

## ALM0144 - Invalid SMS service configuration

### DESCRIPTION

There is a general error with the SMS service configuration. This is not related to a specific connection, and means that likely all configured connections are not functioning.

### SEVERITY

Major

### IMPACT

No SMS messages will be retrieved.

### TROUBLESHOOTING STEPS

Check the **SmsConfig.xml** file in the **[InstallDir]MiContact Center\Services\SmsService\** folder. Ensure that the provider type and phone number fields are correct.

The contents of the XML file will look like the following:

```
<?xml version="1.0" encoding="utf-16"?>
<root>
  <Connection ProviderTypeName="Twilio" PhoneNumber="16136861111"
GroupId="00000000-0000-0000-0000-000000000000" ProcessIncoming="true">
    <AccountSid>aa1a1aaaa1a1111111a1a1111a1a</AccountSid>
    <AuthToken>a11a111a1aa1aa11a11a11a1a11a</AuthToken>
    <DaysToSearch>3</DaysToSearch>
    <MessagesPerPage>20</MessagesPerPage>
  </Connection>
</root>
```

Ensure that the key details (in bold) are correct for your connection.

You can get more information about the error in the **SmsService.TXT** log file.

### APPLIES TO

MiCC Version 8.0 and newer

**Keywords:** ALM0144 invalid sms service configuration

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