Send Quick[®]

Alibaba Cloud Monitor – SendQuick Cloud Integration Guide

Version 1.0

SendQuick Pte Ltd

76 Playfair Road #08-01 LHK2 Building Singapore 367996 Tel : +65 6280 2881 Fax : +65 6280 6882 Email : info@sendquick.com www.sendquick.com



REVISION SHEET

Release No.	Date	Description
1.0	16/10/2020	First published version
1.1	29/01/2021	Updated with Email Verification



Table of Contents

1.0 Introduction	4
1.1 About SendQuick Pte Ltd	4
1.2 About SendQuick Cloud	4
1.3 Purpose of Document	4
2.0 Configure in SendQuick Cloud	5
2.1 Email Filters in SendQuick Cloud	5
2.2 Cloud Provider in SendQuick Cloud using Webhook	6
3.0 Configure Alibaba Cloud Monitor Alert Contacts	8
3.1 Configure Email Alert Contact for SendQuick Cloud in Cloud Monitor	8
4.0 Configure Alert Rules with SMTP and Webhook1	2

Alibaba Cloud Monitor – SendQuick Cloud Integration Guide

1.0 Introduction

1.1 About SendQuick Pte Ltd

SendQuick[™] 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, SendQuick'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 Cloud

SendQuick Cloud is a cloud based Software-as-a-Service (Saas) application to monitor and notify for cloud based incidents with omni-channel messaging capability. It has ability to monitor using ICMP Ping, Port check and URL check. It has policy based notifications using Email and Webhook, supporting any applications as well as Cloud Providers like AWS, Azure, Alibaba Cloud, Google Cloud and Oracle. Given the above integration methods, SendQuick Cloud is able to work with any applications to send notifications. Supporting notification channels include SMS, Telegram, Slack, Facebook Messenger and others. Lastly, there is Roster for messaging based on duties and time frame for each recipients, reducing alert fatigue.

1.3 Purpose of Document

This document is a guide on how to integrate SendQuick Cloud with Alibaba Cloud Monitor to send message notifications and alerts. In this guide, we will be using SendQuick Cloud for the integration.

Alibaba Cloud Monitor is accessible from the Alibaba Console. You will need to login to **Alibaba Cloud Console** and select **Product and Services (on the Left Menu)** and is presented with all the Alibaba Cloud options. Navigate to **Monitor and Management** and select **Cloud Monitor**. You will need to configure the Alert function as found in the Left Menu and shown in the diagram below.



≡	C-) Alibaba Cloud	Q Search	Expenses Ticket	s ICP Enterprise Support
	Products and Services	Q Enter a keyword		
à	Direct Mail	ApsaraDB for MongoDB	Short Message Service	
	Elastic Compute Service	ApsaraDB for Memcache		Anti-DDoS Basic
4	ApsaraDB for RDS	Distributed Relational Database Service	Monitor and Management	Server Guard
٩	Virtual Private Cloud	Time Series Database	Cloud Monitor	Web Application Firewall
0	Object Storage Service	Data Lake Analytics	Resource Access Mana	SSL Certificates
×	Alibaba Cloud CDN	Database Backup Service	ActionTrail	Anti-DDoS Pro
~	Server Load Balancer	ApsaraDB for PolarDB	Application Real Time Monitoring Serivce	Security Center
⊕	Domains	ADB for MySQL	Cloud Config	GameShield
	Marketplace	AliCloudDB for OceanBase	Resource Management	Anti-Bot Service
0	in an a part of	Advanced Database & Application Migr	Application Services	Cloud Security Scanner
(-)	DTplus Overview	ApsaraDB for HBase		Anti-DDoS Premium
		ApsaraDB for Cassandra	Message Notification Service	Cloud Firewall

Figure 1: Alibaba Cloud Monitor Products and Services Page

In Alibaba Cloud Monitor, you can send Alert via Email (SMTP) and Webhook (HTTP) method. This document will explain both methods in details in the following sections.

2.0 Configure in SendQuick Cloud

SendQuick Cloud is designed to complement the systems, virtual instances, devOps and other applications on the cloud for sending message notifications when an event happen. This will your services uptime for your cloud services.

2.1 Email Filters in SendQuick Cloud

SendQuick Cloud can receive any emails (SMTP) from any applications, apply the configured filters (policies) and if the condition matches, messages will be sent to the recipients. When starting to configure, create an account in SendQuick Cloud and go to **Email Filter** (left Menu) and **Create New Mail Filter Rule**. You will be presented with the interface as shown below.

You will notice the Email Address **TO** as the first Policy item. The email address is preassigned by SendQuick Cloud and will follow the name of your account name. This email address cannot be changed and will be used to configure in Cloud Monitor as explained in section 3.1.



Alibaba Cloud Monitor - SendQuick Cloud Integration Guide 1.0

Imail Filter Imail Filte	usademocompany	Send	luic	k° Clo	ud					
Usademocompany (Super Admin) LE Analytics Le Analytics Create New Mail Filter Rule Inbox Show 10 entries Search: Show 10 entries Search: Rule R		Email Filte	r Help	En En	glish ✓	Alerts -	= · / P C	hange Pass	word (→	Logout
E: Analytics	usademocompany (Super Admin)			,	The selected rec	ord(s) have been	deleted. $ imes$			
	E Analytics					_				
Show 10 entries Show 10 entries Show Network Method Rule Name To From Subject Message Buffer Match Date Created No data available in table Previous Netsage Previous Net	😫 User 💦 🔅	Create N	ew Mai	I Filter Rul	e Inbox					
▲ Cloud Providers Name To From Subject Message Rule Time Buffer Match Mode Date Created □ ▼ Email Filter Showing 0 to 0 of 0 entries Showing 0 to 0 of 0 entries Image: Showing 0 to 0 of 0 entries Image: Showing 0 to 0 of 0 entries Previous Next	Device	Show 10	∽ en	tries			S	earch:		
A Network Monitor Name To From Subject Message Buffer Mode Created Email Filter	Cloud Providers	Rule			*		Rule	Match	Date	
Temail Filter No data available in table Message Broadcast Showing 0 to 0 of 0 entries Previous Next	A Network Monitor	Name	То	From	Subject	Message	Buffer	Mode	Created	
Message Broadcast Showing 0 to 0 of 0 entries Previous Next	▼ Email Filter				No d	ata available in ta	ble			
	Message Broadcast >	Showing 0 to	0 of 0 en	tries					Previous	Next
Configuration	Configuration					Sel		ule Time B		lete

Figure 2.1: SendQuick Cloud Email Filter

usademocom	pany	SendQuick [®] Cloud
sondQuick*		Help - I English - Alerts P Change Password (+) Logout Email Filter / New Filter Rule Create New Mail Filter Rule
usademocompany (Super	r Admin)	
LE Analytics	>	Rule Name :
😫 User	>	New Rule
Device	>	To : placeholdemail@sendquickcloud.com
Cloud Providers	>	Trigger alert when the email is received with this receiver.
A Network Monitor		
Temail Filter		Trigger alert when the email is received with this sender. Subject :
🗩 Message Broadcast	>	
Configuration	>	Trigger alert when email is received with this subject.
		Trigger alert when email is received matching the content here.

Figure 2.2: Creating New Email Filter Rule

2.2 Cloud Provider in SendQuick Cloud using Webhook

The second method to integrate between Cloud Monitor and SendQuick Cloud is using Webhook method. This is via an Application Programming Interface (API) where the event information is sent to SendQuick Cloud and SendQuick Cloud will process and check against the pre-configured policies (conditions). If the conditions are met, it will trigger an alert to the assigned users.



In summary, the flow is as below:



The webhook sending to SendQuick Cloud is found on the Service Configuration for Cloud Provider in SendQuick Cloud. This is depicted in interface below.

usademocompa	ny
sendQuick*	
usademocompany (Super Adr	nin)
E Analytics	2
User User	>
	>
Cloud Providers	~
C-J Alibaba Cloud	
aws	
Soogle Cloud	
Microsoft Azure	
ORACLE	
A Network Monitor	
Temail Filter	
Message Broadcast	>
Configuration	>

Figure 3.1: SendQuick Cloud Menu (left)

Chose the Cloud Provider as shown on the left Menu in the diagram above.

Copy the Integration URL as shown on the top of the Integration page. This is the URL to be configured in Cloud Monitor as shown in section 4.0.



end	Quick	°C	loud					
	Help -	AE:	English	~	Alerts -	.	P Change Password	(→ Logout
Cloud P	roviders / Al	libaba	1					
			Integra	ition Ke	ey :			
			e92	115db	b10f908d0c9	b3de2a	337f5b94e386c7f1252	2 Copy
			Integra	ition UF	RL :			
			http	s://us	.sendquickclo	ud.com	/alibaba/alibaba_proce	е Сору
			Create	Alibal	ba Rule			

Figure 3.2: Cloud Providers Integration Information

3.0 Configure Alibaba Cloud Monitor Alert Contacts

When any event happens or there is a need to send a notification alert, Alibaba Cloud Monitor (Cloud Monitor) can trigger an email to SendQuick Cloud. SendQuick Cloud will then convert the email message to alerts and send to mobile phone based on the policy (filter) rules assigned. The email messages are sent from Cloud Monitor to SendQuick Cloud for processing.

In Cloud Monitor, the first configuration is to configure the Alert Contacts, creating the recipient list to receive the notifications. Since SendQuick Cloud is used to manage the recipients on the different channels, you just need to configure one (1) email in Alert Contacts. This is explained below.

3.1 Configure Email Alert Contact for SendQuick Cloud in Cloud Monitor

On the main page of Cloud Monitor, select **Alerts** and **Alert Contacts**. These are shown in the Figures below.

E C-) Alibaba Clou	Q Search	Expense
Cloud Monitor	Overview	
Overview	Alert Question	
Dashboard \lor	Alert Overview	
Application Groups		
Host Monitoring		
Event Monitoring	Iotal Alarms in / Days Alarms	Insufficient Data
Custom Monitoring	<	
New Site Monitor $$		
Cloud products	Resource Usage®	





Once selected, select **Create Alert Contact**, provide a **Name**, insert the **Email Address** (from SendQuick Cloud), verify and select **OK**. This will create the new contact and an email will be sent to the recipient (in this case SendQuick Cloud) for verification.

E C-) Alibaba Cloud	Q Search	Expenses Tickets ICP Enterprise Support Official Site 🖸 🗘 🕐 EN 🧕
Cloud Monitor	Alert Contacts	Set Alert Contact X
Host Monitoring	Alert Contacts	sendQuick onCloud
Event Monitoring	Alert Contacts Alert Contact Group	start with a Chinese or English character.
Custom Monitoring	Créate Alert Contact Contactors 😒 Enter an Instance name	Email ID:
New Site Monitor	Rame Email ID	democompany@sg.sendquickoncloud.com
Cloud products	JS Wong jswong@talariac.com	DingTalk Robot:
Alerts 🔿 🤇		
Alert Logs		Alert Notification Information Language Automatic Chinese English
Alert Templates		
Alert Rules		How to get the DingTalk relief address
Alert Contacts		⊘ approved >>>
Initiative Alert		
		CKCancel

Figure 4.3: Setting Alert Contact

Do note that Cloud Monitor requires the email to be verified to be confirmed. There is an Inbox in Email Filter Rules in SendQuick Cloud that capture all the emails. The Email from Alibaba will be logged in this Inbox (see below).







Show 10 v entries Search:						
1† From	∬ Subject	Content	Date & 11 Time			
no-reply@sns.amazonaws.com	AWS Notification - Subscription Confirmation	You have chosen to subscribe to the topic: arn:aws:sns:us-west- 1:064352110866:test To confirm this subscription	26 Jan 2021, 16:33 PM			
monitor- sg@monitor.alibabacloud.com	Alibaba Cloud Monitor- Email activation code	Alibaba Cloud Monitor-Email check code	26 Jan 2021, 16:27 PM			
noreplylf02@mail01.huawei.com	SMN-Confirming Your Subscription	Dear Sir or Madam, Welcome to Simple Message Notification (SMN) service. You are invited to subscribe to the topic:	26 Jan 2021, 16:03 PM			
noreply@notification.us- phoenix-1.oci.oraclecloud.com	Oracle Cloud Infrastructure Notifications Service Subscription Confirmation	You have chosen to subscribe to the topic: test_email (Topic OCID: ocid1.onstopic.oc1.phx.aaaaaaaa7thq7mckml4betyzc	26 Jan 2021, 15:42 PM			
	Oracle Olaud	we have a second of the second s	00.1			

Figure 4.5: SendQuick Cloud Email Inbox

Select the Inbox (after Alibaba has sent the Email), click on the Alibaba email message, Click on the Confirm Email link and the confirmation/verified page will confirm the process.



		_
Email Filter / Inbox / Email Content		
Alibaba Cloud Monitor-Email activation code	26 Jan 2021, 16:27 PM	
From : monitor-sgigmonitor alibabacloud.com		
Your E-mail is being added to the cloud m	onitoring alarm contact sqtest. If you agree, please click https://c	Click and email
m that the activation link is valid for 24 hou	Jrs.	is confirmed, as
		shown
Alibaba Cloud Monitor		in Alibaba page
This is system message and please do not reply		
	Figure 4.6: Alibaba Cloud Monitor Email	
		¥
		7
	Home Products Partners Console Support Help	
Alarm contact has been activated. Thank	you for your use.	
Alibaba Cloud Monitor		
This is system message and please do not reply		
Follow us : 😭 💟 💼	Copyright © Alibaba Cloud 2009-2017 All Right Reserved	
		1

Figure 4.7: Alibaba Cloud Page

The Alibaba Email is ready to use as seen below.

ert Con	tacts				
lei	rt Conta	acts			
Alort	Contacts Al	lert Contact G	010		
Alert		iert contact of		2	
Create	Alert Contact	Contactors N	Enter an instance name	Q	
	Name		Email ID	DingTalk Robot	Alert Group
<	sendQuick onC	loud	democompany@sg.sendquickoncloud.com	>	
	JS Wong		jswong@talariax.com		Default Contact Group
	Add to a contac	t aroun			

Figure 4.8: Verified Alert Contact

Once the Alert Contacts is created, you are ready to configure the Alert Rules.

4.0 Configure Alert Rules with SMTP and Webhook

In Cloud Monitor, the configuration for Email (SMTP) and webhook is configured in the same rule. Hence, this section will explain both methods in the same configuration.

Select **Alert Rules** and **Create Alert Rule** and you will see the interface to configure the rule as below.

	Create Alert Rule t Back to			The applic	ation group alert t	emplate can rea	alize batch alert n	anagement of m	sufficiel instances, and support automatic monitoring of new is
\langle	1 Related Resource								
	Product	ECS	•						
	Resource Range:	Instances	- 0						
	Instances	WWWASP-iZMnct9h9unbexk3a3jenZ0-t4nct9	th9unbexk3a3jen)		•				
	Set Alert Rules								
		ivent alert has been moved to event monitoring	g. View the Detail					Only the top	p 10 resource combinations can be obtained as examples
	Alert Rule:		Where is the alort template?				567		
	Rule Description:	(Agent) Host.cpu.total(Recommend)	1Minute cy *	Continue for 1 _ *	Average •	20	Threshold	*	No Data
	+Add Alert Ruk								
	Mute for:	24 h 🔹 🔍							
	Effective Period	00:00 • To: 23:59 •							

Figure 5.1: Alibaba Cloud Monitor Create Alert Rule Page

Complete the desired resources, rule name, metrics (threshold) and all relevant information in the **Related Resources** and **Set Alert Rules** section as shown above.

Then, move on to **Notification Methods** and you need to select the desired group in the **Notification Contact**, selected Groups. Select the desired group for the rule by moving the list from Left to Right. This is shown in the Figure below.

Notification	Contact Group	All	Selected Groups 1 count	A
Contact	Search	Q	Default Contact Group	
	ITTeam		_	
		<		
\subset	Quickly create a conta	ct group		
Notification Methods:	Email + DingTalk (Info)	\geq		

Figure 5.2: Select Contact Group

You may notice that your contact is not in the group. In the Quickly Create A Contact



Group, select and you will be able to create a group, as shown below.

Add Contact Grou	qu			×
Group Name:	ITTeam			
	Must contain 1-20 characters, including 0 numbers, underscores or \-	Chinese and Eng	ish characters,	
elected Contacts:	Existing Contacts (Create Alert Contact)	All	Selected Contacts	All
	Enter the contact name sendQuick onCloud	Q	JS Wong	
		<		
			Selected 1 instances	

Figure 5.3: Create a New Group with Contacts

Once the group is created, you will be able to select from the Left Box to the Right Group Box, as shown in the earlier Figure. Select the required group and Choose **Email+Dingtalk** for Notification Methods.

This indicate the intention to use Email as the notification method.

Scroll down the page and you will notice the Email subject. You can complete the desired **Email Subject** when the email is sent. You can complete the **Remark** as well.

Email Subject:	Notification From Alibaba Cloud	
Email Remark:	Optional	
HTTP CallBack:	https://sg.sendquickoncloud.com/alibaba/alibaba_process.php?cov=democompany&kev=e42a79c7546b3	Ø
Confirm	Cancel	

Figure 5.4: Email Subject and Webhook

Cloud Monitor group the Webhook configuration in the same Rule page. This is in the **HTTP Callback** URL. You can configure by inserting the Integration URL from Section 2.2. This is the webhook that will send the alert metric from Cloud Monitor to SendQuick Cloud. Once the rule is **Confirmed**, the summary page will display the rule as below.



lert Rules t Back								
Threshold Value Alert	Event Alert							
Create Alert Rule Enter	to search.		Search					
Rule Name	Status (All) 👻	Enable	Metrics (All) 👻	Dimensions (All) 👻	Alert Rules	Product Name (All) 👻	Notification Contact	
Alibaba Alert	OK Enabled	Enabled	(Agent) Host.cpu.total(Rec	Instance Name:WWW ASP-iZt4nct9h9unbex k3a3jenZ(i-t4nct9h9u nbexk3a3jen)	(Agent) Host.cpu.total (Recommend) >=50% I nfo Give an alert 1 con secutive times	ECS	ITTeam View	
ו	⊘ок	Enabled	IOPSUtilization	Instance Name:sqio(r m-gs5r2wkor786myl8 7)	IOPSUtilization >=80% Info Give an alert 3 con secutive times	RDS-DB	Default Contac t Group <mark>View</mark>	Мо
				Instance Namespio(r	ConnectionsUtilization			

Figure 5.5: New Rule Completed

You can create more rules, as desired and use either Email or webhook to send the notifications to SendQuick Cloud.

Upon completion, you can start using SendQuick Cloud and configure all the filter/policies and user roster to receive the alerts on their phones. For more SendQuick Cloud configuration, refer to SendQuick Cloud User Manual or Video Tutorial.