Callback Services

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Callback Services are HTTP requests that are made from the Vibes Platform to a Customer's URL endpoint for the event-based delivery of information. This can be either Mobile Originated (MO) messages or Mobile Terminated (MT) Delivery Receipts.

Topics in this Section

Originating Traffic

Callback Services can originate from several Vibes Data Center locations. If a customer wishes to white list the IP traffic to their endpoint, they should include the following Originating IP addresses in their rules.

- 64.37.255.141/32
- 216.14.164.50/32
- 35.155.139.143/32
- 52.32.61.199/32
- 35.161.244.84/32
- 18.205.120.48/32
- 52.22.43.57/32
- 18.232.9.131/32

Client Endpoint Responses

Upon validating the request, the server shall respond with an appropriate response code. A successfully processed message will return an HTTP Server Response of **2XX**. If the server responds with an HTTP Server Response of anything other than 2XX, then a system error has occurred and the delivery will be attempted again. Vibes will continue to attempt delivery of the message every five minutes, up to a maximum of five retries, before moving the message into an error queue and alerting Vibes Operations staff. The Operations staff will contact the Customer to resolve the issue. Once the customer has resolved the problem with their endpoint, any messages that are less than 24 hours old can be resent by Vibes Operations staff.

> ⊘ **Caution**: The delivery recipient application must handle all message content delivered. Messages that are considered invalid, like including bad keyword, are the responsibility of the client to log and acknowledge with HTTP Response 200, to keep Vibes delivery service from continually retrying delivery of the message.

Performance Considerations

In order to maintain a high-level of service, Vibes callbacks have a relatively short timeout process of two seconds. Customers should make every effort in their design to minimize any processing done synchronously on the callback, and utilize store and forward to avoid timeouts (and retries).

Authentication

Only the submitMOMessage callback supports Basic Auth. All other callbacks are made without authentication. Additional information can be found at Client Certificate Authentication for Callbacks from the Vibes Platform.