



Nagios - sendQuick Integration Guide

Version 1.0

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Table of Contents

1.0 Introduction	4
1.1 About TalariaX Pte Ltd	4
1.2 About sendQuick	4
1.3 Purpose of Document	4
2.0 Send Email to sendQuick appliance using SMTP	5
2.1 Configuring Email Settings in Nagios	5
2.2 Add Email Address	8
3.0 Configure Email Filter in sendQuick	10
3.1 Navigate to Email Filter	10
3.2 Create a rule in Email Filter	10
3.3 Configure mobile number to receive alert notifications	12
4.0 Testing Configuration	14
4.1 Sending Test Email from Nagios	14
4.2 Ensuring sendQuick receives Email	15

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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) 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 prepared as a guide on how to integrate sendQuick with Nagios to send SMS alerts. In this guide, we will be using sendQuick Alert Plus for the integration.

The method we will be using to integrate Nagios with sendQuick is the **email method**. This method allows users to make full use of sendQuick notification management features such as roster and escalation management. Besides SMS, sendQuick can also notify alerts through other communication channels such as social messenger applications, multiple emails and automated Voice calls.

2.0 Send Email to sendQuick appliance using SMTP

When the monitored device is down or there is a need to send an alert, Nagios can trigger an email to sendQuick. sendQuick will then convert the email message to SMS.

2.1 Configuring Email Settings in Nagios

To access the configuration of Email Settings in Nagios XI, navigate to the following: **Configure > System Configuration > Email Settings.**

On the dashboard of Nagios XI platform, click **Configure**.

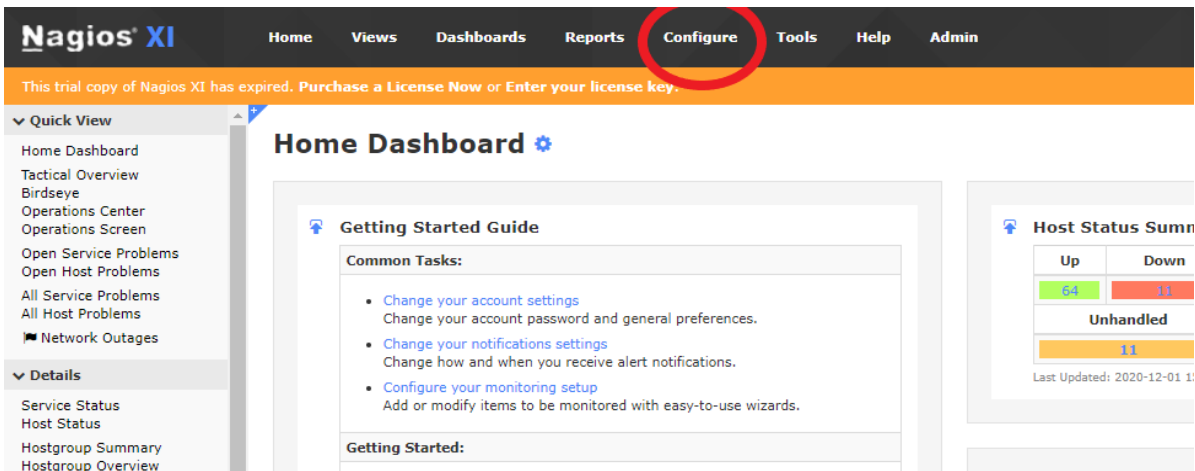


Figure 1: Nagios Dashboard

Click **System Configuration**.

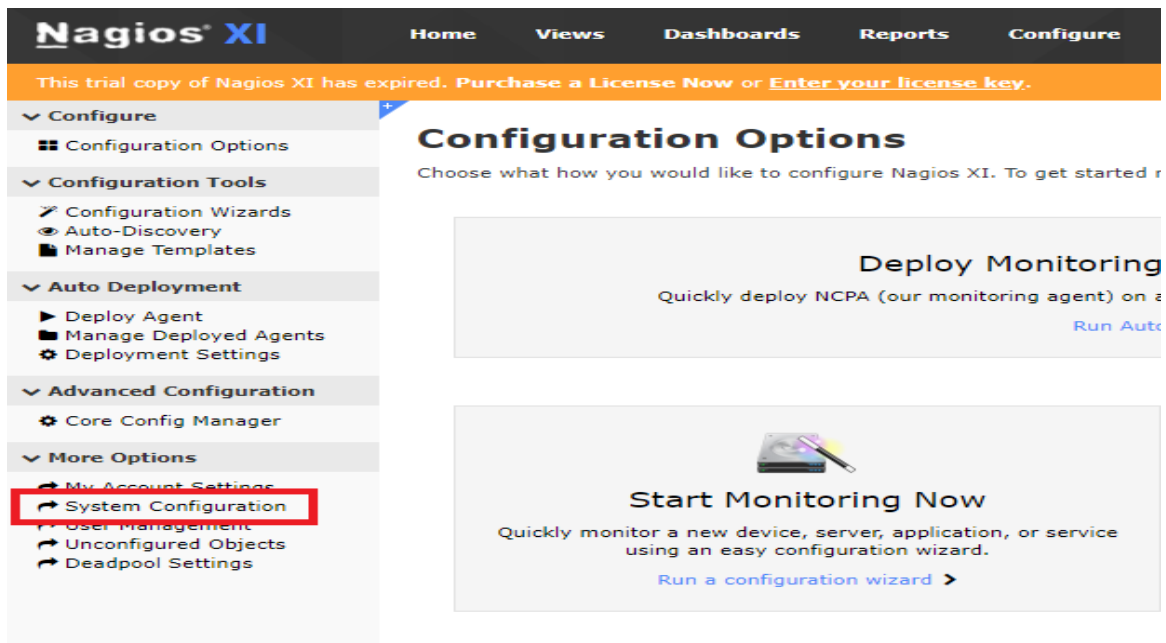


Figure 2: Configuration Page

Lastly, click on **Email Settings**.

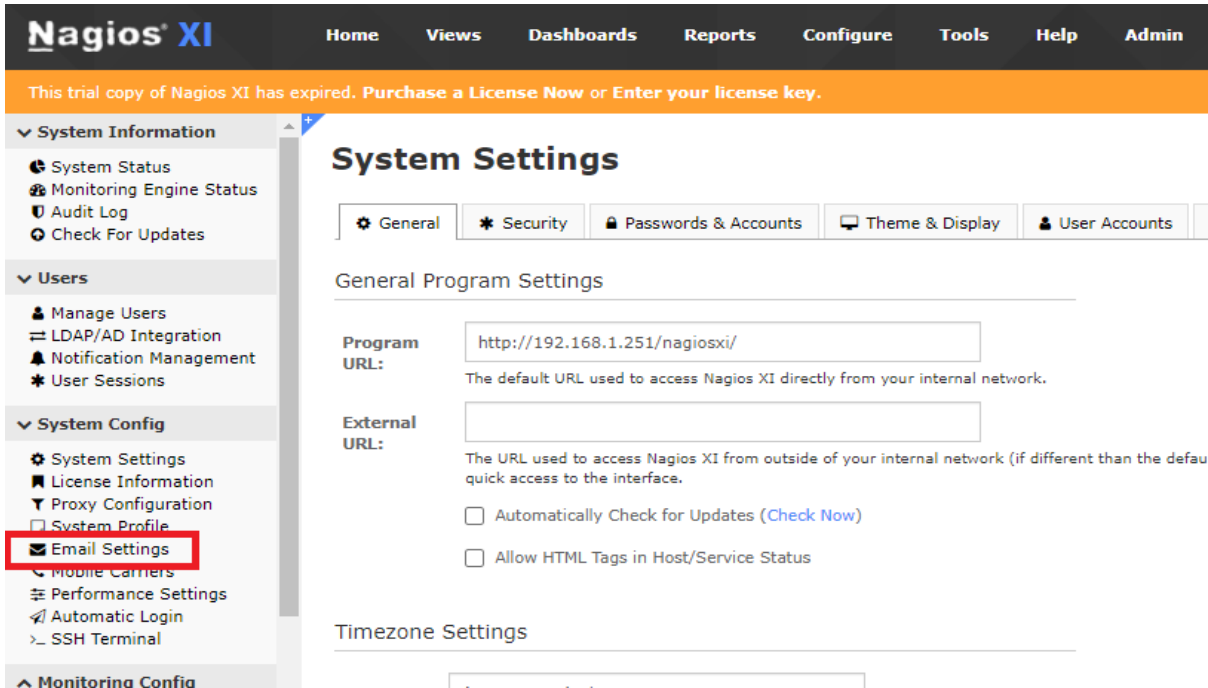


Figure 3: System Configuration Page

The **Email Settings** page will appear as shown:

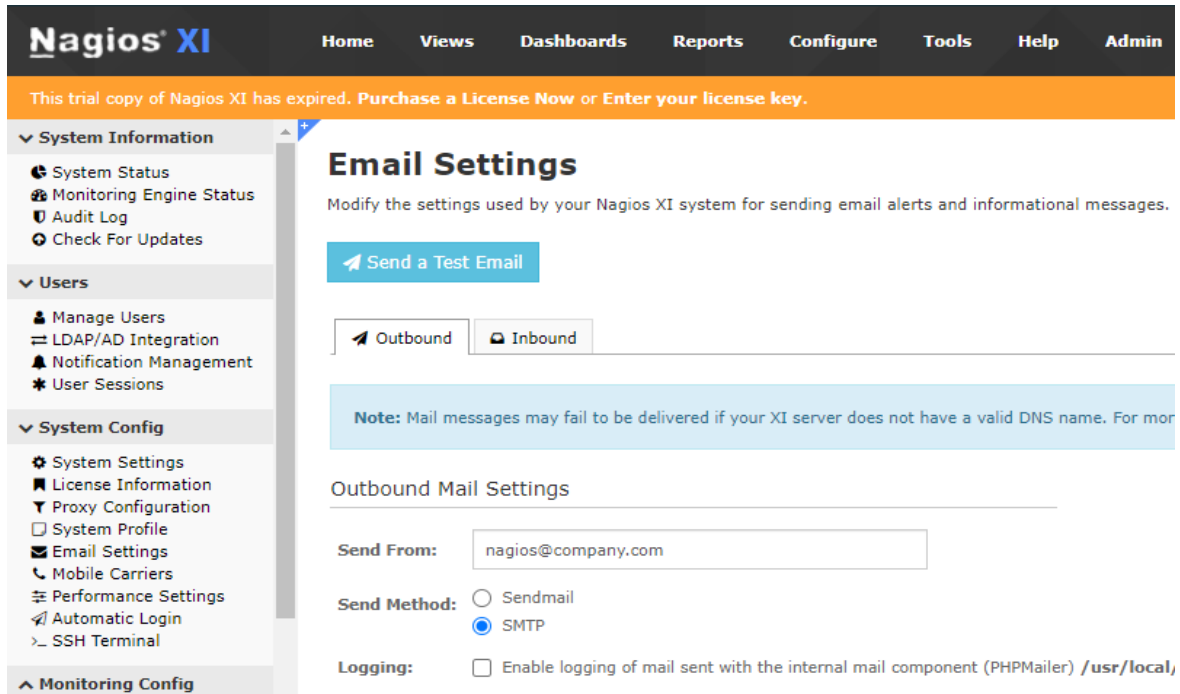


Figure 4: Email Settings Page

Under **Outbound Mail Settings**, you can key in any email address of your choice (for example: nagios@company.com) in the field for **Send From**.

Select **SMTP** for **Send Method**.

Under **SMTP Settings**, key in the **IP address** of a sendQuick device (in this example, we will be using 192.168.1.96) for the field of **Host**.

For **Port** field, enter **25**.

Select option **None** for **Security**.

Outbound Mail Settings

Send From:

Send Method: Sendmail
 SMTP

Logging: Enable logging of mail sent with the internal mail component (PHPMailer) /usr/lo

SMTP Settings

Host: ?

Port:

Username:

Password:

Security: None
 TLS
 SSL

Figure 5: Configuration for Email Settings

2.2 Add Email Address

To add Email Address, you have to navigate to the following:
Configure > My Account Setting > Account Information.

On the dashboard of Nagios XI platform, click **Configure**.

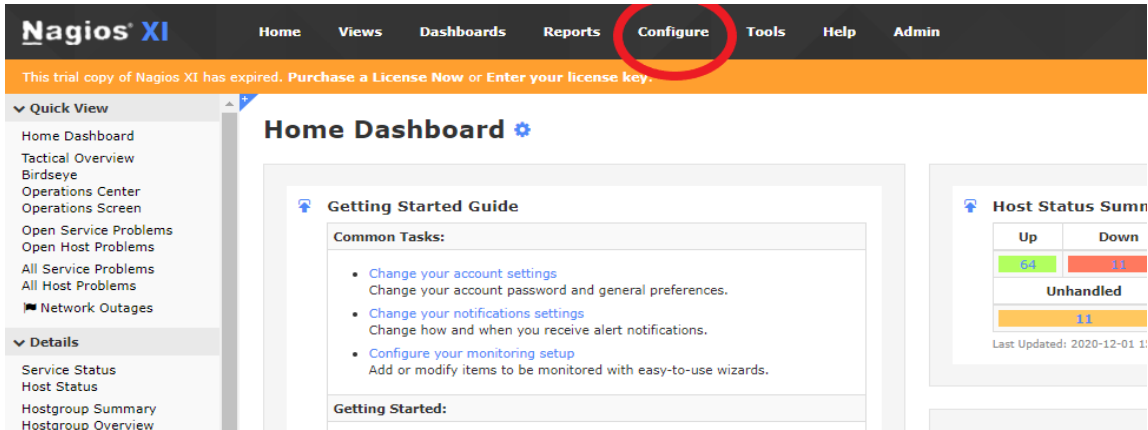


Figure 6: Nagios Dashboard

Click on **My Account Settings**.

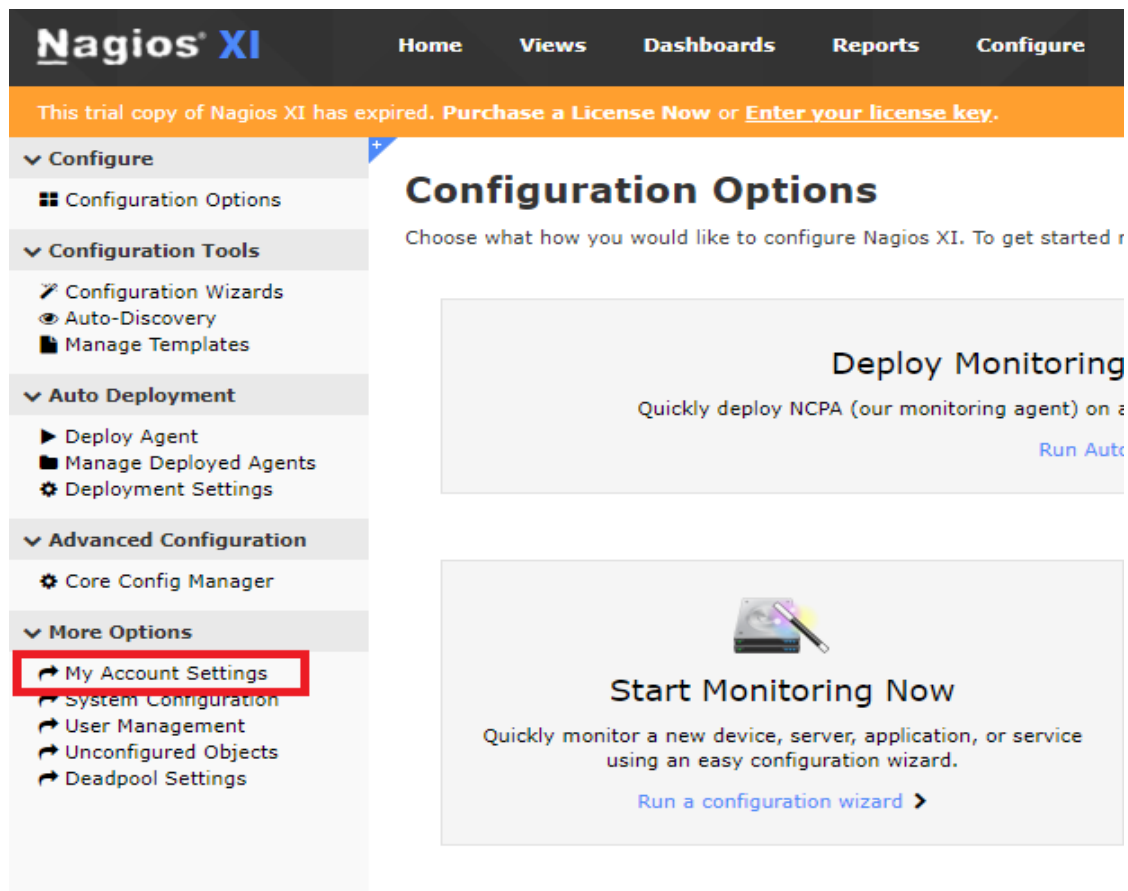


Figure 7: Configure Page

Lastly, click on **Account Information**.



Figure 8: Account Settings Page

Under **General Account Settings**, enter [anyname@sendQuickIP](#) (in this example, we are using [alert@192.168.1.96](#)) under **Email Address**.

(Note that the email address entered here must be the same as the email address for the Email Filter in sendQuick)

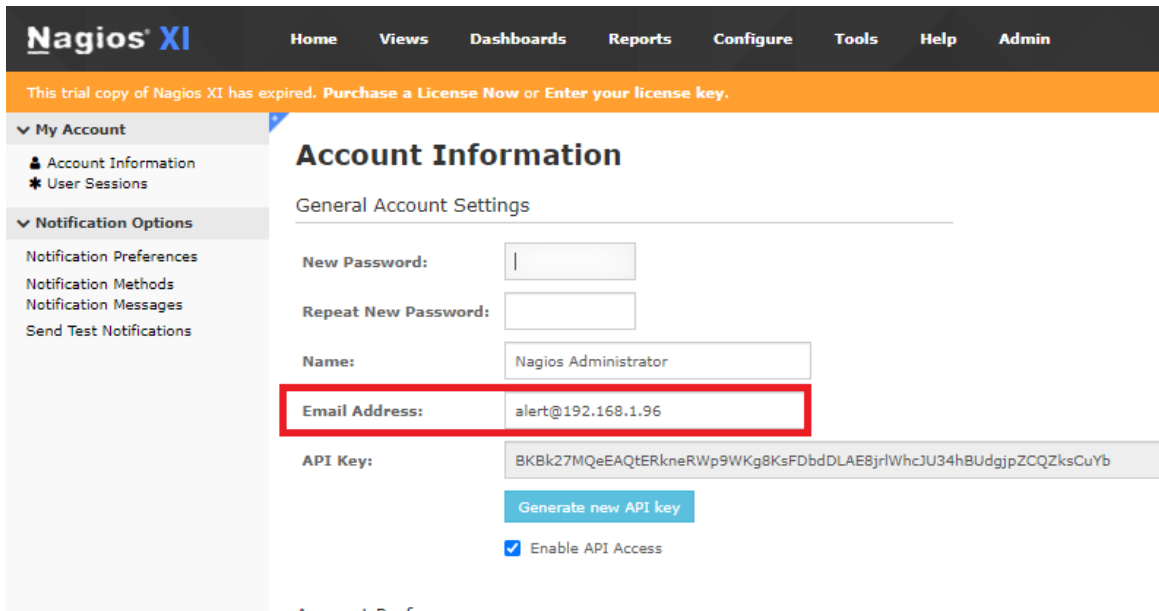


Figure 9: Configuration for Account Settings

3.0 Configure Email Filter in sendQuick

sendQuick allows you to configure alerts to be sent to multiple phone numbers, groups or even combinations of emails and SMS.

3.1 Navigate to Email Filter

To explore this feature, navigate on the sendQuick dashboard to:
Filter Rules > Email Filter

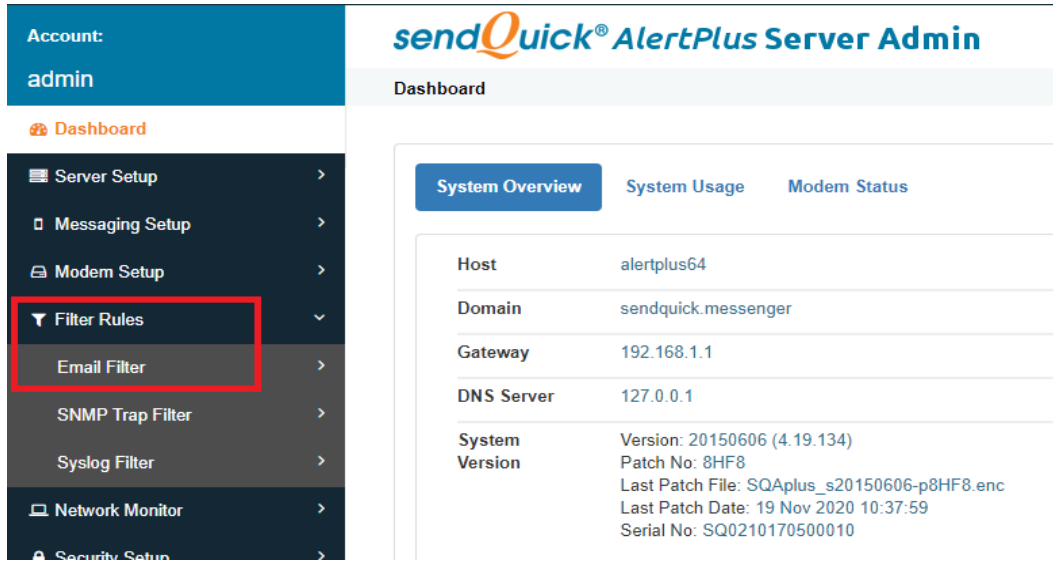


Figure 10: sendQuick Dashboard

3.2 Create a rule in Email Filter

Click on **Add New Record**

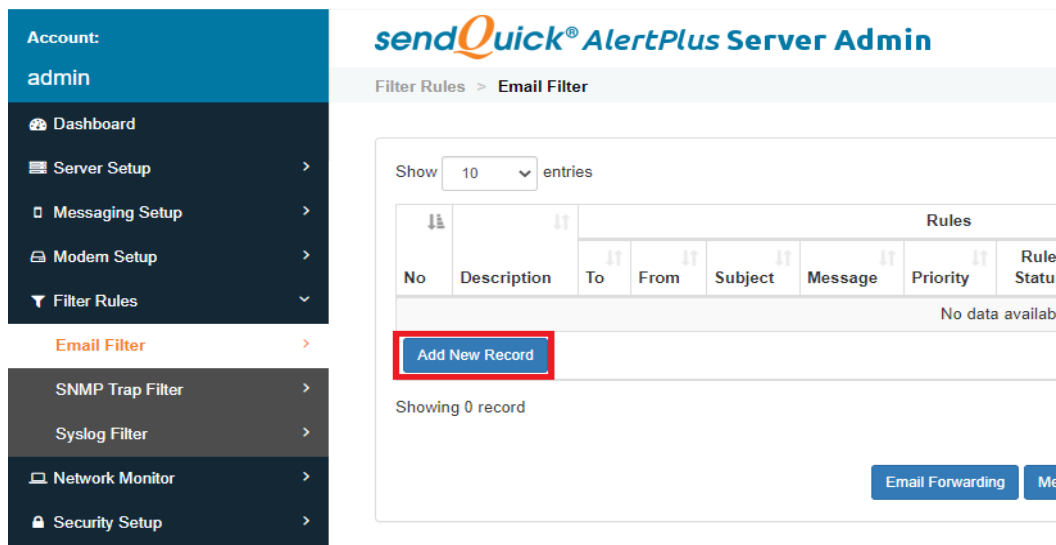


Figure 11: Email Filter Page

You can then create a new record to define the email address Nagios should send to (in our

example, we will use alert@192.168.1.65).

(Note that this email must be the same as the one entered in Nagios Account Information)

It will be filtered by the **Mail To** field. Nagios will trigger an email to alert@192.168.1.96. If the rule is matched, SMS will be triggered.

You can enter your own **Description** for example **Nagios** to specify that this rule is used for Nagios.

Edit Mail Filter Rule

Description

Variables Usage

Mail To

Mail From

Subject

Message

Match Mode ALL ANY

Priority

Rule Status

Group -

Select

New

Figure 12: Adding Email Filter Rule

3.3 Configure mobile number to receive alert notifications

The Email Filter rule will be shown after created.

Click on **View**.

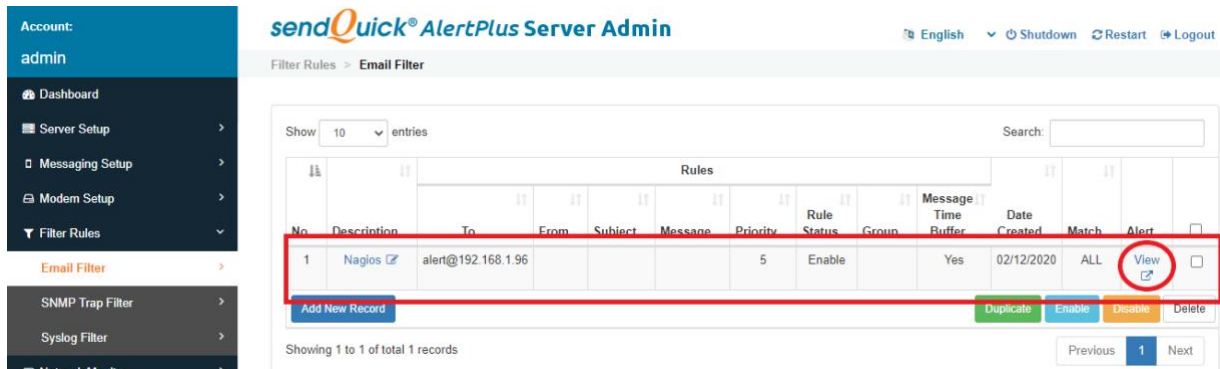


Figure 13: Email Filter Rule

Click **Add New Record**.

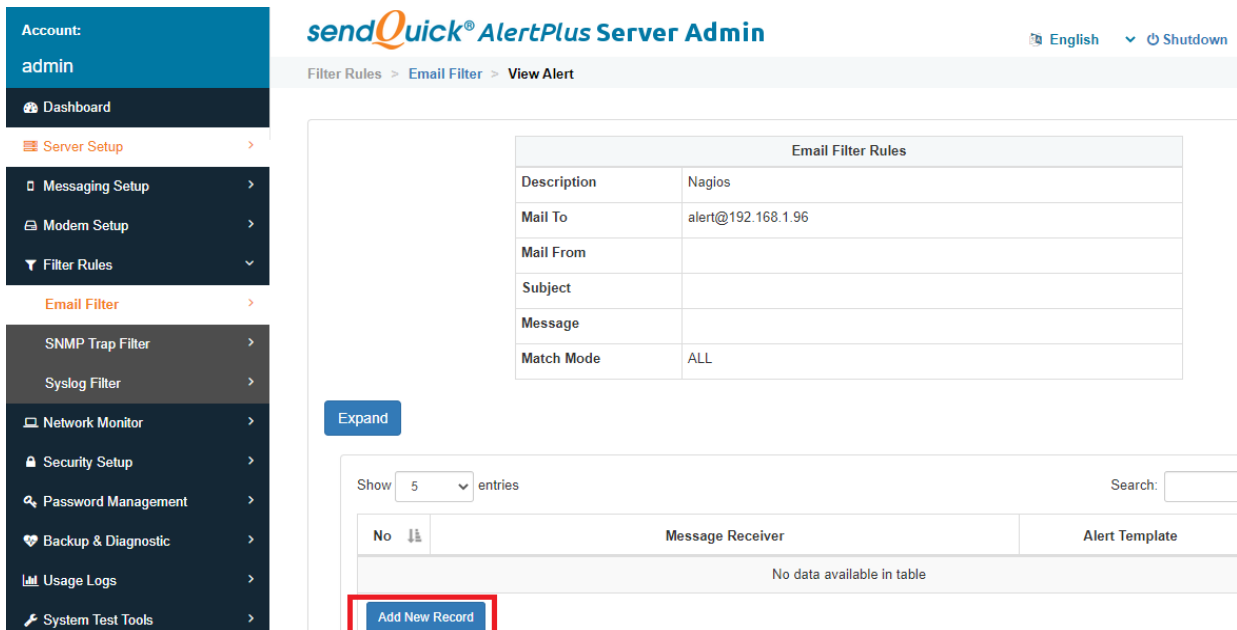


Figure 14: Email Filter Rule

You will be able to enter multiple mobile numbers of personnel. They will be the one to receive the alert notifications.

Scroll down to **Alert Receiver**. Under **Mobile Number to Receive Alert**, key in as many numbers as you want.

(Note that each number must be entered per line)

Click **Save**.

Alert Receiver

Mobile Number to Receive Alert 98765432 87654321 89123567 90123456	Email to Receive Alert <input type="text"/>	Voice to Receive Alert <input type="text"/>
---	---	---

Figure 15: Email Filter Rule Configuration

You will be able to see the mobile numbers that you have assigned.

Show entries Search:

No	Message Receiver	Alert Template	Edit							
1	<p style="text-align: center; background-color: #cccccc;">Alert Mode: Once</p> <table border="1"> <tr> <td style="background-color: #e6f2ff;"> Alert Message 98765432 87654321 89123567 90123456 </td> <td style="background-color: #e6ffe6;"> Alert Email N/A </td> </tr> <tr> <td style="background-color: #fff9c4;"> Alert Voice N/A </td> <td style="background-color: #ffe6e6;"> Alert Group N/A </td> </tr> </table>	Alert Message 98765432 87654321 89123567 90123456	Alert Email N/A	Alert Voice N/A	Alert Group N/A	<table border="1"> <tr> <td style="background-color: #e6f2ff;">xFRx:xSUBx:xMSGx</td> </tr> <tr> <td style="background-color: #e6ffe6;"> From: xFRx Subject: xSUBx Message: xMSGx </td> </tr> <tr> <td style="background-color: #fff9c4;">xFRx:xSUBx:xMSGx</td> </tr> </table>	xFRx:xSUBx:xMSGx	From: xFRx Subject: xSUBx Message: xMSGx	xFRx:xSUBx:xMSGx	Edit <input type="checkbox"/>
Alert Message 98765432 87654321 89123567 90123456	Alert Email N/A									
Alert Voice N/A	Alert Group N/A									
xFRx:xSUBx:xMSGx										
From: xFRx Subject: xSUBx Message: xMSGx										
xFRx:xSUBx:xMSGx										

Showing 1 to 1 of total 1 records

Figure 16: Email Filter Rule Configuration

4.0 Testing Configuration

After configuring both Nagios and sendQuick, we must ensure both parties are able to communicate with one another.

4.1 Sending Test Email from Nagios

Navigate to **Email Settings** and click on **Send Test Email**

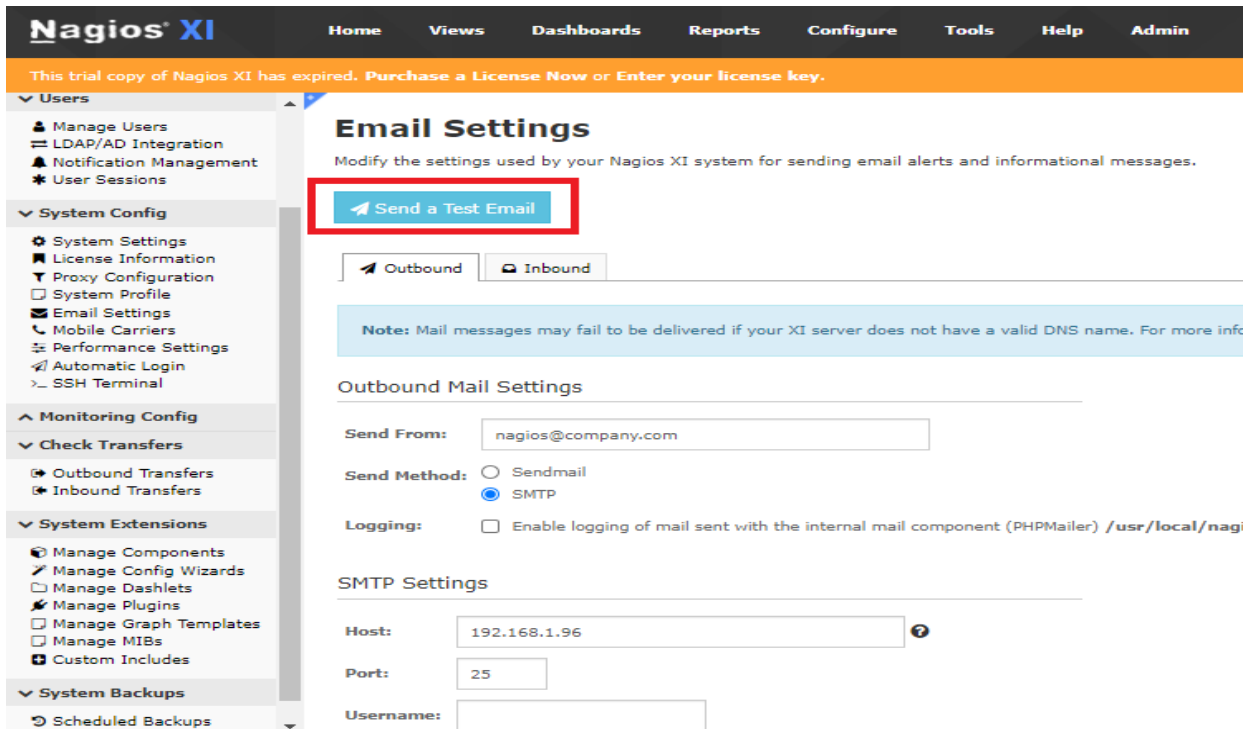


Figure 17: Email Settings Page

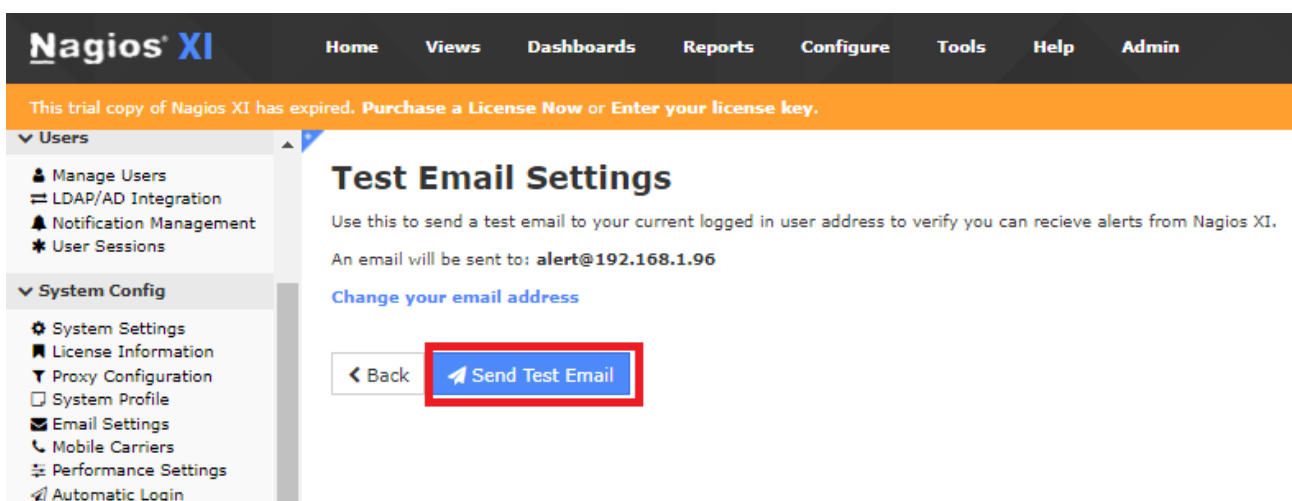


Figure 18: Test Email Settings

If email is sent successfully, the following message will appear:

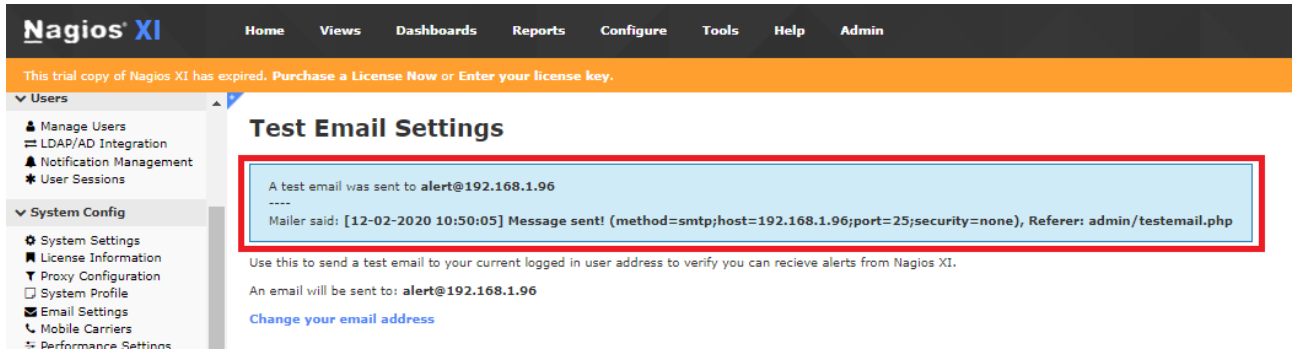


Figure 19: Email Testing Successful

4.2 Ensuring sendQuick receives 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.

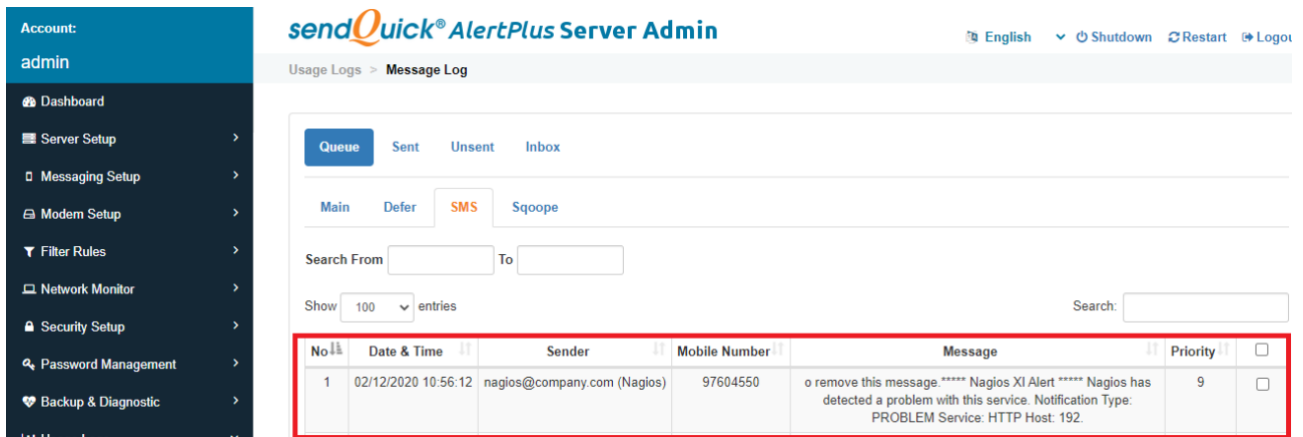


Figure 20: Testing Successful