

Category: Sharing one BulkSMS Account on more than one computer

Error Message: “More results returned than expected. Are you using the same BulkSMS account from more than 1 computer?”

Cause: Messenger assigns an internal message ID to each new message that is created. The message ID starts at 1 (just after installation) and is incremented by one (+1) each time a new message is created. This messages ID is submitted from the Messenger to the server when the message is sent, and is used by the server to prevent messages from being duplicated in the event of network or communication failures.

When the server receives a message that contains a message ID that was recently used, the server assumes that the message is being duplicated, and returns the same result as the original message that contained that message ID.

When two computers share a BulkSMS account, it is possible (and very likely) that these computers could (from time to time) both submit a message with the same message ID. The message sent from the first computer that submitted the duplicate message ID will be delivered as normal and as expected. Any subsequent messages using the same Message ID (regardless of source) will receive the result from the first message.

Example: If computer A sent a message with an ID of #123 to say 10 recipients, and computer B sent a message with an ID of #123 to 1 recipient, then the server will respond to computer B with the results of computer A, thus causing the message above to be displayed.

Solution:

- Install the BulkSMS software onto each computer that you want to use
- Each computer must use a dedicated BulkSMS account

Additional Information: Companies that have multiple BulkSMS user accounts might find the BulkSMS Sponsor / Consumer feature valuable. The feature allows one account in an organization to be configured as the ‘primary account’, which can then sponsor other accounts with credits etc. See the BulkSMS Web Site for more details.