



**Quick Start Guide**  
**SMS MT & MO**

## Table of Contents

1. Introduction.....	Page 3
2. Acronyms & Abbreviations.....	Page 3
4. Process Flow – Technical.....	Page 4
5. Important Information.....	Page 5
6. XML Examples.....	Page 6
8. Frequently Asked Questions.....	Page 8
9. References.....	Page 9
10. Service Testing.....	Page 9
11. Technical Assistance / Escalations.....	Page 9

### *Version History*

Version	Author	Contact	Date	Notes
1.0	Martin de Jager	<a href="mailto:martin@intarget.mobi">martin@intarget.mobi</a>	28/10/2015	Initial draft version for internal review
1.1	Martin de Jager	<a href="mailto:martin@intarget.mobi">martin@intarget.mobi</a>	30/10/2015	Final release version

## **1. Introduction**

The purpose to this quick start is to provide a high level overview of how to send a SMS MT, receive status updates and reply MO's. Due to the fact that users can often reply to messages, this guide has incorporated MO instead of treating it as a separate bearer.

This guide should be used in conjunction with the main API documentation as this guide does not cover all the configuration elements, but only the main process that must occur between the Higate platform and the client's application/server.

Additional resources are available from the Intarget Support Page at:

<http://integrat.freshdesk.com/solution/categories/4000003081>

Alternatively, our support desk is available for assistance by logging a ticket with:

[ticketman@intarget.mobi](mailto:ticketman@intarget.mobi)

Please include as much information including your account name, logins and description of the problem that is been faced and our Service Delivery team will assist you further.

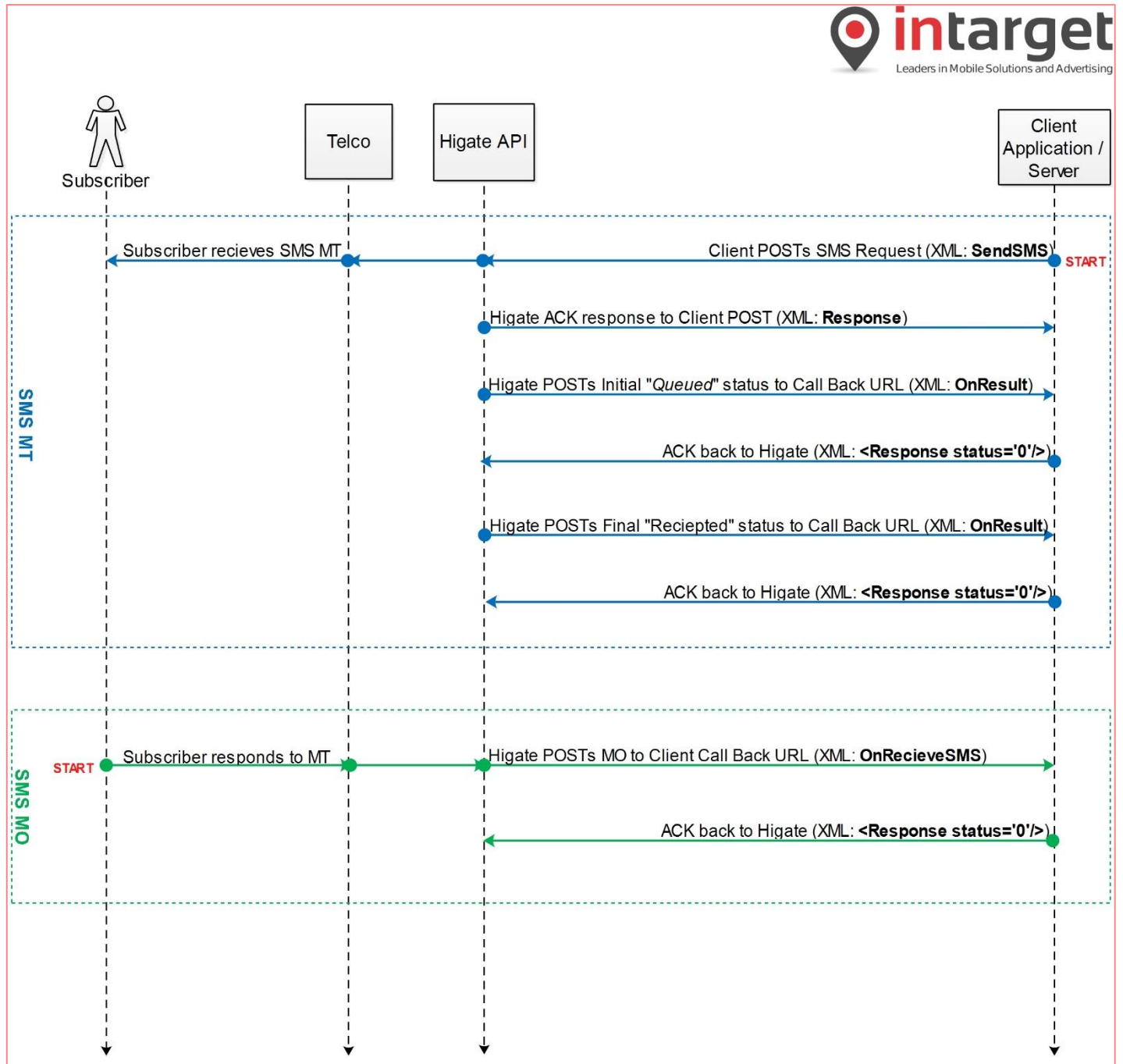
---

## **2. Acronyms & Abbreviations**

<b>Acronym / Abbreviation</b>	<b>Description</b>
SMS	Short Message Service
SMS MT	Mobile Terminating (i.e. received by the mobile phone)
SMS MO	Mobile Originating (i.e. sent from the mobile phone)
API	Application Programming Interface
TOC	Type Of Content
XML	Extensible Markup Language
URL	Uniform Resource Locator
DLR	Delivery Receipt – The status notification that is sent to the clients call back URL

---

### 3. Process Flow – Technical



The above flow covers the technical aspects of the SMS MT & MO process. The above and below mentioned XML Schemas can be found under the XML Examples section (Page 6).

### SMS MT

The process starts where the client POST's a SMS request using the XML request type: **"SendSMS"** to the Higate platform. The Higate platform responds directly to the POST with the response XML. This response XML provides confirmation that the request has been received for processing and provides a sequence number for tracking and matching the DLR POSTs to the clients call back URL.

Higate then POST's an initial DLR of the status message with the response Type XML: **"OnResult"** to the clients call back URL. This POST provides the initial status information of the transaction with a result code (usually 1 for *queued*).

Once this POST has been sent, the client application needs to respond to the POST with the Acknowledgement response XML (**ACK**).

Once the Operator updates Higate on the final status of the SMS, Higate will POST another DLR to the clients call back with the final status update. The result code will then change to either *Receipted* or *Failed*. If a failure has occurred, it will be accompanied by an error code and error text.

As with the initial POST, the client application must again respond with the response XML (**ACK**).

All result and error codes are available on the client support page under the "technical information" section.

### SMS MO

Should the subscriber respond to the SMS MT, the MO (reply) is routed back to the Higate platform and in turn, Higate will POST the reply to the clients call back URL with the response type XML: **"OnRecieveSMS"**.

This XML will contain additional information about the reply, including the MSISDN, network ID and message content.

As with MT POSTs from Higate, the client application will need to respond to the POST with the response XML (**ACK**).

---

## 5. Important Information

Some important information to note on the above flows and SMS in general:

- All submission must have the content type set to *"text/xml; charset=iso-8859-1"*
  - The ACK response to Higate POST's is essential. Failure to respond or using the incorrect response will result in Higate suspending further POSTs to the call back until the problem is resolved.
  - If you are using shared hosting, please check with your ISP that port 8888 is not been blocked.
  - All reference numbers set on the *'refNo'* field in the request XML must not exceed 10 characters in total and the same reference number will be rejected if used within a 48 period.
  - Be aware that a successful XML response only means that the request was accepted for processing, not that that it has been completed successfully.
  - If no Reference number is set, the Higate platform will automatically default to **1** and continue incrementing.
-

## 6. XML Examples

Note that details pertaining to the username, password, service code, reply tag are listed in the routing configuration that is supplied by the Account Manager. Please refer to the main API documentation for configurable fields within the XML. The below serves as examples only.

```
<Message>
  <Version Version="1.0"/>
  <Request Type="SendSMS" RefNo="1">
    <UserID>USERNAME</UserID>
    <Password>PASSWORD</Password>
    <SendSMS ToAddr="27613177895"
      Validity="00020000"
      Service="SERVICECODE"
      Flags="0"
      DataCoding="0">
    <Reply Tag="449"/>
    <AdultRating>0</AdultRating>
    <Content Type="TEXT">Test message from Higate HTTP client</Content>
  </SendSMS>
</Request>
</Message>
```

**SendSMS** - Sending a standard SMS MT

```
<?xml version="1.0" ?>
<Message>
  <Version Version="1.0"/>
  <Response Type="OnResult" TOC="SMS" RefNo="1" SeqNo="2289859312">
    <SystemID>Higate</SystemID>
    <UserID>USERNAME</UserID>
    <Service>SERVICECODE</Service>
    <NetworkID>2</NetworkID>
    <Network ID="2" MCC="655" MNC="010"/>
    <ErrCode>0</ErrCode>
    <ErrText>SMPP Submit Error</ErrText>
    <OnResult
      Flags="0"
      Code="6"
      SubCode="0"
      Text="SMPP Submit Error"/>
  </Response>
</Message>
```

**OnResult** – Status result of a SMS MT sent back to the client call back URL

```
<?xml version="1.0" ?>
<Message>
  <Version Version="1.0"/>
  <Response Type="OnReceiveSMS">
    <SystemID>Higate</SystemID>
    <UserID>USERNAME</UserID>
    <Service>SERVICECODE</Service>
    <OnReceiveSMS
      SeqNo="1234"
      Sent="1232815567"
      FromAddr="27123456789"
      ToAddr="27820048062216"
      ToTag="216"
      Value="0"
      NetworkID="2"
      AdultRating="0">
      <Content Type="TEXT">Message copy/Keyword</Content>
    </OnReceiveSMS>
  </Response>
</Message>
```

**OnRecieveSMS** – Receiving a SMS MO

```
<Response status_code='0'>
  <Data name='msg_generic_rsp'>
    <field name='msg_no' value='1' />
    <field name='seq_no' value='2289859312' />
  </Data>
</Response>
```

**Higate Response** – Response to client POST request

```
<Response status='0'/>
```

**Client Success Response** – Client ACK Response to Higate POSTs on the call back URL

## **8. Frequently Asked Questions**

**Q: Where do I get my account login credentials, service codes, reply tags and etc. that are required for the XML fields?**

A: These details are provided to you in the routing configuration that is sent by your account manager or Ticketman.

**Q: Are there other configurable elements to the XML schema's used?**

A: Yes, however, these are only provided in the main HTTP API documentation.

**Q: How many characters may the reference number in our submissions be?**

A: Reference numbers should not exceed 10 characters.

**Q: We are not receiving POSTs from the Higate platform, what could be the problem?**

A: If you are on shared hosting, please check with your ISP that you are not been blocked on port 8888. Also check that the correct response is been sent back to Higate on POSTs. The technical / Service Delivery teams can assist you in checking message statuses.

**Q: Do we have access to a test account?**

A: Yes, your account manager will allocate a test account for testing applications.

**Q: Do we need a call back URL for testing?**

A: Yes, as this is necessary for programming logic on client side.

**Q: Is HTTPS supported?**

A: No, the Higate platform only supports standard HTTP.

**Q: Is there a way to view the transaction logs of our MT's and MO's?**

A: Yes, the Higate Web interface provides a front end to request all transaction status results, credits and etc. This URL is available at: [www.higate.co.za](http://www.higate.co.za) and your account manager would have provided you with the login credentials for the front end (please note that Front End and Higate Login credentials are different).

**Q: What format must a MSISDN prefix follow for South Africa?**

A: The standard normalisation for South African numbers is 27 (removing the zero) and should look like this:  
27821239876

**Q: What are the network ID's for Each Telco?**

A: Vodacom = 1, MTN = 2, CellC = 3 & Telkom Mobile = 15

---



## 9. References

Client Support Page: <http://integrat.freshdesk.com/solution/categories/4000003081>

API Documentation: <http://integrat.freshdesk.com/solution/folders/4000011469>

Technical Information (Error Codes, Network ID's & etc.): <http://integrat.freshdesk.com/solution/folders/4000011470>

Fault Logging & Support: <http://integrat.freshdesk.com/solution/articles/4000054484>

Additional / Advanced Higate Information: <http://integrat.freshdesk.com/solution/articles/4000053161>

South African Telco Business Rules: <http://integrat.freshdesk.com/solution/folders/4000011536>

Compliance / Product Portal Guides: <http://integrat.freshdesk.com/solution/folders/4000011536>

## 10. Service Testing

Intarget will provide a test account for initial integration and testing while your application is still under development and an allocated Service Delivery Agent will assist in testing the whole process from opt-in to opt-out. Additional testing is done once the account is ready to go live.

Please note that testing requests must be sent to [ticketman@intarget.mobi](mailto:ticketman@intarget.mobi) and a testing slot will be allocated for the following day. Also please note that any testing that exceeds more than one service will be chargeable. Your account manager will arrange these costs with you prior testing.

## 11. Technical Assistance / Escalations

All technical assistance requests must be logged with [ticketman@intarget.mobi](mailto:ticketman@intarget.mobi). Please note that as Intarget handles multiple territories and clients. We will require your account name and details on the issue been experienced. Any failure to do so will prolong the process of assistance to you.

As per your SLA agreement with your account manager, the below is an escalation route for fault logging queries:

Escalation Route	Contact Number	Contact Email
First Line Support / Ticketman	+ 27 82 511 7837	<a href="mailto:ticketman@intarget.mobi">ticketman@intarget.mobi</a>
NOC/Service Delivery Supervisor – Martin de Jager	+ 27 82 310 4136	<a href="mailto:martin@intarget.mobi">martin@intarget.mobi</a>
CTO – Marius du Plessis	+ 27 74 485 6025	<a href="mailto:marius@intarget.mobi">marius@intarget.mobi</a>

Please note that Intarget does not assist with development or testing queries after 4pm and on weekends/public holidays. Clients are required to always log a support request after hours and on weekends as well as contacting First Line Support and providing the ticket number.