

## Message & SMS

# FAQs

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# 2 Product Specifications

How Do I Enable the Message & SMS Service?

In Which Countries and Regions Is the Message & SMS Service Available?

Which Countries and Regions Can European SMSs Be Sent to?

How Many Characters Can an SMS Contain?

Is MMS Supported?

What Languages Are Supported?

What Protocols Does the Message & SMS Service Support?

What Is the Recommended Number of Concurrent SMSs per Second on the Message & SMS Platform?

What Are the SMS Arrival Rate and Delay of the Message & SMS Platform?

Which Number Segments Does the Message & SMS Service Support?

Do SMS Backend Services Support Multi-AZ Redundancy?

Does the Message & SMS Service Support Display of Company Names and Logos?

Is the Message & SMS Service a SaaS Service?

Is the Message & SMS Service a Global-level or Project-level Service?

Will I Be Billed for the Message & SMS Service If I No Longer Use it?

## 2.1 How Do I Enable the Message & SMS Service?

1. Access the Message & SMS console.
2. Select **I have read and agree to Message & SMS Service Usage Statement** and click **Enable Now**.



Message & SMS provides two-factor verification or SMS notifications in forms of cloud services, ensuring a 99% delivery rate and 3-second delivery. [More](#)

● Message & SMS provides services only for authenticated enterprises. [Authenticate](#)

☐ I have read and agree to Message & SMS Service Usage Statement

Enable Now

3. Fill out the service survey table based on the actual service conditions.

<

Enable Message & SMS

Please provide the following information so that we can communicate with you and provide better services. We fully respect your privacy and shall use your personal information according to the [Privacy Statement](#) of Huawei Cloud.

\* Service Type

Send SMSs to countries or regions outside the Chinese mainland

Contact Name ⓘ

Enter your name.

Email ⓘ

Mobile Number ⓘ

Service Bearer ⓘ

☐ APP

☐ Applet

☐ Website

☐ Official account

☐ HTML5 page

☐ Other

Enterprise Type ⓘ

Select an option based on actual conditions.

SMS Type ⓘ

☐ Verification code SMS

☐ Notification SMS

Sent to (Country/Region) ⓘ

Select an option based on actual conditions.

Estimated SMSs Sent per Month ⓘ

Select an option based on actual conditions.

Industry ⓘ

Select an option based on actual conditions. If you select Others, specify the specific industry.

Enterprise Name ⓘ

Template review is typically completed within 2 hours.  
Review time: A template submitted from 09:00 to 18:00 (GMT+08:00) on a workday is approved on the same day. If a template is submitted after 18:00, the review will be postponed until the next workday.

Parameter	Description
Service Type	<b>European SMS</b> 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.

Parameter	Description
Service Bearer	<p>Select and enter information about the service platform on which the customer can access the service.</p> <ul style="list-style-type: none"> <li>• App</li> <li>• Applet</li> <li>• Website</li> <li>• Official account</li> <li>• HTML5 page</li> <li>• Others</li> </ul>
Enterprise Type	<p>Set the parameter based on your requirements.</p> <ul style="list-style-type: none"> <li>• Channel seller: Encapsulate Voice Call capabilities in products to be provided for customers in various scenarios.</li> <li>• 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.</li> <li>• Direct customer: Use the Voice Call service by themselves.</li> </ul>
SMS Type	<p>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.</p> <ul style="list-style-type: none"> <li>• Verification code SMS</li> <li>• Notification SMS</li> <li>• Promotion SMS</li> </ul>
Sent to (Country/Region)	<p>Select an option based on the actual service coverage.</p> <ul style="list-style-type: none"> <li>• A. To only one country. Enter the country name.</li> <li>• B. To fewer than 5 countries. Enter the country names.</li> <li>• C. To fewer than 10 countries. Enter the country names.</li> <li>• D. Globally</li> </ul>
Estimated SMSs Sent per Month	<p>Set this parameter based on the actual service volume.</p> <ul style="list-style-type: none"> <li>• A. 0-30,000</li> <li>• B. 30,000-150,000</li> <li>• C. More than 150,000</li> </ul>

Parameter	Description
Industry	Select an option based on actual conditions. If you select <b>Others</b> , specify the specific industry. <ul style="list-style-type: none"> <li>• Movie &amp; audio</li> <li>• Transaction &amp; payment</li> <li>...</li> </ul>
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.

## 2.2 In Which Countries and Regions Is the Message & SMS Service Available?

Currently, the Message & SMS service is available only for enterprises in the following countries or regions. For details about how to enable the service, see [How Do I Enable the Message & SMS Service?](#)

Individual/Enterprise	Registered Address	Message & SMS
Enterprise	France	Supported
Enterprise	Belgium	Supported
Enterprise	Germany	Supported
Enterprise	Ireland	Supported
Enterprise	Netherlands	Supported
Enterprise	Portugal	Supported
Enterprise	Italy	Supported
Enterprise	Czechia	Supported
Enterprise	Luxembourg	Supported
Enterprise	Poland	Supported
Enterprise	Spain	Supported
Enterprise	Switzerland	Supported
Enterprise	Serbia	Supported

## 2.3 Which Countries and Regions Can European SMSs Be Sent to?

See [In Which Countries and Regions Is the Message & SMS Service Available?](#)

If you want to send SMSs to phone numbers in a country or region that is not included in the list, contact customer service.

## 2.4 How Many Characters Can an SMS Contain?

An SMS can contain up to 500 characters. For details, see [SMS Sending Rules](#).

## 2.5 Is MMS Supported?

The Message & SMS service does not support multimedia short message service (MMS).

## 2.6 What Languages Are Supported?

A Message & SMS template can contain characters in any language.

## 2.7 What Protocols Does the Message & SMS Service Support?

The Message & SMS service provides RESTful HTTPS APIs. For details, see [API Reference](#).

## 2.8 What Is the Recommended Number of Concurrent SMSs per Second on the Message & SMS Platform?

You are advised to send no more than 500 SMSs per second. The actual maximum number possible depends on the delivery channel rate on the carrier network. For details about the restrictions, contact Huawei Cloud customer service.

## 2.9 What Are the SMS Arrival Rate and Delay of the Message & SMS Platform?

If a request is correct, the carrier channel is normal, and the number is valid, the SMS arrival rate reaches 99%, and the delay is within 15 seconds, and the average delay is 7 to 8 seconds.

Note: Valid numbers refer to the submitted numbers that can be used, excluding:

- Numbers whose carrier IDs are abnormal, such as empty numbers and suspended numbers.



- Terminal numbers that cannot receive SMS messages due to user behavior or other reasons, including but not limited to numbers that are in arrears or out of service, belong to switched-off phones or phones with full storage space, do not subscribe to or unsubscribe from the SMS service, are with unstable network signals, and are blocked from receiving calls or messages.
- Blocklisted numbers of the Huawei Cloud communication platform or carriers.

## 2.10 Which Number Segments Does the Message & SMS Service Support?

The Message & SMS service does not limit the number for receiving SMSs. The service does not support some virtual carrier numbers. (Contact the operation manager for confirmation.)

If a port-in number cannot receive any SMSs, record the number information and contact Huawei Cloud customer service.

## 2.11 Do SMS Backend Services Support Multi-AZ Redundancy?

The backend services support redundancy but do not support multi-AZ redundancy.

## 2.12 Does the Message & SMS Service Support Display of Company Names and Logos?

Currently, the Message & SMS service does not support the display of company names and logos.

## 2.13 Is the Message & SMS Service a SaaS Service?

No. The Message & SMS service provides RESTful HTTPS APIs. For details, see *API Reference*.

## 2.14 Is the Message & SMS Service a Global-level or Project-level Service?

The Message & SMS service is a project-level service. For details, see [Supported Cloud Services](#).

## **2.15 Will I Be Billed for the Message & SMS Service If I No Longer Use it?**

You will not be billed for the Message & SMS service if you no longer use it. You can contact Huawei Cloud customer service to suspend applications.

# 3 Template

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[How Can I View the Content and Related Information of an SMS Template?](#)

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[What Can I Do If an SMS Template Is Approved and Deactivated?](#)

[Do SMS Templates Support Links?](#)

[How Do I Configure Variables in an SMS Template?](#)

[Is There a Limit on the Number of SMS Templates and Use Times?](#)

## 3.1 Template and Variable Specifications

You can only send SMSs with approved templates. A template consists of fixed texts and variables or only fixed texts. The variables change according to the SMS message content.

Apply for several SMS templates in advance according to service requirements and reserve sufficient time for review. Templates can be reviewed only on workdays.

Read the following specifications and make sure that your SMS message templates comply with the common specifications and special specifications of each template type.

### Common Specifications

#### Template Specifications

<b>Format</b>	<p>Each template contains no more than 500 characters.</p> <ul style="list-style-type: none"> <li>• A template cannot contain square brackets. Templates with square brackets may be confused with signatures, causing SMS message sending failures.</li> <li>• Special characters (such as ¥★^_^&amp;√※) are not supported. Such special characters may cause garbled characters in SMS messages.</li> </ul>
<b>Content</b>	<p>Use as much fixed text as possible so that the meaning and application scenario of the SMS can be understood.</p> <ul style="list-style-type: none"> <li>• Unauthorized invitations are not allowed to send, including sign-up, membership, and event invitations.</li> <li>• Real estate, game, and education enterprises can use only the verification code SMSs.</li> <li>• Do not send SMSs that contain the following information: stocks, immigration, finance, job interviews, gambling, ballgame betting, lottery, rebates, loans, payment reminders, investments, prizes, one-dollar flash sales, counterfeit goods, medical care, cosmetic surgery, beauty care, clubs, bars, porns, drugs, foot spa, threats, fur, exam assistance, trademark registration, group invitation, QQ or WeChat invitation, selling of personal data, app download links, rebates for positive comments, promotional SMS channels, user attraction, user retention, operators (value-added services, customer service center, China Mobile, China Unicom, China Telecom, Tencent king cards, and group SMS messages), essay writing services, board and card games, online games, lawsuits, summons, credit blacklists, governments, right safeguarding, crude oil futures, precious metals, private equity, comment modification on Taobao, studying abroad, overseas investments, bills of exchange, business and commerce agents, invoice issuance, partner recruiting, registration invitations, mobile numbers included in the SMS for driver license annual review, software selling, selling of mobile phones or knockoff devices, delivery confirmation, contraband, virtual currencies, stamps, debt collection, religions, superstitions, COD e-commerce, friend-making, dating, POS machines, bonus point redemption, weddings and funerals, and other illegal content.</li> </ul>

Note:

- A template does not contain an SMS signature. The system automatically adds an applied signature when sending an SMS message.
- The Group SMS Assistant supports only templates that do not contain variables.

### Variable Specifications

Each template can contain a maximum of 20 variables, excluding continuous variables. (If characters not containing spaces exist between variables, the variables are discontinuous.)

The system supports variables listed in the following table. You can choose a proper variable format and length.

Variable Format	Type	Example Value	Description
<b>\$</b> <b>{TXT_Digit}</b>	Character	<b>\$</b> <b>{TXT_20}</b>	<p><b>Digit</b> indicates the maximum length. The value can be 1 to 20 characters.</p> <p>One non-English character, one English letter, one digit, or one English punctuation mark is counted as one character.</p> <p>Set this parameter based on the site requirements. Do not set this parameter to a large value.</p> <p>Note: The variable value cannot contain braces ({}). Otherwise, template variables may fail to be parsed.</p>
<b>\$</b> <b>{NUM_Digit}</b>	Digit	<b>\$</b> <b>{NUM_6}</b>	<p><b>Digit</b> indicates the maximum length. The value can be 1 to 20 characters. One digit is counted as one character.</p> <p>When sending an SMS message, enter a number ranging from 0 to 9. The number cannot contain other characters, such as hyphens (-).</p> <p>Set this parameter based on the site requirements. Do not set this parameter to a large value.</p>
<b>\${DATE}</b>	Date	<b>\$</b> <b>{DATE}</b>	The date in an SMS message is in <b>yyyy/MM/dd</b> format, for example, <b>2017/07/16</b> , <b>2017/7/16</b> , or <b>2017/7/1</b> .
<b>\${TIME}</b>	Time	<b>\$</b> <b>{TIME}</b>	<p>The system supports the following time formats:</p> <ul style="list-style-type: none"> <li>• HH:mm, for example, 14:30</li> <li>• HH:mm:ss, for example, 14:30:30</li> </ul>

## Specifications for Each Template Type

In addition to the common specifications, each template type has the following specifications:

Category	Variable Specifications	Content Specifications
Verification code template	<ul style="list-style-type: none"> <li>Only one variable is supported for entering the digital verification code.</li> <li>The maximum length of the verification code variable must be less than or equal to 6 digits.</li> </ul>	<ul style="list-style-type: none"> <li>A European SMS must contain a verification code, registration code, or dynamic code.</li> </ul>
Notification template	The link and contact information cannot be sent using variables. Enter the link and contact information using fixed texts in the template.	<ul style="list-style-type: none"> <li>Marketing promotional information is not allowed.</li> </ul>

**Note:**

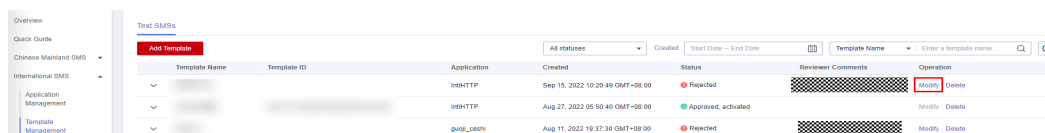
- The template specifications may be adjusted in real time based on the carrier's rules. The final template review result prevails.
- If your violation causes bad influence, serious measures will be taken and your account will be blocked. Strictly comply with the specifications to enhance service security.

## 3.2 How Long Does It Take to Review a Template?

SMS templates submitted for review between 09:00 and 18:00 on workdays will be reviewed within 2 hours. SMS templates submitted after 18:00 will be reviewed on the next workday. SMS signatures can be reviewed only on work days. If there is a legal holiday, the review may be postponed.

## 3.3 How Do I Modify an SMS Template?

- Currently, only an SMS template in the **Rejected** status can be modified.
  - Choose **European SMS > Template Management**, click **Modify** in the **Operation** column, and modify the template name, application, template content, target countries (or regions), and description based on the review comments.



- If the template is approved or in other states, template parameters cannot be modified. If you need to modify the template, add a new one and submit it for review.

#### NOTE

- If you need to change the variable length, add a new template and describe your service application scenarios in detail and the desired variable length in **Description** for reviewers to determine whether your requirement is reasonable. You can use the template upon approval.
- After the template is approved, the variable length cannot be changed. If you need to change it, add a new one and submit it for review.


## 3.4 How Do I Delete an SMS Template

Access the Message & SMS console, and choose **European SMS > Template Management**, select the SMS template to delete, and click **Delete**.





No fee is charged when you add, modify, or delete an SMS template and submit it for review again.

Note: Only templates in the **Rejected** or **Approved** state can be deleted. Templates in the **Under review** state cannot be deleted.

## 3.5 How Can I View the Content and Related Information of an SMS Template?

Log in to the Message & SMS console, and choose **European SMS > Template Management**. Filter templates by a template name and click  to view the template content and other information, such as the application to which the template belongs.

Note: When the SMS API is invoked to send SMSs, the template content to be sent needs to be specified based on the template ID, and the template variables need to be assigned values.

Template Name	Template ID	Application	Created	Status	Reminder Status	Reminded	Reviewer Comments	Operation
^				 Approved, activated	Not reminded			Modify   Remind   More 
Template Content		Description						
Characters		Segments		1				
^				 Approved, activated	Not reminded			Modify   Remind   More 

## 3.6 Can I Set the Text Format (Such as Underline and Font Color) in an SMS Message Template?

Setting the text format in an SMS message template is not allowed. The Message & SMS service can send only plain text. You cannot customize the text format, such as underline, font color, and bold font. The SMS content formats displayed on devices are determined by device capabilities.

## 3.7 What Can I Do If an SMS Template Is Approved and Deactivated?

An SMS template can be in four states, as described in the following table.  
**Approved, deactivated** indicates that the template application is approved, the template ID has been delivered, but the template is not activated and cannot be used.

Typically, this status is displayed because the carrier has changed rules.

According to rules defined by the carrier, the SMS template that has been approved and deactivated cannot be activated. [Apply for another SMS template.](#)

Template Status	Modification	Deletion	Description
Pending	-	-	The template application has been submitted and is to be reviewed by the operation manager.
Approved, activated	-	√	The template application is approved, and the template ID is delivered. The template can be used.
Approved, deactivated	-	√	The template application is approved. The template ID has been delivered, but the template is not activated and cannot be used.
Rejected	√	√	The template application is rejected because the template does not comply with <a href="#">Template and Variable Specifications</a> . Solve the issue based on the cause in the review comments. For details, see Review Comments.

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

## 3.8 Do SMS Templates Support Links?

Templates of notification SMSs can contain links, but those of verification code SMSs cannot contain links.

Links cannot be sent as variables. Enter links in the template content as fixed text. Links must be fixed. Redirection or short links are not allowed. Fixed links must comply with laws and regulations and be consistent with the template content.



## 3.9 How Do I Configure Variables in an SMS Template?

When calling the SMS sending API or batch SMS sending API, you can use the **templateParas** parameter to configure variables.

**templateParas** is a list of SMS template variables used to fill in the variables in the template specified by the **templateId** parameter in sequence. Its value is in JSONArray format. For details, see [Template and Variable Specifications](#).

The number and the length of variables in the list must be consistent with those defined in the template specified by the **templateId** parameter. For example, if the template specified by **templateId** contains two variables with lengths of 5 and 6, the list must contain two corresponding variables with lengths 5 and 6, respectively.

If the template content is "You have \${NUM\_5} parcels delivered to \${TXT\_6}, this parameter can be set to `["3", "Gate of People's Park"]`.

## 3.10 Is There a Limit on the Number of SMS Templates and Use Times?

There is no limit on the number of SMS templates that can be added or limit on use times of approved templates. You can modify an unapproved template. If you want to modify an approved template, add a new one and submit it for review.

# 4 Application

[How Do I Change the SMS Application Name?](#)

[Can I Delete an SMS Application?](#)

[How Do I Create Multiple SMS Applications?](#)







[Can International SMS, European SMS, and Chinese Mainland SMS Share the Same SMS Application and Template?](#)

[How Do I Distinguish SMS Applications Created Using Different IAM Accounts?](#)

[What Are the Functions of SMS Applications?](#)

## 4.1 How Do I Change the SMS Application Name?

1. Log in to the Message & SMS console, and choose **European SMS > Application Management**.
2. Find the application for which the name is to be modified and click **Modify** in the **Operation** column.

Application Name	Application Key	Application Secret	Application Access Address	Channel No.	Status	Created	Operation
inttest11		<a href="#">View</a> <a href="#">Update</a>	https://rtcsms.ap-southeast-1.myh...		 Normal	2019-06-21 12:20:39	<a href="#">Modify</a>
inttest		<a href="#">View</a> <a href="#">Update</a>	https://rtcsms.ap-southeast-1.myh...		 Normal	2019-06-21 12:20:39	<a href="#">Modify</a>

3. Enter a new application name.

★ Application Name

Huawei\_123 0/30

 Only letters (case-insensitive), digits, and underscores are allowed. Once added, the application cannot be deleted.

4. Click **OK**.

## 4.2 Can I Delete an SMS Application?

You cannot delete an SMS application. Ignore SMS applications that are not used. They do not affect other applications.

## 4.3 How Do I Create Multiple SMS Applications?

### Symptom

- The **Add Application** button is unavailable.

### Suggestion

- By default, two applications can be created for the European SMS service. Apply for different templates based on service requirements. Contact the operation manager to apply for quotas if you want to add more applications. Note that there is a quota limit on SMS applications. You are not billed for adding SMS applications or applying for application quotas.

## 4.4 Can International SMS, European SMS, and Chinese Mainland SMS Share the Same SMS Application and Template?

No. International SMS, European SMS, and Chinese Mainland SMS must use different SMS [applications](#) and [templates](#).

## 4.5 How Do I Distinguish SMS Applications Created Using Different IAM Accounts?

SMS applications created using different IAM accounts under a Huawei Cloud account belong to the Huawei Cloud account. Therefore, the owner of the IAM accounts cannot be distinguished. If you need to distinguish SMS applications created using different IAM accounts, you are advised to distinguish the applications by the standard application name, for example, IAM account name\_SMS service type\_APP\_01.

## 4.6 What Are the Functions of SMS Applications?

SMS applications carry out functions for the platform. 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.

# 5 Verification

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[Can Individual Users Use the Message & SMS Service?](#)

[Can BP Accounts Use the Message & SMS Service?](#)

[Can IAM Users Use the Message & SMS Service?](#)

[Can a Partner Account Use the Message & SMS Service?](#)

[Can I Create an IP Address Whitelist for an SMS Application and How Can I Create It?](#)

## 5.1 Can Individual Users Use the Message & SMS Service?

Individual users cannot use the Message & SMS service. An enterprise account is required for enabling the Huawei Cloud Message & SMS service. If you encounter any problems during the authentication, contact Huawei Cloud customer service.

## 5.2 Can BP Accounts Use the Message & SMS Service?

No. BP accounts and their subaccounts cannot enable or use the Huawei Cloud Message & SMS service.

## 5.3 Can IAM Users Use the Message & SMS Service?

IAM users can use the Message & SMS service. However, an IAM user can use the service only when the following conditions are met:

- The Message & SMS service is enabled for a Huawei Cloud enterprise account.
- The tenant administrator permission is granted to the IAM user.

For details, see [Assigning Permissions to an IAM User](#).

## 5.4 Can a Partner Account Use the Message & SMS Service?

No. A partner account cannot be used to enable or use the Huawei Cloud Message & SMS service.

## 5.5 Can I Create an IP Address Whitelist for an SMS Application and How Can I Create It?

Yes, you can. Message & SMS allows you to configure the application IP address whitelist when [creating an SMS application](#).

- For SMS applications for which an IP address whitelist has been configured, you can apply for multiple SMS signatures and SMS templates. The existing services are not affected.
- For a new SMS application, configure an IP address whitelist.

# 6 Secondary Development

[How Do I Obtain the Application Access Key from the Message & SMS Platform?](#)

[How Do I Obtain the HTTPS Commissioning Certificate from the Message & SMS Platform?](#)

[How Can I Get the Channel No. Required to Send a Short Message?](#)

[Does SMS API Calling Have PHP and Java Version Requirements?](#)

[Why a Preset 6-Digit Verification Code Becomes a 5-Digit Verification Code After Being Sent?](#)

[What Is the Callback Address? How Do I Set This Address?](#)

[Does the Message & SMS Service Support Privatized Deployment?](#)

[Can the SMS API Be Called by an Internal Network \(For Example, an ECS Server\)?](#)

[Why Can an SMS Sending Request to an Incorrect Recipient Number Be Successful?](#)

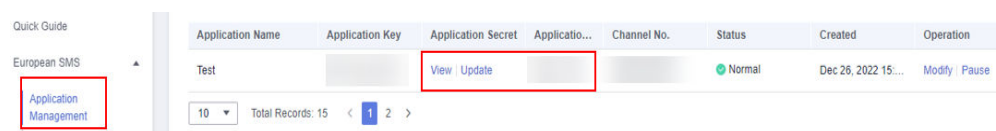
[Must the Message & SMS API Request Address Be a Domain Name? Does the Service Provide a Fixed IP Address?](#)

[Does Message & SMS Provide SDKs?](#)

[Is the Message & SMS Service Affected If the Region Where the Service Is Enabled Is Different from the Region Where Servers Are Located?](#)

## 6.1 How Do I Obtain the Application Access Key from the Message & SMS Platform?

Once the Message & SMS service is enabled, the SMS platform automatically generates the application key and application secret when you create an SMS application. The application key and application secret are used for authentication when the SMS APIs are called. Log in to the Message & SMS console, and choose **European SMS > Application Management** to obtain the application key and application secret.



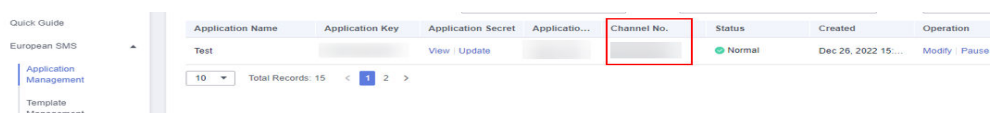
## 6.2 How Do I Obtain the HTTPS Commissioning Certificate from the Message & SMS Platform?

No HTTPS commissioning certificate is available on the SMS platform. You can ignore the certificate verification to perform development and commissioning. For details, see [Developer Guide](#).

## 6.3 How Can I Get the Channel No. Required to Send a Short Message?

European SMS:

1. Log in to the Message & SMS console, and choose **European SMS > Application Management**.
2. View the channel number of the application.



If there is no application, [create an SMS application](#).

## 6.4 Does SMS API Calling Have PHP and Java Version Requirements?

Calling an API does not depend on the tool version. You can develop a program to call the APIs. The SMS Demo has requirements for PHP and Java versions. For details, see [Code Examples](#).

## 6.5 Why a Preset 6-Digit Verification Code Becomes a 5-Digit Verification Code After Being Sent?

**[Symptom]**

Message & SMS calls an API to send a 6-digit verification code. If the verification code starts with zero, the first zero is deleted and a 5-digit verification code is sent.

**Cause Analysis**

The variable **templateParas** in the template for the SMS sending API is not set to a string.

**[Solution]**

Set **templateParas** to a character string. Set **templateParas** based on code examples provided in the following table, or see examples in [code examples](#).

Programming Language	Code Example - SMS Sending API	Code Example - Batch SMS Sending API
Java	String templateParas = "["369751"]";	String[] templateParas1 = { "123456"};  String[] templateParas2 = { "234567"};
PHP	\$TEMPLATE_PARAS = '["369751"]';	\$TEMPLATE_PARAS_1 = ['123456'];  \$TEMPLATE_PARAS_2 = ['234567'];
Python	TEMPLATE_PARAM='["369751"]'	TEMPLATE_PARAM_1 = ["123456"]  TEMPLATE_PARAM_2 = ["234567"]
C#	string templateParas = "["369751"]";	string[] templateParas_1 = { "123456"};  string[] templateParas_2 = { "234567"};
Node.js	var templateParas = '["369751"]';	var templateParas1 = ['123456'];  var templateParas2 = ['234567'];

## 6.6 What Is the Callback Address? How Do I Set This Address?

A callback address is used by the SMS platform to push status reports to you. When you call Message & SMS APIs to send SMSs, the **statusCallback** parameter contains the callback address. The platform then pushes the status reports to you through the callback address.

If you need to receive status reports and process corresponding services, perform steps in [Development Preparation](#) to configure a public network URL that can receive HTTP requests. The URL can be a domain name (recommended) or IP address:port number. In addition, ensure that the following conditions are met:

- The customer server does not need to authenticate status reports pushed by the SMS platform.
- If an IP address whitelist is configured for your server, add the IP addresses (for example, 117.78.29.0/24, 124.70.27.0/24, 124.71.67.0/24, 123.60.96.0/24, and 119.8.109.0/24) used by the platform to push status reports to the whitelist.

Message & SMS pushes the status reports only when a callback address is specified for **statusCallback**. Otherwise, log in to the Message & SMS console and go to the **Send Details** page to view the status code.



## 6.7 Does the Message & SMS Service Support Privatized Deployment?

The Message & SMS service does not support privatized deployment.

## 6.8 Can the SMS API Be Called by an Internal Network (For Example, an ECS Server)?

No. The SMS API cannot be called by an internal network. If you are using a Huawei Cloud ECS, apply for an EIP to access the SMS service through the public network.

## 6.9 Why Can an SMS Sending Request to an Incorrect Recipient Number Be Successful?

The Message & SMS platform does not validate recipient numbers. The successful request of calling an SMS sending API does not indicate that the SMS message is sent successfully.

The Message & SMS platform checks whether SMS messages with the same content are sent to the same recipient number. If so, the platform sends only one SMS message to the recipient number and returns the status code E200041 for other SMS messages.

After the request is successfully sent, the Message & SMS platform returns a status report within 72 hours. If the platform fails to send an SMS message to the recipient number, a status code that indicates the error cause is returned. For details, see the "SMS Status Error Codes" section.

## 6.10 Must the Message & SMS API Request Address Be a Domain Name? Does the Service Provide a Fixed IP Address?

**Note:** To ensure service continuity, you are advised to use domain names for access.

The request access address provided by the Message & SMS service is a domain name. The Message & SMS service does not provide a fixed IP address. You can obtain a fixed IP address by parsing the domain name, for example:

```
ping smsapi.ap-southeast-1.myhuaweicloud.com
```

The Message & SMS API request address consists of the **Application Access Address** and **URI**. The data sources are as follows:

Parameter	Source	Example
Application Access Address	Log in to the Message & SMS console, and choose <b>Chinese Mainland SMS</b> or <b>International SMS</b> > <b>Application Management</b> to obtain the address.	https://smsapi.ap-southeast-1.myhuaweicloud.com:443
URI	Obtain the URI from the <b>API Type</b> described in the "SMS Sending API" or "Batch SMS Sending API" section.	SMS sending: /sms/batchSendSms/v1 Batch SMS sending: /sms/batchSendDiffSms/v1

Two example Message & SMS API request addresses are as follows:

- SMS sending:  
https://smsapi.ap-southeast-1.myhuaweicloud.com:443/sms/batchSendSms/v1
- Batch SMS sending:  
https://smsapi.ap-southeast-1.myhuaweicloud.com:443/sms/batchSendDiffSms/v1

## 6.11 Does Message & SMS Provide SDKs?

Currently, Message & SMS does not provide SDKs.

## 6.12 Is the Message & SMS Service Affected If the Region Where the Service Is Enabled Is Different from the Region Where Servers Are Located?

The Message & SMS service is not affected. You can use the service as long as you use the public network to call the service APIs.

# 7 SMS Sending

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[How Do I Send Group SMSs?](#)

[How Do I Determine Whether an SMS Was Sent Successfully](#)

[How Do I Improve the SMS Success Rate?](#)

[Can I Cancel the Sending of an SMS?](#)

[What Numbers Are Presented to SMS Recipients?](#)

[What is the Function of SMS Channel Numbers?](#)

[Does the Message & SMS Platform Send an SMS Only Once to Duplicate Numbers?](#)

[How Do I Export Failed Numbers in Batches When I Use the Group SMS Assistant?](#)

[Will SMSs Fail to Be Sent Using the Group SMS Assistant If the User Is in Arrears?](#)

[Can I View the Content of a Successful or Failed SMS?](#)

[Can I Use an SMS to Send a Dynamic Short Link?](#)

[Can I Export SMS Send Details?](#)

[How Do I Wrap Text When Sending an SMS?](#)

[Why Can I Send an SMS When My Account Balance Is Zero?](#)

[Can I Limit the Quota of SMS Messages That Can Be Sent by an Application or a Signature?](#)

[How Do I Cancel the Limitation on SMS Sending Frequency?](#)

[How Do I View the Cause of an SMS Sending Failure?](#)

## 7.1 How Do I Send Group SMSs?

### Preparing Data

- **An SMS application** has been created. The values of **Application Key**, **Application Secret**, **Application Access Address** have been obtained. For European SMS, the value of **Channel No.** must also be obtained.

- You have [applied for an SMS template](#) and obtained the template ID.

### Sending SMS Messages

- Call the SMS sending API to send SMS messages of the same content to multiple subscribers.
- Call the batch SMS sending API to send SMS messages of different content to multiple subscribers.
- Use the [Group SMS Assistant](#) to submit a sending task.

#### NOTICE

Note: The [Group SMS Assistant](#) supports only SMS templates that do not contain variables. It cannot be used to send SMS messages with verification codes.

## 7.2 How Do I Determine Whether an SMS Was Sent Successfully

- Check the following key parameters in the response returned after the SMS Sending API or Batch SMS Sending API is called:

Note: One response contains only one code, and one mobile number corresponds to one status.

Parameter	Value	Description
code	000000	The request was successful. Check the value of <b>status</b> .
status	000000	The SMS platform successfully processes the request. To determine whether the user receives the SMS, see the SMS status report.

- Check the SMS status report and confirm key parameter settings:

#### CAUTION

- The SMS status report can be received only if **statusCallback** in the request body is specified when the SMS Sending API or Batch SMS Sending API is called. For details, see the "Status Report Receiving API" section.
- Carriers in some countries or regions do not support SMS status reports. Therefore, when you send a European SMS, even if no status report is received, the SMS is successfully sent if the request in [1](#) is successful and the SMS platform does not return a failure report.

Parameter	Value	Description
status	DELIVRD	The SMS was sent successfully and the user has received the SMS.

If the value of **Status Code** in the SMS status report is **DELIVRD**, the SMS is successfully sent.

If no callback address is configured, log in to the SMS console and go to the **Send Details** page to view the SMS sending result. If the value of **Send Result** is **Successful** and the value of **Status Code** in the SMS status report is **DELIVRD**, the SMS is successfully sent.

## 7.3 How Do I Improve the SMS Success Rate?

1. Check whether all data is correct based on [Development Preparation](#).
2. Confirm that all parameters are in the correct format. For details, see [Code Examples](#).
3. Ensure that the recipient numbers do not include duplicate numbers, dead numbers, or suspended numbers.
4. Do not send too many SMSs to the same user within one day. For details, see [SMS Sending Rules](#).

## 7.4 Can I Cancel the Sending of an SMS?

No. Scheduled sending tasks in the Group SMS Assistant can be canceled five minutes before the tasks are executed. The tasks that have been executed cannot be canceled. If an SMS API is invoked to send an SMS and the SMS sending request is successfully processed, the request cannot be canceled.

## 7.5 What Numbers Are Presented to SMS Recipients?

Numbers presented to European SMS recipients are randomly allocated by the carrier, and the senders do not see what numbers are used. The presented numbers can be **huaweicloud** or any digits or letters assigned by carriers, varying in different countries and regions. The value of **Channel No.** on the **Application Management** page is allocated by Huawei. The value is only used for invoking APIs.

Note: If you use the SMS service provided by different enterprises, record numbers starting with 106 and SMS signatures and contact the customer service to check whether the SMS belongs to Huawei Cloud.

## 7.6 What is the Function of SMS Channel Numbers?

The value of **Channel No.** on the **Application Management** page is allocated by Huawei. The value is used only for invoking APIs.

## 7.7 Does the Message & SMS Platform Send an SMS Only Once to Duplicate Numbers?

In an SMS sending request, the Message & SMS platform checks whether SMS messages with the same content are sent to the same recipient number. If so, the platform sends only one SMS message to the recipient number and returns the status code E200041 for other SMS messages.

## 7.8 How Do I Export Failed Numbers in Batches When I Use the Group SMS Assistant?

1. Log in to the Message & SMS console, and choose **Group SMS Assistant > Task Management**.
2. On the **Send Tasks** tab page, select a task and click **View Details**.
3. Click **Download Failed Number File**.

Note: Only the numbers whose sending tasks fail in the latest three days can be exported. Such numbers before three days cannot be exported.

## 7.9 Will SMSs Fail to Be Sent Using the Group SMS Assistant If the User Is in Arrears?

The settlement period of SMS billing is one hour. Before an account is frozen due to arrears, the SMS sending requests that have been processed by the SMS platform will not fail. The status report prevails. If the account has been frozen, the SMS service cannot be used and all SMS sending requests in a message queue will fail.

## 7.10 Can I View the Content of a Successful or Failed SMS?

To ensure information security, users are not allowed to view the content of MT SMS messages or MO SMS messages. To view SMS details sent, log in to the Message & SMS console, choose **Send Details**, and sort SMS details as required. (This function is not available yet and will be provided.)

## 7.11 Can I Use an SMS to Send a Dynamic Short Link?

No. Short links can only be added in SMS templates and can be sent only after being approved. In addition, short links cannot be changed dynamically or transferred through variables. Fixed links must comply with laws and regulations and be consistent with the template content.

## 7.12 Can I Export SMS Send Details?

Currently, send details can only be viewed and cannot be exported.

## 7.13 How Do I Wrap Text When Sending an SMS?

When an API is invoked or the Group SMS Assistant is used to send an SMS, only the specified template can be used to send the SMS. Line feed is not supported. If the SMS content needs to be displayed in different lines, enter the template content and press **Enter** when applying for an SMS template.

## 7.14 Why Can I Send an SMS When My Account Balance Is Zero?

You can send SMS messages when the balance of your Huawei Cloud account is zero and you are in the normal state. You will be billed for the SMS messages that are successfully sent in pay-per-use mode. Fees will be deducted from your account balance.

If your Huawei Cloud account is frozen due to arrears, the Message & SMS service will be unavailable.

To prevent the Message & SMS service from being unavailable due to account freezing caused by arrears, top up your Huawei Cloud account before using the Message & SMS service.

## 7.15 Can I Limit the Quota of SMS Messages That Can Be Sent by an Application or a Signature?

The platform does not support this function. Customers need to control the quota by themselves.

## 7.16 How Do I Cancel the Limitation on SMS Sending Frequency?

The limitation cannot be canceled. If you need to adjust the frequency limitation, provide the service scenario and required frequency limitation threshold and contact Huawei Cloud customer service to apply for adjustment.

## 7.17 How Do I View the Cause of an SMS Sending Failure?

1. Log in to the Message & SMS console, and choose **Send Details > European SMS**.

2. Select **Failed** from the **Send Result** drop-down list to obtain failure details.
3. Copy the value in the **Status Code** column, go to the following error code pages, and press **Ctrl+F** to search for the corresponding handling suggestions:
  - The "API Error Codes" section describes all error codes returned when API calling fails.
  - The "SMS Status Error Codes" section describes status codes from suppliers, carriers, and the platform.

**Send Details**

Template: All Phone Number:  Send Result: **Failed** Sent: Feb 10, 2022 15:25:03 – Feb 11, 2022 15:25:03

If messaging fails, get help at [SMS Status Error Codes](#) Last 1 hour Last 24 hours **Query** Reset

Phone Number	TemplateName	Template ID	Sent	Received	Send Result	Status Code	Status Description
			Feb 11, 2022 16:58:13 GMT+08:00	Feb 11, 2022 16:58:13 GMT+08:00	Failed	UNDELIV	SMS delivery failed.
			Feb 11, 2022 16:51:01 GMT+08:00	Feb 11, 2022 16:51:01 GMT+08:00	Failed	UNDELIV	SMS delivery failed.

4. Adjust the message based on the handling suggestions.



# 8 Package and Fee

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[Is a Failed SMS Billed?](#)

[What Is the Message & SMS Billing Mode?](#)

[How Much Does the Message & SMS Service Need to Be Pre-paid?](#)

[Can I Have Free Trial or Free Tier of the SMS Service?](#)

[Will Message & SMS Resources Be Released If an Account Is in Arrears?](#)

[How Can I View the SMS Fees?](#)

## 8.1 Is a Failed SMS Billed?

European SMSs are billed only after an API is called or a send task is submitted using the Group SMS Assistant and the SMS platform does not return a status report that contains an error code specified by **status**. Even if a subsequent status report indicates that the SMS fails to be sent due to reasons other than the SMS platform, the SMS is also billed. This is because international carriers bill SMSs based on the sending status.

## 8.2 What Is the Message & SMS Billing Mode?

In pay-per-use billing mode, you need to top up your account in advance. Fees are deducted in real time based on the number of SMSs sent.

## 8.3 How Much Does the Message & SMS Service Need to Be Pre-paid?

The Message & SMS service is pre-paid. Before using the SMS service, you need to add fees to a Huawei Cloud account. The fee amount is unlimited.

You need to evaluate the number of SMSs to be sent and add fees to the account properly, to prevent the account from being frozen due to arrears and the SMS service from becoming unavailable.

## 8.4 Can I Have Free Trial or Free Tier of the SMS Service?

The SMS service does not support free trial or free tier.

## 8.5 Will Message & SMS Resources Be Released If an Account Is in Arrears?

No. An account in arrears will be frozen and the Message & SMS service is unavailable. The SMS applications, signatures, and templates created for the account will not be deleted.

## 8.6 How Can I View the SMS Fees?

1. In the upper right corner of the [Huawei Cloud home page](#), click **Log In**, and enter your account and password.
2. Select **Billing & Costs**. The **Billing Center** page is displayed.
3. In the navigation pane, choose **Billing** > **Bills** to view [bills](#).

# 9 Troubleshooting

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[What Do I Do If an Error Occurs When I Enable the Message & SMS Service?](#)

[Why Are the Applications and Templates Lost?](#)

[Template Rejection Reasons and Handling Suggestions](#)

[Why More than One Segment Is Displayed in Template Details?](#)

[Why Is My SMS Application Paused? How Can I Recover It to the Normal State?](#)

[What Do I Do If Message & SMS API Calling Times Out?](#)

[What Do I Do If an SSL Connection Error Occurs During API Calling?](#)

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[What Do I Do If the Console Displays a Message Indicating that Basic Tenant Information Fails to Be Queried?](#)

[Why Does IAM Permissions Granted to a Message & SMS Member Account Fail to Take Effect?](#)

[What Do I Do If a European SMS Failed to Be Sent?](#)

[Why Does an SMS Fail to Be Sent?](#)

[Why Some Numbers Cannot Receive SMSs?](#)

[Why Send Result Is Displayed as Sending or the SMS Is Received After a Long Time?](#)

[Why Is a Link in an SMS Displayed as Text?](#)

[Why Is the SMS Quantity on the Console Two Times of the Recipient Number Quantity?](#)

What Do I Do If "The recipient number quantity is out the range of 1–50000." Is Displayed After Uploading a Number File?

Why Is the Status Code of an SMS REJECTD?

What Do I Do If an SMS Is Intercepted by the Phone Security Manager as a Junk Message?

Why Is a Recipient Blacklisted After Replying "T"? How Do I Remove the Recipient from the Blacklist?

Why Is a Received SMS Displayed as Garbled Characters?

What Do I Do If an SMS Fails to Be Sent and Error Code E200028 Is Reported?

What Do I Do If the Message "Could Not Derive Key" Is Displayed When I Commission the SMS Sending Function?

## 9.1 What Do I Do If an Error Occurs When I Enable the Message & SMS Service?

Symptom	Handling Suggestion
The system displays the message "You have not bound an email address. Bind".	Go the <b>Basic Information</b> 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.	<ul style="list-style-type: none"> <li>Check whether the real-name authentication information of your account is correct and whether your account has passed the real-name authentication of Huawei Cloud.</li> <li>Ensure that you have selected <b>I have read and agree to the Message &amp; SMS Service Usage Statement</b>.</li> <li>Clear the browser cache and try again.</li> </ul>
After you click <b>Enable Now</b> , the system does not respond or the page is not displayed.	
The <b>Enable Now</b> button is grayed out.	

## 9.2 Why Are the Applications and Templates Lost?

1. Message & SMS does not delete your SMS applications or templates. Check whether the current region on the console is the one where the service is enabled and where applications and templates are applied for. If you switch the region, applications and templates will not be transferred to the new region.
2. Check whether the templates you used are test templates, which are valid for one month and will be automatically deleted upon expiration.
3. Check whether the filter criteria are set properly when you filter templates. For example, if a template is created on June 1, 2022 but the creation time is set to a date earlier than June 1, 2022, the template will not be displayed.

## 9.3 Template Rejection Reasons and Handling Suggestions

The common issues of all template types are as follows:

Type	Level -1 Issue	Level-2 Issue	Handling Suggestion
The application is incorrect.	The SMS type is incorrect.	The verification code type is mistakenly selected for notification SMSs.	Select a proper SMS type based on the SMS content.
The format is incorrect.	Variables are incorrect.	The number of variables is incorrect.	Each SMS template can contain a maximum of four consecutive variables, and the total number of variables cannot exceed 20.
		The variable value is incorrect.	<ol style="list-style-type: none"> <li>1. The values of <b><code>{TXT_Digit}</code></b> and <b><code>{NUM_Digit}</code></b> both range from 1 to 20. Set these parameters based on site requirements.</li> <li>2. The verification code uses <b><code>{NUM_Digit}</code></b> as a variable. The value contains a maximum of six digits.</li> </ol>

Type	Level -1 Issue	Level-2 Issue	Handling Suggestion
		The variable format is incorrect.	The following variable formats are supported by templates: <ul style="list-style-type: none"><li>• <b><code>\${TXT_Digit}</code></b>: characters (text), in bytes. The value ranges from 1 to 20.</li><li>• <b><code>\${NUM_Digit}</code></b>: digits, in bytes. The value ranges from 1 to 20.</li><li>• <b><code>\${DATE}</code></b>: date, in the format of yyyy/MM/dd.</li><li>• <b><code>\${TIME}</code></b>: time, in the format of HH:mm or HH:mm:ss.</li></ul>
The SMS content is incorrect.	The SMS content contains forbidden symbols.	The following special characters are not supported: ¥★^_&√※	<ol style="list-style-type: none"><li>1. Delete the symbols that cannot be sent.</li><li>2. If the SMS template contains the symbol [], the SMS may fail to be sent. Delete the symbol.</li></ol>
	The variable is incorrectly used.	<b><code>\${DATE}\${TIME}</code></b> is not used for time, and <b><code>\${NUM_Digit}</code></b> is not used for numbers.	Select variables based on the actual SMS content. Do not randomly use TXT variables.
	The SMS content is not clear.	A full variable template contains few fixed texts and many variables. Variable values are too large. Service scenarios cannot be identified.	The full variable template is not supported. You can set variables as required and use as much fixed text as possible so that the meaning and application scenario of the SMS can be understood.
	The template lacks mandatory keywords.	The verification code SMS template must contain any of the verification code, registration code, and dynamic code.	Add a keyword. The verification code SMS template must contain any of the verification code, registration code, and dynamic code.

The following table lists the special issues of different types of templates:

Type	Level-1 Issue	Level-2 Issue	Handling Suggestion
Verification code	The template contains forbidden content.	The verification code template contains marketing content.	Delete the content that is not related to verification code.
	The template contains other variables.	There are other long variables besides the verification code.	Do not set other content in an SMS as variables. If verification codes are of multiple types, such as registration and password change, you can apply for different templates separately.
Notification	Recruitment and interview notifications are not supported.	-	Currently, the platform does not support recruitment and interview notifications.
	Notifications on games, finance, real estate, and education are not supported.	-	Currently, the platform does not support game, real estate, and financial notifications.
	Dunning notifications are not supported.	-	The platform does not support dunning and payment notifications.
	Notifications contain marketing information.	The first part of the SMS is the notification, and the second part is marketing information.	Do not include marketing information in notification SMSs. You can modify the template content based on the review comments returned by the platform.
	SMSs contain other content forbidden by rules.	Notification SMSs contain the content (such as coupons) forbidden by template specifications.	<ol style="list-style-type: none"> <li>1. Create a template by following <a href="#">Template and Variable Specifications</a>.</li> <li>2. Delete the forbidden content according to the review comments returned by the platform when the template application is rejected.</li> </ol>

## 9.4 Why More than One Segment Is Displayed in Template Details?

In template details, if the number of **Characters** exceeds the number of characters allowed in a single message, the number of **Segments** is greater than 1. For details, see [SMS Content Length Calculation](#).

Template Name	Template ID	Application	Signature	Template Type	Created	Status	Reviewer Comments	Operation
▼		xuanwu_01		Notification	Jun 28,2019 21:16:08 G...	Approved, activated		Modify   Delete
^	test	chinaest1	H CLOUD	Verification code	Jun 30,2020 15:50:22 G...	Approved, activated		Modify   Delete
Template Content: Description: Characters: 64				Signature: H CLOUD Template Type: Verification code Segments: 1				

The number of **Characters** is the total of the characters of **Signature**, **Brackets**, **Template Content**, and the variable  **\${NUM\_8}** .  
The maximum number of characters that are allowed in the variable is counted in **Characters**. For details, see [Template and Variable Specifications](#).

Templat e Name	Signatur e	Brackets	Templat e Content	Variable	Number of Characte rs	Segment s
TEST_TE MPLATE_ *	HWCloud	[]	Verificati on code: \${ {NUM_8} }. You are changing importan t informati on. Keep your account secure.	\${NUM_8}	7+2+26+ 8=43	1
	7 character s	2 character s	26 character s	8 character s		

Note: **Characters** and **Segments** are for your reference only.

## 9.5 Why Is My SMS Application Paused? How Can I Recover It to the Normal State?

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. If you want to recover your application to the normal state, contact the operation manager.

## 9.6 What Do I Do If Message & SMS API Calling Times Out?

### Symptom

Calling the Message & SMS API on the client server times out, and no response is returned.

### Handling Suggestion

1. Check whether the request address is correct and try again.
2. Check whether the client server's IP address is provided by a server outside the Chinese mainland. If yes, the access is restricted. You are advised to purchase a server in the Chinese mainland.

You can apply to add an international IP address to the IP address whitelist of the Message & SMS platform if both of the following conditions are met:

- Your services are deployed on Huawei Cloud nodes outside the Chinese mainland, and the account manager is clear about the services.
- Only notification and verification code SMSs can be sent through international IP addresses. The SMS message signatures and content must be pre-registered in advance.

3. Check the firewall configuration of the client server and enable port 443.
4. Check whether the client server network (for example private networks and LANs) can access the following access domain name of the Message & SMS service:

`ping smsapi.ap-southeast-1.myhuaweicloud.com`

## 9.7 What Do I Do If an SSL Connection Error Occurs During API Calling?

No HTTPS commissioning certificate is available on the Message & SMS platform. To skip certificate verification, see related code in [code examples](#).

## 9.8 How Do I Do If the Test Mobile Number Cannot Receive SMSs Because the Sending Frequency Reaches the Upper Limit During SMS API Test?

1. You can wait for a frequency limit period. After the frequency limit is automatically canceled, try again. The following table describes the limitations on the SMS sending frequency.

Item	Maximum Frequency	Description
Maximum number of SMS messages sent to the same phone number	15 SMS messages/minute	A maximum of 15 SMS messages can be sent to the same phone number within one minute. Excessive SMS messages sent to the phone number are restricted.
	50 SMS messages/24 hours	A maximum of 50 SMS messages can be sent to the same phone number within 24 hours. Excessive SMS messages sent to the phone number are restricted.
Maximum number of times a same SMS message can be sent to the same phone number	2 times/59 seconds	A same SMS message can be sent to the same phone number for a maximum of two times within 59 seconds. Excessive SMS messages sent to the phone number are restricted.
	5 times/59 minutes	A same SMS message can be sent to the same phone number for a maximum of five times within 59 minutes. Excessive SMS messages sent to the phone number are restricted.

2. Contact the operation manager to provide a maximum of three test numbers and apply to add them to the limit-free number whitelist.

## 9.9 Why Does a Phone Not Receive an SMS After an API Is Called?

Message & SMS pushes the status reports only when a callback address is specified for **statusCallback**. Otherwise, log in to the Message & SMS console and go to the **Send Details** page to view the status code.

1. Check whether an SMS status report was returned for this phone number. For details about the status codes, see the "SMS Status Error Codes" section.
  - If a status report is not returned, go to [2](#).
  - If a status report is returned, go to [3](#).
2. Dial the recipient number to check whether the number is dead or suspended or the device is powered off.
  - If it is, the Message & SMS platform returns a status report within 72 hours. No further action is required.
  - If it is not, the SMS content may trigger manual review, resulting in delivery delay. Wait for a while and perform step [1](#) again.

3. Check whether the value of the **status** parameter in the SMS status report is **DELIVRD**. If it is, the SMS is sent successfully.
  - If the value of **status** is not **DELIVRD**:
    - If the value is **LIMIT** or **BEYOND**, contact Huawei Cloud customer service to check whether the SMS sending frequency reaches the upper limit.
    - Check whether the recipient number is dead or suspended. (You can call the number to confirm.)
    - Check whether the recipient number is a ported-in number. If it is, record the number information and contact Huawei Cloud customer service.
    - Check whether the recipient number belongs to an IoT card. Sending SMSs to IoT card numbers is not supported.
    - If the recipient number is from a virtual carrier, contact the customer service to check whether the number is supported.
    - Dial the carrier's service number to check whether the SMS is blocked on the recipient end. If yes, unblock the SMS and try again.
    - Dial the carrier's service number to check whether the recipient number is blacklisted by the carrier. If it is, remove the number from the blacklist and try again.
  - If the value of **status** is **DELIVRD**, check whether the fault is caused by the phone.
    - Check whether the SMS is intercepted to the junk box.
    - Check whether the phone has signal to receive other SMSs.
    - Check whether the inbox of the phone is full. If yes, delete some SMSs and then check whether new SMSs can be properly received.
    - Insert the SIM card on another phone for a test.
    - Restart the phone and check whether the SMS can be received.
4. If the issue persists, contact customer service and provide related information for further troubleshooting.

## 9.10 What Do I Do If an Exception Occurs When I Access the Message & SMS Console?

### Symptom

- The Message & SMS console keeps in the loading state.
- When you access the console, a message is displayed indicating that you have no permission to access the console.
- The applied signature cannot be displayed on the **Signature Management** page, or the applied SMS template cannot be displayed on the **Template Management** page.

### Handling Suggestions

1. Check the local network and verify that you can access the public network.
2. Select a browser listed in [Which Browsers Are Supported?](#)
3. Switch to the **EU-Dublin** region and try again.
4. Clear the browser cache and try again.
5. Use another computer to access the console.
6. Check whether the Huawei Cloud account name has been changed. If yes, change the name to the original one and try again.

## 9.11 What Can I Do If the Error "Failed to retrieve reminders." Is Displayed on the Console?

The error "Failed to retrieve reminders." occurs because the member account does not have sufficient permissions. A member account can use the Message & SMS service only after being assigned with the permission in the corresponding region by the master account.

## 9.12 What Do I Do If the Console Displays a Message Indicating that Basic Tenant Information Fails to Be Queried?

The console displays a message indicating that basic tenant information fails to be queried, and the Message & SMS service cannot be enabled. The possible causes and handling suggestions are as follows:

1. If you have not bound an email address, log in to the console and go to **My Account** to complete your basic information.
2. If you have not bound a mobile number (or service mobile number), log in to the console and go to **My Account** to complete your basic information.
3. The country or region of the current account does not support the Message & SMS service. Currently, the Message & SMS service is available only for enterprises in the following countries or regions.

Individual/Enterprise	Registered Address	Message & SMS
Enterprise	France	Supported
Enterprise	Belgium	Supported
Enterprise	Germany	Supported
Enterprise	Ireland	Supported
Enterprise	Netherlands	Supported
Enterprise	Portugal	Supported

## 9.13 Why Does IAM Permissions Granted to a Message & SMS Member Account Fail to Take Effect?

Check whether the permission policy and configured region are correct. If the **Tenant Administrator** permission is configured for the **EU-Dublin** region, log in to the console and switch to the EU-Dublin region to verify the IAM permission.

## 9.14 What Do I Do If a European SMS Failed to Be Sent?

If a European SMS is intercepted by the platform, record the account, application, and template information, and contact the operation manager.

If the sending failure occurs due to other reasons, handle the issue by referring to the "SMS Status Error Codes" section.

## 9.15 Why Does an SMS Fail to Be Sent?

There are many possible causes for SMS sending failures. In terms of the service procedure, typical failure scenarios can be:

1. The API fails to be called. That is, the SMS platform returns a response with an error code when the SMS API is called to send an SMS. Handle the issue by referring to the "API Error Codes" section.
2. The API is successfully called. However, no status report is returned, and the mobile phone does not receive the SMS.
  - Dial the recipient number to check whether the number is dead or suspended or the device is powered off. The Message & SMS platform sends a status report within 72 hours.
  - The SMS content may trigger a carrier's manual review. Normally, manual review is triggered only once. If your SMS content repeatedly triggers a carrier's manual review and you want real-time SMSs, contact Huawei Cloud customer service and apply for review exemption. If the platform intercepts the SMS, you can configure such SMS templates as review-free with the permission of the operation manager. If a carrier intercepts the SMS, change the SMS content (by modifying template variables or applying for a new template) to avoid sensitive words.
3. The API is successfully called, and the status report indicates that the SMS fails to be sent. Handle the issue by referring to the "SMS Status Error Codes" section.
4. The API is called successfully, and the SMS status report displays **DELIVRD**, indicating that the SMS is successfully sent. However, the mobile phone does not receive the SMS.
  - Check whether the SMS is intercepted to the junk box.
  - Check whether the phone has signal to receive other SMSs.
  - Check whether the inbox of the phone is full. If yes, delete some SMSs and then check whether new SMSs can be properly received.

- Insert the SIM card on another phone for a test.
  - Restart the phone and check whether the SMS can be received.
5. Your account is in arrears. For the European SMS service, top up the account, and then the service is available.

## 9.16 Why Some Numbers Cannot Receive SMSs?

If some numbers cannot receive SMSs, check the SMS sending status on the Message & SMS console.

- If error codes are displayed, handle the issue by referring to the "SMS Status Error Codes" section. For example, if the status code is **MBBLACK**, the phone number is blacklisted. The recipient may have replied for unsubscription. To make the number receive SMSs, contact Huawei Cloud customer service.
- If an SMS is sent successfully but the recipient number does not receive the SMS, check whether the recipient number is suspended due to arrears, whether the mobile phone is powered off, whether there is no signal, or whether the mobile phone blocks the SMS. If the mobile phone is normal but still cannot receive the SMS, submit a service ticket to Huawei Cloud customer service.

## 9.17 Why Send Result Is Displayed as Sending or the SMS Is Received After a Long Time?

### Symptom

- Log in to the Message & SMS console, and **Group SMS Assistant > Task Management**, and click **View** in the **Operation** column. On the displayed page, **Send Result** is **Sending**, and **Sending** is not 0.
- An SMS API is successfully called to send an SMS request, but the recipient receives the SMS after a long time.

### Cause Analysis

- **Sending** means that the SMS platform has sent an SMS request to a carrier's SMS gateway, but the SMS gateway did not return an SMS sending status report.
- Normally, an SMS gateway returns the SMS sending status report in seconds. When an exception occurs (for example, the phone is powered off, the signal quality is poor, or the SMS content is rejected by the carrier), the SMS gateway may not respond in time.
- The SMS content may trigger a carrier's manual review. Normally, manual review is triggered only once.

### Solution

1. Wait for a period of time and check the sending status again.  
If a large number of SMSs time out, record related information and contact the operation manager.

2. If the platform does not receive a status report from the SMS gateway within 72 hours, the platform creates an SMS status report (with **status** set to **EXPIRED**) and records that the SMS failed.
3. If your SMS content repeatedly triggers a carrier's manual review and you want real-time SMSs, contact Huawei Cloud customer service and apply for review exemption.

If the platform intercepts the SMS, you can configure such SMS templates as review-free with the permission of the operation manager. If a carrier intercepts the SMS, change the SMS content (by modifying template variables or applying for a new template) to avoid sensitive words.

Note: Determine whether the SMS is intercepted by the platform or by a carrier based on the status code sources by referring to the "SMS Status Error Codes" section.

## 9.18 Why Is a Link in an SMS Displayed as Text?

If a link is placed together with text, the link may be misidentified as regular text. You can add spaces before and after the link, or add a colon before the link to check whether the link is displayed properly.

## 9.19 Why Is the SMS Quantity on the Console Two Times of the Recipient Number Quantity?

The SMS message is split into multiple SMS messages because the original SMS message is too long. (SMS messages with the same SMS ID in the status report are the same SMS message.) The rules for splitting a long SMS are as follows:

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### CAUTION

- Each template can contain a maximum of 500 characters. The maximum length of each SMS message is SMS signature length plus 500 characters.
  - When an SMS message longer than the allowed length is sent, the customer receives one SMS message. The Message & SMS platform automatically splits this SMS message into multiple shorter SMS messages based on preset rules for service statistics collection and charging.
-

SMS Type	Character Counting Rule	Remarks
European SMSs (sent to mobile numbers outside the Chinese mainland)	<b>SMSs in English:</b> <ul style="list-style-type: none"> <li><b>GSM-7 characters</b> are used for counting.</li> <li>If an SMS contains 160 characters or less, it is counted as one SMS. If an SMS contains more than 160 characters, every 153 characters are counted as one SMS.</li> </ul>	<ul style="list-style-type: none"> <li>If an SMS contains 158 English characters, it is counted as one SMS. If an SMS contains 164 (153 + 11) characters, it is counted as two SMSs. If an SMS contains 320 (153 + 153 + 14) characters, it is counted as three SMSs.</li> <li>For example, if an SMS template contains variable \$ {NUM_8} set to 123456, that variable is counted as six characters.</li> </ul>
	<b>SMSs in other languages:</b> <ul style="list-style-type: none"> <li>Each <b>Unicode character</b>, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character.</li> <li>If an SMS contains 70 characters or less, it is counted as one SMS. If an SMS contains more than 70 characters, every 67 characters are counted as one SMS.</li> </ul>	
Chinese Mainland SMSs (sent to Chinese mainland mobile numbers)	<ul style="list-style-type: none"> <li>Each <b>Unicode character</b>, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character.</li> <li>The length of an SMS equals the total length of the SMS template and the signature.</li> <li>If an SMS contains 70 characters or less, it is counted as one SMS. If an SMS contains more than 70 characters, every 67 characters are counted as one SMS.</li> </ul>	<ul style="list-style-type: none"> <li>Each letter and digit in a signature is counted as a character. For example, [HUAWEI] is counted as eight characters.</li> <li>For example, if an SMS template contains variable \$ {NUM_8} set to 123456, that variable is counted as six characters.</li> </ul>



Table 9-1 GSM-7 characters

Category	Counting Rule	Specific Characters
Standard characters	Each is counted as one character.	! " # \$ % ' ( ) * + , - . / : ; < = > ? @ _ ¡ ¢ ¥ § ¨ & ¯ 0 1 2 3 4 5 6 7 8 9 A B C D E F G H I J K L M N O P Q R S T U V W X Y Z a b c d e f g h i j k l m n o p q r s t u v w x y z Ä Å Æ Ç È É Ñ Ø ø Ù Ò Ó ä å æ è é ì ñ ò ö ù ü Δ Φ Γ Λ Ω Π Ψ Σ Θ Ξ
Extension characters	Each is counted as two characters.	^ € { } [ ] ~ \

## 9.20 What Do I Do If "The recipient number quantity is out the range of 1–50000." Is Displayed After Uploading a Number File?

This message indicates that the cells in non-A columns in the number file contain invalid content. Retain the numbers in the A column and clear the content in other columns.

## 9.21 Why Is the Status Code of an SMS REJECTD?

Before the SMS is sent, the recipient has sent an unsubscription SMS to the channel number. Therefore, the recipient no longer receives SMSs sent from this channel number.

## 9.22 What Do I Do If an SMS Is Intercepted by the Phone Security Manager as a Junk Message?

The SMS content or the sender number may trigger the interception of the phone security manager. Open the phone security manager, add the intercepted SMS to the whitelist, and manually restore the SMS.

## 9.23 Why Is a Recipient Blacklisted After Replying "T"? How Do I Remove the Recipient from the Blacklist?

When a recipient replies "T" to unsubscribe from an SMS channel number, the platform adds the recipient number to the unsubscription blacklist. That is, SMSs sent using the channel number (signature) will not be sent to this number.

If you want to remove the recipient from the unsubscription blacklist (SC:0016), record the signature name, channel number, and recipient number, and contact Huawei Cloud customer service.

## 9.24 Why Is a Received SMS Displayed as Garbled Characters?

1. Special characters are not supported.
2. The issue is caused by suppliers. Contact Huawei Cloud customer service.

## 9.25 What Do I Do If an SMS Fails to Be Sent and Error Code E200028 Is Reported?

Check the value of **templateParas** in the request. Check whether the number of variables in the template is correct and whether the length of variables is less than the length defined in the template specified by **templateId**.

If the template specified by **templateId** is a non-variable template, the request does not carry **templateParas**. If **templateParas** is carried, leave it blank.

For example:

The template content is: Verification code: \${NUM\_6}. Please complete the verification as soon as possible. Have a nice day!

The template contains a variable of the numeric type. The variable contains a maximum of six digits.

The following are examples of correct values:

```
templateParas='["12345"]'; //SMS sending API
```

```
templateParas=["345678"]; //Batch SMS sending API
```

The following are examples of incorrect values:

```
templateParas='["123","456"]'; //SMS sending API. The number of variables is incorrect.
```

```
templateParas='["1234567"]'; //SMS sending API. The variable length is incorrect.
```

```
templateParas='["1a2b3c"]'; //SMS sending API. The variable content is incorrect.
```

## 9.26 What Do I Do If the Message "Could Not Derive Key" Is Displayed When I Commission the SMS Sending Function?

During the execution of the SMS code example for AK/SK authentication, if the error message "Could not derive key" is displayed, check whether JAR package dependency conflicts exist.

For example, if the JAR package dependencies are as follows:

Maven: org.bouncycastle:bcpkix-jdk15on:1.68

Maven: org.bouncycastle:bcprov-jdk15on:1.68

Maven:org.bouncycastle:bcprov-jdk15to18:1.70

Change their versions to 1.68 as follows:

Maven: org.bouncycastle:bcpkix-jdk15on:1.68

Maven: org.bouncycastle:bcprov-jdk15on:1.68

Maven:org.bouncycastle:bcprov-jdk15to18:1.68

# 10 Others

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## SMS Barring

Can Message & SMS Resources Be Transferred Across Accounts?

Can I Use the Message & SMS Service in Other Cloud Services (Such as Cloudsite Service) If Another Account Has Enabled the Message & SMS Service?

Can I Migrate SMS Templates Archived on a Third-Party Cloud Platform to Huawei Cloud?

Can I Use Huawei Cloud Message & SMS When My Services Are Deployed on Other Cloud Platforms?

How Do I Enable the Message & SMS Service Again After It Is Disabled Due to Arrears?

Are There Any Requirements on the Format of the Number File to Be Imported When Using the Group Message Assistant?

Are There Any Requirements on the Format of the Mobile Numbers Entered When Calling APIs to Send SMSs?

Where Are Message & SMS Servers Deployed?

## 10.1 SMS Barring

SMS content must be reviewed to ensure that the content does not violate any national laws or regulations.

If any violations are found, there may be messages indicating there was a violation, or penalties including, warnings, freezing of prepaid balances, and account suspension.

### Definition of Violations

- Violation rating: minor
  - A Chinese Mainland SMS does not contain a signature or the signature is different from the registered signature.

- Non real-time SMSs are sent outside the hours of 08:00 and 21:00, and more than 100 SMSs are sent.
- Violation rating: major
  - No unsubscribe method is not provided for membership SMSs.
  - Industry SMSs are sent to users without their consent.
  - The delivered SMS message content is inconsistent with the registered content or the link in the delivered SMS is inconsistent with the registered one
  - The industry channel is used to send promotion SMS content (including the industry SMS or verification code plus marketing promotion content).
  - A large number of minor violations occur at the same time, or three consecutive minor violations occur.
- Violation rating: critical
  - A user has unsubscribed from a service, but SMSs are still sent to this user.
  - A large number of major violations occur at the same time, or three consecutive major violations occur.
  - Junk SMSs are sent.
  - Users make complaints and the complaints are valid.

## Penalty Rules

Violation	Severity	Solution
There are service violations but no complaints.	Minor	Remind the personnel to rectify the problem in time.
The industry channel was used to send promotional SMSs.	Major	Suspend the subaccount and rectify the service. The subaccount can be enabled only after the service is approved.
The monthly complaint rate reaches 0.25/1,000,000.	Major	Warn and freeze some prepayment of the corresponding service port as a deposit. If no new complaints are registered, the deposit will be released the following month.
The monthly complaint rate reaches 0.4/1,000,000.	Critical	Suspend the subaccount and rectify the service. The subaccount can be enabled only after the service is approved.
One complaint is sent to the Ministry of Industry and Information Technology.	Major	If a complaint about promotional SMSs is sent to the 12321 center of the Ministry of Industry and Information Technology, the channel must be closed.

## 10.2 Can Message & SMS Resources Be Transferred Across Accounts?

No. Message & SMS needs to be enabled for different accounts separately. Resources such as applications and templates under an account cannot be transferred to another account.

## 10.3 Can I Use the Message & SMS Service in Other Cloud Services (Such as Cloudsite Service) If Another Account Has Enabled the Message & SMS Service?

You can use the Message & SMS service in other cloud services if another account has enabled the Message & SMS service. Follow instructions in [Development Preparation](#) and obtain data required for sending SMS messages. When using other cloud services, integrate and call the SMS sending API or batch SMS sending API to use the Message & SMS service.

Fees for sending SMS messages will be charged to the account for which the Message & SMS service has been enabled. Recharge the account in advance and make sure that the account balance is sufficient.

## 10.4 Can I Migrate SMS Templates Archived on a Third-Party Cloud Platform to Huawei Cloud?

Migrating SMS templates and signatures archived on a third-party cloud platform to Huawei Cloud is not allowed. If you want to use the Huawei Cloud Message & SMS service, apply for SMS templates based on [template and variable specifications](#) after you have enabled the Message & SMS service.

## 10.5 Can I Use Huawei Cloud Message & SMS When My Services Are Deployed on Other Cloud Platforms?

Yes. You can use the Message & SMS service as long as your service meets the requirements.

## 10.6 How Do I Enable the Message & SMS Service Again After It Is Disabled Due to Arrears?

For the European SMS service, top up the account, and then the service is available.

## 10.7 Are There Any Requirements on the Format of the Number File to Be Imported When Using the Group Message Assistant?

Log in to the console and choose **Group SMS Assistant**, click **Download Sample File**, enter numbers according to the description in the file, and upload the file.

**Create Task**

\* Task Name

\* SMS Application   
None available? [Add now](#)

\* SMS Signature   
Signatures of verification code SMSs cannot be used.  
None available? [Add now](#)

\* SMS Template

Characters:0 Segments:0

None available? Your selected signature only has templates with variables, which are not supported by Group SMS Assistant.  
None available? [Add now](#)

\* Recipient Number File    
An XLSX file can contain a maximum of 50,000 phone numbers and the file name can contain only letters, Chinese characters, and digits. [Download Sample File](#)

Schedule SMS Sending ☐ No ☒ Yes

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 European SMSs are sent must be in the `+{CC}{NDC}{SN}` format, for example, `+2412000000` (a Gabon number).

- `{CC}` indicates the country code.
- `{NDC}` indicates the region code. If the called number is a mobile number, `{NDC}` is optional.
- `{SN}` indicates the recipient number.

## 10.8 Are There Any Requirements on the Format of the Mobile Numbers Entered When Calling APIs to Send SMSs?

When SMS sending API and batch SMS sending API are called, the **to** parameter specifies recipient numbers. The standard number format is *+{Country code}{Region code}{Mobile number}*.

- If an SMS is sent to European countries or regions, all recipient numbers must be in the standard format, for example, **+2412000000** (a Gabon number).

Separate multiple recipient numbers with commas (,). Each number contains a maximum of 21 characters, and a maximum of 500 numbers are supported.

## 10.9 Where Are Message & SMS Servers Deployed?

Message & SMS servers are deployed on the public network. Use the public network to call APIs.