Infobip SMS Gateway How to guide

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Infobip

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.

Prerequisites

Infobip Account

Swivel 3.x

Mobile Phone on which to receive SMS text messages

Testing and Trials

Contact Infobip for setting up SMS accounts for testing and trial.

User Data

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

Example: 4412345678901

Configuring the Infobip transport

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.SMPPTransport

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

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

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 on port 8888 to the SMS Gateway.

Can you Telnet to the gateway

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

Attemping 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.