
SMS messages fail with error 500

- **Article Type:** General
 - **Product:** Voyager
 - **Product Version:** 9.1
 - **Relevant for Installation Type:** Dedicated-Direct; Direct; Local;
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Symptoms

* SMS messages are not being sent by Voyager.

* SMS provider is Clickatell

* Test message responses, and Apache error logs show:

HTTP Status 500 - 1

type Exception report

message 1

description The server encountered an internal error that prevented it from fulfilling this request.

exception

java.lang.ArrayIndexOutOfBoundsException: 1

...

* Corresponding Tomcat catalina.out log shows:

SEVERE: Servlet.service() for servlet [SmsProxyHttp] in context with path [/core-sms-proxy] threw exception

java.lang.ArrayIndexOutOfBoundsException: 1

...

Cause

API Id is missing from the <ProviderPassword/> tag in SmsProxyConf.xml

Resolution

* The <ProviderPassword/> tag for <Institution> configurations in SmsProxyConf.xml, must contain both the password and the API-Id separated by a colon (:), when the SMS provider is Clickatell

* Add the Password and API-Id to the SmsProxyConf.xml institution configuration with the format [Password]:[API Id]

Category: Server issues
