



ManageEngine OpManager – sendQuick Integration Guide

Version 1.1

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ManageEngine OpManager – sendQuick Integration Guide

1.0 Introduction

1.1 About TalariaX Pte Ltd

TalariaX™ develops and offers **enterprise mobile messaging solutions** to facilitate and improve business workflow and communication, and is widely used in areas such as IT alerts & notifications, secure remote access via 2-Factor Authentication, emergency & broadcast messaging, business process automation and system availability monitoring.

In addition to functionality, TalariaX's messaging solutions have also been developed with other key features in mind. These include **security** and **confidentiality** of company information, and **ease in mitigating disruption** during unplanned system downtime such as that arising from cyberattacks.

1.2 About sendQuick

sendQuick is a comprehensive Short Messaging Service (SMS) and Mobile Instant Messaging (MIM) gateway that is available in the form of an **appliance** or as a **cloud-based** solution. **sendQuick** is used by more than 1,500 businesses, including many Fortune Global 500 companies, in 40 countries and across industries such as banking, finance, insurance, manufacturing, retail, government, education, and healthcare.

1.3 Purpose of Document

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

There are several ways to send alert messages from ManageEngine OpManager to sendQuick systems. You can use any of the following methods

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

2.0 Send Email to sendQuick (SMTP Delivery)

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

2.1 Configure Email Filter in sendQuick

sendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combination of emails and sms. To explore this feature, navigate on the sendQuick dashboard to :

Filter Rules > Email Filter

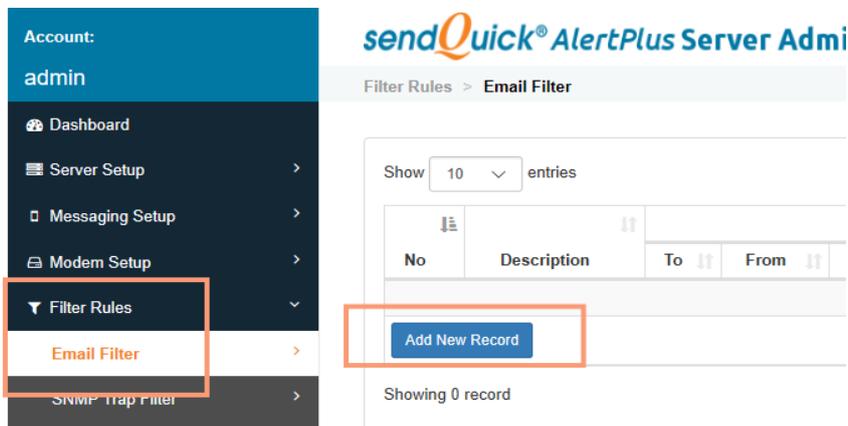


Figure 1: Setting up Email filter on sendQuick

Click on **Add New Record**.

You can then create a new record to define the email address OpManager should send to. In our example, we will use **OpManager@alertplus64.sendquick.messenger**

The user email can be anything meaningful that you choose but the domain name of the email address must correspond to your domain name of your sendQuick system.

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

Add Mail Filter Rule

Description: ManageEngine OpManager

Variables Usage

Mail To : OpManager@alertplus64.sendquick.messenger

Mail From : notification@opmanager.com

Subject

Message

Match Mode: ALL ANY

Priority: 5

Save Cancel

Figure 2: Configure the email filter rule

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

sendQuick® AlertPlus Server Admin

English Shutdown Restart Logout

Filter Rules > Email Filter

Show 10 entries Search:

No	Description	Rules					Date Created	Match	Alert
		To	From	Subject	Message	Priority			
1	ManageEngine OpManager	OpManager@alertplus64.sendquick.messenger	notification@opmanager.com			5	30/09/2019	Any	View

Add New Record Duplicate Delete

Figure 3: To view more details of the filter rule

Then click on **Add New Record**

Email Filter Rules	
Description	ManageEngine OpManager
Mail To	OpManager@alertplus64.sendquick.messenger
Mail From	notification@opmanager.com
Subject	
Message	
Match Mode	ANY

Show entries

No	Alert SMS	Alert Email	Alert Message	R
	Manual Input	Phone Book User	Manual Input	Phone Book User
No data available in table				
<input type="button" value="Add New Record"/>				

Showing 0 records

R - Reminder, E - Escalation, Rpt - Report, - Roster Management Enabled, - Roster Management Disabled

Figure 4: To configure receiver of alerts

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

Email Filter Rules	
Description	ManageEngine OpManager
Mail To	OpManager@alertplus64.sendquick.messenger
Mail From	notification@opmanager.com
Subject	
Message	
Match Mode	ANY

Alert Message:

The default message is: xFRx:xSUBx:xMSGx where:

- xFRx is From (Email)
- xSUBx is the Email subject
- xMSGx is the Email message

Alert Receiver:

Mobile Number to Receive Alert	Email to Receive Alert
<input type="text" value="93873088"/>	<input type="text" value="andyhun@talariax.com"/>

Figure 5: Adding mobile numbers to receive alerts for this filter rule

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

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

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

The screenshot shows the 'sendQuick® AlertPlus Server Admin' dashboard. On the left is a navigation menu with options: Account: admin, Dashboard, Server Setup, Messaging Setup, Modem Setup, Filter Rules, Network Monitor, and Security Setup. The main content area has three tabs: System Overview (selected), System Usage, and Modem Status. Under the System Overview tab, there is a table with the following data:

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

The 'Host' and 'Domain' rows are highlighted with a red box. Below the table, the text 'Figure 6: System Overview' is present.

2.2 Configure SMTP Delivery on OpManager

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

Settings > General Settings > Mail server settings

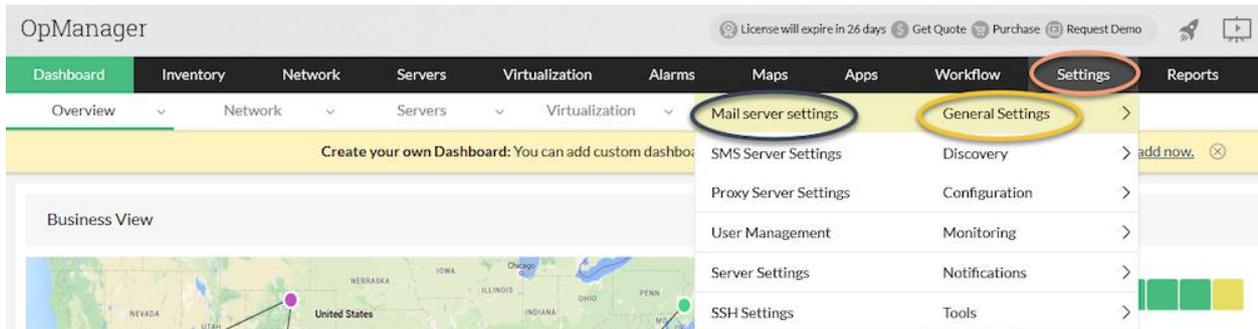


Figure 7: Configure settings on OpManager

In the **Mail Server Settings** section, key in your sendQuick IP address in the **Server Name** field as shown in the screenshot below. Enter a **Time Out** interval. For the **To Email ID** fill in the email address you have used for the email filter as in the previous section (*Section 2.1 Configure Email Filter in sendQuick*) In our example, we have configured OpManager@alertplus64.sendquick.messenger

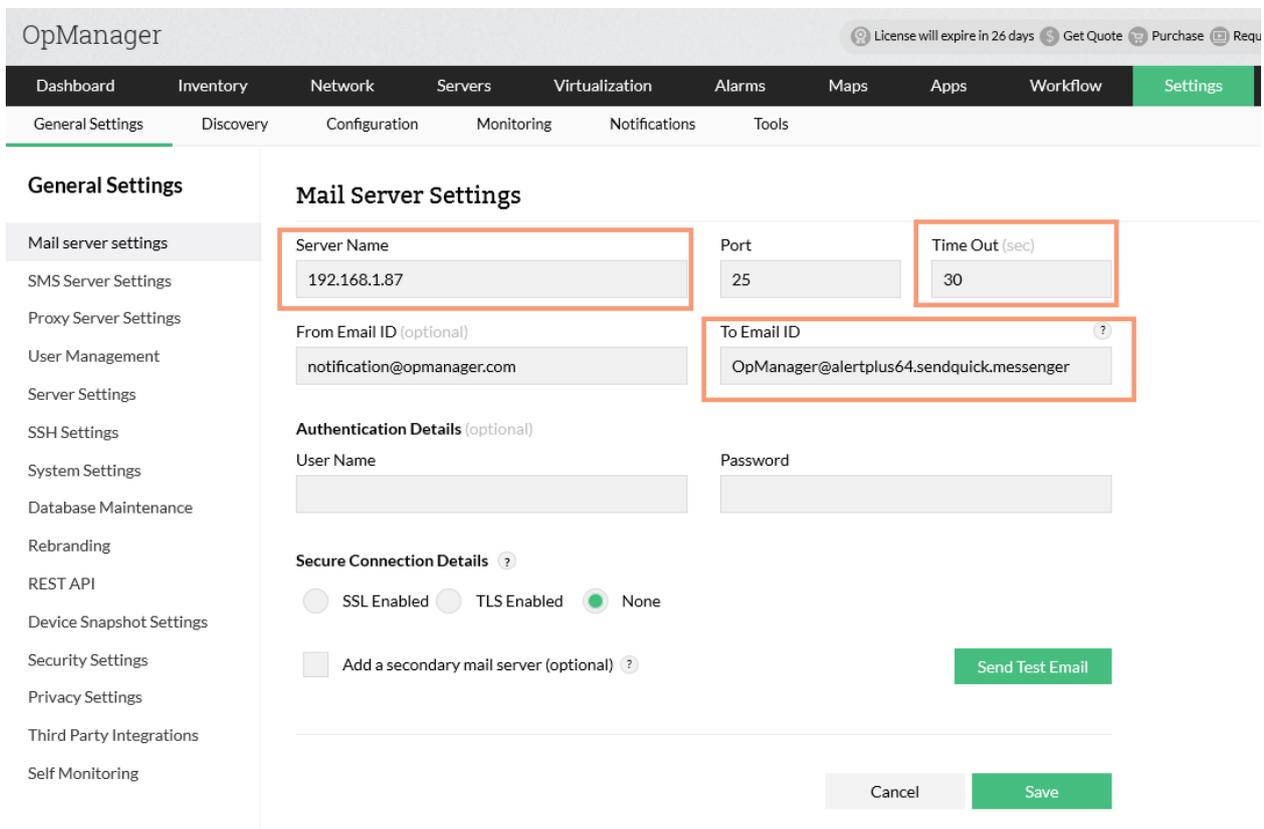


Figure 8: Configure mail server settings

By default, the **Port** is 25. Leave the **Authentication Details - User Name and Password**

fields blank.

For **Secure Connection Details**, you can select any of the methods listed provided they are installed in both OpManager and sendQuick. If you are unsure if the protocols are installed on your servers, select “None”

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

Security Setup > SSL Setup > SSL Protocol

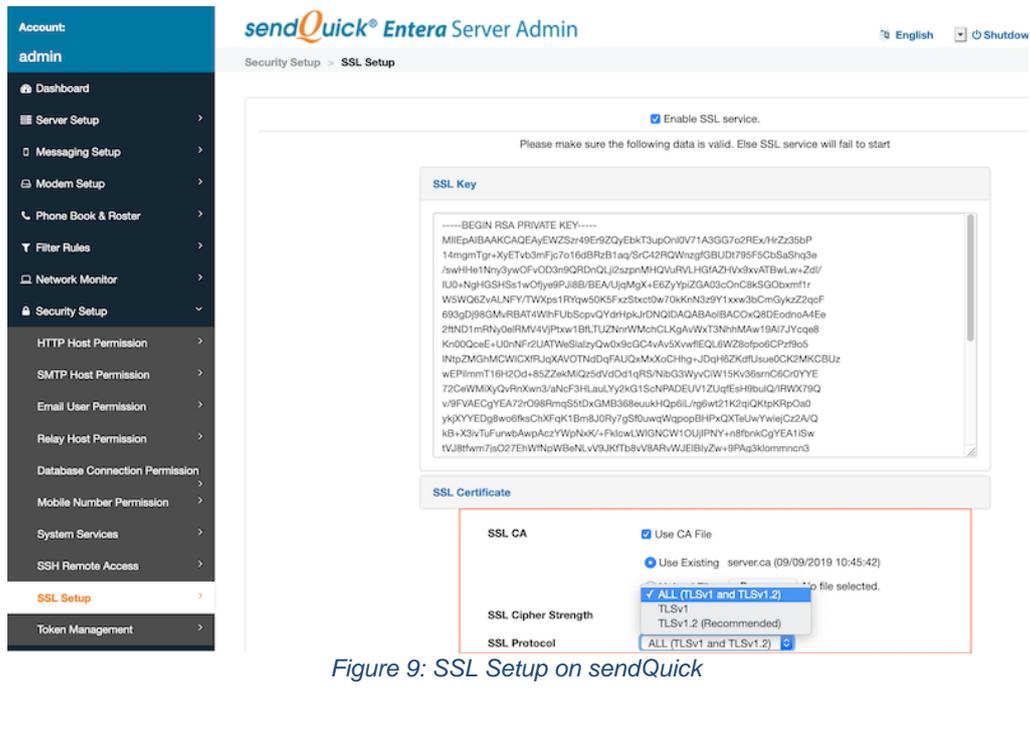


Figure 9: SSL Setup on sendQuick

After the configuration, click on the **Send Test Email** to test if the setup is correct.

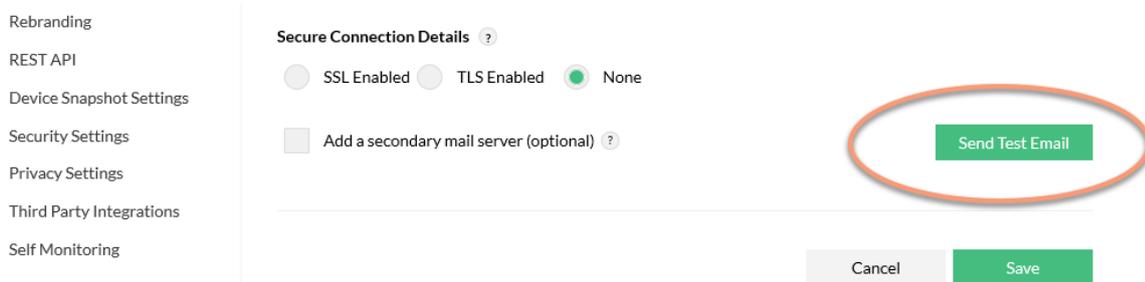


Figure 10: Send Test Email

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

Usage Logs > Message Logs

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

The screenshot shows the 'sendQuick® AlertPlus Server Admin' interface. On the left is a navigation menu with 'Usage Logs' and 'Message Log' highlighted. The main area shows the 'Message Log' page with tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'SMS' sub-tab is selected. A search filter is set for '30/09/2019' to '30/09/2019'. A table displays the following data:

No.	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	30/09/2019 11:16:08	30/09/2019 11:16:11	00:15	notification@opmanager.com (ManageEngine OpManager)	93873088	notification@opmanager.com: Test Mail OpManager Testing Primary Mail ... Please ignore	359180083505682	5	<input type="checkbox"/>

Below the table are buttons for 'Save CSV', 'Save Excel', 'Save PDF', 'REFRESH', 'Empty Unbox', and 'Delete'. The status at the bottom indicates 'Showing 1 to 1 of total 1 records'.

Copyright © 2002-2019, TalariaX Pte Ltd, Singapore. All Rights Reserved. Mon, 30 Sep 2019 11:16

Figure 11: Message log on sendQuick

2.3 Configure Email Based SMS Notification Profile

Next, configure the notification templates that can be used by notification triggers. In the ManageEngine OpManager dashboard, navigate to :

Settings > Notifications > Add Profile

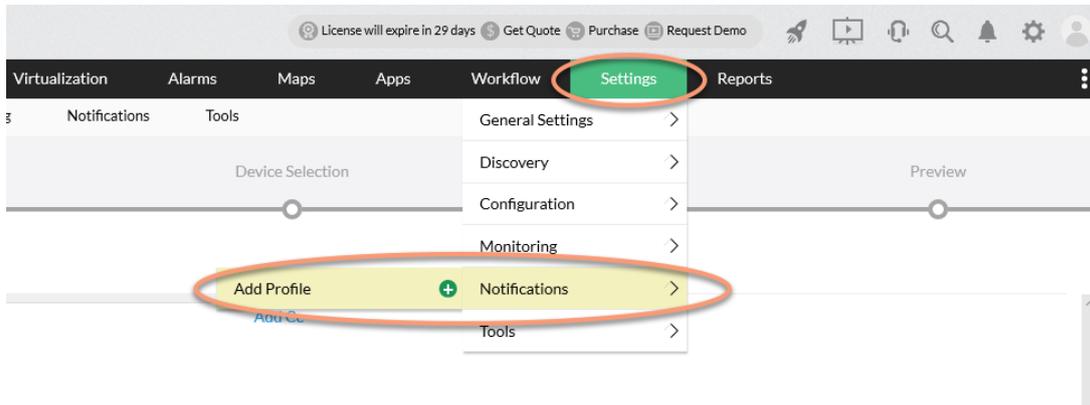


Figure 12: Add Notification Profile on OpManager

Select the **Email based SMS Notification Profile**. It's important to use the same email address configured in Section 2.1 for the Mail Filter for the **To Email Address** field.

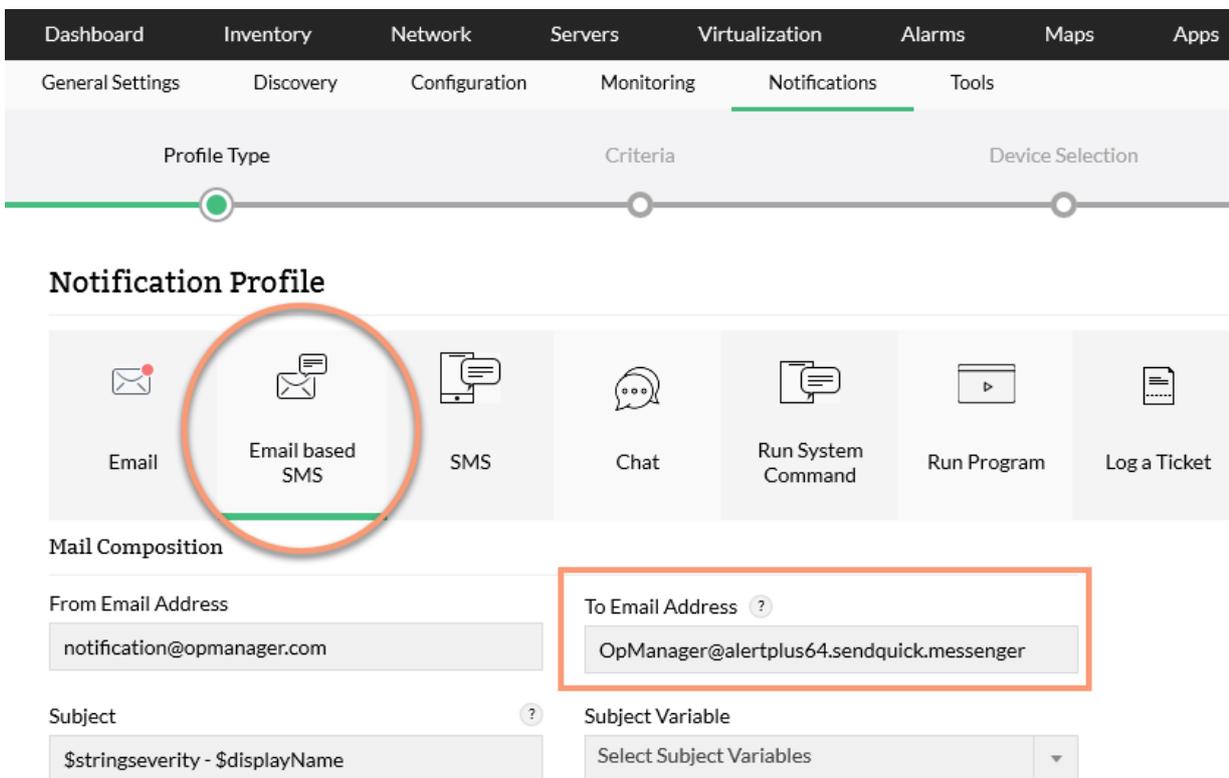


Figure 13: Select Email based SMS notification profile

Configure the email **Subject** and **Message** with the relevant parameters that you want to appear in your alert messages. Click on **Next**.

Next, select the criteria that will trigger the alerts.

Figure 14: Choose criteria to trigger alerts

Select the **Severity** level to reach before notification is sent. After your selection, click on **Next**.

Figure 15: Select severity level for the trigger

You should already have used OpManager earlier to discover devices in your network and have them in the **Inventory**. Select the **Devices** that are in the Inventory to attach this notification profile.

Figure 16: Select devices to associate the Alert trigger

OpManager allows you to **Schedule** when the alert should be sent. Configure according to your requirements.

Figure 17: Configure the schedule of the alert

Finally, you can give a profile name for this **Notification Profile**.

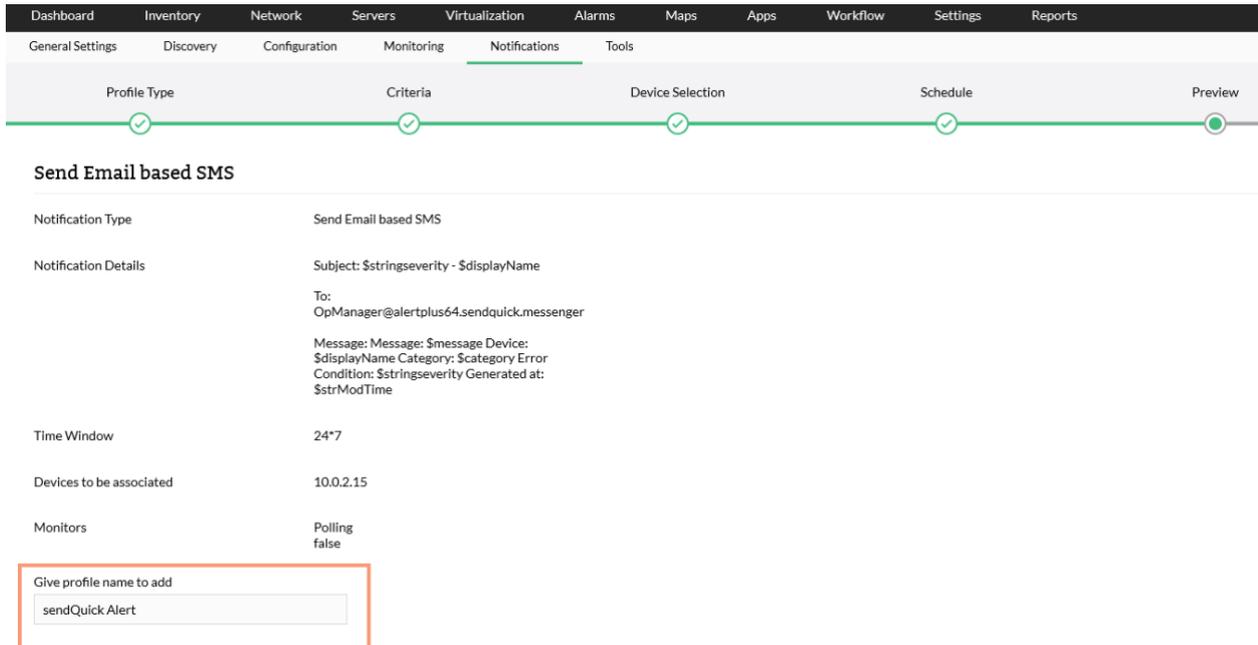


Figure 18: Create a profile name for the alert notification

To test if the configuration is correctly setup, click on the **Test Action** button.

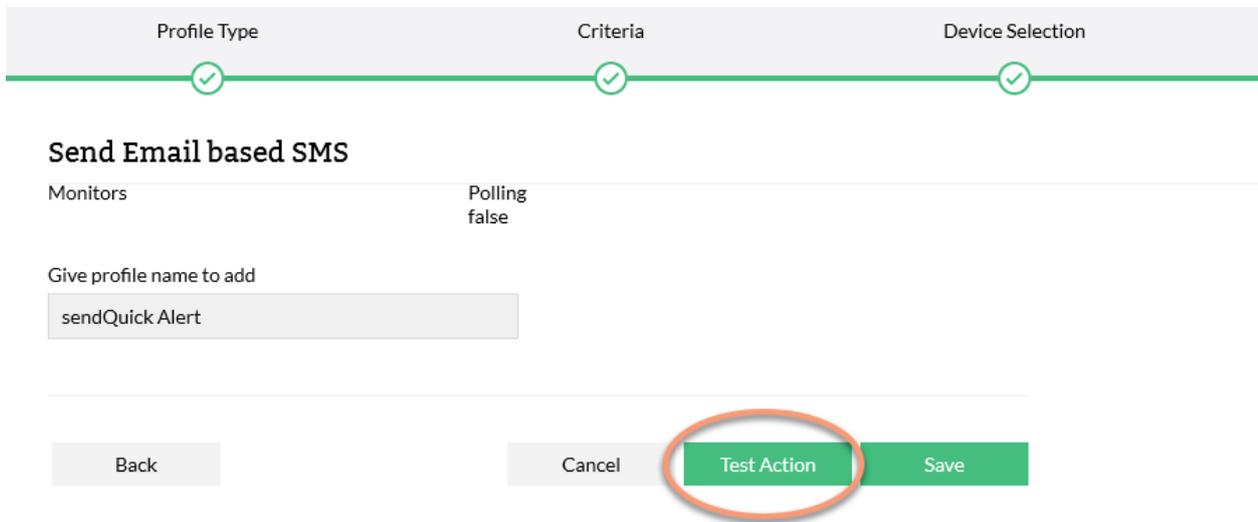


Figure 19: Test notification

After the test is successful, you can **Save** this profile.

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

Usage Logs > Message Logs

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

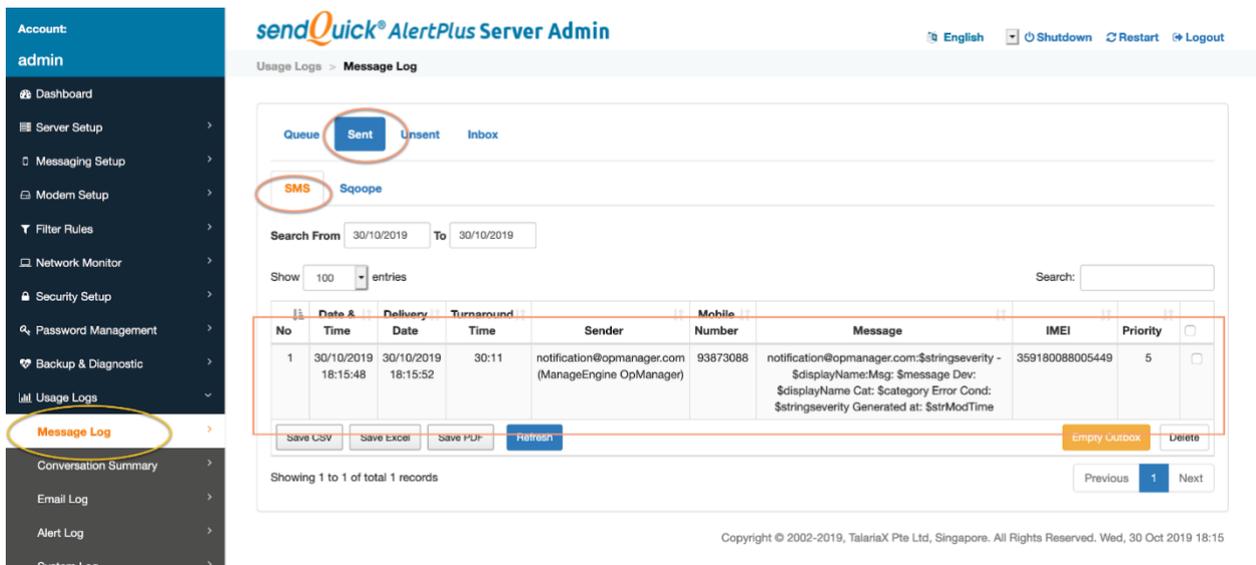


Figure 20: Message log of sendQuick

3.0 Send SMS Message via HTTP Method

Alternatively, sms notification alerts can also be sent via sendQuick from OpManager using the HTTP method. You do not need to do any configuration in sendQuick.

3.1 Configure SMS Server in OpManager

On the dashboard of OpManager navigate to the following item :

Settings > General Settings > SMS Server Settings

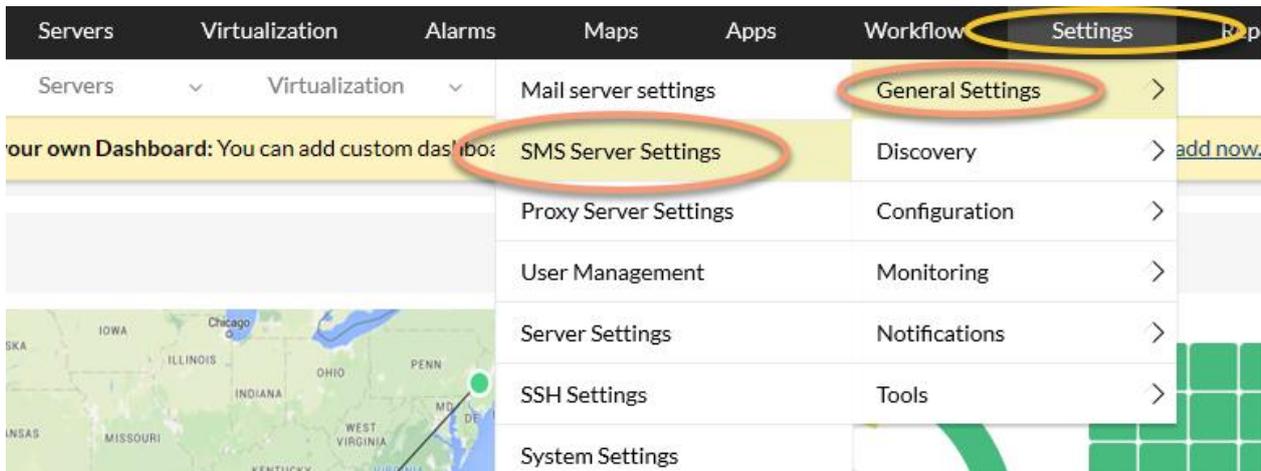


Figure 21: Select SMS Server Settings on OpManager

Under the **SMS Gateway** tab, fill the **HTTP URL** field with the sendQuick *http URL string* as follows:

http://<sendQuickIP>/cmd/system/api/sendsms.cgi

Replace <sendQuickIP> with the IP address of your sendQuick system.

For the field **HTTP Parameters**, fill the following

tar_num=\$recipient&tar_msg=\$message

See the example :

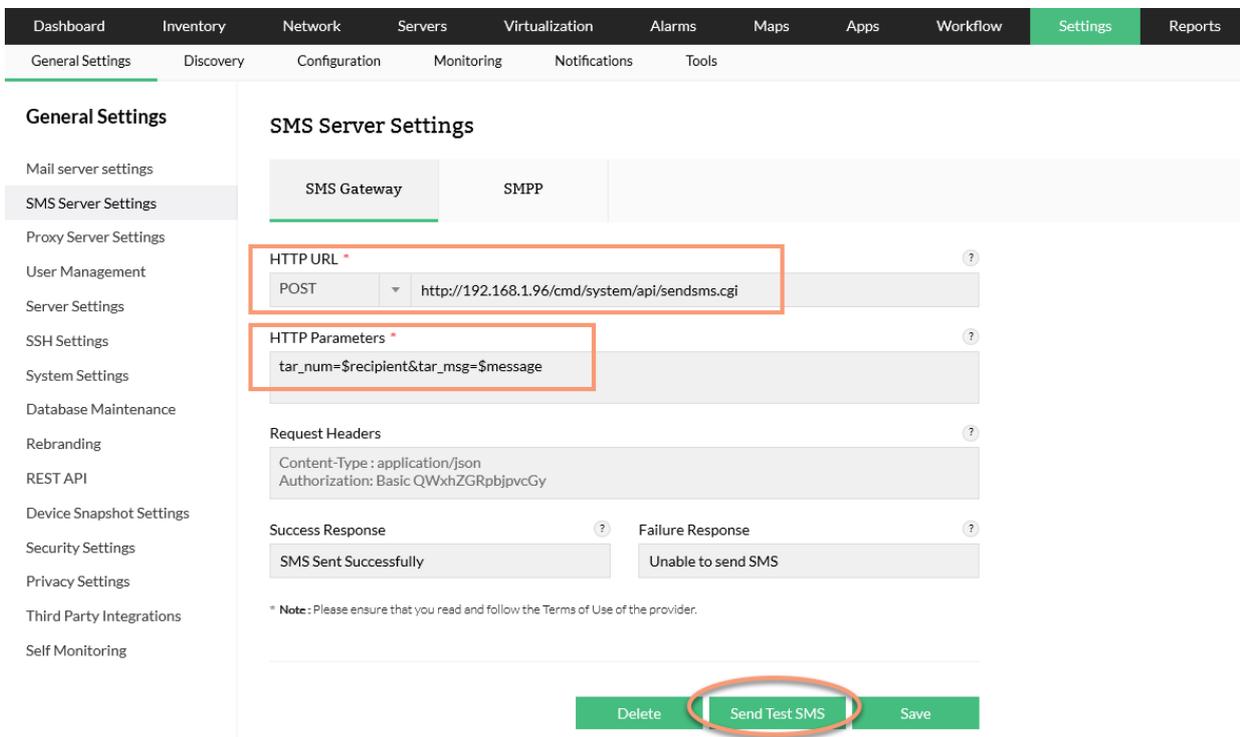


Figure 22: Example of SMS server settings

After the configuration, you can do a test to see if it works. Click on **Send Test SMS**. Enter the **Mobile number** to receive the test SMS and click on **Send**.

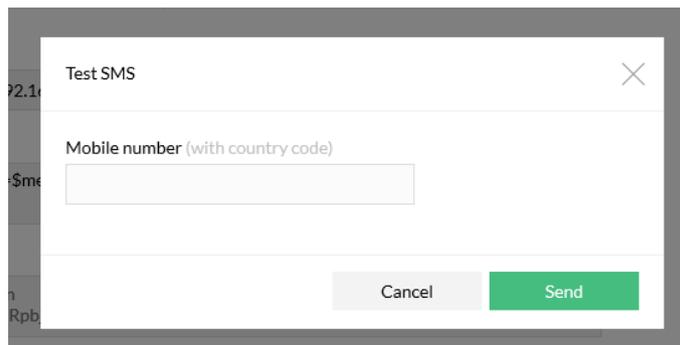


Figure 23: Test SMS

If the test is successful, a message will appear as follows under **SMS Gateway API Response** :

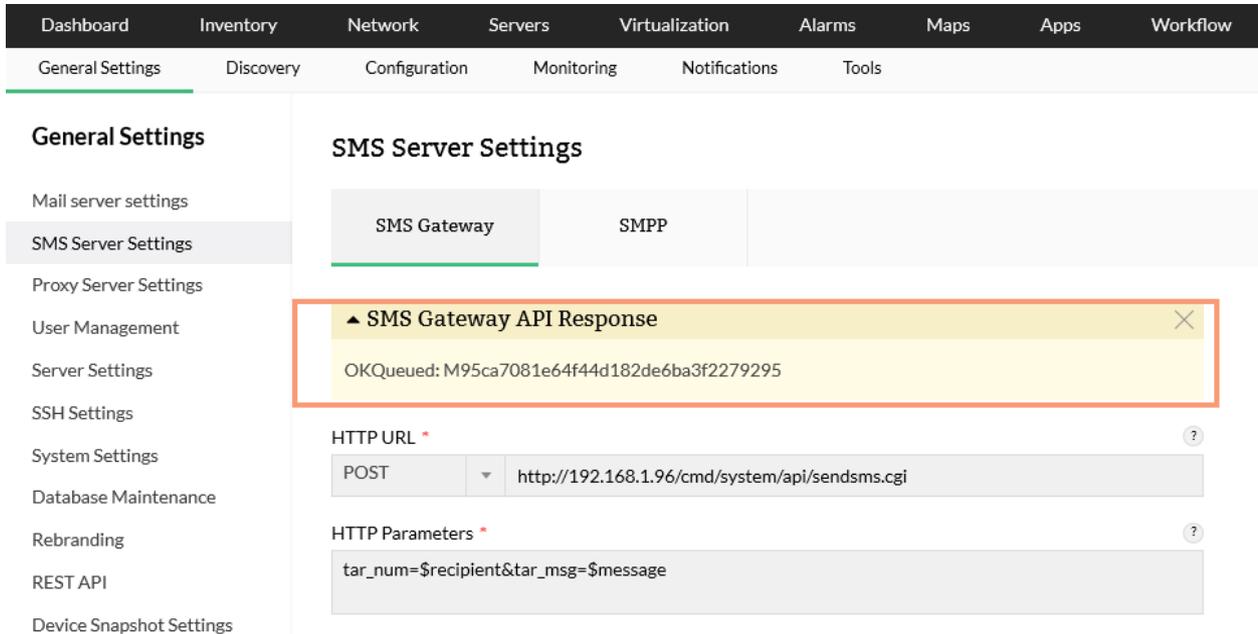


Figure 24: Notification of test status

To confirm that sendQuick has subsequently sent out the SMS text, on the sendQuick dashboard, navigate to :

Usage Logs > Message Logs

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

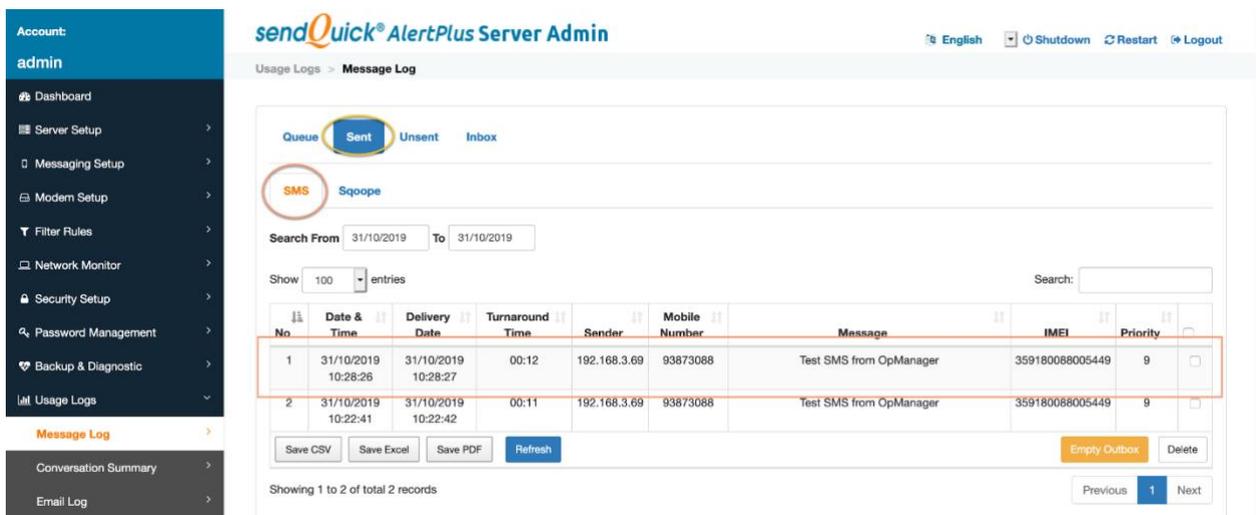


Figure 25: Message log of sendQuick

3.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the ManageEngine OpManager dashboard, navigate to :

Settings > Notifications > Add Profile

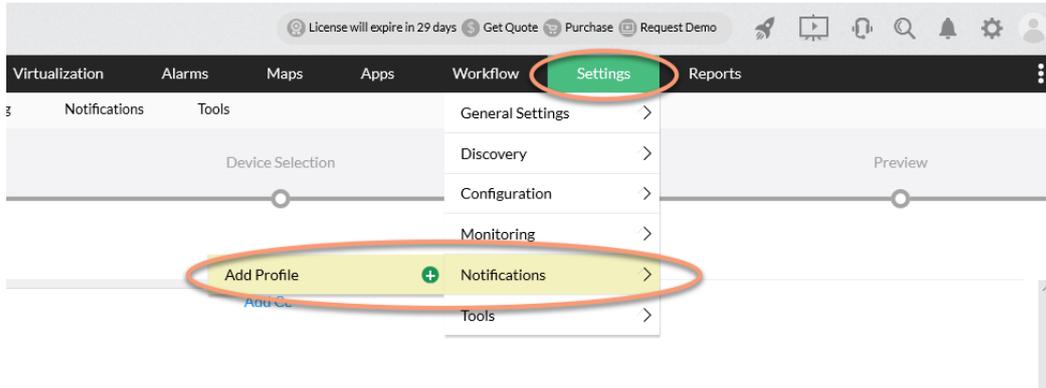


Figure 26: Add Notification profile on OpManager

Select the **SMS Notification Profile**. Fill in the **Mobile number** to receive SMS alerts.

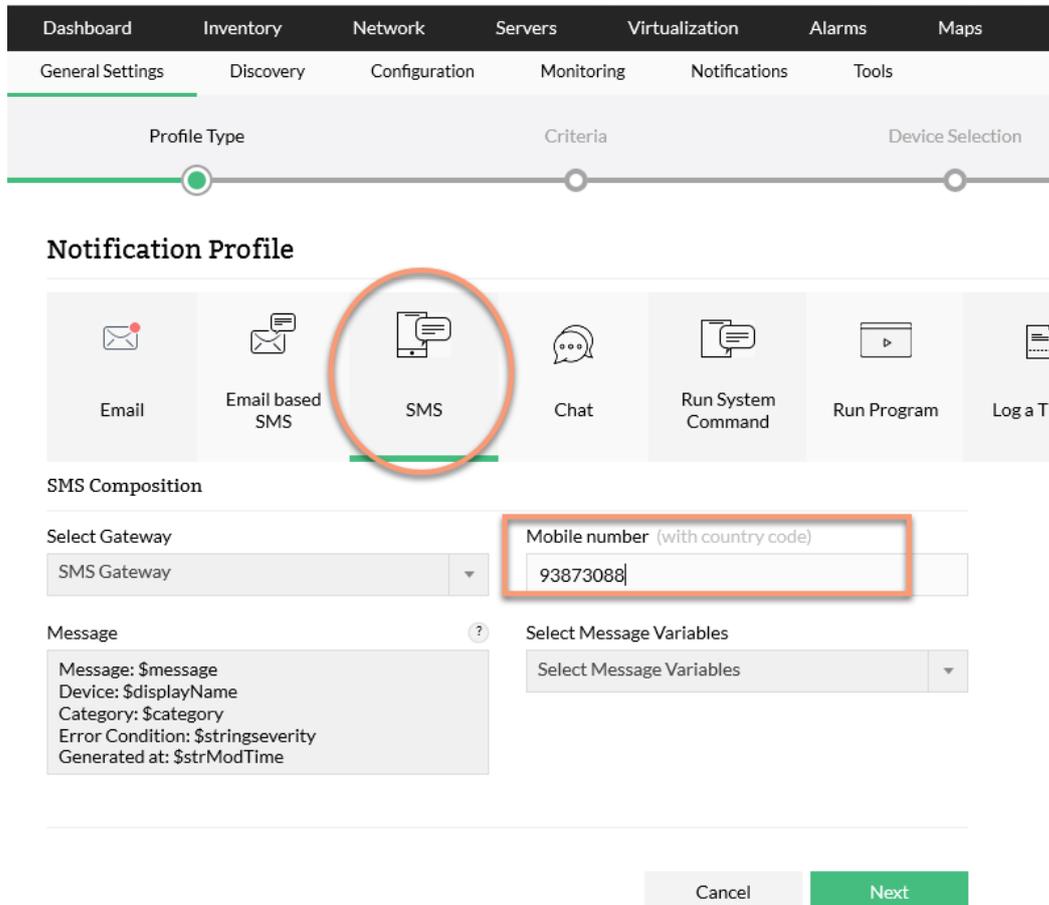


Figure 27: Select SMS profile

Next, select the criteria that will trigger the alerts. Select the **Severity** level to reach before notification is sent. After your selection, click on **Next**.

Figure 28: Select severity level for this Notification

You should already have used OpManager earlier to discover devices in your network and have them in the **Inventory**. Select the **Devices** that are in the Inventory to attach this notification profile.

Figure 29: Select devices to associate with this Notification Profile

OpManager allows you to **Schedule** when the alert should be sent. Configure according to your requirements.

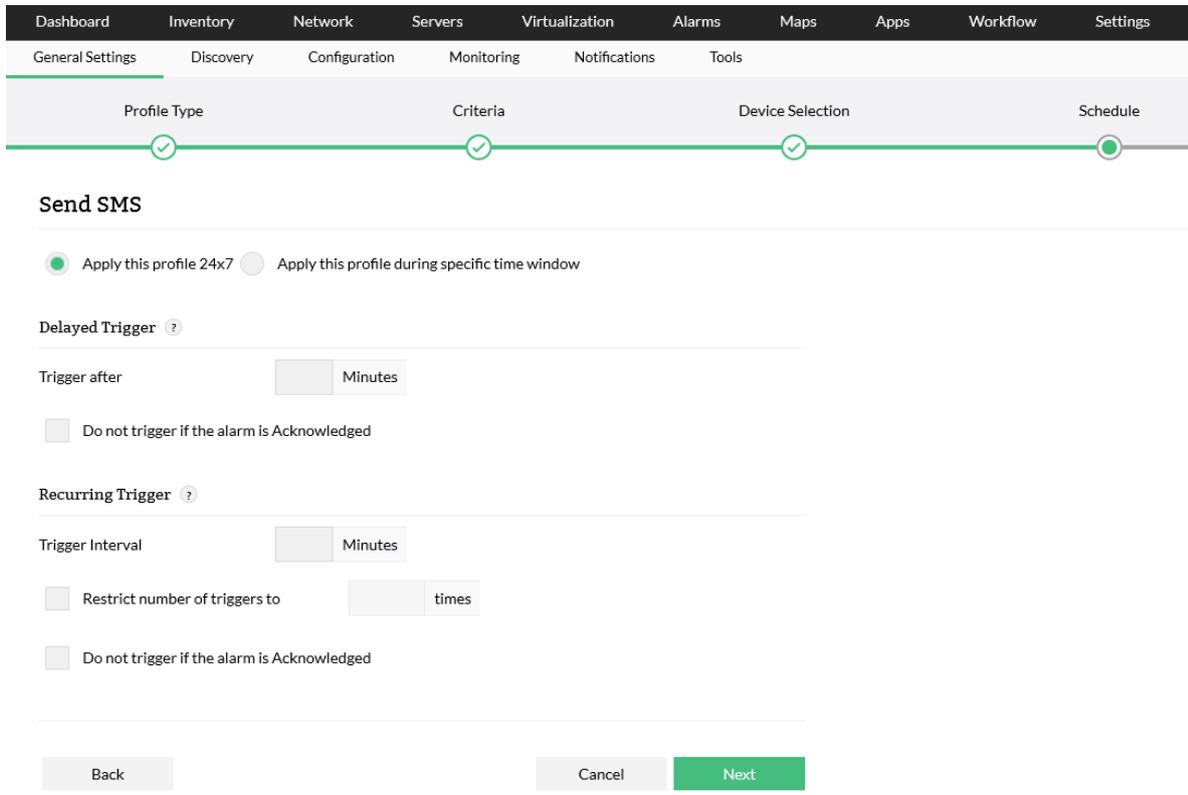


Figure 30: Configure the schedule of the alert

Finally, you can give a profile name for this **Notification Profile**. To test if the configuration is correctly setup, click on the **Test Action** button.

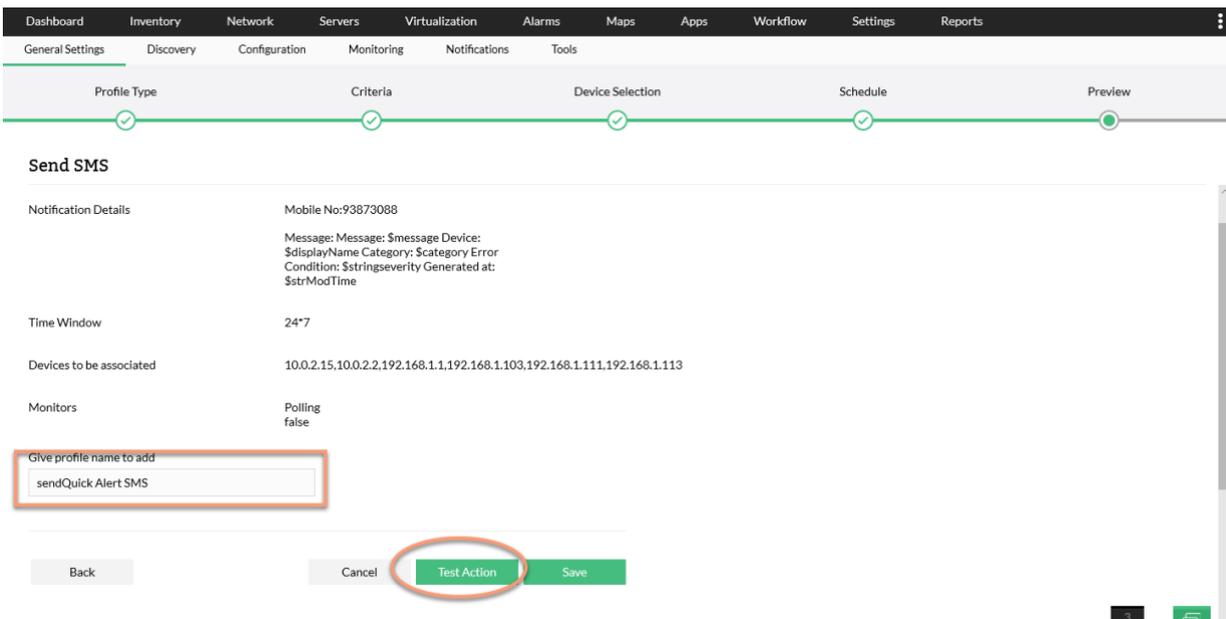


Figure 31: Test the notification profile

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

Usage Logs > Message Logs

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

The screenshot shows the 'sendQuick AlertPlus Server Admin' interface. On the left is a navigation menu with 'Message Log' selected. The main area shows the 'Message Log' page with tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'SMS' sub-tab is active. Search filters are set for '31/10/2019' to '31/10/2019'. A table lists message logs with the following data:

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	31/10/2019 10:37:05	31/10/2019 10:37:07	00:12	192.168.3.69	93873088	Test sms from OpManager - Thu Oct 31 10:44:31 SGT 2019.	359180088005449	9
2	31/10/2019 10:28:26	31/10/2019 10:28:27	00:12	192.168.3.69	93873088	Test SMS from OpManager	359180088005449	9
3	31/10/2019 10:22:41	31/10/2019 10:22:42	00:11	192.168.3.69	93873088	Test SMS from OpManager	359180088005449	9

Buttons at the bottom include 'Save CSV', 'Save Excel', 'Save PDF', 'Refresh', 'Empty Outbox', and 'Delete'. The status shows 'Showing 1 to 3 of total 3 records'.

Figure 32: Message log of sendQuick