

# iTAGG SMS Gateway How to Guide

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## iTAGG

### 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)

### Prerequisites

iTAGG Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

### Configuring the iTAGG transport

#### 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](#)

#### 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

### 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**

## 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](http://www.itagg.com/smsg/sms.mes).

Can you Telnet to the gateway.

## 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/smsg/sms.mes](http://secure.itagg.com/smsg/sms.mes)