Huawei Cloud – sendQuick Cloud Integration Guide

Version 1.0

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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.
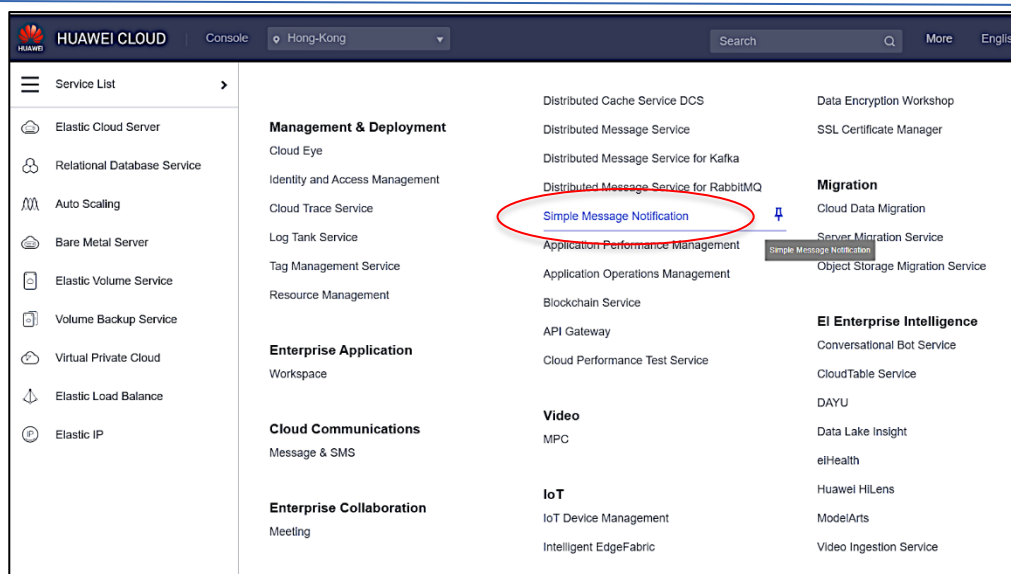
1.2 About sendQuick Cloud

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, Huawei 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 recipient, reducing alert fatigue.

1.3 Purpose of Document

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

Huawei Cloud, Simple Message Notification is accessible from the Huawei Clpud Console. You will need to login to **Huawei Cloud Console** and select **Service List (on the Left Menu)** and is presented with all the Huawei Cloud services options. Navigate to **Application** and **Simple Message Notification**. You will need to configure the **Simple Message Notification (SMN)** as found in the diagram below.

In Huawei Cloud Simple Message Notification (SMN), 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.

*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:
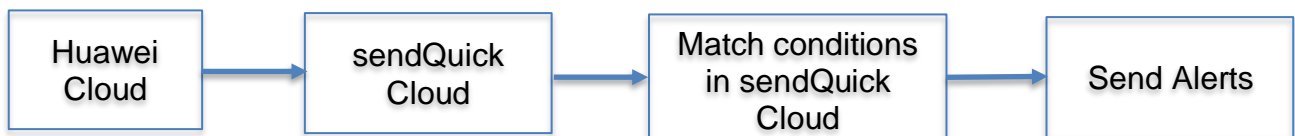
The webhook to send to sendQuick is found on the Service Configuration for Cloud Provider in sendQuick. This is depicted in interface below.
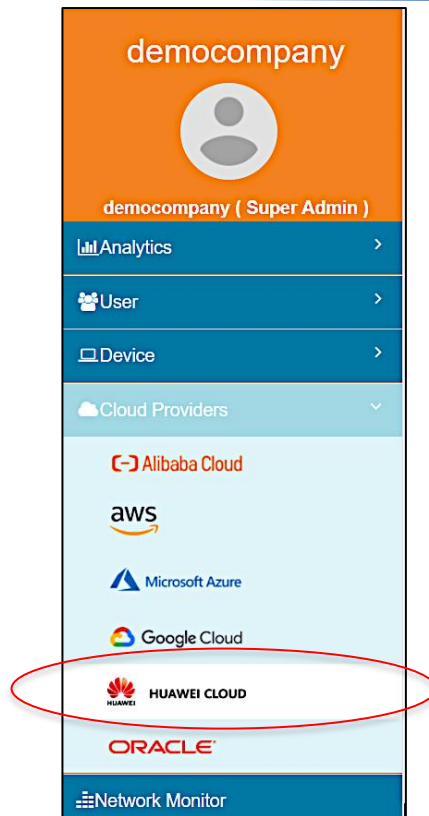
Chose the Cloud Provider as shown on the left Menu in the diagram above.

Copy the Integration URL as shown on the top of the Integration page. This is the URL to be configured in SMN as shown in section 4.0.
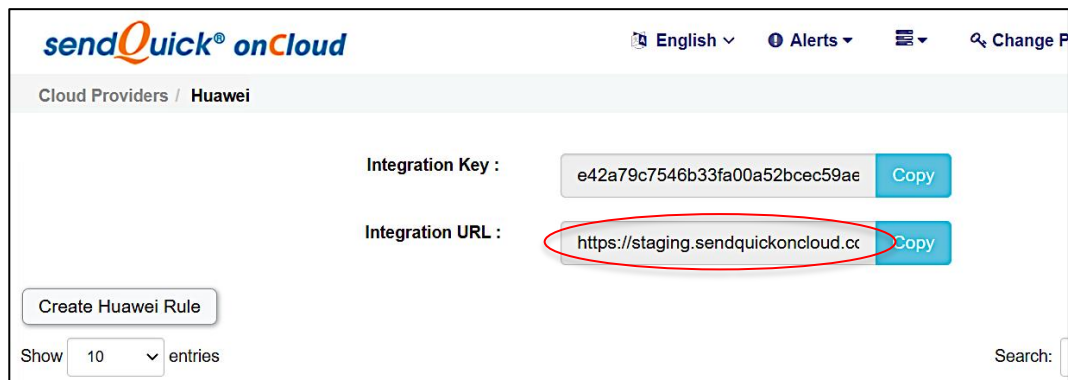
3.0 Configure Huawei Cloud SMN Alert Subscription

When any event happens or there is a need to send a notification alert, Huawei Cloud 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 Huawei Cloud to sendQuick for processing.

In Huawei Cloud, the first configuration is to configure the Subscriptions (which is the contact details or alert methods) 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 Subscription. This is explained below.

3.1 Configure Email and WebHook for sendQuick in Huawei Cloud

On the main page of Huawei Cloud, select **SMN** to start the process. Before this you need to create a Topic first. Choose Topic and Ceate Topic and you will see the topic creation in Figure below.
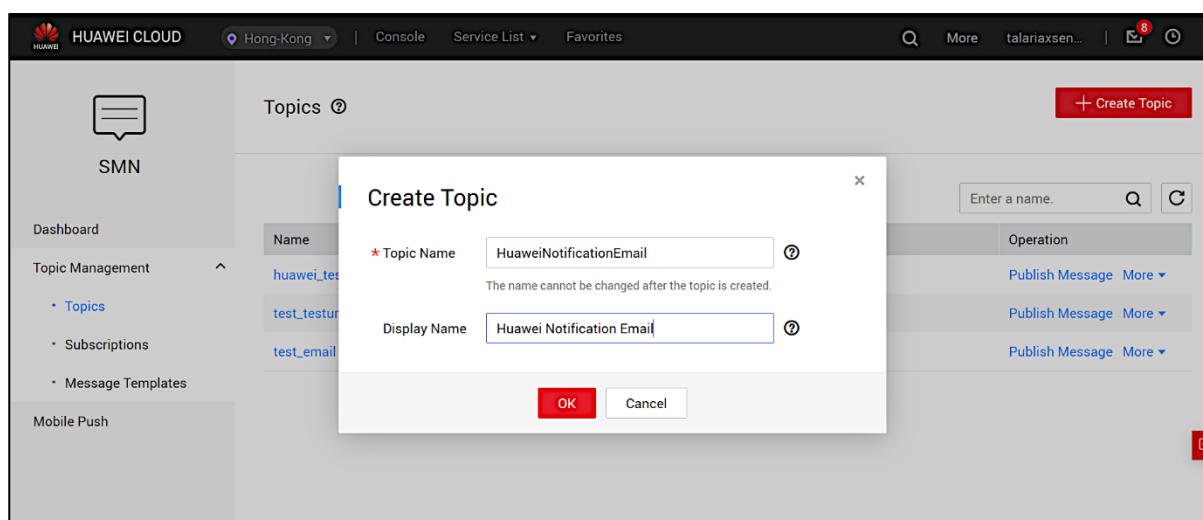
Create a New Topic

Provide a topic name and display name and click OK. A new topic is created and can be used in the next step.
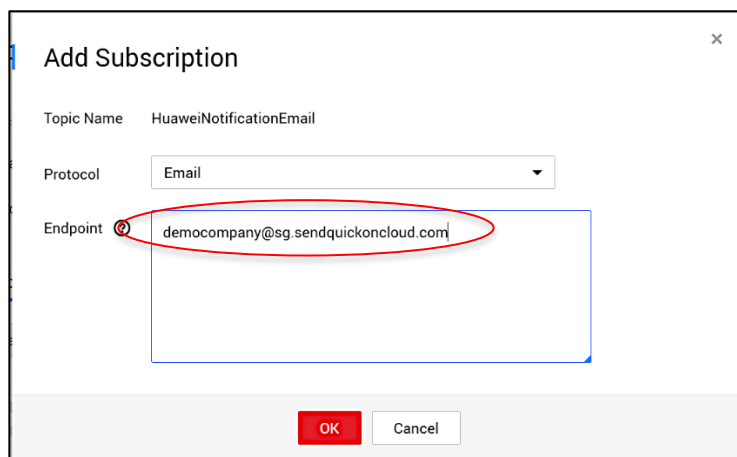
Now choose **Subscription** and on the top right corner, select **Add Subscription** and you will see the option shown in the Figures below. Select the Topic (which was created earlier) and the required protocol options.
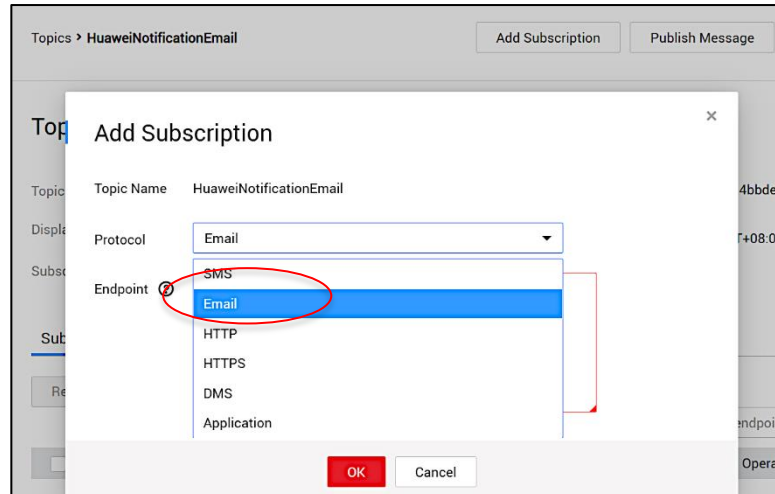
Select the Protocol which is Email

Select the Email Protocol and then insert the End Point email address, which is the email address from sendQuick Cloud.

Insert Email Address from sendQuick Cloud

Once completed, select **OK.** You may be required to create or select a Topic.This will create the new contact and an email will be sent to the recipient (in this case sendQuick Cloud) for verification.

Now, you can go to sendQuick, navigate to **Mail Filter** and then **Inbox**. Select **Inbox** and you will see the email form Huawei for verification.

Select the email from Huawei and the message details will be shown. Click on the Confirm Subscription link and the confirmation/verified page will confirm the process.

Click and email is confirmed, as shown in Huawei page

Once confirmed, the email is ready to use.

Now we can repeat the same process for HTTPS Webhook. Create a new Topic and Save. Add Subscription and now choose HTTPS.

Add HTTPS Webhook Topic

The endpoint information is from the URL found in sendQuick in Section 2 above. Copy the URL and paste in the Endpoint information above. The click OK. The Huawei will verify the webhook automatically and once Verified, will be ready to use.

4.0 Configure Notification Rules with SMTP and Webhook

Once you had completed the steps in Section 3, you are ready to configure the Rules to receive notifications. Select any of the applications that you desire, example **Application Performance Management**. Select **Alarm Centre** and **Notification Rules**.

Select Create Notification Rule on the top right corner and you can insert the relevant details in the rule (as shown below).
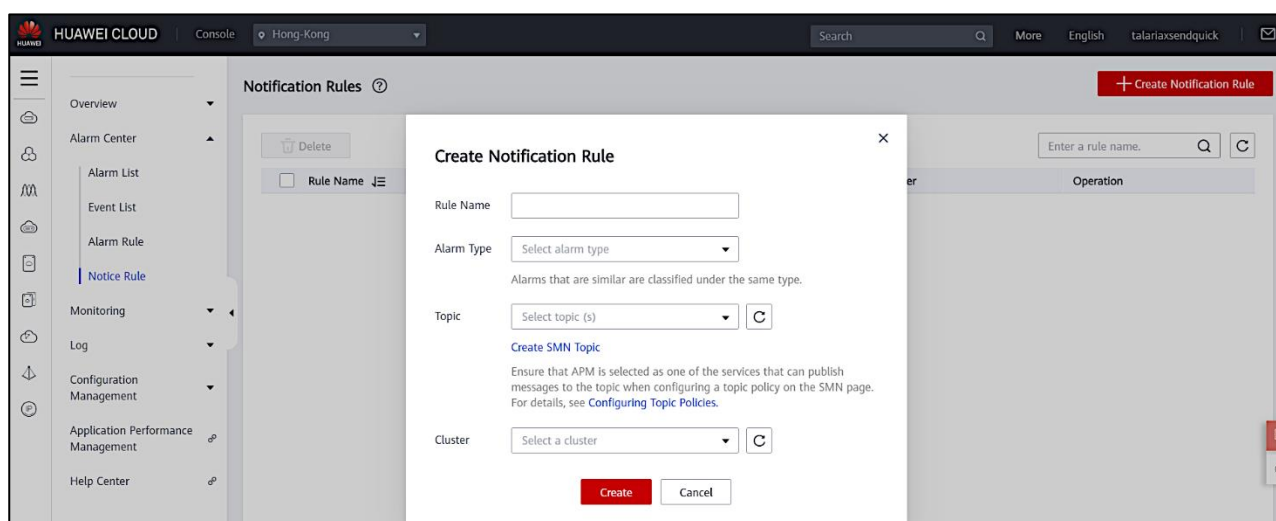
Provide a **Rule Name** and select the **Alarm Type**. In the Topic, you can see the topics that were created earlier in Section 3. Or you can create a new Topic by selecting the Create SMN Topic and the process as described in Section 3 will follow.
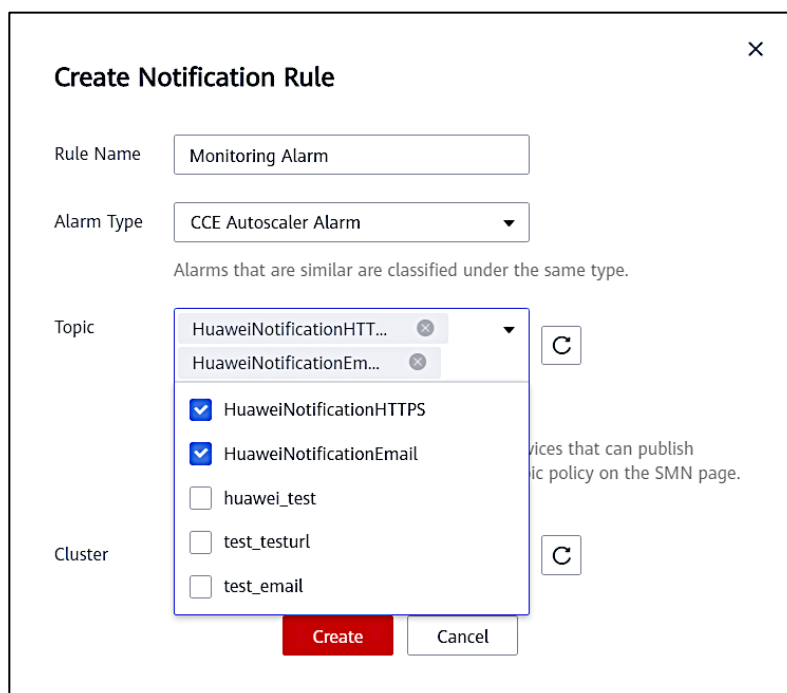
You can select one or multiple topics (which can be Email or webhooks) to be triggered when the event is triggered.

When event is triggered, it will send Email (if chosen) or webhook (if selected) or both to sendQuick Cloud. In sendQuick Cloud, you can configure the filtering mechanism and policy rules to send only relevant messages to mobile devices, reducing alert fatigue while sending messages important messages to the recipients. You can 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.