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## SMS messages truncated when received by patrons

- **Article Type:** General
  - **Product:** Voyager
  - **Product Version:** 8.2.2
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### Problem Symptoms:

- \* SMS message > 70 characters sent
- \* Only first 70 characters of message delivered

### Cause:

This behavior is the result of VYG-6331.

### Resolution:

Issue VYG-6331 is resolved for Voyager 9.1.1 and higher.

Circulation User's Guide updated to include more vendor-specific information related to message size.

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## Additional Information

### Replication steps:

1. For patron with SMS number, find or create overdue item that will generate SMS notice.
2. When notice sent, note message in /m1/voyager/xxxdb/tomcat/logs/access.{date}.log:  
{IP} - - [{date}:{time} +0800] "GET /core-sms-proxy/sms?action=submit&institution={xxxdb}&phone={patron SMS number}&message=You+have+an+item+that+was+due+on+DD-MM-YYYY%3A+Kitchen+operations+%2F+Graham+Dark+%3B+Deirdre+McLean+%3B+Sarah+Weatherhead. HTTP/1.1" 200 291
3. Note Message is 116 characters and logged in entirety.
4. Truss the tomcat process while sending message and review output.
5. Note message in output: "WARNING: SMS message too long. Only the first 70 characters were sent."

**Category:** Voyager

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