

# iTest - Outbound SMS Testing Manual

Instructions for setting up  
and using SMS Testing



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## iTest SMS Testing configuration settings

Select the Profile tab then the SMS (SMPP) Profiles tab

1. Select "Add"
2. **Profile Name** – a way of referencing the customers SMSC.
3. **SMPP Host** – the IP Address of the Customers SMSC.
4. **SMPP Port** – The SMPP Port of the Customers SMSC.
5. **SMPP User** – The Username of the SMPP User required to access the Customers SMSC.
6. **SMPP Pass** – The Password assigned to the SMPP User.

After clicking "Add" the Add button will change to a "Save" button and a Check Status button will appear below. The "Check Status" will login to the Customers SMSC and verify the Online status showing when the SMPP was connected.

The iTest IP Address is 34.248.172.55



Select the 'Supplier' tab then the 'SMS Suppliers' tab

1. Select 'Add'
2. **Supplier Name** - This is the name used to reference the tests performed over this Supplier
3. **Service Type** - Any argument here is inserted into the Service\_Type header of the SMPP transaction
4. **Route Argument** - Used for specific communications arguments in the place of Service Type - though only under instruction from iTest Support personnel.
5. **Prefix** - Used if a prefix is utilised for the sending of the message. Set to '+' to force the TON / NPI to 1/1
6. **Email** - Used on the 'share' option, the email link will pre-populate your email client with the email address of the Supplier to speed up the sending of test results with Suppliers.



## How to initiate and iTest SMS Test

### Select the “SMS Tests” tab on the top Banner

- 1. Select the SMS Profile** you wish to use, if you only have a single SMSC configured on iTest it will default to your configured profile automatically.
- 2. Select the Supplier** you wish to test.
- 3. Encoding** – Select either GSM or UCS 2 encoding for your test, GSM is the default.
- 4. Select the Shift Table** you wish to use with GSM (Only visible if you have selected GSM) the default is the Global Character Set.
- 5. Concatenated Message tick box** – by selecting this tick box the iTest system will add extra characters to the Content field to ensure the message characters exceeds the Encoding character limits of a single message. (160 characters for GSM, 70 Characters for UCS 2)
- 6. Content** – type in the content for your test message
- 7. Sender ID** – if left blank (default) the iTest system will randomly generate an 11 digit number for the Sender ID, to specify a Sender ID type in a number within the Sender ID Field. You can specify the first few digits and use the wildcard of “x” within your entered Sender ID field and iTest will randomly insert a number between 0-9 to replace the “x”. The maximum field length of the Sender ID is 32 characters ascii text.
- 8. Test Type** – Select either “Node” or “Number”. If you select “Number” a Destination Number field will appear to enable you to input the number of your choice. If you select “Node” you have the option of then selecting the various countries and breakouts to send the tests to the iTest nodes located within those countries.
- 9. Maximum Timeout** – the default is set as 2 minutes, you may change this to other intervals ranging between 1 second and 1hour. The Maximum Timeout setting is used for ascertaining when to classify a test as Timed Out whereby no further processing on that test will occur, regardless if further information is received after the Maximum Timeout.
- 10. Message Quantity** – the number of SMS’s to be included within a single test. The default is 1, you may select any integer between 1-10.
- 11. Test** – initiates your test to run immediately.



## Summary Information for All Test Results

- **Time Initiated** - the Date and Time (as set by the iTest Account time zone) the first SMS in the test was initiated displayed in Month, Day Number format then 24 hours clock format displayed to hundredths of a second
- **Initiated by** - iTest User Account that initiated the Test
- **Supplier** – Name of the Supplier that the test is run against
- **SMPP Profile** – The customers SMPP Profile configured on the iTest platform (The Customers SMSC).
- **Test Name** – by default it is the Country / Breakout the test was run against, or the name of the test specified by the user
- **Max Timeout** – the timeout where if test results have not been received by the timeout specified the test SMS's will be marked as "Timed Out"
- **Test Type** – Either a "Node" or a "Number" – the differences being the Node test is terminated onto an IPT Networks Node located in country, and the Number Test is to any user specified number.
- **Test Results;**
  - **Grey T** = Total SMS's within the Test
  - **Yellow C** = SMS's that have been completed so far within that Test
  - **Green D** = Number of Delivery Reports received
  - **Green M** = Number of SMS Messages received
  - **Red I** = Content Mismatch or Sender ID Mismatch
  - **Red TO** – SMS's that have Timed Out
- **DLR** – measurement in hrs:mins:secs between the sending of the SMS and the receipt of the DLR (Delivery Report)
- **TTR** – Average Time To Receive (Mean Average of the time between the SMS being sent and the SMS being Received by the SMS Node)
- **Extra Info** – Specific Errors within the tests are listed here – examples being False DLR
- **Share** – Sharing the test results of individual SMS messages or the entire SMS Test.
- **Action** – Hide / Show the detailed SMS results for each SMS within the Tests
- **Delete** – Deletes the test results from the list
- **Retest** – Reruns the exact same test again as a new test

### Detailed SMS Test Results – Number Test

- **Sent** – The time the test SMS was initiated
- **Accepted** – confirmation the SMS has been accepted by the customers SMSC (SMS Profile)
- **DLR**
  - **Green tick** – iTest's SMSC has received a DLR from the Customers SMSC
  - **Grey tick** – pending results
  - **Red cross** – iTest has not received a DLR prior to the Maximum Timeout specified.
- **DLR TTR** – a number shown in seconds, (between 0 and the Maximum Timeout specified) representing the time between the SMS being sent and the DLR being received by the iTest SMSC.

### Detailed SMS Test Results – Node Test

- **Sent** – The time the test SMS was initiated
- **Accepted** – confirmation the SMS has been accepted by the customers SMSC (SMS Profile)
- **DLR**
  - **Green tick** – iTest's SMSC has received a verified True DLR from the Customers SMSC
  - **Grey tick** – pending results
  - **Orange tick** – iTest has identified that it has received a False DLR
  - **Red cross** – iTest has not received a DLR prior to the Maximum Timeout specified
- **DLR TTR** – a number shown in seconds, (between 0 and the Maximum Timeout specified) representing the time between the SMS being sent and the DLR being received by the iTest SMSC.
- **Recv**
  - **Green tick** – iTest Node has received an unverified message
  - **Grey tick** – pending results
  - **Red cross** – The iTest Node has not received the message prior to the Maximum Timeout specified.
- **Recv Time** – a number shown in seconds, (between 0 and the Maximum Timeout specified) representing the time between the SMS being sent and the message being received by the iTest Node.
- **SMSC** – either “NA” or a “name/number” representing the Final SMSC that carried the SMS prior to it arriving at the iTest Node

- **Sender**
  - **Green tick** – The Sender ID of the SMS sent matches the Sender ID of the SMS received by the iTest Node
  - **Grey tick** – pending results
  - **Red cross** – The Sender ID of the SMS sent does not match the Sender ID of the SMS received by the iTest Node
- **Sender Sent / Sender Received** – displays the Sender ID that was sent and the Sender ID that was received by the iTest Node. Highlighting any mismatches in red.
- **Cont**
  - Green tick – The Content of the SMS sent matches the content of the SMS received by the iTest Node
  - Grey tick – pending results
  - Red cross – The Content of the SMS sent does not match the content of the SMS received by the iTest Node.
- **Content Sent / Content Received** – displays the content of the SMS's sent and received with a red colour highlighting any mismatches within the content.
- **Log** – opens a separate window that displays the SMPP Ladder where it is possible to save the file as a TXT or view it as text file within a browser.

