Genesys Driver for SMS and MMS Guide

Administering the Driver

12/17/2025

Administering the Driver

Contents

This section provides information for administrators of Genesys Driver for SMS and MMS. In addition to the topics on this page, see also Supported SMPP v3.4 Operations.

How the driver handles empty messages

Sometimes, an SMS provider delivers empty messages (no text, no payload). These messages must be processed by an agent. To send empty messages to an agent for processing, enter text for the value of the x-smpp-empty-message configuration option. This text will be delivered to an agent as a content of the original empty message.

> **Important**
>
> The text you specify for the x-smpp-empty-message configuration option can optionally be an empty string.

How the driver masks sensitive data in logs

To mask sensitive data, perform the following two steps:

1. To activate SMS/MMS driver-specific filtering, you must:
    - Set the logging-filter-active configuration option to `true`.
    - Set the logging-filter-spec configuration option to `./media-channel-drivers/channel-smsmms/logging-filter-smsmms.json`.

    > **Important**
    >
    > Refer to the DMS Options Reference and Genesys Driver for SMS and MMS Options Reference for more information.

2. Apply the standard log filtering. Standard log filtering covers key-value pairs in User Data of ESP requests, which can contain sensitive information. Use `_smsText`, `Subject`, `FromAddr`, `PhoneNumber`, and `_smsDestNumber` key-value pairs for filtering. To filter out information in the target key-value pair, in the `log-filter-data` section, create an option with the same name as the key-value pair (for example, `Subject`) and set its value to `hide` or `skip`.

How the driver processes extra parameters for PDU

Some SMPP commands (or PDU – Protocol Data Unit) contain a set of optional parameters. Some SMS providers require these optional parameters to correctly process SMPP protocol. SMS Driver supports this functionality – you can define PDU's optional parameters on two levels:

- As a parameter of ESP request – Inside ESP request in a strategy, optional parameters are defined by the key-value pair `extraopt` in `Extra` optional parameters of `Send SMS Out` block.
- As a server option – In the server, optional parameters are defined by the value of the x-smpp-extraopt option in the `channel-any_name_for_sms` section.

If optional parameters are defined in the ESP request, they are used in PDU. If optional parameters are not defined in the ESP request, they are taken from the driver option. If optional parameters are not defined in either the ESP request or the server option, PDU is formed without optional parameters.

Whether defined in the ESP request or the server option, optional parameters are defined by the string of the format, as described below.

In SMPP, optional parameters are defined as a triplet (tag, length, value) called the TLV value. SMS Driver implements the following format of the string, representing optional parameters:

```
  tlvItems:
  [
    { tag:<tag value>, typ:<value type (i.e. byte or int or octets or short or strnz or strz)
>, val:<value> }
    . . . MORE TLV SPECIFICATIONS SEPARATED BY COMMAS
  ]
```

A parameter’s type defines encoding and data size placed in PDU:

- `byte` is coded as 1-byte integer binary value
- `int` is coded as 4-bytes integer binary value
- `octets` is coded as a sequence of bytes, specified as a sequence of hex values
- `short` is coded as 2-bytes integer binary value
- `strnz` is coded as ASCII sequence with a length, defined by the string content without adding a terminating zero byte
- `strz` is coded as ASCII sequence ('CString' as in SMPP specification) with a length, defined by the string content with terminating zero byte added

Example:

```
{ tlvItems: [ {tag:4401, typ:octets, val:2a03b44c6d0f},  {tag:4402, typ:int, val:52173},  {tag:4403, typ:strz, val:abc1234},  {tag:4404,
typ:strnz, val:abc1234}, {tag:4405} ] }
```

Produces:

Tag (hex)	Length (hex)	Value (hex)
1131	0006	2a03b44c6d0f
1132	0004	0000cbcd
1133	0008	6162633132333400
1134	0007	61626331323334
1135	0000	<no value>

How the driver supports message-throttling by configurable rate

The SMS service provider might impose limits on the frequency with which they accept SMPP messages.

The SMS/MMS driver has configurable options that define parameters of communication with SMSC, including an option to control the maximum rate at which messages are sent to the SMS Center:

- x-smpp-sar-max-segments
- x-smpp-submit-max-rate
- x-smpp-submit-window-size
- x-smpp-response-max-waiting-time