SolarWinds Orion – sendQuick Integration Guide
Version 1.1

REVISION SHEET

Release No.	Date	Description
1.0	21/10/2019	First published version
1.1	18/02/2021	Revised with new format

Table of Contents

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 :
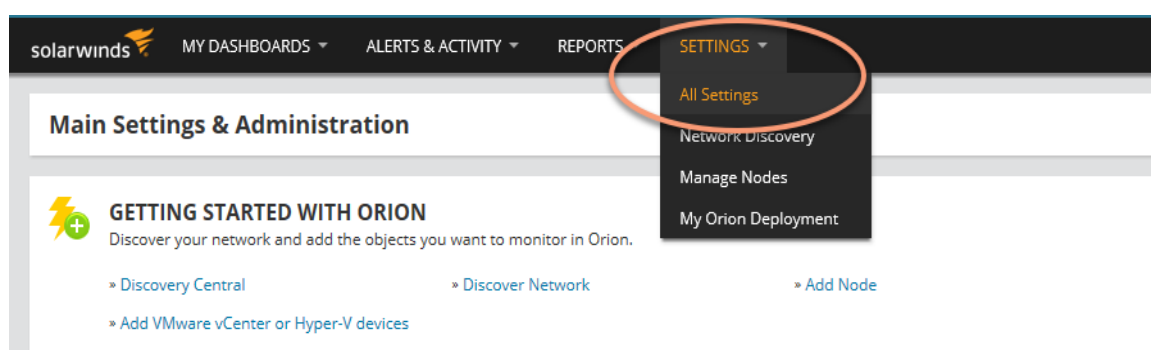
SETTINGS > All Settings

Figure 1: Configure settings on Solarwinds

Scroll down to the **ALERTS & REPORTS** section, click on **Manage SMTP Servers**
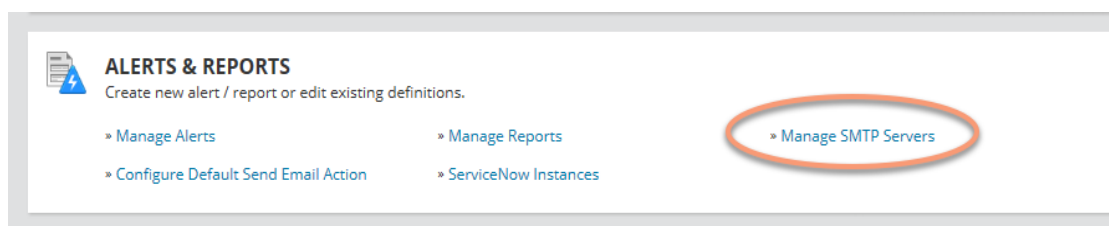
Figure 2: Select "Manage SMTP Servers" under Alerts and Reports

Click on **ADD SMTP SERVER**
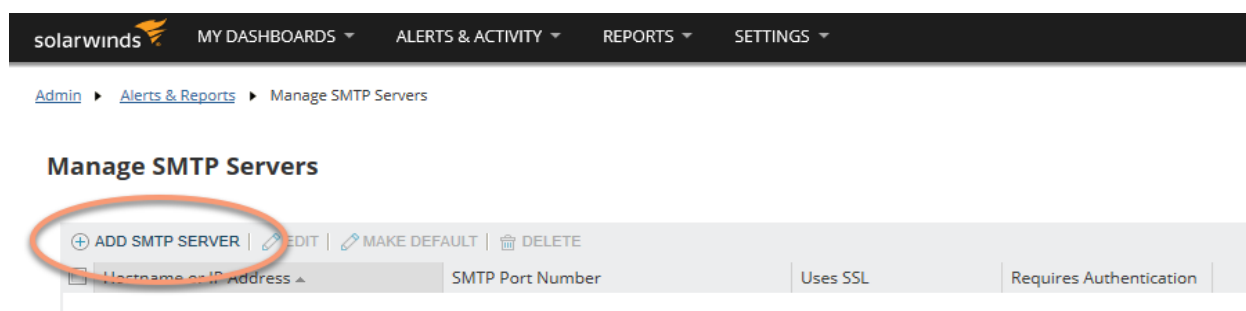
Figure 3: Add SMTP Servers

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.
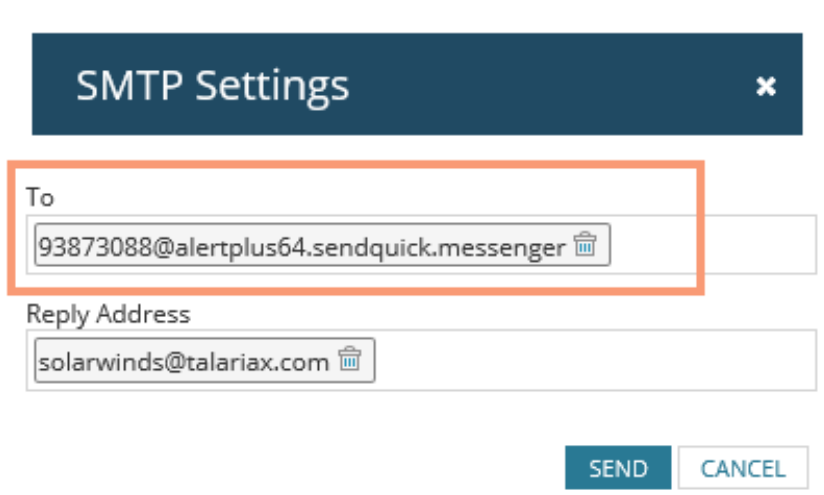
Figure 4: Configuring the SMTP server

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**.

Figure 6: Sending email to test configuration

*Quick*tip - 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***
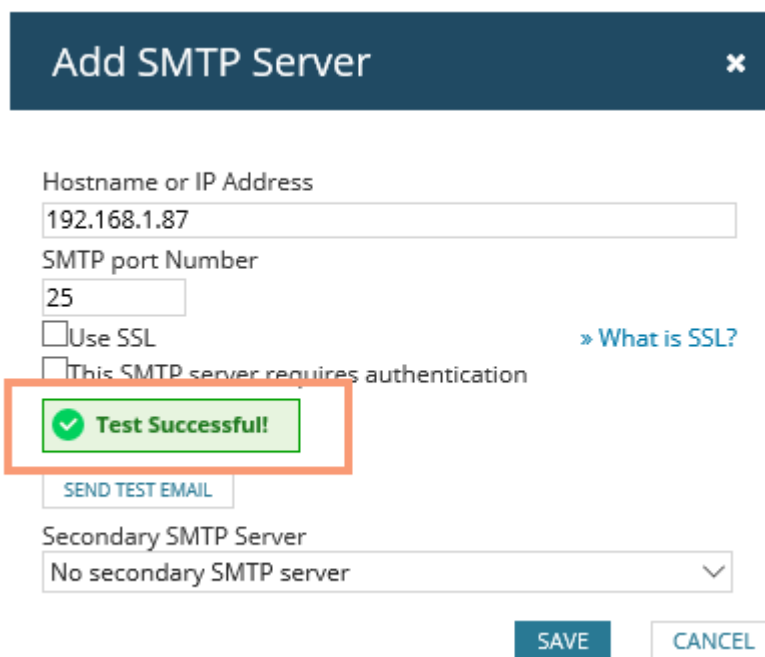
Figure 7: System Overview

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

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.

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
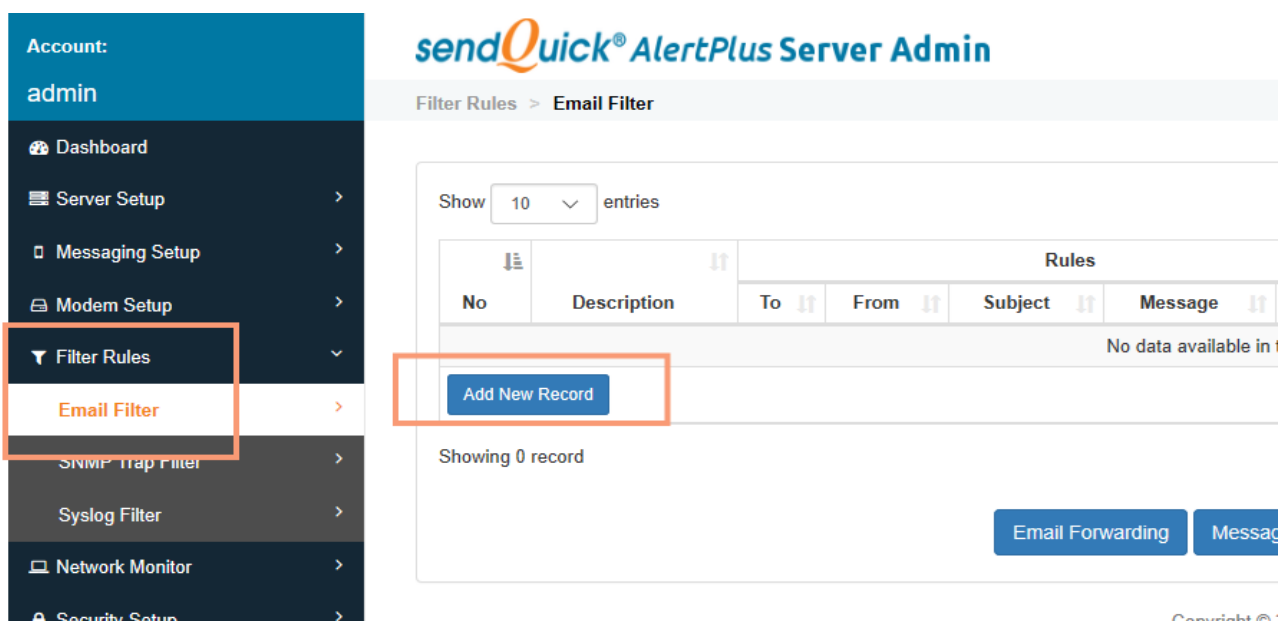
Figure 10: Setting up Email filter on sendQuick

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**.

Figure 11: Configure the email filter rule

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

Figure 12: To view more details of the filter rule

Then click on **Add New Record**

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*)

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
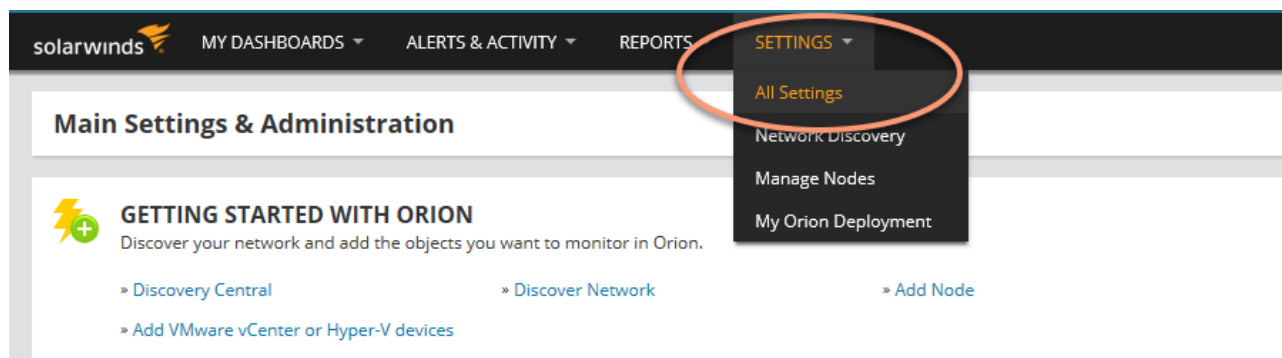
Figure 15: Select Settings from Solarwinds dashboard

Scroll down to the **ALERTS & REPORTS** section, click on **Configure Default Send Email Action**
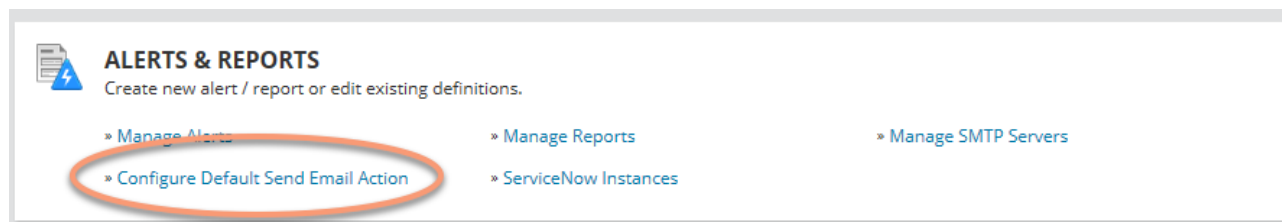
Figure 16: Configure Default Send Email action under Alerts and Reports

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.

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*

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.

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.

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
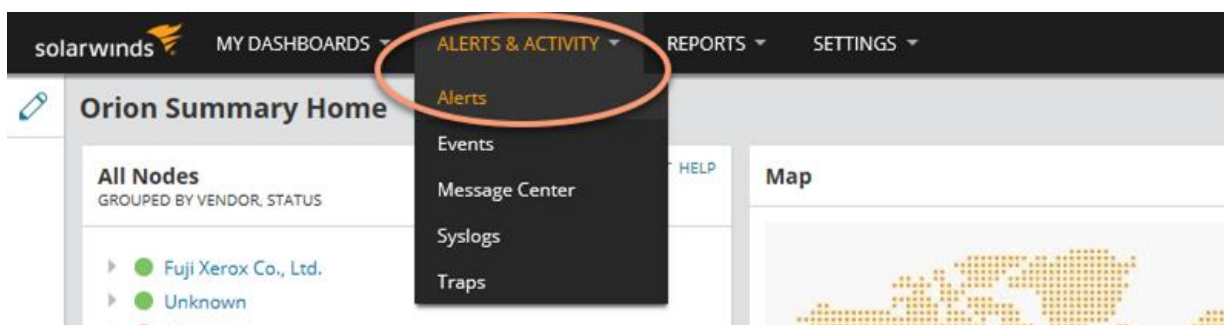
Figure 21: Alert settings on Solarwinds dashboard

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.
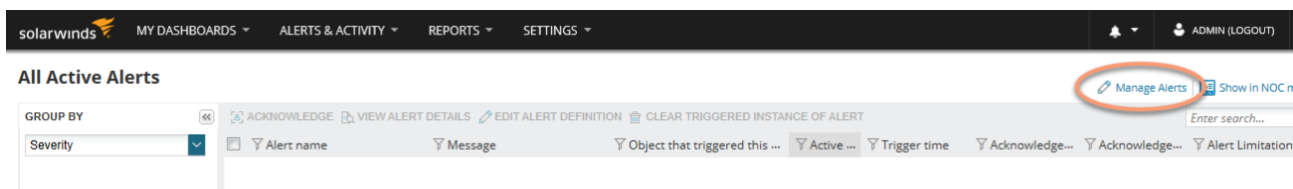
Figure 22: Manage Alerts on Solarwinds

To add a new alert, click on **ADD NEW ALERT**
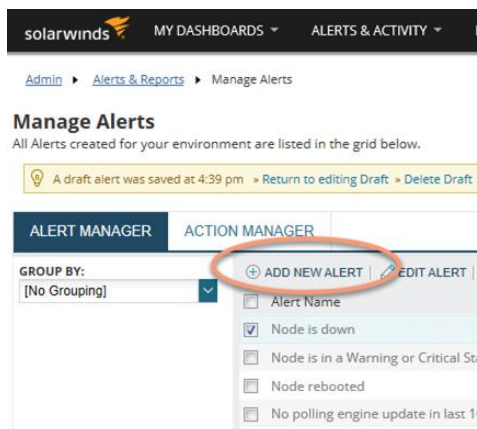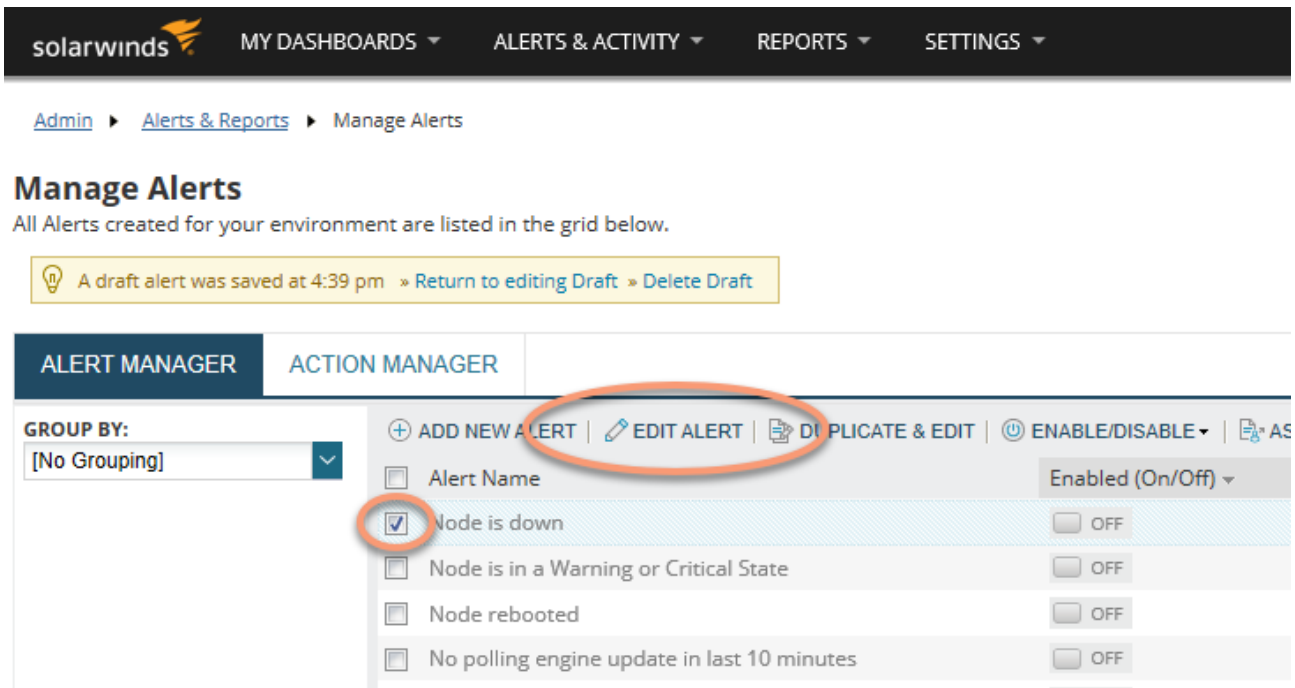
Figure 23: Add new alert

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.**
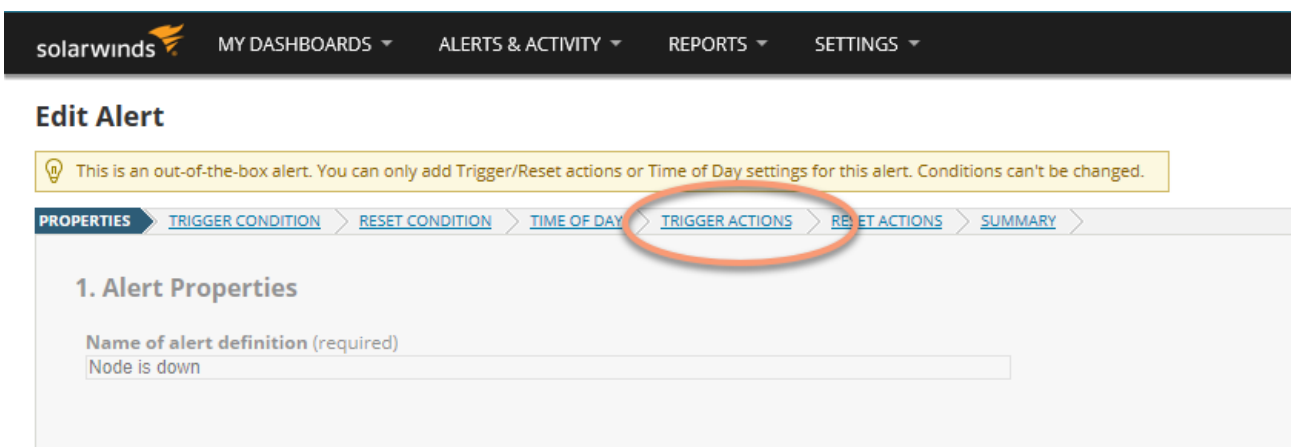
Figure 24: Edit alert

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.

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.

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.**
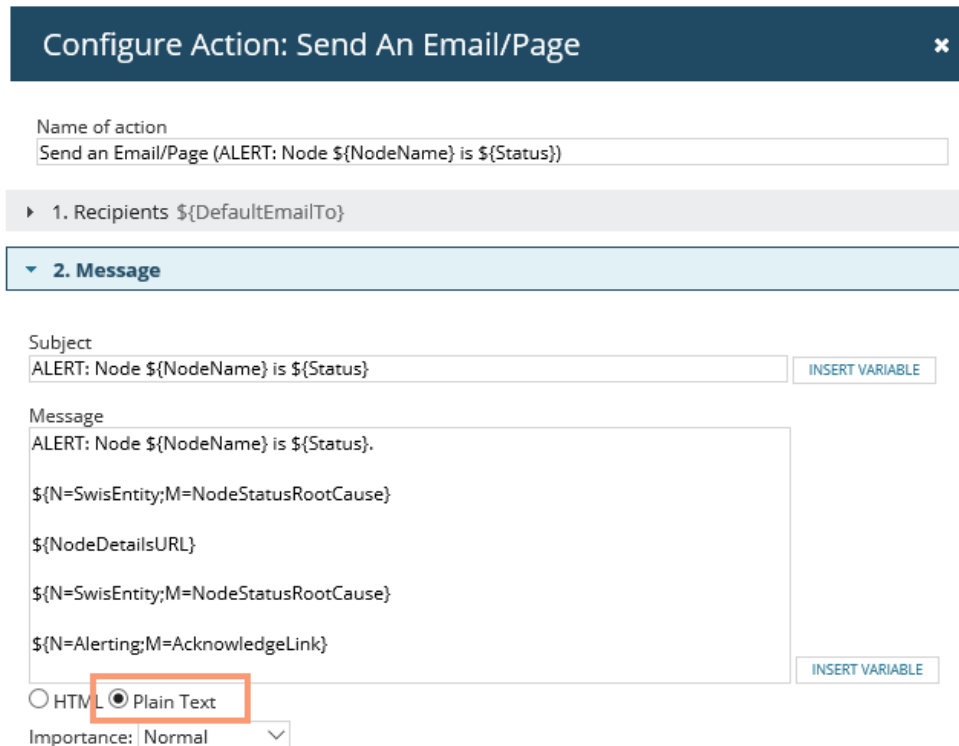
Figure 27: Configure email to receive notification

Configure the alert message to send with the relevant variables used by SolarWinds Orion. Ensure the message type is **Plain Text.** Click on **NEXT.**
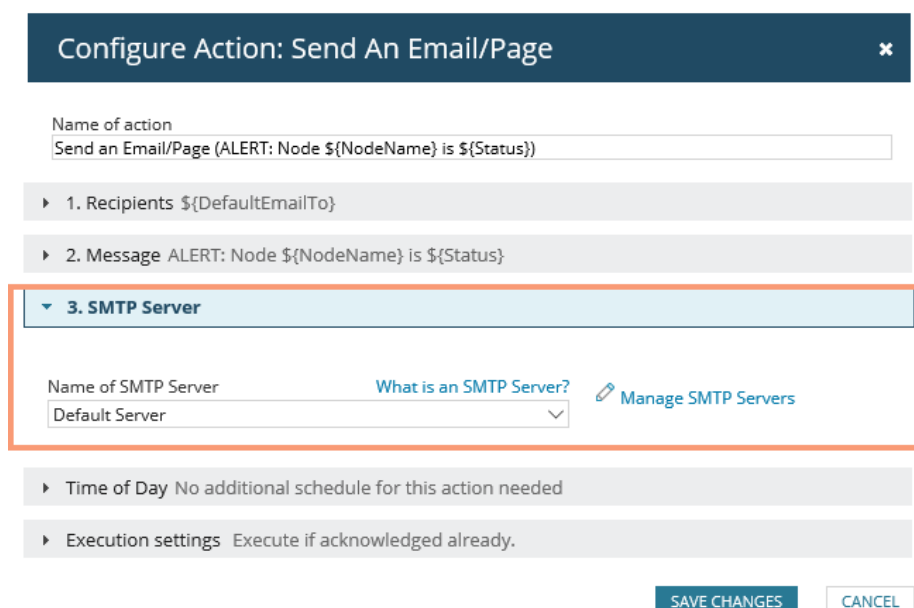
Figure 28: Configure message type for the Alert

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.**
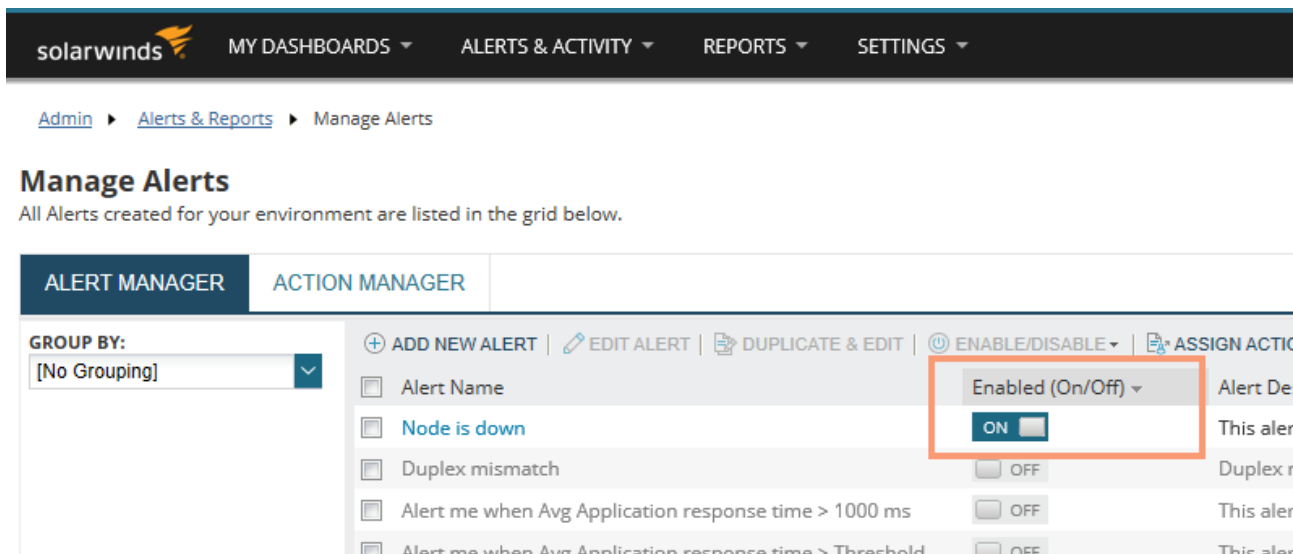
Figure 29: Define SMTP Server for the Alert

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

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**

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.

Figure 32: Message log of sendQuick