



## Technical Tip 31

### SysAid 7.5 setup for SMS Comfort

Om SysAid te koppelen naar SMS comfort moet je aan volgende zaken voldoen.  
(Advanced Help Desk tools)

#### ***Vorbereiding: SMScomfort en SysAid***

Installeer SMS comfort en activeer de HTTP optie.  
Installeer SysAid

Voor meer info over SysAid ga naar [SysAid on-line Help](#)



#### ***Stap1: Kopiëren van bestand***

In het geval van een default installatie dien je het bestand **CustomSMSProvider.groovy** te kopiëren naar onderstaande path:

C:\Program Files\SysAidServer\root\WEB-INF\conf

*(Bestand te verkrijgen op aanvraag)*

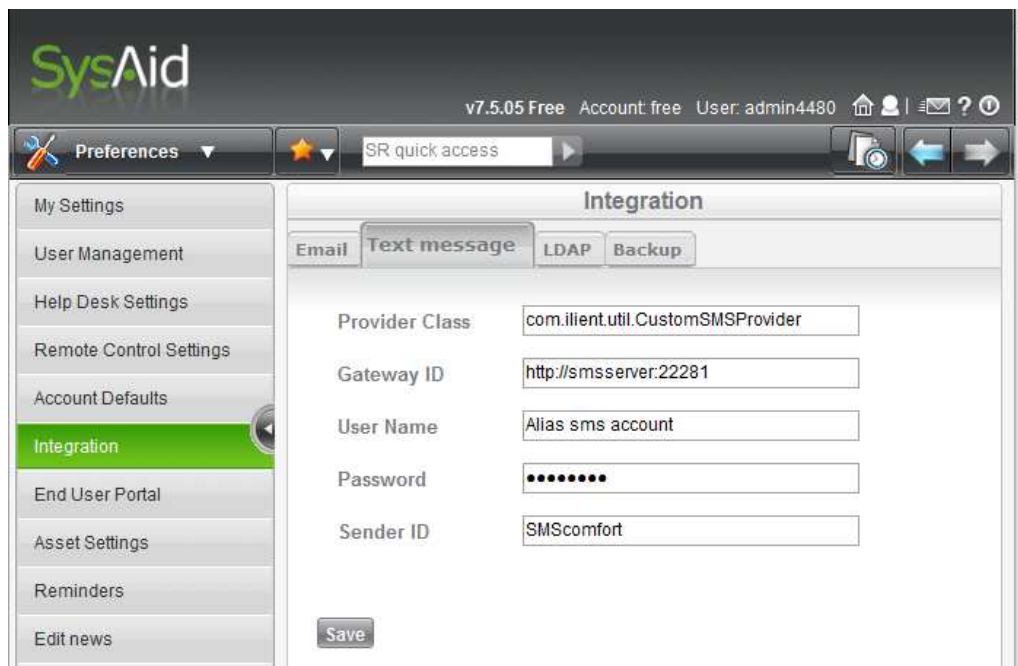


## Stap 2: Setup SysAid

Volgende instellingen dienen te gebeuren vooraleer berichten kunnen verzonden worden. Instellen in menu Preferences / integration onder Tab Text Messages

Instellingen :

- Provider Class = com.ilient.util.CustomSMSProvider
- Gateway ID = <http://ip-smsserver:22281>
- User Name = "alias"
- Paswoord = "user email address"
- Sender ID = SMScomfort



The screenshot shows the SysAid web interface. The top header displays the SysAid logo, version v7.5.05 Free, account information (Account: free, User: admin4480), and navigation icons. The left sidebar contains a menu with 'Integration' highlighted. The main content area is titled 'Integration' and has four tabs: 'Email', 'Text message', 'LDAP', and 'Backup'. The 'Text message' tab is active, showing the following configuration fields:

|                |                                   |
|----------------|-----------------------------------|
| Provider Class | com.ilient.util.CustomSMSProvider |
| Gateway ID     | http://smsserver:22281            |
| User Name      | Alias sms account                 |
| Password       | ••••••••                          |
| Sender ID      | SMScomfort                        |

A 'Save' button is located at the bottom left of the configuration area.



### Stap 3: Aanmaken van een SMS gebruiker

Maak een user aan en vul het gsm nummer in "Text message" in.


The screenshot shows the SysAid Help Desk Software interface in a Windows Internet Explorer browser. The page title is "Edit administrator properties - gsm4480". The left sidebar contains a menu with "User Management" selected. The main content area shows the "General Details" tab with the following fields:

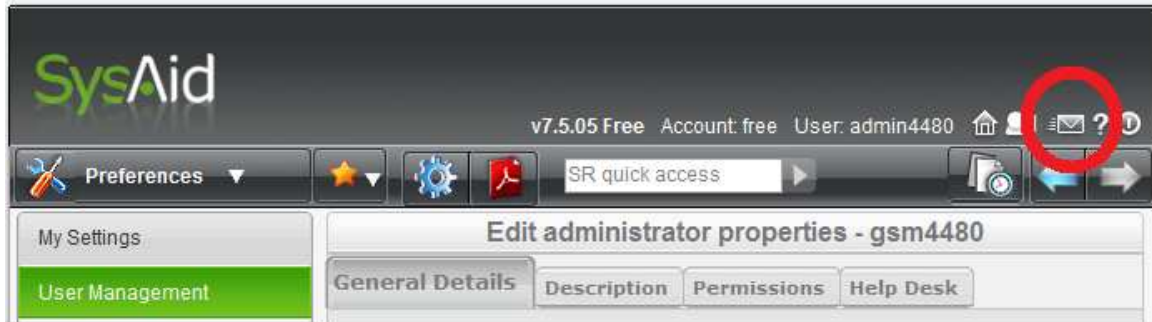
- \* User Name: gsm4480
- Password:  (with a "Generate random password" button)
- Confirm Password:
- First Name: User
- Last Name: SMS
- Email:
- Text message: 32477xxxxx
- Phone:
- Cellular phone:

At the bottom of the form are "Ok", "Cancel", and "Apply" buttons. The browser's status bar at the bottom indicates "Internet | Beveiligde modus: uitgeschakeld" and "100%" zoom.



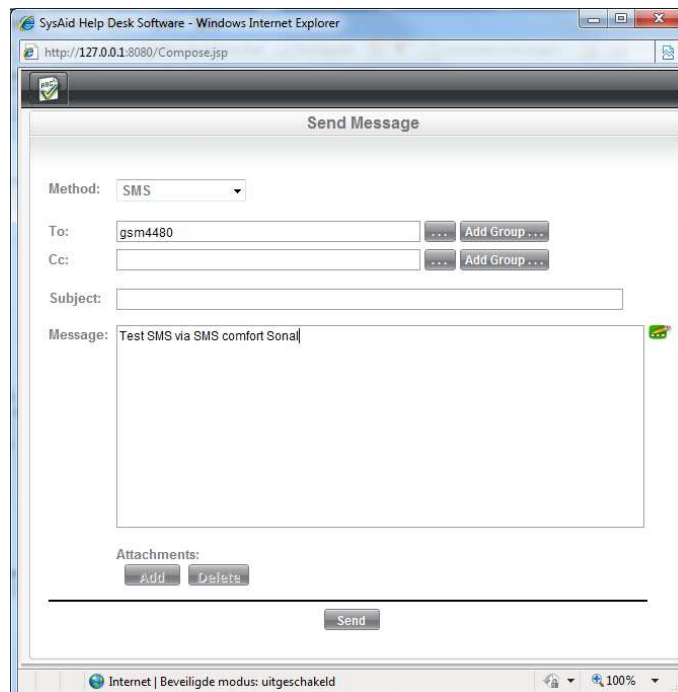
#### Stap 4: Verzenden van een testbericht via SysAid.

Verzenden van een eenvoudig SMS bericht via envelop icoon  rechts boven in Upper Menu Bar van webpagina, waarna de Send Message box zal openen.



Volgende selectie dien gemaakt in de message box.

- Method = Selecteer de SMS methode
- To: selecteer de SMS user(s)
- Message = vul bericht in en druk "Send"





## **Content van CustomSMSProvider.groovy file.**

```
System.out.println("Running custom sms provider.");

System.out.println("Provider Gateway ID - " + gatewayId);
System.out.println("Provider Sender Id - " + senderId);
System.out.println("Provider user name - " + user);
System.out.println("Provider password - " + password);
System.out.println("Message sender - " + sender);
System.out.println("Message body - " + body);

int index = 0;
while (index < recipients.length) {
    System.out.println("recipient " + (index+1) + " - " + recipients[index]);

    //Send the SMS request
    String requestUrl ;

    try {
        requestUrl = gatewayId+"/smsin/smsin.asp?" +
            "logon=" + URLEncoder.encode(user, "UTF-8") +
            "&pass=" + URLEncoder.encode(password, "UTF-8") +
            "&gsmnr=" + URLEncoder.encode(recipients[index], "UTF-8") +
            "&messagetype=SMS:TEXT" +
            "&msgcontent=" + URLEncoder.encode(body, "UTF-8") +
            "&senderID=" + URLEncoder.encode(senderId, "UTF-8") +
            "&responseformat=html";

        URL url = new URL(requestUrl);
        HttpURLConnection uc = (HttpURLConnection)url.openConnection();

        System.out.println(uc.getResponseMessage());
        uc.disconnect();

    } catch(Exception ex) {
        System.out.println(ex.getMessage());
    }

    index++;
}
```



<http://www.ilient.com/help-page.htm?helpPageId=4205&edition=0&version=v7.5.05>

[http://www.sms-integration.com/p\\_23-sysaid-integration-guide-sms.html](http://www.sms-integration.com/p_23-sysaid-integration-guide-sms.html)