



Google Cloud Platform (Monitoring) – sendQuick Cloud Integration Guide

Version 1.0

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REVISION SHEET

Release No.	Date	Description
1.0	09/10/2020	First published version

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Google Cloud Platform (Monitor) – sendQuick Cloud 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 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 Google Cloud Platform Monitor service to send message notifications and alerts. In this guide, we will be using sendQuick Cloud for the integration.

Google Cloud Platform (GCP) Monitor used is available at <https://cloud.google.com/monitoring>

There are two ways to send alert messages from GCP Monitor to sendQuick Cloud. You can use any of the following methods

- Webhook method
- Email method (SMTP)

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 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 Google Cloud Platform Monitor as explained in section 3.1.

The screenshot shows the 'Create New Mail Filter Rule' interface in the sendQuick onCloud web application. On the left, a sidebar menu for 'democompany (Super Admin)' includes options like Analytics, User, Device, Cloud Providers, Network Monitor, **Email Filter** (highlighted with a red circle), Message Broadcast, and Configuration Template. The main content area is titled 'Email Filter / New Filter Rule'. It contains a form with the following fields:

- To :** democompany@staging.sendquickoncloud (This field is circled in red in the original image)
- From :** (empty field)
- Subject :** (empty field)
- Message :** (empty text area)

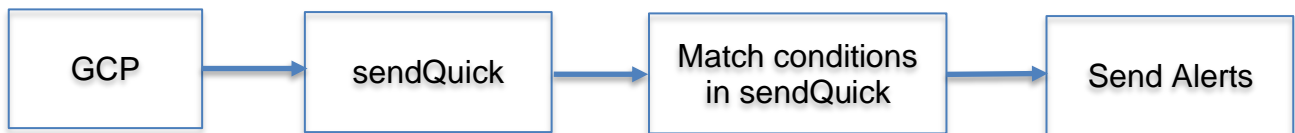
Each of these four fields has a 'Trigger alert' checkbox to its right. At the bottom, the 'Match Mode' is set to 'All' (selected) with an 'Any' option available. A legend on the right explains the match modes: 'All - the rules match' and 'Any - the rules match'.

Email Address TO, sending to sendQuick Cloud

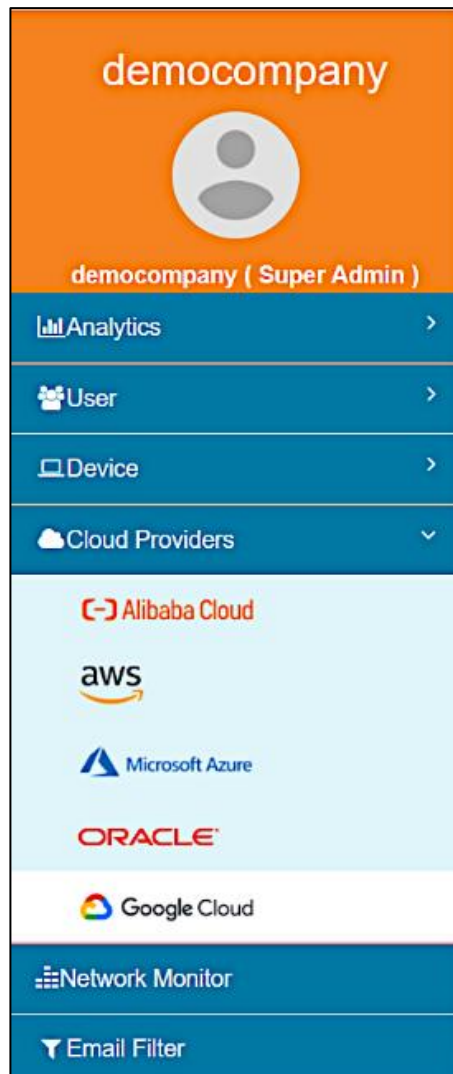
2.2 Cloud Provider in sendQuick Cloud using Webhook

The second method to integrate between GCP 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:

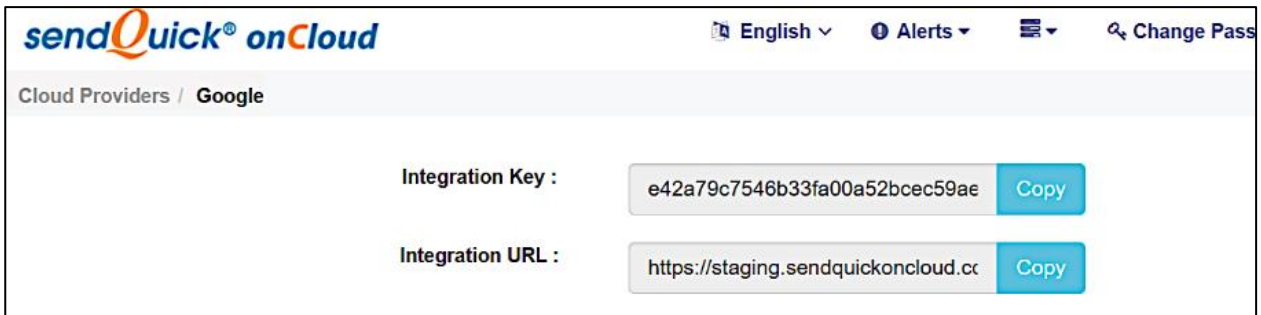


The webhook to send to sendQuick is found on the Service Configuration for Cloud Provider in sendQuick. This is depicted in interface below.



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 GCP as shown in section 4.0.

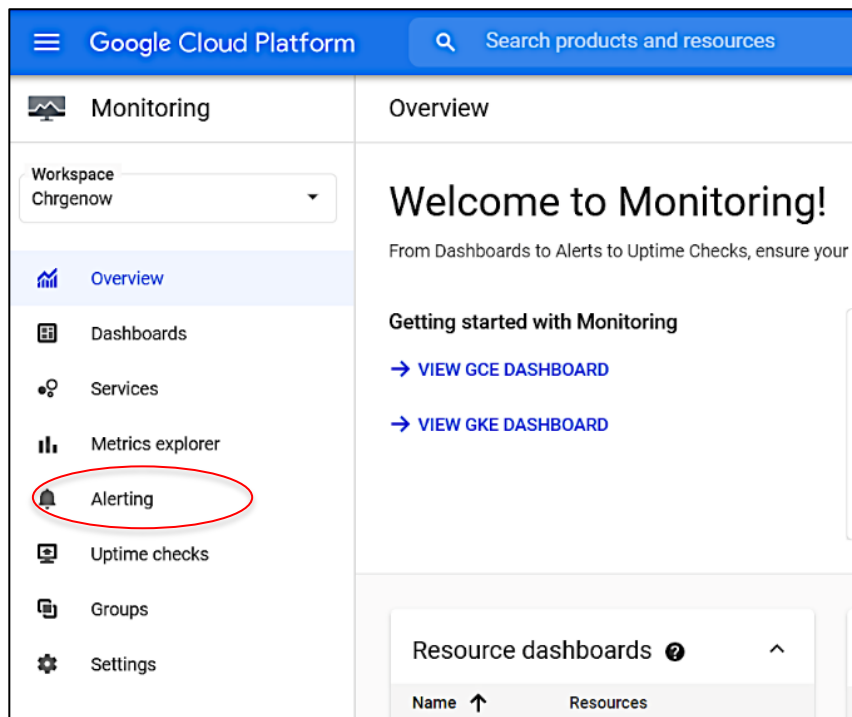


3.0 Send Email to sendQuick Cloud (SMTP Delivery)

When any event happens or there is a need to send a notification alert, GCP 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 is sent from GCP to sendQuick for processing based on the rules in GCP.

3.1 Configure Email Delivery on GCP Monitor

On the dashboard of GCP Monitor, the alert function is found on the left **Menu > Alerting**.



Select Alerting > Create New Policy > Specify the metrics and threshold value to trigger an Alert.

Google Cloud Platform

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- Alerting**
- Uptime checks
- Groups
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← Create alerting policy

1 What do you want to track?

Conditions

Conditions describe when apps and services are considered unhealthy. When conditions are met, they trigger alerting policy violations.

Condition	Actions
VM Instance - CPU usage Violates when: Any compute.googleapis.com/instance/cpu/usage_time stream is above a threshold of 1 for greater than 1 minute	

ADD CONDITION

NEXT

2 Who should be notified? (optional)

3 What are the steps to fix the issue?

Then select **Next** as shown above.

Configure the Email Channel by selecting **Manage Notification Channels**, as shown below.

← Create alerting policy

☒ **What do you want to track?**

VM Instance - CPU usage

2 Who should be notified? (optional)

When alerting policy violations occur, you will be notified via these channels.

Notification Channels

There are no available notification channels for this workspace.

MANAGE NOTIFICATION CHANNELS

3 What are the steps to fix the issue?

Enter the email address provided by sendQuick and give a name to the channel (for easy reference and selection). Then **Save**.

The screenshot shows the 'Notification channels' page in the Google Cloud Platform Monitor. A modal titled 'Create Email Channel' is open in the center. The modal contains the following text and fields:

- Create Email Channel**
- Email addresses can be set to receive notifications from your alerting when a new incident is created.
- Email Address *** (text input): democompany@sg.sendquickoncloud.com
- Display Name *** (text input): sendQuick oncloud email
- CANCEL** and **SAVE** buttons at the bottom right of the modal.

In the background, the 'Notification channels' page is visible, showing sections for Slack, Webhooks, Email, and SMS, each with an 'ADD NEW' button.

Once completed, you can choose the **Email Channel Name** in the selection Window as shown below.

The screenshot shows the 'MANAGE NOTIFICATION CHANNELS' selection window. The window has a search bar at the top with the placeholder text 'Type to filter'. Below the search bar, there are two sections:

- Email**
 - ☒ sendQuick oncloud email
- Webhook with Token Authentication**
 - ☒ sendQuick oncloud webhook

At the bottom of the window, there are three buttons: **CANCEL**, **OK**, and **MANAGE NOTIFICATION CHANNELS** (which is highlighted with a blue circle and a refresh icon).

Below the selection window, there is a 'NEXT' button and a section titled '3 What are the steps to fix the issue?' with 'SAVE' and 'CANCEL' buttons.

The last step is complete the Message/Steps to fix the issue and Save the Alerting Policy.

The screenshot shows the 'Edit alerting policy' page in the Google Cloud Platform console. The left-hand navigation menu is visible, with 'Alerting' selected. The main content area has a title 'Edit alerting policy' and a back arrow. Below the title, there's a section 'Who should be notified? (optional)' with two checkboxes: 'sendQuick oncloud email' and 'sendQuick oncloud webhook'. The next section is 'What are the steps to fix the issue?' with a 'Name' field containing 'CPU usage for VM'. Below that is a 'Documentation' text area with the text 'Problem detected and requires attention' and a help icon. A 'Markdown preview' section shows the rendered version of the documentation. At the bottom, there are 'SAVE' and 'CANCEL' buttons.

Once the step is completed, you will be able to send the information/event to sendQuick for notifications.

To confirm that sendQuick Cloud has subsequently received the event messages (email or webhook) and sent out as SMS or other text messages, login to sendQuick Cloud and check the following:

For SMS and text messages (to check if messages sent):
Message Logs > Outgoing Messages

For Email Filter Logs (to check if events matched email filters/policies):
Incident Management > Email Filter

For Cloud Provider Event log (to check if events matched GCP filters/policies):
Cloud Providers > Google

4.0 Send Notification via Webhook Method

Similarly, notification alerts can be sent to sendQuick from GCP via Webhook method. The steps are similar except for **Webhook Channel** configuration.

4.1 Configure Notification using Webhook

In the GCP, after setting the Conditions and Metrics, you can configure to send GCP metrics using Webhook.. In Manage Notification Channels, Add Static Webhook and you can add the Webhook from sendQuick (section 2.2) into the interface as below.

The screenshot shows the 'Notification channels' management interface. A modal dialog titled 'Add Static Webhook' is open. The dialog contains the following fields and options:

- Endpoint URL:** A text input field containing the URL `https://sg.sendquickoncloud.com/gcp/gcp_process.php?coy=den`.
- Display Name *:** A text input field containing the name `sendQuick oncloud webhook`.
- Use HTTP Basic Auth:** An unchecked checkbox.
- Buttons:** At the bottom of the dialog are three buttons: 'CANCEL', 'TEST CONNECTION', and 'SAVE'.

The background interface shows a list of notification channels with categories like Slack, Webhooks, Email, SMS, and Cloud Pub/Sub, each with an 'ADD NEW' button.

Insert the Webhook and give it a name. Then do a Test Connection and GCP will make a connection to sendQuick to ensure the Webhook (URL) is valid, Once it is tested successfully, the Save button will appear.

Click on Save to save the setting and repeat the steps in Section 3.1 to complete the setting the Alerting policy in GCP.

You can create additional alerting function in GCP and send to sendQuick when required. This can be applied any items being monitored by GCP Monitor, including Google based functions as well as partners' like AWS and others.

Just configure and start using sendQuick Cloud. For more sendQuick Cloud configuration, refer to sendQuick Cloud User Manual or Video Tutorial.