Message & SMS

User Guide

Issue 01

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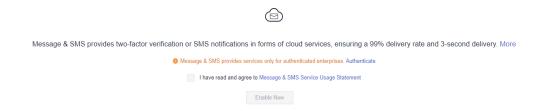
1 Enabling Message & SMS

Prerequisites

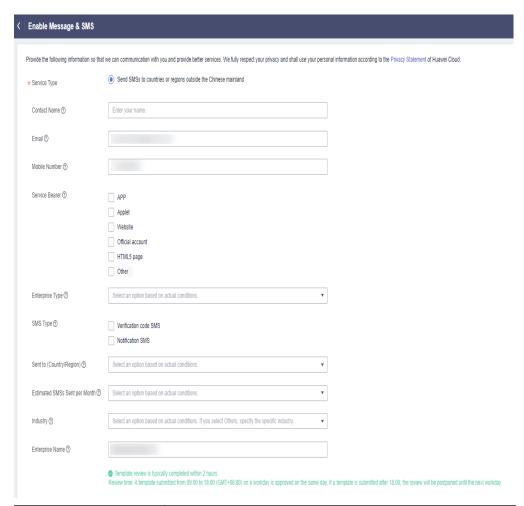
- Only enterprise users can enable the Message & SMS service.
- You have registered an account using an email and completed account information as an enterprise user.

Enabling the Service

- 1. Visit the **Enable Message & SMS** page.
- Select I have read and agree to Message & SMS Service Usage Statement and click Enable Now.



3. Fill out the service survey form based on your service requirements.



Parameter	Description	
Service Type	European SMS is selected by default.	
Contact Name	Enter your name as the enterprise contact.	
Email	Enter a valid email address. Huawei Cloud will contact you through this email address.	
Mobile Number	Enter your phone number or mobile number. Huawei Cloud will contact you through this number.	
Service Bearer	Select and enter information about the service platform on which the customer can access the service.	
	• App	
	AppletWebsite	
	Official account	
	HTML5 page	
	Others	

Parameter	Description	
Enterprise Type	 Set the parameter based on your requirements. Channel seller: Encapsulate Voice Call capabilities in products to be provided for customers in various scenarios. SaaS: Integrate Voice Call capabilities to self-developed systems or software. The Voice Call service cannot be sold independently and is a value-added capability. Direct customer: Use the Voice Call service by themselves. 	
SMS Type	Select an option based on the actual service scenario and fill in the template. If each SMS type has multiple common templates, list them one by one. A maximum of three templates can be listed. • Verification code SMS • Notification SMS • Promotion SMS	
Sent to (Country/ Region)	 Select an option based on the actual service coverage. A. To only one country. Enter the country name. B. To fewer than 5 countries. Enter the country names. C. To fewer than 10 countries. Enter the country names. D. To countries around the world. 	
Estimated SMSs Sent per Month	Set this parameter based on the actual service volume. • A. 0 to 30,000 • B. 30,000 to 150,000 • C. More than 150,000	
Industry	Select an option based on actual conditions. If you select Others , specify the specific industry. • Movie & audio • Transaction & payment	
Enterprise Name	Enter the full name of your enterprise and ensure that it is the same as the name in the business license.	

4. Click **Enable Now** for review.

Applications submitted between 09:00 and 18:00 (GMT+8:00) on workdays will be reviewed on the same day. Those submitted after 18:00 (GMT+08:00) will be reviewed on the next workday.

□ NOTE

You can only apply for enabling Message & SMS after **prerequisites** are met. The complete **account registration** process includes registering an account using an email, binding a mobile number, completing account information, and specifying a payment method. To use complete functions of Message & SMS, log in to Huawei Cloud after enabling the service, and click **LINK** in the message to add account details. (If you have not bound a service mobile number, **bind one**.)

Exceptions and Handling Suggestions

Symptom	Handling Suggestion	
The system displays the message "You have not bound an email address. Bind".	Go the Basic Information page and check whether an email address has been bound to the account. If no, bind an email address to the account. If yes, modify the email address and try again.	
The system displays the message "Another Huawei Cloud account has already been used to activate the Message & SMS service. Contact the customer service hotline to associate this new account with the original one.".	Check whether the Huawei Cloud account name has been changed. If yes, use the original account name and try again. Alternatively, provide the original and new account names and contact Huawei Cloud customer service.	
The system displays the message "Currently, IAM users are not allowed to subscribe to this service. Please log in and enable this service.".	Currently, you can only enable Message & SMS using a master account. Log in to the console using a master account and grant the Message & SMS permissions in the corresponding region to the IAM user.	
An error is reported when you check whether the service is enabled.	Check whether the real-name authentication information of your account is correct and whether your	
After you click Enable Now , the system does not respond or the page is not displayed.	account has passed the real-name authentication of Huawei Cloud. Ensure that the basic user information is complete and the mobile number has	
The Enable Now button is grayed out.	 Check whether the country or region where the account is registered is in the list of countries and regions where Message & SMS is available. Ensure that you have selected I have read and agree to Message & SMS Service Usage Statement. Clear the browser cache and try again 	

2 Creating an SMS Application

Overview

SMS applications carry out functions for the Huawei Cloud Message & SMS service. Once you have added your application, the system automatically allocates a unique application key and application secret and provides you with an application access address. The application key and application secret uniquely identify a user. They are carried for authentication and authorization during SMS API calling.

Notes

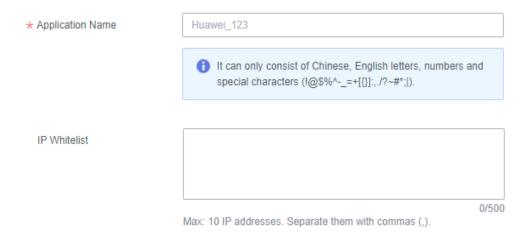
- You can create an application only after your account is bound to a credit card. No application can be added if your Huawei Cloud account balance is insufficient. In this case, top up your account by following instructions provided in **Topping Up an Account**. If you have topped up your account and the application cannot be added, log out and log in to the system again.
- A maximum of two SMS applications can be added. If the maximum is exceeded and you cannot add applications, contact customer service.
- A created application cannot be deleted. You can modify the application name and IP whitelist, and update application secrets as needed.
- For details about the browsers supported by the Message & SMS console, see
 Which Browsers Are Supported?

Creating an Application

- Log in to the Message & SMS console, choose European SMS > Application Management.
- 2. Click **Add Application** in the upper right corner. For details about how to create an application, see **Table 2-1**.

Table 2-1 Adding an application

Paramete r	Description
*Applicati on Name	Customize a name. The value can contain a maximum of 30 characters, including letters, digits, and underscores (_). The application name is used only for internal display and is irrelevant to the external API calls.
IP Whitelist	Set this parameter based on the service requirements. You can configure up to 10 IP addresses for an application. Use commas (,) to separate IP addresses. It takes about 10 to 15 minutes for the IP whitelist to take effect. After the IP whitelist is successfully configured, the connection to the Message & SMS can be set up.



3. Click **OK**.

Managing an Application

After an application is created, choose **European SMS** > **Application Management** to view application information.

Table 2-2 Application information

Parameter	Description
Application Name	Corresponds to Application Name in Table 2-1 .
Application Key	Uniquely identifies a user. It is carried for authentication and authorization during SMS API calling.

Parameter	Description		
Application Secret	Uniquely identifies a user. It is carried for authentication and authorization during SMS API calling.		
	To view or update an application secret, enter the verification code and click OK .		
	CAUTION If you sent SMSs before updating an application secret, wait for 15 minutes for the new application secret to take effect. If you did not send SMSs before updating an application secret, the new application secret takes effect immediately.		
Application Access Address	The application access address and access URI form an SMS API request address, which is used to call Message & SMS APIs.		
Channel No.	Allocated by Huawei and used only for API calling.		
Status	Normal: The application is successfully added and can be used properly.		
	Paused: Service requests cannot be initiated. If the SMS content sent violates service rules or you apply to unsubscribe from the Message & SMS service, the operation manager will suspend your SMS application.		
Created	Specifies the time when the application was created.		
Operation	 You can modify Application Name and IP Whitelist. Currently, SMS applications cannot be deleted. For details, see Can I Delete an SMS Application? 		

3 Applying for an SMS Template

Overview

An SMS template is a content template used to send SMSs. It consists of fixed text or fixed text plus variables. After a template is created, only variables can be replaced by characters that meet requirements.

Notes

- No template can be added if your Huawei Cloud account balance is insufficient. In this case, top up your account by following instructions provided in Topping Up an Account. If you have topped up your account and the template cannot be added, log out and log in to the system again.
- There is no limit on the number of SMS templates that can be added. For details about template and variable rules, see Template and Variable Specifications.
- Only rejected SMS templates can be modified. You can add a template and submit it for approval.
- For details about the browsers supported by the Message & SMS console, see
 Which Browsers Are Supported?

Creating a Template

- Log in to the Message & SMS console, and choose European SMS > Template Management.
- 2. You can create a template in either of the following ways:
 - Adding a template:
 - Click **Add Template** in the upper right corner and configure parameters by referring to **Table 3-1** to create a template. Click **OK**.
 - Importing templates in batches:
 - Click **Download Sample Template** in the upper right corner to download the Excel template and fill in the template by referring to **Table 3-1**. You can create multiple templates at a time.
 - ii. Click **Batch Import** in the upper right corner to import the filled template.

iii. After the template is imported, the template data to be reviewed is displayed on the console. If the template fails to be imported due to invalid content format, a dialog box will be displayed for you to download the failed records. Then, you can modify the template content and import it again.

∩ NOTE

The parameters marked with * in the table are mandatory. Fill in the template by referring to Table 3-1 to prevent upload failures. Up to 50 records can be imported at a time. Templates with variables cannot be imported currently.

Table 3-1 Adding a template/Importing templates in batches

Para mete r	Description	
*Tem plate Nam e	Set this parameter based on the service requirements and template types. Examples: ClientLogin_VerificationCodeSMS_01 and MeetingScheduling_NotificationSMS_01. For details, see Overview.	
*Appl icatio n	Set this parameter based on the service requirements.	
*Tem plate Cont ent	Enter the content to be sent by referring to Sample Template or Template and Variable Specifications . Use variables properly for approval. Currently, batch import does not support variables.	
*Sent to (cou ntry/ regio n 1) Sent to (cou ntry/ regio n 2) Sent to (cou ntry/ regio n 3)	 Specify at least one country or region based on your service scope. If SMSs are sent to more than three countries or regions, add them in the Description text box. If SMSs are sent globally, select at least one major country or region and enter "The SMS service is globally deployed, not distinguishing major sending countries or regions." in the Description text box. This parameter is used only for survey. To restrict the sending countries (or regions), see "Region Settings". For details, see "Querying the Country" or "Region to Which SMSs Are Sent". 	
Descr iptio n	Describe the situation where SMSs are used. For example, verification code SMSs are used to verify users for login, and notification SMSs are used to notify participants of a meeting.	

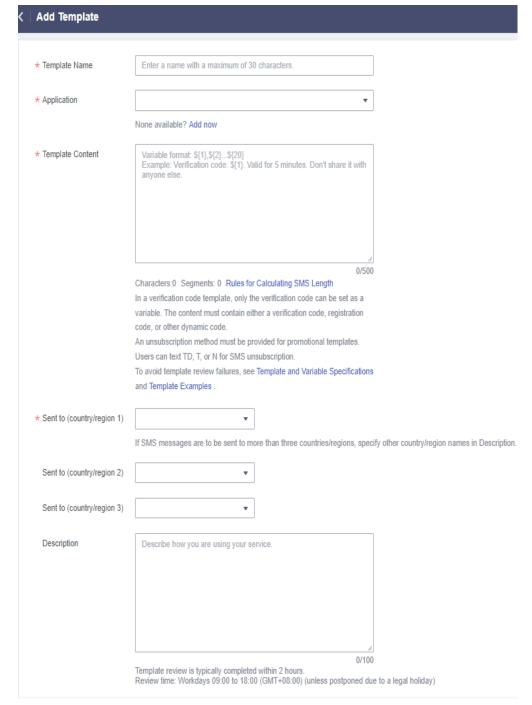


Figure 3-1 Adding a European SMS template

3. A template can be used only after being approved. SMS templates submitted during 09:00–18:00 on workdays will be reviewed within 2 hours. For SMS signatures submitted after 18:00 (GMT+08:00), the review period will start from the next workday. The review is performed only on workdays. If there is a legal holiday, the review may be postponed.

Managing a Template

After the template is created, choose **European SMS** > **Template Management** to view the template review status and other information.

Table 3-2 Template information

Parameter	Description		
Template Name	Corresponds to Template Name in Table 3-1 .		
Template ID	Uniquely identifies an SMS template. When you call Message & SMS APIs to send SMSs, the template ID is used to specify the template content to be sent.		
Application	Corresponds to Application in Table 3-1 .		
Template Type	Corresponds to Template Type in Table 3-1 .		
Created	Specifies the time when the template was created.		
Status	Pending: The template application has been submitted and to be reviewed by the operation manager.		
	Approved, activated: The template is approved and the template ID is delivered. The template can be used.		
	 Approved, deactivated: The template is approved and the template ID is delivered, but the template is not activated and cannot be used. 		
	Rejected: The template is rejected because it does not comply with Template and Variable Specifications. Solve the issue based on the cause in the review comments. For details, see Template Review Description.		
Reviewer Comments	If a template is rejected, the platform provides detailed reasons here.		
Operation	Modify: For a template in the Rejected status, you can modify its name, application, content, target countries (or regions), and description.		
	Delete: A template in the Approved, activated, Approved, deactivated, or Rejected status can be deleted.		

4 Using the Group SMS Assistant

Overview

The Group SMS Assistant is used to send SMSs in batches without code development. The Group SMS Assistant cannot be used to send verification code SMSs.

You can use the Group SMS Assistant to create a scheduled task, enabling the system to send SMSs at a scheduled time within one month. The scheduled task can be canceled. However, the Group SMS Assistant does not support sending SMSs periodically.

Prerequisites

- You have created an SMS application.
- You have an approved and activated SMS template that does not contain variables and is not of the verification code type.
- Applications and templates are associated.

Notes

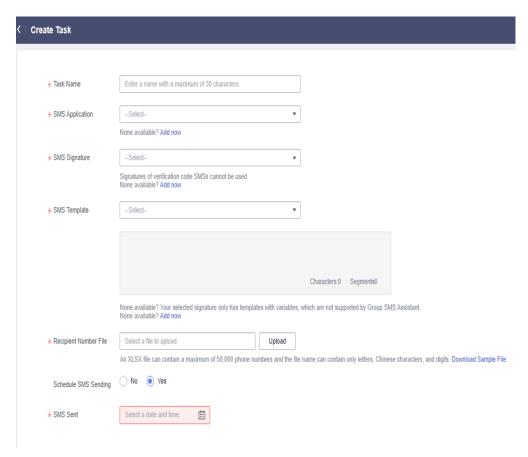
- The Group SMS Assistant cannot be used to send verification code SMSs. The system charges the SMS that has been sent based on the SMS service type. For details, see <u>Billing Mode</u>.
- For details about the browsers supported by the Message & SMS console, see
 Which Browsers Are Supported?.

Submitting a Send Task

- Log in to the Message & SMS console, and choose Group SMS Assistant > Task Management.
- 2. Set the parameters.

Paramete r	Description
Task Name	Set this parameter based on the service requirements and SMS type, for example, EuropeanSMS_ServiceNotification_01 .

Paramete r	Description	
SMS Applicatio n	Configure as needed. The SMS Application setting determines values available in the SMS Template drop-down lists.	
SMS Template	Select an SMS template that is associated with the SMS application and does not contain template variables.	
Recipient Number File	Click Download Sample File to download the example file. Add recipient numbers to the file as instructed, and upload the file. NOTE An XLSX file can contain a maximum of 50,000 mobile numbers, and the file name can contain only letters and digits. To prevent numbers from being displayed abnormally, set cells to the text format, or copy the sample cells, paste and modify them. All recipient numbers to which SMSs are sent must be in the +{CC} {NDC}{SN} format, for example, +440200000000 (a Gabon number). • {CC} indicates the country code. • {NDC} indicates the region code. If the called number is a mobile number, {NDC} is optional.	
Schedule SMS Sending	(Optional) Select Yes if you want to send SMSs at a scheduled time.	
SMS Sent	This parameter specifies the date and time when an SMS is sent. Set this parameter only when Schedule SMS Sending is set to Yes . You are advised to send scheduled SMSs between 08:00 and 21:00 every day. Sending messages at other time may incur user complaints.	



3. Click OK.

The system checks the imported recipient numbers as follows:

Chec k Item	Matching Rule	Solution	Example
Num ber norm	The number consists of 11 digits and starts with 1.	Prefix the number with +86.	131****5678 -> +44 131****5678
alizat ion	The number consists of 13 digits and starts with 44.	Prefix the number with +.	44131****5678 -> +44131****5678
	The number consists of neither 11 nor 13 digits and does not start with +.	The system considers them invalid, deletes them from the number list, and records the quantity of such numbers.	231****5678 -> Delete 131****567 -> Delete 1234****56789 -> Delete 44131****567 -> Delete

Chec k Item	Matching Rule	Solution	Example
Num ber dedu plicat ion	Check whether duplicate numbers exist after number normalization.	Delete deduplicate numbers and record the quantity of such numbers.	Only one duplicate number is reserved.

- If the message "Submission request failed. The recipient number file includes invalid phone numbers" is displayed, check the recipient number file, enter valid numbers, and upload it again.
- If a message "X phone number(s) imported. Redundant and invalid numbers have been deleted. You will not be charged for the Y message(s) deleted." is displayed, check the recipient number file for whether invalid numbers exist, create a task again for modified numbers.

After the sending task is submitted successfully, click **View** in the **Operation** column of the task to view the sending result. The sending result is displayed in about 3 minutes. To view the real-time result, refresh the page.

After the sending task is submitted successfully, click **Copy** in the **Operation** column of the task to create a task with the same configuration. The imported recipient number file is not copied. You need to import the file again. In this way, you can quickly create a sending task.

Viewing Task Details

- Log in to the Message & SMS console, choose Group SMS Assistant > Task Management, and filter tasks by task name and status. Click View in the Operation column of the task. The task details page is displayed.
- 2. Filter sending details by recipient number and sending result to view sending details of specific numbers.

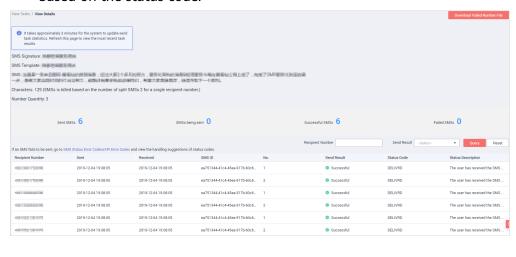


"\" indicates that the operation is supported, and "-" indicates that the operation is not supported.

Status	Opera tion (View Detail s)	Opera tion (Canc el Task)	Opera tion (Delet e Task)	Description	
Pending	√	√	-	Click Cancel Task to cancel a scheduled task to be executed. • Cancel a scheduled task at least 5 minutes before the scheduled SMS sending time. The task cannot be canceled if it is about to be executed within 5 minutes. • If a scheduled task is not executed within 24 hours, it is automatically canceled.	
Cancele d	√	-	√	Click Delete Task to remove a canceled task from the system. To resend the SMS, submit the sending task again.	
Executin g	√	-	-	The sending task is being processed. Some recipient numbers do not return the SMS status in time due to errors (such as mobile phone power-off/suspension, poor signal, and unallocated number). Click View Details, select the number whose Send Result is Sending, and dial the number to	
				check whether the mobile phone is in normal state.	
Complet ed	√	-	-	The sending task is processed, and the SMS status reports of all recipient numbers are returned.	

- 3. View information about sending SMSs, such as number quantity, receipt time, SMS ID, and sending result.
 - A long SMS will be segmented to multiple records with the same SMS ID.
 For details about how an SMS is segmented, see SMS Sending Rules.
 - Click Download Failed Number File to obtain a file containing all numbers to which SMSs fail to be sent. Only the numbers whose sending tasks fail in the latest three days can be exported. Such numbers before three days cannot be exported.
 - If Send Result is Sending, the SMS gateway does not send a sending status report. Wait for a period of time and check the sending status again. For details, see Why Send Result Is Displayed as Unknown or the SMS Is Received After a Long Time?

 If Send Result is Failed, click SMS status error codes to query the error based on the status code.



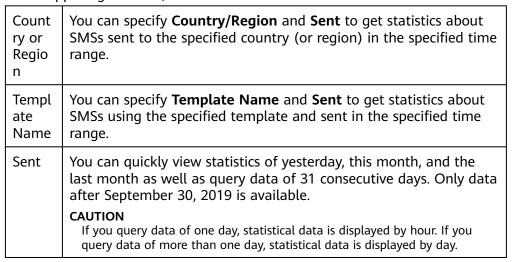
5 Viewing Statistics

Overview

Message & SMS allows you to view and export SMS statistics.

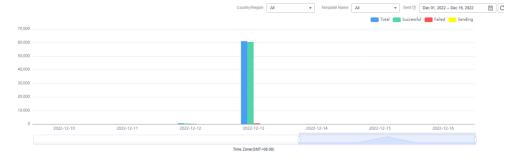
Viewing Statistics

- 1. Log in to the Message & SMS console and choose **Statistics** > **European SMS**.
- 2. In the upper right corner, set the filter criteria.





- 3. View statistics details after setting filter criteria.
 - Graph: Statistics are displayed by hour or day based on the filter criteria.



- Overview:

Total Submit	Total number of SMSs that you submitted and meet the filter criteria you set in 2.
Total Submitted	Total number of successfully submitted SMSs that meet the filter criteria you set in 2 .
Total Submission Failed	Total number of SMSs that failed to be submitted and meet the filter criteria you set in 2. You are not billed for SMSs that failed to be submitted. Submission failures may be caused by the following types of reasons:
	 API or Group SMS Assistant calling fails. For details, see "API Error Codes".
	status (or status code) returned is an error code of the Huawei platform.
Total Submit Rate (%)	Total submission success rate = Total number of successfully submitted SMSs/Total number of SMSs you submitted
Total Successful	Total number of successfully sent SMSs that meet the filter criteria you set in 2. You are billed for successfully sent SMSs.
Total Failed	Total number of SMSs that failed to be sent and meet the filter criteria you set in 2. If status (or status code) returned is an error code of the supplier platform, you will be billed for SMSs that failed to be sent.
Total Send Rate (%)	Total sending success rate = Total number of successfully sent SMSs/Total number of SMSs you submitted
Export	You can click Export to export statistics in the table.



Statistics by time range:

i. After setting filter criteria in 2, you can view the total number of SMSs you submitted, number of successfully submitted SMSs, number of SMSs failed to be submitted, submission success rate, number of successfully sent SMSs, number of SMSs failed to be sent, and sending success rate within an hour or within a day.



ii. If an SMS fails to be sent, click **View** to view the failure details.

↓ F Sent	Submit	Submitted	Submission Failed	Submit Rate(%)	Successful	Failed	Send Rate (%)	Failure Details
2022-12-16	0	0	0	0	0	0	0	View
2022-12-15	20	20	0	100	20	0	100	View
2022-12-14	46	42	4	91.3	42	4	91.3	View
2022-12-13	61006	60412	594	99.02	60379	643	98.97	View

Rectify the fault by referring to "SMS Status Error Codes" based on the sending result and status code.



6 Viewing Sending Details

Overview

Message & SMS allows you to view SMS sending details.

Notes

- If you query data by sending time, the time range cannot exceed 24 hours, and only the data within 60 days before the current time can be queried.
- Before the query result is returned, do not query again or change query conditions.

Viewing Sending Details

- Log in to the Message & SMS console, and choose Send Details > European SMS.
- 2. Configure query conditions based on the site requirements.
 - You can query SMS sending details by template, mobile number, sending result, and sending time (the time range cannot exceed 24 hours).
 The mobile number must be a number with the country code but without the plus sign (+), for example, 4402000000 (Gabon number).
 - You can obtain the sending details of the last 1 hour or last 24 hours.



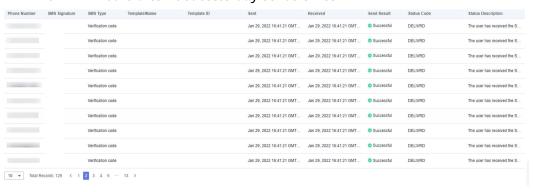
3. View sending details.

If **Send Result** is **Successful** and **Status Code** is **DELIVRD**, the SMS is sent successfully. Otherwise, rectify the fault based on the **Status Code** by referring to "SMS Status Error Codes".

If the API is called successfully but the mobile phone does not receive the SMS and the sending details are not available, the SMS content may trigger manual review and has not been reviewed. Wait for a while and query again.

 If Send Result is Successful, the SMS is successfully sent. In this case, a status report is returned and Status Code is DELIVRD.

- If Send Result is Failed, the SMS fails to be sent. In this case, a status report is returned and Status Code is not DELIVRD.
- If Send Result is Sending, the SMS has been sent but a status report is not returned. The Message & SMS platform sends status reports to users within 72 hours after it successfully sends SMSs.



Note: By default, 10 records are displayed on each page.

7 General Management

Contact Management Settings

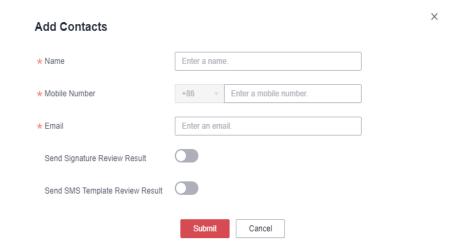
7.1 Contact Management

Overview

You can add contacts for Message & SMS to receive notifications of template review results and traffic alarms.

Managing Contacts

- Log in to the Message & SMS console. In the navigation pane, choose General Management > Contact Management.
- 2. Click **Add Contacts** in the upper right corner, enter the contact name, mobile number, and email address, select the type of notifications you want to receive, and click **Submit**.



3. You can enable or disable **Send SMS Template Review Result** and **Send Traffic Alarm Notification**, as well as modify or delete contacts.



Ⅲ NOTE

- 1. Contacts are used only to receive Message & SMS notifications.
- 2. Up to 10 contacts can be added.
- 3. For details about the **Send Traffic Alarm Notification** function, see **Settings**. After this function is enabled, contacts will receive alarm SMS notifications if the total number of SMSs sent per day/month exceeds the alarm value. If the total number of SMSs sent per day/month exceeds the limit value, the platform will suspend SMS sending but will not send notifications again.

7.2 Settings

Overview

Message & SMS allows you to manage traffic thresholds and regions to prevent losses caused by SMS bombing. If the total number of SMSs sent exceeds an alarm value, the platform will send alarm SMS notifications to contacts. If the total number of SMSs sent exceeds a limit value, the platform will send alarm SMS notifications to contacts again and automatically suspend SMS sending. You can set countries or regions to which SMSs are sent. Then, SMSs will be sent only to countries or regions you select.

Setting the Traffic Threshold

- Log in to the Message & SMS console and choose General Management > Settings. The page for setting the traffic threshold is displayed.
- 2. Select **European SMS** and configure parameters by referring to **Table 7-1**.

Table 7-1 Traffic threshold parameters

Parameter	Description
Total Sent per Day	Total number of SMSs you request to send on each calendar day.
Total Sent per Month	Total number of SMSs you request to send in each calendar month.

Parameter	Description
Alarm Value	If the total number of SMSs sent per day/month exceeds the alarm value, the platform will send alarm SMS notifications to contacts.
	• If the total number of SMSs sent within a day reaches the alarm value, the platform will send alarm SMS notifications on the same day. The total number of SMSs sent will be cleared on the next day. If you decrease the alarm value of the total number of SMSs sent per day on the same day when you receive an alarm SMS notification, the platform will not send an alarm notification again and the new alarm value will take effect on the next day. If you increase the alarm value on the same day, the platform will send an alarm SMS notification again when the total number of SMSs sent within a day reaches the new alarm value. The same applies to the alarm value of the total number of SMSs sent per month.
	By default, the alarm value of the total number of SMSs sent per day is set to 400, and that of the total number of SMSs sent per month is set to 8000.
Limit Value	If the total number of SMSs sent per day/month exceeds the limit value, the platform will send alarm SMS notifications to contacts and suspend SMS sending.
	• If the total number of SMSs sent within a day reaches the limit value, the platform will send alarm SMS notifications and suspend SMS sending on the same day. The total number of SMSs sent will be cleared and SMS sending will resume on the next day. If you decrease the limit value of the total number of SMSs sent per day on the same day when you receive an alarm SMS notification, the platform will not send a notification again and the new limit value will take effect on the next day. If you increase the limit value on the same day, SMS sending will resume, and the platform will send an alarm SMS notification again and suspend SMS sending when the total number of SMSs sent within a day reaches the new limit value. The same applies to the limit value of the total number of SMSs sent per month.
	By default, the limit value of the total number of SMSs sent per day is set to 500, and that of the total number of SMSs sent per month is set to 10,000.

■ NOTE

Statistics are recorded in UTC time. As there is some delay between when the platform sends an SMS and when the SMS status is reported, the recorded total number of SMSs sent per day/month may be off by as many as 100 SMSs.

- 3. Click **Set** and change the default values based on the following rules:
 - Limit values must be greater than alarm values, and the limit value of the number of SMSs sent per month must be greater than that of the number of SMSs sent per day. Limit values and alarm values must be integers and cannot be negative, 0, or empty.
 - You can only set limit values lower than the current default values. To set higher limit values, submit a service ticket. (To increase the traffic threshold of a partner's sub-customers, the partner should apply for it on behalf of sub-customers, who cannot apply for it by themselves.)
 - i. Log in to the console. On the menu bar, choose **More** > **Service Tickets** > **Create Service Ticket**.
 - ii. Choose **Services** > **Quotas**. On the page displayed, select **Quota Application** and click **Create Now**.
 - iii. Select the Europe region. In **Problem Description**, enter the following content (replace xxx based on your service requirements): Message & SMS traffic threshold application: Account xxx applies for increasing the European SMS traffic threshold. The desired limit value of the number of SMSs sent per day is xxx. The desired limit value of the number of SMSs sent per month is xxx.
 - iv. Wait for your application to be reviewed. The limit values will be automatically changed upon approval. You can choose Service Tickets > My Service Tickets to view your application review progress.

New limit values will be used as the default limit values. Set limit values lower than the default values based on your service requirements.

- You can customize alarm values based on the first rule.



- 4. Click **OK**. If the total number of SMSs sent exceeds the limit value you set, the platform will suspend SMS sending. You can increase the limit value or wait for SMS sending to automatically resume the next day or month.
- 5. In the navigation pane, choose **General Management > Contact Management**. If you enable **Send Traffic Alarm Notification**, the platform will send an alarm SMS notification to the contact when the total number of SMSs sent exceeds the alarm or limit value you set.



Region Settings (European SMS)

 Log in to the Message & SMS console and choose General Management > Settings. The page (lower half) for setting regions is displayed.



- If you retain the default value of Send SMSs to Specified Countries/Regions, the region settings remain disabled, and SMSs will be sent to all countries or regions where Message & SMS is available.
- 3. If you click **Send SMSs to Specified Countries/Regions**, the region settings are enabled, and you can select the countries or regions to which SMSs are sent. Then, Message & SMS will send SMSs only to selected countries or regions.
- 4. Click **Add Country/Region** and select the countries or regions to which you want to send SMSs. Added countries or regions are displayed in the list on the lower part of the page. A country or region cannot be added repeatedly.

8 Permission Management

Creating a User and Assigning Message & SMS Permissions Message & SMS Custom Policies

8.1 Creating a User and Assigning Message & SMS Permissions

This section describes how to use **Identity and Access Management (IAM)** to implement fine-grained permissions control for your Message & SMS resources. With IAM, you can:

- Create IAM users for employees based on your enterprise's organizational structure. Each IAM user will have their own security credentials for accessing Message & SMS resources.
- Assign users only the permissions required to perform a task.
- Entrust a Huawei Cloud account or cloud service to perform efficient O&M on your Message & SMS resources.

If your Huawei Cloud account does not require individual IAM users, skip this section.

The following describes the procedure for assigning permissions (see **Procedure**).

Prerequisites

Before assigning permissions to user groups, you should learn about the Message & SMS permissions listed in Message & SMS Permissions. For the permissions of other services, see System Permissions.

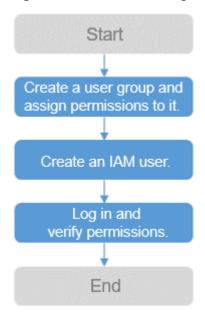
□ NOTE

When assigning permissions to a user group, set **Scope** to **Region-specific projects**.

- If a project (for example, eu-west-101) is selected for a specific region (for example, EU-Dublin), the permissions will take effect only for the selected project. After logging in to the console, IAM users need to switch to the region where they have been authorized for authentication.
- If **All projects** is selected, the permissions will take effect for all region-specific projects. IAM users do not need to switch to the region where they have been authorized.

Procedure

Figure 8-1 Process for assigning permissions



1. Create a user group and assign permissions to it.

Create a user group on the IAM console and attach the **MSGSMS FullAccess** policy to the group.

- 2. Create an IAM user and add it to the user group.
 - Create a user on the IAM console and add the user to the group created in 1.
- 3. Log in and verify permissions.
 - Log in to the console as the created user. For details, see **Logging In as an IAM User**. Verify the Message & SMS operation permissions.

8.2 Message & SMS Custom Policies

You can create custom policies to supplement system-defined Message & SMS policies. For the actions supported for custom policies, see **Permissions and Supported Actions**.

You can create custom policies in either of the following ways:

• Visual editor: Select cloud services, actions, resources, and request conditions. This does not require knowledge of policy syntax.

 JSON: Create a policy in the JSON format from scratch or based on an existing policy.

For details, see **Creating a Custom Policy**. The following section contains examples of common Message & SMS custom policies.

Message & SMS Custom Policies

• Example 1: Authorizing a user to query the number of SMS applications

• Example 2: Denying SMS template deletion

A policy with only "Deny" permissions must be used in conjunction with other policies to take effect. If the policies assigned to a user contain both "Allow" and "Deny", the "Deny" permissions take precedence over the "Allow" permissions.

For example, if you want to assign all of the permissions of the MSGSMS FullAccess policy to a user, except for deleting SMS templates, you can create a custom policy to deny only SMS template deletion. When you apply both the MSGSMS FullAccess policy and the custom policy denying SMS template deletion, since "Deny" always takes precedence over "Allow", the "Deny" will be applied for that one conflicting permission. The user will then be able to perform all operations on SMS templates except deleting SMS templates. The following is an example of a deny policy.