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1 AQL SMS Gateway How to Guide

2 AQL

3 Overview

AQL allows SMS messages to be sent by connecting to their SMS gateway. AQL also support transmission by voice, see [AQL Voice](#). AQL support the following connection methods:

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

4 Trial Account with 50 free SMS messages

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

5 Prerequisites

AQL Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

6 Configuring the AQL transport

6.1 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

Class: Default: com.swiveltechnologies.pinsafe.server.transport.AqlTransport, 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](#)

6.2 Configuring the AQL details for Swivel 3.x

Gateway URL: Default: https://gw1.aql.com/sms/sms_gw.php, recommended: https://gw.aql.com/sms/sms_gw.php, the gateway used for sending messages to AQL

Username: Default: blank, AQL account name

Password: Default: blank, AQL account password

Message Overwrite Default: No, Options Yes/No, this option allows the overwriting of previous text messages sent from PINsafe

transport aql timeout: Default 180000, timeout value for connection to gateway in milliseconds

7 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

Message sent to user: graham, destination: 12345678901

8 Troubleshooting

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

Do you have an AQL account with username and password?

Also see [SMS messages are not being sent](#)

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

From the Swivel server can you Telnet to the gateway: *telnet gw1.aql.com 443* Press enter and it should return an HTTP header, (Note the gateway to be used in the Swivel AQL configuration is https://gw.aql.com/sms/sms_gw.php).

Test ports using Telnet

```
Service IP: gw.aql.com
Service Port: 443

Trying 109.239.102.27...
Connected to gw1.aql.com (109.239.102.27).
Escape character is '^]'.
```

From the Swivel server can you do an nslookup to gw1.aql.com

```
nslookup gw.aql.com
Server: google-public-dns-a.google.com
Address: 8.8.8.8

Non-authoritative answer:
Name: gw1.aql.com
Address: 109.239.102.27
```

8.1 IP address change

The IP address for gw1.aql.com changed in October 2014. If the IP address is used for Firewall entries etc then it may need to be re-entered.

8.2 AQL SMS logs

login to <http://www.aql.com> using your account details and view SMS history from the Account Navigation, SMS, SMS history to see if SMS messages have reached AQL are attempting to be sent.

8.3 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 an SMS and new credits must be purchased or the phone number is incorrect and the message cannot be sent.

AQL_TRANSPORT_ERROR0 Authentication error LOG_NO_USER_FOR_DEST, 441234567890 Inbound SMS: Multiple users have same destination 441234567890 No session for Inbound OTC received from user graham

This is a two way SMS authentication error message. An inbound SMS message has not been received.

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.

9 AQL Voice

10 AQL

11 Overview

AQL allows SMS messages to be sent 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)

12 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

13 Prerequisites

AQL Account

Swivel 3.x

Phone on which to receive Voice calls.

13.1 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.

14 Configuring the AQL transport

14.1 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](#)

14.2 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

15 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

16 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 Swivel to 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>.

16.1 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.

17 Clickatell SMS Gateway How To Guide

18 Clickatell

19 Overview

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

- HTTP on port 80 (supported by PINsafe)
- HTTPS on port 443 (supported by PINsafe)
- SMTP on port 25 (supported by PINsafe through generic SMTP to SMS)
- SMPP (SMPP is supported by PINsafe but not used for Clickatell)

20 Prerequisites

Clickatell Account

PINsafe 3.x

Mobile Phone on which to receive SMS text messages

21 Configuring the Clickatell transport

21.1 Clickatell Transport Class

Swivel has two Clickatell classes for SMS transport:

- Default menu item, defined as: *com.swiveltechnologies.pinsafe.server.transport.ClickatellTransport*
- HTTP version with Sender ID. *com.swiveltechnologies.pinsafe.server.transport.ClickatellHttpTransport* is a [manually configured transport](#).

The HTTP version Java Class is shipped with Swivel from Swivel version 3.9 onwards. For Swivel versions 3.6 onwards it can be downloaded here [ClickatellHttpTransport](#)

21.2 Configuring one or more Clickatell transports for PINsafe 3.x

On the PINsafe Administration Console select Transport/General, locate the clickatell transport. Enter the required group name and the number of security strings to be sent.

Identifier: Default: Clickatell, the name of the transport, must be unique

Class: Default: *com.swiveltechnologies.pinsafe.server.transport.ClickatellTransport*, 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](#)

21.3 Configuring the Clickatell details for PINsafe 3.x

Username: Default: blank, Clickatell account name

Password: Default: blank, Clickatell account password

API ID: Default: blank, Clickatell API ID, this is provided by clickatell

Encoding: Default: GSM, Options GSM or UCS2, select if GSM or UCS2 is to be used

Protocol: Default HTTP, Options HTTP or HTTPS, select if SSL is to be used

22 Troubleshooting

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

Also see [SMS messages are not being sent](#)

Check the connection, use TCP Dump, Wireshark, ethereal or similar to view the connection from PINsafe to the SMS gateway. Look for outbound traffic of HTTP, on port 80, or HTTPS on port 8443 to the SMS Gateway `api.clickatell.com`.

Can you Telnet to the gateway: `telnet api.clickatell.com 80` Press enter and it should return an HTTP header.

In 2012 Clickatell changed their IP address to 196.216.236.7 from 196.5.254.66, swivel references the server by hostname `api.clickatell.com` and if DNS is correctly working then no changes should be required. However check for the presence of a hosts entry specifying the old IP.

22.1 How to find the Clickatell API ID:

The API_ID is not the same as the username.

To find the API ID:

- 1) Log into the clickatell account at <http://www.clickatell.com/>
- 2) Click on the 'Product Control' link.
- 3) Click on the name of the API you want to use.

The API ID will be displayed on the main page. If it is not displayed you will be asked to complete a form after completing the form you will see your API_ID.

22.2 Error messages

Clickatell message sending failed, error: org.marre.sms.SmsException: org.marre.sms.transport.clickatell.ClickatellException: Clickatell error. Error 001, Authentication failed

Wrong username, password or API ID for Clickatell SMS account

java.net.ConnectException: connection timed out: connect

or **LOG_HTTP_TRANSPORT_ERROR, Connection Timed Out**

Connection to Clickatell SMS Gateway failed with the connection timing out. Verify that the PINsafe server connection to the SMS gateway is not being blocked by a firewall or proxy server.

Clickatell message sending failed, error: org.marre.sms.SmsException: Alphanumeric address can be at most 11 chars.

The message may be too long if it includes spaces, dashes and other characters. This can be resolved in the following ways:

- Ensure mobile numbers are entered without dashes, spaces etc
- Use the Transport filtering options in PINsafe 3.8

Clickatell message sending failed, error: org.marre.sms.SmsException: org.marre.sms.transport.clickatell.ClickatellException: Clickatell error. Error 108, Invalid or missing api_id

The API ID used in the Clickatell configuration is incorrect.

Clickatell message sending failed, error: org.marre.sms.SmsException: Clickatell error. Error 114, Cannot route message

The phone number has been submitted in the wrong format. Try with country code.

23 CM SMS Gateway How to guide

24 CM

25 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)

26 Prerequisites

CM Account

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

Mobile Phone on which to receive SMS text messages

27 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.

27.1 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.

27.2 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.CorporateMobileMessagingTran"/>
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"/>

27.3 Configuring the CM details for Swivel 3.x

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

27.4 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

28 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.

28.1 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.

29 Infobip SMS Gateway How to guide

31 Overview

Infobip allows SMS messages to be sent by connecting to their SMS gateway. Infobip support a variety of connection methods, and Swivel can integrate with their SMPP protocol for sending SMS messages.

32 Prerequisites

Infobip Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

33 Testing and Trials

Contact [Infobip](#) for setting up SMS accounts for testing and trial.

34 User Data

The mobile phone number is expected to use country code: <countrycode><telephonenumber>

Example: 4412345678901

35 Configuring the Infobip transport

35.1 Configuring one or more Infobip transports for Swivel3.x

On the Swivel Administration Console select Transport/General, and select New Entry

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

Class: com.swiveltechnologies.pinsafe.server.transport.SMPPTTransport

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: phone, the attribute 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](#)

35.2 Configuring the Infobip transport details for Swivel 3.x

Server: smpp1.infobip.com, the gateway used for sending messages using Infobip

Port: Default: 2775, Infobip setting required: **8888**, the port used for communication to the Infobip gateway

System Type: Default: pcsms

Username: Default: blank, Infobip account name

Password: Default: blank, Infobip account password, limited to 8 characters

Source Address: Default: blank

Source TON: Default: 5

Source NPI: Default: 0

Destination TON: Default: 1

Destination NPI: Default: 0

Keep Alive: Default: No, Options Yes/No

Keep Alive Time: Default: 30000

35.3 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

Message sent to user: graham, destination: 12345678901

35.4 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 Swivel to the SMS gateway. Look for outbound traffic on port 8888 to the SMS Gateway.

Can you Telnet to the gateway

35.4.1 Error messages

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.

bind error Connection timed out

Attempting to bind, conn = null

Wrong port specified

Error binding: 14

Still not bound 0

The username or password is incorrect

Exception while processing message: ie.omk.smpp.message.InvalidParameterValueException: Invalid password

Password is incorrect for the given username. The password is limited to 8 characters in length.

36 ITAGG SMS Gateway How to Guide

36.1 iTAGG

36.2 Overview

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

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

36.3 Prerequisites

iTAGG Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

36.4 Configuring the iTAGG transport

36.4.1 Configuring one or more iTAGG transports for Swivel 3.x

On the Swivel Administration Console select Transport/General, locate the iTAGG 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: iTagg, the name of the transport, must be unique

Class: Default: com.swiveltechnologies.pinsafe.server.transport.ITaggTransport Transport, 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](#)

36.4.2 Configuring the iTAGG details for Swivel 3.x

Gateway URL: Default: www.itagg.com/smsg/sms.mes, the gateway used for sending messages to iTAGG, the following setting has been tested: secure.itagg.com/smsg/sms.mes

Username: Default: blank, iTAGG account name

Password: Default: blank, iTAGG account password

Default route: Default 7(National UK), iTAGG routing to be used

transport iTagg timeout: Default 180000, timeout value for connection to gateway in milliseconds

Protocol: Default HTTP, SSL or non SSL connection

36.5 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

Message sent to user: graham, destination: 12345678901

36.6 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 Swivel to the SMS gateway. Look for outbound traffic to the SMS Gateway [www.itagg.com/smsg/sms.mes](#).

Can you Telnet to the gateway.

36.6.1 Error messages

iTagg message sending failed, error: error code|error text|submission reference 102|submission failed due to insufficient credit|0

The SMS gateway has run out of credit to send SMS messages.

LOG_HTTP_TRANSPORT_ERROR, java.security.cert.CertificateException: No subject alternative DNS name matching www.itagg.com found.

Incorrect gateway path, try secure.itagg.com/msg/sms.mes

37 NHS Mail SMS Gateway How to guide

37.1 NHS Mail SMS Gateway

37.2 IMPORTANT NEWS

NHS have advised all Trusts across the UK that the SMS service available with NHS mail will be discontinued as from 31st March 2015

37.3 Overview

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

- SMTP on port 25 (supported by Swivel)

37.4 Prerequisites

NHS Mail Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

37.5 Create and Configure the NHS Mail transport

37.5.1 Create the NHS Mail Transport

On the Swivel Administration console select Transport/General, then click on New Entry

37.5.2 Configuring one or more NHS Mail transports for Swivel 3.x

On the Swivel Administration Console Transport/General screen, for the entry created above enter the following parameters:

Identifier: NHS Mail

Class: Default: com.swiveltechnologies.pinsafe.server.transport.NHSMailTransport

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

Strings Repository Group: choose a group where security strings are sent to

Alert repository group: choose a group where Alert messages are sent to

Destination attribute: phone

Click apply to save the settings. For further information see: [Transport Configuration](#)

The screenshot shows the configuration form for a new transport entry. The fields are as follows:

Identifier:	<input type="text" value="NHS Mail"/>
Class:	<input type="text" value="com.swiveltechnologies.pinsafe.server.transport.NHSMailTransport"/>
Strings per message:	<input type="text" value="1"/>
Strings Repository Group:	<input type="text" value="PINsafeAdministrators"/>
Alert repository group:	<input type="text" value="--NONE--"/>
Destination attribute:	<input type="text" value="phone"/>
[transport_general_classes_copytolalert]:	<input type="text" value="No"/>

A "Delete" button is visible at the bottom right of the form.

37.5.3 Configuring the NHS Mail details for Swivel 3. x

Mail server/host: send.nhs.net

Port: 587

Connection Timeout (s): 20

Account username: username for NHS Mail account

Domain suffix: @sms.nhs.net

Account password: Password for the NHS Mail account

Authentication Required: Yes

Enable debug: No, unless indicated by Swivelsecure support

37.6 Expected Results

The Swivel log should indicate when a message is sent it is added to the message queue and then sent to the SMS gateway:

37.7 Troubleshooting

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

Also see [SMS messages are not being sent](#)

37.7.1 Error messages

Sending via NHS Sendmail failed to 01234567890. javax.mail.MessagingException: Can't send command to SMTP host; nested exception is: javax.net.ssl.SSLHandshakeException: sun.security.validator.ValidatorException: PKIX path building failed: sun.security.provider.certpath.SunCertPathBuilderException: unable to find valid certification path to requested target

This error has been seen due to an upgrade of the SSL certificate on the NHS Mail gateway. The first time the certificate was altered was on 14th October at 3.30pm.

You will need to obtain the latest NHS Mail certificate and upload it to the Java trusted certificates store on the Swivel appliance. The steps to do this are as follows:

- If you do not have a copy of the NHS mail certificate, you can find it [here](#).
- Use WinSCP or Webmin to upload the NHSMail.cer file to the **/backups/upload** directory on the appliance. See the [WinSCP How To Guide](#) for help with using WinSCP.
- Connect to the Swivel appliance using PuTTY and get to the command line via the Advanced Menu. For help with using PuTTY, see the [PuTTY How To Guide](#). Enter the following commands:

```
cd /usr/java/default/lib/security
```

```
cp cacerts cacerts.bak
```

```
keytool -importcert -keystore cacerts -alias NHSMail -file /backups/upload/NHSMail.cer
```

These commands, switch to the directory containing the java root store, make a backup copy of the certificates store, and then import the NHSMail certificate as a trusted root certificate.

On the final command, you will be asked for the password for the keystore which is "changeit". It will display the certificate, and then ask you to confirm you want to trust it (type "yes").

If you are installing an update to an existing certificate, and you get an error on the last command that the alias NHSMail already exists, use the following command to delete the old NHSMail:

```
keytool -delete -keystore cacerts -alias NHSMail
```

Then re-try the last command.

- Finally, restart Tomcat. This will register the modified certificate store.

If anything goes wrong at this point, you can revert to the backup copy of the certificate store and restart Tomcat.

- If there is more than one appliance, you will need to perform this task on the other appliances where the NHS Mail transport will be used, this includes other nodes in a High Availability pair.

38 NowSMS How to guide

40 Overview

NowSMS allows SMS messages to be sent by connecting to their SMS gateway software. See also the [MOXA NPort Ethernet to Serial](#)

41 NowSMS

NowSMS offer a free trial of their software, see their website for details.

42 Prerequisites

NowSMS software and GSM modem

Swivel 3.x

Mobile Phone on which to receive SMS text messages

43 Configuring the NowSMS server

Follow the NowSMS documentation and configure for web authentication and test that it is working for sending sms messages.

43.1 Configuring the Now SMS server for SMPP

On the NowSMS Gateway configuration select the Web tab, and then tick enable SMPP Server, then configure the following

Port number for SMPP Server: 8802

Under the SMS users tab, select Add User, enter a username and password then tick Enable SMPP login for this user.

44 Configuring Swivel for the the NowSMS transport

Swivel uses the SMPP protocol to talk to the NowSMS gateway.

44.1 Configuring Swivel for one or more NowSMS transports

On the Swivel Administration Console select Transport/General, select Transport/General 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: Use the following: *com.swiveltechnologies.pinsafe.server.transport.SMPPTTransport*, the name of the java class used.

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](#)

44.2 Configuring the NowSMS details for Swivel 3.x

Server: Default: The NowSMS server address the gateway used for sending messages using NowSMS

Port: 8802

System Type: pcsms

Username: Default: blank, NowSMS account name, this is a required field

Password: Default: blank, NowSMS account password, this is a required field

Source Address:

Source TON: 5

Source NPI: 0

Destination TON: 1

Destination NPI: 0

Keep Alive: No

Keep Alive Time: 30000

45 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

Message sent to user: graham, destination: 12345678901

A more detailed log is given below:

Message sent to user: graham, destination: 12345678901

Send response0, 0

Bounded

Notifying observers of packet received

Setting state 2

Receiver thread started

Boundie.omk.smpp.Connection@65a4e9,1

Setting state 1

Opening TCP socket to NowSMSserver/192.168.9.2:Opening network link.

Binding to the SMSC as type 3

Creating receiver thread

Using event dispatcher ie.omk.smpp.event.SimpleEventDispatcher

connecting

Attempting to bind, conn = unbound

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

46 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 Swivel to the SMS gateway. Can you Telnet to the gateway.

46.1 Error messages

47 Packet Media

48 Packet Media

49 Overview

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

- HTTPS on port 443 (supported by Swivel)

50 Prerequisites

Packet Media Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

51 Configuring the Packet Media transport

51.1 Configuring one or more Packet Media 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.PacketMediaTransport, 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](#)

51.2 Configuring the transport details for Swivel 3.x

Gateway URL: Default: <https://sms.packetmedia.co.uk/sms.php>, the gateway used for sending messages

Username: Default: blank, account name

Password: Default: blank, account password

Vertical Strings: Default No, options: Yes/No, send the security strings vertically instead of horizontally

51.3 Expected Results

From the Swivel log

INFO Message sent to user: test, destination: 01234567890.

INFO 192.168.1.2 admin:Message added to message queue for user: test, destination: 01234567890.

52 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 Packet Media logs.

52.1 Error messages

```
WARN PACKETMEDIA_ERROR"Number in stop list","ResponseCode""F8"
```

The user has replied to a Packet Media SMS message with the word STOP. This prevents further sending of SMS text messages to the user. To remove this contact Packet Media

53 Systor Vest SMS Gateway

54 Overview

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

- HTTP on port 80 (supported by Swivel)
- HTTPS on port 443 (supported by Swivel)

55 Prerequisites

Systor Vest Account

Swivel version higher than 3.9.2 or the [Systor Vest transport software](#)

Mobile Phone on which to receive SMS text messages

56 Configuring the Systor Vest transport

The Systor Vest software is to be included as part of PINsafe 3.9.3, for earlier versions of software it needs to be installed.

56.1 Swivel 3.6 to 3.9.2 installation

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

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

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

56.2 Configuring one or more Systor Vest transports for Swivel 3.x

On the Swivel Administration Console select Transport/General, locate the Systor Vest 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: Systor Vest, the name of the transport, must be unique

Class: Default: com.swiveltechnologies.pinsafe.server.transport.Systorvest, 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="Systor Vest"/>
Class:	<input type="text" value="com.swiveltechnologies.pinsafe.server.transport.Systorsms"/>
Strings per message:	<input type="text" value="1"/>
Copy to alert transport:	<input type="text" value="No"/>
Destination attribute:	<input type="text" value="phone"/>
Strings Repository Group:	<input type="text" value="PINsafeUsers"/>
Alert repository group:	<input type="text" value="PINsafeUsers"/>

56.3 Configuring the Systor Vest details for Swivel 3.x

Gateway URL: Default: <https://smsalert.no/systorsmsvarious/systorsmsvarious.asmx/>, the gateway used for sending messages by Systor Vest

Username: Default: blank, Systor Vest account name

Password: Default: blank, Systor Vest account password

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

Flah: Flash SMS

56.4 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

57 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.

57.1 Error messages