

Interactive Message Response System

Version 2.0 Extreme

User's Guide

March, 2011

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1.0 Introduction

This document describes the Interactive Message Response System.

2.0 Getting Started

Interactive Message Response System intended for mobile based sms text service to mobile client (mobile phone users).

2.1 Overview

Interactive Message Response System Offer 4 types of service *Request*, *General*, *Broadcast/Forward* and *Proposal*. Each service can be used by registered user (if service is subscribe to their group) or unregistered user. Special type service *Broadcast/Forward* can Used by *Personal Group Member* only, rest of services can be used by *Personal* and *Public Group*. *Broadcast/Forward* type service can use by detection of *mobile number* or *keyword* (which is receive in the SMS message by the server). Rest type service identify by *Keyword* (which is receive in the SMS message by the server).

2.2 Service

1. Request type service is dynamic service which is a TCP/IP Client request to TCP/IP Server at Specific port and return text message to mobile user regarding user request.
2. General type service is static service which is return static text Message to mobile user regarding user request.
3. Proposal type service also static service which is return buy or sell Proposal as text message to mobile user regarding user request.
4. Broadcast/Forward type service can broadcast message to all registered user of forward to groups, Mobile number, E-Mail Address by identifying keyword or mobile number of user who is requested.

2.3 About the Package Components

Here is a brief description of the components contained in the packages listed above:

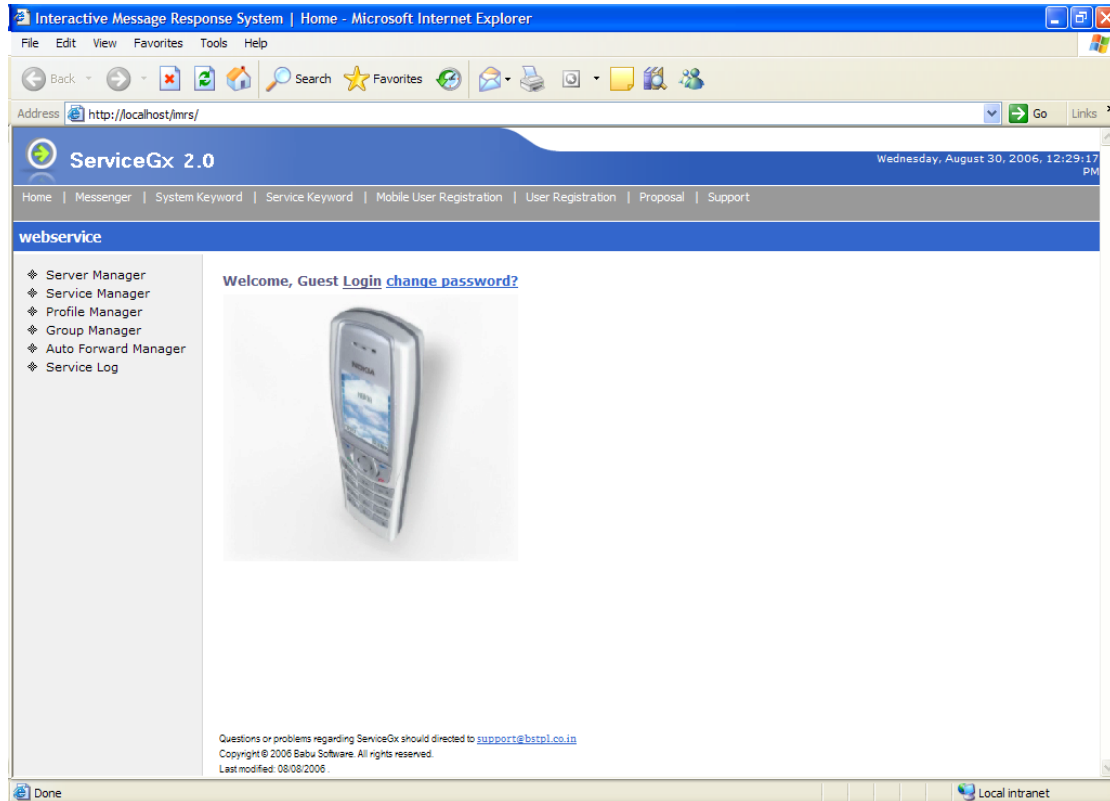
- Web Service ServiceGx 2.0
- ServerGx 2.3

Debug / Diagnostic tools

- IMRS test request server application dig 1.0
- IMRS Test application dig 1.1
- Console SMS Client 2.0

3.0 How to Configure Web Service?

Open Internet Explorer and load URL of *Interactive Message Response System web Service Manager* <http://localhost/imrs/> , configuration tools are *server manager*, *service manager*, *profile manager*, *auto forward manager* and *group manager*



Interactive Message Response System web Service Manager

4.0 Default Password and User

default user of web service administrator ServiceGx is *system* and default password set to *manager*

5.0 Server Settings

Click *Server Manager* Option link in to display the **Settings** consisting of the following:

ServiceGx 2.0

Home | Messenger | System Keyword | Service Keyword | Mobile User Registration | User Registration | Proposal | Support

webservice

Server Manager

Service Manager

Profile Manager

Group Manager

Auto Forward Manager

Service Log

Service Status: Start

Server Name: ServerGx

Default Service: General;1;default

Block Address: 8888 [Unblock]

Add Address: [Block]

Acknowledgement: ☐ Enable ☒ Disable

Auto User Logoff: 15 Minutes

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Local intranet

Server Manager

server manager provide option for *start / stop service*, configure of server name and set to default service when no keyword is identify by server this service is executed by default. Also providing option for block *mobile number/ IP address*, acknowledge can be set ON/OFF and last option provided to user logoff time.

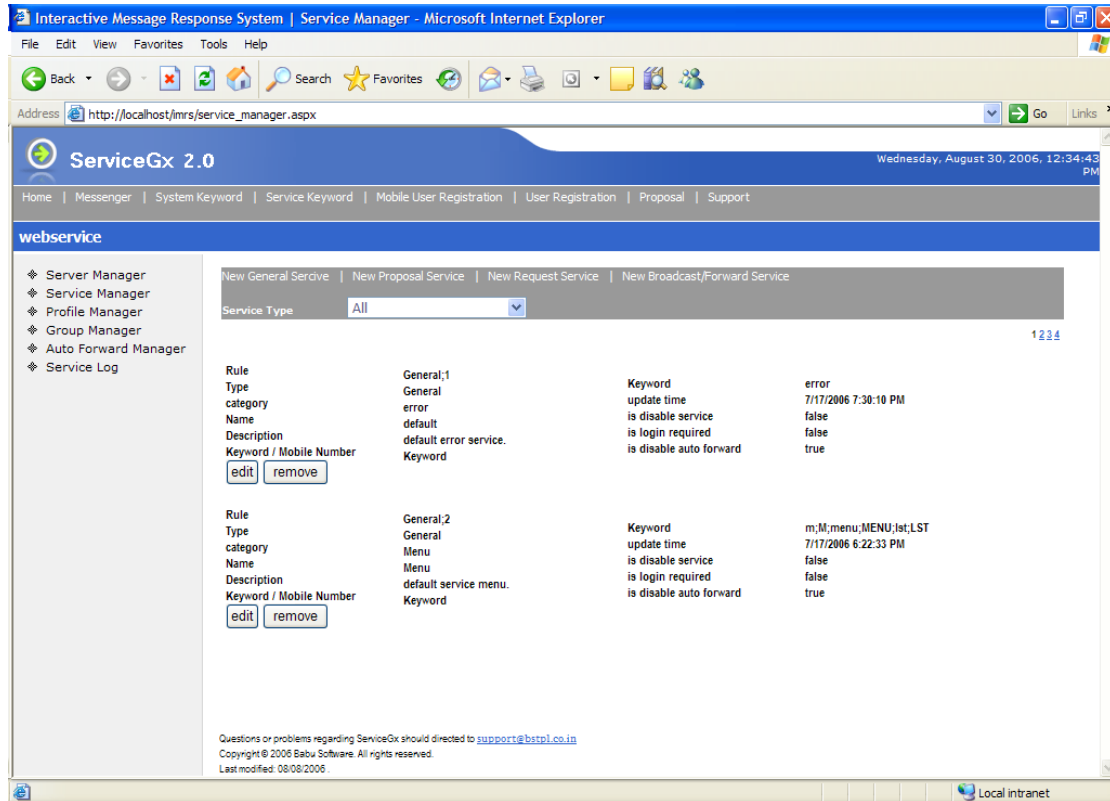
[EXAMPLE

Service Status	: START
Server Name	: ServerGx
Default Service	: NONE
Block Address	: 8888; 124.6.122.23; +919839183144;
Acknowledgement	: ENABLE
Auto user logoff	: 15 Minutes

]

5.0 How to configure service?

Click *Service Manager* Option link operation if service is already exists then browse the service click edit button in service manager if service is new the click new service link in service manager. For removing service click remove button.



Service Manager

5.1 General Service Configurations

General Service is static service which is returning static message to user. Service can configure to unregistered or registered user.

The screenshot shows the ServiceGx 2.0 web application running in a Microsoft Internet Explorer browser. The address bar shows the URL: `http://localhost/imrs/service.aspx?service_rule=General;2`. The page title is "ServiceGx 2.0". The navigation menu includes: Home, Messenger, System Keyword, Service Keyword, Mobile User Registration, User Registration, Proposal, and Support. The main content area is titled "webservice" and contains a sidebar with a tree view of management options: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form displays the configuration for a "General" service rule. The fields are as follows:

Field	Value
Service Type	General
Service Rule	2
Name	Menu
Description	default service menu.
Category	Menu
Login	<input type="radio"/> Required <input checked="" type="radio"/> Not Required
Keyword	m;M;menu;MENU;lst;LST
Return Message	menu service comming soon.

Below the form is an "Update Service" button. To the right of the form is a checkbox labeled "Is disable Service" which is currently unchecked. At the bottom of the page, there is a footer with the following text: "Questions or problems regarding ServiceGx should directed to support@bstpl.co.in. Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006."

Update General Service

5.2 Creating New General Service

Enter name of service, service description, category of service, service keyword, and return message. Also select option for login required or not and set the service status i.e. Service is enable or disable.

[Example

Name	: MAIN MENU
Description	: MENU SERVICE
Category	: MENU
Keyword	: m;lst;menu;M;LST;MENU (multiple service keyword)
Return Message	: sell buy news
Is disable service	: TRUE/FALSE
Login	: REQUIRED/NOT REQUIRED

] service type and service rule are automatically failed click add to create new general service. If service is set to login required then also set group permission to this new service.

The screenshot shows the 'ServiceGx 2.0' web application interface in a Microsoft Internet Explorer browser. The address bar shows 'http://localhost/imrs/service.aspx?new_service=general'. The page has a blue header with the title 'ServiceGx 2.0' and a navigation menu with links: Home, Messenger, System Keyword, Service Keyword, Mobile User Registration, User Registration, Proposal, and Support. The main content area is titled 'webservice' and contains a sidebar with a tree view of management options: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form area is for creating a new service. It includes fields for 'Service Type' (set to 'General'), 'Service Rule' (set to 'new service rule'), 'Name' (set to '[new general service]'), 'Description' (set to '[new general service]'), 'Category' (set to 'General'), 'Login' (with radio buttons for 'Required' and 'Not Required', where 'Required' is selected), 'Keyword' (set to '[keyword1];[keyword2];[keyword3];[keyword4];'), and 'Return Message' (set to 'new general service coming soon...'). There is a checkbox for 'Is disable Service' which is checked. An 'Add Service' button is at the bottom of the form. At the bottom of the page, there is a footer with contact information: 'Questions or problems regarding ServiceGx should be directed to support@bstpl.co.in. Copyright © 2006 Sabu Software. All rights reserved. Last modified: 08/08/2006.' The browser's status bar at the bottom shows 'Done' and 'Local intranet'.

New general service

5.3 Creating New Proposal Service

Enter name of service, service description, and category of service, service keyword, and proposal item, item rate and type of proposal buy or sell. Also select option for login required or not and set the service status i.e. Service is enable or disable.

[EXAMPLE]

Name : BUY PROPOSAL CPO CRUDE
Description : PROPOSAL SERVICE
Category : BUY CRUDE
Keyword : buy cpo;
Proposal Item : CPO 5% FFA
Proposal Type : SELL/BUY
Is disable service : TRUE/FALSE
Login : REQUIRED/NOT REQUIRED

] service type and service rule are automatically failed click add to create new proposal service. If service is set to login required then also set group permission to this new service.

The screenshot shows the 'ServiceGx 2.0' web application running in a Microsoft Internet Explorer browser. The address bar shows the URL: http://localhost/Imrs/service.aspx?new_service=proposal. The page title is 'Interactive Message Response System | Service - Microsoft Internet Explorer'. The browser's menu bar includes File, Edit, View, Favorites, Tools, and Help. The address bar has buttons for Back, Forward, Stop, Reload, and Go. The page content is divided into a left sidebar and a main form area. The sidebar, titled 'webservice', contains a list of links: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form area is titled 'ServiceGx 2.0' and contains the following fields and controls: Service Type (dropdown menu set to 'Proposal'), Service Rule (dropdown menu set to 'new service rule'), Name (text input field containing '[new proposal service]'), Description (text input field containing '[new proposal service]'), Category (text input field containing 'Proposal'), Login (radio buttons for 'Required' (selected) and 'Not Required'), Keyword (text input field), Item Name (text input field containing '[new item]'), Rate (text input field containing '100.00'), and a radio button for 'Buy' (selected) and 'Sell'. There is a checkbox for 'Is disable Service' which is checked. At the bottom of the form is an 'Add Service' button. The footer of the page contains the text: 'Questions or problems regarding ServiceGx should directed to support@bstpl.co.in. Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006.' The browser's status bar at the bottom shows 'Done' and 'Local intranet'.

New Proposal Service

5.4 Creating New Request Service

Enter name of service, service description, and category of service, service keyword, and Server address, server port, service user and password. Also select option for login required or not and set the service status i.e. Service is enable or disable.

[Example

Name	: REQUEST NetPro
Description	: REQUEST SERVICE
Category	: REQUEST
Keyword	: ping;
Server Address By	: SERVER NAME
Server Address	: localhost
Server Port	: 998
Service User	:
Service password	:
Is disable service	: TRUE/FALSE
Login	: REQUIRED/NOT REQUIRED

] service type and service rule are automatically failed click add to create new Request service. If service is set to login required then also set group permission to this new service.

The screenshot shows the 'ServiceGx 2.0' web application interface. The browser address bar shows 'http://localhost/lmrs/service.aspx?new_service=request'. The page title is 'ServiceGx 2.0' and the date is 'Wednesday, August 30, 2006, 12:45:17 PM'. The navigation menu includes 'Home', 'Messenger', 'System Keyword', 'Service Keyword', 'Mobile User Registration', 'User Registration', 'Proposal', and 'Support'. The 'webservice' section is active, showing a sidebar with 'Server Manager', 'Service Manager', 'Profile Manager', 'Group Manager', 'Auto Forward Manager', and 'Service Log'. The main form is titled 'New Request Service' and contains the following fields:

- Service Type**: Request (dropdown)
- Service Rule**: new service rule (dropdown)
- Name**: [new request service] (text box)
- Description**: [new request service] (text box)
- Category**: Request (dropdown)
- Login**: ☒ Required ☐ Not Required
- Keyword**: (text box)
- Address by**: IP Address (dropdown)
- Address**: localhost (text box)
- Port**: 999 (text box)
- Service User**: (text box)
- Password**: (text box)

There is a checkbox for 'Is disable Service' which is checked. An 'Add Service' button is at the bottom of the form. At the bottom of the page, there is a footer with contact information: 'Questions or problems regarding ServiceGx should directed to support@bstpl.co.in. Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006.'

New Request Service

5.5 Creating New Broadcast/Forward Service

Enter name of service, service description, and category of service, service keyword/Mobile Number, and Forward Type. Also select option for login required or not and set the service status i.e. Service is enable or disable. Forward Type can be Selected Mobile Phone/E-mail/Groups/All Users.

[Example

Name : HELP
Description : HELP
Category : GENERAL
Keyword Mobile Number By : KEYWORD
Keyword : help;
Forward type : MOBILE NUMBER
Mobile Number : +919415917612
Is disable service : TRUE/FALSE
Login : REQUIRED/NOT REQUIRED

] service type and service rule are automatically failed click add to create new Broadcast/Forward service. If service is set to login required then also set group permission to this new service.

The screenshot shows the 'ServiceGx 2.0' web application running in Microsoft Internet Explorer. The browser's address bar shows the URL: `http://localhost/lms/service.aspx?new_service=broadcast_forward`. The application's navigation bar includes links for Home, Messenger, System Keyword, Service Keyword, Mobile User Registration, User Registration, Proposal, and Support. The main content area is titled 'webservice' and contains a sidebar with a tree view of navigation options: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form is for creating a new service. It includes the following fields and options:

- Service Type:** A dropdown menu set to 'Broadcast/Forward'.
- Service Rule:** A dropdown menu set to 'new service rule'.
- Name:** A text input field containing '[new broadcast forward service]'.
- Description:** A text input field containing '[new broadcast forward service]'.
- Category:** A text input field containing 'Broadcast/Forward'.
- Login:** Radio buttons for 'Required' (selected) and 'Not Required'.
- Service By:** Radio buttons for 'Keyword' (selected) and 'Mobile Number'.
- Keyword:** A text input field containing '[keyword1];[keyword2];[keyword3];[keyword4];'.
- Forward Type:** Radio buttons for 'All Users' (selected), 'Group', 'E mail Address', and 'Mobile Number'.
- Is disable Service:** A checkbox that is checked.
- Add Service:** A button at the bottom of the form.

At the bottom of the page, there is a footer with the following text: 'Questions or problems regarding ServiceGx should be directed to support@bstpl.co.in. Copyright © 2008 Babu Software. All rights reserved. Last modified: 08/08/2008.'

New Broadcast/Forward Service

5.6 Other Service

Bid, login, logout, user register is the other service which is default keyword identification in client (mobile phone user) request. Service details are as

'**bid**' service keyword work with all '*proposal service*' use as '**bid <service keyword> = <bid value>**' but all registered user can use it.

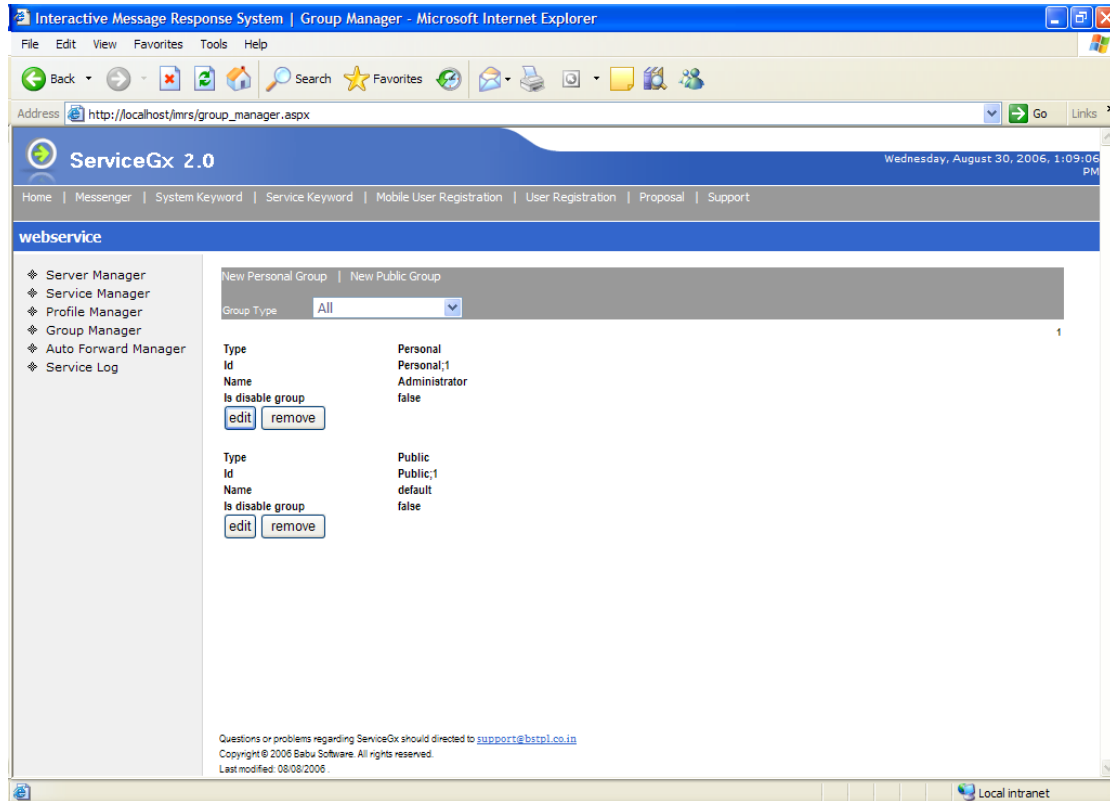
'**login**' Service keyword use for login it can be use as '**login**' or '**login <user name> <password>**'

'**pwd**' Service keyword use for change password it can be use as '**pwd <old password> <new password> <retype new password>**'

'**reg**' service keyword use for user registration keyword use as '**reg < user name>**'. default password set to 1234

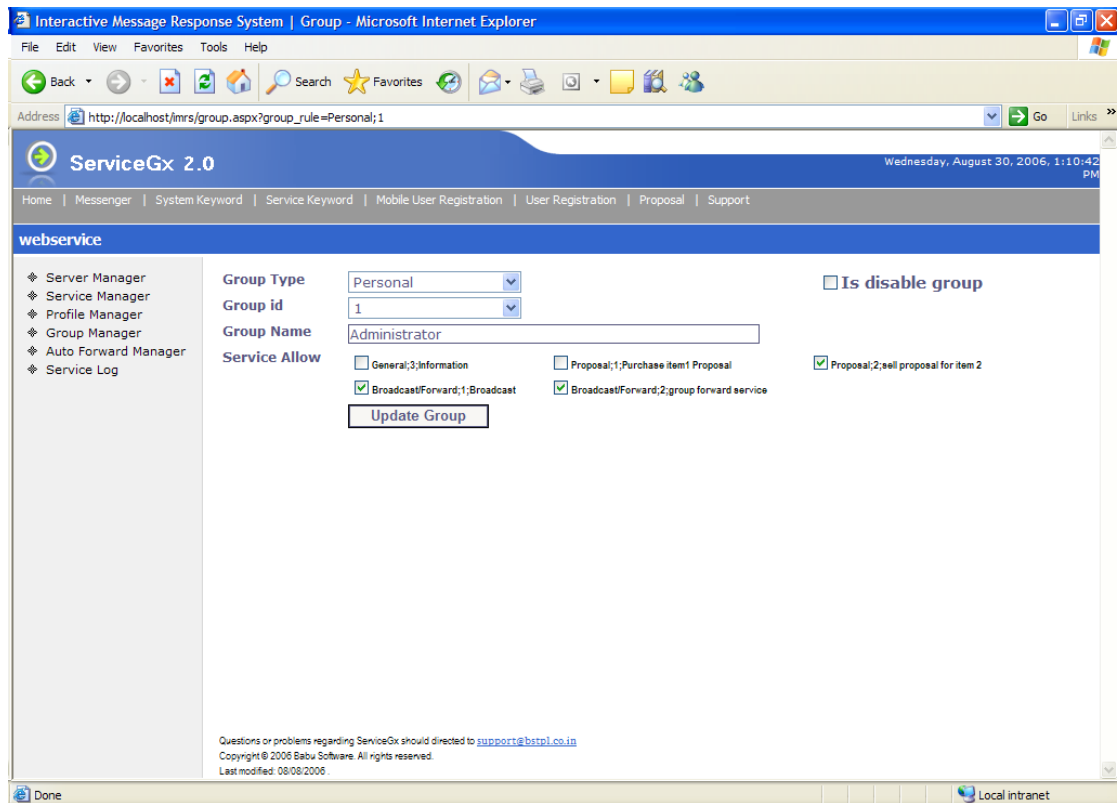
6.0 How to Configure Group?

Click Group *Manager* Option link operation of ServiceGx Manager if Group is already exists then browse the group click edit button in group manager if group is new the click new group link in group manager. For removing group click remove button.



Group Manager

Configure service subscribe select service allow service in group as below default group has no service subscribe but clicking service allow subscribe to service to respective group.



Update Group

6.1 Creating New Group:

Enter name of group, service allow. Also set the group status i.e. group is enable or disable.

[Example

Group Name : Employee
Service Allow : Broadcast/Forward;1;Broadcast
Is disable group : TRUE/FALSE

] group type and group id are automatically failed click add to create new group. Depending on group is personal or public.

The screenshot shows a web browser window titled 'Interactive Message Response System | Group - Microsoft Internet Explorer'. The address bar shows 'http://localhost/lmrs/group.aspx?new_group=personal'. The page header for 'ServiceGx 2.0' includes a navigation menu with links: Home, Messenger, System Keyword, Service Keyword, Mobile User Registration, User Registration, Proposal, and Support. The main content area is titled 'webservice' and contains a sidebar with links: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form area is titled 'Group - Microsoft Internet Explorer' and contains the following fields and controls:

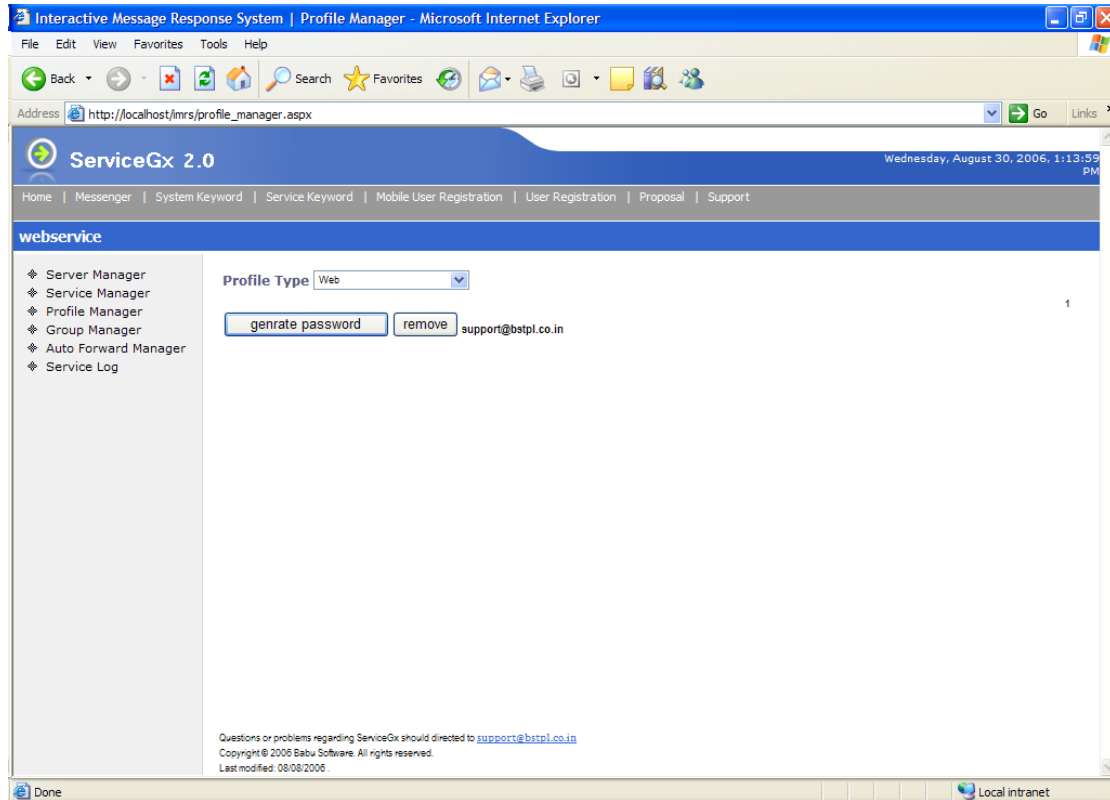
- Group Type:** A dropdown menu set to 'Personal'.
- Group id:** A dropdown menu set to 'new group'.
- Group Name:** A text input field containing '[new personal group]'.
- Service Allow:** A section with four checkboxes:
 - ☐ General;3;Information
 - ☐ Proposal;1;Purchase item1 Proposal
 - ☐ Broadcast;Forward;1;Broadcast
 - ☐ Broadcast;Forward;2;group forward service
- Is disable group:** A checkbox that is checked.
- Add Group:** A button to submit the form.

At the bottom of the page, there is a footer with the text: 'Questions or problems regarding ServiceGx should directed to support@bstpl.co.in. Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006.'

New Group

6.0 Profile Administration

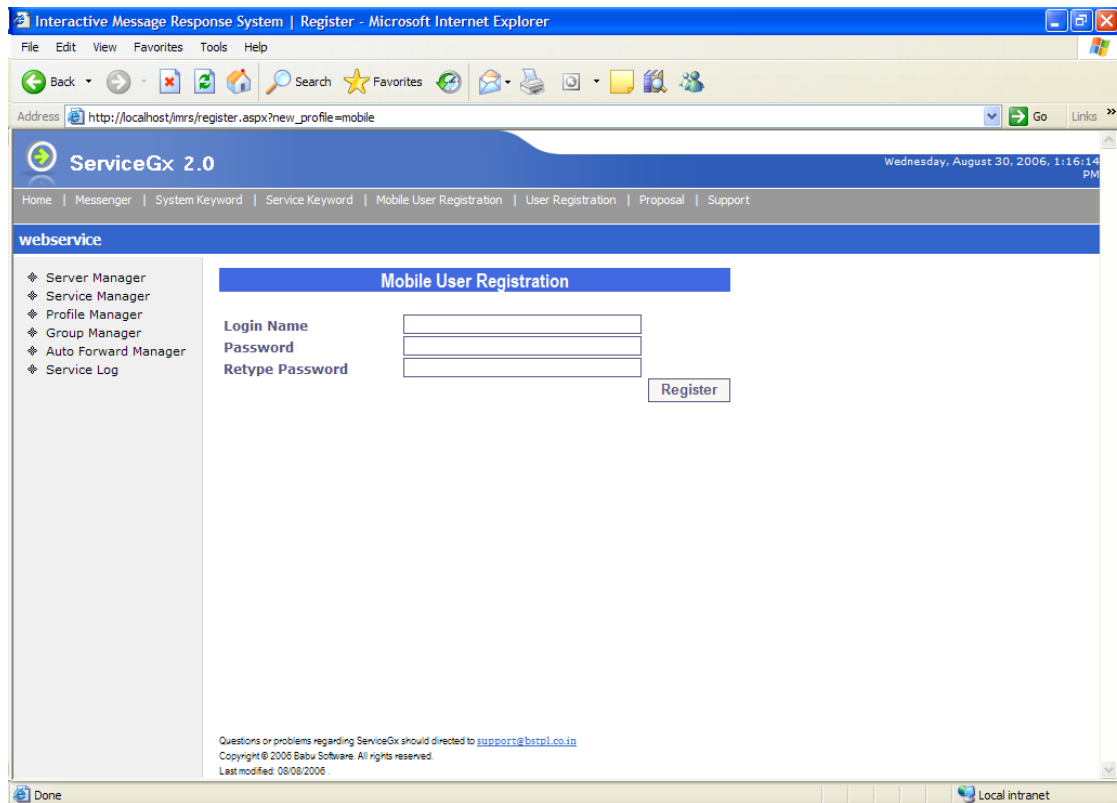
Click Profile *Manager* Option link operation of ServiceGx Manager if profile is already exists then browse the profile click edit button in profile manager if profile is new the click new profile (web or mobile) link in profile manager. For removing profile click remove button.



Profile Manager

6.1 Crating New Profile

Providing login name, password, User name, E-mail address, mobile number and rest of entries and clink registered. Rights are update in editing profile option.



New Mobile Profile

7.0 Auto Forward

General and proposal service are set to auto forward to group or groups. Click to open Auto forward *Manager* Option link operation of ServiceGx Manager. Select the service which is configuring to auto forward. Set the desire setting and click update in auto forward manager.

The screenshot shows the 'Auto Forward' configuration page of the ServiceGx 2.0 web application. The browser window title is 'Interactive Message Response System | Auto Forward - Microsoft Internet Explorer'. The address bar shows 'http://localhost/imrs/forward_manager.aspx'. The page header includes the 'ServiceGx 2.0' logo and the date 'Wednesday, August 30, 2006, 1:17:48 PM'. A navigation menu at the top lists: Home, Messenger, System Keyword, Service Keyword, Mobile User Registration, User Registration, Proposal, and Support. The main content area is titled 'webservice' and features a left-hand sidebar with a tree view containing: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager (selected), and Service Log. The main configuration area for 'Auto Forward Manager' includes the following fields and controls:

- Service Rule:** A dropdown menu set to 'General;1;default'.
- Is disable auto forward:** A checkbox that is checked.
- Forward Rule:** A dropdown menu set to 'Never'.
- Auto Forward Active:** Three radio buttons: '24 Hours', '12 Hours (9:00 AM - 9:00 PM)', and '8 Hours (10:00 AM - 6:00 PM)'. The '8 Hours' option is selected.
- Groups:** Two checkboxes: 'Personal;1;Administrator' and 'Public;1;default', both of which are unchecked.
- Update:** A button located below the 'Groups' section.

At the bottom of the page, there is a footer with the following text: 'Questions or problems regarding ServiceGx should be directed to support@bstpl.co.in. Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006.' The browser's status bar at the bottom indicates 'Local intranet'.

Auto Forward

8.0 Tools

ServerGx provided debug tools and test tool to provide appropriate support. Tools are

8.1 **Mobile messenger (WINDOWS/WEB)** TCP/IP Clint of web Service useful in testing server. Web mobile messenger open in clicking messenger option in ServiceGx Manager. Windows mobile messenger is clicking mobile messenger icon on desktop.

8.2 **Server log** View all log to detect status of server. Server log Viewer open in clicking server log link option in Server Manager.

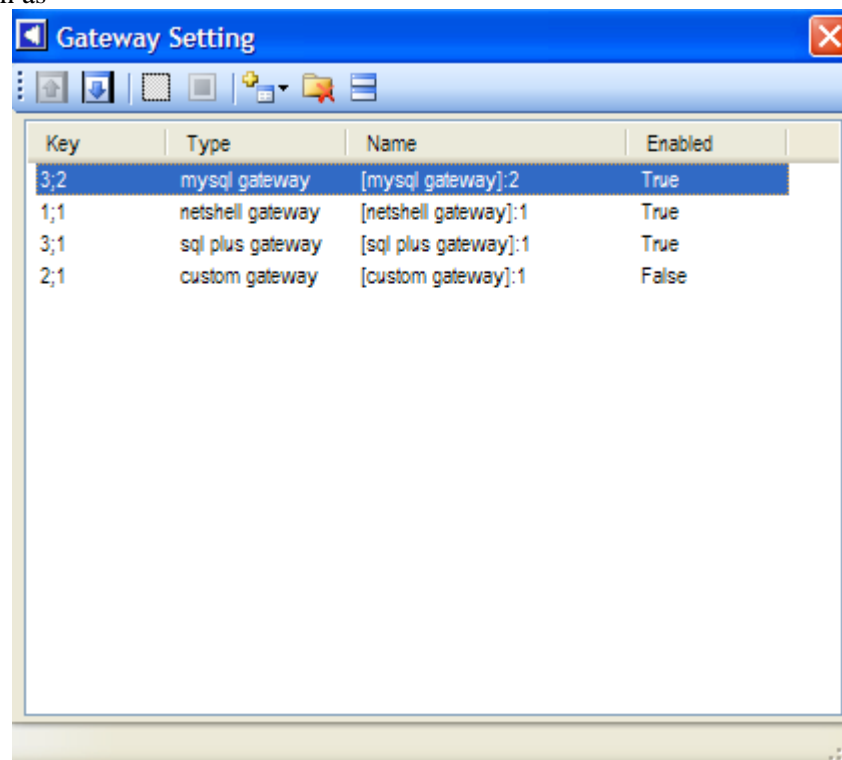
8.3 **Proposal viewer** all Bid value for items with contact information of bidder. Proposal Viewer open in clicking Proposal link option in ServiceGx Manager.

10.0 Configuring ServerGx Gateway

ServerGx Support 4 type gateway

- | | |
|--------------------|------------------------------------|
| • Netshell Gateway | [two way: = incoming and outgoing] |
| • Custom Gateway | [one way: = outgoing] |
| • SQL Plus Gateway | [two way: = incoming and outgoing] |
| • MySQL Gateway | [two way: = incoming and outgoing] |

Open gateway setting from imrs.servergx menu for icon in notification area. Click setting dialog open as



Gateway Setting

Options are available in tool bar set high parity, set low parity, enable gateway, disable gateway, add gateway, remove gateway, and edit gateway setting.

Parameter Using in SQL Gateway (MySQL / SQL Plus)

Parameter	Description	Use
[fetch key]	numeric primary key in incoming message table.	Detecting new message and deleting old message.
[message]	message field in outgoing message table.	Inserting new outgoing message
[source]	source field in outgoing message table.	Inserting new outgoing message
[destination]	destination field in outgoing message table.	Inserting new outgoing message
[time stamp]	Any date time field in outgoing message table.	Inserting new outgoing message

EXAMPLE: 1 connection to mysql database db_sms. Table in db_sms tbl_msg_in {id , msg, sender, entrydate [id is numeric primary key for table]} is use for storage new incoming message, and tbl_sms_out {id , msg, sender, destination entrydate [id is numeric primary key for table]} is use for outgoing message.

Using MySQL Gateway

Connection string: “server=127.0.0.1;user id=root; password=12345; database=db_sms; pooling=false”

Select Statement: “SELECT id, msg, sender FROM tbl_msg_in WHERE id > [fetch key];”

during execution [fetch key] is replace by last id value.

NOTE: SELECT STATEMENT IS FIX it takes 3 fields from incoming table [primary key field, message filed and sender filed] also it is depending upon order.

Delete Statement: “DELETE FROM tbl_msg_in WHERE id < [fetch key];”

during execution [fetch key] is replace by last id value

Insert Statement: “INSERT INTO tbl_msg_out (sender, destination, msg, entrydate) VALUES([source], [destination], [message],[time stamp]);”

during execution ([source], [destination], [message],[time stamp] is replace by source, destination, outgoing message and current time stamp value.

EXAMPLE: 2 connection to access database db_sms.mdb, location of file is “C:\Documents and Settings\manoj\My Documents\db_sms.mdb” Table in db_sms tbl_msg_in {id , msg, sender, entrydate [id is numeric primary key for table]} is use for storage new incoming message, and tbl_sms_out {id , msg, sender, destination entrydate [id is numeric primary key for table]} is use for outgoing message.

Using SQL Plus Gateway

Connection string: “Provider=Microsoft.Jet.OLEDB.4.0;Data Source=C:\Documents and Settings\manoj\My Documents\db_sms.mdb;Persist Security Info=False”

Select Statement: “SELECT id, msg, sender FROM tbl_msg_in WHERE id > [fetch key];”

during execution [fetch key] is replace by last id value.

NOTE: SELECT STATEMENT IS FIX it takes 3 fields from incoming table [primary key field, message filed and sender filed] also it is depending upon order.

Delete Statement: “DELETE FROM tbl_msg_in WHERE id < [fetch key];”

during execution [fetch key] is replace by last id value

Insert Statement: “INSERT INTO tbl_msg_out (sender, destination, msg, entrydate)
VALUES([source], [destination], [message],[time stamp]);”

during execution ([source], [destination], [message],[time stamp] is replace by source, destination, outgoing message and current time stamp value.

10.0 For More Information

For more information about configuring and using the components in the packages, contact

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