



PRTG Network Monitor – sendQuick Integration Guide Version 1.1

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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 Auministration > Notification Derivery	Setu	p >	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:

SMTP Delivery	
SMTP Delivery Mechanism 0	O Direct delivery using built-in email server (default)
	OUse SMTP relay server (recommended in LANs/NATs)
	O Use two SMTP relay servers (primary and fallback server)
Sender Email	prtg@talariax.com
Sender Name	PRTG Network Monitor
HELO Ident	ACERV13
SMTP Relay Server	192.168.1.95
SMTP Relay SMTP Port	25
SMTP Relay Authentication	No authentication is required
	O Use standard SMTP authentication
	O SASI authentication is required



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.

SMTP Relay Authentication	No authentication is required
	O Use standard SMTP authentication
	O SHOL authentication is required
Encrypt Connection	O If supported by the server (default)
	Never
Test SMTP Settings	Test SMTP Settings

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

Account: Send	Uick® Entera Server Admin	🗿 English 💽 🔿 Shutdo
admin Security Se	tup > SSL Setup	
🏚 Dashboard		
III Server Setup >	Enable SSL service.	
Messaging Setup	Please make sure the following data is valid. Else SSL service	ce will fail to start
A Modern Setup	SSL Key	
🖕 Phone Book & Roster 💦 👌	BEGIN RSA PRIVATE KEY	1
τ Filter Rules >	MIIEpAIBAAKCAQEAyEW25zr49Er9ZQyEbkT3upOni0V71A3GG7o2REx/HrZz35b/ 14mamTar+XvETvb3mFic7o16dBRzB1ad/SrC42RQWnzdfQBUDt795F5Cb5aShat	р Зө
Network Monitor	/swHHe1Nny3yw0Fv0D3n9QRDnQLj2szpnMHQVuRVLHGfAZHVx9xvATBwL.w+Z IU9+NgHGSHSs1w0fjye9PJi8B/BEA/UjqMgX+E6ZyYpjZGA03cOnC8kSGObxmf1	tal/ r
A Security Setup	W5WQ6ZvALNFY/TWXps1RYqw50K5Fxz5txet0w70kKnN3z9Y1xxw3bCmGykzZ2 693gDj98GMvRBAT4WIhFUbScpvQYdrHpkJrDNQIDAQABAoIBACOxQ8DEodnoA	qcF 4Ee
HTTP Host Permission >	2ftND1mRNy0elBMV4VjPtxv1BfLTUZNnrWMchCLKgAvWxT3NhhMAw19Ai7JYcq Kn00QceE+U0nNFr2UATWeSlaIzyQw0x9cGC4vAv5XvvtfEQL8WZ8ofpo6CPzf9o5	08
SMTP Host Permission	INtpZMGhMCWICXfRJqXAVOTNdDqFAUQxMxXoCHhg+JDqH6ZKdfUsue0CK2M wEPilmmT16H2Od+85ZZekMiQz5dVdOd1qRS/NibG3WyvCiW15Kv36srnC6Cr0Y	KCBUz KE
Email User Permission	72CeWMXyQvRnXwn3/aNcF3HLauLYy2kG1ScNPADEUV1ZUq/EsH9bu/Q/IRWX7 v/9FVAECgYEA72rO98RmqS5tDxGMB368euukHQp6iL/g6wt21K2qiQKtpKRpOst	9Q J
Relay Host Permission	ykjXYYEDg8wo6fksChXFqK18m8J0Ry7gSf0uwqWqpopBHPxQXTeUwYwiejCz2A kB+X3ivTuFurwbAwpAczYWpNxK/+FklcwLWIGNCW1OUJIPNY+n8fbnkCgYEA1iS	VQ w
Database Connection Permission	tVJ8tfwm7jsO27EhWINpWBeNLvV9JKfTb8vV8ARvWJElBlyZw+9PAg3klommncn3	
Mobile Number Permission	SSL Certificate	
System Services	SSL CA I Use CA File	
SSH Remote Access	Use Existing server.ca (09/09/	2019 10:45:42)
SSI Setup	V ALL (TLSv1 and TLSv1 2)	o file selected.
Tokan Managamant	SSL Cipher Strength TLSv1.2 (Recommended)	
Token Management	SSI Bratanal All (TI Sut and TI Sut 2)	

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 :

Test Your SMTP Delivery Configuration	
Email Address 🕄	
93873088@192.168.1.95	
Subject O	
This is a test email from PRTG using SMTP method	



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.

						New Log Ent	ries 8 ₩ 5 ✔ 37	Search	م ہ
Home	Devices Libraries	s Sensors	Alarms	Maps	Reports	Logs	Tickets	Setup	
M Notification	n Templates (new object)								
Add Noti	fication Template								
				Settings					G 🖸
	< Cancel								
	Basic Settings	Template Name 0	Send to SMTP						
		Tage 0	0						
		Toys ~							
		Status 0	 Started 						
			O Paused					Create	8
		Schedule 0	None				×		
		Notification Handling During	Collect notifications	and send them when react	tivated				
		Paused Status 0	O Discard notifications	a during paused status					
	Notification Summarization		0.1						
		Method 🔍	O Always notify ASAP,	never summanze	120				
			Send first DOWN and	d LIP massaga ASAP than	nate				
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			O Always summarize r	messages, regardless of ty	pe				
		242 (1992) (2012)		1.2 17 17 19 19 19 19 19 19 19 19 19 19 19 19 19					
		Subject for Summarized Email or SNS Messages ()	[%sitename] %summary	count Summarized Notifica	ations				
		Timespan for Summarizing	1						
PAESSLER	19.2.50.2842+ PRTG System Administrator 0	5:06 II Refresh in 22 sec						Contact Sup	port ? Help



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	0.1.0	O Defent	
	Sender 🐨	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	PRTG System Administrator	2
	Send to User Group	None	,
	Send to Email Address 🕕	93873088@192.168.1.95	
	Subject 0	[%sitename] %device %name %status %down (%message)	
	Format 🔿	OHTML	
		 Text 	
		O Text with custom content	
	Detector D		

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*").

Notification Templates				
				Show Filters Y
Object 🗸	Actions	Active/Paused		ß
$\ensuremath{\square}$ Email and push notification to admin	@ >	Active 🗘	n 🔮	Ø
Δ Email to all members of group PRTG Users Group	@	Active 🗘	H 🔮	C
Δ Send to SMTP	@	Active	11 14	ß
A Ticket Notification		Active	11 97	ß
	1 to 4 of 4 3 3 3			



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

Notification Test Results		×
A test notification was triggere information for user accounts Email, Send Push Notification, if you received the notification.	ed and queued for delivery. Re is shown for the notification and Send SMS/Pager Messa	cipient nethods Send g e . Please check
Recipient	Email	
PRTG System Administrator	×	
Other queued notifications:		
Direct Email notification to 93873088	@192.168.1.95	
		OK
		UK

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

Usage Logs > Message Logs

Account:	send		k® Ente	era Serve	er Admin		te English	art (+ Logout
admin	Usage L	ogs > Mess	age Log					
Dashboard	-							
III Server Setup	Qui	sue Sent	Unsent	Inbox				
0 Messaging Setup	-							
📾 Modern Setup	SM	S MIM	Sqoope					
C Phone Book & Roster	Searc	h From 05/0	9/2019 To	05/09/2019				
T Filter Rules	Show	100 -	entries				Search:	
Network Monitor			Delharmali	Transmit		Mahila		
A Security Setup	No	Time	Date	Time	Sender	Number	Message	IMEI
4 Password Management	1	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:	359180082892 (marketing
P Backup & Diagnostic		05 00 00 10	05 100 0040	00.04	out offendarian and	00070000	%group http:/	050100000000
Let Usage Logs *	2	15:08:34	15:08:35	00:31	prigeralanax.com	93973068	(Singapore Standard Time) Last Result: %lastvalue Last Message: %message	(marketing)
Message Log	3	05/09/2019	05/09/2019	00:25	prtg@talariax.com	93873088	/acerV13.talariax.com/group.htm?id=%groupid Device: %device (%host)	359180082892
Conversation Summary		15:08:28	15:08:34				http://acerV13.talariax.com/device.htm?id=%deviceld	(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

nin Ishboard Irver Setup >	Filter Rules	Contraction of the second					the second second	WO LONG	estart 🔄	Lot
shboard rver Setup >		> Email Filter								
ver Setup >										
	Show	10 - entries					Search:			
ssacing Setup										
dem Setun	No	Description	To	From	Subject M	ssage Priori	Date tv Created	Match	Alert	
an Orab & Denter	1	Alert from UPS	ups@entera64.sendquick.com		Alert from UPS	5	05/09/2019	Any	View	
ne Dook & Hoster		Summer:						4		-
r Rules Y	2	PRTG	prtgalert@entera64.sendquick.com	andyhun@talariax.com	a last train to nom	5	04/09/2019	Any	View	
ail Filter	-	acomus	sconventerapeseraquiccom	scomenycompany.com.sg	system		-03/08/2013	Auty	VIEW	
AP Trap Filter >	- 4	SolarWinds(?	SolarWinds@entera64.sendquick.com	solarwinds@mycompany.com	Warning on SolarWinds	5	05/09/2019	Any	View	
og Filter >	-				system				14400	
ork Monitor >	0	spunkts	spiunk@enterab4.sendquick.com	spiunkermycompany.com.cn		5	05/08/2019	Any	View	
ity Setup *	Add N	ew Hecord						Dup		Jenyo
word Management	Showing	1 to 5 of total 5 re	cords					Previous	1	Next
up & Diagnostic				Email Ecovarding Mesa	ane Time Buffer					
CK ON VIE	W TOP 1	ine re	cord that you	u nave cre	eated :					
PRTG Prtg scom sc	galert@entera64 com@entera64.s	.sendquick.cor sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG2 prts scom2 sco	galert@entera64 com@entera64.s N Add	.sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG[2 prts scom[2 sc	galert@entera64.s com@entera64.s n Add	.sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Record Email Filter R	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG2 prts scom2 sc	galert@entera64.s om@entera64.s n Add	.sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Record Email Filter R PRTG	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG[2 prts scom[2 sc	galert@entera64.s n Add Description Mail To	sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Record Email Filter R PRTG prtgalert@entera64.sendquick.co	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG[2 prts scom[2 sc	galert@entera64 Com@entera64.s Description Mail To Mail From	sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Reccord PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG[2 prts scom[2 sc	galert@entera64 n Add Description Mail To Mail From Subject	sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Record PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTG[2' prts scom[2' sc	galert@entera64.com MailTocm@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com	i.sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Reccord PRTG PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTGC/ prts scomC/ sc	galert@entera64.com Mailtocom@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com Medita64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera64.com@entera6	I.sendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Reccord PRTG PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com	Alert from Scom system	5	04/09/20	119 Any (119 Any	View View		
PRTGIZ prts scomiz sc	galert@entera64 com@entera64.s Description Mail To Mail From Subject Message Match Mod	I.sendquick.com	andyhun@talariax.com scom@mycompany.com.sg Reccord PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com ANY	Alert from Scom system	5	04/09/20	119 Any (119 Any	View		
how 10 retries	galert@entera64.s n Add Description Mail To Mail From Subject Message Match Mod	Isendquick.com	m andyhun@talariax.com scom@mycompany.com.sg Record PRTG prtgalert@entera64.sendquick.co andyhun@talariax.com ANY	Alert from Scom system	5	04/09/20	19 Any (19 Any	View		
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PRTG[2' prts scom[2' sc en click of how 10 entries No Manual Input	galert@entera64 Com@entera64.s Description Mail To Mail From Subject Message Match Mod Alert SMS Phone Bo	isendquick.com		Alert from Scom system	5	04/09/20	19 Any (19 Any	View View		
PRTG / prts scom / sc en click of how 10 entries	galert@entera64 n Addd Description Mail To Mail From Subject Message Match Mod	isendquick.com		Alert from Scom system	5	04/09/20	19 Any (19 Any	View View		
PRTG[2' prts scom[2' sc en click of how 10 • entries 11 Add New Record	galert@entera64 com@entera64.t Description Mail To Mail From Subject Match Mod	isendquick.com	m andyhun@talariax.com com@mycompany.com.sg com@mycomset.sg com@mycomset.sg com@mycom	Alert from Scom system	5	04/09/20	19 Any (19 Any	View View		
PRTG[2' prts scom[2' sc en click of how 10 • entries is A Manual Input	galert@entera64 com@entera64.t Description Mail To Mail From Subject Message Match Mod	isendquick.com	m andyhun@talariax.com scom@mycompany.com.sg PRECCOCC PRTG PrTgalert@entera64.sendquick.co andyhun@talariax.com ANY	Alert from Scom system	5	04/09/20	19 Any (19 Any	View View		
PRTGC? prts scomC? sc en click of Show 10 entries It A No Manual Input Add New Record	galert@entera64 com@entera64.t Description Mail To Mail To Mail From Subject Message Match Mod	isendquick.com	m andyhun@talariax.com scom@mycompany.com.sg PRECCOTC PRTG Prtgalert@entera64.sendquick.co andyhun@talariax.com ANY Alert Email Manual Input Phone Bool No data available ir	Alert from Scom system	5	04/09/20	19 Any (19 Any	View View		
PRTGC? prts scomC? sc en click of Show 10 • entries	galert@entera64 com@entera64.t Description Mail To Mail From Subject Message Match Mod	isendquick.com	m andyhun@talariax.com scom@mycompany.com.sg PRECCOCC PRTG PrTgalert@entera64.sendquick.co andyhun@talariax.com ANY	Alert from Scom system	5	04/09/20	19 Any (19 Any	View		



Alert Receiver	Disable Roster Management @	A	
(Mobile Number to Receive Alert	Email to Receive Alert	Group to Receive Alert
Alert Setup	The following setup is only applicable is addresses, the system will ignore the s	f mobile number is selected for receiving a etup for reminder, escalation and report.	lerts. If all the initial alerts are sent to email
	Reminder Escalation Rep	ort	
	Yes min		



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

	\frown				New Alarms 14	New Log Entries 81	100 W 41 🗸 225 I	11 1 1
○ Home	Devices	Libraries	Sensors	Alarms	Maps	Reports	Logs	Tick
# Devices								
Group Root								
Overview	2 days	30 days 365 d	ays 🔺 Alarms	E Log	🛱 Management	Settings	Notification Triggers) c
‼ 100 ₩ 41	✓ 225 II 1 ? 5	(of 372) S M L	XL 🛞 📕		Search	Q	SNMP Monitor	ring
								ing

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

Home	Devices	Libraries	Sensors	Alarms	Maps	Reports	Logs	Tickets	Setup
Devices									
Group Root									▶ 11 🖬 🖾 📿 ▾
O Overview	2 days	30 days	365 days 🔺 Alarms	🔳 Log	≢ Management	Settings	A Notification Triggers	© Comments	1 History
Notificatio	on Triggers _{Rule}							● Ada ● Ada ● Ada	d State Trigger 🕒 d Speed Trigger d Volume Trigger
State Trigge	er Whe Whe Whe	n sensor state is Dow n sensor state is Dow n sensor leaves Dowi	vn for at least 600 seconds, per vn for at least 900 seconds, per n state after a notification was t	form @ > Emai form no notifica riggered, perfor	il and push notification to tion and repeat every 0 mi m @ > Email and oush p	admin 🕼 inutes potification to admin 0	7	Add C Add	d Threshold Trigger d Change 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*)

Гуре 🕇	Rule	
State Trigger	When sensor state is Down for at least 600 seconds, perform @ > Email and pus	n notification to admin 🖉
	When sensor state is Down for at least 900 seconds, perform no notification and re	epeat every 0 minutes
	When sensor leaves Down state after a notification was triggered, perform @ > E	mail and push notification to admin 🗭
State Trigger	When sensor state is Down ~ for at least 60 seconds, perform	no notification
State Trigger	When sensor state is <u>Down</u> ~ for at least 60 seconds, perform When sensor state is Down for at least 300 seconds, perform no notificati c	no notification
State Trigger	When sensor state is <u>Down</u> ~ for at least 60 seconds, perform When sensor state is Down for at least <u>300</u> seconds, perform no notificatio When sensor leaves Down state after a notification was triggered, perform no no	no notification
State Trigger	When sensor state is <u>Down</u> ~ for at least <u>60</u> seconds, perform When sensor state is Down for at least <u>300</u> seconds, perform <u>no notification</u> When sensor leaves Down state after a notification was triggered, perform <u>no no</u>	no notification Q no notification Permail and push notification to admin
State Trigger	When sensor state is <u>Down</u> ~ for at least <u>60</u> seconds, perform When sensor state is Down for at least <u>300</u> seconds, perform <u>no notificatio</u> When sensor leaves Down state after a notification was triggered, perform <u>no no</u>	no notification Q no notification Permail and push notification to admin Email to all members of group PRTG
State Trigger	When sensor state is <u>Down</u> ~ for at least <u>60</u> seconds, perform When sensor state is Down for at least <u>300</u> seconds, perform <u>no notificatio</u> When sensor leaves Down state after a notification was triggered, perform <u>no no</u>	no notification



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 :

Co	onfiguration Mode 🔍	○ Select an SMS provider from a list of providers
		Enter a custom URL for a provider not listed
	Custom URL 🖲	http://192.168.1.95/cmd/system/api/sendsms.cgi?tar_num=%SMSNUMBER&tar_msg=%SMSTEXT&tar_mode=text
	Custom SNI 3	Do not send SNI (default)
		O Send SNI
	Encoding for SMS 🖲	ANSI local system codepage (default)
		O UTF-8
		O UTF-16
Maximu	um Length of Text 🖲	0
	Test SMS Settings	Tact SMS Sattings



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.

×
ок

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

Usage Logs > Message Logs

Account:		senc		k [®] Ente	era Serve	er Admin		역 English 💽 반 Shutdown 운 Res	tart 🕞 Logout
admin		Usage Lo	gs > Mess	age Log					
Dashboard									
E Server Setup	•	Que	ue Sent	Unsent	Inbox				
D Messaging Setup	>								
🖨 Modern Setup	>	SMS	MIM	Sqoope					
Phone Book & Roster	>	Search	From 05/0	9/2019 T o	05/09/2019				
▼ Filter Rules	>	Show	100 -	entries				Search:	
Network Monitor	>	14	Date &	Delivery	Turnaround		Mohile		
Security Setup	>	No	Time	Date	Time	Sender	Number	Message	IMEI
A Password Management	>	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)
🍄 Backup & Diagnostic	>	2	05/09/2019	05/09/2019	00:38	prtg@talariax.com	93873088	Data da Maria	359180082892
Lal Usage Logs	~		10.00.41	10.00.41				%group http://	(marketing)
Message Log	5	3	05/09/2019 15:08:34	05/09/2019 15:08:35	00:31	prtg@talariax.com	93873088		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.

0	lome	Devices	Libraries	Sensors	s Alarms	Maps	Reports	Logs	Tickets	Setu
#	My Account	Notification Templates	A Send to SI	MS 🔻						
1	Notificatio	n Template <mark>Send t</mark> a	SMS							
		¢ S	ettings			♀ Comments		Ð	History	
		< Cancel								
		Basic Settings								
		Templa	ate Name 💿	Send to SMS						
			Tags 🕕	0						
			Status 0	Started						
				OPaused						
			Schedule 🕘	None					~	
		Notification Han	dling During	O Collect notificatio	ons and send them when	eactivated				
		Paus	ed Status U	O Discard notification	ons during paused status					
		Notification Sur	nmarizati	on						



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:

∩ Home	Devices	Libraries	Sensors	Alarms	Maps	Reports	Logs	Tickets
	Send Pu	ush Notification						
	Send SM	MS/Pager Messag	e					
		The t any o	hree recipient settings b f these settings will rece	elow (user, user group, re ive the notification	cipient number) work	independently. So every	contact/address sele	cted by
		Send to User I PRT	G System Administrator					~
	Send	to User Group 🕘 🛛 PRT	G Administrators					~
	Se	nd to Number 0 9387:	3088					Sa
		Message 0 [%site	mame] %device %name	%status %down (%mess	age)			

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

Δ Send to SMS	φ	Active	
A Send to SMTP	@	Active	Test II 🖀

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

Notification Test Results		>
A test notification was trigge information for user account Email, Send Push Notification if you received the notification	red and queued for delivery. Recipie s is shown for the notification meth n, and Send SMS/Pager Message . F n.	nt ods Send Please check
Recipient	SMS	
PRTG System Administrator	A	
PRTG Administrators	A	
Other queued notifications:		
Direct SMS notification to 93873088		
		ОК



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

Usage Logs > Message Logs

Account:	sen	Quick	Enterd	it English	• • • • • • • • • • • • • • • • • • •	C Restart	(+ Logo			
admin	Usage L	ogs > Message	Log							
Dashboard	-									
E Server Setup	Qu	sue Sent	Unsent	Inbox						
D Messaging Setup	•									
Modern Setup	SM	S MIM	Sqoope							
C Phone Book & Roster	Searc	h From 09/09/2	019 To 0	9/09/2019						
T Filter Rules	Show	100 ent	ries					Search		
Network Monitor	>									
Security Setup	> No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	" la
4 Password Management	» (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	
🎔 Backup & Diagnostic	2	09/09/2019	09/09/2019	04:37	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device	359180082892503	9	D
el Usage Logs	*	11:23:36	11:23:38	one Dutrat			vename vestatus vedowin (vemessage)	(marketing)	Contraction of the	Delete
Message Log	3	ave t	ace Save	nonesh				corpsy	oundat	Deseue
Conversation Summary	Show	ng 1 to 2 of total	2 records					Prev	ious 1	Next
Email Log	,						And the second second methods and the second second			
	2 C						copyright to 2002-2010, latenax Ple Ltd, Singapor	p. An regnis Heserved. N	ion, us Set	22019 10:1



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

	. 8	-	-									New Alarms 1	4 New Log Entries 8	1 !! 100 W 41	✓ 225	111
0	Home	Dev	vices		Lit	oraries			Sen	isors	Alarms	Maps	Reports	Logs		Tick
#	Devices	-	_													
	Group Roo	t													-	
	Overviev	N	2 day	3	30 day	ys	36	5 days		Alarms	E Log	≢ Management	© Settings	A Notification	Triggers) s
	‼ 100 ₩4	1 🗸 225	111	? 5 (o	f 372)	s	мц	. XL	(0)			Search	Q		Monito	ring
															in the second second	ing

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

Home	Devices	Libraries	Si	ensors	Alarms	Maps	Reports	Logs	Tickets	Setup
Devices										
Group Root										▶ 11 🗟 🖸 🗸 •
Overview	2 days	30 days	365 days	Alarms	🔳 Log	🗄 Management	Settings	Notification Triggers	♀ Comments	智 History
Notifica	ion Triggers									d State Trigger d Speed Trigger
Туре *	Rule								A 🔾 Ado	d Volume Trigger
State Trig	ger Whe	n sensor state is D	own for at least	600 seconds, perf	orm @ > Email	and push notification to	admin 🕜		• Add	d Threshold Trigger
	Whe	n sensor state is D	own for at least	900 seconds, perf	orm no notificati	on and repeat every 0 mi	nutes		O Add	d Change Trigger
	11/h		we state offer a	notification was tr	indered perform	@ > Email and puch p	otification to admin	2		

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

Type 🕇	Rule		Actions
State Trigger	When sensor state is Down for at least 600 seconds, perform @ > Email and pus	h notification to admin 🕜	
	When sensor state is Down for at least 900 seconds, perform no notification and re	epeat every 0 minutes	
	When sensor leaves Down state after a notification was triggered, perform $@$ \blacktriangleright E	mail and push notification to admin ${\mathbb Z}$	
State Trigger	When sensor state is $Down$ \sim for at least 60 seconds, perform	Send to SMS *	🗸 ×
	When sensor state is Down for at least 300 seconds, perform no notification	٩	
	When sensor leaves Down state after a notification was triggered, perform no no	no notification @ ➤ Email and push notification to admin	
		@ Email to all members of group PRTG Users Group	
	6	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

Account:	send	uick® Ente	ra Server Ad	min				0 English	• O Shutdov	m C Restart	(+ Logo
admin	Filter Rules	Filter Rules > SNMP Trap Filter									
Dashboard											
E Server Setup	Show 10	• entries							Search:		
D Messaging Setup	11			Rul	05						
🖶 Modern Setup	No	Description	From	Message	MIB	OID	Priority	Date Created	Match	Alert	
C Phone Book & Roster	1	SMTP Tester 12	192.168.48.1	device error			5	29/08/2019	ANY	View C?	
T Filter Rules	Add New	Record								Duplicate	Delete
Email Filter	Showing 1	to 1 of total 1 records								Previous 1	Next
SNMP Trap Filter		SNMP	P Forwarding Address	Message Tim	e Buffer	View and	Upload MIB Files	Set Up Message	Filter String		
Syslog Filter ?						Description (D. D.	002 0010 Televiev	Dia Lind Cinganana Al	Dahta Dagan	ud Mass AD Fee	- 0040 40-1

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.

Description	SNMP Trap from PRTG
	Variables Usage
From 🛛	192.168.3.253
Message 🗌	
Salact MIR	4
Concer MID	None Include TrapObjectName in Message Text? Yes No Include Varbind Value in Message Text? Yes No
Match	ALL O ANY
Priority	5 🔹



Click on View for the record that you have created :

1	SIVITY rester is	192.105.45.1	device error	C	23/06/2013	AINT	VIENN 1-5	
2	SNMP Trap from PRTG	192.168.3.253		5	09/09/2019	ANY	View 🖓) 0
	Basard						Declarate	Delete

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 I	Filter Rules			
	Description	SNMP Tra	p from PRTG				
	Server IP	192.168.3	.253				
	Message						
	Match Mode	ANY					
Alert Message	xIPx:xMSGx	-1) 💟	li	The default message • xIPx is the ser • xMSGx is the • xDTMx is the r	is: x/Px:xMSGx where: ver IP SNMP message received alert date/time		
Alert Receiver	Disable Roster Man	agement O					
\langle	Mobile Number to Re 93873088	ceive Alert	Email to Re	eceive Alert	Group to Reco	eive Alert	
			2				



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.

Send SNMP Trap	Host/IP 🖯	http://192.168.1.95	
	SNMP Port	162	
	Community String	public	
	Specific Trap Code 🕚	0	
	Message ID 🕚	0	Save
	Message 🕕	[%sitename] %device %name %status %down (%message)	
	Agent IP		

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*").

Ľ	Active	B
351	Active Test	1

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

Account:	send		e Enter	a Server	Admin		(& English	💽 🔿 Shutdown 💲	Restart	(+ Logo
admin	Usage Lo	ga > Messa	ge Log							
Dashboard										
III Server Setup	Que	sent Sent	Unsent	Inbox						
D Messaging Setup		1 1 m	41							
🖨 Modern Setup	SM	MIM	Sqoope							
C Phone Book & Roster	Search	From 09/09	2019 To	09/09/2019						
T Filter Rules	Show	100 • er	ntries					Search:		
Network Monitor	>		1.2			Casas and case 1				
A Security Setup	No	Date & Time	Delivery Date	Turnaround	Sender	Number	Message	IMEL	Prinrity	9
• Password Management		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 %iname %status %down	359180082892503 (marketing)	5	0
Backup & Diagnostic		00/00/0010	00/00/2010	01-26	PHIG)	02072008	(remessage)	250180082802502		
M Usage Logs		12:30:04	12:30:07	01.25	(SNMP Trap from PRTG)	93073088	(ACERV13)) %device %iname %status %down (%message)	(marketing)	0	
Message Log	3	09/09/2019	09/09/2019	02:40	192.168.3.253	93873088	(PRTG Network Monitor (ACERV13)) %device	359180082892503	9	



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

		-	_									New Alarms 14	New Log Entries 8	1 ‼ 100 W 41 🗸 225	II 1 1
0	Home 🌔	Dev	vices) u	Libraries			Ser	nsors	Alarms	Maps	Reports	Logs	Tick
#	Devices	_	_	/											
	Group Roo	t													
	Overviev	v	2 da	ys	30 da	ays	36	5 days		Alarms	E Log	≢ Management	Settings	A Notification Triggers	s) c
	‼ 100 ₩ 4	1 🗸 225	11 1	? 5	(of 372)	S	м	L XL	(0)			Search	Q	SNIMP Moni	toring
	-														toring

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

Home	De	vices	Libraries	3	Sensors	Alarms	Maps	Reports	Logs	Tickets	Setup
M Devices											
Group Ro	oot										▶ 🖨 🖸 📿 ▾
O Overv	view	2 days	30 days	365 days	Alarms	📼 Log	호 Management	Contraction Settings	Notification Triggers	♀ Comments	1 History
Not	tification	Triggers								O Ado	d State Trigger \\ d Speed Trigger
Тур	e *	Rule								A Add	d Volume Trigger
Sta	ate Trigger	When	When sensor state is Down for at least 600 seconds, perform								l Threshold Trigger I Change Trigger
		When									

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

Туре *	Rule	Actions				
State Trigger	When sensor state is Down for at least 600 seconds, perform ⊕ ➤ Email and push notification to admin ?? When sensor state is Down for at least 900 seconds, perform no notification and repeat every 0 minutes When sensor leaves Down state after a notification was triggered, perform ⊕ ➤ Email and push notification to admin ??					
State Trigger	When sensor state is Down for at least 60 seconds perform EI SNMP Trap When sensor state is Down for at least 300 seconds, perform no notification When sensor leaves Down state after a notification was triggered, perform no notification @ > Email and push notification to admin	Q ×				
	Email to all members of group Pi Users Group Send to SMS Send to SMS Send to SMTP B SMMP Trap	RTG				



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

Account:	sendQuick [®] Entera Server Admin							• O Shutdown	C Restart	🕩 Logos
admin	Usage L	ogs > Messa	ge Log							
2 Dashboard										
E Server Setup	> Qui	sue Sent	Unsent	Inbox						
Messaging Setup	>		4							
a Modern Setup	> SM	S MIM	Sqoope							
Phone Book & Roster	Searc	h From 09/09	/2019 To	09/09/2019						
T Filter Rules	> Show	100 • er	ntries					Search:		
2 Network Monitor	>				1			1		
Security Setup	> No	Time	Date	Time	Sender	Number	Message	IMEI	Priority	
Password Management	y 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	
Backup & Diagnostic	2	09/09/2019	09/09/2019	00:55	192.168.3.253	93873088	192.168.3.253:0 1 5 [PRTG Network Monitor	359180082892503	5	0
Usage Logs	•	14:07:55	14:07:57		(SNMP Trap from PRTG)		(ACERV13)] 192.168.3.250 Ping (Ping) Down (Request timed out (ICMP error # 11010))	(marketing)		
Message Log	3	09/09/2019	09/09/2019	01:03	192.168.3.253	93873088	192.168.3.253:0 0 0 [PRTG Network Monitor	359180082892503	5	0