AQL Voice

Contents

AQL

Overview

AQL allows SMS messages to be sent by by Voice or SMS by connecting to their gateway. This document details how to configure the AQL Voice. AQL support the following connection methods:

- HTTP on port 80 (supported by Swivel)
- HTTPS on port 80 (supported by Swivel)

Trial Account with 50 free credits

Customers who wish to try Swivel with AQL may obtain a promo code for 50 free SMS messages see AQL Swivelpromo. To obtain the promo code see Aql-Swivel.pdf or contact sales@swivelsecure.com

Prerequisites

AQL Account

Swivel 3.x

Phone on which to receive Voice calls.

Voice Considerations

- Use of PINless to send a One Time Code may be more practical for voice than the Security String.

- The Voice transport may be better suited to On Demand Authentication rather than the standards pre-sent delivery.

- AQL Voice uses Dual Channel transport rather than the Voice channel.

Configuring the AQL transport

Configuring one or more AQL transports for Swivel 3.x

On the Swivel Administration Console select Transport/General, locate the AQL transport. Enter the required group name and the number of security strings to be sent. Ensure that the transport attribute phone is selected.

Identifier: Default: AQL, the name of the transport, must be unique, example AQL Voice

Class: Default: com.swiveltechnologies.pinsafe.server.transport.AqlVoiceTransport, the name of the java class used. To create multiple copies of a transport, copy this to a blank field at the bottom of the transport section.

Strings per message: Default: 1, the number of security strings that are sent.

Group: Default: ---NONE--- The group where security strings are sent to

Alert repository group: Default: ---NONE--- The group where Alert messages are sent to

Destination attribute: Default: phone, the attributes that is read from the data source to determine a users telephone number

Click apply to save the settings. For further information see: Transport Configuration

Configuring the AQL details for Swivel 3.x

Under Transport, then the AQL Voice transport, Remove all the following from each of the transports:

%CR, %LF

Gateway URL: Default: http://vp1.aql.com/voice_push.php, the gateway used for voice connections

Username: Default: blank, AQL account name

Password: Default: blank, AQL account password

String Header: Default: Yes, set to No, used for the position indicator (1-10)

Vertical Strings: Default: No, set to No, used for vertical display of strings, not applicable in voice

Expected Results

When a message is sent it is added to the message queue and then sent to the Voice gateway:

Message added to message queue for user: graham, destination: 12345678901

Message sent to user: graham, destination: 12345678901

Troubleshooting

Try sending a security string or alert and check the Swivel log.

Also see SMS messages are not being sent

Check the connection, use TCP Dump, Wireshark, ethereal or similar to view the connection from Swivelto the SMS gateway. Look for outbound traffic of HTTP, on port 80, or HTTPS on port 80 to the SMS Gateway https://gw1.aql.com.

Error messages

AQL_TRANSPORT_ERROR0 Authentication error

The AQL gateway authentication has failed, verify the username and password for the account is correct. This can also be seen if the From field is incorrectly populated, try using a blank value.

LOG_HTTP_TRANSPORT_ERROR, gw1.aql.com

This error can be seen where the Swivel Appliance or server has no DNS configuration. Ensure that DNS is functioning. If DNS is updated a restart of Tomcat may be required.

AQL_TRANSPORT_ERROR0 Insufficient credit or invalid number of msg/destination

Either the account does not have enough credit to send a message and new credits must be purchased or the phone number is incorrect and the message cannot be sent.

LOG_HTTP_TRANSPORT_ERROR, No route to host

There is no network connection to the Gateway. Check that a network connection exists and that there are no firewall devices blocking the connection.