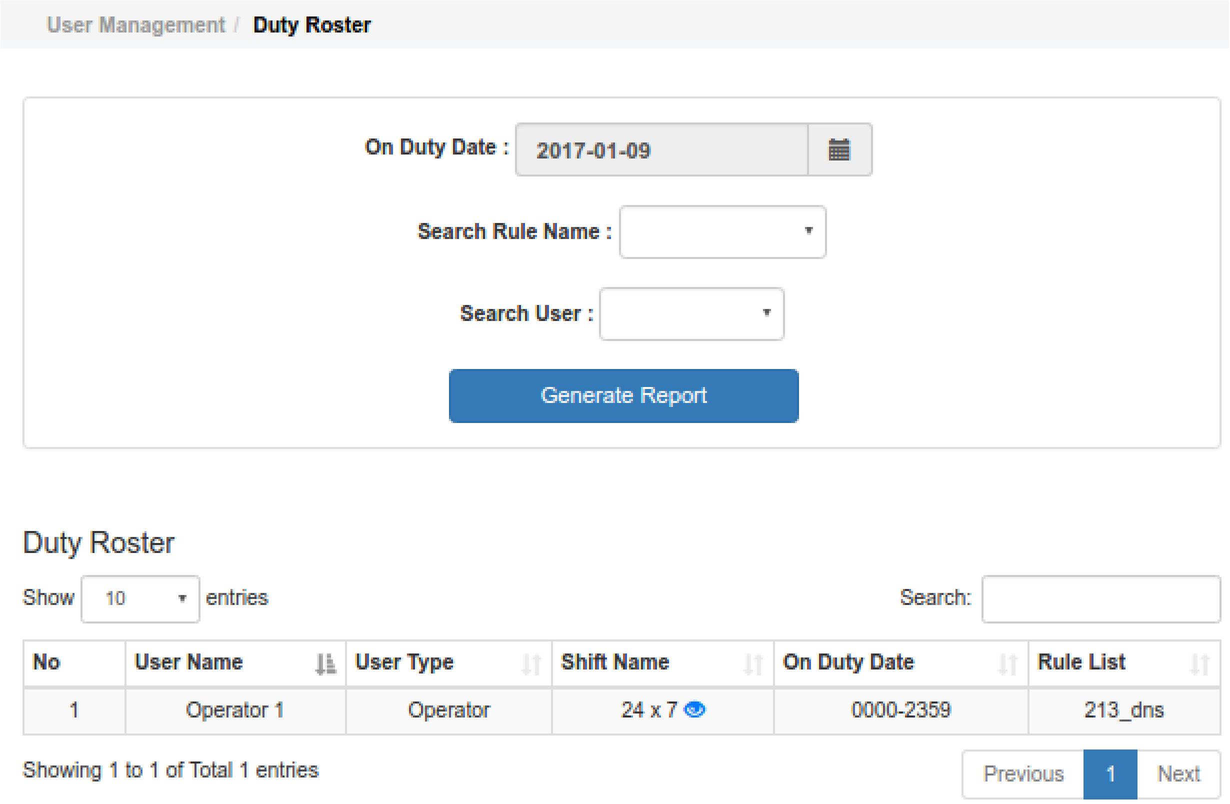
## 2.5.4 Duty Roster

This feature enable user to check who is on duty on a specific date.



User Management / **Duty Roster**

**On Duty Date :** 2017-01-09

**Search Rule Name :**

**Search User :**

Duty Roster

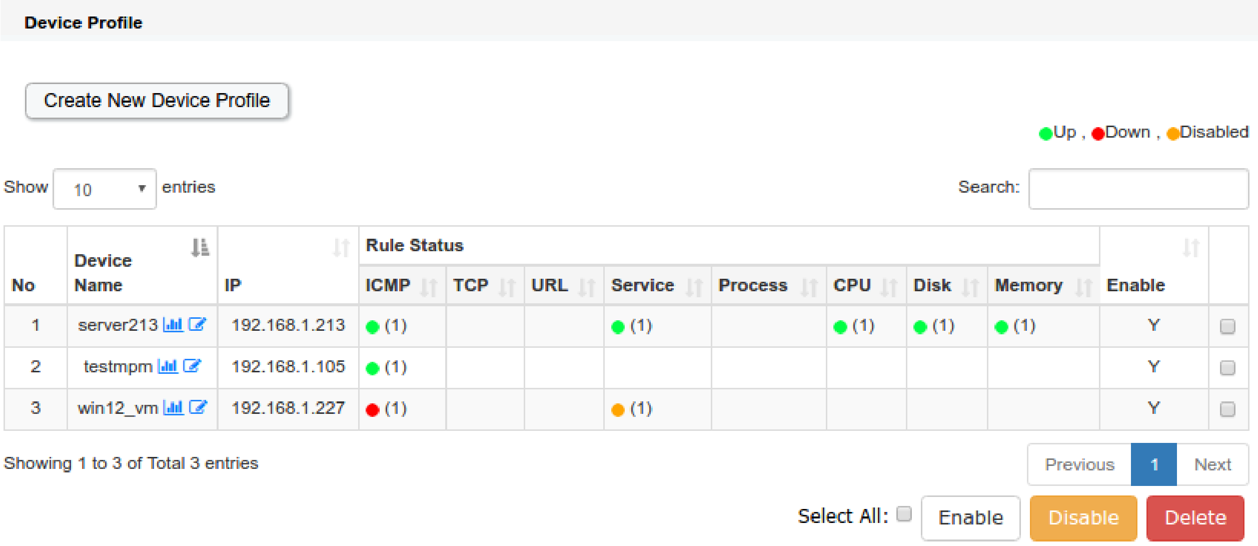
Show 10 entries Search:

| No | User Name | User Type | Shift Name | On Duty Date | Rule List |
|---|---|---|---|---|---|
| 1 | Operator 1 | Operator | 24 x 7 | 0000-2359 | 213_dns |

Showing 1 to 1 of Total 1 entries

## 2.6 Device Profile

This page shows all the monitoring rules configured in Avera and its current status, whether it's up, down or disabled.



**Device Profile**

●Up , ●Down , ●Disabled

Show 10 entries Search:

| No | Device Name | IP | Rule Status | | | | | | | | Enable | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | | | ICMP | TCP | URL | Service | Process | CPU | Disk | Memory | | |
| 1 | server213 | 192.168.1.213 | ● (1) | | | ● (1) | | ● (1) | ● (1) | ● (1) | Y | □ |
| 2 | testmpm | 192.168.1.105 | ● (1) | | | | | | | | Y | □ |
| 3 | win12_vm | 192.168.1.227 | ● (1) | | | ● (1) | | | | | Y | □ |

Showing 1 to 3 of Total 3 entries

Select All: □

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### 2.6.1 Create or Update device profile

| | |
|---|---|
| Server IP | Server's IP Address |
| Server Name | Unique name for each device |
| Server Description | Short description for device |
| Server Location | Short description of server's location |
| Server Platform | [Redhat \| SUSE \| Windows 2003 Server \| Windows 2008 Server \| Windows 2012 Server]<br>Select the server's operating system. |
| Login Name | Server's login name. This is required for some monitoring types like windows service check, windows process check, CPU, disk and memory. |
| Login Password | For windows server, this is required for WMI remote access to gather server's information and remote control (restart service, restart server and shutdown server).<br>For Linux server, this is required only if the 'SSH By' is set to password. |
| SSH By | [Password \| Key]<br>This is only available for Linux server.<br>• **Password** :  SSH login via login name and password as configured above.<br>• **Key** : SSH login via ssh key. User need to add Avera's key to server's authorized key file. |
| Test Connection | Click to check server connection with the login credential provided. |
| Authorized Mobile & Authorized Group | Authorized mobile numbers & groups to send in SMS and query this server's data. Refer to 3.1 SMS Check Template |

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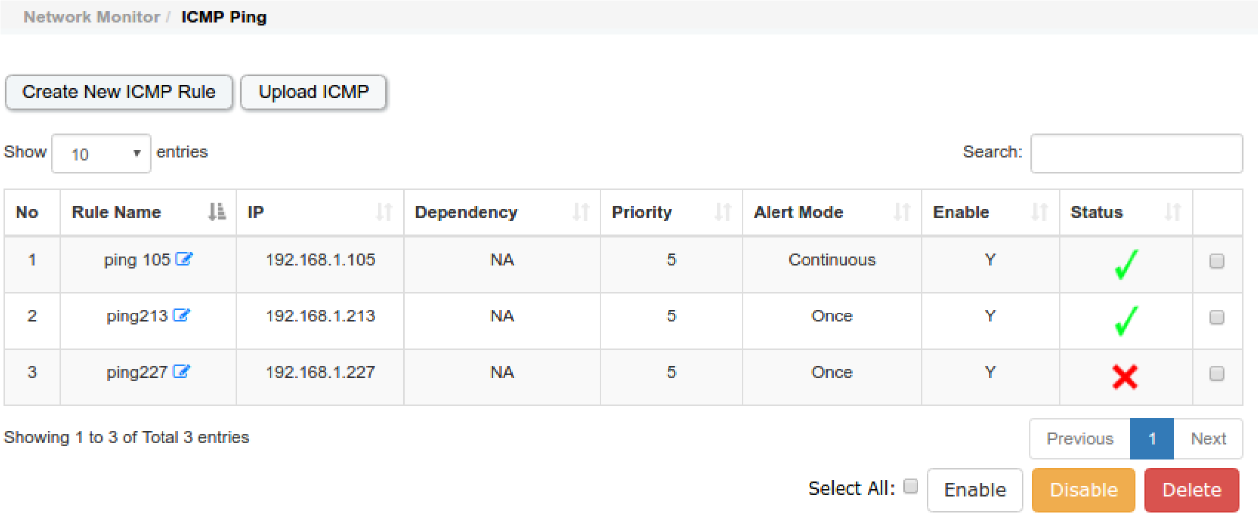
# 2.7 Network Monitor

Sendquick Avera is able to monitor different types of rules, which are ICMP, TCP, URL, Windows Service and Process, CPU, Disk and Memory. Every rule is tied to a server, which is configured under Device Profile (Refer to 2.6 Device Profile).

## 2.7.1 ICMP Ping

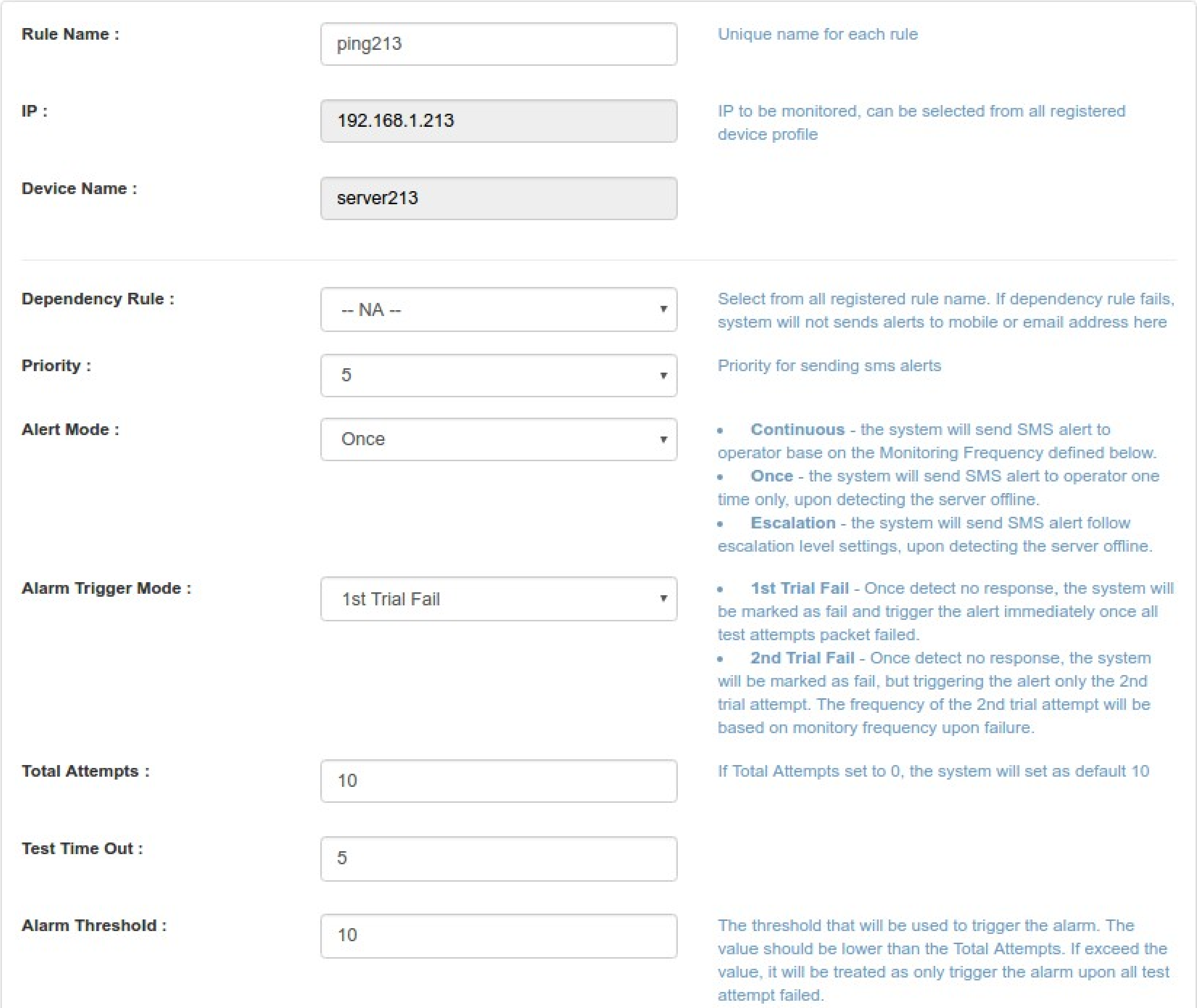


Network Monitor / **ICMP Ping**

| No | Rule Name | IP | Dependency | Priority | Alert Mode | Enable | Status | |
|---|---|---|---|---|---|---|---|---|
| 1 | ping 105 | 192.168.1.105 | NA | 5 | Continuous | Y | ✓ | □ |
| 2 | ping213 | 192.168.1.213 | NA | 5 | Once | Y | ✓ | □ |
| 3 | ping227 | 192.168.1.227 | NA | 5 | Once | Y | ✗ | □ |

Showing 1 to 3 of Total 3 entries

### 2.7.1.1 Create or Update network monitoring rules



| | | |
|---|---|---|
| **Rule Name :** | ping213 | Unique name for each rule |
| **IP :** | 192.168.1.213 | IP to be monitored, can be selected from all registered device profile |
| **Device Name :** | server213 | |
| **Dependency Rule :** | -- NA -- | Select from all registered rule name. If dependency rule fails, system will not sends alerts to mobile or email address here |
| **Priority :** | 5 | Priority for sending sms alerts |
| **Alert Mode :** | Once | • **Continuous** - the system will send SMS alert to operator base on the Monitoring Frequency defined below.<br>• **Once** - the system will send SMS alert to operator one time only, upon detecting the server offline.<br>• **Escalation** - the system will send SMS alert follow escalation level settings, upon detecting the server offline. |
| **Alarm Trigger Mode :** | 1st Trial Fail | • **1st Trial Fail** - Once detect no response, the system will be marked as fail and trigger the alert immediately once all test attempts packet failed.<br>• **2nd Trial Fail** - Once detect no response, the system will be marked as fail, but triggering the alert only the 2nd trial attempt. The frequency of the 2nd trial attempt will be based on monitory frequency upon failure. |
| **Total Attempts :** | 10 | If Total Attempts set to 0, the system will set as default 10 |
| **Test Time Out :** | 5 | |
| **Alarm Threshold :** | 10 | The threshold that will be used to trigger the alarm. The value should be lower than the Total Attempts. If exceed the value, it will be treated as only trigger the alarm upon all test attempt failed. |

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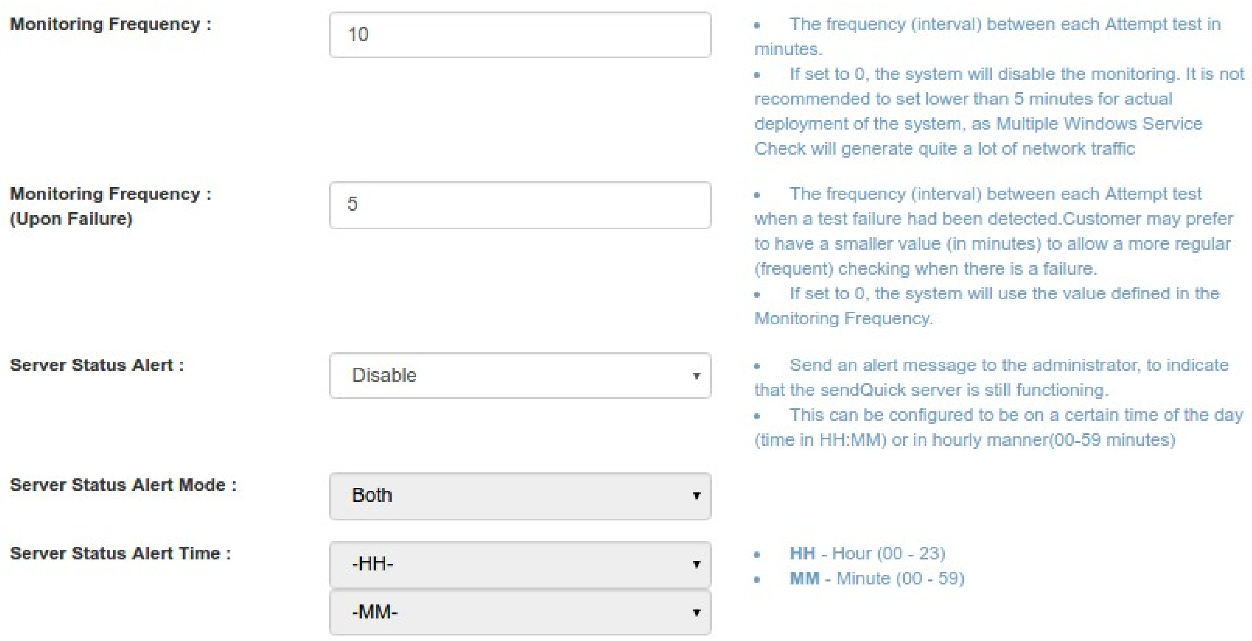


**Monitoring Frequency :** 10

- The frequency (interval) between each Attempt test in minutes.
- If set to 0, the system will disable the monitoring. It is not recommended to set lower than 5 minutes for actual deployment of the system, as Multiple Windows Service Check will generate quite a lot of network traffic

**Monitoring Frequency : (Upon Failure)** 5

- The frequency (interval) between each Attempt test when a test failure had been detected.Customer may prefer to have a smaller value (in minutes) to allow a more regular (frequent) checking when there is a failure.
- If set to 0, the system will use the value defined in the Monitoring Frequency.

**Server Status Alert :** Disable

- Send an alert message to the administrator, to indicate that the sendQuick server is still functioning.
- This can be configured to be on a certain time of the day (time in HH:MM) or in hourly manner(00-59 minutes)

**Server Status Alert Mode :** Both

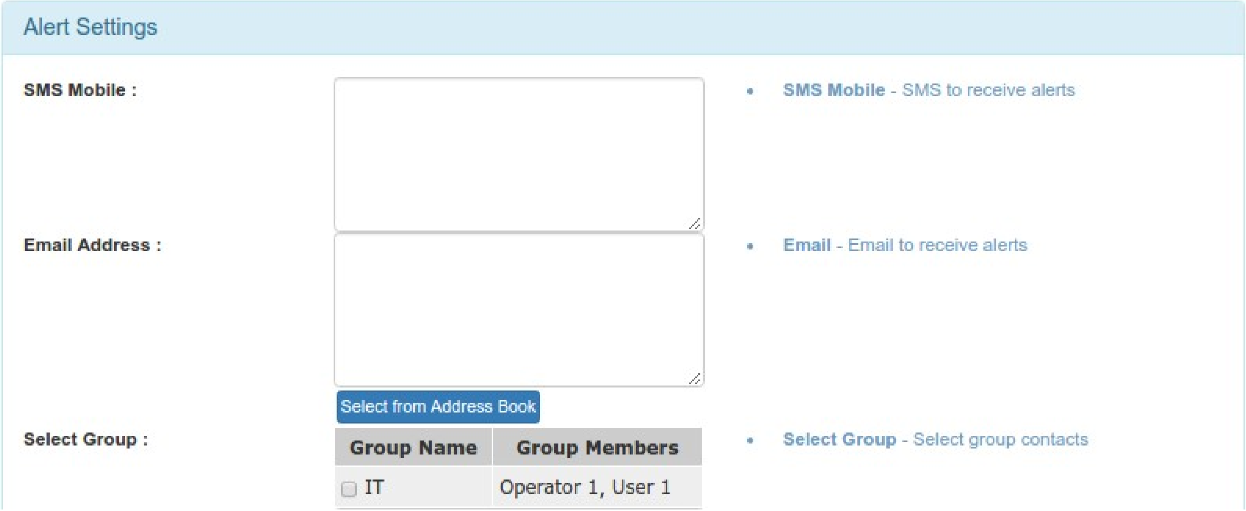
**Server Status Alert Time :** -HH- -MM-

- **HH** - Hour (00 - 23)
- **MM** - Minute (00 - 59)

| | |
|---|---|
| Rule Name | Unique name for each rule |
| IP Address | IP to be monitored, can be selected from all registered device profile |
| Device Name | Server's name of this IP. If this is a new IP, assign a unique name for this server and new device profile will be created. |
| Dependency Rule | Select from all registered rule name. If dependency rule fails, system will not sends alerts to mobile or email address here |
| Priority | Priority for sending SMS alerts |
| Alert Mode | **Continuous** - the system will send SMS alert to operator base on the Monitoring Frequency defined below.<br>**Once** - the system will send SMS alert to operator one time only, upon detecting the rule down.<br>**Escalation** - the system will send SMS alert follow escalation level settings, upon detecting the rule down. |
| Alarm Trigger Mode | **1st Trial Fail** - Once detect no response, the system will be marked as fail and trigger the alert immediately once all test ping packet failed.<br>**2nd Trial Fail** - Once detect no response, the system will be marked as fail, but triggering the alert only the 2nd trial attempt. The frequency of the 2nd trial attempt will be based on monitory frequency upon failure. |
| Total Test Ping | If Total Test Ping set to 0, the system will set as default 10 |
| Ping Timeout | Timeout for each Ping Test, in seconds. If Ping Timeout is set to 0, the system will set as default 5 seconds. |
| Alarm Threshold | The threshold that will be used to trigger the alarm. The value should be lower than the Total Test Ping. If exceed the value, it will be treated as only trigger the alarm upon all test ping failed. |
| Monitoring Frequency | The frequency (interval) between each Ping test in minutes. If set to 0, the system will disable the monitoring. It is not recommended to set lower than 5 minutes for actual deployment of the system, as ICMP ping generate quite a lot of network traffic |
| Monitoring Frequency (Upon Failure) | The frequency (interval) between each Ping test when a test failure had been detected. Customer may prefer to have a smaller value (in minutes) to allow a more regular (frequent) checking when there is a failure. If set to 0, the system will use the value defined in the Monitoring Frequency. |

| | |
|---|---|
| Server Status Alert | Send an alert message to the administrator, to indicate that the sendQuick server is still functioning or down. This can be configured to be on a certain time of the day (time in HH:MM) or in hourly manner(00-59 minutes) |
| Server Status Alert Mode | [SMS \| Email \| Both]<br>Server Status Alert delivery method |
| Server Status Alert Time | **HH** - Hour (00 - 23)  **MM** - Minute (00 - 59) |

## Alert Settings (Once / Continuous)



Alert Settings

**SMS Mobile :**

- **SMS Mobile** - SMS to receive alerts

**Email Address :**

- **Email** - Email to receive alerts

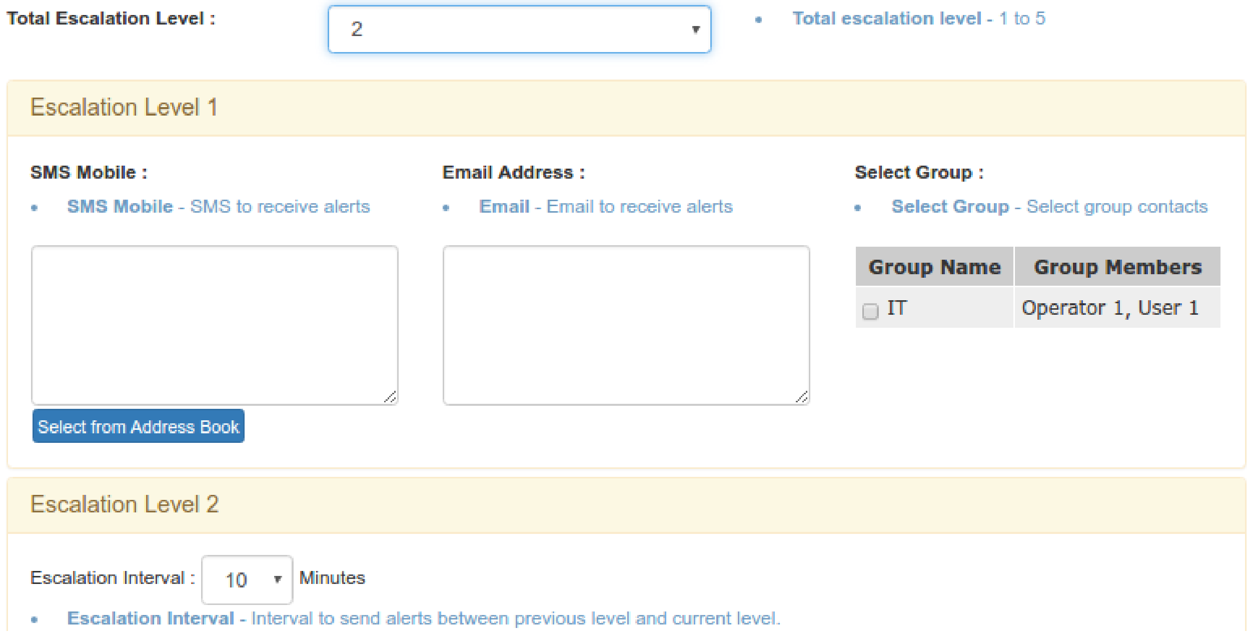
**Select Group :**

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

- **Select Group** - Select group contacts

| | |
|---|---|
| SMS Mobile | Mobile Number to receive SMS alerts. |
| Email Address | Email addresses to receive alerts. |
| Select from Address Book | Select mobile or email or both from address book contacts. Selected user name will be inserted to the text box above. |
| Select Group | Select group to receive alerts. |

## Alert Settings (Escalation)



**Total Escalation Level :** 2

- **Total escalation level** - 1 to 5

Escalation Level 1

**SMS Mobile :**

- **SMS Mobile** - SMS to receive alerts

**Email Address :**

- **Email** - Email to receive alerts

**Select Group :**

- **Select Group** - Select group contacts

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

Escalation Level 2

Escalation Interval : 10 Minutes

- **Escalation Interval** - Interval to send alerts between previous level and current level.

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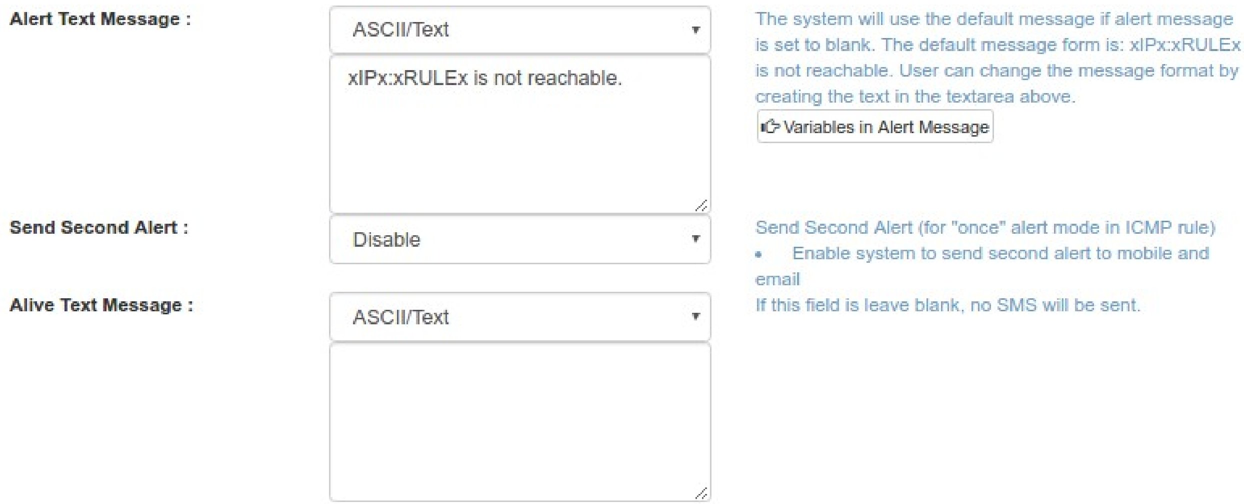
| | |
|---|---|
| Total Escalation Level | [1 to 5] Select up to 5 levels of escalation alerts. |
| SMS Mobile | Mobile Number to receive SMS alerts. |
| Email | Email addresses to receive alerts. |
| Select from Address Book | Select mobile or email or both from address book contacts. Selected user name will be inserted to the text box above. |
| Select Group | Select group to receive alerts. |
| Escalation interval | Interval (in minutes) to send alerts between previous level and current level. |

## Alert Text Message



Alert Text Message : ASCII/Text

xIPx:xRULEx is not reachable.

The system will use the default message if alert message is set to blank. The default message form is: xIPx:xRULEx is not reachable. User can change the message format by creating the text in the textarea above.

Send Second Alert : Disable

Send Second Alert (for "once" alert mode in ICMP rule)

- Enable system to send second alert to mobile and email

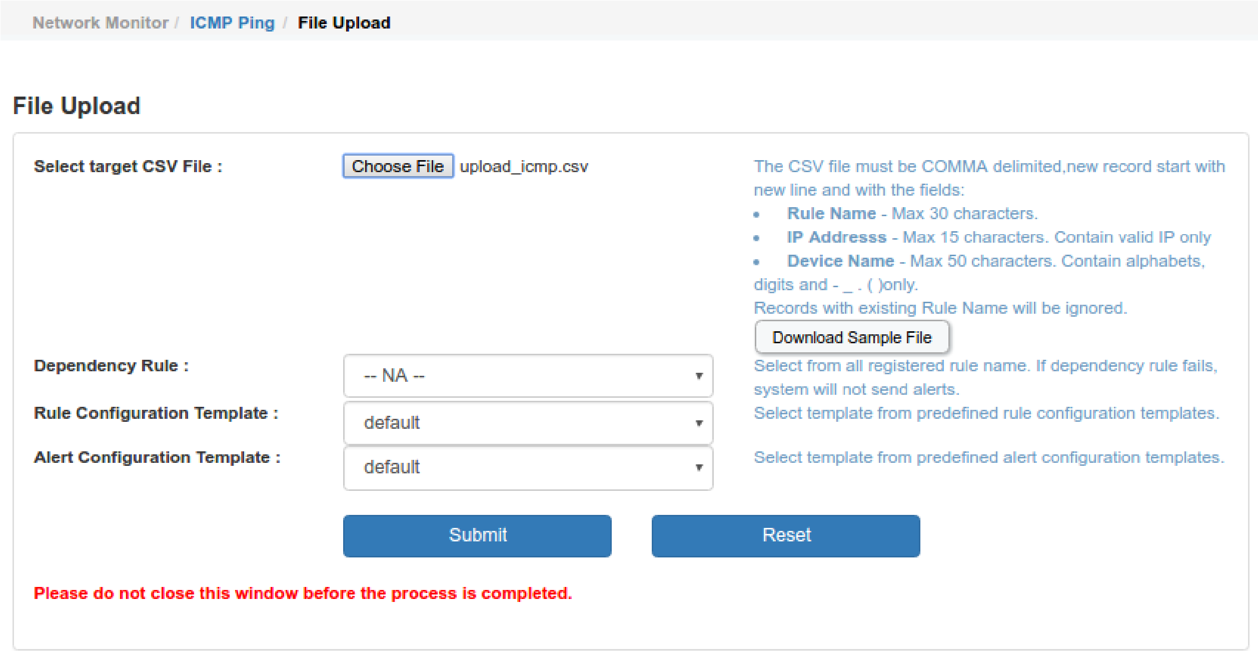
If this field is leave blank, no SMS will be sent.

Alive Text Message : ASCII/Text

| | |
|---|---|
| Alert Text Message | The system will use the default message if alert message is set to blank. The default message form is: xIPx:xRULEx is not reachable. User can change the message format by creating the text in the textarea above. |
| Send Second Alert (Only available for ICMP's 'once' alert mode) | Enable system to send second alert to mobile and email<br>**Second Alert Interval** - Interval to send second alert if ping check is still down.<br>**Second Alert Text Message** - The system will use the default message if alert message is set to blank. The default message form is: xIPx:xRULEx is not reachable. User can change the message format by creating the text in the text area above. |
| Alive Text Message | If this field is leave blank, no SMS will be sent. |
| Variables in Message Template | • **xRULEx -** Rule name<br>• **xIPx -** Server IP<br>• **xPORTx -** Port number in TCP Port Check rule<br>• **xURLx -** Target url in url rule<br>• **xSERVICEx -** Seervice name in Windows Service rule.<br>• **xPROCESSx -** Process name in Windows Process rule.<br>• **xMULTISERVICESx -** Service list in Multiple Windows Service rule.<br>• **xCPUUTILx -** Last CPU utilization in percentage.<br>• **xDISKUTILx -** Last Disk utilization in percentage.<br>• **xMEMUTILx -** Last Memeory utilization in percentage.<br>• **xDTMx -** Server date and time of this alert message |

### 2.7.1.2 Upload ICMP

User can create ICMP rules by file upload option. Download the sample file as template and add the rule name, desired IP address and device name for each ICMP rule. Select templates from the list and upload. SendQuick Avera will create ICMP rules based on the configuration template file. Refer to 2.11 Configuration Template for more details.



Network Monitor / ICMP Ping / File Upload

File Upload

Select target CSV File : Choose File upload_icmp.csv

The CSV file must be COMMA delimited,new record start with new line and with the fields:

- **Rule Name** - Max 30 characters.
- **IP Addresss** - Max 15 characters. Contain valid IP only
- **Device Name** - Max 50 characters. Contain alphabets, digits and - _ . ( )only.

Records with existing Rule Name will be ignored.

Download Sample File

Dependency Rule : -- NA -- Select from all registered rule name. If dependency rule fails, system will not send alerts.

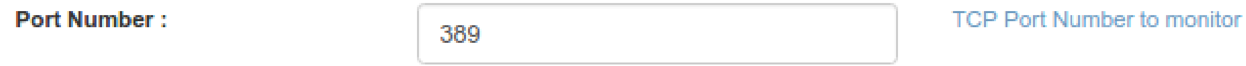
Rule Configuration Template : default Select template from predefined rule configuration templates.

Alert Configuration Template : default Select template from predefined alert configuration templates.

Please do not close this window before the process is completed.

## 2.7.2 TCP Port Check

Monitoring TCP port number, trigger alerts when the port of that server is unavailable.



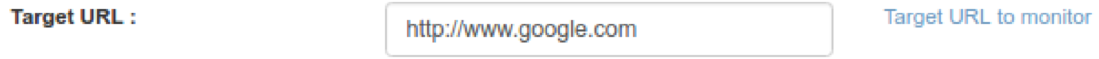
Port Number : 389 TCP Port Number to monitor

| | |
|---|---|
| Port Number | TCP Port Number to be monitored |

Refer to 2.7.1.1 for other configuration.

## 2.7.3 URL Check

Monitoring URL, trigger alerts when the URL response is unsuccessful.



Target URL : http://www.google.com Target URL to monitor

| | |
|---|---|
| Target URL | Target URL to be monitored. Prefix with http:// or https:// to determine the prototol. |

Refer to 2.7.1.1 for other configuration.

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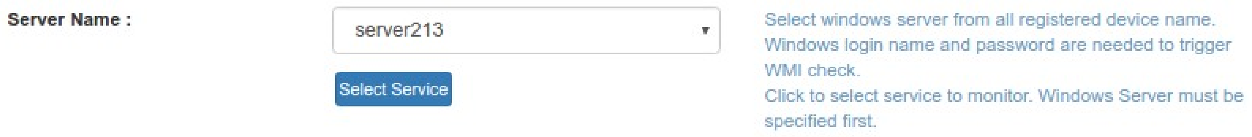
# 2.7.4 Windows Service Check

## 2.7.4.1 Single Service

Monitoring Single Windows Service via WMI connection. Alerts will be triggered in one of the following situations:

- Server IP is not reachable
- WMI Connection to windows server is not successful
- Windows service is not available or not running
- Windows service is not restarted if it is expected to be restarted if not running.

To select windows service, select server name from the Windows Server list (created in Device Profile). Click on Select Service to retrieve all windows services from that windows server in real time.

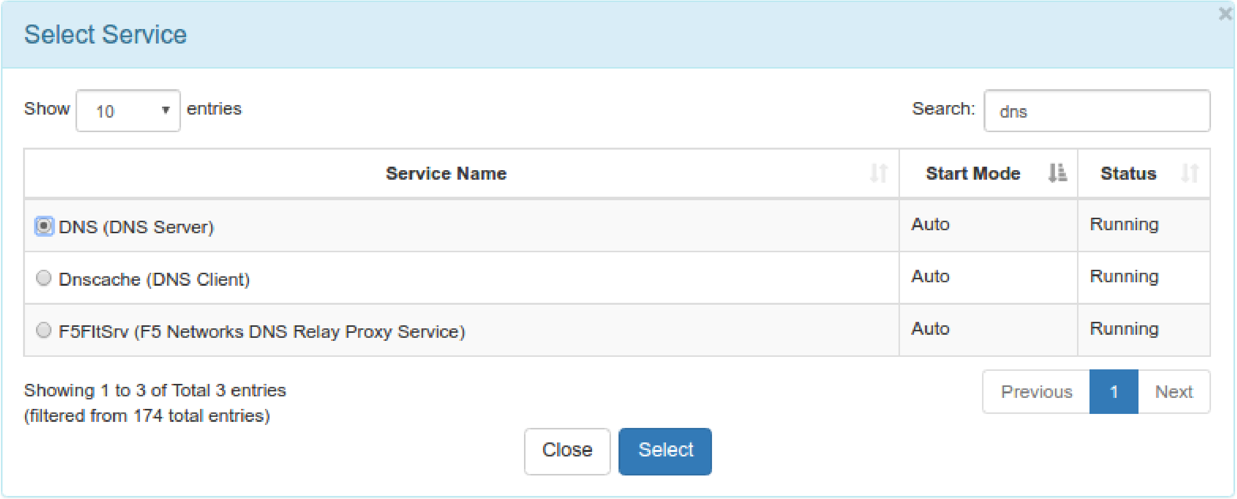


Server Name : server213 ▾

Select Service

Select windows server from all registered device name. Windows login name and password are needed to trigger WMI check.
Click to select service to monitor. Windows Server must be specified first.

Select windows service to be monitored.



Select Service

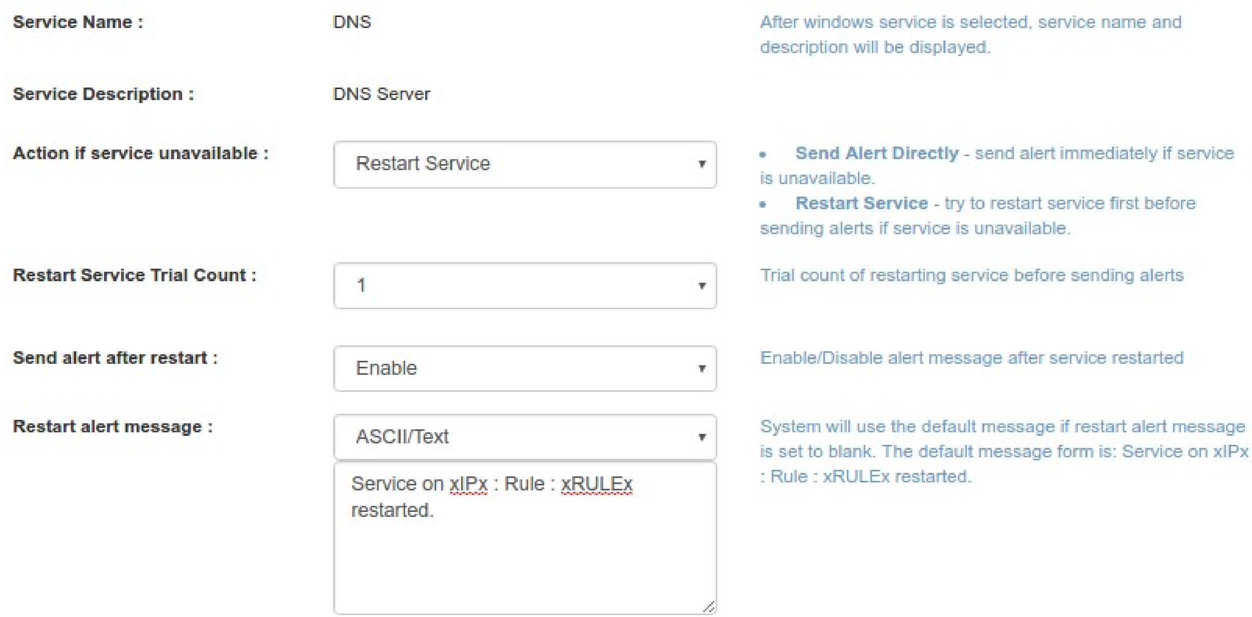
Show 10 ▾ entries

Search: dns

| Service Name | Start Mode | Status |
|---|---|---|
| ● DNS (DNS Server) | Auto | Running |
| ○ Dnscache (DNS Client) | Auto | Running |
| ○ F5FltSrv (F5 Networks DNS Relay Proxy Service) | Auto | Running |

Showing 1 to 3 of Total 3 entries
(filtered from 174 total entries)

Once selected, Service Name and Service Description will be updated.



Service Name : DNS

After windows service is selected, service name and description will be displayed.

Service Description : DNS Server

Action if service unavailable : Restart Service ▾

- **Send Alert Directly** - send alert immediately if service is unavailable.
- **Restart Service** - try to restart service first before sending alerts if service is unavailable.

Restart Service Trial Count : 1 ▾

Trial count of restarting service before sending alerts

Send alert after restart : Enable ▾

Enable/Disable alert message after service restarted

Restart alert message : ASCII/Text ▾

Service on xIPx : Rule : xRULEx restarted.

System will use the default message if restart alert message is set to blank. The default message form is: Service on xIPx : Rule : xRULEx restarted.

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| | |
|---|---|
| Action if service unavailable | [Send Alert Directly \| Restart Service]<br>**Send Alert Directly** - send alert immediately if service is unavailable<br>**Restart Service** - try to restart service first before sending alerts if service is unavailable |
| Restart Service Trial Count | Trial count of restarting service before sending alerts |
| Send alert after restart | Enable/Disable alert message after service restarted |
| Restart alert message | System will use the default message if restart alert message is set to blank. The default message form is: Service on xIPx : Rule : xRULEx restarted. User can change the message format by creating the text in the text area. Use variable xRULEx for the displaying of rule name. |

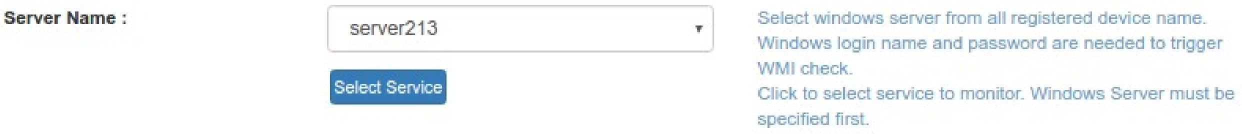
Refer to 2.7.1.1 for other configuration.

### 2.7.4.2 Multiple Service

Monitoring Multiple Windows Service via WMI connection. Alerts will be triggered in one of the following situations:

- Server IP is not reachable
- WMI Connection to windows server is not successful
- One of the Windows services is not available or not running
- All windows service are not restarted if it is expected to be restarted if not running.

To select windows services, select server name from the Windows Server list (created in Device Profile). Click on Select Service to retrieve all windows services from that windows server in real time.

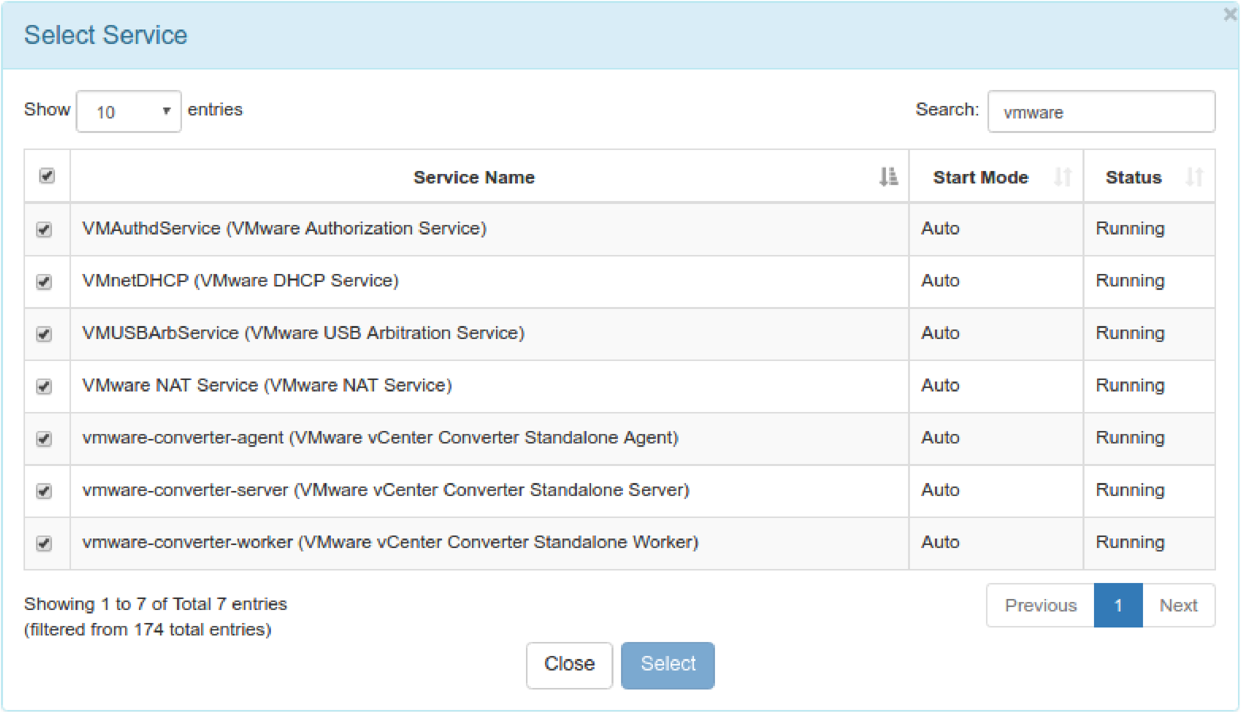


**Server Name :** server213

Select windows server from all registered device name. Windows login name and password are needed to trigger WMI check.

Click to select service to monitor. Windows Server must be specified first.

Select windows services to be monitored.



Select Service

Show 10 entries  Search: vmware

| ☑ | Service Name | Start Mode | Status |
|---|---|---|---|
| ☑ | VMAuthdService (VMware Authorization Service) | Auto | Running |
| ☑ | VMnetDHCP (VMware DHCP Service) | Auto | Running |
| ☑ | VMUSBArbService (VMware USB Arbitration Service) | Auto | Running |
| ☑ | VMware NAT Service (VMware NAT Service) | Auto | Running |
| ☑ | vmware-converter-agent (VMware vCenter Converter Standalone Agent) | Auto | Running |
| ☑ | vmware-converter-server (VMware vCenter Converter Standalone Server) | Auto | Running |
| ☑ | vmware-converter-worker (VMware vCenter Converter Standalone Worker) | Auto | Running |

Showing 1 to 7 of Total 7 entries
(filtered from 174 total entries)

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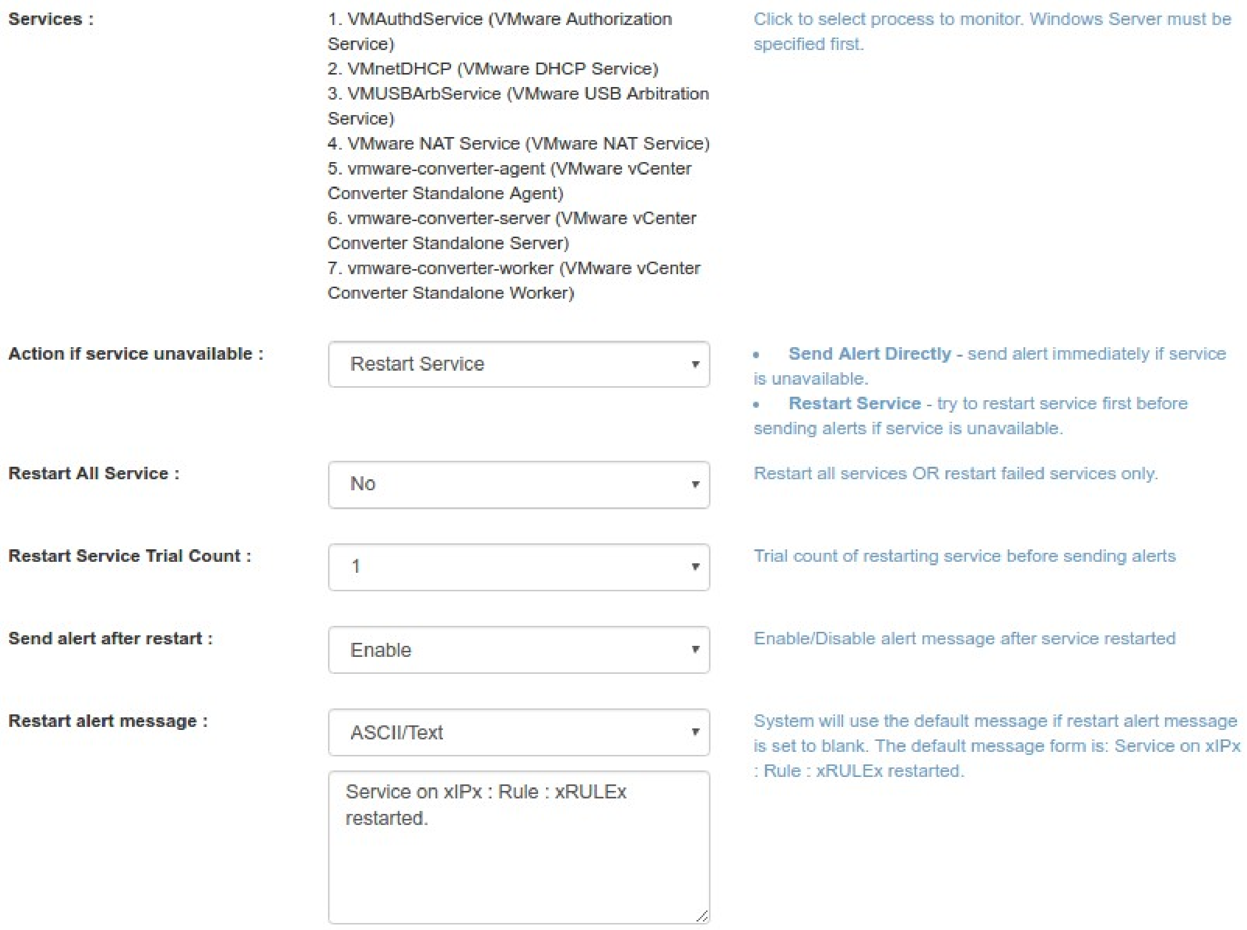
Once selected, list of service name and description will be updated.



| | | |
|---|---|---|
| **Services :** | 1. VMAuthdService (VMware Authorization Service)<br>2. VMnetDHCP (VMware DHCP Service)<br>3. VMUSBArbService (VMware USB Arbitration Service)<br>4. VMware NAT Service (VMware NAT Service)<br>5. vmware-converter-agent (VMware vCenter Converter Standalone Agent)<br>6. vmware-converter-server (VMware vCenter Converter Standalone Server)<br>7. vmware-converter-worker (VMware vCenter Converter Standalone Worker) | Click to select process to monitor. Windows Server must be specified first. |
| **Action if service unavailable :** | Restart Service | • **Send Alert Directly** - send alert immediately if service is unavailable.<br>• **Restart Service** - try to restart service first before sending alerts if service is unavailable. |
| **Restart All Service :** | No | Restart all services OR restart failed services only. |
| **Restart Service Trial Count :** | 1 | Trial count of restarting service before sending alerts |
| **Send alert after restart :** | Enable | Enable/Disable alert message after service restarted |
| **Restart alert message :** | ASCII/Text<br>Service on xIPx : Rule : xRULEx restarted. | System will use the default message if restart alert message is set to blank. The default message form is: Service on xIPx : Rule : xRULEx restarted. |

| | |
|---|---|
| Action if service unavailable | [Send Alert Directly \| Restart Service]<br>**Send Alert Directly** - send alert immediately if service is unavailable<br>**Restart Service** - try to restart service first before sending alerts if service is unavailable |
| Restart All Service | Restart all services OR restart failed services only. |
| Restart Service Trial Count | Trial count of restarting service before sending alerts |
| Send alert after restart | Enable/Disable alert message after service restarted |
| Restart alert message | System will use the default message if restart alert message is set to blank. The default message form is: Service on xIPx : Rule : xRULEx restarted. User can change the message format by creating the text in the text area. Use variable xRULEx for the displaying of rule name. |

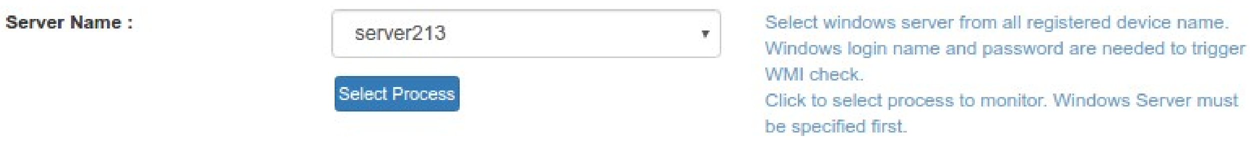
Refer to 2.7.1.1 for other configuration.

### 2.7.5 Windows Process Check

Monitoring Windows Process via WMI connection. Alerts will be triggered in one of the following situations:

- Server IP is not reachable
- WMI Connection to windows server is not successful
- Windows Process is not available or not running
- Memory usage of the Windows Process exceeded threshold

To select windows process, select server name from the Windows Server list (created in Device Profile). Click on Select Process to retrieve all windows processes from that windows server in real time.

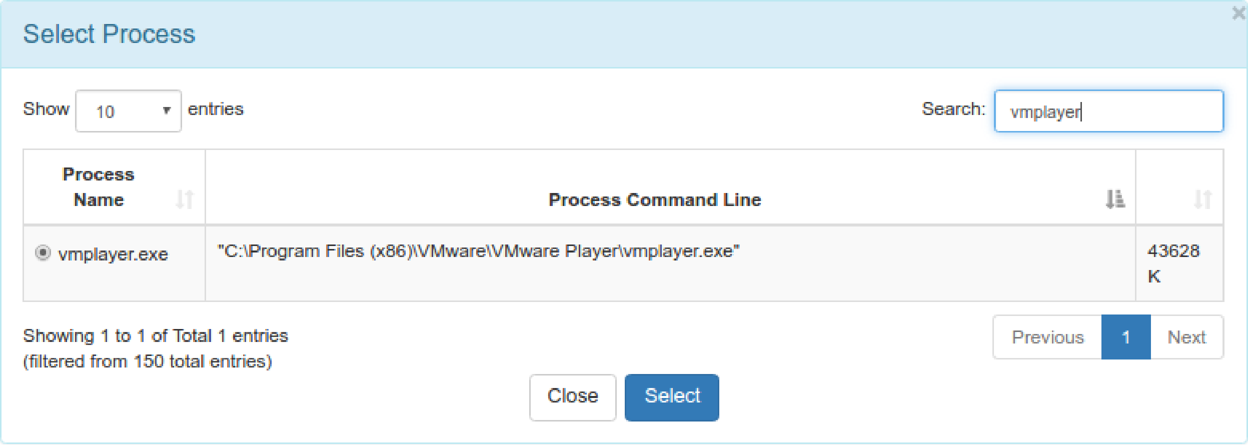


Server Name : server213 ▾

Select Process

Select windows server from all registered device name. Windows login name and password are needed to trigger WMI check.
Click to select process to monitor. Windows Server must be specified first.

Select windows process to be monitored. Filter result by the Search box.



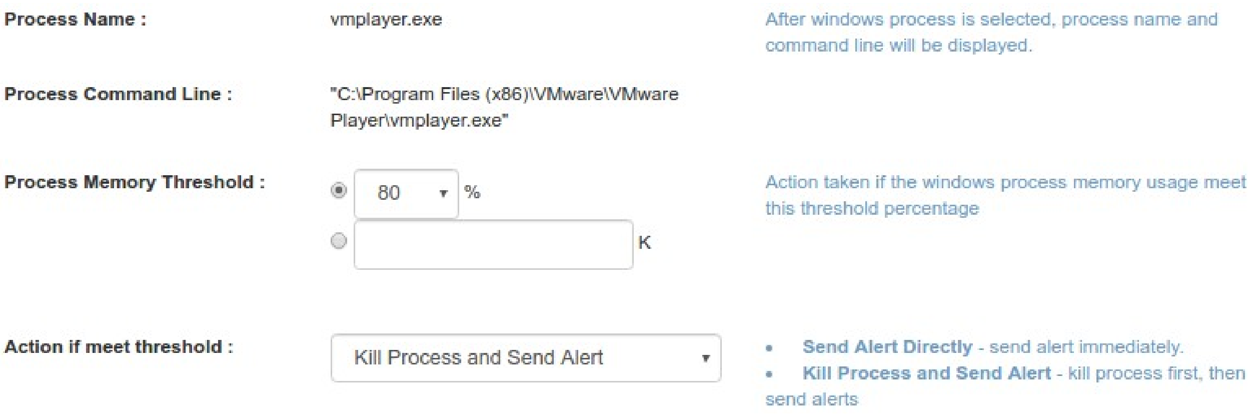
Select Process

Show 10 ▾ entries Search: vmplayer

| Process Name | Process Command Line | |
|---|---|---|
| ○ vmplayer.exe | "C:\Program Files (x86)\VMware\VMware Player\vmplayer.exe" | 43628 K |

Showing 1 to 1 of Total 1 entries (filtered from 150 total entries)

Once selected, list of process name and process command line will be updated.



Process Name : vmplayer.exe

After windows process is selected, process name and command line will be displayed.

Process Command Line : "C:\Program Files (x86)\VMware\VMware Player\vmplayer.exe"

Process Memory Threshold : ● 80 ▾ % ○ K

Action taken if the windows process memory usage meet this threshold percentage

Action if meet threshold : Kill Process and Send Alert ▾

- **Send Alert Directly** - send alert immediately.
- **Kill Process and Send Alert** - kill process first, then send alerts

| | |
|---|---|
| Process Memory Threshold | Action taken if the windows process memory usage meet this threshold percentage(%) or value (in K) |

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| | |
|---|---|
| Action if meet threshold | [Send Alert Directly \| Kill Process and Send Alert]<br>**Send Alert Directly** - send alert immediately<br>**Kill Process and Send Alert** - kill process first, then send alerts |

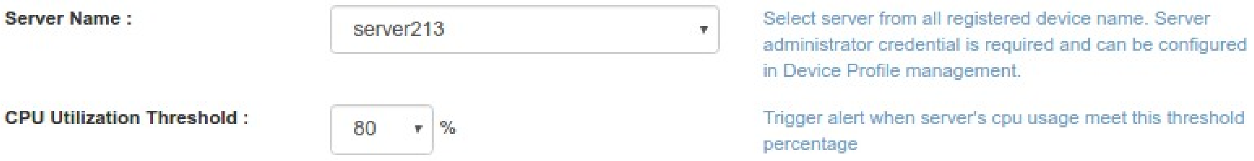
Refer to 2.7.1.1 for other configuration.

## 2.7.6 CPU Check

Monitoring CPU utilization for Windows via WMI connection or Linux server via SSH connection. Server login credential is required and configured in Device Profile. (Refer to 2.6 Device Profile)

Alerts will be triggered when

- Server IP is not reachable
- For Windows : WMI Connection is not successful
- For Linux : SSH Connection is not successful
- CPU usage of the server exceeded threshold



Server Name : server213

Select server from all registered device name. Server administrator credential is required and can be configured in Device Profile management.

CPU Utilization Threshold : 80 %

Trigger alert when server's cpu usage meet this threshold percentage

| | |
|---|---|
| Server Name | Select server from all registered device name. Server administrator credential is required and can be configured in Device Profile management. |
| CPU Utilization Threshold | Alerts will be triggered when server's CPU usage meet this threshold. |

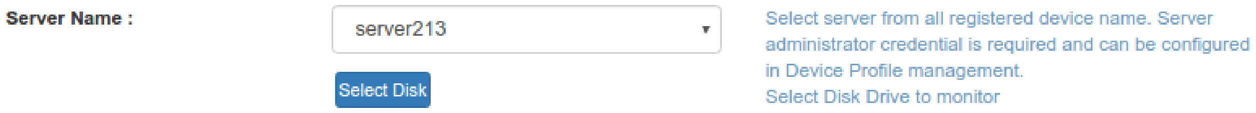
Refer to 2.7.1.1 for other configuration.

## 2.7.7 Disk Check

Monitoring Disk utilization for Windows via WMI connection or Linux server via SSH connection. Server login credential is required and configured in Device Profile. (Refer to 2.6 Device Profile)

Alerts will be triggered when

- Server IP is not reachable
- For Windows : WMI Connection is not successful
- For Linux : SSH Connection is not successful
- Disk usage of the server exceeded threshold



Server Name : server213

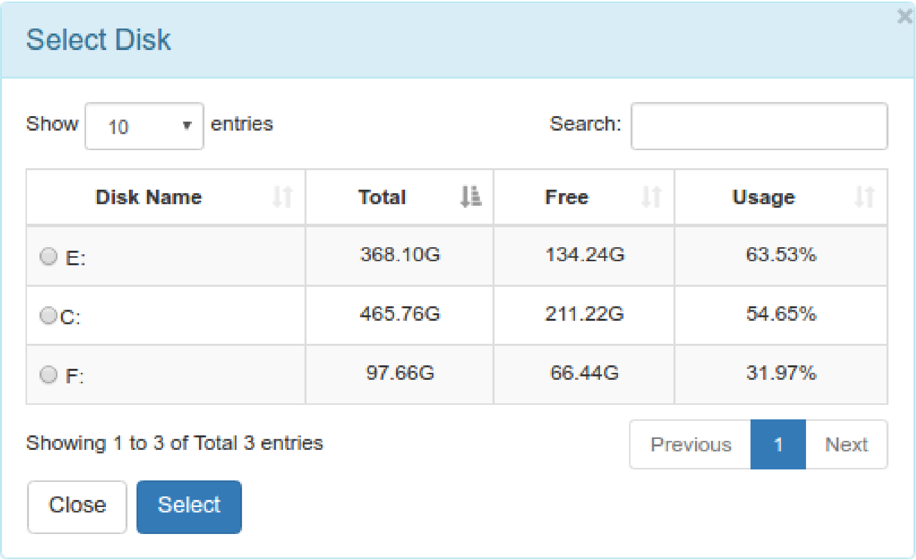
Select server from all registered device name. Server administrator credential is required and can be configured in Device Profile management.

Select Disk Drive to monitor

To select disk/partition, select server name from the server list (created in Device Profile).

Click on Select Disk to retrieve all partitions from that server in real time.

Select disk to be monitored. Create multiple disk utilization rules if need to monitor multiple partitions.



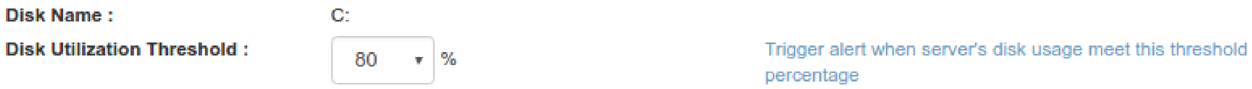
Select Disk

Show 10 entries Search:

| Disk Name | Total | Free | Usage |
|---|---|---|---|
| ○ E: | 368.10G | 134.24G | 63.53% |
| ○ C: | 465.76G | 211.22G | 54.65% |
| ○ F: | 97.66G | 66.44G | 31.97% |

Showing 1 to 3 of Total 3 entries

Once selected, Disk Name will be updated.



Disk Name : C:

Disk Utilization Threshold : 80 %

Trigger alert when server's disk usage meet this threshold percentage

| | |
|---|---|
| Disk Utilization Threshold | Alerts will be triggered when disk/partition usage meet this threshold. |

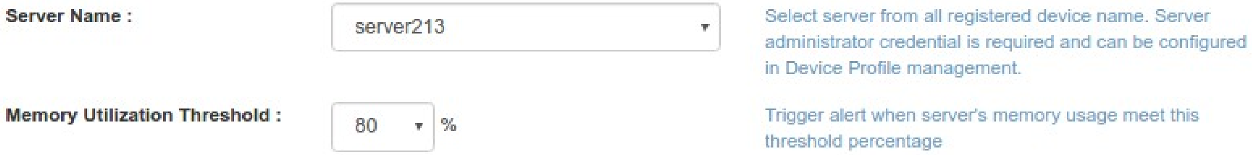
Refer to 2.7.1.1 for other configuration.

## 2.7.8 Memory Check

Monitoring memory utilization for Windows via WMI connection or Linux server via SSH connection. Server login credential is required and configured in Device Profile. (Refer to 2.6 Device Profile)

Alerts will be triggered when

- Server IP is not reachable
- For Windows : WMI Connection is not successful
- For Linux : SSH Connection is not successful
- Memory usage of the server exceeded threshold



Server Name : server213

Select server from all registered device name. Server administrator credential is required and can be configured in Device Profile management.

Memory Utilization Threshold : 80 %

Trigger alert when server's memory usage meet this threshold percentage

| | |
|---|---|
| Server Name | Select server from all registered device name. Server administrator credential is required and can be configured in Device Profile management. |
| Memory Utilization Threshold | Alerts will be triggered when server's CPU usage meet this threshold. |

Refer to 2.7.1.1 for other configuration.

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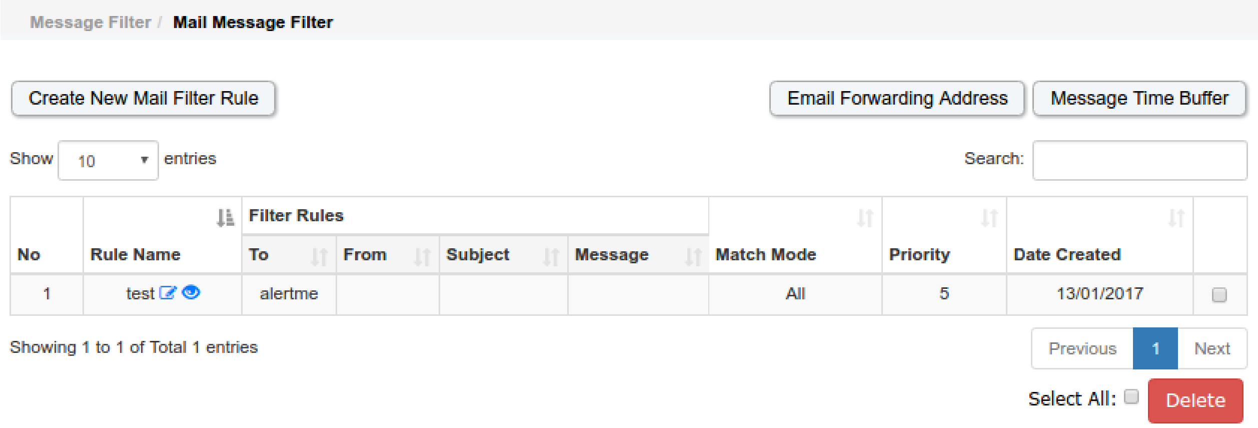
## 2.8 Message Filter

There are 3 types of message filtering type, which are filter by Email, SNMP Trap or SYSLOG Message. Alerts will be triggered when sendQuick Avera receive the message which is match with the filtering rules.

The Filter Rules will be useful for selective sending of alert messages using SMS. The Filter Rules section needs to be configured carefully to provide the right rules for SMS alert. It is fine if you configure the Filter Rules on a later stage as it has no impact on the operation of sendQuick system.

### 2.8.1 Mail Message Filter



Show 10 entries

| | | Filter Rules | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|
| No | Rule Name | To | From | Subject | Message | Match Mode | Priority | Date Created | |
| 1 | test | alertme | | | | All | 5 | 13/01/2017 | □ |

Showing 1 to 1 of Total 1 entries

Select All: □

The Mail Message Filter is used to filter the email notifications from your devices or systems (example firewall, anti-virus, IPS, UPS and others) to sendQuick and applied with the Email Filter policies to determine whether to send alerts (Email/SMS) to the recipients. All messages that were sent to Email Filter will be filtered in accordance to the message filter rules.

All emails that need to be filtered will be sent to sendQuick servers, either using sendQuick domain (FQDN) or IP address. The format is 'username@sendQuickIPorDomain'. As sendQuick is a mail server, it can process all emails that has the server destination as itself, meaning sendQuick IP or domain. Hence, sendQuick is able to accept all emails sent to sendQuick address.

The email address to process the filter messages (filter email) is any email address with sendQuick IP (or domain) as the destination server. Hence, the username section can be any alphanumeric value. For example it can be alarm, support, technical123 and others. The exceptions are the word 'sms' and the numeric only username (eg, 1234567)

For example, if the sendQuick server has an IP of *192.168.1.8* or a server name (FQDN) of *sms.com.sg*, then the email addresses created can be as follow (if the email username is ***alarm***):

*alarm@192.168.1.8* or *alarm@sms.com.sg*

All the messages that were sent to the filter accounts can be forwarded to other email addresses as well as sent to the Mail Filter for processing. The emails will be checked against the Mail Filter configuration based on the Filter Policy. Hence, it is very important for the emails to be sent correctly to sendQuick. It is very important to understand the email address (to sendQuick Filter Account) as explained above.

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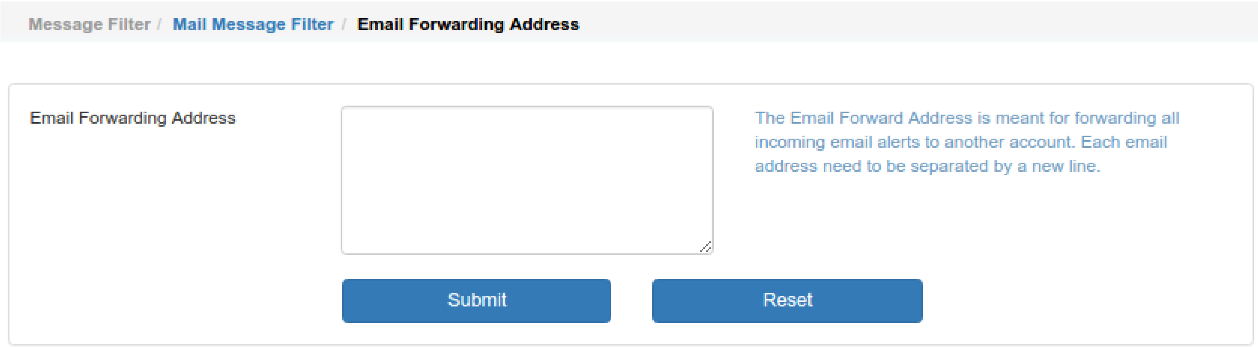
### 2.8.1.1 Email Forwarding Address

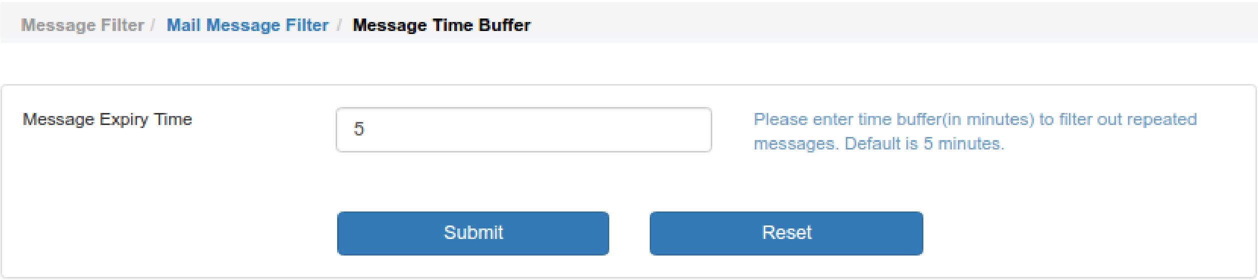


Message Filter / Mail Message Filter / **Email Forwarding Address**

| | | |
|---|---|---|
| Email Forwarding Address | | The Email Forward Address is meant for forwarding all incoming email alerts to another account. Each email address need to be separated by a new line. |

All the messages that were sent to the filter accounts can be forwarded to other email addresses. The Email Forward Address is meant for forwarding all incoming email alerts to another account. Each email address need to be separated by a new line.

### 2.8.1.2 Message Time Buffer



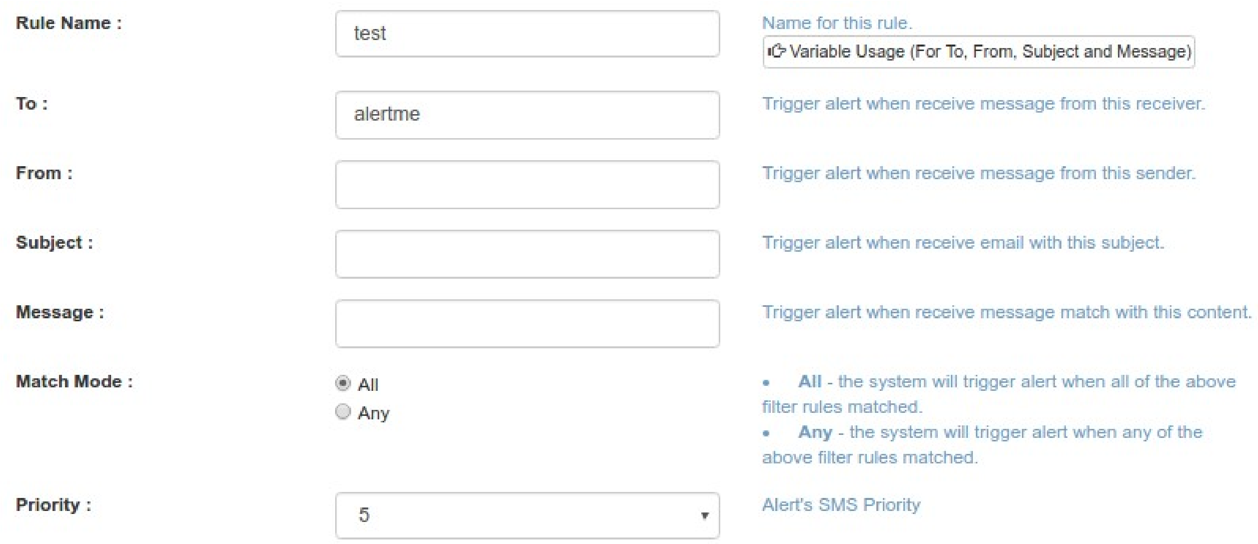
Message Filter / Mail Message Filter / **Message Time Buffer**

| | | |
|---|---|---|
| Message Expiry Time | 5 | Please enter time buffer(in minutes) to filter out repeated messages. Default is 5 minutes. |

Message Time Buffer is a configuration to avoid repeated SMS when the device generates or sends repeated messages to sendQuick. The value inserted in the Message Expiry Time means any repeated messages sent to sendQuick within the buffer time will be discarded. To avoid more repeated messages, set the time buffer to a higher value.

### 2.8.1.3 Create or Update Mail Message Filter Rule

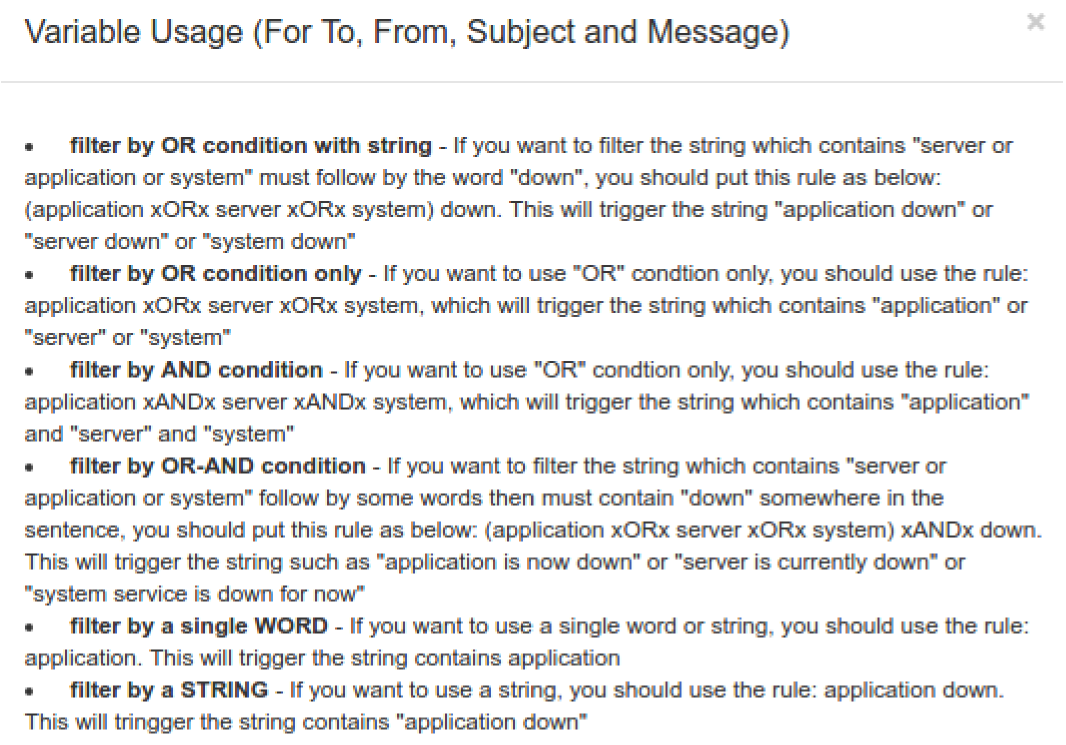
Click on Create New Mail Filter Rule button to create new rule or ✎ to update existing mail message rule.



| | | |
|---|---|---|
| **Rule Name :** | test | Name for this rule.<br>Variable Usage (For To, From, Subject and Message) |
| **To :** | alertme | Trigger alert when receive message from this receiver. |
| **From :** | | Trigger alert when receive message from this sender. |
| **Subject :** | | Trigger alert when receive email with this subject. |
| **Message :** | | Trigger alert when receive message match with this content. |
| **Match Mode :** | ● All<br>○ Any | • **All** - the system will trigger alert when all of the above filter rules matched.<br>• **Any** - the system will trigger alert when any of the above filter rules matched. |
| **Priority :** | 5 | Alert's SMS Priority |

| | |
|---|---|
| Rule Name | Name for this rule. |
| To | Trigger alerts when the Email Recipient match with this value. |
| From | Trigger alerts when the Email Sender match with this value. |
| Subject | Trigger alerts when the Email Subject match with this value. |
| Message | Trigger alerts when the Email Contents match with this value. |
| Match Mode | **All** : Trigger alerts when received email match with all configured fields.<br>**Any** : Trigger alerts when received email match with any configured fields. |
| Priority | SMS Alert Priority. 1 is the highest priority and 9 is the lowest priority. |

The filtering engine is based on matching the exact words or character and the phrase filled in the space provided, for each relevant field. You can also set the AND and OR relationship in the text box. The instructions is in the Variable Usage.



Variable Usage (For To, From, Subject and Message)

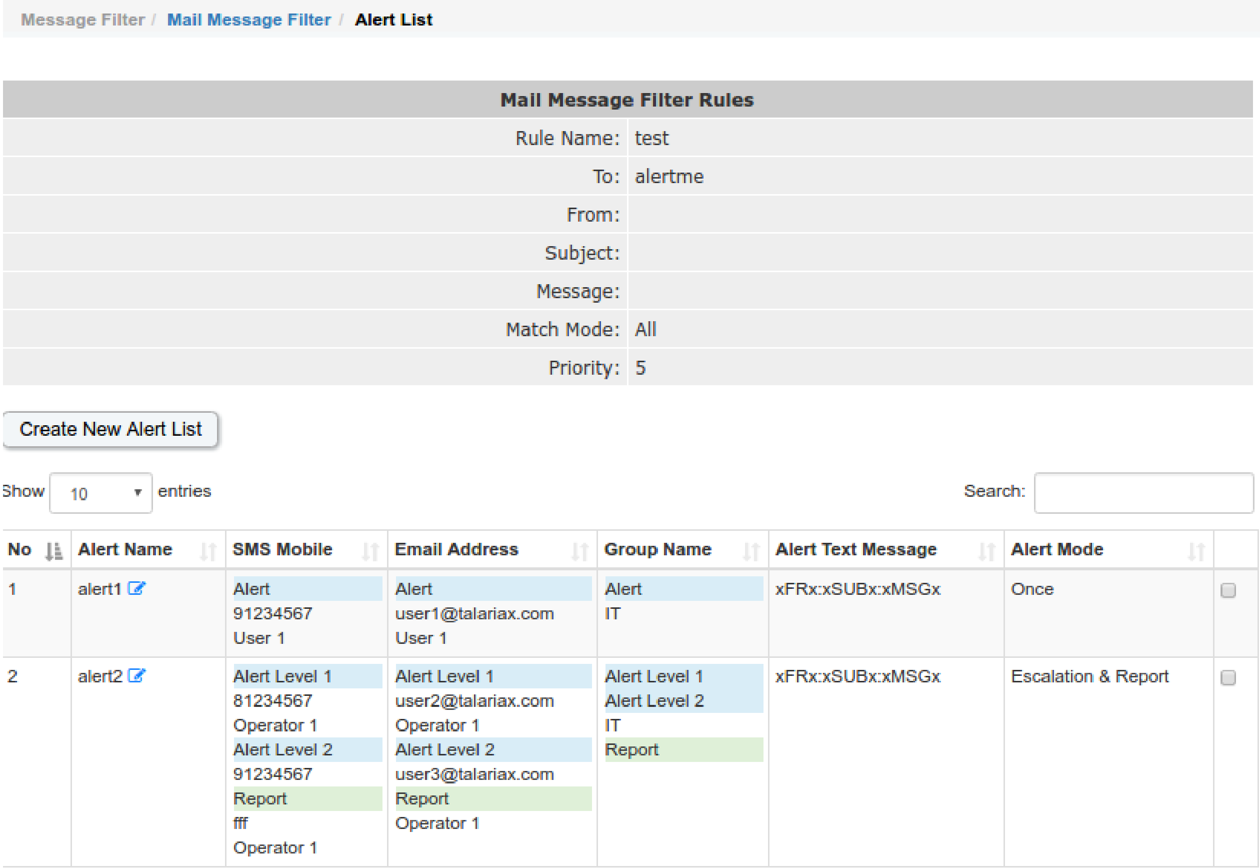
- **filter by OR condition with string** - If you want to filter the string which contains "server or application or system" must follow by the word "down", you should put this rule as below: (application xORx server xORx system) down. This will trigger the string "application down" or "server down" or "system down"
- **filter by OR condition only** - If you want to use "OR" condtion only, you should use the rule: application xORx server xORx system, which will trigger the string which contains "application" or "server" or "system"
- **filter by AND condition** - If you want to use "OR" condtion only, you should use the rule: application xANDx server xANDx system, which will trigger the string which contains "application" and "server" and "system"
- **filter by OR-AND condition** - If you want to filter the string which contains "server or application or system" follow by some words then must contain "down" somewhere in the sentence, you should put this rule as below: (application xORx server xORx system) xANDx down. This will trigger the string such as "application is now down" or "server is currently down" or "system service is down for now"
- **filter by a single WORD** - If you want to use a single word or string, you should use the rule: application. This will trigger the string contains application
- **filter by a STRING** - If you want to use a string, you should use the rule: application down. This will tringger the string contains "application down"

Example, if the Subject field is entered with 'error message' the various scenarios is illustrated below:

| *Sentence* | *Match Status* | *Reasons* |
|---|---|---|
| There is an error in the system message | No | Though the words 'error' and 'message' appears in the sentence, they are individual words and not a phrase. |
| This is a system error | No | Only the word 'error' occur and not the whole phrase |
| There is an error message from system | Yes | The whole phrase 'error message' appears in the sentence. |

### 2.8.1.3.1 Create or Update Alert List

From Mail Message filter list, click on 👁 to view the alert list.

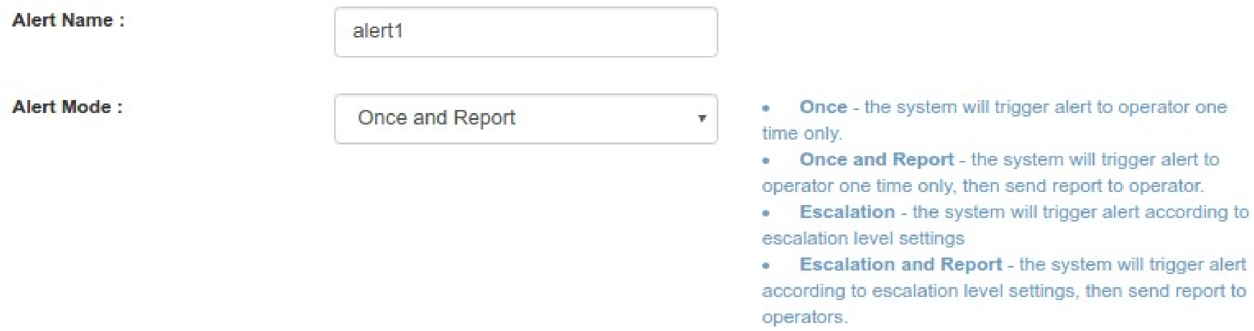


**Mail Message Filter Rules**

| | |
|---|---|
| Rule Name: | test |
| To: | alertme |
| From: | |
| Subject: | |
| Message: | |
| Match Mode: | All |
| Priority: | 5 |

| No | Alert Name | SMS Mobile | Email Address | Group Name | Alert Text Message | Alert Mode | |
|---|---|---|---|---|---|---|---|
| 1 | alert1 | Alert<br>91234567<br>User 1 | Alert<br>user1@talariax.com<br>User 1 | Alert<br>IT | xFRx:xSUBx:xMSGx | Once | □ |
| 2 | alert2 | Alert Level 1<br>81234567<br>Operator 1<br>Alert Level 2<br>91234567<br>Report<br>fff<br>Operator 1 | Alert Level 1<br>user2@talariax.com<br>Operator 1<br>Alert Level 2<br>user3@talariax.com<br>Report<br>Operator 1 | Alert Level 1<br>Alert Level 2<br>IT<br>Report | xFRx:xSUBx:xMSGx | Escalation & Report | □ |

Click on [Create New Alert List] to create new alert list or ✎ to update existing alert list.



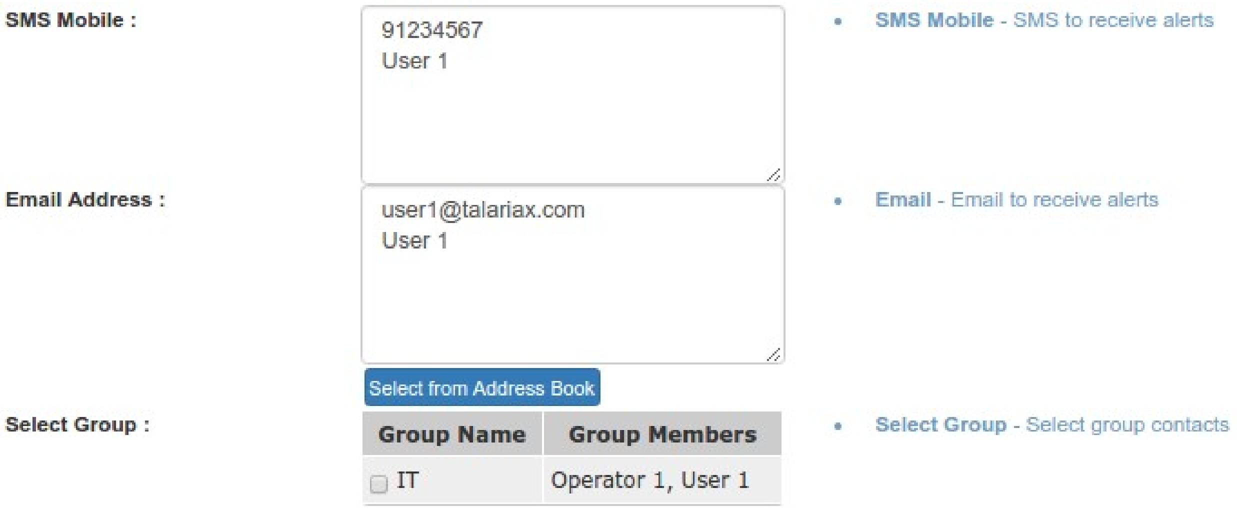
Alert Name : alert1

Alert Mode : Once and Report

- **Once** - the system will trigger alert to operator one time only.
- **Once and Report** - the system will trigger alert to operator one time only, then send report to operator.
- **Escalation** - the system will trigger alert according to escalation level settings
- **Escalation and Report** - the system will trigger alert according to escalation level settings, then send report to operators.

| | |
|---|---|
| Alert Name | Name for the alert list. |
| Alert Mode | **Once** - the system will send SMS alert to operator one time only, upon detecting mail message filter rules.<br>**Once And Report** - the system will send SMS alert and send report to operator one time only, upon detecting mail message filter rules.<br>**Escalation** - the system will send SMS alert follow escalation level settings, upon detecting mail message filter rules.<br>**Escalation And Report** - the system will send SMS alert follow escalation level settings and send report to operator, upon detecting mail message filter rules. |

### 2.8.1.3.2 Alert Settings (Once / Once and Report)



**SMS Mobile :**

91234567
User 1

- **SMS Mobile** - SMS to receive alerts

**Email Address :**

user1@talariax.com
User 1

- **Email** - Email to receive alerts

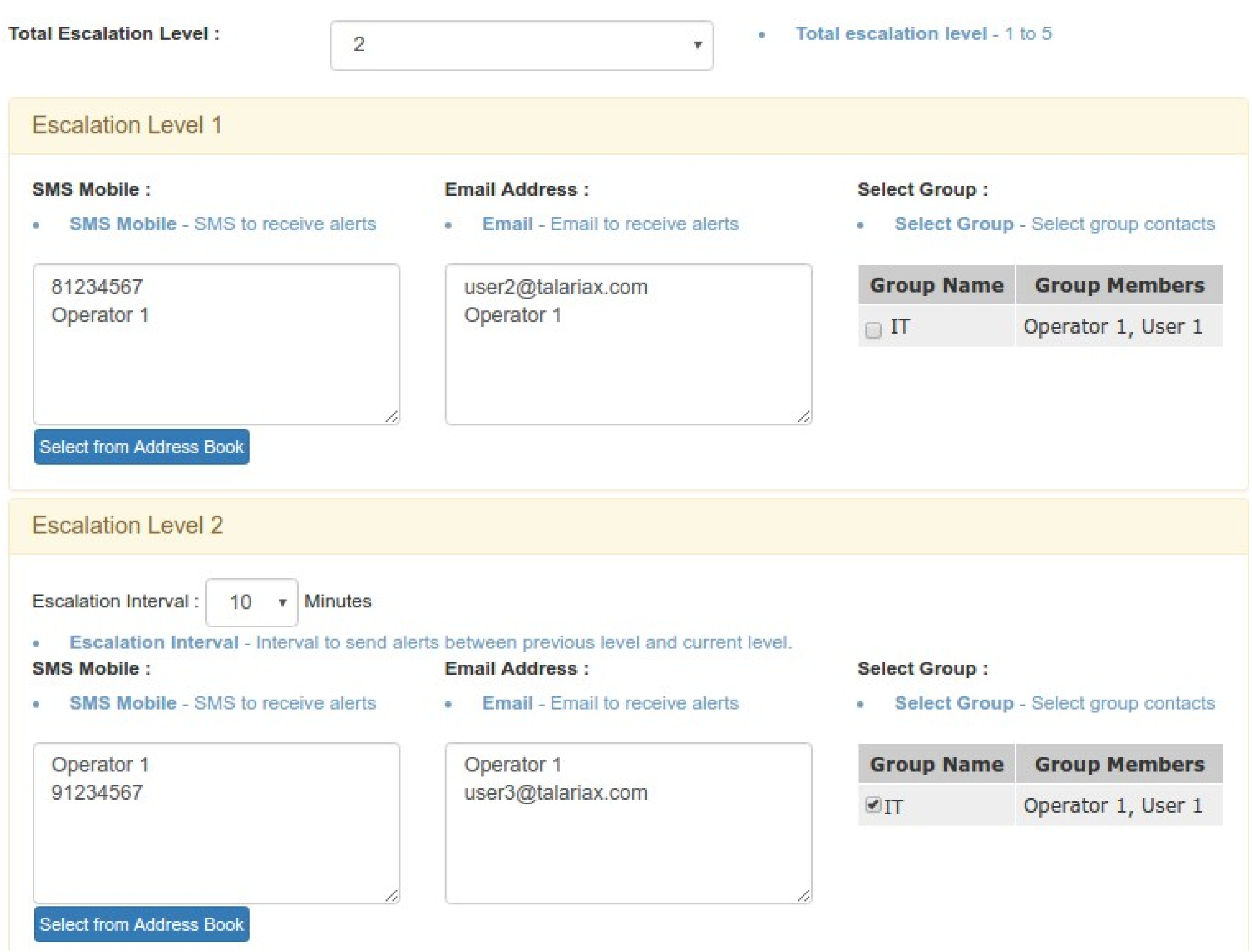
**Select Group :**

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

- **Select Group** - Select group contacts

| | |
|---|---|
| SMS Mobile | Mobile Number to receive SMS alerts. |
| Email Address | Email addresses to receive alerts. |
| Select from Address Book | Select mobile or email or both from address book contacts. Selected user name will be inserted to the text box above. |
| Select Group | Select group to receive alerts. |

### 2.8.1.3.3 Alert Settings (Escalation / Escalation and Report)



**Total Escalation Level :** 2

- **Total escalation level** - 1 to 5

Escalation Level 1

**SMS Mobile :**

- **SMS Mobile** - SMS to receive alerts

81234567
Operator 1

**Email Address :**

- **Email** - Email to receive alerts

user2@talariax.com
Operator 1

**Select Group :**

- **Select Group** - Select group contacts

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

Escalation Level 2

Escalation Interval : 10 Minutes

- **Escalation Interval** - Interval to send alerts between previous level and current level.

**SMS Mobile :**

- **SMS Mobile** - SMS to receive alerts

Operator 1
91234567

**Email Address :**

- **Email** - Email to receive alerts

Operator 1
user3@talariax.com

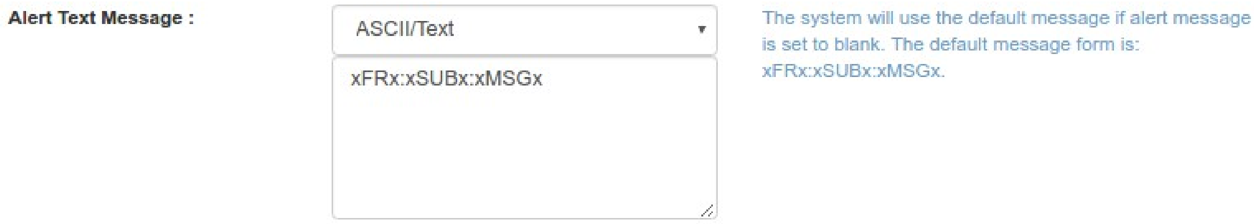
**Select Group :**

- **Select Group** - Select group contacts

| Group Name | Group Members |
|---|---|
| ☑ IT | Operator 1, User 1 |

| | |
|---|---|
| Total Escalation Level | [1 to 5] Select up to 5 levels of escalation alerts. |
| SMS Mobile | Mobile Number to receive SMS alerts. |
| Email Address | Email addresses to receive alerts. |
| Select from Address Book | Select mobile or email or both from address book contacts. Selected user name will be inserted to the text box above. |
| Select Group | Select group to receive alerts. |
| Escalation interval | Interval (in minutes) to send alerts between previous level and current level. |

### 2.8.1.3.4 Alert Text Message Settings

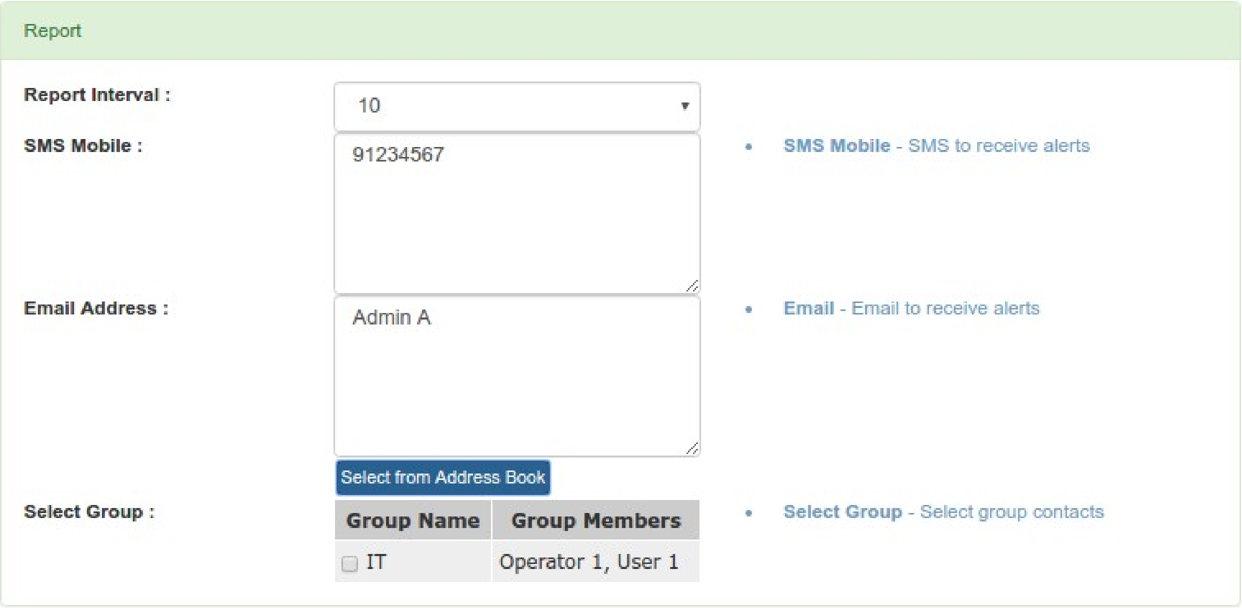

Alert Text Message : ASCII/Text

xFRx:xSUBx:xMSGx

The system will use the default message if alert message is set to blank. The default message form is: xFRx:xSUBx:xMSGx.

| | |
|---|---|
| Alert Text Message | Alert Message Content to be sent to recipients. Default is xFRx:xSUBx:xMSGx |

### 2.8.1.3.5 Report Settings (Once and Report / Escalation and Report)


Report

Report Interval : 10

SMS Mobile : 91234567

Email Address : Admin A

Select Group :

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

- SMS Mobile - SMS to receive alerts
- Email - Email to receive alerts
- Select Group - Select group contacts

| | |
|---|---|
| Report Interval | Interval (in minutes) to send report after escalation completed if there is no acknowledgement from user. Report will be sent immediately if Avera received acknowledgement from user. |
| SMS Mobile | Mobile Number to receive SMS alerts. |
| Email Address | Email addresses to receive alerts. |
| Select from Address Book | Select mobile or email or both from address book contacts. Selected user name will be inserted to the text box above. |
| Select Group | Select group to receive alerts. |

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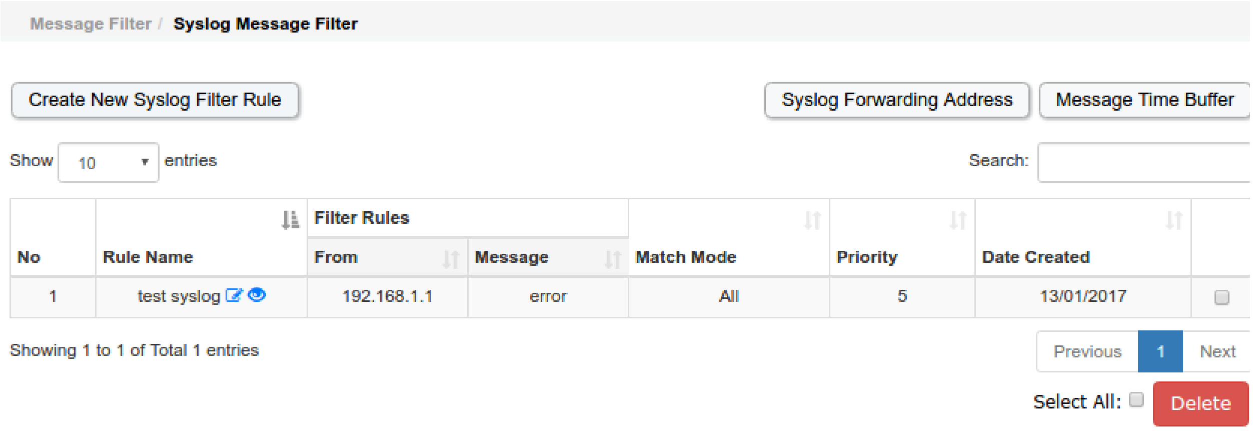
## 2.8.2 Syslog Message Filter


Message Filter / Syslog Message Filter
Create New Syslog Filter Rule
Syslog Forwarding Address
Message Time Buffer
Show 10 entries
Search:
Previous
1
Next
Select All: □
Delete

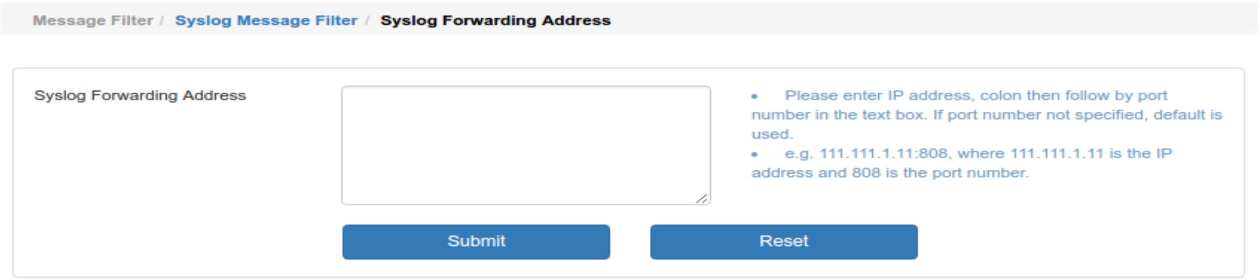
| No | Rule Name | Filter Rules | | Match Mode | Priority | Date Created | |
|---|---|---|---|---|---|---|---|
| | | From | Message | | | | |
| 1 | test syslog | 192.168.1.1 | error | All | 5 | 13/01/2017 | □ |

Showing 1 to 1 of Total 1 entries

To capture the Syslog, just point the Syslog messages (from the devices and equipment) to the sendQuick server. The default port (in sendQuick) for Syslog is **514**.

Before configuring any Syslog messages, you may wish to configure the Syslog Forwarding which will allow all incoming Syslog messages to be forwarded to another server.

### 2.8.2.1 Syslog Forwarding Address

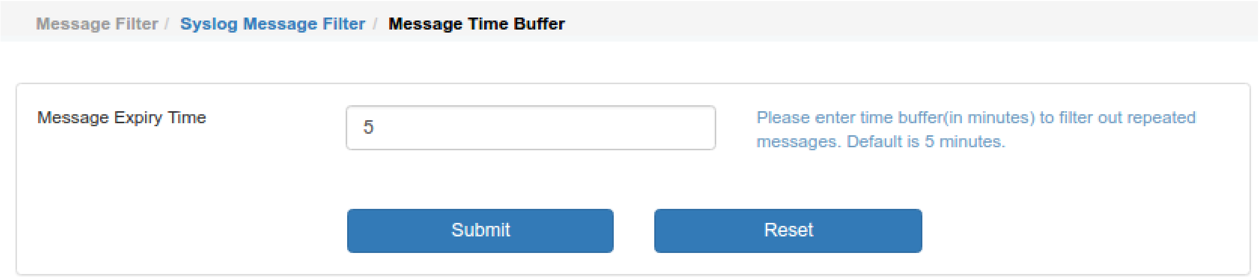

Message Filter / Syslog Message Filter / Syslog Forwarding Address
Submit
Reset

Syslog Forwarding Address

- Please enter IP address, colon then follow by port number in the text box. If port number not specified, default is used.
- e.g. 111.111.1.11:808, where 111.111.1.11 is the IP address and 808 is the port number.

All the Syslog messages that were sent to sendQuick Avera can be forwarded to other Syslog server. Each Syslog server need to be separated by a new line.

### 2.8.2.2 Message Time Buffer


Message Filter / Syslog Message Filter / Message Time Buffer
Submit
Reset

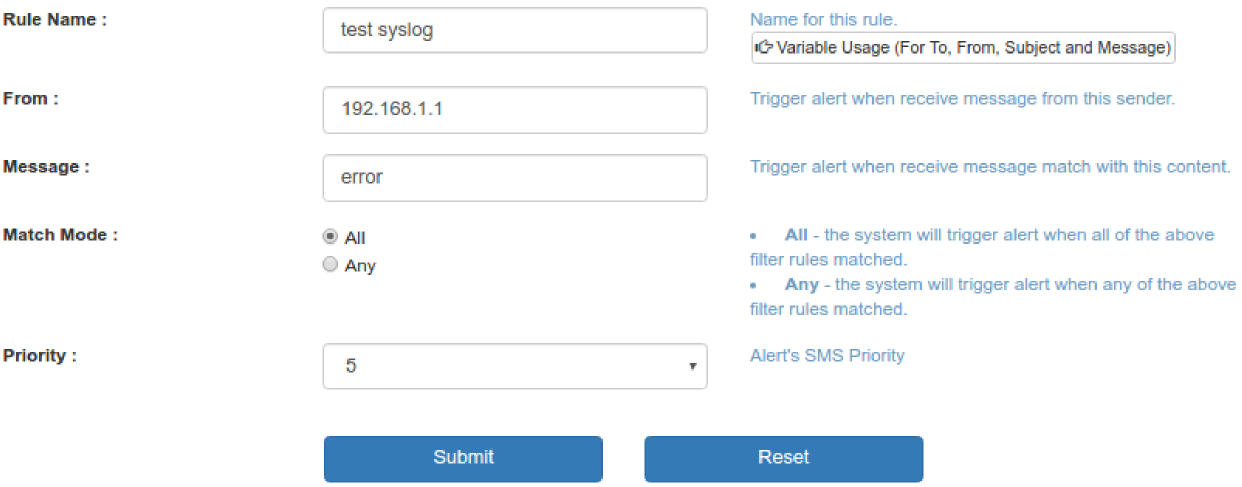
Message Expiry Time: 5

Please enter time buffer(in minutes) to filter out repeated messages. Default is 5 minutes.

Message Time Buffer is a configuration to avoid repeated alerts when the device generates or sends repeated Syslog messages to sendQuick Avera. The value inserted in the Message Expiry Time means any repeated Syslog messages sent to sendQuick within the buffer time will be discarded. To avoid more repeated messages, set the time buffer to a higher value.

### 2.8.2.3 Create or Update Syslog Message Filter Rule

Click on Create New Syslog Filter Rule button to create new rule or ✎ to update existing mail message rule.



Rule Name : test syslog — Name for this rule.

Variable Usage (For To, From, Subject and Message)

From : 192.168.1.1 — Trigger alert when receive message from this sender.

Message : error — Trigger alert when receive message match with this content.

Match Mode : ● All ○ Any

- **All** - the system will trigger alert when all of the above filter rules matched.
- **Any** - the system will trigger alert when any of the above filter rules matched.

Priority : 5 — Alert's SMS Priority

| | |
|---|---|
| Rule Name | Name for this rule. |
| From | Trigger alerts when the Syslog message sender match with this value. |
| Message | Trigger alerts when the Syslog message contents match with this value. |
| Match Mode | **All** : Trigger alerts when received Syslog message match with all configured fields.<br>**Any** : Trigger alerts when received Syslog message match with any configured fields. |
| Priority | SMS Alert Priority. 1 is the highest priority and 9 is the lowest priority. |

The filtering engine is based on matching the exact words or character and the phrase filled in the space provided, for each relevant field. You can also set the AND and OR relationship in the text box. The instructions is in the Variable Usage.

Refer to 2.8.1.3 for more more details.

#### 2.8.2.3.1 Create or Update Alert List

Refer to 2.8.1.3.1 for more more details.

#### 2.8.2.3.2 Alert Settings (Once / Once and Report)

Refer to 2.8.1.3.2 for more more details.

#### 2.8.2.3.3 Alert Settings (Escalation / Escalation and Report)

Refer to 2.8.1.3.3 for more more details.

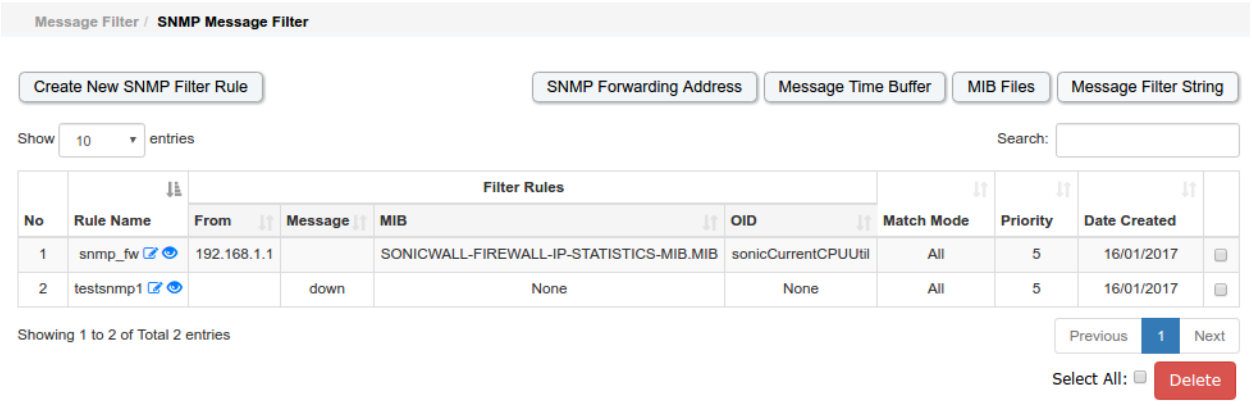
#### 2.8.2.3.4 Alert Text Message Settings

Refer to 2.8.1.3.4 for more more details.

#### 2.8.2.3.5 Report Settings (Once and Report / Escalation and Report)

Refer to 2.8.1.3.5 for more more details.

## 2.8.3 SNMP Message Filter



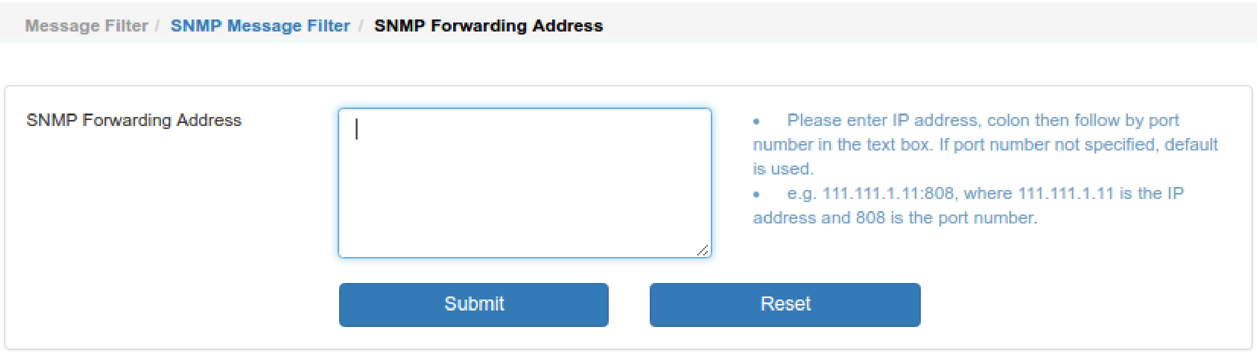
| No | Rule Name | Filter Rules |  |  |  | Match Mode | Priority | Date Created |  |
|---|---|---|---|---|---|---|---|---|---|
|  |  | From | Message | MIB | OID |  |  |  |  |
| 1 | snmp_fw | 192.168.1.1 |  | SONICWALL-FIREWALL-IP-STATISTICS-MIB.MIB | sonicCurrentCPUUtil | All | 5 | 16/01/2017 | □ |
| 2 | testsnmp1 |  | down | None | None | All | 5 | 16/01/2017 | □ |

Showing 1 to 2 of Total 2 entries

sendQuick Avera also supports SNMP (Simple Network Management Protocol) to SMS/Email function. To capture the SNMP trap, just point the SNMP trap messages (from the devices and equipment) to the sendQuick server. The default community setting and port (in sendQuick) is **Public** and **162**.

Once you have configured the SNMP trap to sendQuick server, you can configure the relevant trap messages that will trigger the alert message.

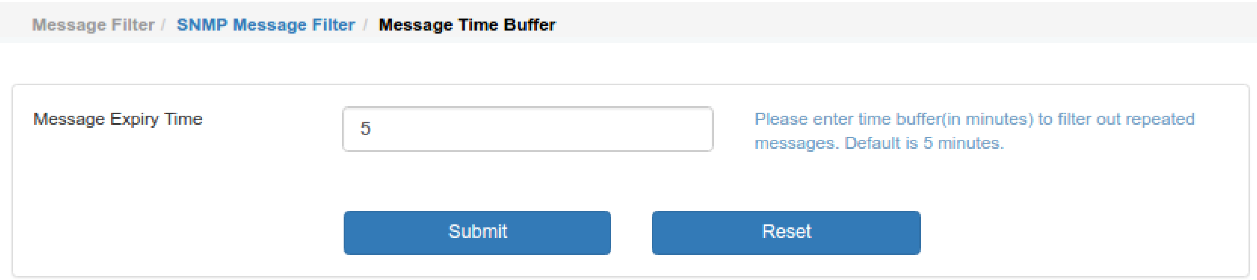
### 2.8.3.1 SNMP Forwarding Address


Message Filter / SNMP Message Filter / SNMP Forwarding Address
SNMP Forwarding Address
Submit
Reset

- Please enter IP address, colon then follow by port number in the text box. If port number not specified, default is used.
- e.g. 111.111.1.11:808, where 111.111.1.11 is the IP address and 808 is the port number.

All the SNMP trap messages that were sent to sendQuick Avera can be forwarded to another server as Syslog message.

### 2.8.3.2 Message Time Buffer



Message Expiry Time: 5

Please enter time buffer(in minutes) to filter out repeated messages. Default is 5 minutes.

Message Time Buffer is a configuration to avoid repeated alerts when the device generates or sends repeated SNMP traps to sendQuick Avera. The value inserted in the Message Expiry Time means any repeated SNMP traps sent to sendQuick within the buffer time will be discarded. To avoid more repeated messages, set the time buffer to a higher value.

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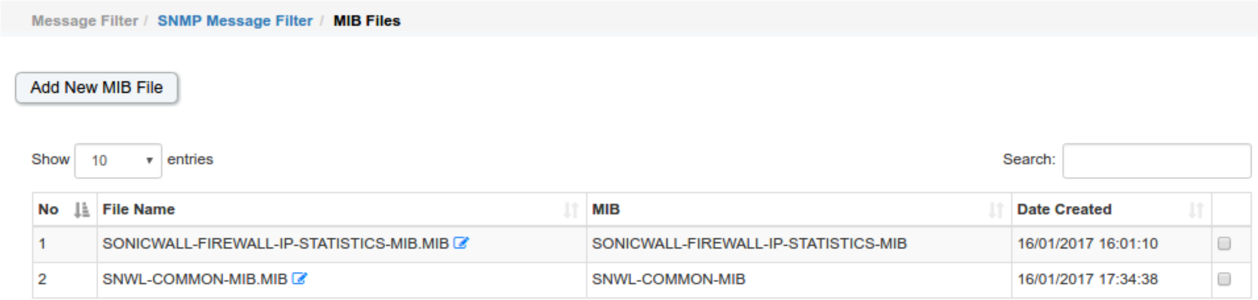
### 2.8.3.3 MIB Files



Message Filter / SNMP Message Filter / MIB Files

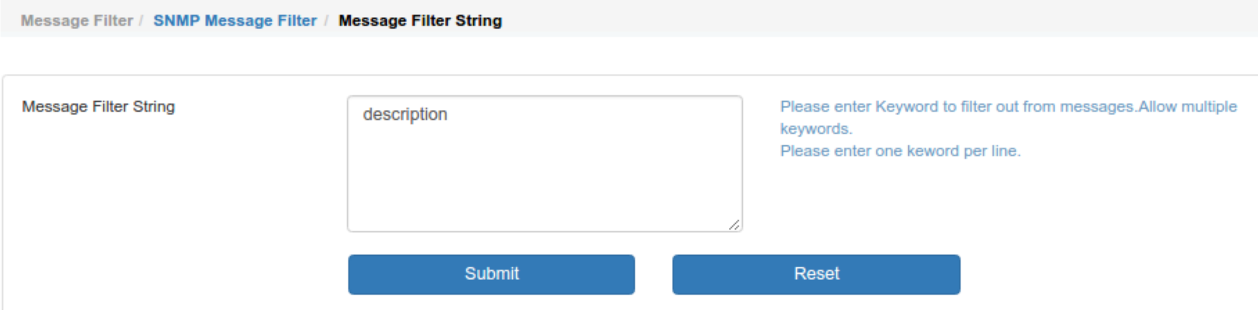
Add New MIB File

Show 10 entries    Search:

| No | File Name | MIB | Date Created | |
|---|---|---|---|---|
| 1 | SONICWALL-FIREWALL-IP-STATISTICS-MIB.MIB | SONICWALL-FIREWALL-IP-STATISTICS-MIB | 16/01/2017 16:01:10 | □ |
| 2 | SNWL-COMMON-MIB.MIB | SNWL-COMMON-MIB | 16/01/2017 17:34:38 | □ |

User can upload the MIB files (*.mib) to sendQuick Avera for monitoring particular OID string value. Once uploaded to Avera, user can select the MIB file and OID string to be monitored from the SNMP rules setting. (Refer to 2.8.3.5 Create or Update SNMP Message Filter Rules)

### 2.8.3.4 Message Filter String



Message Filter / SNMP Message Filter / Message Filter String

Message Filter String: description

Please enter Keyword to filter out from messages.Allow multiple keywords.
Please enter one keword per line.

The system will split SNMP message content by delimited character comma (,) and then equal (=).
If the configured keyword is equal to the left side word of equal (=), the system will send the string on the right side as alert message.

If the keyword is empty or is not found in the message content, the system will send the whole SNMP message content as alert message.

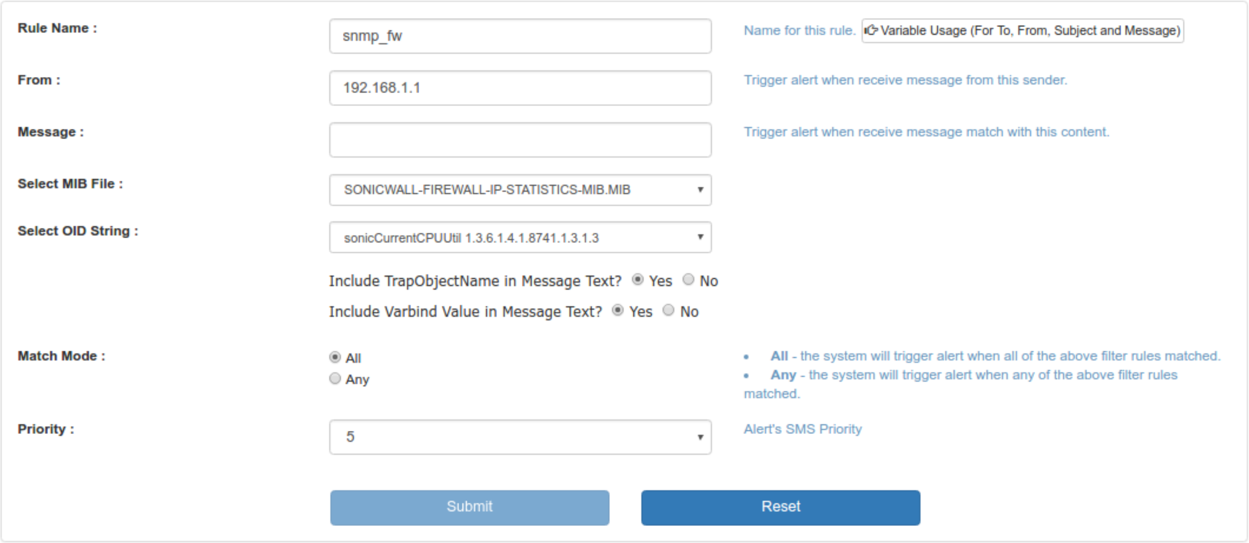
<u>Example SNMP Message Content:</u>

applicationSpecificAlarmID=LINK_DOWN:10.40.29.13:If: GigabitEthernet1/0/11,
reportingEntityAddress=10.40.29.13.
lastModifiedTimestamp=Thu May 22 15:23:24 SGT 2014,
alarmCreationTime=2014-05-15 17:01:31.314,
eventCount=1,mayBeAutoCleared=false,
instanceId=13747878,
severity=3,
eventType=LINK_DOWN(39),
authEntityId=7247240,
applicationCategoryData=LINK_DOWN,
previousSeverity=CLEARED,
category=Switches and Hubs(268438038), source=10.40.29.13,
notificationDeliveryMechanism=SNMP_TRAP,
instanceVersion=0,
**description=Port 'GigabitEthernet1/0/11' is down on device '10.40.29.13'.,**
isAcknowledged=false,authEntityClass=-927529445,

If filter keyword is ***description***,
alert message will be Port 'GigabitEthernet1/0/11' is down on device '10.40.29.13'.

### 2.8.3.5 Create or Update SNMP Message Filter Rule

Click on Create New SNMP Filter Rule button to create new rule or 📝 to update existing mail message rule.



| | | |
|---|---|---|
| Rule Name : | snmp_fw | Name for this rule. Variable Usage (For To, From, Subject and Message) |
| From : | 192.168.1.1 | Trigger alert when receive message from this sender. |
| Message : | | Trigger alert when receive message match with this content. |
| Select MIB File : | SONICWALL-FIREWALL-IP-STATISTICS-MIB.MIB | |
| Select OID String : | sonicCurrentCPUUtil 1.3.6.1.4.1.8741.1.3.1.3<br>Include TrapObjectName in Message Text? ● Yes ○ No<br>Include Varbind Value in Message Text? ● Yes ○ No | |
| Match Mode : | ● All<br>○ Any | • **All** - the system will trigger alert when all of the above filter rules matched.<br>• **Any** - the system will trigger alert when any of the above filter rules matched. |
| Priority : | 5 | Alert's SMS Priority |

| | |
|---|---|
| Rule Name | Name for this rule. |
| From | Trigger alerts when the SNMP traps sender match with this value. |
| Message | Trigger alerts when the SNMP message contents match with this value. |
| Select MIB File | Select MIB from the uploaded MIB files. (Refer to 2.8.3.3 MIB Files) |
| Select OID String | Select OID string from the selected MIB file. |
| Include TrapObjectName | Include SNMP TrapObjectName in the alert message content if checked. |
| Include Varbind value | Include SNMP Varbind value in the alert message content if checked. |
| Match Mode | **All** : Trigger alerts when received SNMP traps match with all configured fields.<br>**Any** : Trigger alerts when received SNMP traps match with any configured fields. |
| Priority | SMS Alert Priority. 1 is the highest priority and 9 is the lowest priority. |

Refer to 2.8.1.3 for more more details.

#### 2.8.3.5.1 Create or Update Alert List

Refer to 2.8.1.3.1 for more more details.

#### 2.8.3.5.2 Alert Settings (Once / Once and Report)

Refer to 2.8.1.3.2 for more more details.

#### 2.8.3.5.3 Alert Settings (Escalation / Escalation and Report)

Refer to 2.8.1.3.3 for more more details.

#### 2.8.3.5.4 Alert Text Message Settings

Refer to 2.8.1.3.4 for more more details.

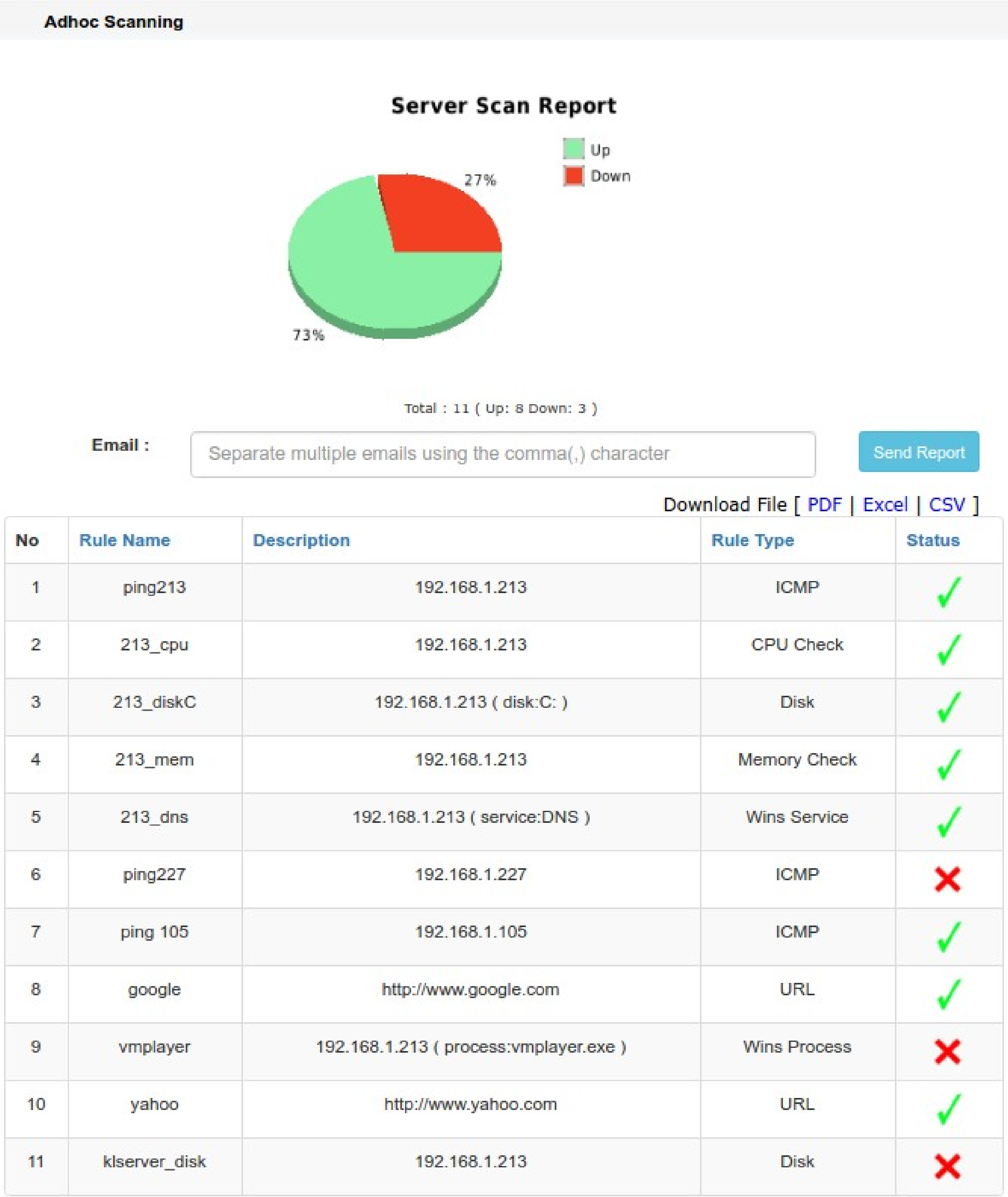
#### 2.8.3.5.5 Report Settings (Once and Report / Escalation and Report)

Refer to 2.8.1.3.5 for more more details.

## 2.9 Adhoc Scanning

This feature allow user to adhoc checking current status, which can be scanned by all rules, certain monitoring type or particular server. Once the scanning process end, the following page will be shown. User can download the report in PDF, CSV or Excel format or email to desired email addresses.

### 2.9.1 Scan All Rules



Total : 11 ( Up: 8 Down: 3 )

Email : Separate multiple emails using the comma(,) character

Download File [ PDF | Excel | CSV ]

| No | Rule Name | Description | Rule Type | Status |
|---|---|---|---|---|
| 1 | ping213 | 192.168.1.213 | ICMP | ✓ |
| 2 | 213_cpu | 192.168.1.213 | CPU Check | ✓ |
| 3 | 213_diskC | 192.168.1.213 ( disk:C: ) | Disk | ✓ |
| 4 | 213_mem | 192.168.1.213 | Memory Check | ✓ |
| 5 | 213_dns | 192.168.1.213 ( service:DNS ) | Wins Service | ✓ |
| 6 | ping227 | 192.168.1.227 | ICMP | ✗ |
| 7 | ping 105 | 192.168.1.105 | ICMP | ✓ |
| 8 | google | http://www.google.com | URL | ✓ |
| 9 | vmplayer | 192.168.1.213 ( process:vmplayer.exe ) | Wins Process | ✗ |
| 10 | yahoo | http://www.yahoo.com | URL | ✓ |
| 11 | klserver_disk | 192.168.1.213 | Disk | ✗ |

Scan all active/enabled monitoring rules from all monitoring types.

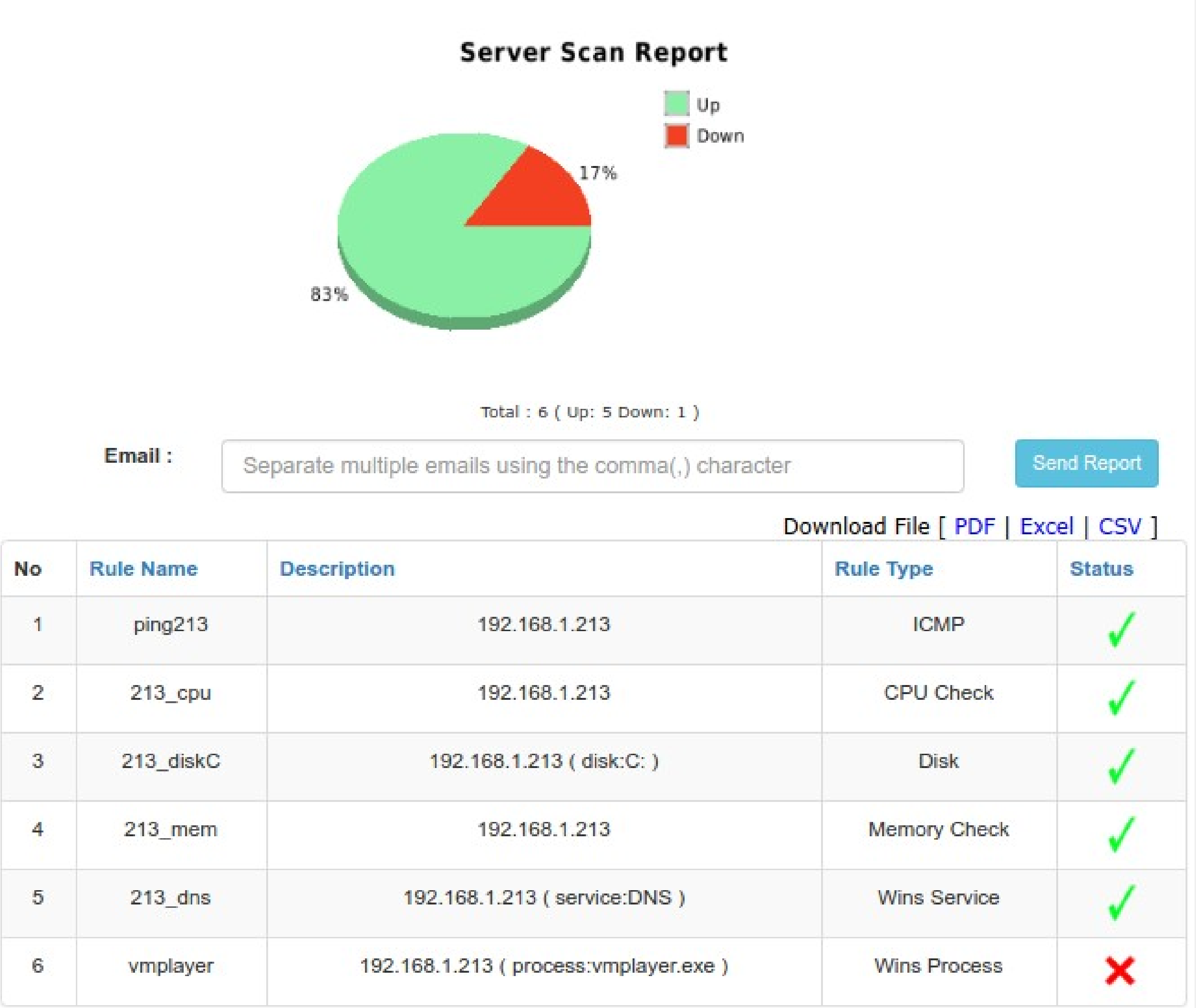
## 2.9.2 Scan By Rule Type

Scan all active/enabled monitoring rules in one of the monitoring types:

- ICMP Ping
- TCP Port Check
- URL Check
- Single Service
- Multiple Services
- Windows Process
- CPU Check
- Disk Check
- Memory Check

## 2.9.3 Scan By Server

Select server from the list and click on Scan Now
System will scan all the active/enabled monitoring rules registered under this server.



Total : 6 ( Up: 5 Down: 1 )

Email : Separate multiple emails using the comma(,) character

Download File [ PDF | Excel | CSV ]

| No | Rule Name | Description | Rule Type | Status |
|---|---|---|---|---|
| 1 | ping213 | 192.168.1.213 | ICMP | ✓ |
| 2 | 213_cpu | 192.168.1.213 | CPU Check | ✓ |
| 3 | 213_diskC | 192.168.1.213 ( disk:C: ) | Disk | ✓ |
| 4 | 213_mem | 192.168.1.213 | Memory Check | ✓ |
| 5 | 213_dns | 192.168.1.213 ( service:DNS ) | Wins Service | ✓ |
| 6 | vmplayer | 192.168.1.213 ( process:vmplayer.exe ) | Wins Process | ✗ |

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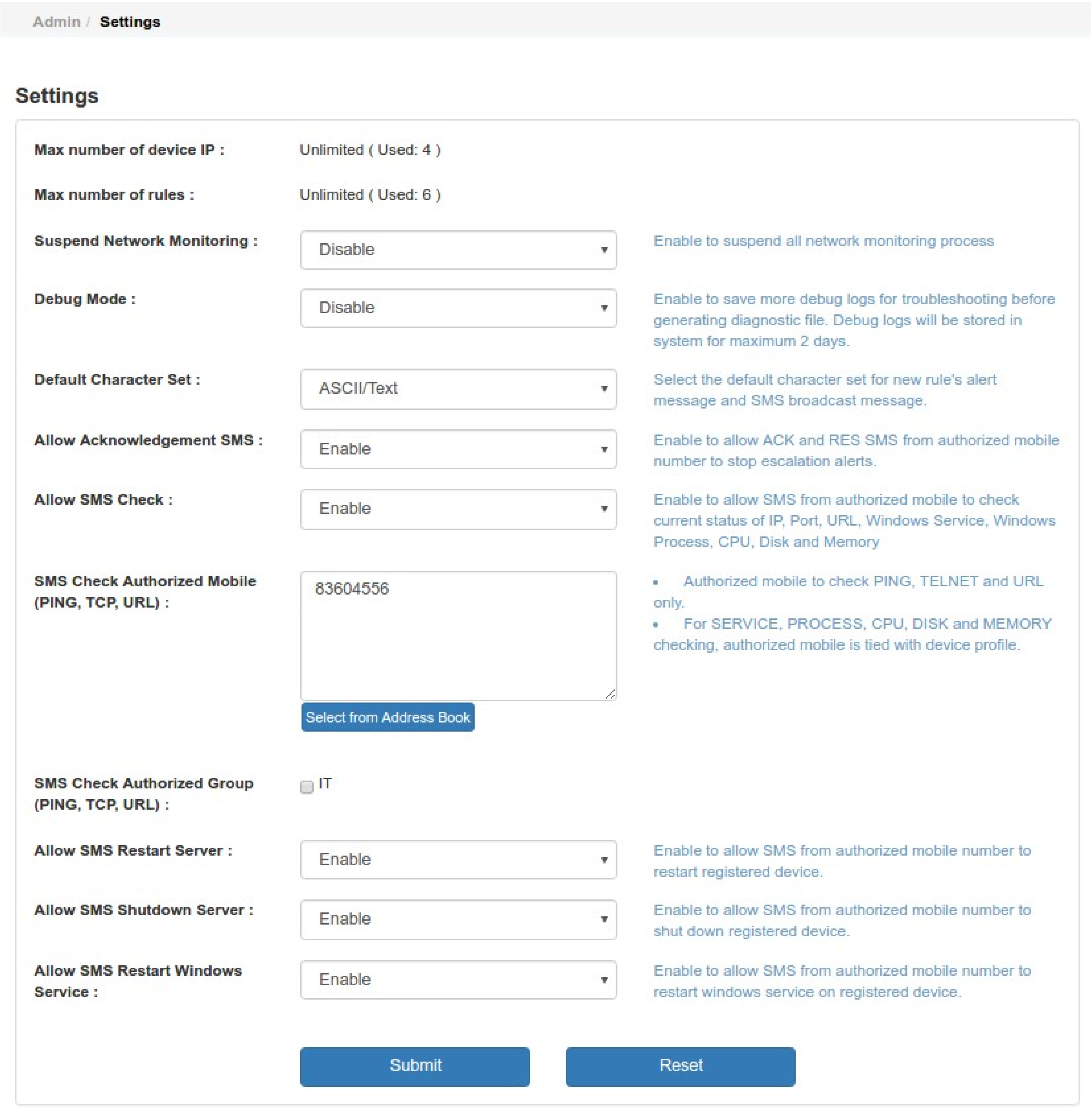
# 2.10 Admin

This menu is only accessible from Super Admin or Admin accounts.

## 2.10.1 Settings



### Settings

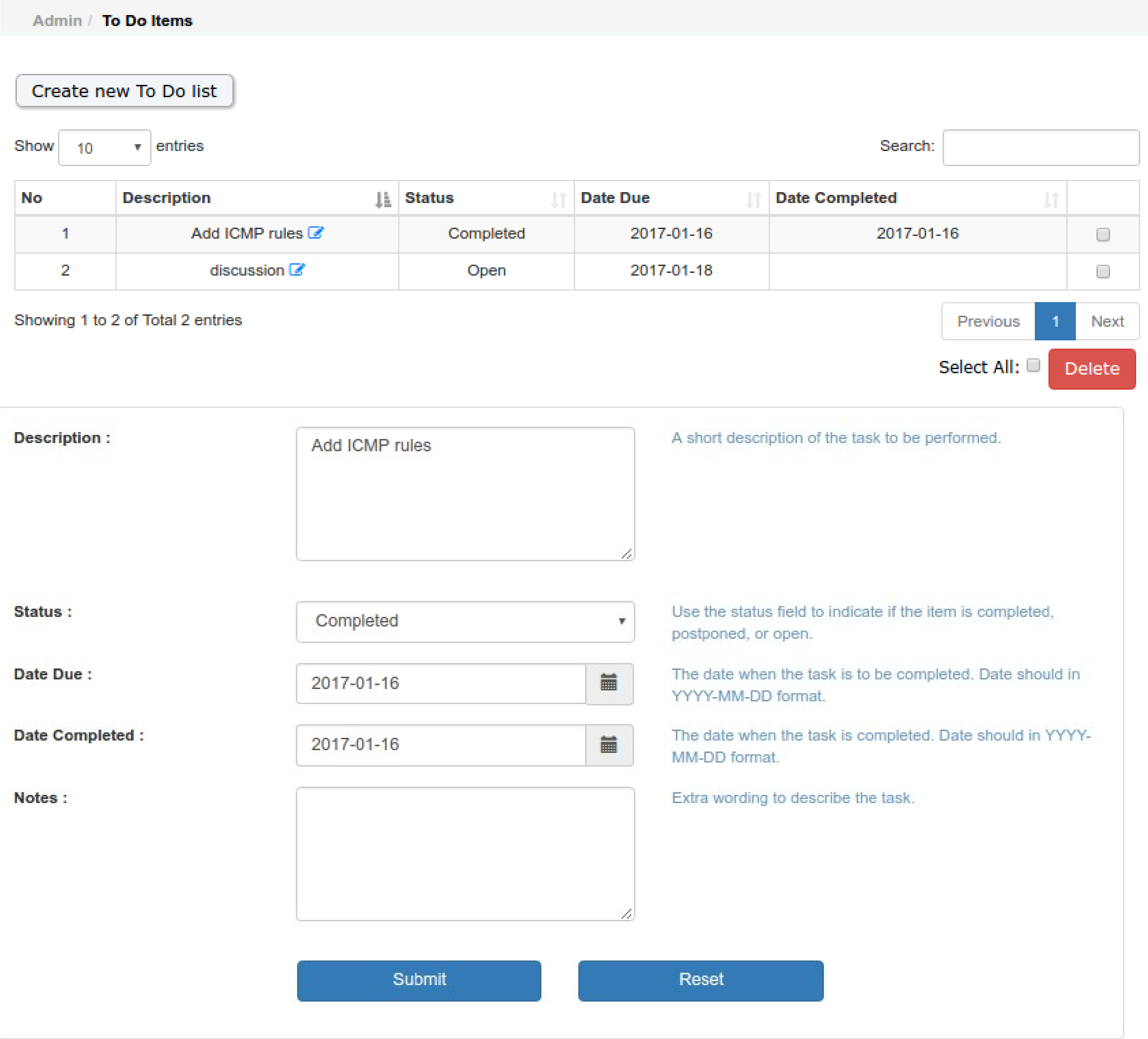
| | | |
|---|---|---|
| **Max number of device IP :** | Unlimited ( Used: 4 ) | |
| **Max number of rules :** | Unlimited ( Used: 6 ) | |
| **Suspend Network Monitoring :** | Disable | Enable to suspend all network monitoring process |
| **Debug Mode :** | Disable | Enable to save more debug logs for troubleshooting before generating diagnostic file. Debug logs will be stored in system for maximum 2 days. |
| **Default Character Set :** | ASCII/Text | Select the default character set for new rule's alert message and SMS broadcast message. |
| **Allow Acknowledgement SMS :** | Enable | Enable to allow ACK and RES SMS from authorized mobile number to stop escalation alerts. |
| **Allow SMS Check :** | Enable | Enable to allow SMS from authorized mobile to check current status of IP, Port, URL, Windows Service, Windows Process, CPU, Disk and Memory |
| **SMS Check Authorized Mobile (PING, TCP, URL) :** | 83604556<br>Select from Address Book | • Authorized mobile to check PING, TELNET and URL only.<br>• For SERVICE, PROCESS, CPU, DISK and MEMORY checking, authorized mobile is tied with device profile. |
| **SMS Check Authorized Group (PING, TCP, URL) :** | □ IT | |
| **Allow SMS Restart Server :** | Enable | Enable to allow SMS from authorized mobile number to restart registered device. |
| **Allow SMS Shutdown Server :** | Enable | Enable to allow SMS from authorized mobile number to shut down registered device. |
| **Allow SMS Restart Windows Service :** | Enable | Enable to allow SMS from authorized mobile number to restart windows service on registered device. |

| | |
|---|---|
| Max number of device IP and rules | Indicate total licensee and number of used license. |
| Suspend Network Monitoring | Enable to suspend all network monitoring process. |
| Debug Mode | Enable to save more debug logs for troubleshooting before generating diagnostic file. Debug logs will be stored in system for maximum 2 days. |
| Default Character Set | Select the default character set for new rule's alert messages and SMS broadcast. |
| Allow Acknowledgement SMS | Enable to allow ACK and RES SMS from authorized mobile number to stop escalation alerts. |

| | |
|---|---|
| Allow SMS Check | Enable to allow SMS from authorized mobile to check current status of IP, Port, URL, Windows Service, Windows Process, CPU, Disk and Memory |
| SMS Check Authorized Mobile (PING, TCP, URL) | Authorized mobile to check PING, TELNET and URL only.<br>For SERVICE, PROCESS, CPU, DISK and MEMORY checking, authorized mobile is configured under device profile. |
| SMS Check Authorized Group (PING, TCP, URL) | Authorized mobile to check PING, TELNET and URL only.<br>For SERVICE, PROCESS, CPU, DISK and MEMORY checking, authorized mobile is configured under device profile. |
| Allow SMS Restart Server | Enable to allow SMS from authorized mobile number to restart registered device. |
| Allow SMS Shutdown Server | Enable to allow SMS from authorized mobile number to shut down registered device. |
| Allow SMS Restart Windows Service | Enable to allow SMS from authorized mobile number to restart windows service on registered device. |

## 2.10.2 To Do Items

Admin can utilize this feature as the notes of tasks with description, status, date due and date completed.



| No | Description | Status | Date Due | Date Completed | |
|---|---|---|---|---|---|
| 1 | Add ICMP rules | Completed | 2017-01-16 | 2017-01-16 | □ |
| 2 | discussion | Open | 2017-01-18 | | □ |

| | | |
|---|---|---|
| Description : | Add ICMP rules | A short description of the task to be performed. |
| Status : | Completed | Use the status field to indicate if the item is completed, postponed, or open. |
| Date Due : | 2017-01-16 | The date when the task is to be completed. Date should in YYYY-MM-DD format. |
| Date Completed : | 2017-01-16 | The date when the task is completed. Date should in YYYY-MM-DD format. |
| Notes : | | Extra wording to describe the task. |

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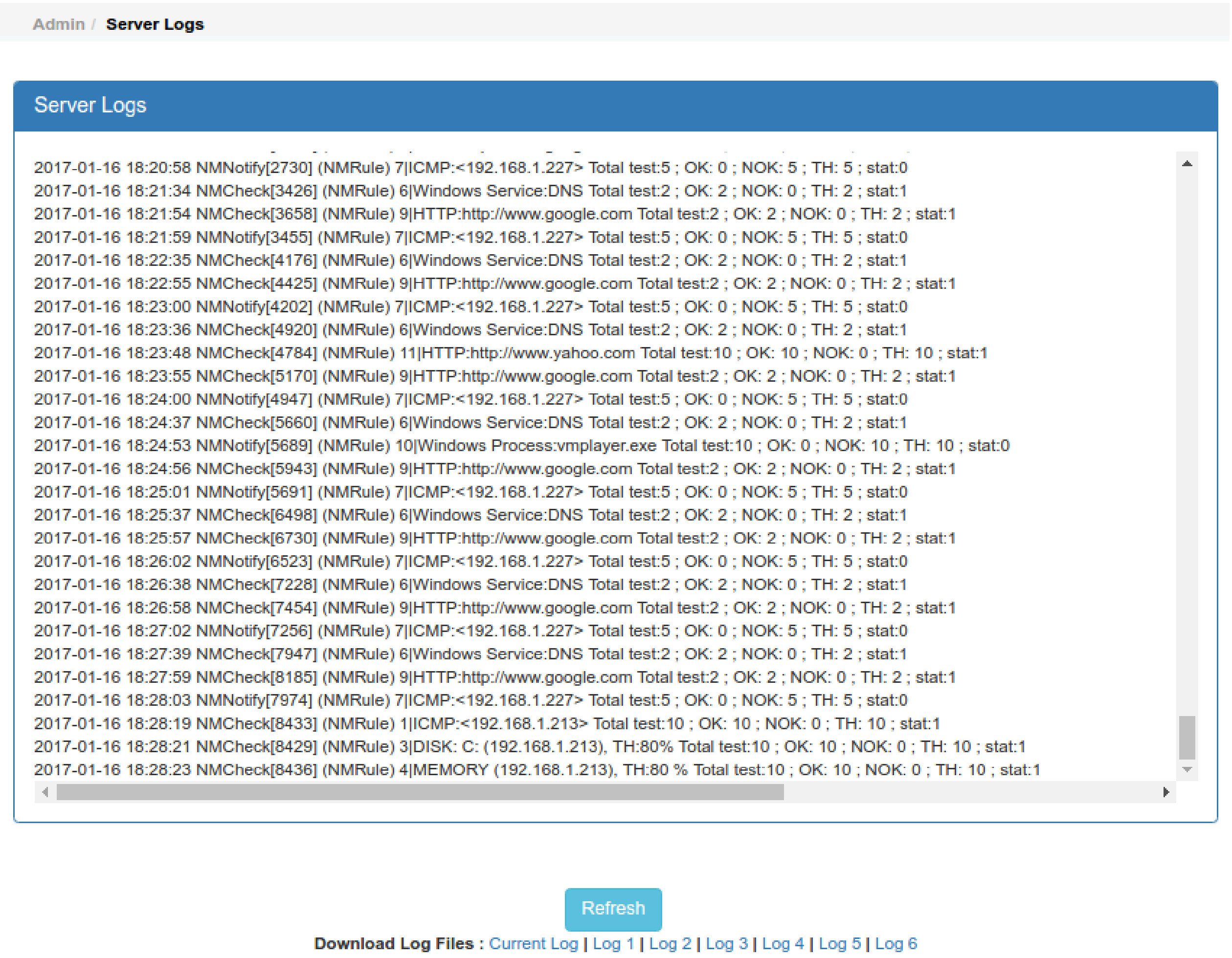
| | |
|---|---|
| Description | A short description of the task to be performed. |
| Status | Use the status field to indicate if the item is completed, postponed, or open. |
| Due Date | The date when the task is to be completed. |
| Date Completed | The date when the task is completed. |
| Notes | Extra wording to describe the task. |

### 2.10.3 Server Logs

This page shows the server logs for monitoring process. Administrator can check the rule checking status for every rule. Server log will be kept in Avera for maximum 7 days. Admin can be download certain day's log and send to sendQuick support team for troubleshooting.


Admin / Server Logs
Server Logs
Refresh
Download Log Files : Current Log | Log 1 | Log 2 | Log 3 | Log 4 | Log 5 | Log 6

```
2017-01-16 18:20:58 NMNotify[2730] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:21:34 NMCheck[3426] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:21:54 NMCheck[3658] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:21:59 NMNotify[3455] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:22:35 NMCheck[4176] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:22:55 NMCheck[4425] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:23:00 NMNotify[4202] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:23:36 NMCheck[4920] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:23:48 NMCheck[4784] (NMRule) 11|HTTP:http://www.yahoo.com Total test:10 ; OK: 10 ; NOK: 0 ; TH: 10 ; stat:1
2017-01-16 18:23:55 NMCheck[5170] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:24:00 NMNotify[4947] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:24:37 NMCheck[5660] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:24:53 NMNotify[5689] (NMRule) 10|Windows Process:vmplayer.exe Total test:10 ; OK: 0 ; NOK: 10 ; TH: 10 ; stat:0
2017-01-16 18:24:56 NMCheck[5943] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:25:01 NMNotify[5691] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:25:37 NMCheck[6498] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:25:57 NMCheck[6730] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:26:02 NMNotify[6523] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:26:38 NMCheck[7228] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:26:58 NMCheck[7454] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:27:02 NMNotify[7256] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:27:39 NMCheck[7947] (NMRule) 6|Windows Service:DNS Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:27:59 NMCheck[8185] (NMRule) 9|HTTP:http://www.google.com Total test:2 ; OK: 2 ; NOK: 0 ; TH: 2 ; stat:1
2017-01-16 18:28:03 NMNotify[7974] (NMRule) 7|ICMP:<192.168.1.227> Total test:5 ; OK: 0 ; NOK: 5 ; TH: 5 ; stat:0
2017-01-16 18:28:19 NMCheck[8433] (NMRule) 1|ICMP:<192.168.1.213> Total test:10 ; OK: 10 ; NOK: 0 ; TH: 10 ; stat:1
2017-01-16 18:28:21 NMCheck[8429] (NMRule) 3|DISK: C: (192.168.1.213), TH:80% Total test:10 ; OK: 10 ; NOK: 0 ; TH: 10 ; stat:1
2017-01-16 18:28:23 NMCheck[8436] (NMRule) 4|MEMORY (192.168.1.213), TH:80 % Total test:10 ; OK: 10 ; NOK: 0 ; TH: 10 ; stat:1
```

### 2.10.4 Ping Test

Admin can use this page to check the IP connectivity to another server or device. Enter the IP address or Hostname to perform the real time ICMP Ping.

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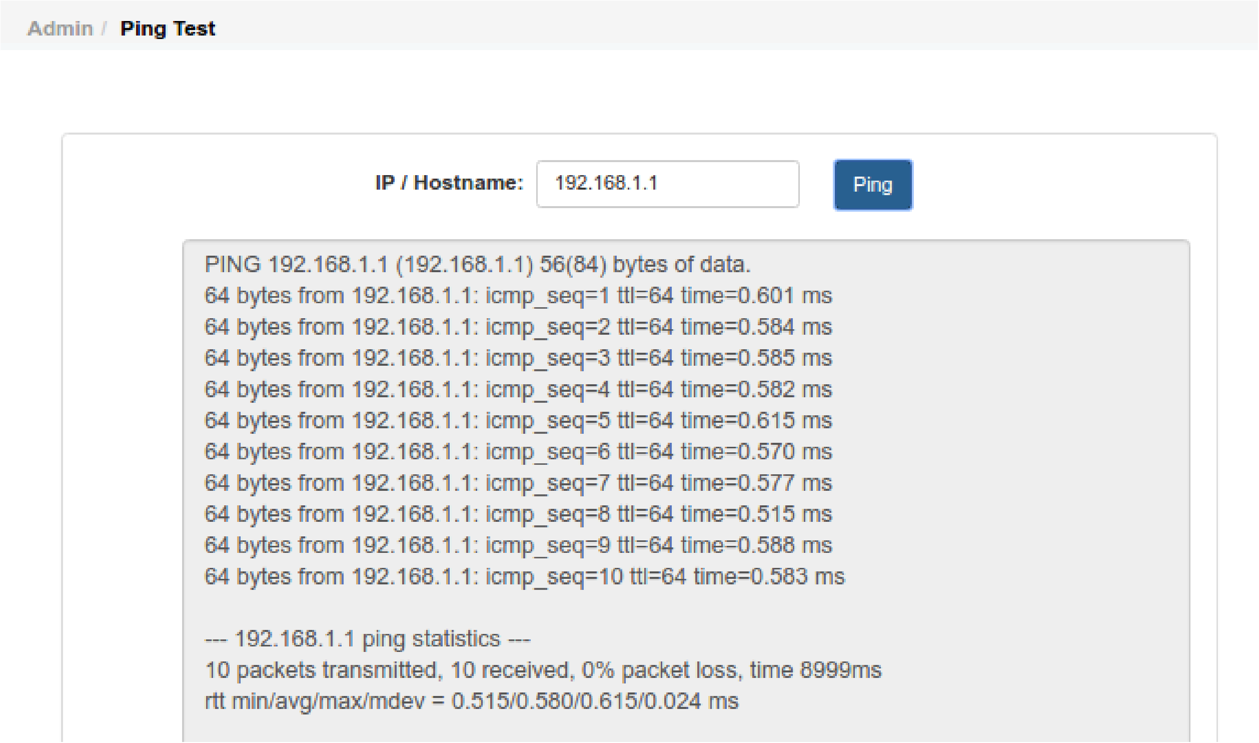


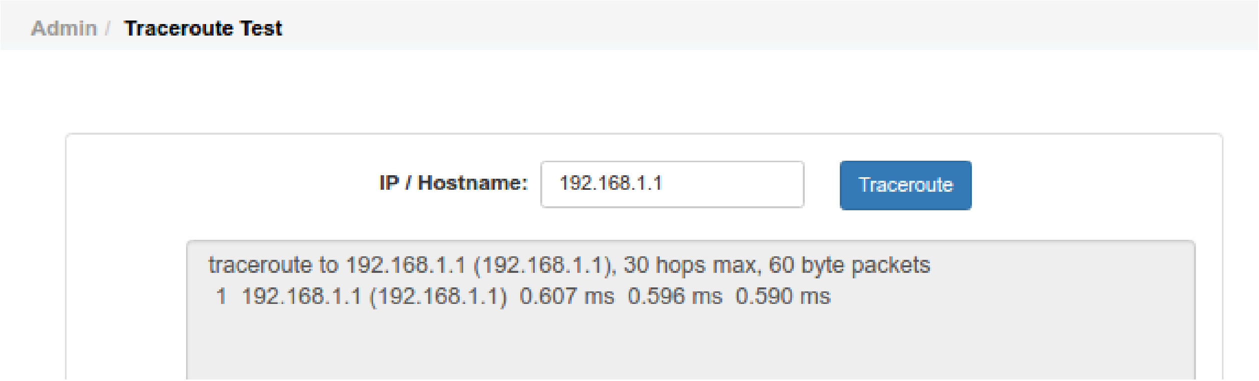
IP / Hostname: 192.168.1.1

```
PING 192.168.1.1 (192.168.1.1) 56(84) bytes of data.
64 bytes from 192.168.1.1: icmp_seq=1 ttl=64 time=0.601 ms
64 bytes from 192.168.1.1: icmp_seq=2 ttl=64 time=0.584 ms
64 bytes from 192.168.1.1: icmp_seq=3 ttl=64 time=0.585 ms
64 bytes from 192.168.1.1: icmp_seq=4 ttl=64 time=0.582 ms
64 bytes from 192.168.1.1: icmp_seq=5 ttl=64 time=0.615 ms
64 bytes from 192.168.1.1: icmp_seq=6 ttl=64 time=0.570 ms
64 bytes from 192.168.1.1: icmp_seq=7 ttl=64 time=0.577 ms
64 bytes from 192.168.1.1: icmp_seq=8 ttl=64 time=0.515 ms
64 bytes from 192.168.1.1: icmp_seq=9 ttl=64 time=0.588 ms
64 bytes from 192.168.1.1: icmp_seq=10 ttl=64 time=0.583 ms

--- 192.168.1.1 ping statistics ---
10 packets transmitted, 10 received, 0% packet loss, time 8999ms
rtt min/avg/max/mdev = 0.515/0.580/0.615/0.024 ms
```

## 2.10.5 Traceroute Test

To perform the traceroute command, enter IP or Hostname and click on “Traceroute” button.

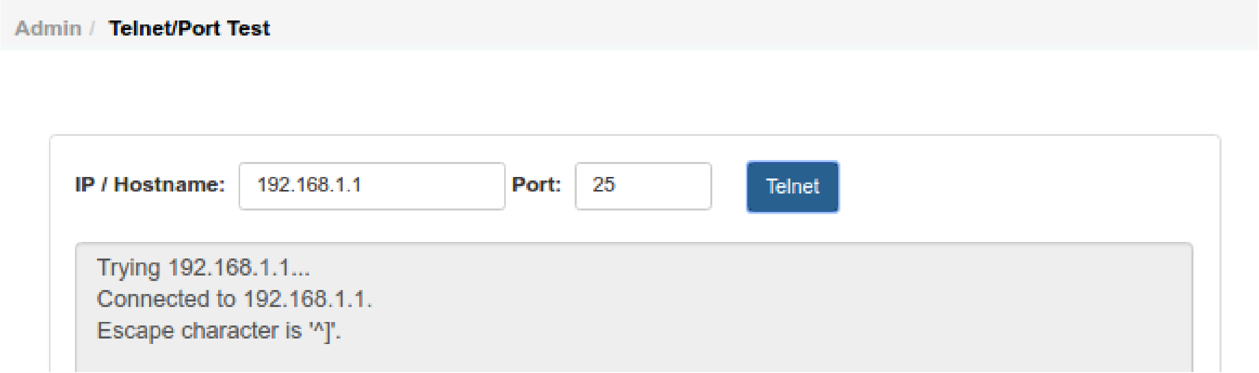


IP / Hostname: 192.168.1.1

```
traceroute to 192.168.1.1 (192.168.1.1), 30 hops max, 60 byte packets
 1  192.168.1.1 (192.168.1.1)  0.607 ms  0.596 ms  0.590 ms
```

## 2.10.6 Port/Telnet Test

To perform the telnet command, enter IP/Hostname and TCP Port number, then click on “Telnet” button.



IP / Hostname: 192.168.1.1 Port: 25

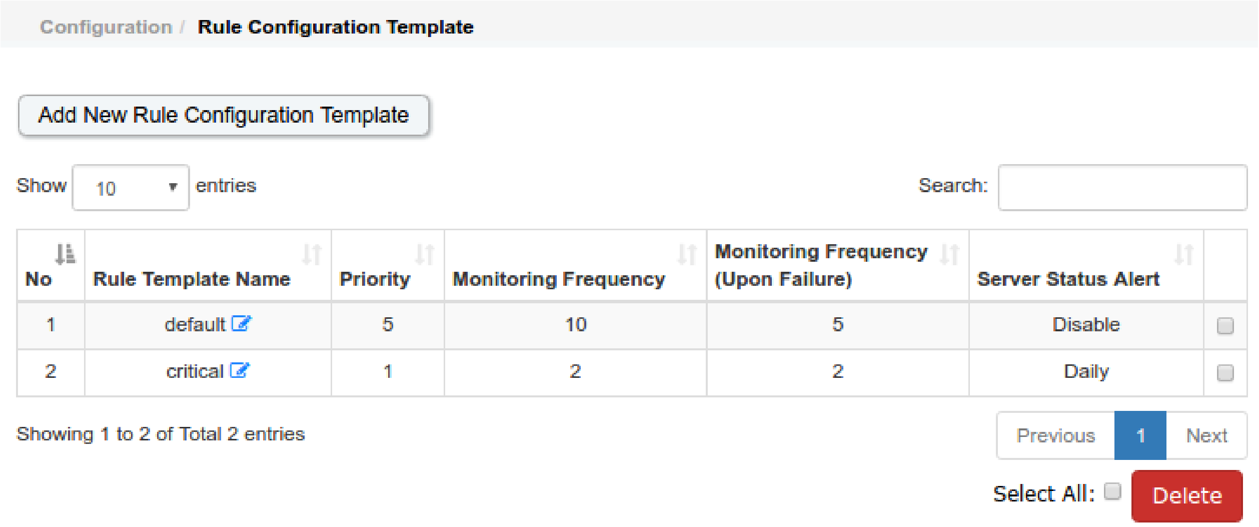
```
Trying 192.168.1.1...
Connected to 192.168.1.1.
Escape character is '^]'.
```

## 2.11 Configuration Template

User can create rule configuration template and alert configuration template as the template for creating ICMP rule by file upload. Refer to 2.7.1.2 Upload ICMP for more details.

### 2.11.1 Rule Configuration Template

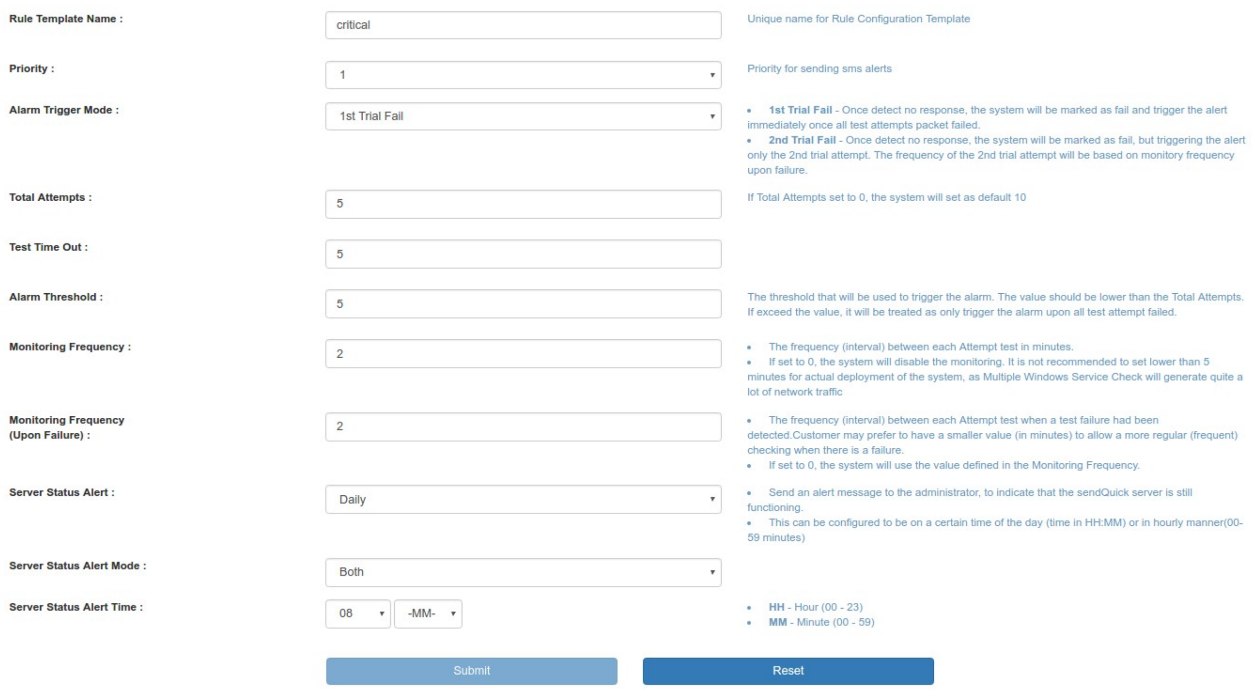
Create rule related configuration template, such as priority, alarm trigger mode, monitoring frequency and server status alert.



Configuration / **Rule Configuration Template**

| No | Rule Template Name | Priority | Monitoring Frequency | Monitoring Frequency (Upon Failure) | Server Status Alert | |
|---|---|---|---|---|---|---|
| 1 | default | 5 | 10 | 5 | Disable | □ |
| 2 | critical | 1 | 2 | 2 | Daily | □ |

Showing 1 to 2 of Total 2 entries

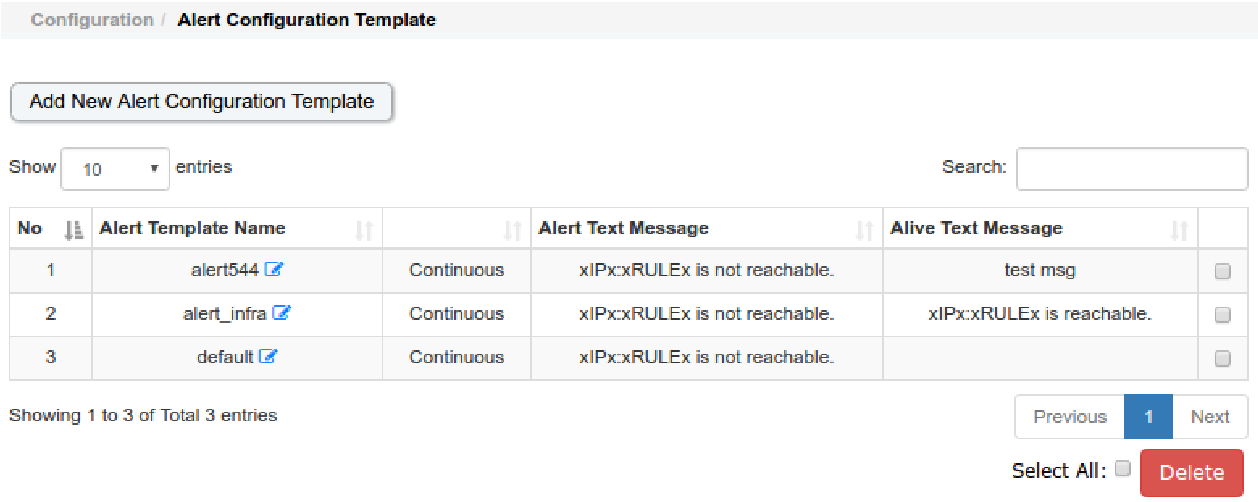


| | | |
|---|---|---|
| **Rule Template Name :** | critical | Unique name for Rule Configuration Template |
| **Priority :** | 1 | Priority for sending sms alerts |
| **Alarm Trigger Mode :** | 1st Trial Fail | • **1st Trial Fail** - Once detect no response, the system will be marked as fail and trigger the alert immediately once all test attempts packet failed.<br>• **2nd Trial Fail** - Once detect no response, the system will be marked as fail, but triggering the alert only the 2nd trial attempt. The frequency of the 2nd trial attempt will be based on monitory frequency upon failure. |
| **Total Attempts :** | 5 | If Total Attempts set to 0, the system will set as default 10 |
| **Test Time Out :** | 5 | |
| **Alarm Threshold :** | 5 | The threshold that will be used to trigger the alarm. The value should be lower than the Total Attempts. If exceed the value, it will be treated as only trigger the alarm upon all test attempt failed. |
| **Monitoring Frequency :** | 2 | • The frequency (interval) between each Attempt test in minutes.<br>• If set to 0, the system will disable the monitoring. It is not recommended to set lower than 5 minutes for actual deployment of the system, as Multiple Windows Service Check will generate quite a lot of network traffic |
| **Monitoring Frequency (Upon Failure) :** | 2 | • The frequency (interval) between each Attempt test when a test failure had been detected.Customer may prefer to have a smaller value (in minutes) to allow a more regular (frequent) checking when there is a failure.<br>• If set to 0, the system will use the value defined in the Monitoring Frequency. |
| **Server Status Alert :** | Daily | • Send an alert message to the administrator, to indicate that the sendQuick server is still functioning.<br>• This can be configured to be on a certain time of the day (time in HH:MM) or in hourly manner(00-59 minutes) |
| **Server Status Alert Mode :** | Both | |
| **Server Status Alert Time :** | 08 -MM- | • **HH** - Hour (00 - 23)<br>• **MM** - Minute (00 - 59) |

Refer to 2.7.1.1 for more details.

## 2.11.2 Alert Configuration Template

Create alert related configuration template, such as alert mode, alert recipients and alert text message.



Configuration / **Alert Configuration Template**

Add New Alert Configuration Template

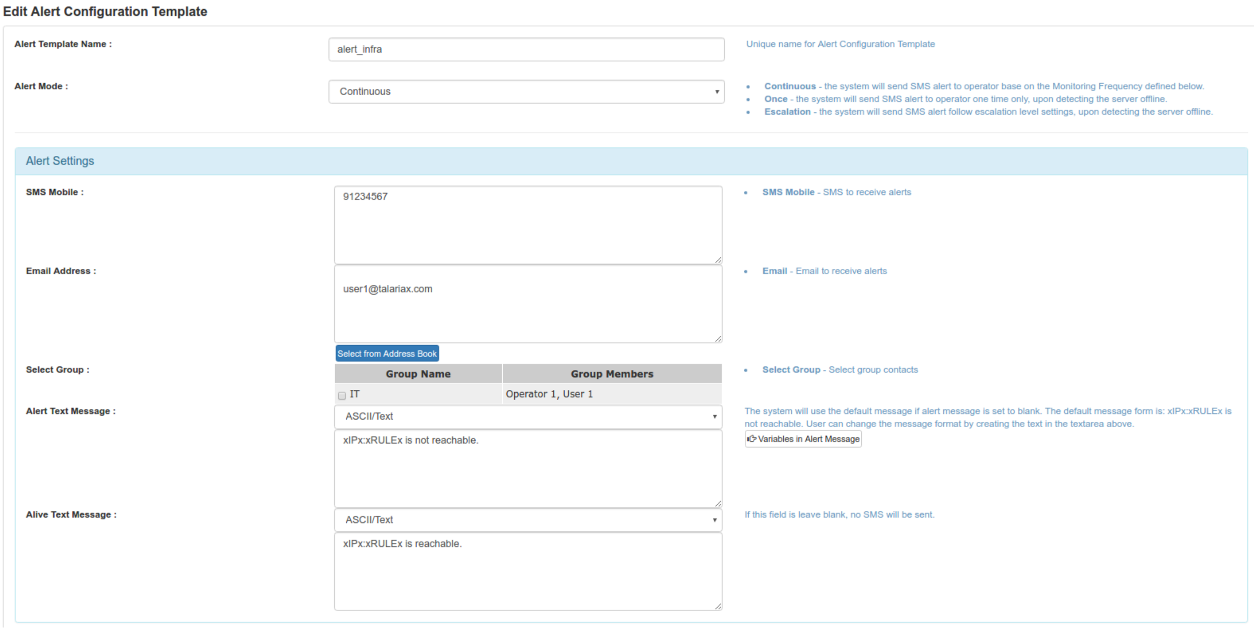
Show 10 entries   Search:

| No | Alert Template Name | | Alert Text Message | Alive Text Message | |
|---|---|---|---|---|---|
| 1 | alert544 | Continuous | xIPx:xRULEx is not reachable. | test msg | □ |
| 2 | alert_infra | Continuous | xIPx:xRULEx is not reachable. | xIPx:xRULEx is reachable. | □ |
| 3 | default | Continuous | xIPx:xRULEx is not reachable. | | □ |

Showing 1 to 3 of Total 3 entries

Previous 1 Next

Select All: □ Delete



**Edit Alert Configuration Template**

**Alert Template Name :** alert_infra
Unique name for Alert Configuration Template

**Alert Mode :** Continuous
- **Continuous** - the system will send SMS alert to operator base on the Monitoring Frequency defined below.
- **Once** - the system will send SMS alert to operator one time only, upon detecting the server offline.
- **Escalation** - the system will send SMS alert follow escalation level settings, upon detecting the server offline.

Alert Settings

**SMS Mobile :** 91234567
- **SMS Mobile** - SMS to receive alerts

**Email Address :** user1@talariax.com
- **Email** - Email to receive alerts

Select from Address Book

**Select Group :**

| Group Name | Group Members |
|---|---|
| □ IT | Operator 1, User 1 |

- **Select Group** - Select group contacts

**Alert Text Message :** ASCII/Text
xIPx:xRULEx is not reachable.
The system will use the default message if alert message is set to blank. The default message form is: xIPx:xRULEx is not reachable. User can change the message format by creating the text in the textarea above.
Variables in Alert Message

**Alive Text Message :** ASCII/Text
xIPx:xRULEx is reachable.
If this field is leave blank, no SMS will be sent.

Refer to 2.7.1.1 for more details.

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# 3.0 REFERENCES

## 3.1 SMS Check Template

SMS Check is the feature that allow user to send SMS to sendQuick Avera to query real time status or perform server shutdown/restart. Please note that 'Allow SMS Check' must be enabled in Admin Settings. (Refer to 2.10.1).

Allow SMS Check : Enable

Enable to allow SMS from authorized mobile to check current status of IP, Port, URL, Windows Service, Windows Process, CPU, Disk and Memory

| Request Type | SMS Template | Description |
|---|---|---|
| ICMP Ping | PING <IP> | **ICMP Ping to any IP address.**<br>Authorized mobile numbers can be configured under 'Admin -> Settings -> SMS Check Authorized Mobile or Group'. Requests from unauthorized mobile number will be ignored. |
| TCP Port Check | TELNET <IP> <PORT> | **Telnet to any Port from any IP address.**<br>Authorized mobile numbers can be configured under 'Admin -> Settings -> SMS Check Authorized Mobile or Group'. Requests from unauthorized mobile number will be ignored. |
| URL Check | URL <URL> | **Checking URL.**<br>Authorized mobile numbers can be configured under 'Admin -> Settings -> SMS Check Authorized Mobile or Group'. Requests from unauthorized mobile number will be ignored. |
| Windows Service | SERVICE <DEVICE NAME> <SERVICE NAME> | **Checking windows service**<br>Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to check the service name on this particular device profile only. Requests from unauthorized mobile number will be ignored. |
| Windows Process | PROCESS <DEVICE NAME> <PROCESS NAME> | **Checking windows process**<br>Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to check the process's memory on this particular device profile only. Requests from unauthorized mobile number will be ignored. |
| CPU Usage | CPU <DEVICE NAME> | **Checking CPU utilization on device**<br>Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to check the cpu usage on this particular device profile only. Requests from unauthorized mobile number will be ignored. |

| | | |
|---|---|---|
| DISK Usage | DISK <DEVICE NAME> <DISK NAME> | **Checking Disk utilization on device** Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to check the particular disk's usage on this device profile only. Requests from unauthorized mobile number will be ignored. |
| Memory Usage | MEMORY <DEVICE NAME> | **Checking Memory utilization on device** Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to check the memory usage on this particular device profile only. Requests from unauthorized mobile number will be ignored. |
| Restart Server | RESTARTSERVER <DEVICE NAME> | **Restart server** *(Note : 'Admin -> Settings -> Allow SMS Restart Server' must be enabled.)* Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to restart this particular server only. Requests from unauthorized mobile number will be ignored. |
| Shutdown Server | SHUTDOWNSERVER <DEVICE NAME> | **Shutdown server** *(Note : 'Admin -> Settings -> Allow SMS Shutdown Server' must be enabled.)* Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to shutdown this particular server only. Requests from unauthorized mobile number will be ignored. |
| Restart Windows Service | RESTARTSERVICE <DEVICE NAME> <SERVICE NAME> | **Restart windows service** *(Note : 'Admin -> Settings -> Allow SMS Restart Windows Service' must be enabled.)* Authorized mobile numbers can be configured under 'Device Profile -> Authorized Mobile or Group'. This mobile list is authorized to restart the windows service on this particular server only. Requests from unauthorized mobile number will be ignored. |

All SMS Check requests and results will be logged under SMS Transaction → SMS Check (Refer to 2.4.2)

## 3.2 SMS Acknowledgement Templates

User can send Acknowledgement SMS to stop escalation or simply acknowledge receipt of SMS. Please note that '**Admin -> Settings -> Allow Acknowledgement SMS**' must be enabled.

Allow Acknowledgement SMS : Enable

Enable to allow ACK and RES SMS from authorized mobile number to stop escalation alerts.

### 3.2.1 SMS Broadcast

User can acknowledge receipt of the SMS by replying 'ACK <case_id>', where <case_id> is the first number appended to message content.

For example,

SMS Message :

**5:testing 12345 please acknowledge**

In this example, <case_id> = 5 and user should reply with text : ACK 5

All records will be logged under SMS Transaction → SMS Broadcast (Refer to 2.4.1)

### 3.2.2 Network Monitor

User can send ACK or RES to stop escalation of network monitoring alert case. Please note that all case ID for network monitoring transaction has prefix 'M'.

- SMS Template : **ACK <case_id>**

  Eg. : ACK M123

- SMS Template : **RES <case_id> <resolved_log>**

  Eg. : RES M123 maintenance

All records will be logged under SMS Transaction → Network Monitor (Refer to 2.4.3)

### 3.2.3 Message Filter

User can send ACK to stop escalation of message filtering alert case. Please note that all case ID for message filtering transaction has prefix 'F'.

- SMS Template : **ACK <case_id>**

  Eg. : ACK F25

All records will be logged under SMS Transaction → Message Filter (Refer to 2.4.4)

## 3.3 Windows Server WMI Configuration

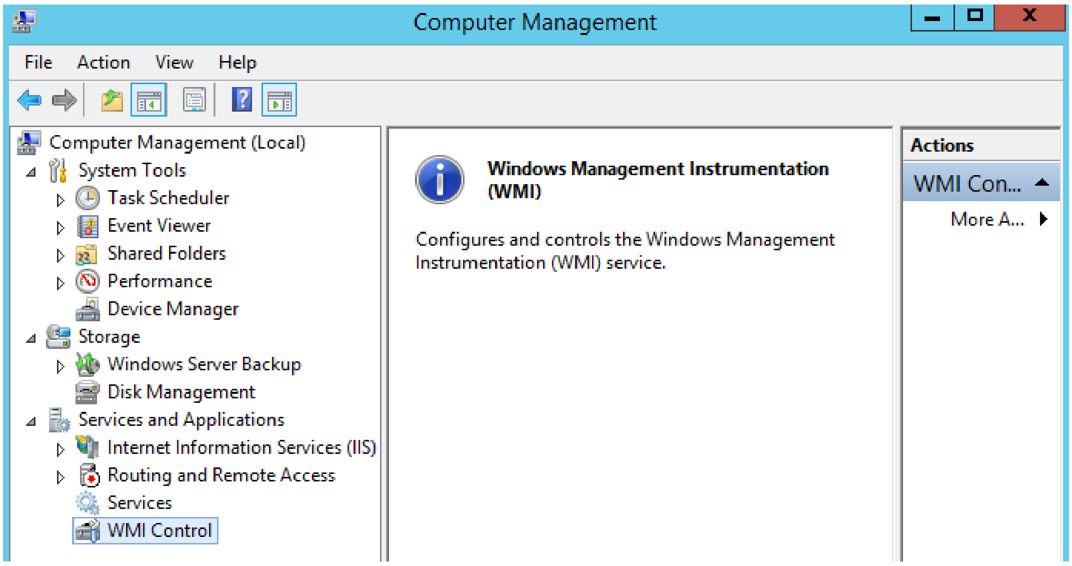
WMI connection is required to access Windows Server for the following tasks:

1. Retrieve system information (CPU, Disk, Memory utilization)
2. Monitor windows services & Restart windows services if needed
3. Monitor windows processes & Kill windows process if needed
4. Shutdown or Reboot windows server

**Enable Remote WMI Access**

1. In Windows Server, go to Administrative Tools → Computer Management.

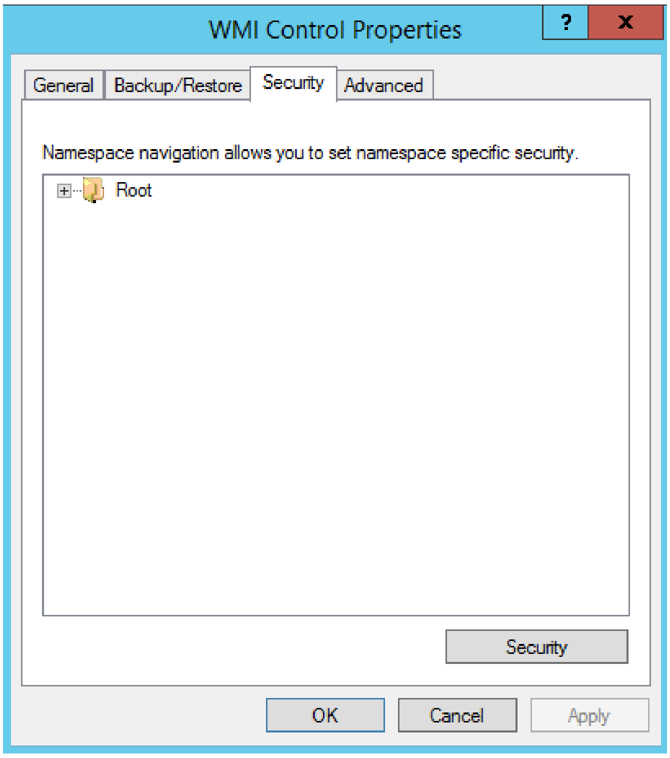
2. Right Click on "WMI Control" and select "Properties".



**Windows Management Instrumentation (WMI)**

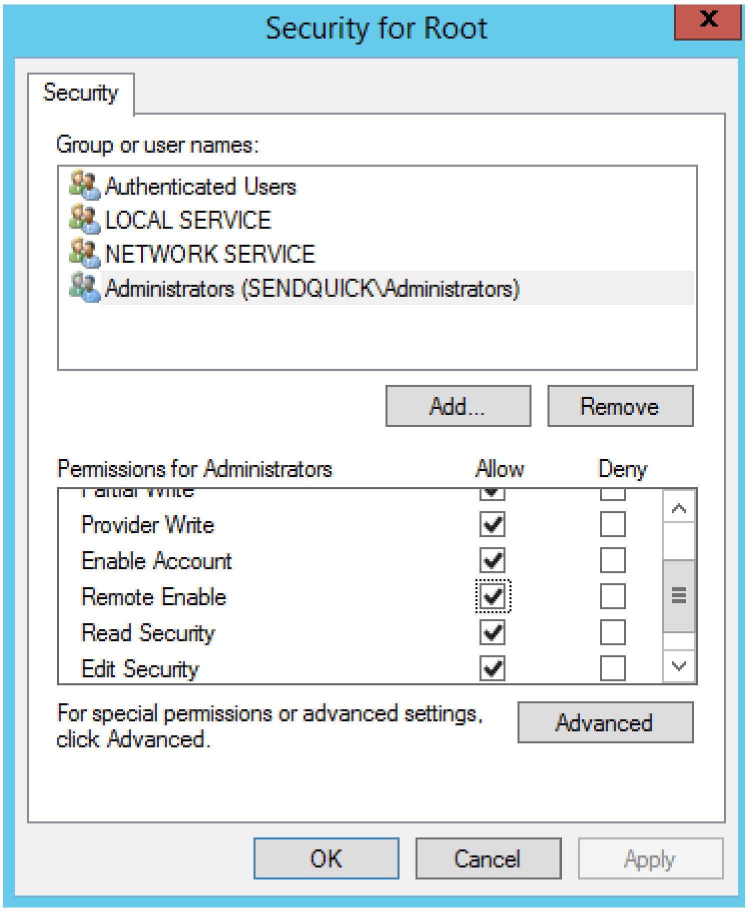
Configures and controls the Windows Management Instrumentation (WMI) service.

3. Go to "Security" tab, click on "Security".



Namespace navigation allows you to set namespace specific security.

4. Select authorized group or user name, make sure “Remote Enable” is allowed.



Group or user names:

- Authenticated Users
- LOCAL SERVICE
- NETWORK SERVICE
- Administrators (SENDQUICK\Administrators)

| Permissions for Administrators | Allow | Deny |
|---|---|---|
| Partial Write | ☑ | □ |
| Provider Write | ☑ | □ |
| Enable Account | ☑ | □ |
| Remote Enable | ☑ | □ |
| Read Security | ☑ | □ |
| Edit Security | ☑ | □ |

For special permissions or advanced settings, click Advanced.

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