PIGEONHOST

FTP
INTEGRATION MANUAL

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INTRODUCTION

FTP service gives our customers the ability to upload bulks of SMS messages using FTP and SFTP protocols.

It provides the customer the possibility to customize the file format per their request.

This document describes the usage of the SMS service by FTP protocol. Service is used by uploading file that contains messages through provided service URL. It also provides real time delivery reporting.

CONNECTIVITY

Connectivity between FTP/SFTP Service and Client system can be established over VPN tunnel to ensure necessary level of security.

CONNECTION PROCESS

Process begins by logging on the below provided URL, with credentials provided by respective account manager.

Table 1. – Connection settings

NAME	TYPE
URLs	*ftp://ftpupload.sms.pigeonhost.com*
	sftp://ftpupload.sms.pigeonhost.com
FTP port	*21*
SFTP port	*1022*
Username	*Provided by account manager*
Password	*Provided by account manager*

INTERFACE

File needs to be placed in the “incoming” folder from the interface section, after which processing procedure by Platform begins.

As the file processing completes, the file itself will be visible under “processed” folder instead.

Delivery notifications will be processed and visible under “reports” folder as the messages receive final status.

Table 2. – Online Interface folders

NAME	TYPE
archive	*Archived files folder*
errorProcessing	*Folder which contain files which are not processed and can be retried*
idle	*Folder which holds the files for further modification by the client*
incoming	*Message uploading folder*
mobileOriginated	*Folder for uploading incoming messages - MO (special case)*
processed	*Processed message folder*
processing	*Processing folder*
readyForProcessing	*Processing folder (special case scenario)*
rejected	*Rejected messages folder*

“archive” folder

Files older than one month are being transferred into archive folder. Whole user storage is being created into one .ZIP file.

“errorProcessing” folder

In case issue occurs and file cannot be processed at the moment (issue with the service), that file(s) can be moved manually into ‘incoming’ folder by the client side or retried by Support team.

“idle” folder

Files uploaded into this folder will not be processed or moved as this folder is just acting as a temporary folder to which client can upload the files, do the changes on the file and in the end move the file from this folder into incoming so that same can be processed. FTP service cannot automatically move files from idle folder to incoming folder, client has to do it on his own.

“incoming” folder

Referenced folder is used for file (message) upload by the client. In the uploaded file, each line will represent one SMS, containing sender name (originator), destination address (recipient) and message text. File name is arbitrary. Table below is showing predefined format of each line that is currently default for our FTP service.

Table 3. – Predefined message parameters

PARAMETER	DESCRIPTION
1st parameter – 0:25 characters	*Destination address*
2nd parameter – 26:50 characters	*Sender name*
3rd parameter – 51+ characters	*Message text*

Table 4. – Custom message parameters

PARAMETER	DESCRIPTION
1st parameter	*Destination address*
2nd parameter	*Sender name*
3rd parameter	*Message text*
Delimiter	#

In case client wants to use structure as in table 4, he should contact his respective account manager so that this adjustment can be implemented for his account. These adjustments are being done by Infobip Support department. In that case, inserted record inside uploaded file should be formatted like:

```
385981234567#TestSender#Hello, this is the test message.
```

Note that destination address has to be in the international MSISDN format, without leading zeroes or '+' sign (e. g. 385981234567).

FTP server is also capable of processing files with different format. In that case we need to have correct information about its format and extra adjustments will need to be undertaken from our development team in charge of FTP service.

"mobileOriginated" folder

Client can simulate 2way service by uploading file(s) into this folder, and same will be read and processed by FTP service and messages will be generated and sent same as they would be sent from end users mobile phones (mobile originated messages). This scenario is not part of the default configuration for clients.

"processed" folder

After messages are successfully uploaded and processed by Platform, they will be visible in this folder.

"processing" folder

After platform reads the file from "incoming" folder, same is first transferred into "processing" folder where every line of file will be read and processed.

"readyForProcessing" folder

This folder is being used for special scenarios, for example if file cannot be processed before certain file (control file) also arrives at "incoming" folder, then file which contains SMS information will be moved into this folder. This scenario is not part of the default configuration for clients.

"rejected" folder

If file has incorrect structure format or sending traffic is disabled for client, Platform will automatically move all files into this folder.

"reports" folder

After file gets processed, "ProcessingReport" file is being created inside report directory and name of the same is formatted in following way: `PR-date-bulkFileID`.

That file contains information whether each row has been successfully processed or not. In below example you can find the information about successfully created SMS message from line 1 of the processed file.

Example: "*SMS created for destination 385981234567 on line 1.*"

In the end "DeliveryReport" file is being created. Same one provides information about delivery report for each message. This file name will be formatted as: *DR-date-bulkFileID*.

Upon receiving delivery reports for each message, corresponding file will be created in "reports" folder. For each message, there will be a line in file containing destination address, line-number in original file and delivery report status. Delivery file is created once the first delivery report arrives in the system.

Example: "*385981234567;1;DELIVERED;20140731150232"*

"reportsBySender" folder

Folder in which clients who use multiple sender names want to have delivery reports grouped by senders, so that delivery reports are being generated inside that folder with above mentioned feature. This scenario is not part of the default configuration for clients.

"template" folder

Client files uploaded into 'incoming' folder will be structured and formatted by rules created on FTP service and same will be reading format written inside template folder. Basically messages will be constructed in way it's formatted in template folder. This scenario is not part of the default configuration for clients.

Table 5. - Delivery reporting statuses description

NOT_SENT	The message is queued in the Infobip system but cannot be submitted towards the operator.
NOT_DELIVERED	The message could not be delivered.
DELIVERED	The message was successfully delivered to the recipient.
NOT_ALLOWED	The client has no authorization to send to the specified network (the message will not be charged).
INVALID_DESTINATION_ADDRESS	Invalid/incorrect GSM recipient.
INVALID_SOURCE_ ADDRESS	You have specified incorrect/invalid/not allowed source address (sender name).
ROUTE_NOT_AVAILABLE	You are trying to use routing that is not available for your account.
NOT_ENOUGH_CREDITS	There are no available credits on your account to send the message.
INVALID_MESSAGE_FORMAT	Your message has invalid format.