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# **PRTG Network Monitor – sendQuick Integration Guide**

## **Version 1.1**

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# REVISION SHEET

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# PRTG Network Monitor – 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) 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 PRTG Network Monitor to send SMS alerts. In this guide, we will be using sendQuick Entera for the integration.

PRTG Network Monitor used in this integration manual is of version 19.2.50.2842+

There are three ways to send alert messages from PRTG Network Monitor to sendQuick systems. You can use any of the following methods

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

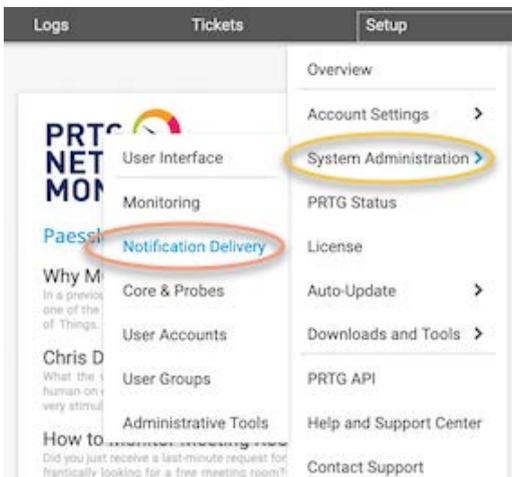
## 2.0 Send Email to sendQuick (SMTP Delivery)

When any sensor is down or there is a need to send a notification alert, PRTG 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 PRTG can use as the SMTP Relay server.

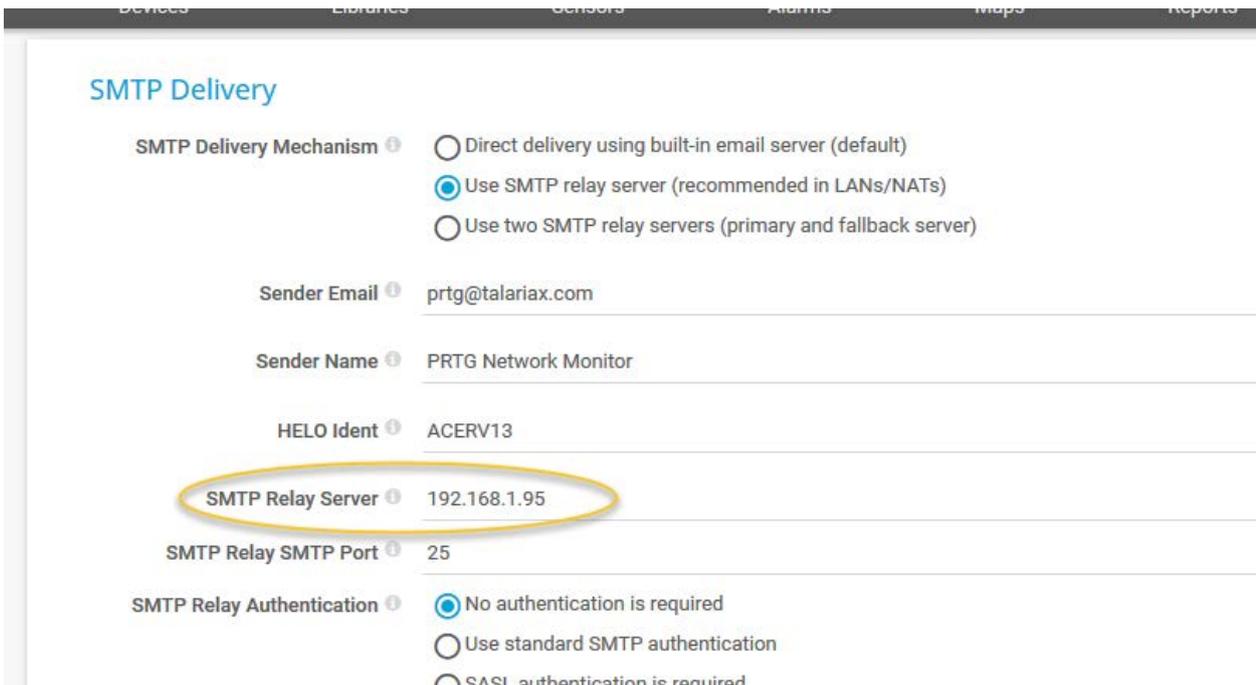
### 2.1 Configure SMTP Delivery on PRTG Network Monitor

On the dashboard of PRTG Network Monitor, navigate to the following item :

**Setup > System Administration > Notification Delivery**



In the **SMTP Delivery** section, key in your sendQuick IP address (for e.g. 192.168.1.95) in **SMTP Relay Server** field as shown in the screenshot below:



Ensure that you selected “*Use SMTP relay server (recommended in LANs/NATs)*” as the **SMTP Delivery Mechanism**.

Fill in the **Sender email** address and **Sender Name** that you want to appear as the Sender information when notification messages are sent.

Fill in the field for **HELO Ident** with a unique name, typically the name of the machine running PRTG.

For the **SMTP Relay Server** field, input the IP address of your sendQuick system. By default, the **SMTP Relay SMTP Port** is 25. Select “*No authentication is required*” for **SMTP Relay Authentication**.

For **Encrypt Connection**, you can select any of the methods listed provided they are installed in both PRTG and sendQuick. If you are unsure if the protocols are installed on your servers, select “*Never*” for this field.

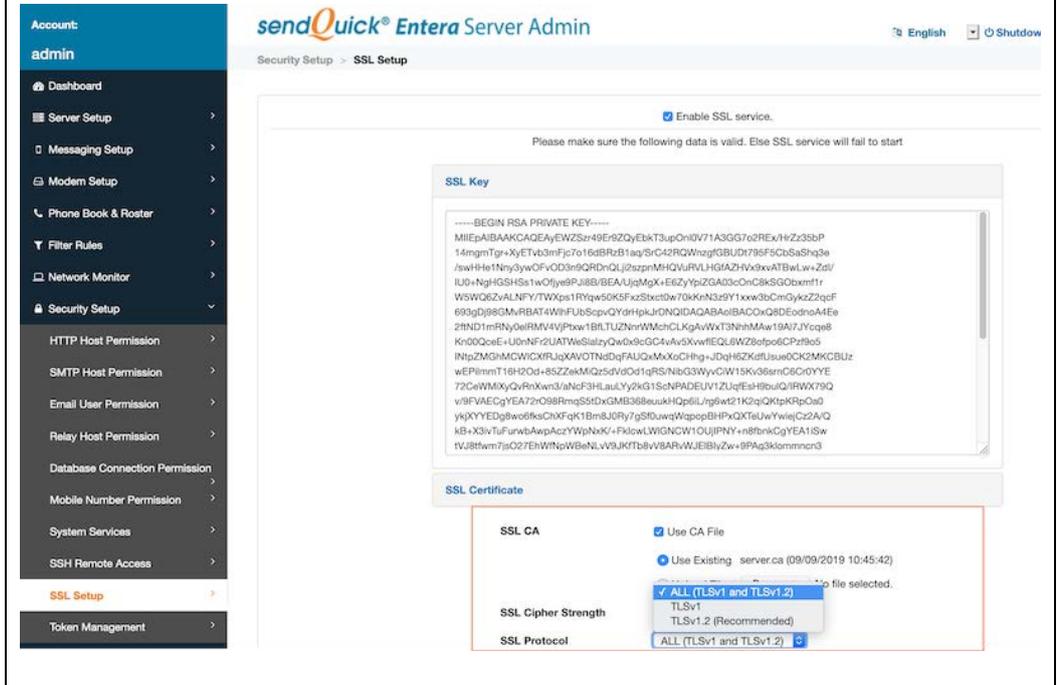


Otherwise, you can select the encryption method that you have installed as per the example below:

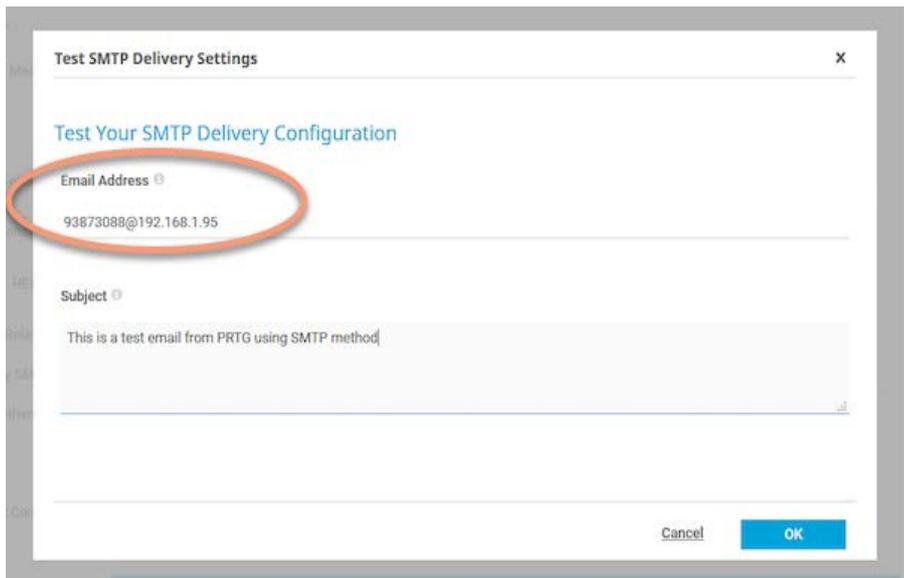


**Quicktip** - To check what you installed on sendQuick, navigate to the following item on the sendQuick dashboard :

**Security Setup > SSL Setup > SSL Protocol**



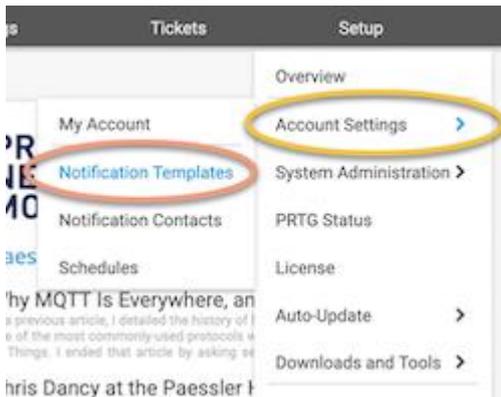
After the configuration, click on the **Test SMTP Settings** and test sending an email to see if the setup is correct. To test if it can send SMS to your phone, use the following format for the **Email Address** : `<mobilenumber>@<sendquickip>`. See example below :



## 2.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

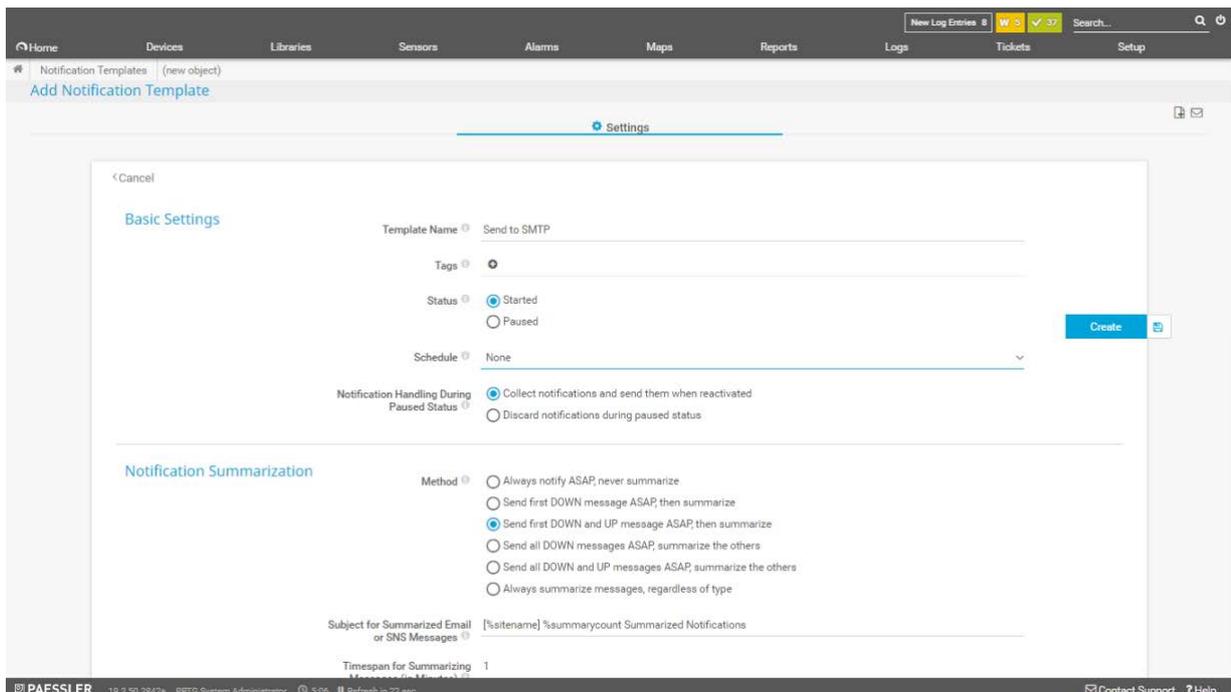
### Setup > Account Settings > Notification Templates



Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.



Give a meaningful name for e.g. “*Send to SMTP*” for the **Template Name** and ensure **Status** is “*Started*” for notifications to be active.



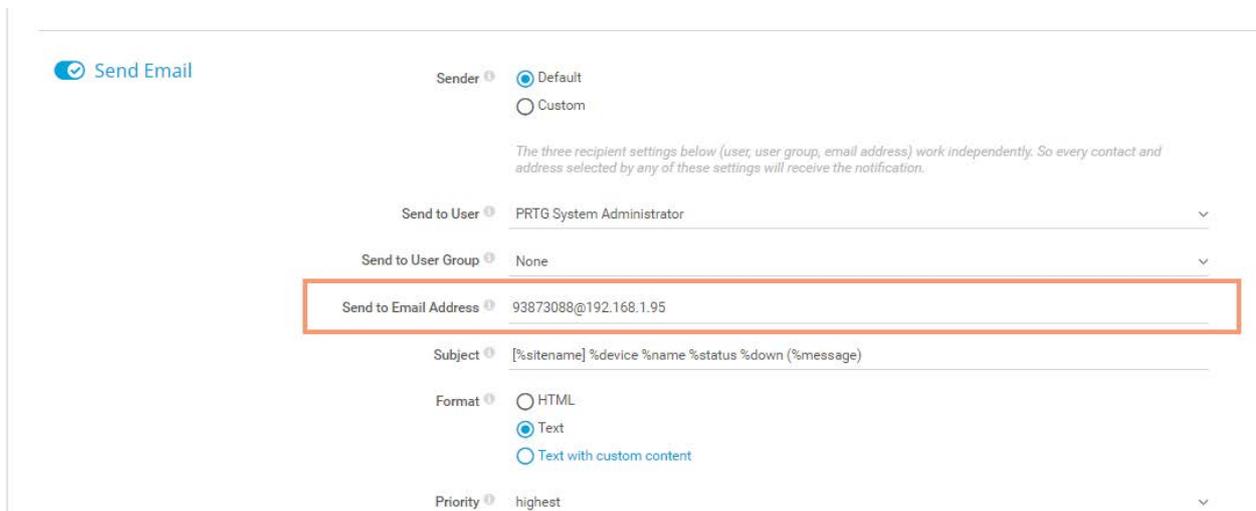
Scroll down and activate the “**Send Email**” option as shown below.

To specify the mobile number to receive the notification SMS, in the field **Send to Email Address**, use the following format `<mobilenumber>@<sendquickip>`.

Replace `<mobilenumber>` with the phone number and `<sendquickip>` with the IP address of your sendQuick system. To send notification to more than one phone, you can add more email addresses using the same syntax, separated by commas.

If the messages are meant to be converted to SMS, use “*Text*” for the **Format**.

See example below:



**Send Email**

Sender  Default  
 Custom

*The three recipient settings below (user, user group, email address) work independently. So every contact and address selected by any of these settings will receive the notification.*

Send to User

Send to User Group

**Send to Email Address**

Subject

Format  HTML  
 Text  
 Text with custom content

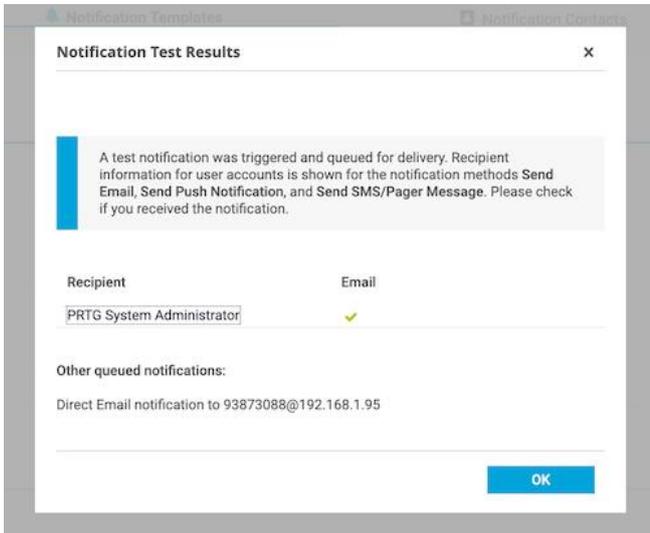
Priority

To test if the configuration is correctly setup, click on the test  icon on the same row as the template name (in this example “*Send to SMTP*”).



Object	Actions	Active/Paused
Email and push notification to admin	@ >	Active
Email to all members of group PRTG Users Group	@	Active
<b>Send to SMTP</b>	@	Active
Ticket Notification	✉	Active

A confirmation will popup if the Test email was sent successfully from PRTG to sendQuick.



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

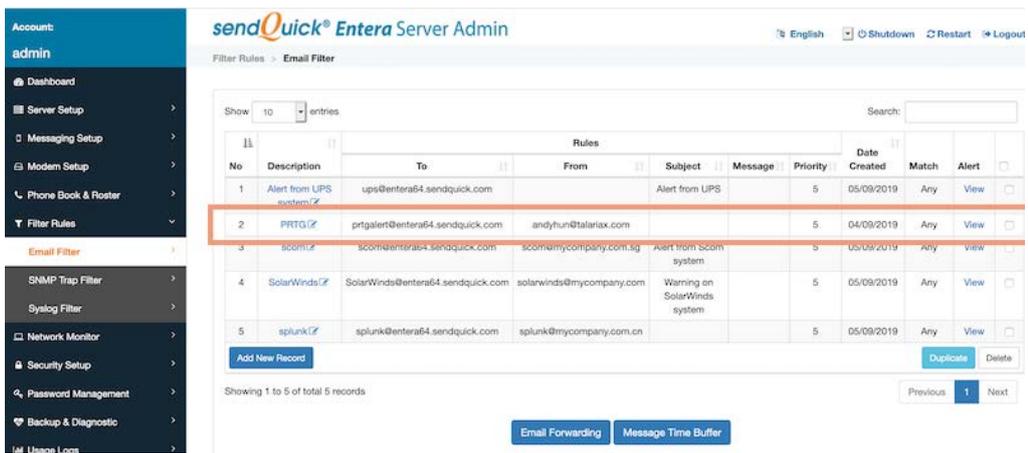
### Usage Logs > Message Logs

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.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI
1	05/09/2019 15:08:41	05/09/2019 15:08:41	00:38	prt@talariax.com	93873088	Probe: %probe http://acerV13.talariax.com/probenode.htm?id=%probeid Group: %group http://	359180082892 (marketing)
2	05/09/2019 15:08:34	05/09/2019 15:08:35	00:31	prt@talariax.com	93873088	Date/Time: %datetime (Singapore Standard Time) Last Result: %lastvalue Last Message: %message	359180082892 (marketing)
3	05/09/2019 15:08:28	05/09/2019 15:08:34	00:25	prt@talariax.com	93873088	/acerV13.talariax.com/group.htm?id=%groupid Device: %device (%host) http://acerV13.talariax.com/device.htm?id=%deviceid	359180082892 (marketing)

**Quicktip** - 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**



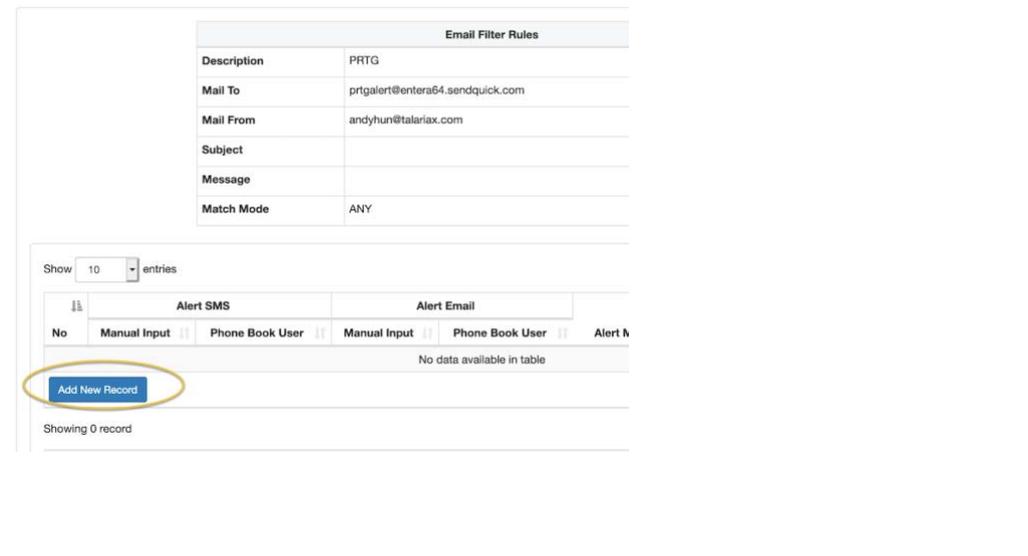
You can create a new record to define the email address PRTG should send to. In our example, we use [prtgalert@entera64.sendquick.com](mailto:prtgalert@entera64.sendquick.com)

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

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

2	<a href="#">PRTG</a>	prtgalert@entera64.sendquick.com	andyhun@talarix.com		5	04/09/2019	Any	<a href="#">View</a>	<input type="checkbox"/>
3	<a href="#">scom</a>	scom@entera64.sendquick.com	scom@mycompany.com.sg	Alert from Scom system	5	05/09/2019	Any	<a href="#">View</a>	<input type="checkbox"/>

Then click on **Add New Record**



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

**Alert Receiver**  Disable Roster Management

**Mobile Number to Receive Alert**  **Select from Phone Book**

**Email to Receive Alert**  **Select from Phone Book**

**Group to Receive Alert**  **Select from Phone Book**

**Alert Setup**

The following setup is only applicable if mobile number is selected for receiving alerts. If all the initial alerts are sent to email addresses, the system will ignore the setup for reminder, escalation and report.

**Reminder** **Escalation** **Report**

Yes  min

Always include SMS

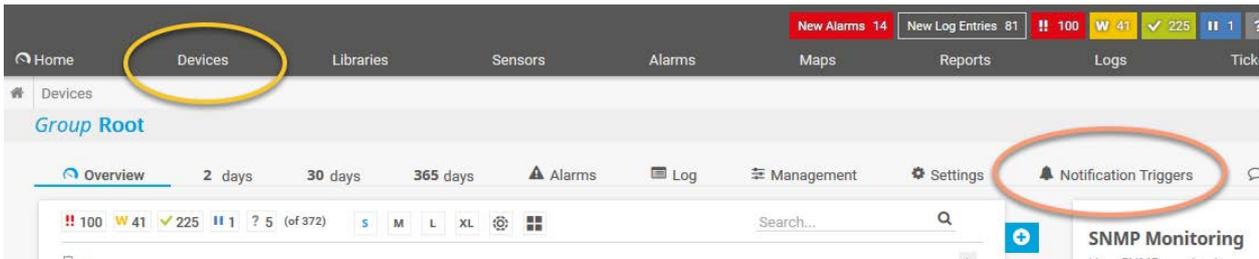
**Save** **Cancel**

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

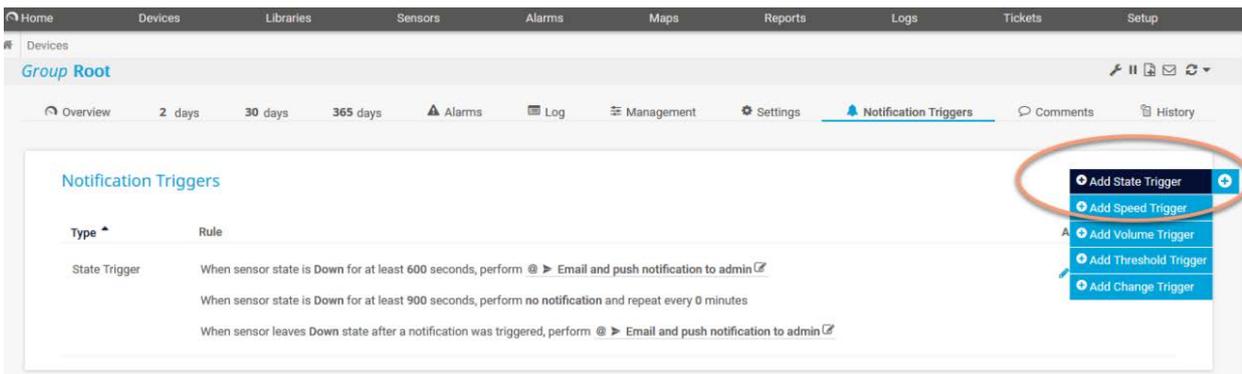
## 2.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

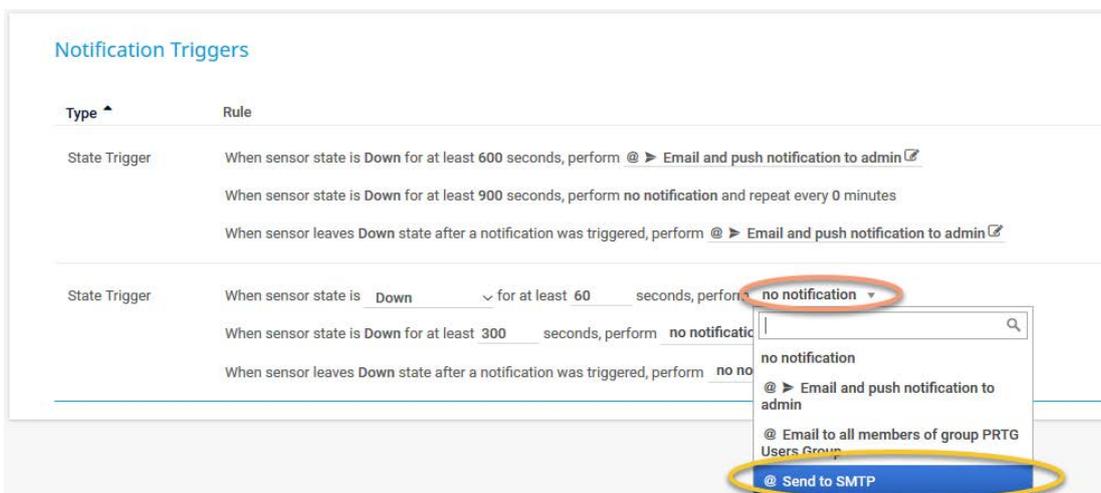
### Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform field**, choose the Notification Templates created earlier (e.g. *Send to SMTP*)



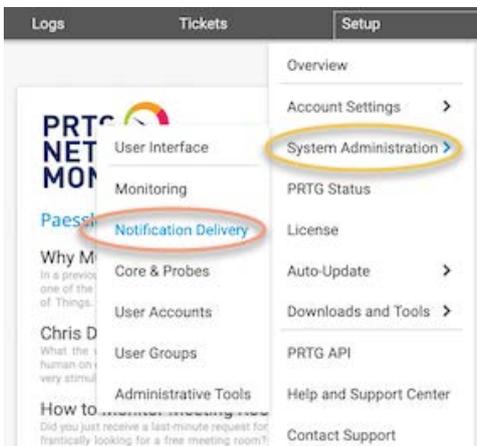
### 3.0 Send SMS Message via HTTP Method

Similarly, notification alerts can be sent to sendQuick from PRTG via HTTP method. You do not need to do any configuration in sendQuick.

#### 3.1 Configure SMS Delivery on PRTG Network Monitor

On the dashboard of PRTG Network Monitor, navigate to the following item :

**Setup > System Administration > Notification Delivery**



Scroll down to the **SMS Delivery** section. For **Configuration Mode**, select “Enter a custom URL for a provider not listed.” Fill the **Custom URL** field with the sendQuick *http URL string* as follows:

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

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

**SMS Delivery**

Configuration Mode  Select an SMS provider from a list of providers  
 Enter a custom URL for a provider not listed

Custom URL

Custom SNI  Do not send SNI (default)  
 Send SNI

Encoding for SMS  ANSI local system codepage (default)  
 UTF-8  
 UTF-16

Maximum Length of Text

Test SMS Settings

After the configuration, you can do a test to see if it works. Click on **Test SMS Settings**.

Enter the phone **Number** to receive the SMS and the **Message** to be sent.

A popup will appear to indicate Test SMS Notification has been sent.

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

### Usage Logs > Message Logs

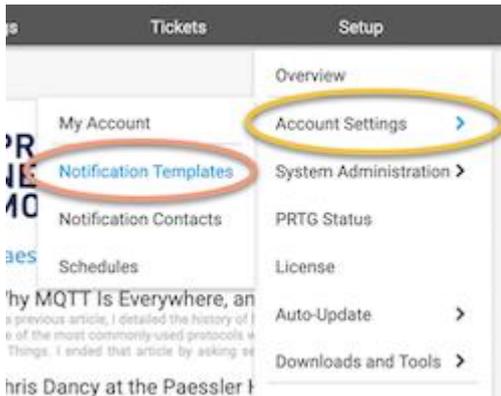
Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.

No.	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI
1	05/09/2019 16:11:25	05/09/2019 16:11:25	00:49	192.168.3.253	93873088	This is a test SMS message from PRTG	359180082892 (marketing)
2	05/09/2019 15:08:41	05/09/2019 15:08:41	00:38	prtg@talariax.com	93873088	Probe: %probe http://acerV13.talariax.com/probenode.htm?id=%probeid Group: %group http://	359180082892 (marketing)
3	05/09/2019 15:08:34	05/09/2019 15:08:35	00:31	prtg@talariax.com	93873088	Date/Time: %datetime (Singapore Standard Time) Last Result: %lastvalue Last Message: %message	359180082892 (marketing)

### 3.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

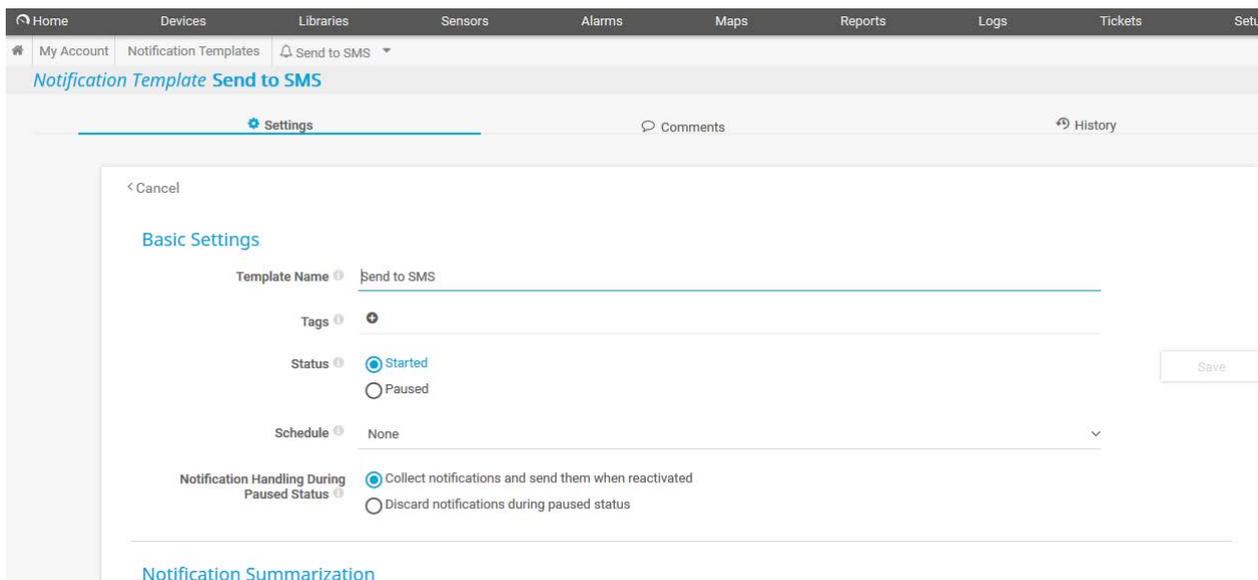
#### Setup > Account Settings > Notification Templates



Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.



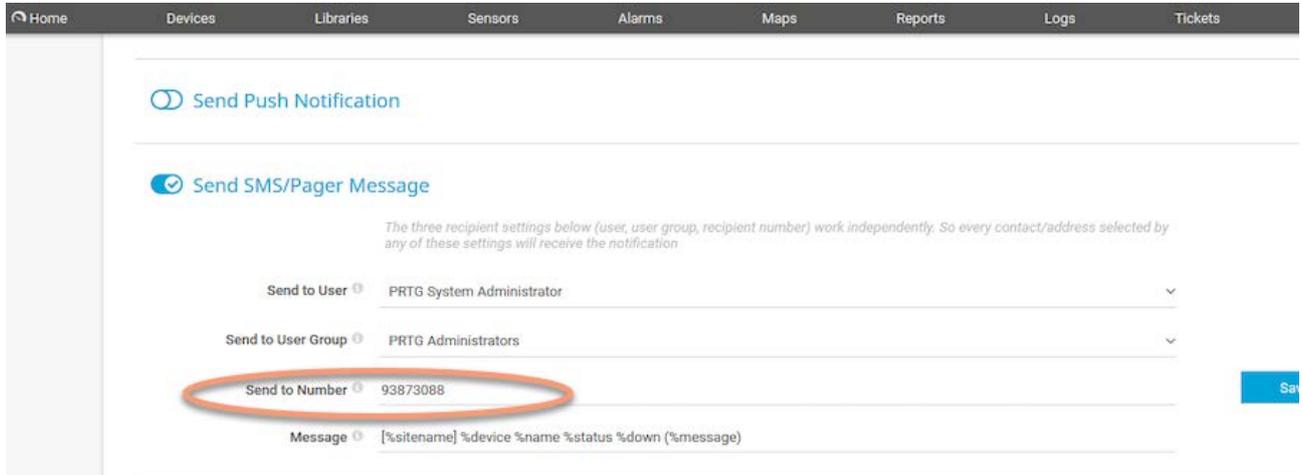
Give a meaningful name for e.g. “Send to SMS” for the **Template Name** and ensure **Status** is “Started” for notifications to be active.



Scroll down and activate the “**Send SMS**” option as shown below.

Enter the number to receive the SMS in the field **Send to Number**

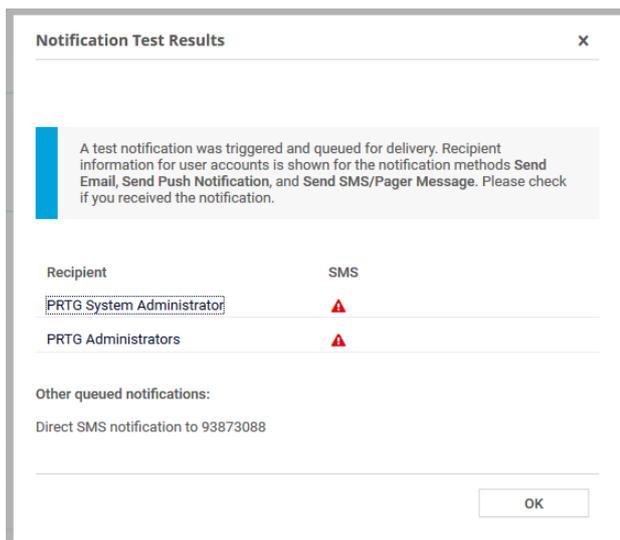
See example below:



To test if the configuration is correctly setup, click on the test  icon on the same row as the template name (in this example “*Send to SMS*”).



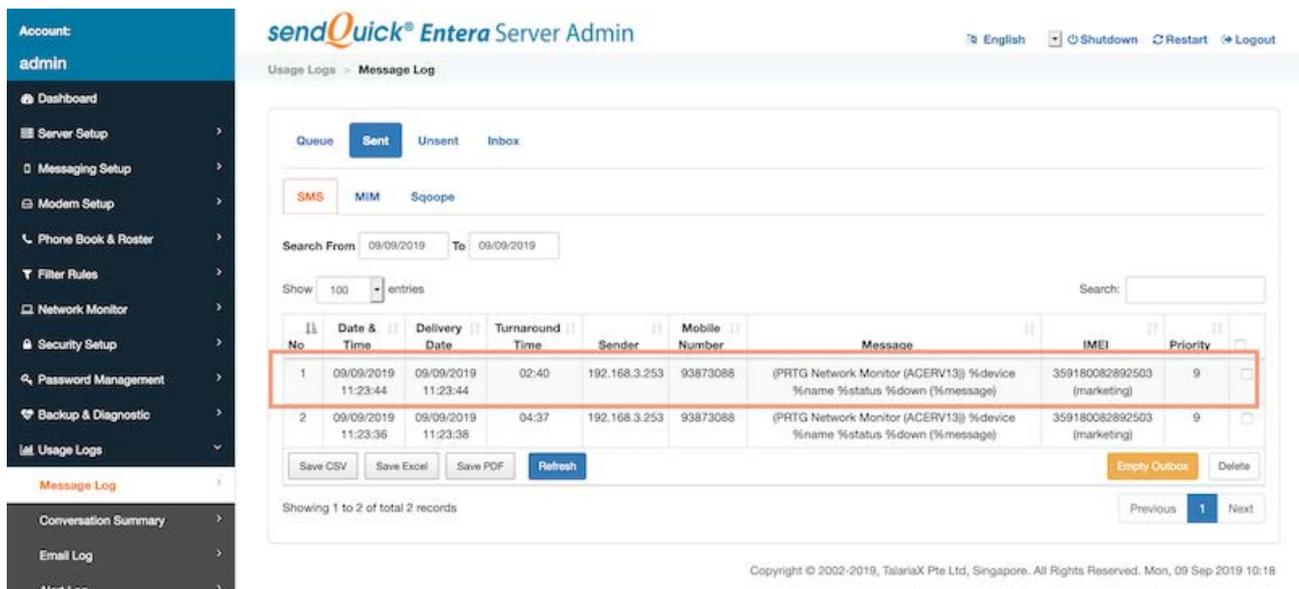
A confirmation will popup if the Test sms was sent successfully from PRTG to sendQuick.



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® Entera Server Admin' interface. On the left is a sidebar menu with 'Message Log' selected. The main area displays the 'Message Log' for 'SMS'. The 'Sent' tab is active. A search range is set for 09/09/2019. The table below shows two entries:

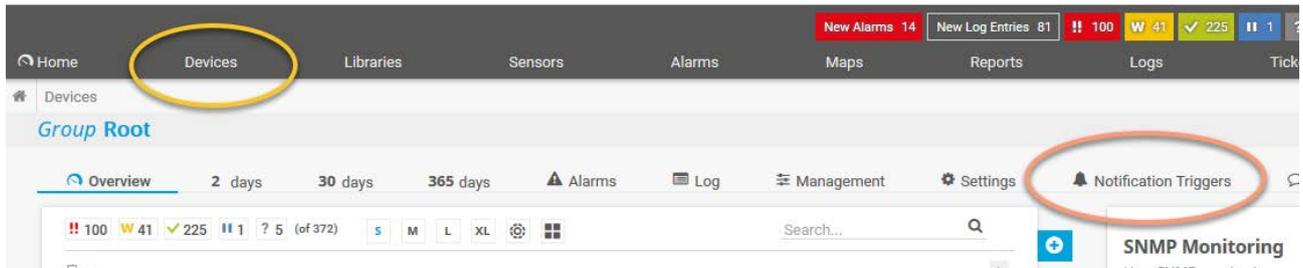
No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	09/09/2019 11:23:44	09/09/2019 11:23:44	02:40	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device %name %status %down (%message)	359180082892503 (marketing)	9
2	09/09/2019 11:23:36	09/09/2019 11:23:36	04:37	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device %name %status %down (%message)	359180082892503 (marketing)	9

Buttons at the bottom include 'Save CSV', 'Save Excel', 'Save PDF', 'Refresh', 'Empty Outbox', and 'Delete'. The status 'Showing 1 to 2 of total 2 records' is displayed at the bottom of the table area.

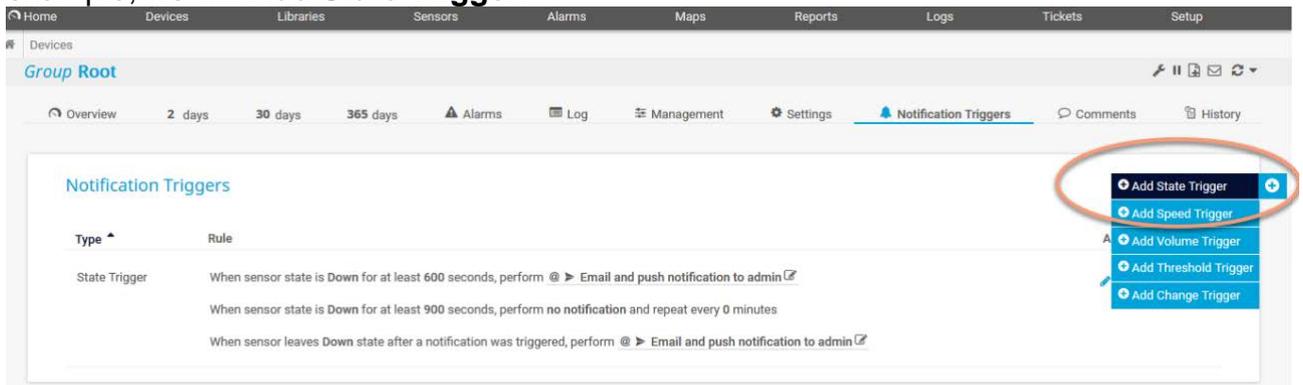
### 3.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

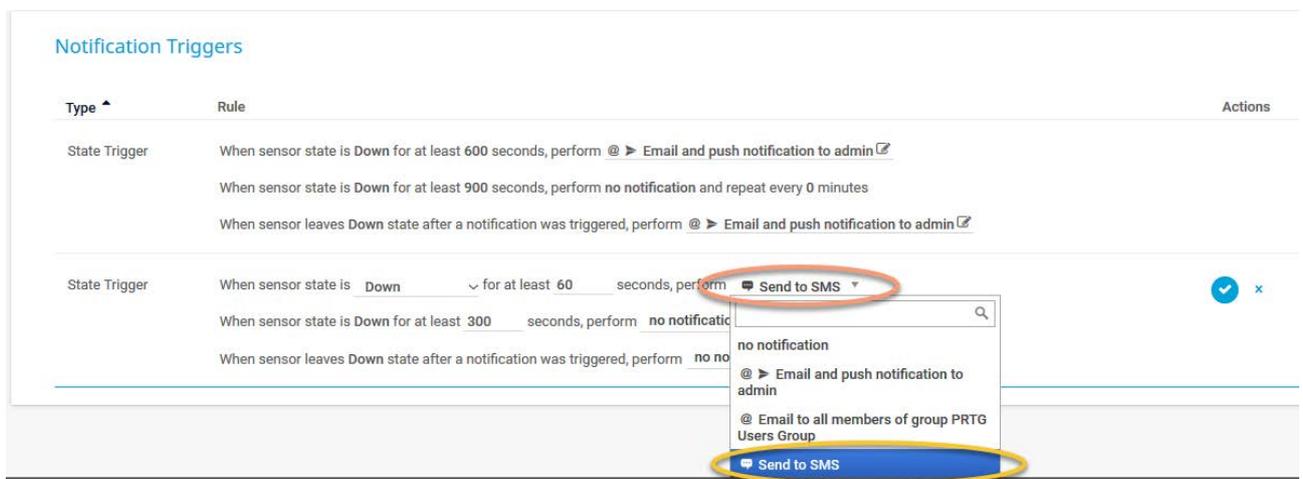
#### Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform** field, choose the Notification Templates created earlier (e.g. *Send to SMS*)



## 4.0 Send SNMP Trap to sendQuick

PRTG Network Monitor can also send alerts to sendQuick via SNMP trap. In sendQuick, we create a rule under **SNMP Trap filter**. On PRTG Network Monitor, create a corresponding **Notification Template** to match this filter. Once matched, sendQuick can receive the notification via SNMP trap and subsequently sent it out as SMS.

### 4.1 Configure sendQuick SNMP Trap Filter

Configure the SNMP trap filter on sendQuick. At the sendQuick dashboard, navigate to

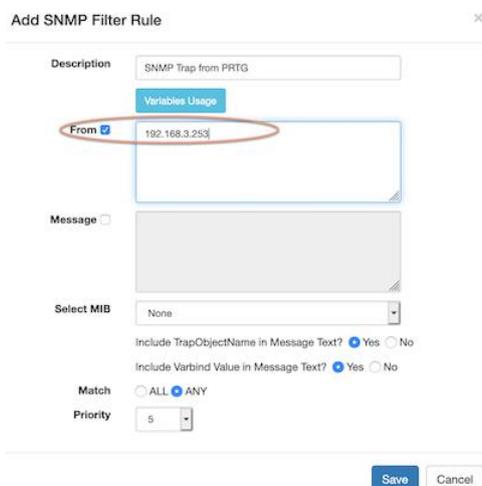
**Filter Rules > SNMP Trap Filter**

Click on **Add New Record**



The screenshot shows the 'sendQuick® Entera Server Admin' interface. On the left, a navigation menu has 'Filter Rules' and 'SNMP Trap Filter' highlighted with red circles. The main content area shows a table of filter rules with one entry: 'SMTP Tester' with 'From' IP '192.168.48.1' and 'Message' 'device error'. The 'Add New Record' button is circled in red. Below the table are buttons for 'SNMP Forwarding Address', 'Message Time Buffer', 'View and Upload MIB Files', and 'Set Up Message Filter String'.

Give the filter an appropriate name under **Description**. Click on the checkbox next to **From** and key in the IP address of the machine PRTG Network Monitor was installed on. Click **Save** to continue.



The 'Add SNMP Filter Rule' dialog box is shown. The 'Description' field contains 'SNMP Trap from PRTG'. The 'From' checkbox is checked, and the IP address '192.168.3.253' is entered in the adjacent field. The 'Message' field is empty. The 'Select MIB' dropdown is set to 'None'. There are options to include 'TrapObjectName' and 'Varbind Value' in the message text, both set to 'No'. The 'Match' radio buttons are set to 'ANY', and the 'Priority' is set to '5'. The 'Save' button is highlighted with a red circle.

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

ID	Description	Server IP	Message	Match Mode	Date	Action
1	SNMP Traps from PRTG	192.168.46.1	device error	ANY	29/08/2019	<a href="#">View</a>
2	SNMP Trap from PRTG	192.168.3.253		ANY	09/09/2019	<a href="#">View</a>

Add in the phone number to receive the alerts under **Mobile Number to Receive Alert**. this is the page to also add other phone numbers, emails or groups to receive the same notification alerts. Once completed, scroll to the bottom and click on **Save**.

**SNMP Filter Rules**

Description	SNMP Trap from PRTG
Server IP	192.168.3.253
Message	
Match Mode	ANY

**Alert Message** The default message is: xIPx:xMSGx where:

ASCII Text (ISO-8895-1)

xIPx:xMSGx

- xIPx is the server IP
- xMSGx is the SNMP message
- xDTMx is the received alert date/time

**Alert Receiver**  Disable Roster Management

**Mobile Number to Receive Alert**

93873088

**Email to Receive Alert**

**Group to Receive Alert**

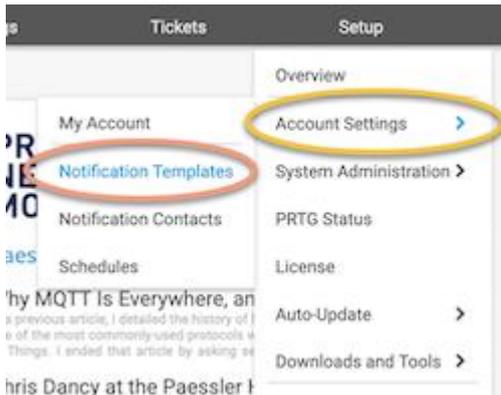
**Alert Setup**

The following setup is only applicable if mobile number is selected for receiving alerts. If all the initial alerts are sent to email addresses, the system will ignore the setup for reminder, escalation and report.

## 4.2 Configure Notification Templates

Next, configure the notification templates that can be used by notification triggers. In the PRTG Network Monitor dashboard, navigate to :

### Setup > Account Settings > Notification Templates



Create a new Notification Template by clicking on the **Add Notification Template** on the right of the screen and the **Add Notification Template** form will appear.



Give a meaningful name for e.g. “*SNMP Trap*” for the **Template Name** and ensure **Status** is “*Started*” for notifications to be active.

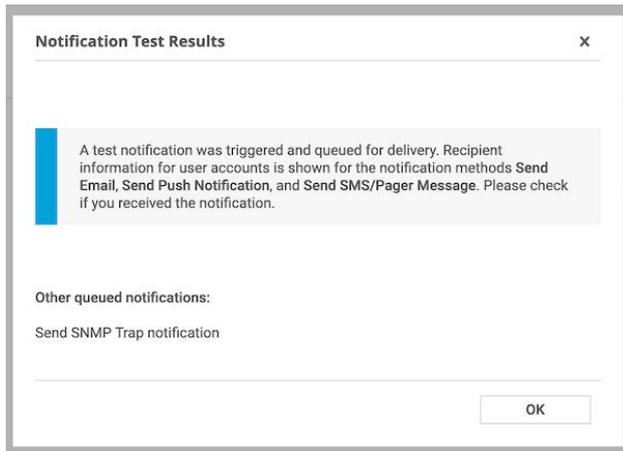
Scroll down and activate the “**Send SNMP Trap**” option as shown below.

Enter the ip address of your sendQuick system under **Host/IP**. You can leave the **SNMP Port** as 162. For the **Community String** key in *public*. Click on **Save** to continue.

To test if the configuration is correctly setup, click on the test icon on the same row as the template name (in this example “SNMP Trap”).



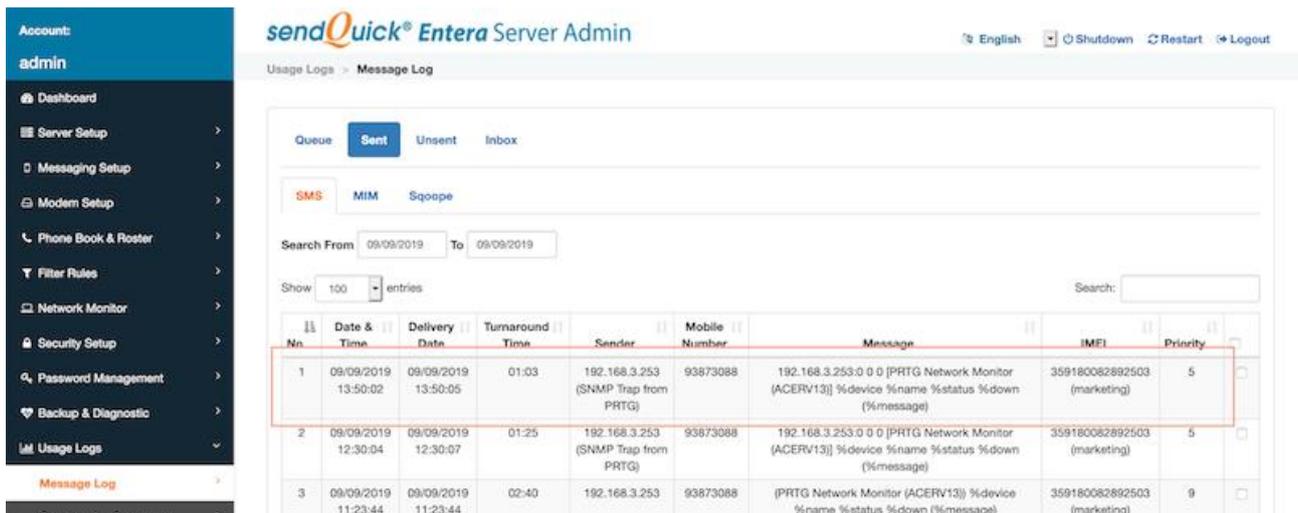
A confirmation will popup if the Test sms was sent successfully from PRTG to sendQuick.



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

### Usage Logs > Message Logs

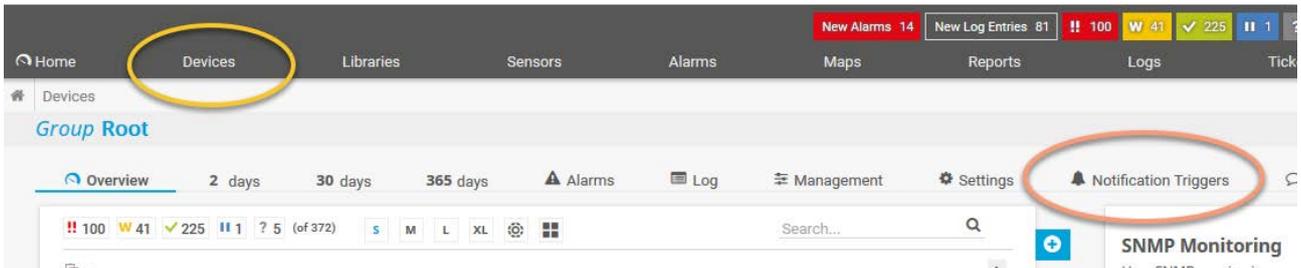
Click on the **Sent** tab and **SMS** tab. If there is a corresponding entry in the logs, that means the SMS text was sent successfully.



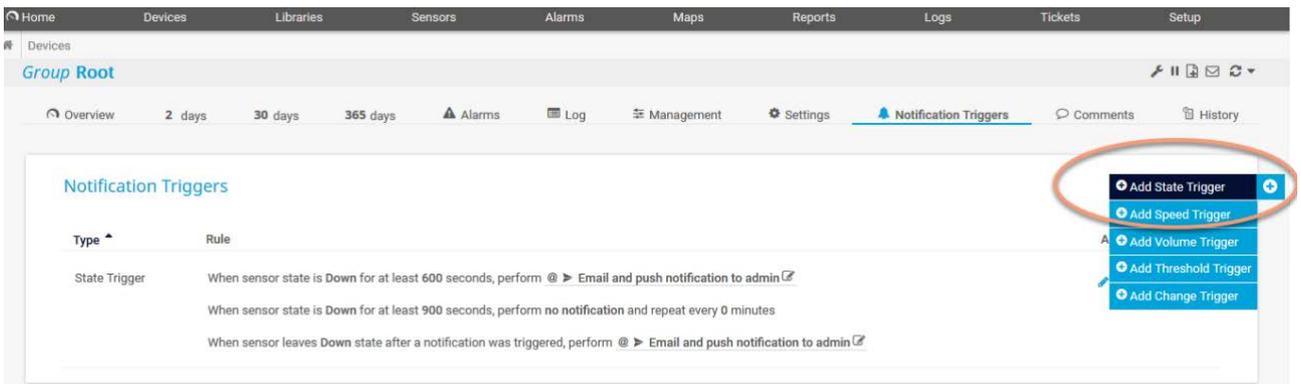
### 4.3 Configuring Notification Triggers

Once you have the Notification Templates configured, you can now reference them in the Notification Triggers. On the dashboard of PRTG Network Monitor, navigate to the following item :

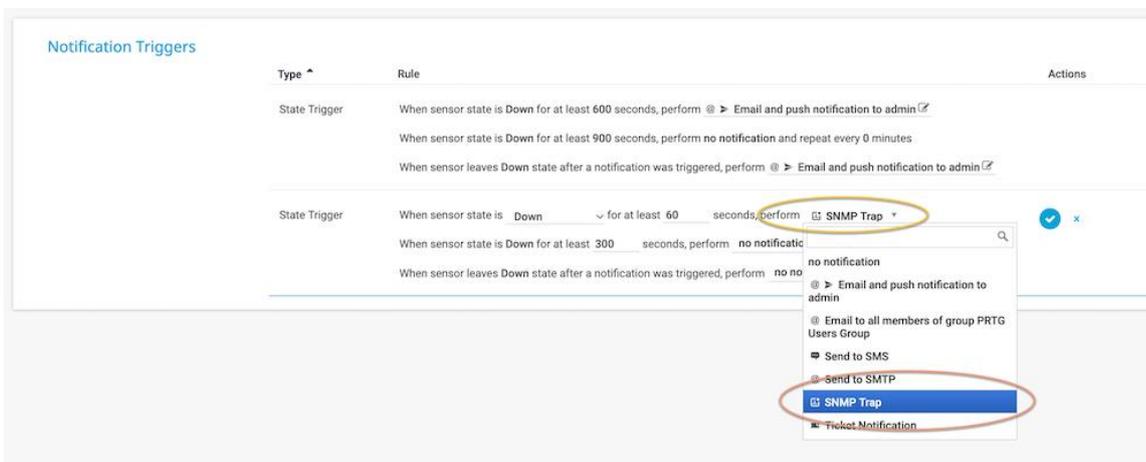
#### Devices > Notification Triggers



Depending on the type of triggers you require, you can select the triggers to add. For this example, we will **Add State Trigger**.



You can define the parameters to activate the notifications. For the **perform** field, choose the Notification Templates created earlier (e.g. *SNMP Trap*)



If configured correctly, whenever there is a **Notification Trigger** detected by PRTG Network Monitor, it will send the SNMP Trap to sendQuick. sendQuick will then send out the SMS text.

To confirm if the SMS are being sent out successfully, at 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.

The screenshot shows the 'Message Log' section of the sendQuick Entera Server Admin interface. The 'Sent' tab is selected, and the 'SMS' filter is active. The search range is set to 09/09/2019. The table below displays three message log entries:

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	09/09/2019 14:09:25	09/09/2019 14:09:27	01:20	192.168.3.253 (SNMP Trap from PRTG)	93873088	192.168.3.253:0 1 5 [PRTG Network Monitor (ACERV13)] 192.168.1.221 Ping (Ping) Down (Request timed out (ICMP error # 11010))	359180082892503 (marketing)	5
2	09/09/2019 14:07:55	09/09/2019 14:07:57	00:55	192.168.3.253 (SNMP Trap from PRTG)	93873088	192.168.3.253:0 1 5 [PRTG Network Monitor (ACERV13)] 192.168.3.250 Ping (Ping) Down (Request timed out (ICMP error # 11010))	359180082892503 (marketing)	5
3	09/09/2019 13:50:02	09/09/2019 13:50:05	01:03	192.168.3.253 (SNMP Trap from	93873088	192.168.3.253:0 0 0 [PRTG Network Monitor (ACERV13)] %device %name %status %down	359180082892503 (marketing)	5