

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.

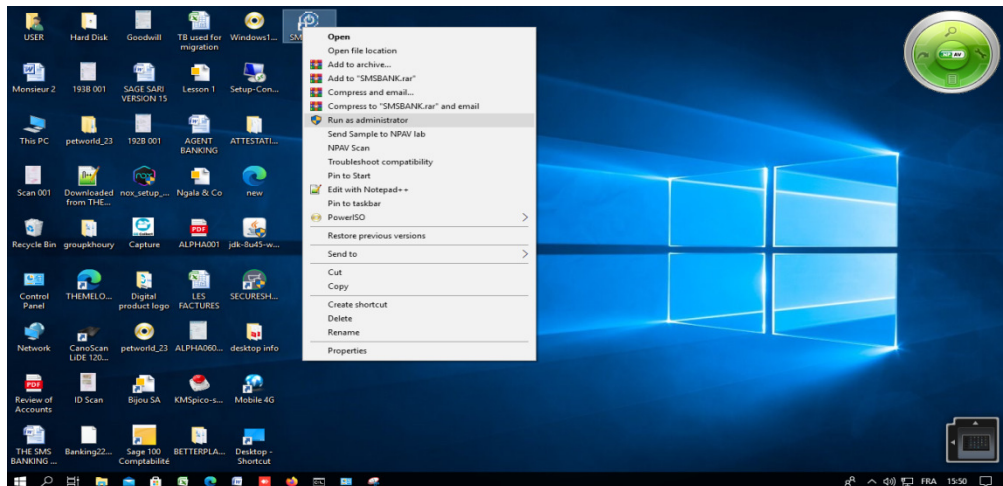


Fig 1: Launching SMSBANK

- 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.

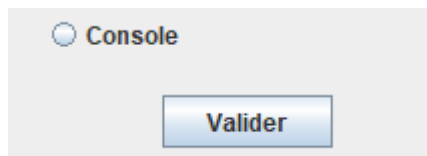


Fig 2: Starting the SMS service console

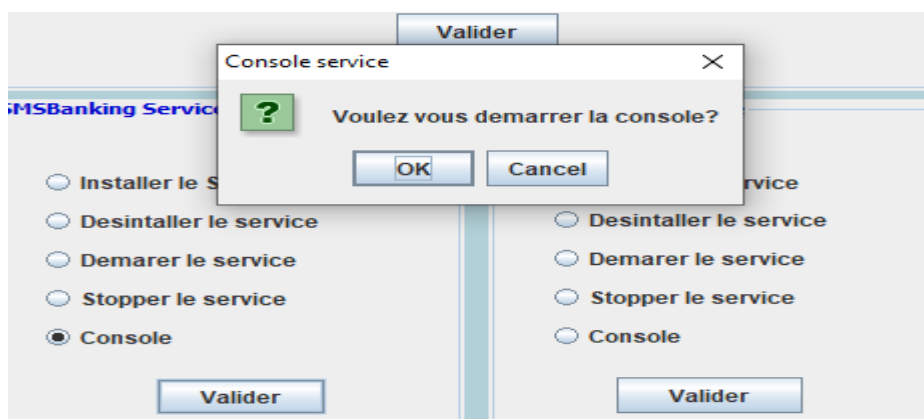


Figure 3: Validating SMS Service console

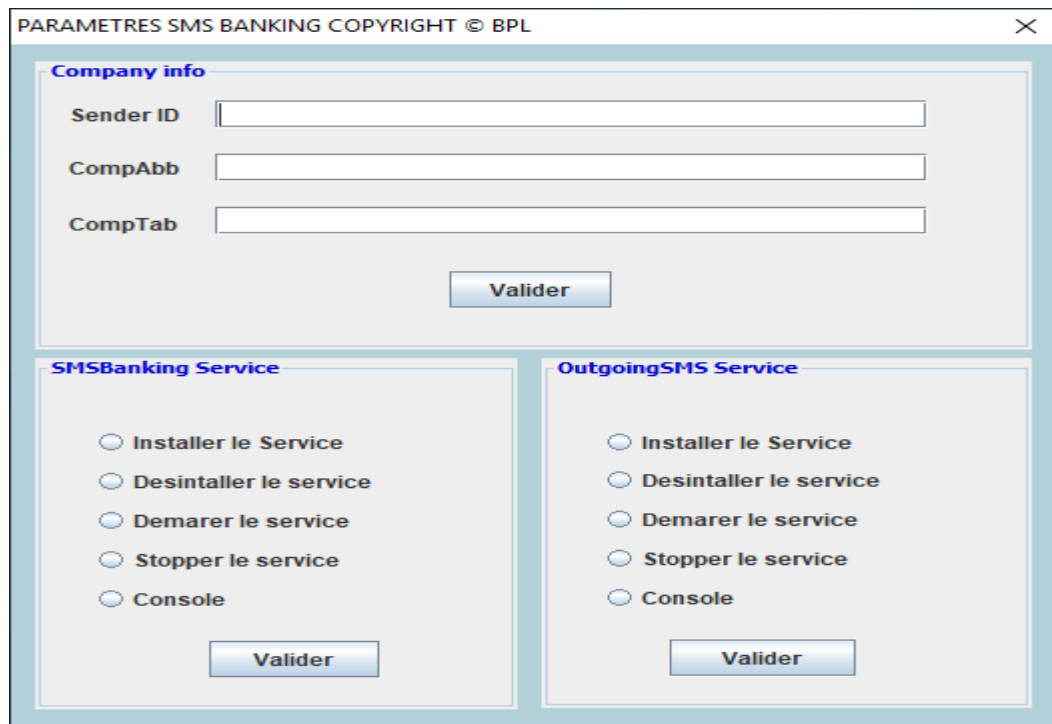


Figure 4: SMS Banking application

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

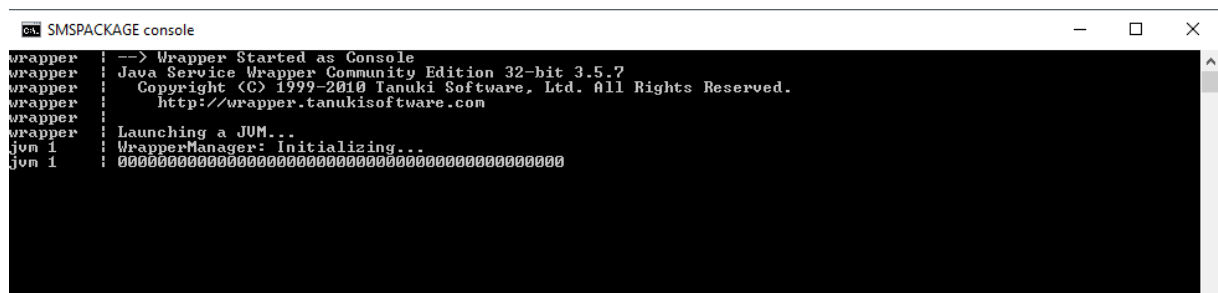


Figure 5: Starting of SMS package console

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

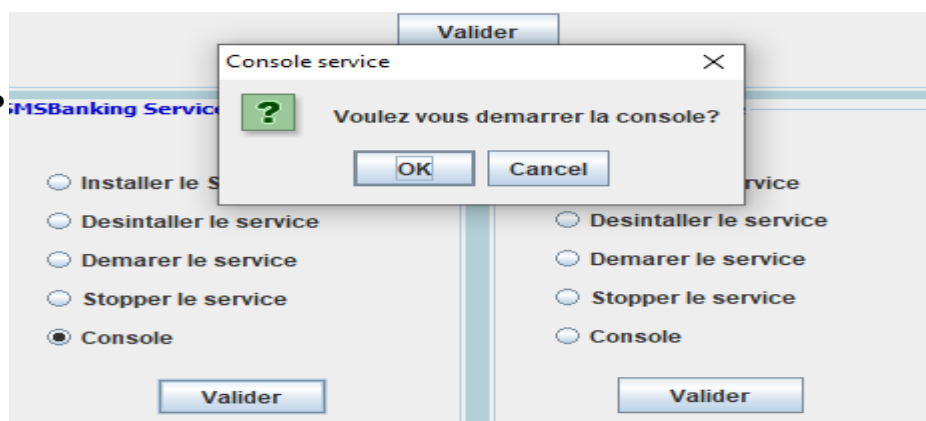
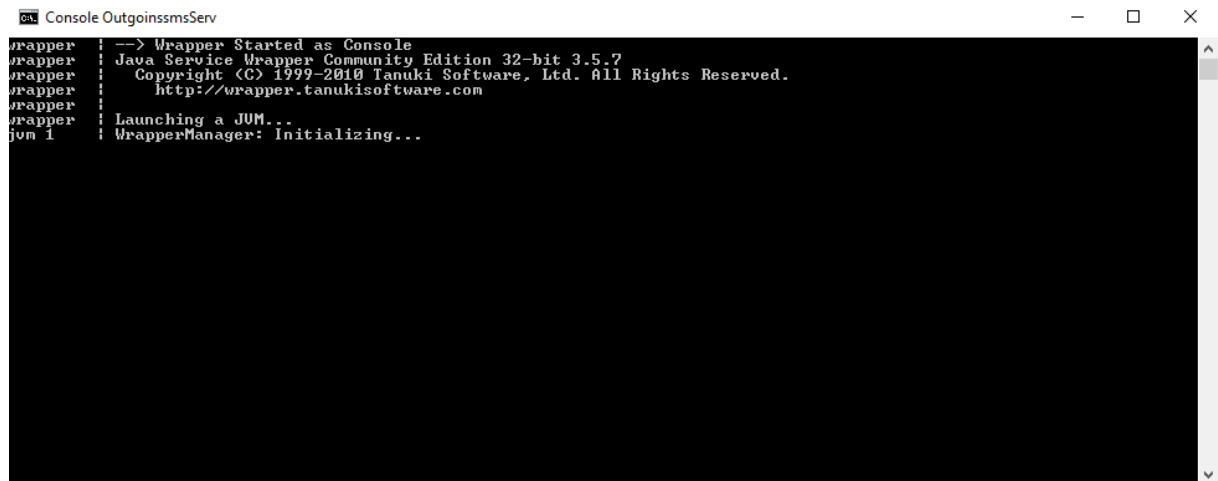


Figure 6: Validating outgoing SMS Service console

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



```
Console OutgoinsmsServ
wrapper : --> Wrapper Started as Console
wrapper : Java Service Wrapper Community Edition 32-bit 3.5.7
wrapper : Copyright (C) 1999-2010 Tanuki Software, Ltd. All Rights Reserved.
wrapper : http://wrapper.tanukisoftware.com
wrapper :
wrapper : Launching a JVM...
jvm 1   : WrapperManager: Initializing...
```

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;

Gateway error

This error surfaces due to bad or unstable Internet 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.