
SMS error when running circ jobs

- **Product:** Voyager
 - **Product Version:** 9
-

Problem Symptoms

- In /m1/voyager/xxxdb/rpt/circjob.log, error appears

```
Start running SMSSender
```

```
Using sms file: /tmp/crcsms.31078.inp.20140721081722
```

```
Jul 21, 2014 8:17:34 AM com.exlibris.voyager.sms.client.SMSProxyClient  
sendSMSMessageToSMSProxy
```

```
SEVERE: Error send SMS message to patron : 15901 error code : 500 Jul 21, 2014 8:17:35 AM  
com.exlibris.voyager.sms.client.SMSProxyClient sendSMSMessageToSMSProxy
```

```
SEVERE: Can not send SMS message to patron : 15901 Jul 21, 2014 8:17:35 AM  
com.exlibris.voyager.sms.client.SMSProxyClient sendSMSMessageToSMSProxy
```

Cause

Patron records have SMS numbers in them even though the SMS notices service is not being used

Resolution

1. Query the database for any patron records that contain an SMS number. Example SQL statement:

```
select  
patron_id from patron where sms_number is not null;
```
 2. For each patron record, remove SMS number
 1. In Circulation, retrieve patron record
 2. Right-click on patron record and select "Edit Patron..."
 3. Click on Details tab
 4. Remove all data from the SMS Number field
 5. Click Save then click OK
-

- **Article last edited:** 15-Aug-2014