

# 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.

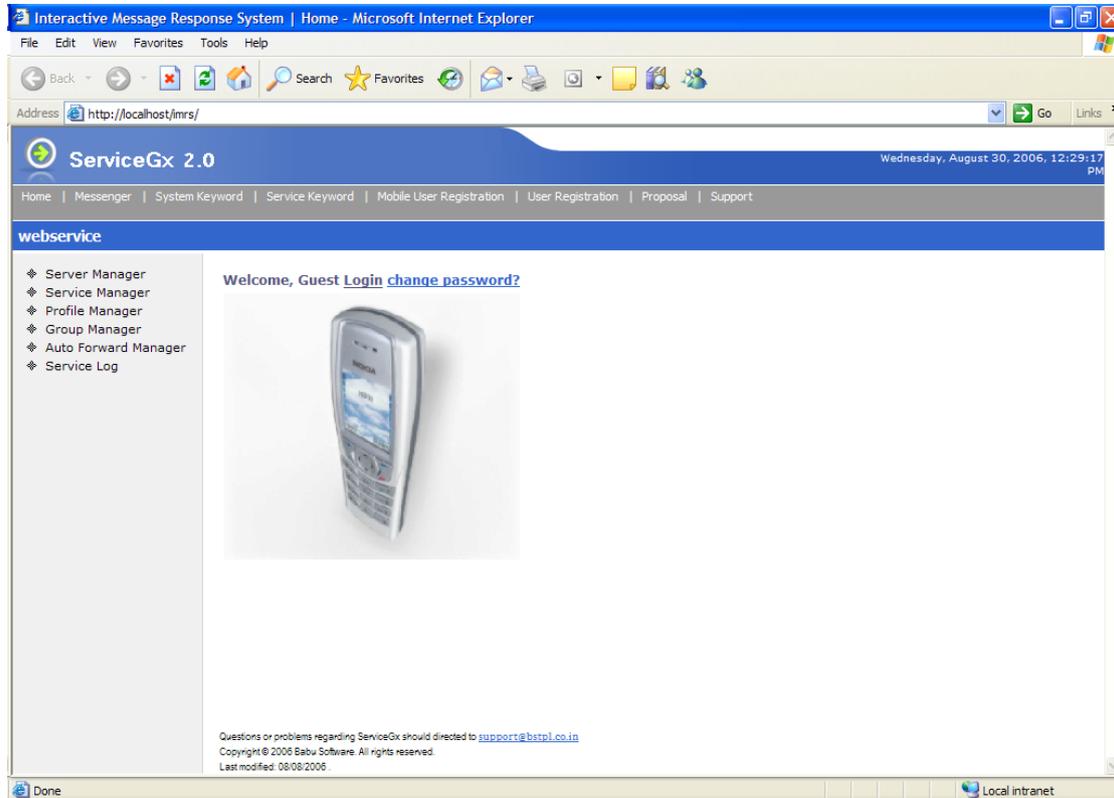
#### 2.3 About the Package Components

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  
Wednesday, August 30, 2006, 12:32:06 PM

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.

Interactive Message Response System | Service Manager - Microsoft Internet Explorer

Address: http://localhost/imrs/service\_manager.aspx

ServiceGx 2.0 Wednesday, August 30, 2006, 12:34:43 PM

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

New General Service | New Proposal Service | New Request Service | New Broadcast/Forward Service

Service Type: All

Rule Type	General;1	Keyword	error
category	General	update time	7/17/2006 7:30:10 PM
Name	error	is disable service	false
Description	default	is login required	false
Keyword / Mobile Number	default error service.	is disable auto forward	true
	Keyword		
	<input type="button" value="edit"/>	<input type="button" value="remove"/>	

Rule Type	General;2	Keyword	m;M;menu;MENU;lst;LST
category	General	update time	7/17/2006 6:22:33 PM
Name	Menu	is disable service	false
Description	Menu	is login required	false
Keyword / Mobile Number	default service menu.	is disable auto forward	true
	Keyword		
	<input type="button" value="edit"/>	<input type="button" value="remove"/>	

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Local intranet

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 interface in Microsoft Internet Explorer. The browser title is "Interactive Message Response System | Service - Microsoft Internet Explorer". The address bar shows "http://localhost/fmrs/service.aspx?service\_rule=General;2". The page header includes "ServiceGx 2.0" and the date "Wednesday, August 30, 2006, 12:36:19 PM". 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 configuration form for a service. The form fields are as follows:

- Service Type:** General (dropdown menu)
- Service Rule:** 2 (dropdown menu)
- Name:** Menu (text input)
- Description:** default service menu. (text area)
- Category:** Menu (text input)
- Login:**  Required  Not Required (radio buttons)
- Keyword:** m;M;menu;MENU;lst;LST (text input)
- Return Message:** menu service comming soon. (text area)

There is a checkbox labeled "Is disable Service" which is currently unchecked. Below the form is an "Update Service" button.

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](mailto: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 a Microsoft Internet Explorer browser window displaying the ServiceGx 2.0 web application. The address bar shows the URL: [http://localhost/imrs/service.aspx?new\\_service=general](http://localhost/imrs/service.aspx?new_service=general). The page title is "ServiceGx 2.0" and the date is "Wednesday, August 30, 2006, 12:41:15 PM". 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 navigation links: Server Manager, Service Manager, Profile Manager, Group Manager, Auto Forward Manager, and Service Log. The main form is for creating a new general service. It includes the following fields and options:

- Service Type:** General (dropdown menu)
- Service Rule:** new service rule (dropdown menu)
- Is disable Service:**
- Name:** [new general service] (text input)
- Description:** [new general service] (text area)
- Category:** General (text input)
- Login:**  Required  Not Required
- Keyword:** [keyword1];[keyword2];[keyword3];[keyword4]; (text input)
- Return Message:** new general service comming soon... (text area)

At the bottom of the form is an "Add Service" button. Below the form, there is a footer with the text: "Questions or problems regarding ServiceGx should directed to [support@bstpl.co.in](mailto:support@bstpl.co.in). Copyright © 2006 Sabu Software. All rights reserved. Last modified: 08/08/2006". The browser status bar 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 a web browser window titled 'Interactive Message Response System | Service - Microsoft Internet Explorer'. The address bar shows 'http://localhost/mrs/service.aspx?new\_service=proposal'. The page title is 'ServiceGx 2.0' and the date is 'Wednesday, August 30, 2006, 12:43:39 PM'. 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 form for creating a new proposal service. The form fields are: 'Service Type' (Proposal), 'Service Rule' (new service rule), 'Name' ([new proposal service]), 'Description' ([new proposal service]), 'Category' (Proposal), 'Login' (Required), 'Keyword' (empty), 'Item Name' ([new item]), and 'Rate' (100.00). There are radio buttons for 'Buy' and 'Sell', and a checkbox for 'Is disable Service' which is checked. An 'Add Service' button is at the bottom of the form. A footer contains the text: 'Questions or problems regarding ServiceGx should directed to [support@bstpl.co.in](mailto:support@bstpl.co.in). Copyright © 2005 Babu Software. All rights reserved. Last modified: 08/08/2006.'

**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 a web browser window titled 'Interactive Message Response System | Service - Microsoft Internet Explorer'. The address bar shows 'http://localhost/imrs/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 main content area is titled 'webservice' and contains a form for creating a new service. The form fields are: Service Type (Request), Service Rule (new service rule), Name ([new request service]), Description ([new request service]), Category (Request), Login (Required), Keyword (empty), Address by (IP Address), Address (localhost), Port (999), Service User (empty), and Password (empty). There is an 'Add Service' button at the bottom of the form. The footer contains the text: 'Questions or problems regarding ServiceGx should directed to [support@bstpl.co.in](mailto:support@bstpl.co.in). Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006.'

### New Request Service

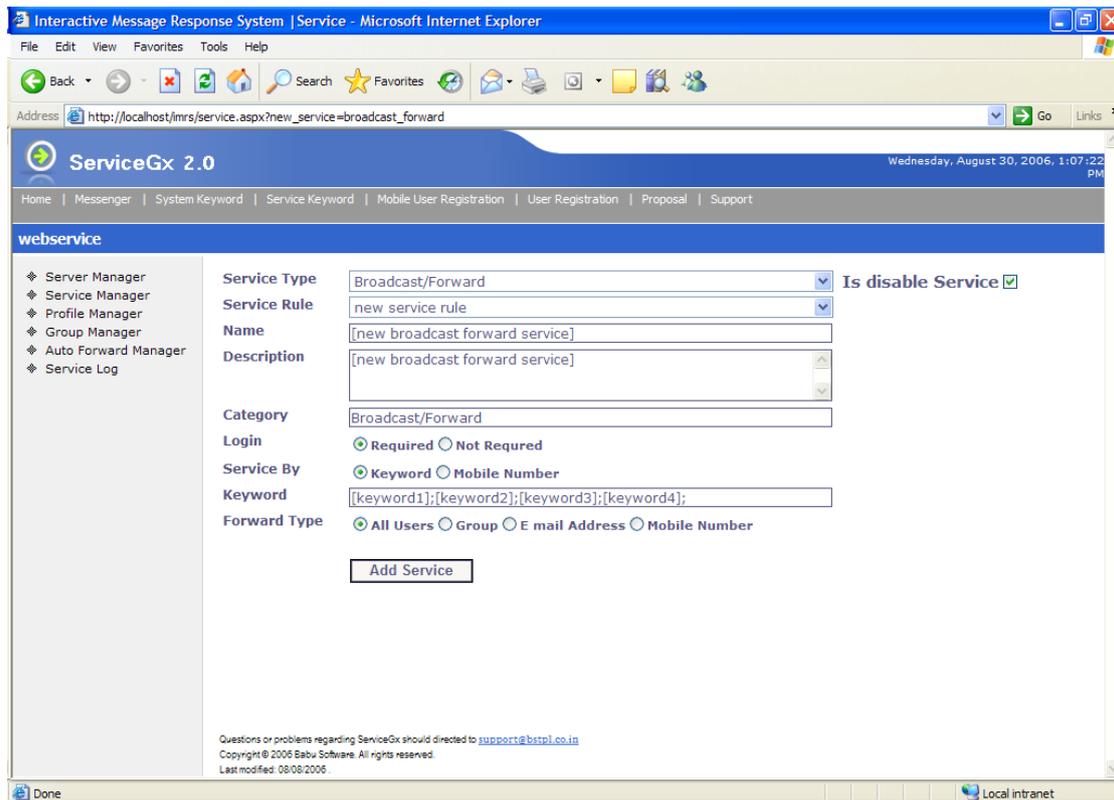
## 5.5 Creating New Broadcast/Forward Service

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 a web browser window titled 'Interactive Message Response System | Service - Microsoft Internet Explorer'. The address bar shows 'http://localhost/lmrs/service.aspx?new\_service=broadcast\_forward'. The page header includes 'ServiceGx 2.0' and the date 'Wednesday, August 30, 2006, 1:07:22 PM'. A navigation menu contains 'Home | Messenger | System Keyword | Service Keyword | Mobile User Registration | User Registration | Proposal | Support'. The main content area is titled 'webservice' and contains a form for creating a new service. The form fields are: 'Service Type' (Broadcast/Forward), 'Service Rule' (new service rule), 'Name' ([new broadcast forward service]), 'Description' ([new broadcast forward service]), 'Category' (Broadcast/Forward), 'Login' (Required selected), 'Service By' (Keyword selected), 'Keyword' ([keyword1];[keyword2];[keyword3];[keyword4]), and 'Forward Type' (All Users selected). There is an 'Add Service' button at the bottom of the form. A footer note states: 'Questions or problems regarding ServiceGx should be directed to support@bstpl.co.in. Copyright © 2006 Eabiv Software. All rights reserved. Last modified: 08/08/2006.'

**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.

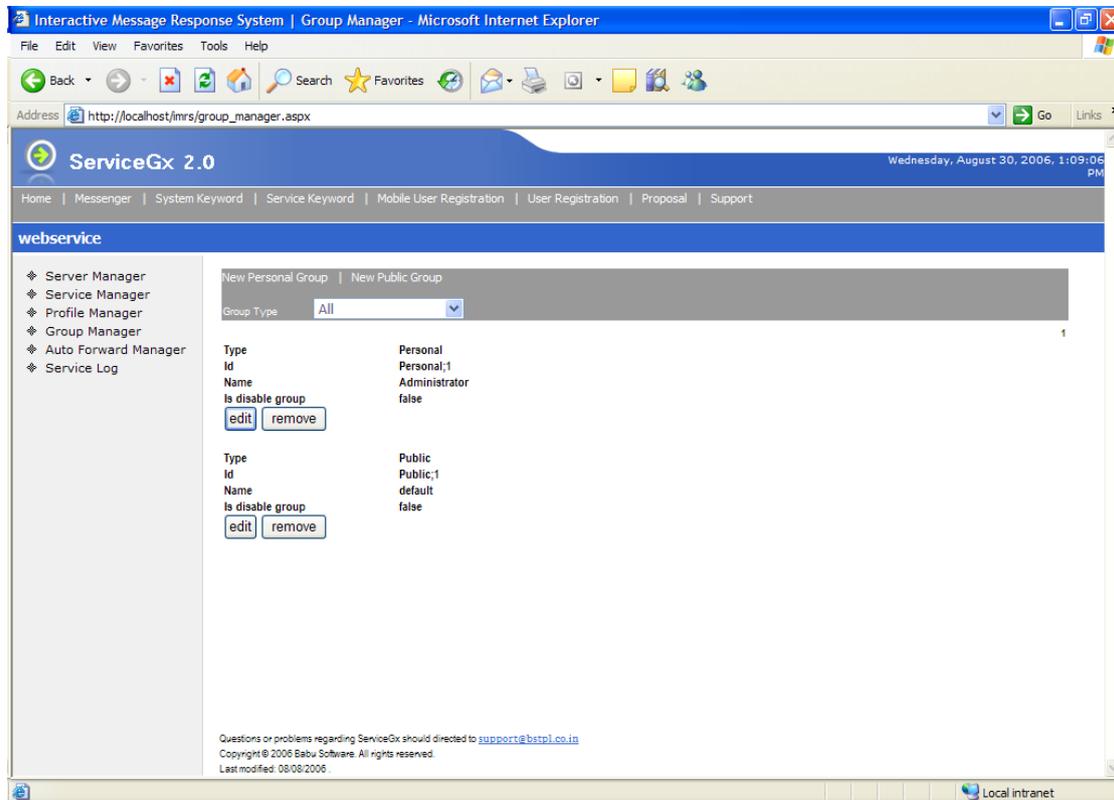
'**login**' Service keyword use for login it can be use as '**login**' or '**login <user name> <password>**'

'**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.

Interactive Message Response System | Group - Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Home Search Favorites Refresh Print Mail Stop

Address http://localhost/mrs/group.aspx?group\_rule=Personal;1 Go Links

**ServiceGx 2.0** Wednesday, August 30, 2006, 1:10:42 PM

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

**Group Type** Personal

**Group id** 1

**Group Name** Administrator

**Service Allow**

<input type="checkbox"/> General;3;information	<input type="checkbox"/> Proposal;1;Purchase item1 Proposal	<input type="checkbox"/> Is disable group
<input checked="" type="checkbox"/> Broadcast!Forward;1;Broadcast	<input checked="" type="checkbox"/> Broadcast!Forward;2;group forward service	<input checked="" type="checkbox"/> Proposal;2;sell proposal for item 2

**Update Group**

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Done Local intranet

### 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/fmrs/group.aspx?new\_group=personal". The page header includes "ServiceGx 2.0" and the date "Wednesday, August 30, 2006, 1:12:04 PM". A navigation menu contains "Home", "Messenger", "System Keyword", "Service Keyword", "Mobile User Registration", "User Registration", "Proposal", and "Support".

The main content area is titled "webservice" and contains a form for creating a new group. The form fields are:

- 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 several checkboxes:
  - General;3;Information
  - Broadcast/Forward;1;Broadcast
  - Proposal;1;Purchase item1 Proposal
  - Broadcast/Forward;2;group forward service
  - Proposal;2;sell proposal for item 2
- Is disable group:** A checkbox that is checked.

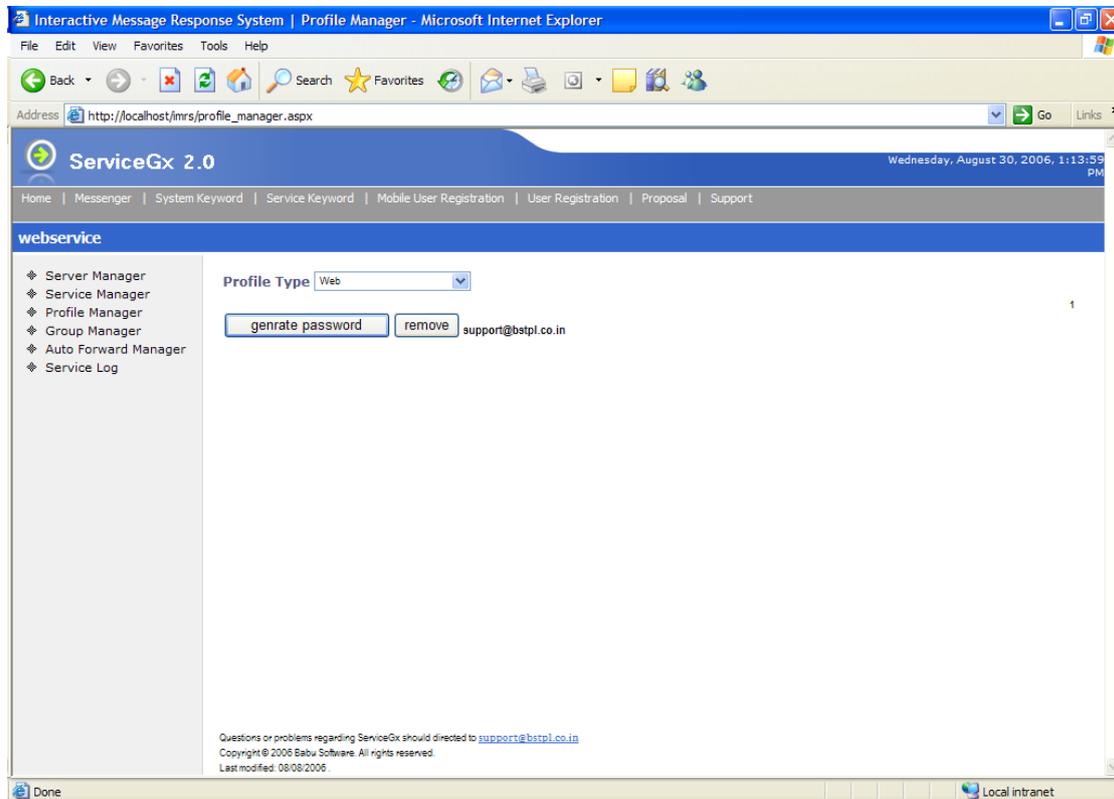
An "Add Group" button is located below the Service Allow section.

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](mailto:support@bstpl.co.in). Copyright © 2006 Babu Software. All rights reserved. Last modified: 08/08/2006."

**New Group**

## 6.0 Profile Administration

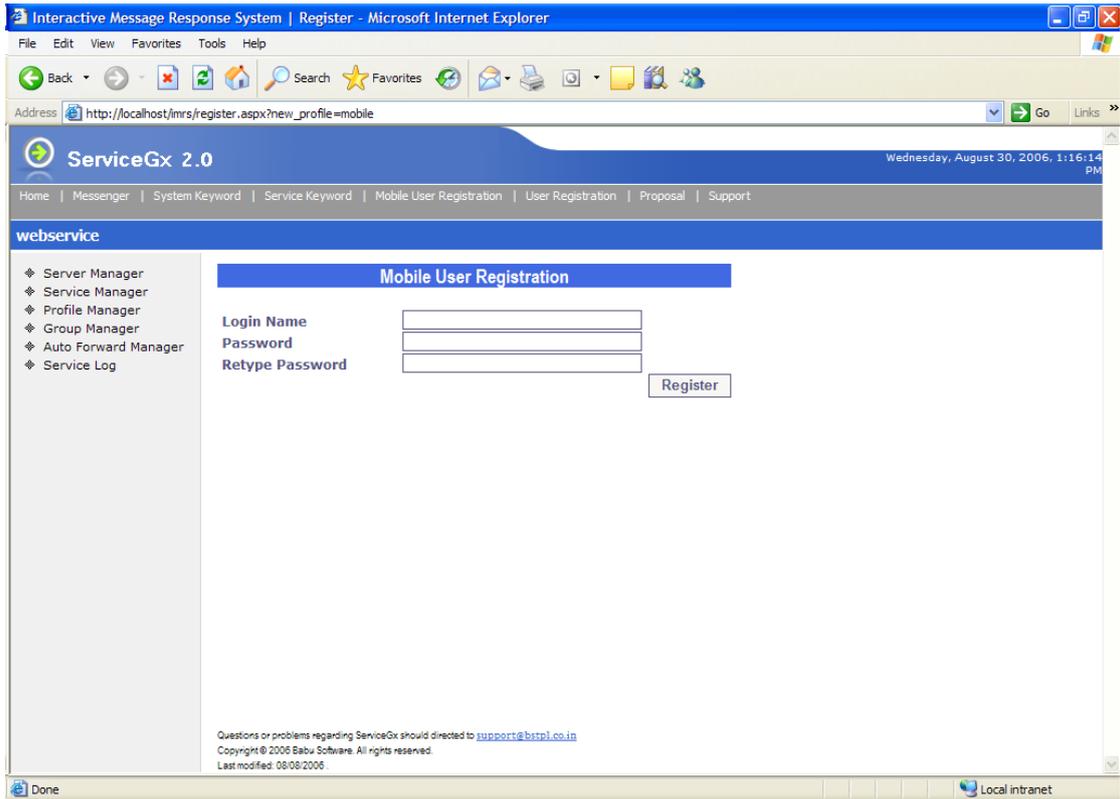
Click Profile *Manager* Option link operation of ServiceGx Manager if profile is already exists then browse the profile click edit button in profile manager if profile is new the click new profile (web or mobile) link in profile manager. For removing profile click remove button.



### Profile Manager

#### 6.1 Crating New Profile

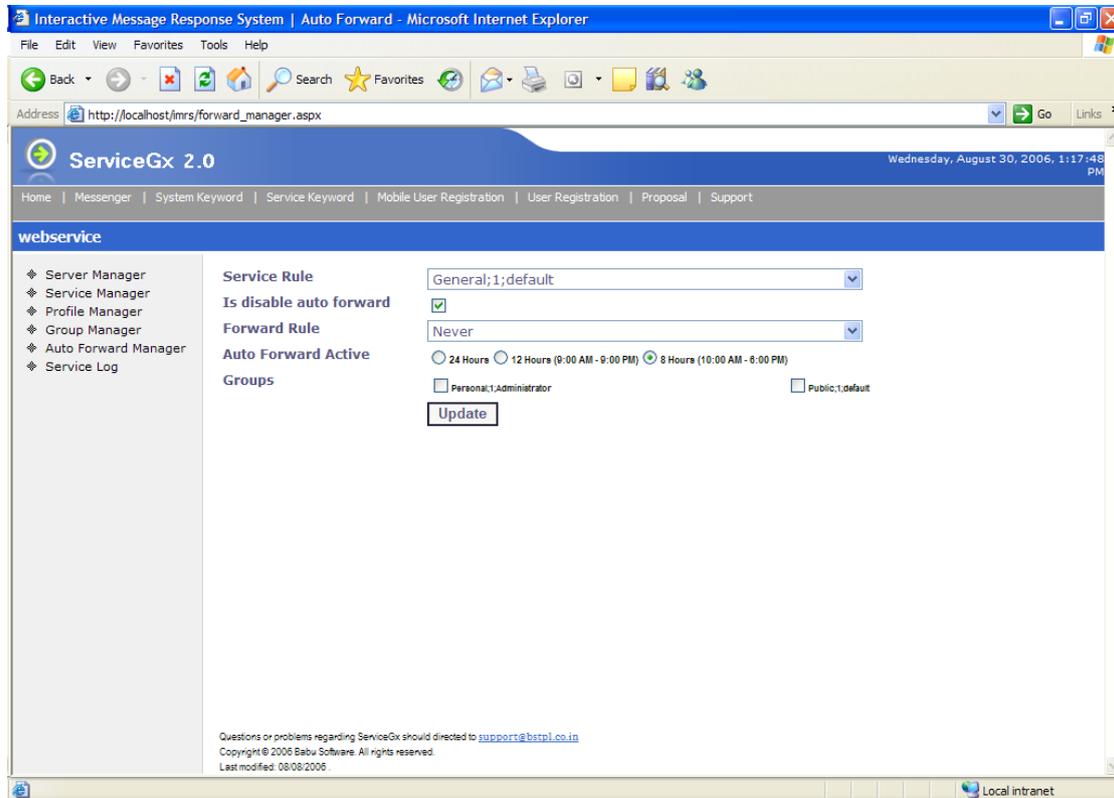
Providing login name, password, User name, E-mail address, mobile number and rest of entries and click registered. Rights are update in editing profile option.



**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.



### 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 Client 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.

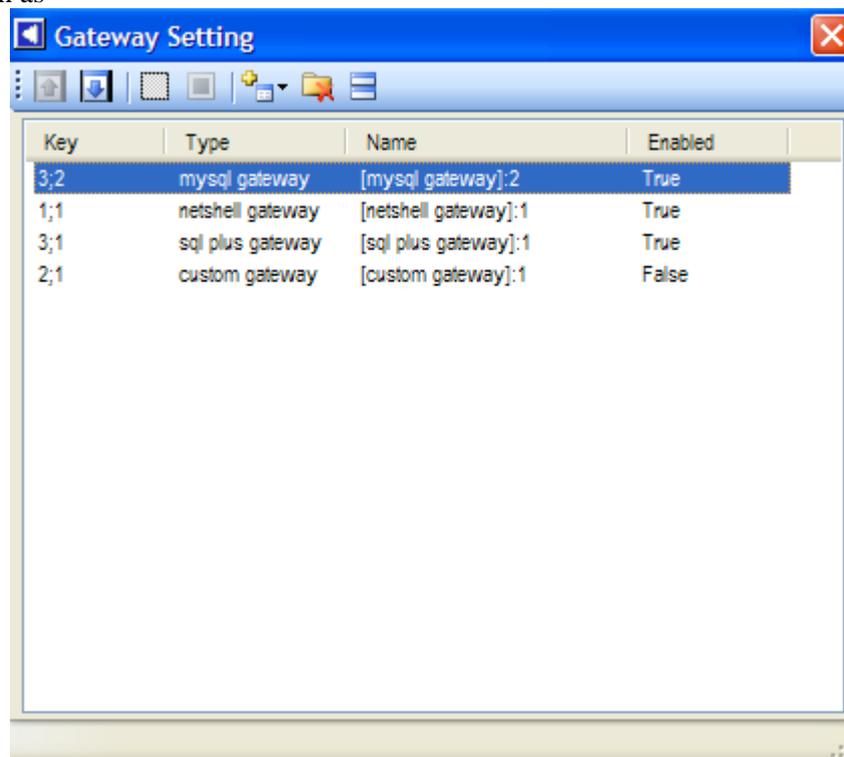
8.3 **Proposal viewer** all Bid value for items with contact information of bidder. Proposal Viewer open in clicking Proposal link option in ServiceGx Manager.

## 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)*

<b>Parameter</b>	<b>Description</b>	<b>Use</b>
[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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