

# SMS messages are not being sent



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## Overview

Problems encountered with sending **SMS** messages

## Prerequisites

Swivel 3.x

## Symptoms

The user does not receive an **SMS** message

Useful troubleshooting information:

Was the transport working previously, then stopped?

What are the Swivel errors?

Swivel version?

Any custom transports?

## Solution

### Networking

Is the **SMS** gateway contactable through http/https

Is DNS working, can the gateway be resolved by using NSlookup

Is there a firewall blocking access, can the logs be verified

Is a proxy blocking http/https access

The following message is seen when the host to which messages are being sent, cannot be found:

```
WARN SMS_Transport message sending failed, error: java.net.UnknownHostException:
```

### Swivel

Check the Swivel logs

Is the user a Dual Channel user. If the user is not a dual channel user then they will have no transport listed under view transports in the User Administration.

Does the user have a valid mobile phone

Is there a no valid transport for user message - requires transport to be setp for user

Is the LDAP path name to AD or LDAP data source correct

Has the correct transport attribute been set under Transport/Attribute see [Transport\\_Attribute](#)

Is the user a member of a group configured with a transport

If it is a custom transport class, has it been installed or copied across in an upgrade

The NHS mail transport had a bug whereby the timeout value was incorrectly set to read milliseconds rather than seconds. A value of 20 seconds required a setting of 20000.

To remove messages from the message queue see [Message Queue Removal](#)

Is the telephone number format correct? try without spaces, without special characters, with/without country code, with or without a +. If some users are working and some are not, then check the telephone numbers that they are using.

If no users are receiving sms messages the transport queue may have a problem, try restarting Tomcat or rebooting.

If Multiple Security Strings are being used, then the user will need to use these additional security strings first before a new SMS is sent, see [Multiple Security Strings How To Guide](#).

## **SMS provider**

Are there credits to send SMS

Is the SMS network functioning

Check the SMS provider logs

Is the SMS message too long, try sending an SMS of a short length and compare against one with a longer length, more security strings etc.

## **GSM Modems**

If using a GSM modem is there a signal

Is the GSM modem switched on

If the message overwrite is enabled, try disabling it

see [GSM Modem How To Guide](#)

## **Mobile/Cell Phone issues**

Is the user in an area of coverage