## SOLVING ISSUES RELATING TO SMS FAILURES;

The SMS Banking application, may encounter failures for at least one of the following reasons;

## 1. SMS not running

To solve this issue, the user should launch the SMSBank application with the logo as seen in the image below. Accept the application to make changes to the device.

USER	Hard Disk	Goodwill SAGE SARI VERSION 15	TB used for migration	Windows1		Open Open file location Add to archive Add to "SMSBANK.ra" Compress on "SMSBANK.ra" and email	
This PC	petworld_23	1928 001	AGENT BANKING Parking Ngala & Co	ATTESTATI	•	Run as administrator Send Sample to NPAV lab NPAV Scan Troubleshoot compatibility Pin to Start Edit with Notepad++ Pin to takbar	
	groupkhoury		ALPHA001	jdk-8u45-w	•	ProverSGO >> Restore previous versions Send to >> Cut Copy	
Control Panel Setwork				al desktop info	-	Create shortcut Delete Rename Properties	
Review of Accounts	ID Scan Banking22	Bijou SA Sage 100 Comptabilité	KMSpico-s BETTERPLA				
ф, н	ii 📄	💼 🔒	🖾 📀	fw 🔹	<b>a</b>		x <sup>A</sup> へ (4)) 1戸 FRA 15:50 □

Fig 1: Launching SMSBANK

• At this moment, the user should start the SMS console by clicking on the console of the SMS banking serving column then proceed to click on the validate button. This starts the SMS service even if it was already running.



Fig 2: Starting the SMS service console

v	alider			
Console service	×			
MSBanking Service ? Voulez vou	is demarrer la console?			
O Installer le S	Cancel			
Desintaller le service	O Desintaller le service			
Demarer le service	O Demarer le service			
Stopper le service	Stopper le service			
Console	Console			
Valider	Valider			

Figure 3: Validating SMS Service console

PARAMETRES SMS BANKING COPYRIGHT © BP	L ×								
Company info									
Sender ID									
CompAbb									
CompTab									
Va	lider								
SMSBanking Service	OutgoingSMS Service								
<ul> <li>Installer le Service</li> <li>Desintaller le service</li> </ul>	<ul> <li>Installer le Service</li> <li>Desintaller le service</li> </ul>								
O Demarer le service	O Demarer le service								
Stopper le service	Stopper le service								
Console	○ Console								
Valider	Valider								

Figure 4: SMS Banking application

• After validating this service, the image below will appear on your screen.

apper	> Wrapper Started as Console		
pper	Java Service Wrapper Community Edition 32-bit 3.5.7 Copyright (C) 1999-2010 Tanuki Software, Ltd. All Rights Reserved.		
pper	opyright (C) 1999-2010 Ianuki SoftWare, Ltd. HII Kights Reserved. http://wrapper.tanukisoftware.com		
pper	nttp://wrapper.tanukisoftware.com		
apper	Launching a JUM		
upper n 1	WrapperManager: Initializing		
n 1			
ч <b>т</b>	222222222222222222222222222222222222222		

## Figure 5: Starting of SMS package console

• After this is done, the user should validate the Outgoing SMS service too. The same procedure above is followed;



Figure 6: Validating outgoing SMS Service console

• The moment the Outgoing SMS service console is started the image below appears;



Figure 7: Starting of outgoing SMS Service console

This procedure will outline errors that relate to the running of SMS's from the SMS server.

The user should not close this window. It can be minimized but not closed. Any other issue that is seen in this window as an error should be reported to the software provider as soon as possible.

Very common issues that can be experienced here may include;

## \rm Gateway error

This error surfaces due to bad or unstable I nternet connection.

To solve this issue, the user should make sure the internet is running properly.

It should also be noted that;

- The SMS Banking application is most stable on computers with 32bit operating system.
- The speed of the SMS service is directly related to the speed of the internet connection of the user. Hence, the service may show signs of instability during periods of bad network.