

# CM SMS Gateway How to guide

## Contents

- 1 CM
- 2 Overview
- 3 Prerequisites
- 4 Configuring the CM transport
  - ◆ 4.1 Swivel 3.8 or earlier software installation
  - ◆ 4.2 Configuring one or more CM transports for Swivel 3.x
  - ◆ 4.3 Configuring the CM details for Swivel 3.x
  - ◆ 4.4 Expected Results
- 5 Troubleshooting
  - ◆ 5.1 Error messages

## CM

### Overview

CM allows SMS messages to be sent by connecting to their SMS gateway. CM support the following connection methods including:

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

### Prerequisites

CM Account

Swivel 3.9 or higher or the [CM PINsafe transport software](#)

Mobile Phone on which to receive SMS text messages

### Configuring the CM transport

The CM software is included as part of Swivel 3.9, for earlier versions of software it needs to be installed.

#### Swivel 3.8 or earlier software installation

Swivel version 3.6 onwards.

Download the software, unzip and extract the following files and copy them to the correct locations given below, then restart Tomcat.

CorporateMobileMessagingTransport.class to <path to pinsafe>/WEB-INF/classes/com/swiveltechnologies/pinsafe/server/transport

CorporateMobile.en.xml to <path to pinsafe>/WEB-INF/languages

Ensure file permissions ownership are the same as other files in the folder.

#### Configuring one or more CM transports for Swivel 3.x

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

**Identifier:** the name of the transport, must be unique

**Class:** Default: com.swiveltechnologies.pinsafe.server.transport.CorporateMobileMessagingTransport, 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--- Where security strings are sent to

**Alert repository group:** Default: ---NONE--- 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](#)

Identifier:	<input type="text" value="CM"/>
Class:	<input type="text" value="hnologies.pinsafe.server.transport.CorporateMobileMessagingTransport"/>
Strings per message:	<input type="text" value="1"/>
Strings Repository Group:	<input type="text" value="PINsafeUsers"/>
Alert repository group:	<input type="text" value="PINsafeUsers"/>
Destination attribute:	<input type="text" value="phone"/>
[transport_general_classes_copytolalert]:	<input type="text" value="No"/>

## Configuring the CM details for Swivel 3.x

**Gateway URL:** Default: <https://secure.cm.nl/smssgateway/cm/gateway.ashx>, the gateway used for sending messages to CM

**Username:** Default: blank, CM account name

**Password:** Default: blank, CM account password

**Sender:** Default: blank, Senders details that are viewed by the recipient. Do not use blank spaces

**Customer ID:** Default 0, Customer ID

## Transport>CM

Please enter the details for the [CorporateMobileMessagingTransport](#) transport.

Gateway URL:	<input type="text" value="https://secure.cm.nl/sm"/>
Username:	<input type="text"/>
Password:	<input type="password"/>
Sender:	<input type="text"/>
Customer ID:	<input type="text" value="0"/>
End user Tarrif:	<input type="text" value="0"/>

## Expected Results

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

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

**LOG\_CORPORATE\_MOBILE\_MESSAGE\_SENT**

**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](#)

If messages are being sent from Swivel but not being received by users, check the CM logs through the CM account.

## Error messages

**LOG\_CORPORATE\_MOBILE\_MESSAGE\_ERROR, Error: ERROR No account found for the given credentials (customer/login/password combination)**

Incorrect username, password or Customer ID.

**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.