Alibaba Cloud Monitor – sendQuick Cloud Integration Guide

Version 1.0

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Table of Contents

1.0 Introduction 4
1.1 About TalariaX 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 in Cloud Monitor 8
4.0 Configure Alert Rules with SMTP and Webhook 11

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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 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.

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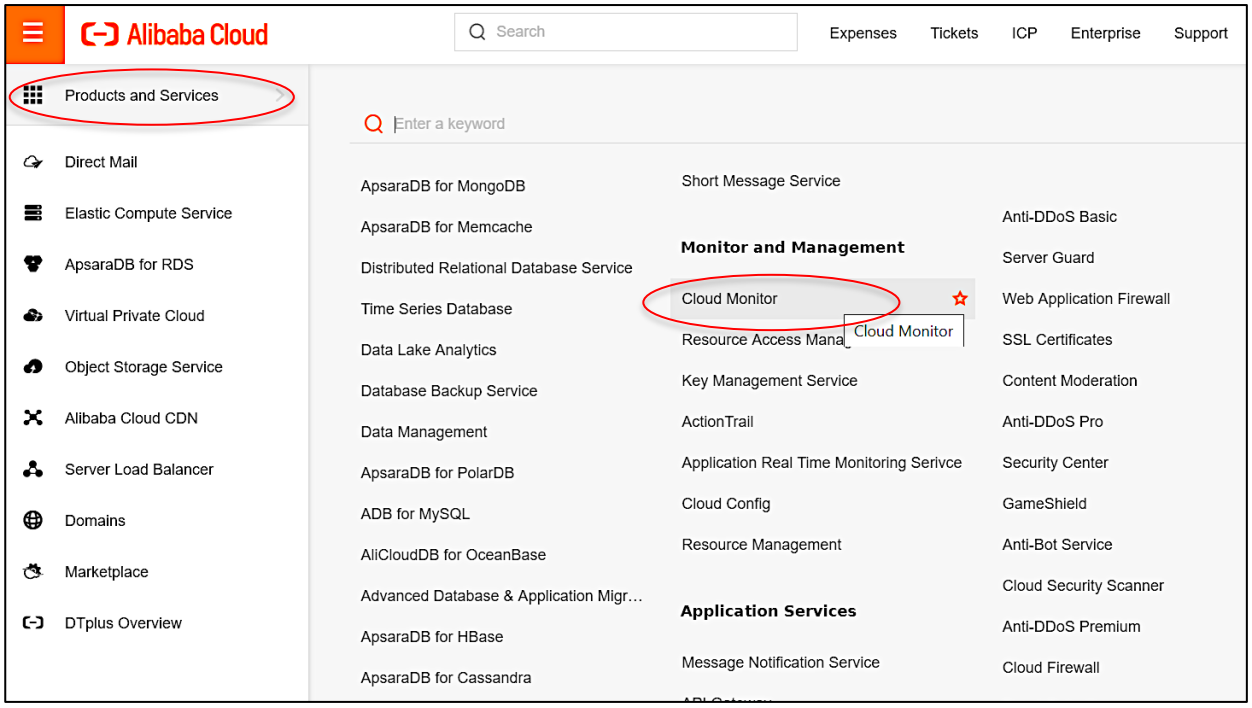

In Alibaba Cloud Monitor, you can send Alert via Email (SMTP) and Webhook (HTTP) method. This document will explain both methods in details in the following sections.

2.0 Configure in sendQuick Cloud

sendQuick Cloud (sendQuick) 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 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 pre-assigned by sendQuick 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.

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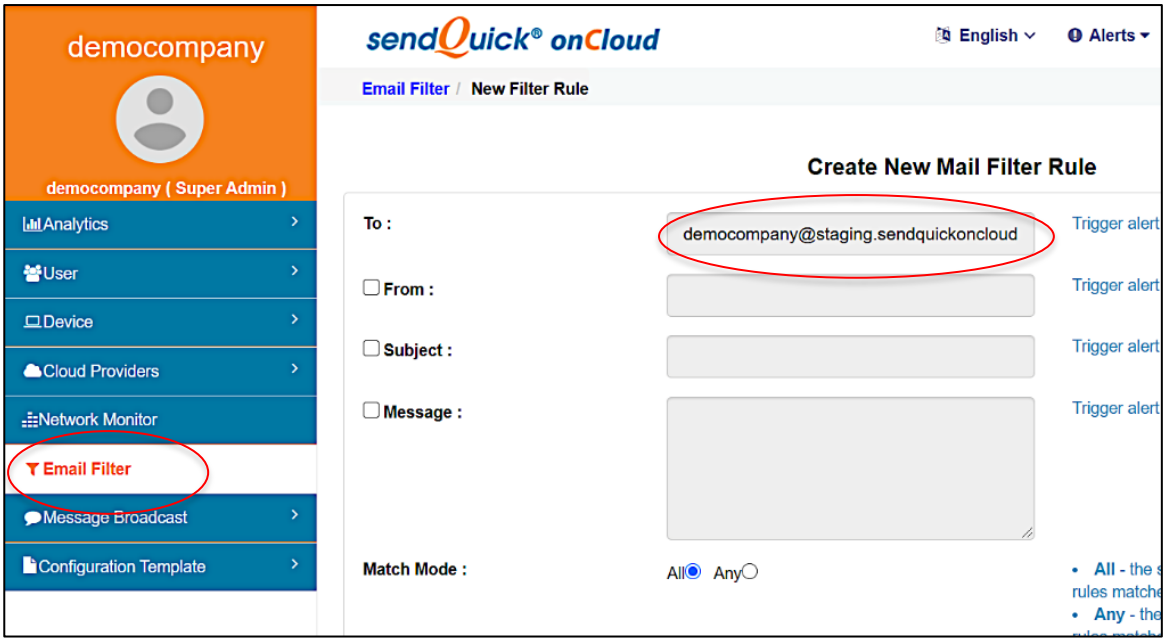
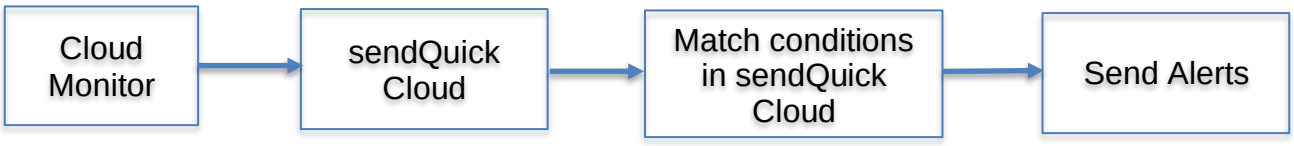


Email Address TO, sending to sendQuick Cloud

2.2 Cloud Provider in sendQuick Cloud using Webhook

The second method to integrate between Cloud Monitor and sendQuick is using Webhook method. This is via an Application Programming Interface (API) where the event information is sent to sendQuick and sendQuick 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 to send to sendQuick is found on the Service Configuration for Cloud Provider in sendQuick. This is depicted in interface below.

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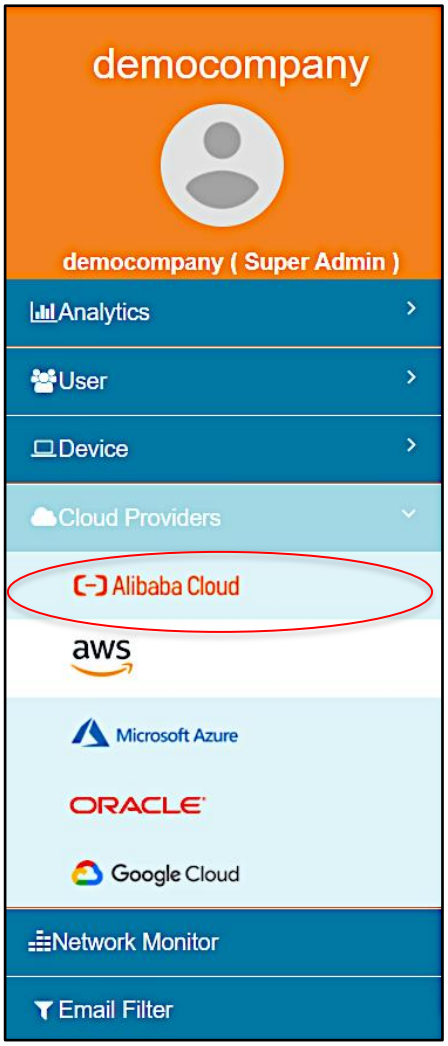
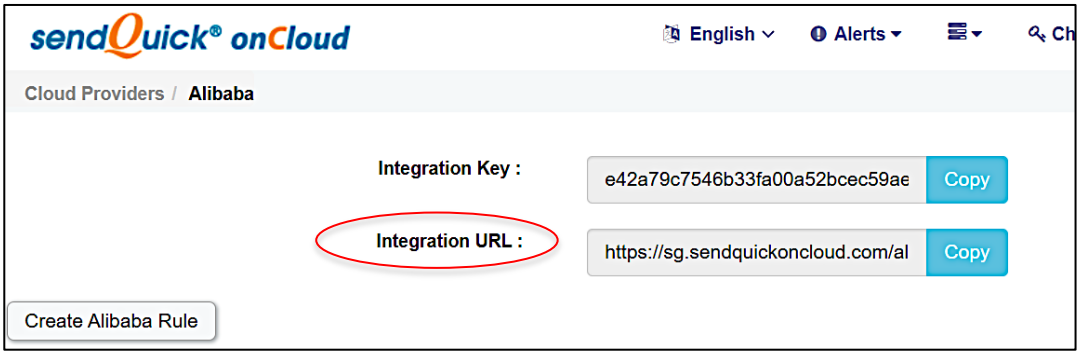


Chose the Cloud Provider as shown on the left Menu in the diagram above.

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.



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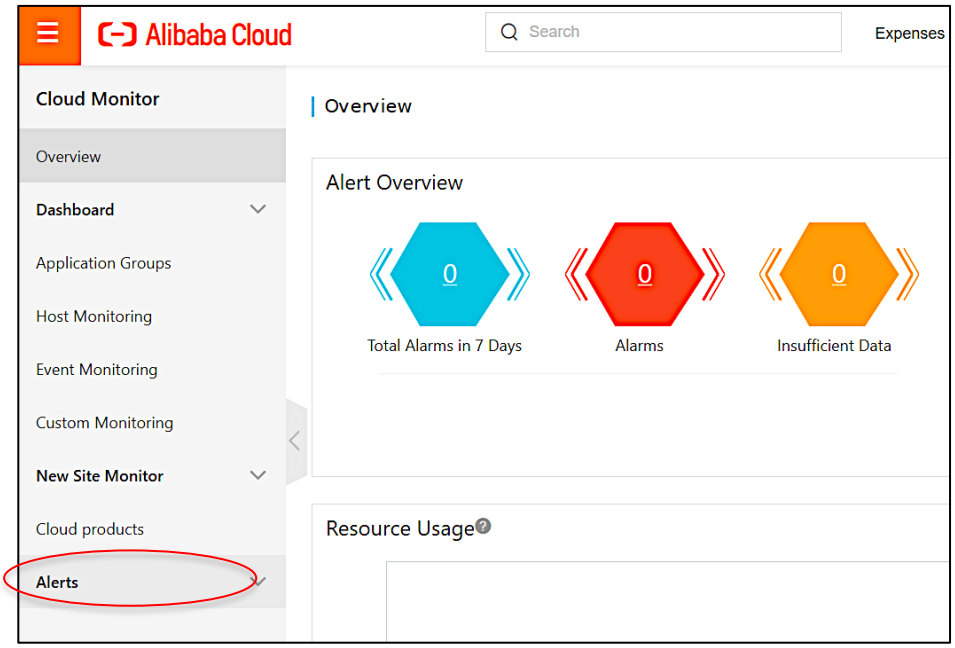
3.0 Configure Alibaba Cloud Monitor Alert Contacts

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). sendQuick 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 for processing.

In Cloud Monitor, the first configuration is to configure the Alert Contacts, creating the recipient list to receive the notifications. Since sendQuick 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 in Cloud Monitor

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



Alerts in Cloud Monitor Dashboard

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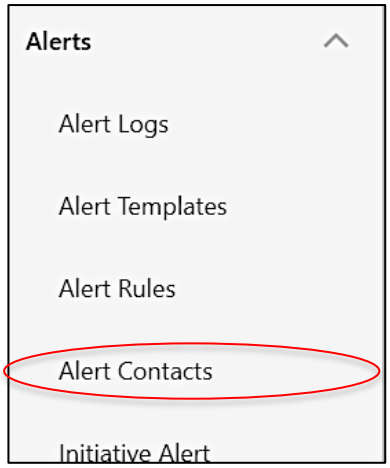
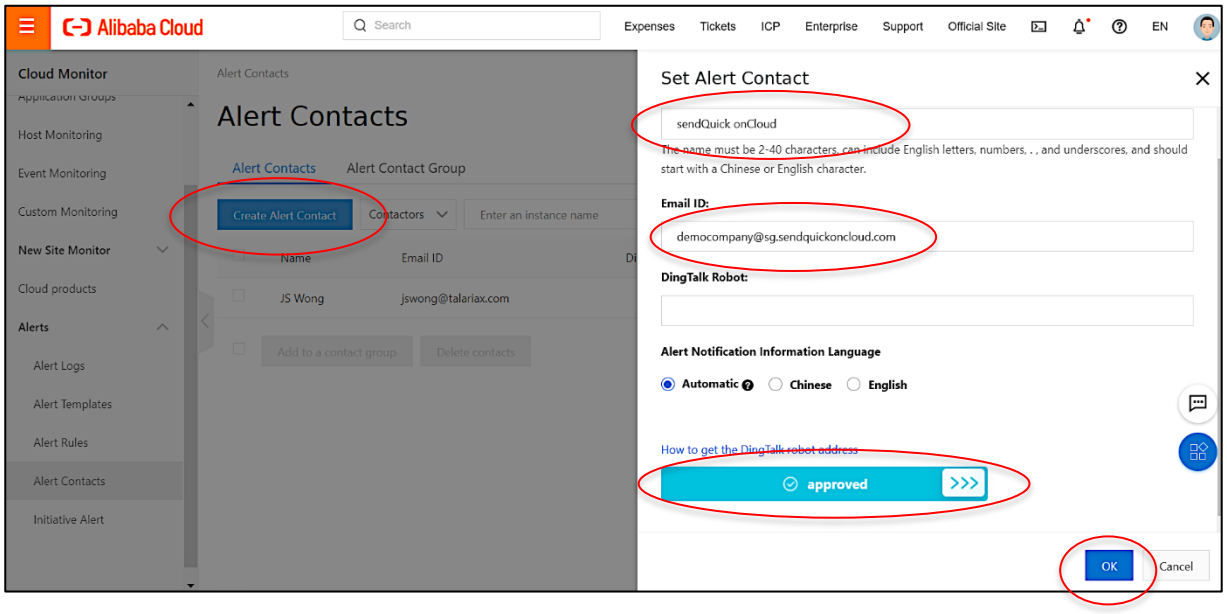
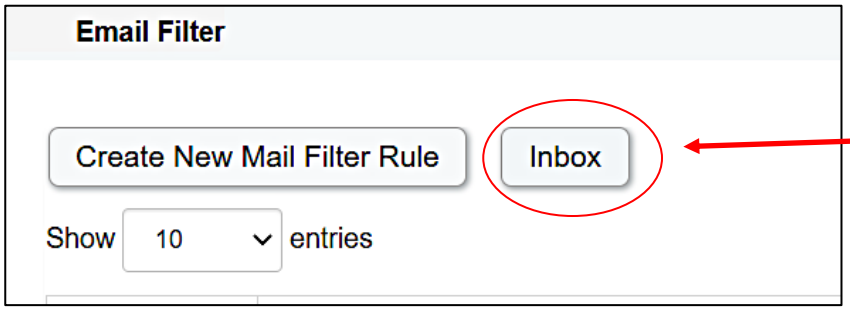


Alert Contacts

Once selected, select **Create Alert Contact**, provide a **Name**, insert the **Email Address** (from sendQuick), 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.



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).



Inbox in sendQuick Cloud Email Filter

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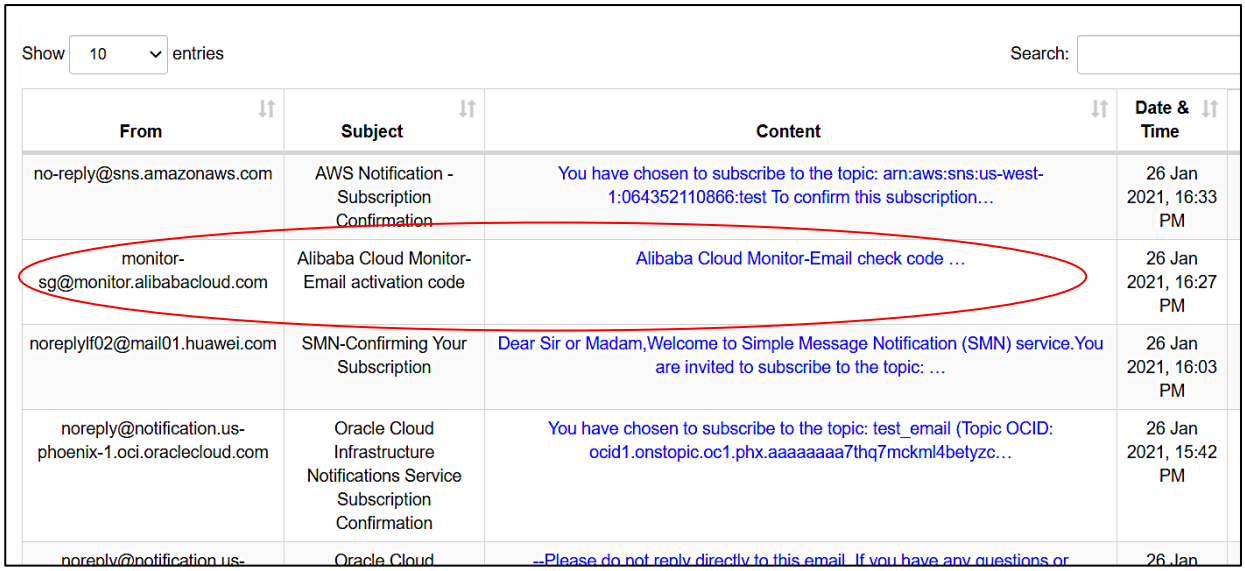
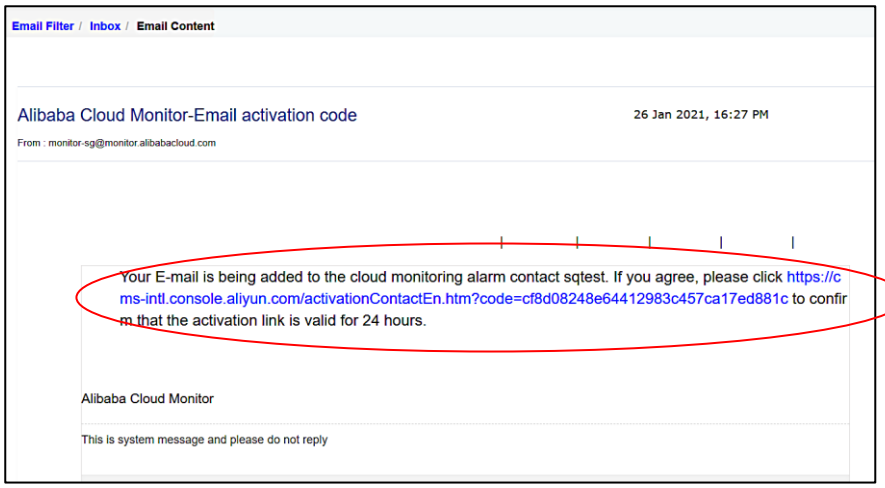


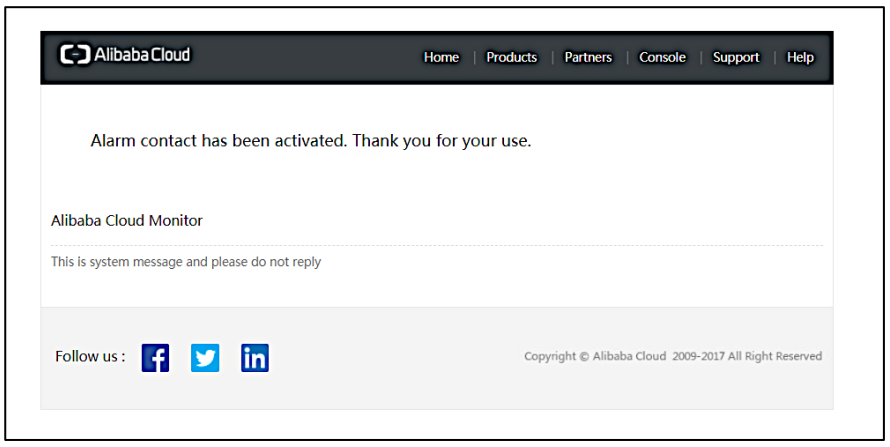
Show 10 entries Search:

From	Subject	Content	Date & 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
noreply@notification.us-	Oracle Cloud	--Please do not reply directly to this email. If you have any questions or	26 Jan

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.



Click and email is confirmed, as shown in Alibaba page



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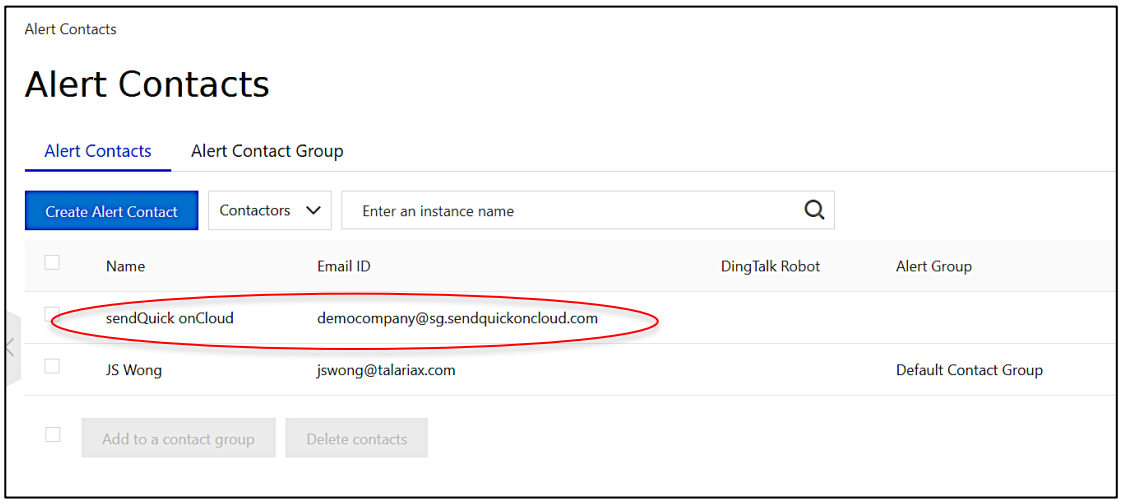
The Alibaba Email is ready to use as seen below.



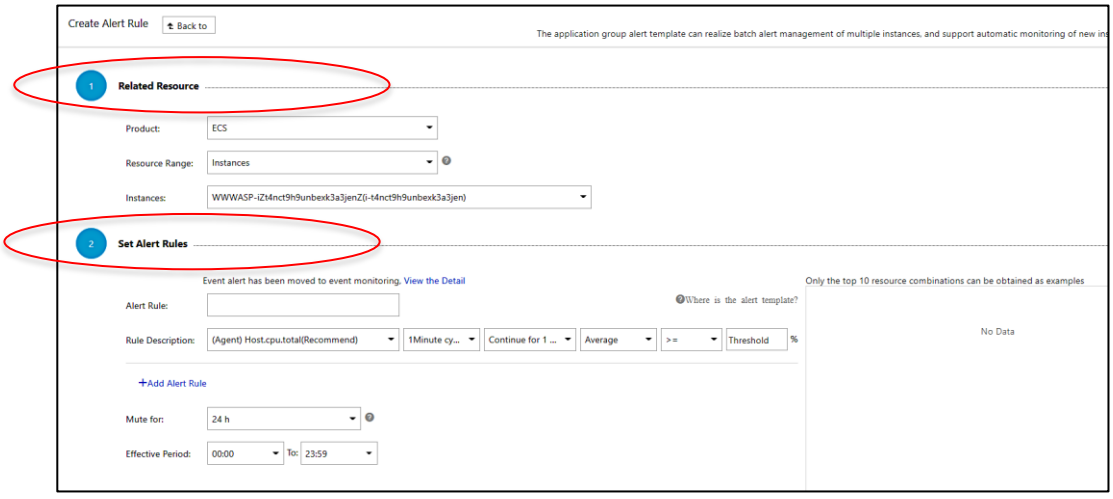
Verified Alert Contact

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.



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.

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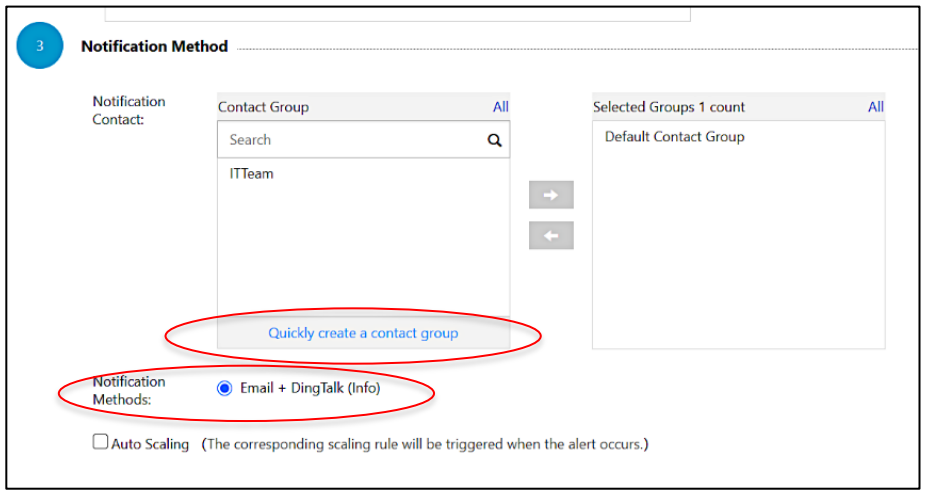
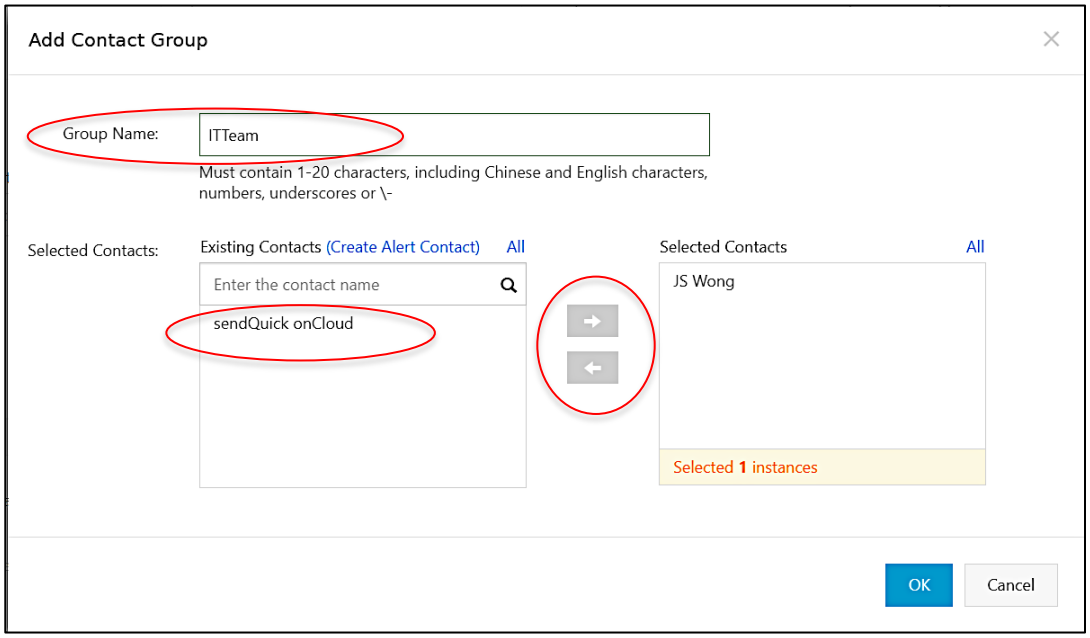


Select Contact Group

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.



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.

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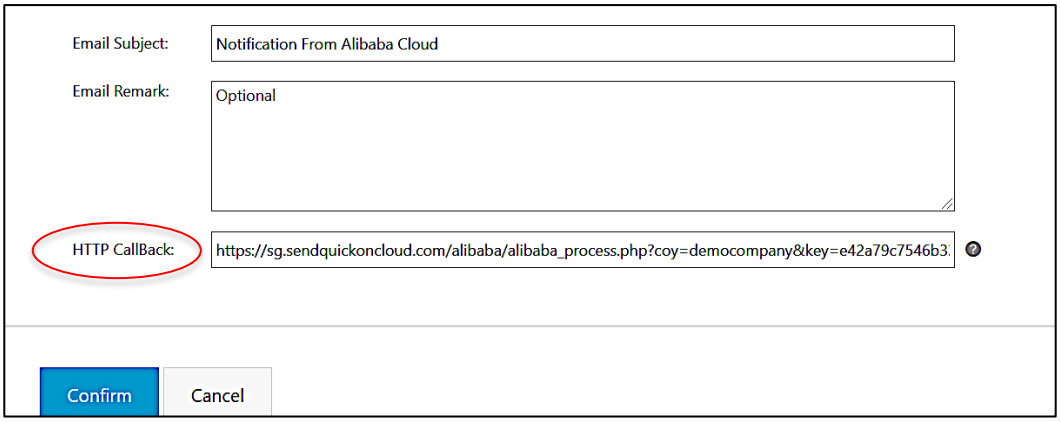
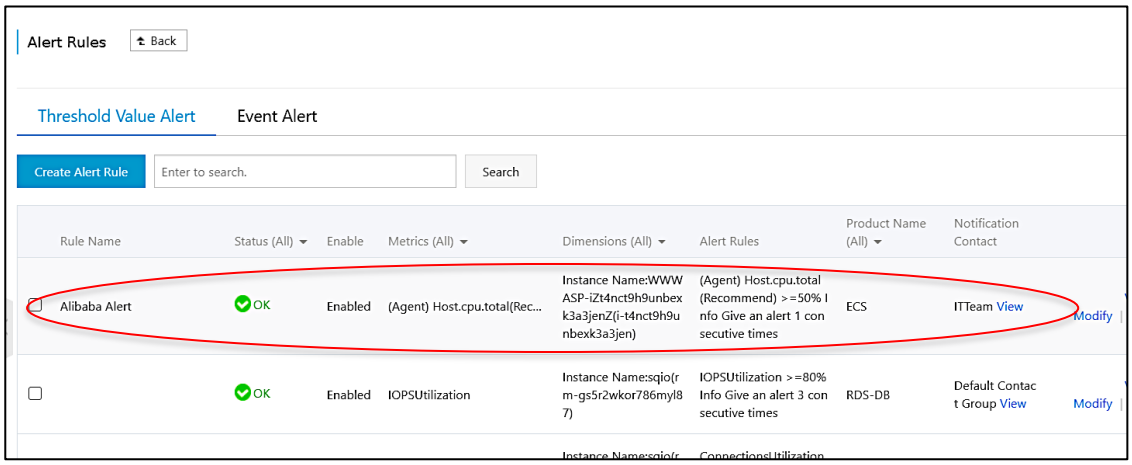


Email Subject and Webhook

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. Once the rule is **Confirmed**, the summary page will display the rule as below.



New Rule Completed

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

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.

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