Test and Maintain an SMS Gateway

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Overview

This guide will help you test a gateway and update or retire it without disrupting locations that depend on it.

The gateway is validated or safely taken out of use; the source blocks deletion while it is assigned.

Who can do this

You need access to SMSSettingsUpdate; deletion also requires SMSSettingsDelete and explicit removal approval.

Before you start

Use a sandbox/test recipient, keep the old settings, identify assigned locations, and get provider/change approval.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Back Office → Essentials Setup → Manage SMS Settings.

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Step 1: Open the exact gateway and record non-secret current values

Step 2: Update URL, method, or parameters only from approved provider documentation

Step 3: Save and restart affected Muhasib sessions where required

Step 4: Send one test message

Step 5: Verify submission and delivery evidence separately

Step 6: Reassign all dependent locations before any approved retirement/removal

Check your work

Confirm a test result, inquiry record, provider status, and all location assignments.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- A send-success response may not prove handset delivery.
- Never delete a gateway that the application reports as in use.

Related guides

- Assign an SMS Gateway to a Location
- Review SMS History and Delivery Evidence
- Diagnose an External Integration Failure

What to do next

> **Assign an SMS Gateway to a Location**.

Revision #0
Created 2026-09-04 09:20:12 UTC by Shah Rukh Saeed
Updated 2026-09-07 10:14:00 UTC by Shah Rukh Saeed