Shujaa SMS Gateway Administrator Guide

A Product of Shujaa Solutions Limited

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# 1. Preface

## 1.1. Document Conventions

## 1.2. Related Documents

# 2. Introduction

About the software, including some pictures/illustrations

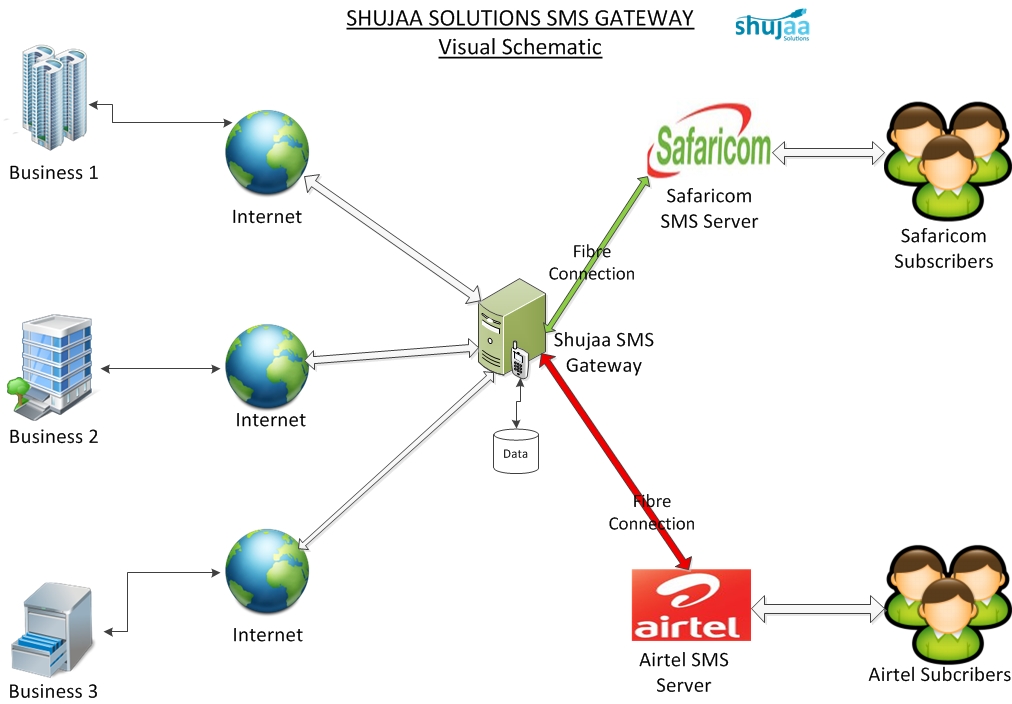


Figure 2.1: Shujaa SMS Gateway Overview

# 3. Installation

## 3.1. System Requirements

Hardware, Operating System, Application Server, Network, RDBMS, etc

## 3.2. Installation Procedure

Step-by-step guide of how to install software, including screen shorts if necessary.

## 3.3. Configuration & Tuning

Examples include configuring network ports, emails that will receive reports etc

# 4. System Administration

All the things that one can do as an Administrator of the system are to be documented here. These include screen shots where appropriate.

# 5. Maintenance

Routine maintenance tasks. Examples include:

## 5.1. Backup & Restoration

## 5.2. Log File Management

## 5.3. Application of System Updates

# 6. Monitoring

How to view system performance, for example how to generate reports, view log files etc.

# 7. Troubleshooting

Basic guide on how to fix commonly occurring system errors.

# 8. Appendices

## A. Glossary

|  |  |
| --- | --- |
| API …………………………………………… | Application Programmer Interface |
| CCK ………………………………………….. | Communications Commission of Kenya |
| HTTP ………………………………………... | Hyper Text Transfer Protocol |
| J2EE ……................................................... | Java 2 Enterprise Edition |
| MO …………………………………………... | Mobile Originated SMS |
| MSISDN …………………………………… | A number uniquely identifying a subscription in a GSM mobile network |
| MT …………………………………………… | Mobile Terminated SMS |
| PRSP ………………………………………… | Premium Rate Services Provider |
| SLA …………………………………………. | Service Level Agreement |

## B. References

Books, journals, course materials or websites where literature is found.

This is how you reference a book:

Author, A. A., Author, B. B. & Author, C. C. (year of publication). *Title of book: Subtitle*. (Edition [if not first]). Place of publication: Publisher.

For example:

Book with one author:

Adair, J. (1988) *Effective time management: How to save time and spend it wisely*, London: Pan Books.

Book with two authors:

McCarthy, P. and Hatcher, C. (1996) *Speaking persuasively: Making the most of your presentations*, Sydney: Allen and Unwin.

