



SolarWinds Orion – sendQuick Integration Guide

Version 1.1

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SolarWinds Orion – 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 systems with SolarWinds Orion to send SMS alerts. In this guide, we will be using sendQuick Alert Plus for the integration.

sendQuick supports receiving email SMTP, SNMP Traps or Syslog messages and converts them to SMS text alerts or notification to Social Messenger applications. In this document, we will highlight how to configure SolarWinds Orion to integrate with sendQuick via the email SMTP delivery method to send SMS text alerts.

2.0 Configure SMTP on Solarwinds Orion

When there is a need to send a notification alert, SolarWinds Orion 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 SolarWinds Orion can use as the SMTP Server.

2.1 Configure SMTP Server on Solarwinds Orion

On the dashboard of SolarWinds Orion platform, navigate to the following item :

SETTINGS > All Settings

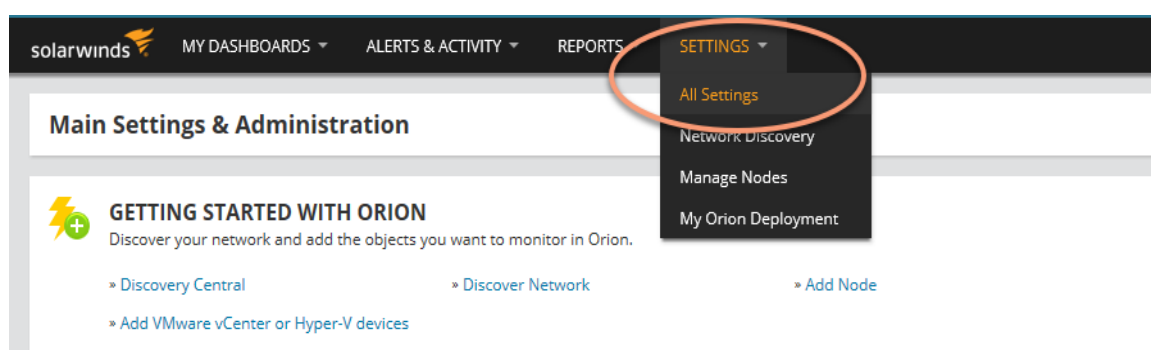


Figure 1: Configure settings on Solarwinds

Scroll down to the **ALERTS & REPORTS** section, click on **Manage SMTP Servers**

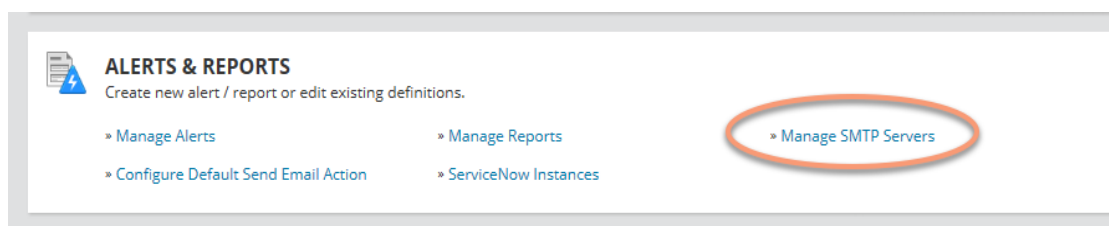


Figure 2: Select "Manage SMTP Servers" under Alerts and Reports

Click on **ADD SMTP SERVER**

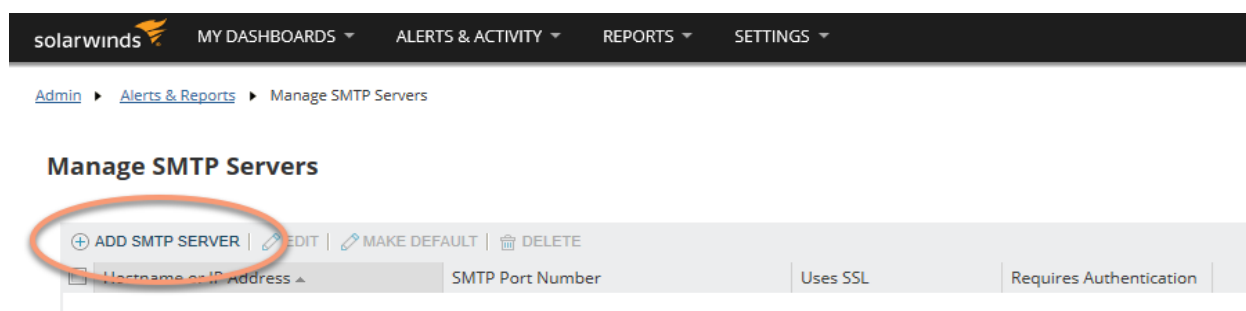


Figure 3: Add SMTP Servers

In the field for **Hostname or IP Address** key in your sendQuick IP address (in our example, we are using 192.168.1.87). By default the SMTP Port Number is 25. Leave the “**Use SSL**” and “**This SMTP server requires authentication**” boxes unchecked.

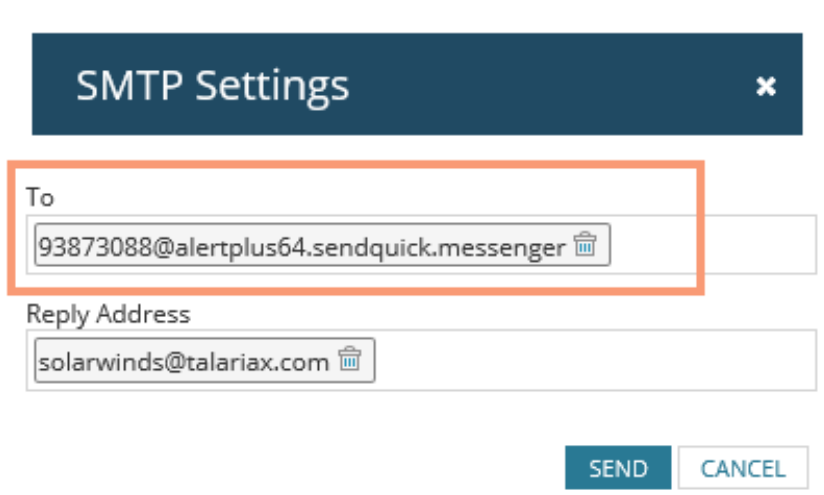
Figure 4: Configuring the SMTP server

Click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.

Figure 5: Testing the SMTP configuration

Enter the email address to send the test email in the **To** field. You can use the email address configured in **sendQuick Email Filter Rule** (see [section 2.2](#)). If you have not done that yet, you can put the phone number to receive the SMS text as the email address using the format <mobilenumber>@<sendquickdomainname>.

Replace *<mobilenumber>* with the phone number and *<sendquickdomainname>* with the Domain name of your sendQuick system. You can use any email address for the **Reply Address**.

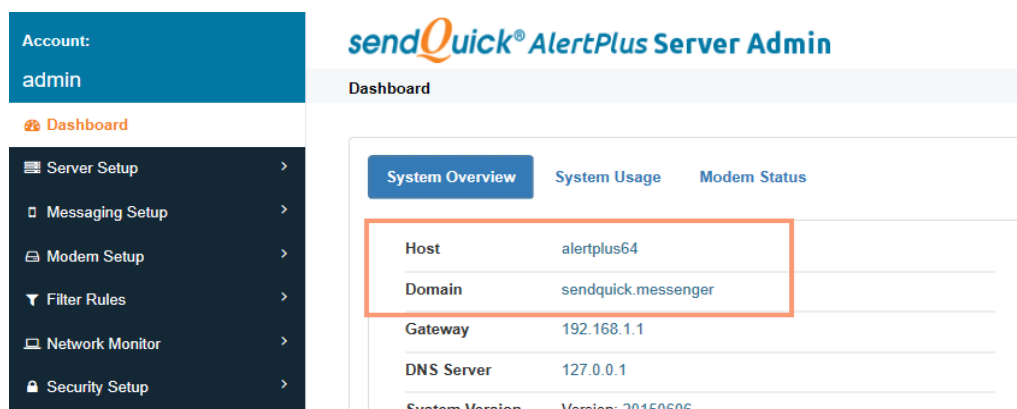


The image shows an 'SMTP Settings' dialog box with a close button (X) in the top right corner. It contains two text input fields. The first field is labeled 'To' and contains the email address '93873088@alertplus64.sendquick.messenger'. The second field is labeled 'Reply Address' and contains the email address 'solarwinds@talariax.com'. Below the fields are two buttons: 'SEND' and 'CANCEL'.

Figure 6: Sending email to test configuration

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***

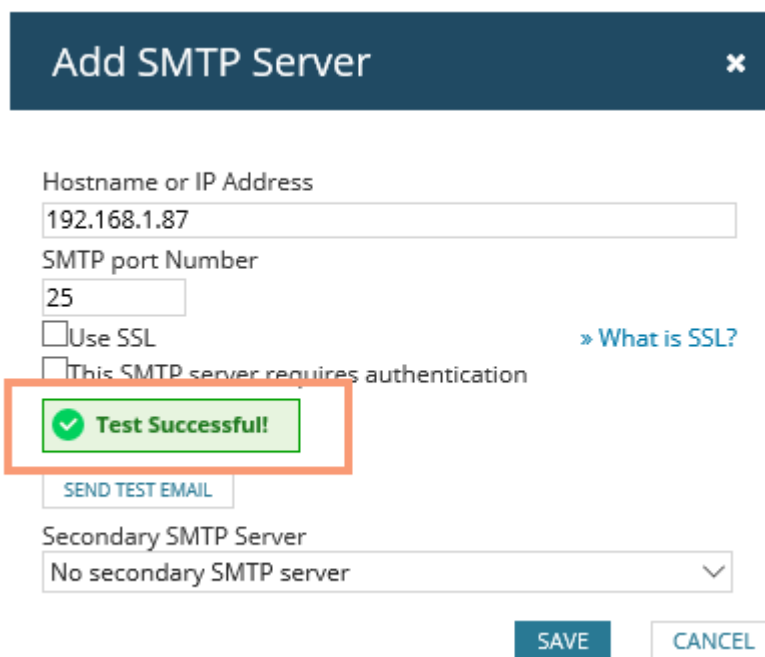


The image shows the 'sendQuick AlertPlus Server Admin' dashboard. On the left is a sidebar with a menu: 'Account: admin', 'Dashboard', 'Server Setup', 'Messaging Setup', 'Modem Setup', 'Filter Rules', 'Network Monitor', and 'Security Setup'. The main area has tabs for 'System Overview', 'System Usage', and 'Modem Status'. The 'System Overview' tab is active, showing 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

Figure 7: System Overview

If the setup is correct, you should get a **Test Successful!** notification.



Add SMTP Server [X]

Hostname or IP Address
192.168.1.87

SMTP port Number
25

☐ Use SSL [» What is SSL?](#)

☐ This SMTP server requires authentication

Test Successful!

[SEND TEST EMAIL](#)

Secondary SMTP Server
No secondary SMTP server

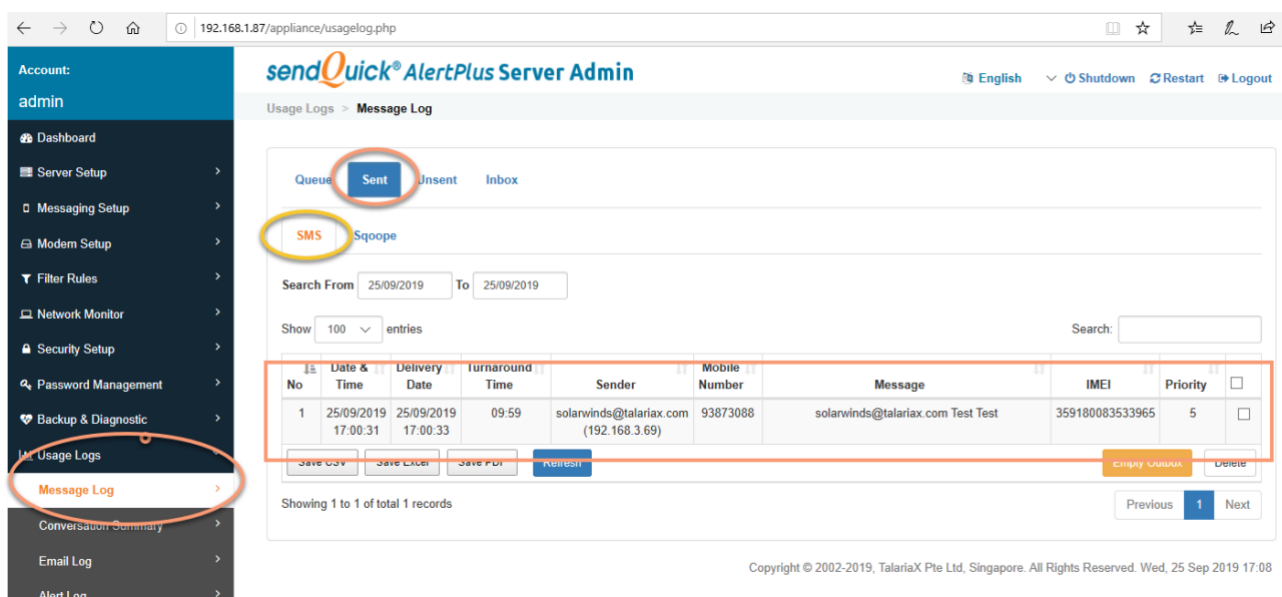
[SAVE](#) [CANCEL](#)

Figure 8: Notification if test is successful

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.



Account: admin

sendQuick® AlertPlus Server Admin

Usage Logs > Message Log

Queue: **Sent** Unsent Inbox

SMS Sgoope

Search From: 25/09/2019 To: 25/09/2019

Show: 100 entries

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority
1	25/09/2019 17:00:31	25/09/2019 17:00:33	09:59	solarwinds@talarix.com (192.168.3.69)	93873088	solarwinds@talarix.com Test Test	359180083533965	5

Showing 1 to 1 of total 1 records

Copyright © 2002-2019, Talarix Pte Ltd, Singapore. All Rights Reserved. Wed, 25 Sep 2019 17:08

Figure 9: Message log on sendQuick

2.2 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

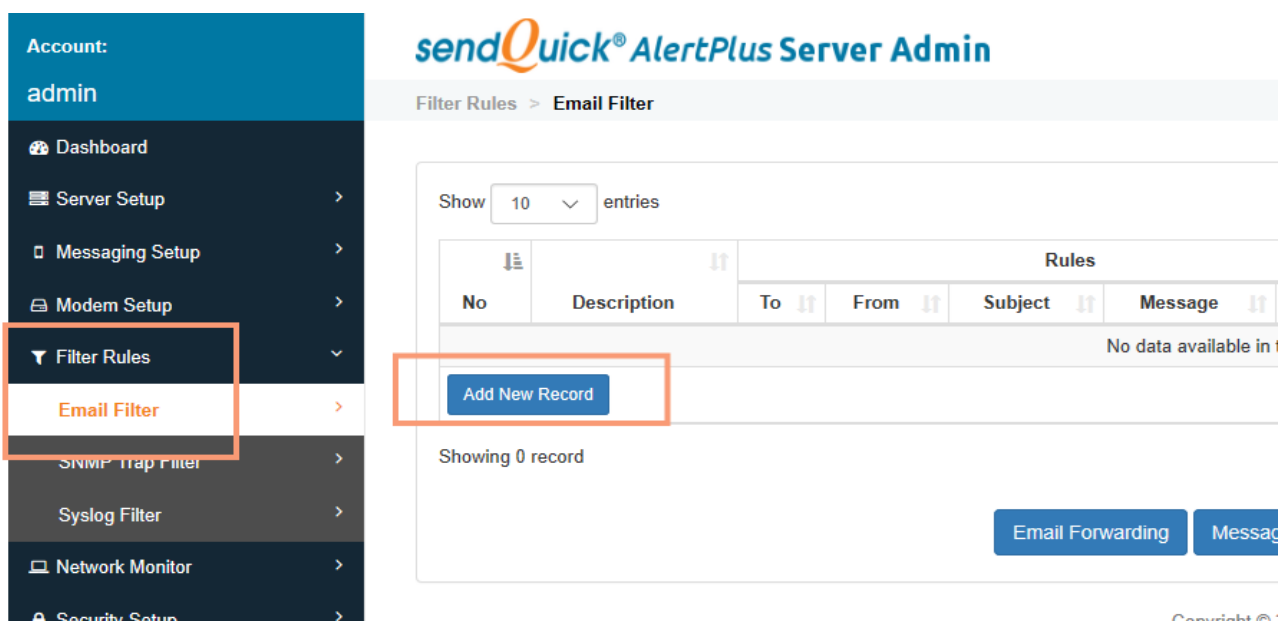


Figure 10: Setting up Email filter on sendQuick

Click on **Add New Record**.

You can then create a new record to define the email address SolarWinds should send to. In our example, we will use **solarwinds@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** and for **Match Mode**, check on **ANY**. Once done, click **Save**.

Add Mail Filter Rule

Description

Variables Usage

Mail To
☒

Mail From
☒

Subject
☐

Message
☐

Match Mode
☐ ALL ☒ ANY

Priority

Save

Cancel

Figure 11: Configure the email filter rule

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

		Rules					Date		
No	Description	To	From	Subject	Message	Priority	Created	Match	Alert
1	SolarWinds Alerts	SolarWinds@alertplus64.sendquick.messenger	Solarwinds@talariax.com			5	25/09/2019	Any	View

Add New Record

Duplicate

Delete

Figure 12: To view more details of the filter rule

Then click on **Add New Record**

The screenshot shows the 'sendQuick® AlertPlus Server Admin' interface. The breadcrumb trail is 'Filter Rules > Email Filter > View Alert'. The 'Email Filter Rules' table has the following data:

Email Filter Rules	
Description	SolarWinds Alerts
Mail To	SolarWinds@alertplus64.sendquick.messenger
Mail From	Solarwinds@talariax.com
Subject	
Message	
Match Mode	ANY

Below the table, there is a table with columns: 'Alert SMS', 'Alert Email', 'Manual Input', 'Phone Book User', 'Alert Message', 'R', 'E', 'F'. The 'Add New Record' button is circled in red.

Figure 13: To configure receiver of alerts

You can then add multiple mobile numbers or email to receive the notification alerts when an alert is sent to this email address. After entering the information, click on **Save** to continue. This email address can now be used as the email address to send email alerts to when configuring SolarWinds Orion. (see next section, [Section 2.3](#))

The screenshot shows the 'sendQuick® AlertPlus Server Admin' interface. The breadcrumb trail is 'Filter Rules > Email Filter > View Alert > Add Alert'. The 'Email Filter Rules' table has the following data:

Email Filter Rules	
Description	SolarWinds Alerts
Mail To	SolarWinds@alertplus64.sendquick.messenger
Mail From	Solarwinds@talariax.com
Subject	
Message	
Match Mode	ANY

Below the table, there is a form with the following fields:

- Alert Message:** ASCII Text (ISO-8859-1) (selected). 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 (93873088) and Email to Receive Alert.

The 'Mobile Number to Receive Alert' field is circled in red.

Figure 14: Adding mobile numbers to receive alerts for this filter rule

2.3 Configure Default Email In SolarWinds Orion

In Solarwinds Orion, configure the default email address to send email alerts to that is linked with sendQuick.

On the dashboard of Solarwinds Orion platform, navigate to the following item :

SETTINGS > All Settings

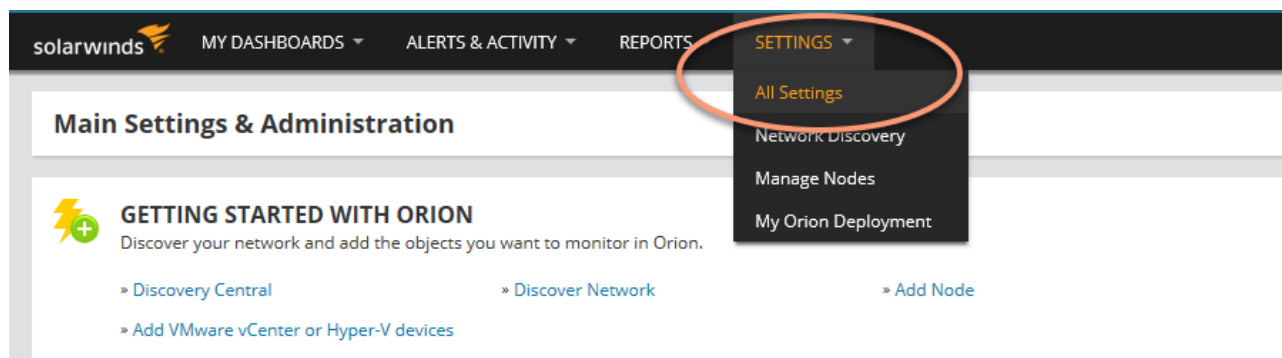


Figure 15: Select Settings from Solarwinds dashboard

Scroll down to the **ALERTS & REPORTS** section, click on **Configure Default Send Email Action**

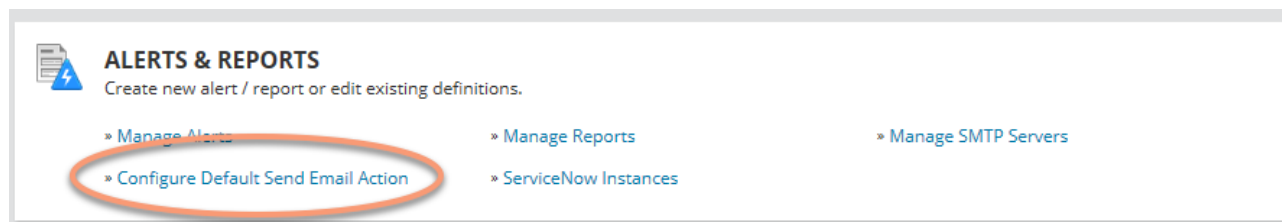


Figure 16: Configure Default Send Email action under Alerts and Reports

In the earlier section 2.2, an email address has been configured in the sendQuick Email Filter rules.

By configuring the **Default Send Email Action** with that email address and the SMTP pointing to the sendQuick system, will allow SolarWinds to send email alerts to sendQuick that will then send that alert out to the intended recipient via SMS texts.

Under **Default Recipients**, fill in the email address in the **To** field. In our example, we use `solarwinds@alertplus64.sendquick.messenger`

Fill in the **Name of Sender** and **Reply Address** under the **Default Sender Details** with what you want to appear as the Sender information.

solarwinds
MY DASHBOARDS
ALERTS & ACTIVITY
REPORTS

Admin
Alerts & Reports
Configure Default Send Email Action

Configure Default Send Email Action

These settings are used for all out-of-the-box alerts and are used to pre-populate all new Send Email actions. This page is accessible at any time from the main settings page.

Default Recipients: (separate multiple addresses with a semicolon)

To
solarwinds@alertplus64.sendquick.messenger

CC

BCC

Default Sender Details:

Name of Sender
Solarwinds Orion

Reply Address
solarwinds@talariax.com

Figure 17: Configure default send email action

Fill in the **Hostname or IP Address** with the IP Address of your sendQuick system for the **Default SMTP Server**. You can also make changes to the SMTP Server as explained in *Section 2.1*

Default SMTP Server:

Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.

☐ Support TLS

Hostname or IP Address
192.168.1.87

SMTP port Number
25

☐ Use SSL » What is SSL?

☐ This SMTP server requires authentication

SEND TEST EMAIL

USE AS DEFAULT CANCEL

Figure 18: Set the default SMTP server IP Address

Click on the **SEND TEST EMAIL** and test sending an email to see if the setup is correct.

If the setup is correct, you should get a **Test Successful!** notification.

Default SMTP Server:
Entering a default SMTP server on this page sets the default SMTP server for the entire product. You can change this on the "Manage SMTP Server" page.

☐ Support TLS

Hostname or IP Address
192.168.1.87

SMTP port Number
25

☐ Use SSL [» What is SSL?](#)

☐ This SMTP server requires authentication

✓ Test Successful!

SEND TEST EMAIL

USE AS DEFAULT CANCEL

Figure 19: Notification of successful test

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.

Account: admin

sendQuick® AlertPlus Server Admin

English Shutdown Restart Logout

Usage Logs > Message Log

Queue **Sent** Unsent Inbox

SMS Sgoope

Search From 26/09/2019 To 26/09/2019

Show 100 entries

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	26/09/2019 12:59:42	26/09/2019 12:59:42	00:14	solarwinds@talariax.com (SolarWinds Alerts)	93873088	solarwinds@talariax.com:Test Test	359180083533965	5	<input type="checkbox"/>

Showing 1 to 1 of total 1 records

Previous 1 Next

Copyright © 2002-2019, TalariaX Pte Ltd, Singapore. All Rights Reserved. Thu, 26 Sep 2019 13:00

Figure 20: Message Log on sendQuick

2.4 Configure Alerts in SolarWinds Orion

SolarWinds Orion can monitor and alert many incidents that happens in your network environment. For critical alerts that requires the relevant personnel to be notified as soon as possible via SMS text, configure the **Alert Trigger Actions** to send the email to sendQuick.

In the SolarWinds Orion, navigate to

ALERTS & ACTIVITY > Alerts

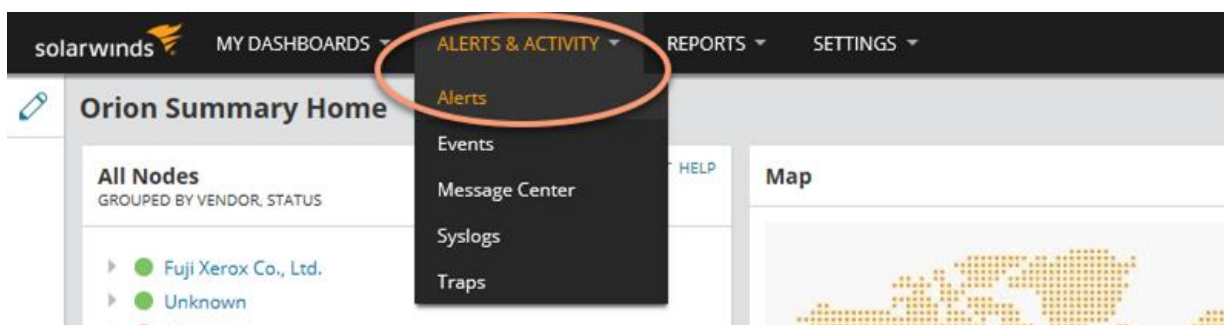


Figure 21: Alert settings on Solarwinds dashboard

The page will display all the Alerts that has been triggered and requires Acknowledgement from the user. To add or manage existing alerts, click on **Manage Alerts** as highlighted below.

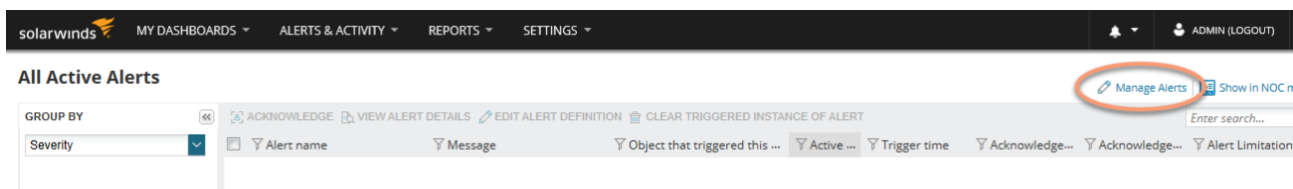


Figure 22: Manage Alerts on Solarwinds

To add a new alert, click on **ADD NEW ALERT**

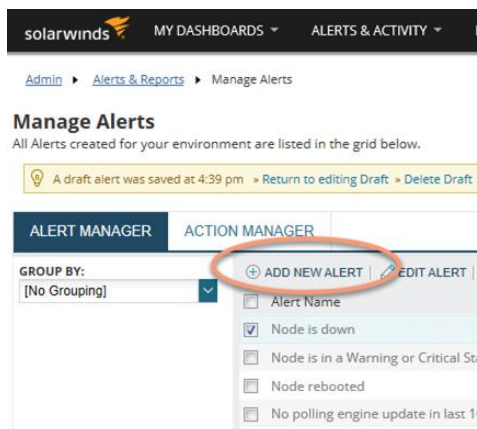
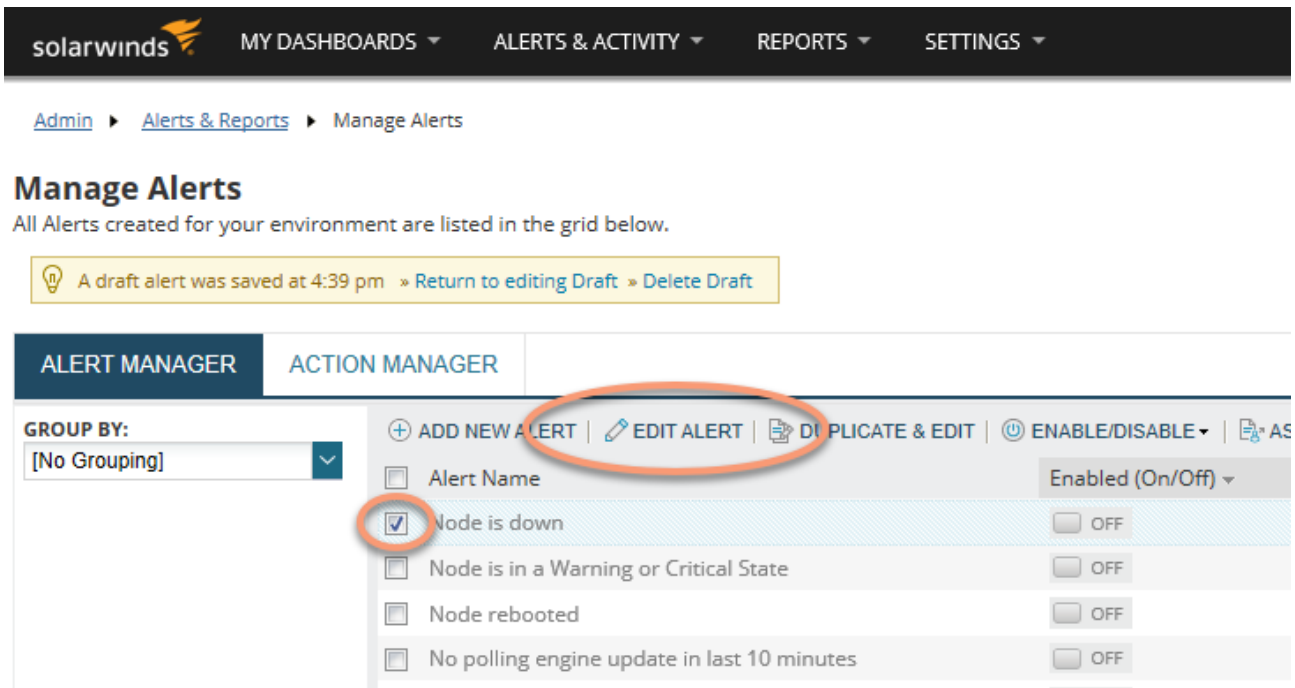


Figure 23: Add new alert

Alternatively, you can modify an existing alert that has been generated by SolarWinds Orion. Select the Alert to edit by checking the box next to it and click on **EDIT ALERT**.

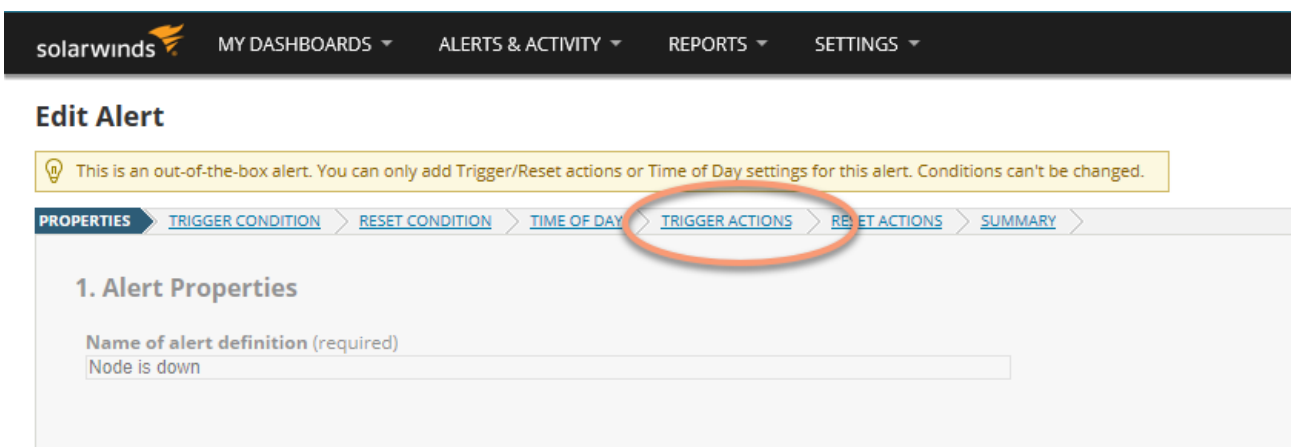


The screenshot shows the SolarWinds Orion interface. At the top, there's a navigation bar with 'solarwinds' logo and links to 'MY DASHBOARDS', 'ALERTS & ACTIVITY', 'REPORTS', and 'SETTINGS'. Below this, a breadcrumb trail shows 'Admin > Alerts & Reports > Manage Alerts'. The main heading is 'Manage Alerts', followed by a note: 'All Alerts created for your environment are listed in the grid below.' A yellow notification bar states: 'A draft alert was saved at 4:39 pm » Return to editing Draft » Delete Draft'. The 'ALERT MANAGER' tab is selected, showing a list of alerts. The 'Node is down' alert is checked, and the 'EDIT ALERT' button is circled in orange.

Figure 24: Edit alert

There are several properties and conditions that you can configure for an Alert. Please refer to the SolarWinds Orion manual to guide you on how to configure them. In this example we are editing an *out-of-the-box* alert, therefore we can only configure the **TRIGGER ACTIONS** to define what happens next when an Alert has been triggered.

Click on the **TRIGGER ACTIONS** tab.



The screenshot shows the 'Edit Alert' page in SolarWinds Orion. At the top, there's a navigation bar with 'solarwinds' logo and links to 'MY DASHBOARDS', 'ALERTS & ACTIVITY', 'REPORTS', and 'SETTINGS'. Below this, a breadcrumb trail shows 'Admin > Alerts & Reports > Manage Alerts'. The main heading is 'Edit Alert'. A yellow notification bar states: 'This is an out-of-the-box alert. You can only add Trigger/Reset actions or Time of Day settings for this alert. Conditions can't be changed.' The 'TRIGGER ACTIONS' tab is selected, showing a list of actions. The 'Name of alert definition (required)' field is filled with 'Node is down'. The 'TRIGGER ACTIONS' tab is circled in orange.

Figure 25: Trigger actions

In this *out-of-the-box* alert, there are already 2 **Trigger Actions** defined. Click on **Edit** for the **Send an Email/Page** entry. If you are creating a New Alert, then you will need to click on **Add Action** to add the **Send an Email/Page** action.

Edit Alert - "Node is down"

PROPERTIES > TRIGGER CONDITION > RESET CONDITION > TIME OF DAY > **TRIGGER ACTIONS** > RESET ACTIONS > SUMMARY

5. Trigger Action

When the trigger condition is met the following actions in following order will be executed. You can also specify the escalation behavior if the alert is not being acknowledged in certain time.

*Learn more about Actions and Escalation

Message displayed when this alert is triggered

Displayed on All active alerts page/resource and on Alert details page. This message can be reused also for email action.

Node is down INSERT VARIABLE

Trigger Actions:

Escalation Level 1 (When the alert is triggered, all actions in this level fire.)

ACTION TITLE	EDIT	COPY	SIMULATE	DELETE
NetPerfMon Event Log : Node \${NodeName} is \${Status}				
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})				

Add Action Assign Action(s)

Add Escalation Level

Figure 26: Add action

If the default email has already been configured (see [Section 2.3](#)), you can then leave the **To** field as `${DefaultEmailTo}`. If not you can type the email address configured in sendQuick Email Filter Rule here. Click on **NEXT**.

Configure Action: Send An Email/Page

Name of action
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

1. Recipients

To
\${DefaultEmailTo}

CC
\${DefaultEmailCC}

BCC

Sender details: \${DefaultEmailFrom}

2. Message: ALERT: Node \${NodeName} is \${Status}

3. SMTP Server: Default Server

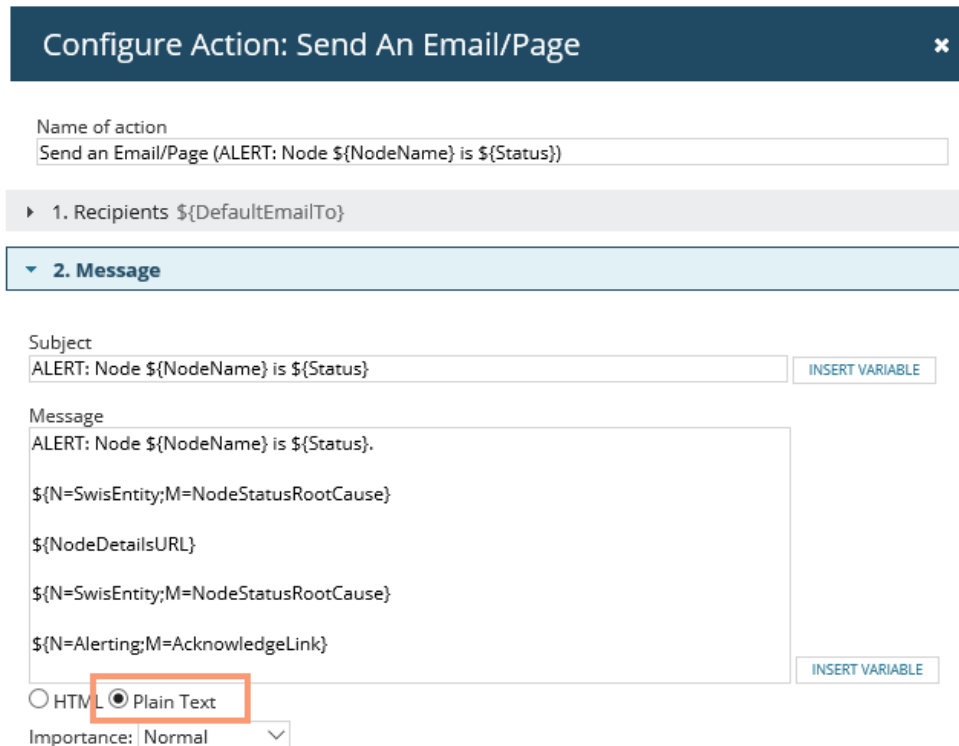
Time of Day: No additional schedule for this action needed

Execution settings: Execute if acknowledged already.

NEXT CANCEL

Figure 27: Configure email to receive notification

Configure the alert message to send with the relevant variables used by SolarWinds Orion. Ensure the message type is **Plain Text**. Click on **NEXT**.



Configure Action: Send An Email/Page ✕

Name of action
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

1. Recipients \${DefaultEmailTo}

2. Message

Subject
ALERT: Node \${NodeName} is \${Status} [INSERT VARIABLE](#)

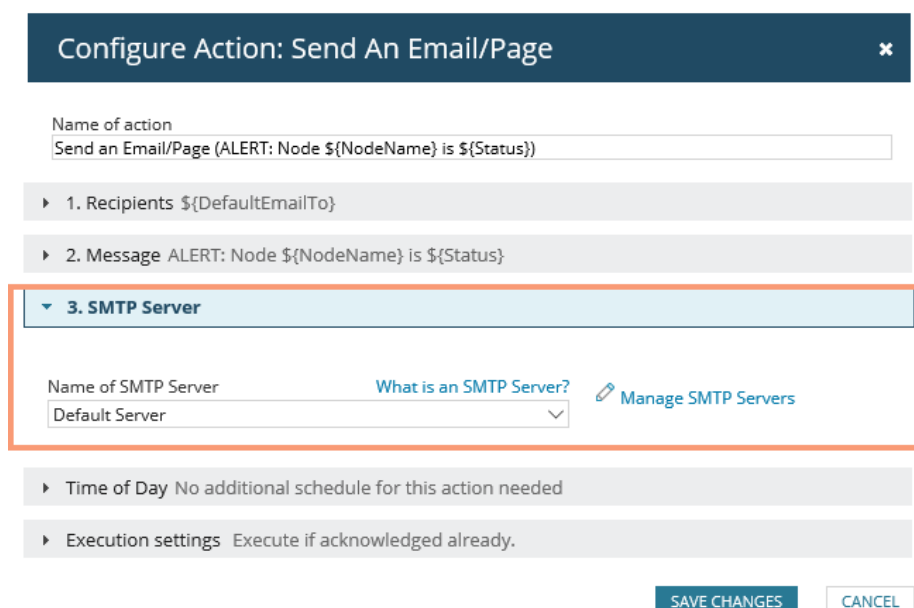
Message
ALERT: Node \${NodeName} is \${Status}.
\${N=SwisEntity;M=NodeStatusRootCause}
\${NodeDetailsURL}
\${N=SwisEntity;M=NodeStatusRootCause}
\${N=Alerting;M=AcknowledgeLink} [INSERT VARIABLE](#)

☐ HTML ☒ Plain Text

Importance: Normal ▼

Figure 28: Configure message type for the Alert

If the default SMTP Server has already been configured (see Section 2.1), then select **Default Server**. If not, click on **Manage SMTP Servers** and follow the steps in Section 2.1 to configure the SMTP Server. Click on **SAVE CHANGES**.



Configure Action: Send An Email/Page ✕

Name of action
Send an Email/Page (ALERT: Node \${NodeName} is \${Status})

1. Recipients \${DefaultEmailTo}

2. Message ALERT: Node \${NodeName} is \${Status}

3. SMTP Server

Name of SMTP Server [What is an SMTP Server?](#) [Manage SMTP Servers](#)
Default Server ▼

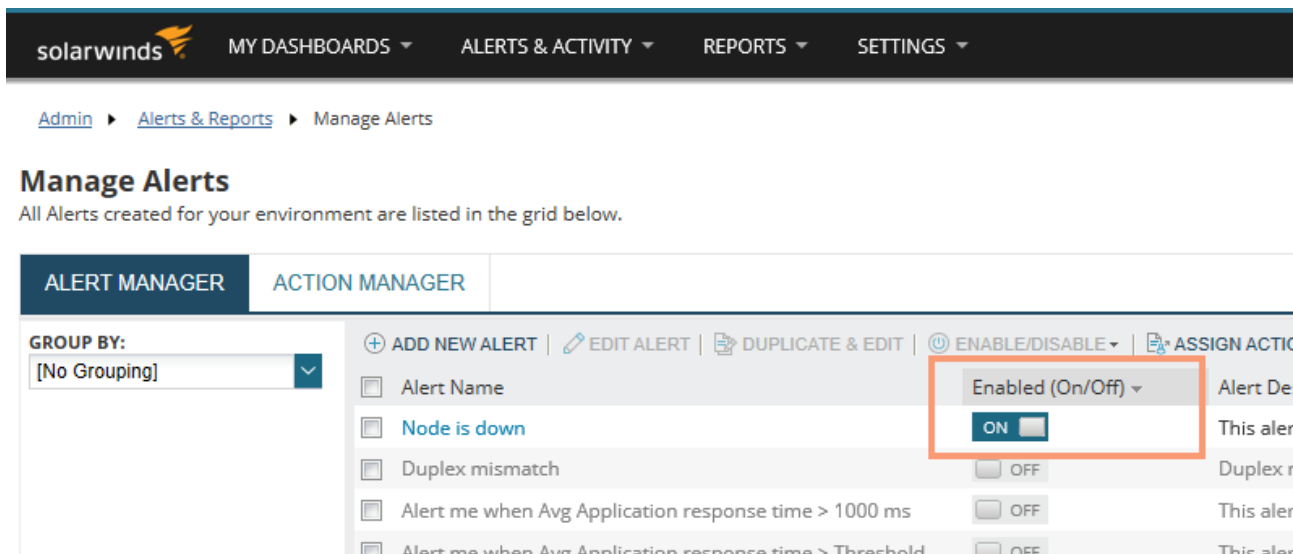
Time of Day No additional schedule for this action needed

Execution settings Execute if acknowledged already.

[SAVE CHANGES](#) [CANCEL](#)

Figure 29: Define SMTP Server for the Alert

The Trigger Action has now been configured. Ensure the Alert is **Enabled**.

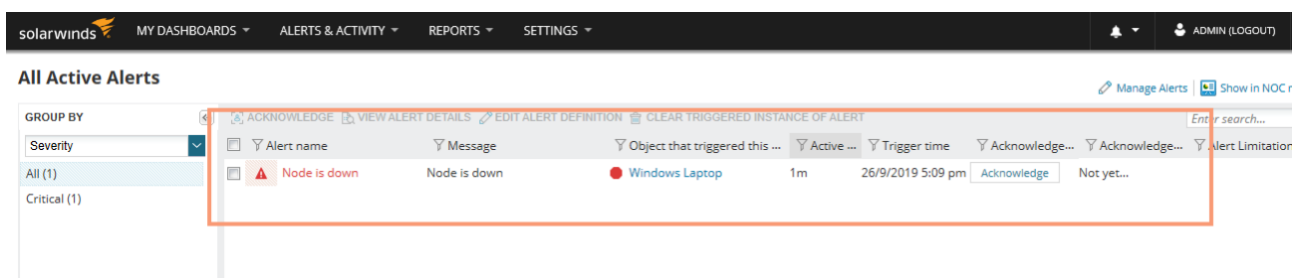


The screenshot shows the 'Manage Alerts' page in SolarWinds Orion. The 'ENABLE/DISABLE' dropdown is set to 'Enabled (On/Off)', and the 'ON' button is highlighted with a red box. The table below shows the status of various alerts.

Alert Name	Enabled (On/Off)	Alert Description
Node is down	ON	This alert is triggered when a node is down.
Duplex mismatch	OFF	Duplex mismatch alert.
Alert me when Avg Application response time > 1000 ms	OFF	This alert is triggered when the average application response time is greater than 1000 ms.
Alert me when Avg Application response time > Threshold	OFF	This alert is triggered when the average application response time is greater than the threshold.

Figure 30: Enable the alert

Once enabled, whenever the condition of the Alert is met, it will create an Alert record under the **All Active Alerts**



The screenshot shows the 'All Active Alerts' page in SolarWinds Orion. A table displays active alerts, with the 'Node is down' alert highlighted by a red box.

Alert name	Message	Object that triggered this	Active	Trigger time	Acknowledge	Acknowledge	Alert Limitation
Node is down	Node is down	Windows Laptop	1m	26/9/2019 5:09 pm	Acknowledge	Not yet...	

Figure 31: Log of all active alerts in Solarwinds

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 displays the 'sendQuick® AlertPlus Server Admin' interface. On the left is a sidebar with navigation links: Account: admin, Dashboard, Server Setup, Messaging Setup, Modem Setup, Filter Rules, Network Monitor, Security Setup, Password Management, Backup & Diagnostic, and Usage Logs. The 'Usage Logs' section is expanded, showing 'Message Log', 'Conversation Summary', 'Email Log', and 'Alert Log'. The main content area is titled 'Usage Logs > Message Log' and features tabs for 'Queue', 'Sent', 'Unsent', and 'Inbox'. The 'Sent' tab is active, and the 'SMS' sub-tab is selected. Below the tabs, there are search filters for 'Search From' (26/09/2019) and 'To' (26/09/2019), a 'Show' dropdown set to '100 entries', and a search input field. A table of message logs is displayed, with columns: No, Date & Time, Delivery Date, Turnaround Time, Sender, Mobile Number, Message, IMEI, Priority, and a checkbox. Three entries are listed, all with a priority of 5. The messages are from 'solarwinds@talariax.com (SolarWinds Alerts)' to a mobile number '93873088'.

No	Date & Time	Delivery Date	Turnaround Time	Sender	Mobile Number	Message	IMEI	Priority	
1	26/09/2019 17:27:40	26/09/2019 17:27:40	06:27	solarwinds@talariax.com (SolarWinds Alerts)	93873088	solarwinds@talariax.com:ALERT: Node Windows Laptop is Down:ALERT: Node Windows Laptop is Down. Metrics with problems: ? Percent Packet Loss (Exceeded C	359180083533965	5	<input type="checkbox"/>
2	26/09/2019 17:27:34	26/09/2019 17:27:35	06:21	solarwinds@talariax.com (SolarWinds Alerts)	93873088	ritical threshold) http://DESKTOP-KVDBINP.8787/Orion/View.aspx?NetObject=N.88 Metrics with problems: ? Percent Packet Loss (Exceeded Critical threshol	359180083533965	5	<input type="checkbox"/>
3	26/09/2019 17:27:27	26/09/2019 17:27:35	06:14	solarwinds@talariax.com (SolarWinds Alerts)	93873088	d) http://DESKTOP-KVDBINP.8787/Orion/Netperfmon/AckAlert.aspx?AlertDefID=29	359180083533965	5	<input type="checkbox"/>

Figure 32: Message log of sendQuick