Message & SMS

FAQs

Issue   01

Date   2025-02-17

HUAWEI CLOUD COMPUTING TECHNOLOGIES CO., LTD.

Contents

1 FAQs

Product Specifications

Qualifications

Signatures

- **Can I Apply for an SMS Signature Without a Business License?**
- **Can the Signature Name Be Placed at the End of an SMS Message?**
- **Can I Modify the Power of Attorney When Applying for a Signature?**
- **Can I Select Multiple Signature Formats When Applying for a Signature?**

Templates

- **Template and Variable Specifications**
- **How Long Does It Take to Review a Template?**
- **How Do I Delete an SMS Template**
- **How Do I Use a General SMS Template? (Chinese Mainland SMS)**
- **How Can I View the Content and Related Information of an SMS Template?**
- **Can I Set the Text Format (Such as Underline and Font Color) in an SMS Message Template?**
- **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?**

Applications

- **How Do I Change the SMS Application Name?**
- **How Do I Modify the Uplink SMS Destination? (Chinese Mainland SMS)**
- **Can I Delete an SMS Application**
- **How Do I Create Multiple SMS Applications?**
- **What Is the Uplink SMS Destination? Does It Have to Be a Website? (Chinese Mainland SMS)**
- **Can the SMS Platform Send Uplink SMS Messages to Corresponding Destination Addresses in Different Applications? Is Sending Uplink SMS Messages Charged? (Chinese Mainland SMS)**
- **Can International SMS and Chinese Mainland SMS Share the Same SMS Application and Template?**
- **How Do I Distinguish SMS Applications Created Using Different IAM Accounts?**
- **How Do I Send Different Types of SMSs? (Chinese Mainland SMS)**
- **What Are the Functions of SMS Applications?**

Verification

- **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?**

Secondary Development

SMS Sending

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

- **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 an International 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 an SMS Signature and an SMS Template Cannot Be Selected in the Group SMS Assistant?**

- **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?**

Others

- **What Are the Rules for SMS Barring?**

- **Is the Downlink SMS ID the Same as the Uplink SMS ID? (Chinese Mainland SMS)**

- **How Can I Associate a Downlink SMS with an Uplink SMS? (Chinese Mainland SMS)**

- **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 and Signatures Archived on a Third-Party Cloud Platform to HUAWEI CLOUD?**

- **How Do I Use a Test Signature and Template? (Chinese Mainland SMS)**

- **How Long Is the Test Signature and Template Valid for? (Chinese Mainland SMS)**

- **How Do I Query SMS Messages Replied by Subscribers (Uplink SMS Messages)? (Chinese Mainland SMS)**
- **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?**

2 Product Specifications

2.1 How Do I Enable the Message & SMS Service?

For details, see **Enabling Message & SMS**.

2.2 What Are the Differences Between International SMSs and Chinese Mainland SMSs?

- International SMS: SMSs in **English** or **other languages** are sent to numbers outside the Chinese mainland. **Verification code and notification** SMSs are available. For details, see **How to Use International SMS**.

- Chinese mainland SMSs: SMSs are sent to numbers in the Chinese mainland. **Verification code and notification** SMSs are available. For details, see **How to Use Chinese Mainland SMS**.

  📖 NOTE

  For Chinese mainland SMSs: Signatures and templates are differentiated based on SMS types. You can receive SMS replies from users. Dedicated channels for China Mobile, China Telecom, China Unicom, and China Broadnet (newly supported) are available.

2.3 What Are the Differences Between Pay-per-Use Billing upon SMS Package Runout (Mode 1) and Suspension upon Resource Package Runout (Mode 2)?

- In the pay-per-use billing upon SMS package runout mode (mode 1), you are billed on a pay-per-use basis after the international SMS package runs out. For details about the billing mode, see **Pricing Details** of mode 1.

- In the suspension upon resource package runout mode (mode 2), the platform automatically suspends SMS sending after the international SMS resource package runs out. This is a new mode. For details about the billing mode, see **Pricing Details** of mode 2.

- SMS packages are for mode 1, and resource packages are for mode 2. For details about the differences in purchase methods, see **Purchase Guide** of mode 1 and "Purchase Guide" of mode 2.
- In mode 1, you can send international and Chinese mainland SMSs. In mode 2, you can send only international SMSs. For details about the function differences, see **Overview**.
- **Read Selecting a Service Mode before switching between mode 1 and mode 2.**

2.4 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	Hong Kong, China	Supported
Enterprise	Indonesia	Supported
Enterprise	Myanmar	Supported
Enterprise	Brazil	Supported
Enterprise	Chile	Supported
Enterprise	Peru	Supported
Enterprise	Singapore	Supported
Enterprise	Philippines	Supported
Enterprise	Thailand	Supported
Enterprise	Qatar	Supported
Enterprise	Nigeria	Supported
Enterprise	Vietnam	Supported
Enterprise	Malaysia	Supported
Enterprise	United Arab Emirates	Supported
Enterprise	Saudi Arabia	Supported
Enterprise	Mexico	Supported
Enterprise	Cambodia	Supported
Enterprise	Bangladesh	Supported
Enterprise	Japan	Supported

Individual/Enterprise	Registered Address	Message & SMS
Enterprise	South Africa	Supported
Enterprise	Guatemala	Supported
Enterprise	Kenya	Supported
Enterprise	Other countries and regions	To be supported

2.5 Which Countries and Regions Can International SMSs Be Sent to?

You can send international SMSs to more than 200 countries and regions. For details, see **SMS Pricing**. If you want to send SMSs to phone numbers in a country or region that is not included in the list, contact customer service.

2.6 How Many Characters Can an SMS Contain?

An SMS can contain up to 500 characters. For details, see **SMS Sending Rules**.

2.7 Is MMS Supported?

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

2.8 What Languages Are Supported?

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

2.9 What Protocols Does the Message & SMS Service Support?

The Message & SMS service provides RESTful HTTPS APIs. For details, see **API Usage**.

2.10 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.

2.11 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.

2.12 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.

2.13 Which Websites and Regions Support the Message & SMS Service?

Huawei Cloud has two online presences: Huawei Cloud Chinese Mainland and Huawei Cloud International. They both support the Message & SMS service. Huawei Cloud China is intended for customers in the Chinese mainland. Huawei Cloud International is intended for global organizations and enterprises, and overseas branches of Chinese enterprises. **Table 2-1** describes the differences between the two websites. Select an appropriate website to register an account and enable the service.

Table 2-1 Differences between Huawei Cloud websites (Chinese Mainland and International)

Difference	Huawei Cloud Chinese Mainland Website	Huawei Cloud International Website
Real-name authentication	Required for purchase and use of cloud resources.	Required only for purchase and use of cloud resources provided in the Chinese mainland.
Contracting party	- Huawei Cloud Computing Technologies Co., Ltd. - Huawei Software Technologies Co., Ltd.	Huawei Services (Hong Kong) Co. Ltd.
Transaction prerequisites	You have completed real-name authentication for your account.	Your account has been bound to a credit card or has been granted credit.
Transaction model	Prepayment (paying an upfront fee before purchasing resources).	Post payment (using resources and paying for them afterwards).
Transaction currency	Renminbi	The currency you selected in the **Currency** area of the **Preferences** page in **My Account**.

Difference	Huawei Cloud Chinese Mainland Website	Huawei Cloud International Website

Payment method	• Top-up: bank transfer, online payment
	• Payment: payment with balance, online payment
	NOTE
	  • WeChat, Alipay, and UnionPay are supported.
	  • To make payments with your balance, top up your account through online payment or bank transfer.
		Online payment, payment by credit card.
		Online payment only supports Visa and MasterCard cards issued in the following countries or regions: Argentina, United Arab Emirates, Egypt, Angola, Papua New Guinea, Bahrain, Panama, Brazil, Botswana, Dominican Republic, Ecuador, Philippines, Colombia, Costa Rica, South Korea, Honduras, Ghana, Cambodia, Zimbabwe, Kenya, Laos, Maldives, Malawi, Malaysia, Marshall Islands, Mauritius, Bangladesh, Peru, Myanmar, Morocco, Mozambique, Mexico, Namibia, South Africa, Nepal, Nigeria, Japan, El Salvador, Samoa, Sri Lanka, Thailand, Tanzania, Tonga, Trinidad and Tobago, Vanuatu, Guatemala, Brunei, Uganda, Singapore, Iraq, India, Indonesia, Vietnam, Zambia, Chile, Macao (China), and Hong Kong (China).

Transaction type	Pay-per-use, yearly/monthly	Pay-per-use, yearly/monthly, reserved instances

2.14 Do SMS Backend Services Support Multi-AZ Redundancy?

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

2.15 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.

2.16 Is the Message & SMS Service a SaaS Service?

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

2.17 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**.

2.18 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. (You are advised to apply to suspend applications after the package expires because an SMS package that has not expired cannot be unsubscribed from, extended, or suspended.)

2.19 Which Number Segments Does Message & SMS Support?

Message & SMS supports number segments of China Broadnet in addition to those of China Mobile, China Unicom, and China Telecom.

3 Qualifications (Chinese Mainland SMSs)

3.1 How Do I Submit a Qualification on the Console?

Log in to the **Message & SMS console**. In the navigation pane, choose **Chinese Mainland SMS** > **Qualification management**. On the displayed page, click the button for adding a qualification, enter the required information, and submit it. For details, see **Chinese Mainland SMS Qualifications**

3.2 What Materials Need to Be Uploaded for a Qualification?

The following materials of the company to which the **SMS signature** belongs must be provided:

● Business license, enterprise legal person identity information, front and back sides of the handler's ID card, and photo of the handler holding the ID card.

● For qualifications for third-party business usage, provide the third-party power of attorney.

For details, see **Chinese Mainland SMS Qualifications**.

3.3 How Do I Set the Qualification Name?

A qualification name is used to manage and distinguish qualifications. Recommended: enterprise name or SMS signature name corresponding to the qualification. The name must be unique, and can contain a maximum of 32 characters, including digits and letters.

3.4 How Do I Fill in the Qualification Administrator Information?

The qualification administrator information is mandatory for applying for Message & SMS qualifications. Do not use the same administrator information for multiple enterprises.

The qualification administrator must be the **legal** or **authorized** representative of the company to which the SMS signature belongs. For qualifications for third-party business usage, upload the legal or authorized representative information of the third-party company. The owner of the ID card must be the person who holds it.

3.5 How Do I Select the Qualification Application Purpose?

- Self-use: You use our service for the business of your company with your signatures. The qualification materials of your company need to be uploaded. No third-party power of attorney is required.

- Third-party business usage: Company A uses our service for the business of company B with company B's signatures. The qualification of the signature owner (company B) and the power of attorney authorized by company B to company A are required.

3.6 What Do I Do If There Are Multiple Signatures?

- Qualifications for self use: All signatures belong to the same company. You only need to **upload one set of qualifications**.

  If there are multiple signatures from different sources, describe the signature sources in the remarks column.

  Example: The signatures of [App A], [Backend platform B], [Company C], and [Applet D] are from different sources.

  Example remarks:

  [App A]: The application download address is *XXXX*. You can check whether the application belongs to the company on the download page.

  [Backend platform B]: The platform link is *XXXX*. You can check whether the link domain name belongs to the company.

  [Company C]: Abbreviation of the enterprise name. You can check whether the enterprise name is the abbreviation of the enterprise name in the business license.

  [Applet D]: Enterprise applet name. You can check whether the applet belongs to the company based on the applet registration information.

- Qualifications for third-party business usage: If there are multiple signatures, **upload a set of qualifications** for each signature respectively.

3.7 What Can I Do If the Qualification File Fails to Be Uploaded?

- Files required for qualification review: business licenses and qualification administrator ID cards. Supported format: JPG, PNG, GIF, and JPEG images. Max. file size: 2 MB.
- The name of the file to be uploaded cannot contain spaces or special characters ("# '$% & */ | < > & {} [];?!). Max. file name length: 64 characters.
- If the format and size of the file to be uploaded are correct, clear the browser cache and use another browser, and upload the file again on the **Message & SMS console**.

3.8 Can I Use APIs to Submit Qualifications?

No. Please submit your qualifications on **the Message & SMS console** by referring to **SMS Qualification Management**.

3.9 Can I Provide the ID Card of the Same Authorized Representative for Multiple Signatures Belong to Different Entities with Equity Relationships?

No. The carrier requires that one enterprise corresponds to one authorized representative. If multiple signatures belong to the same enterprise, the same authorized representative information can be provided. However, for different entities with equity relationships, the authorized representative information cannot be reused.

3.10 Do the Qualification Materials Need to Be Stamped with the Official Seal?

If you upload a copy of an enterprise certificate (enterprise business license, social credit code certificate, or public institution legal person certificate), stamp the enterprise seal in red.

3.11 Can a Company Submits Multiple Qualifications?

A company can submit multiple qualifications.

The power of attorney for an approved qualification cannot be modified. To modify the power of attorney, submit a new qualification.

3.12 Why Do I Need to Submit a Qualification for Using Message & SMS After I Have Authenticated a Huawei Cloud Account?

The purpose of Huawei Cloud account authentication is different from that of Message & SMS qualification review.

- Huawei Cloud account authentication is applicable to Huawei Cloud account registration.
- Message & SMS qualifications are used to prove that you are qualified to use the service in accordance with national requirements in specific scenarios.

3.13 Why Do I Need to Provide the Qualification Information Again When Applying for a Signature?

Message & SMS qualifications are used to prove that you are qualified to use the service in accordance with national requirements in specific scenarios. Carriers require supplementary authentication information, which involves submitting photos of the enterprise legal or authorized representative's ID card from both the front and rear sides, and a photo of the owner holding an ID card with the front side visible.

3.14 How Do I Associate Qualification Information with a Signature?

Submit a Chinese mainland SMS qualification and wait for the approval. Choose **Chinese Mainland SMS** > **Signature Management**, click the button for supplementing qualifications, and select the required qualification.

3.15 Why Can't I Associate a Signature with an Approved Qualification?

Signatures can only be associated with self-use qualifications if they do not involve third parties. Conversely, signatures can only be associated with third-party qualifications if they involve third parties.

3.16 What Can I Do If an Error Is Reported or a Message Is Displayed Indicating that the System Is Busy When I Submit a Qualification on the Console?

Check the following issues:

- Whether the size of the image exceeds 2 MB (size limit).

- Whether the materials to be uploaded are named with special characters (invalid).

For other issues, **submit a service ticket** for technical support.

3.17 Why Does the Signature Remain in the "Processing completed (under qualification review)" Status After the Qualification Is Approved and the Signature Is Associated?

Once a signature has been approved and associated with a qualification, the association undergoes a review process. If the signature matches the qualification, the status changes to **Processing completed (real name registration in progress)** and the signature is registered with the carrier. Once the registration is complete, the status changes to **Processing completed**. However, if the signature does not match the qualification, the status changes to **Processing completed (real name registration failed)**. In this case, you will need to modify the information according to the failure reason and resubmit the qualification.

3.18 Why Does My Approved Signature Changes to the "Processing completed (real name registration in progress)" Status After Activation?

The signature needs to be activated because the account is in arrears and the retention period has expired. After the signature is activated, you need to report the signature to the carrier again. After the registration is complete, the signature status changes to **Processing completed**.

3.19 After Changing the Company Associated With My Huawei Cloud Account, Do I Need To Resubmit My Qualifications?

Yes. Submit your SMS qualifications again by referring to **Chinese Mainland SMS Qualifications**.

4 Signature (Chinese Mainland SMS)

4.1 Signature Rules

Apply for a signature only when using the Chinese mainland SMS service. The signature must be enclosed in square brackets, for example, [HUAWEI].

Apply for one or more SMS signatures in advance according to service requirements and reserve sufficient time for review. Signatures can be reviewed only on workdays.

Read the following specifications and make sure that your signatures comply with the specifications:

Signature Specifications

Content	• You are advised to use the full name or abbreviation of your company, website, product, or application of your company as a signature. • The signature cannot contain information involving pornography, gambling, drugs, or other contents that violate laws and regulations.
Length	The signature name must contain 2 to 32 characters of digits and letters. The name cannot contain only digits. Each digit or letter is counted as one character.
Format	• A signature is case-sensitive. For example, ABC001 and abc001 are different signatures. • Enter the signature name when applying for a signature. The system automatically encloses the signature name with square brackets.

Review Rules

● SMS signatures must be archived by the carrier. Provide the original business license or a copy of the business license with the company seal. The power of

attorney is not required if the third-party rights & interests are not involved. If the third party's rights may be violated, the third party's authorization must be obtained. For details, see **Third-Party Rights & Interests**.

- The application materials to be provided vary according to the signature contents. For details, see **Signature Application Materials**.

Third-Party Rights & Interests

Concept

- If Company A applies for a signature and the owner of the signature is A, the third party's rights and interests are not involved.

- If Company A applies for a signature for Company B, and the owner of the signature is B, the third party's rights and interests are involved. Company B must give a power of attorney to Company A.

Advantages

The concept of third-party rights & interests is introduced to simplify the signature application process. If third-party rights & interests are not involved, you can directly apply for a signature; you only need to upload the business license of the enterprise or public institution. If third-party rights & interests are involved, you need to upload the power of attorney and business license of the enterprise or public institution.

Example

If Company A applies for a signature for itself due to business requirements, the signature belongs to A. In this case, the original or copy of A's business license (with the company seal) must be uploaded as application materials.

If Company A applies for a signature for Company B, the signature belongs to B. In this case, the original or copy of B's business license (with the company seal) and the power of attorney provided by B to A must be uploaded as application materials.

Huawei Cloud Account (Enterprise Real-name Authentication Entity)	Signature Owner	Signature Application Materials (Business License)	Signature Application Materials (Power of Attorney)
Company A	Company A	Original or copy of A's business license (with the company seal)	Not required
Company A	Company B	Original or copy of B's business license (with the company seal)	Power of attorney provided by B to A

Power of attorney

- Authorized party: name of the enterprise registered on Huawei Cloud.
- Authorizing party: name of the enterprise that requires SMS sending (SMS content owner).
- Validity period: actual period of using the signature.
- Seal: seal of the entity that sends SMSs.
- Signature of the legal representative or authorized representative: clear handwritten signature of the legal representative of the authorizing party.

See **How Do I Obtain the Template of a Power of Attorney of the Third Party?** to download the power of attorney template.

Figure 4-1 Power of attorney template

Power of Attorney

I hereby authorize [authorized party] to represent [authorizing party] to negotiate with Huawei Cloud Computing Technologies Co., Ltd. (hereinafter referred to as "Huawei Cloud") the use of the Message & SMS service provided by Huawei Cloud. The SMS signature is [signature]. Any operational or legal risks arising from this authorization shall be borne by [authorizing party].

This power of attorney cannot be transferred to a third party.

This power of attorney is valid from [MM DD, yyyy] to [MM DD, yyyy].

Authorizing party [seal]:

Legal representative or authorized representative [signature]:

Date: [MM DD, yyyy]

Signature Application Materials

The business license and power of attorney to be uploaded must in the **.jpg**, **.png**, **.gif**, or **.jpeg** format with the size no greater than 2 MB. The image name cannot contain spaces. Otherwise, the file upload fails.

Signature Content	Application Requirements

Full name or abbreviation of an enterprise or public institution	• One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded:
	  – Three-in-one certificate
	  – Five-in-one certificate
	  – Business license
	  – Public institution legal person certificate
	  – Social organization legal person registration certificate
	  – Organization code certificate
	  – Administrative law enforcement subject certificate
	  – Unified social credit code certificate
	Note: Select a certificate based on the site requirements.
	• If third-party rights and interests are involved, upload the power of attorney.

Full name or abbreviation of a website archived by MIIT	• One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded:
	  – Three-in-one certificate
	  – Five-in-one certificate
	  – Business license
	  – Public institution legal person certificate
	  – Social organization legal person registration certificate
	  – Organization code certificate
	  – Administrative law enforcement subject certificate
	  – Unified social credit code certificate
	Note: Select a certificate based on the site requirements.
	• If third-party rights and interests are involved, upload the power of attorney.
	• Enter the domain name of the website licensed by the Ministry of Industry and Information Technology (MIIT), for example, msgsms.console.huawei.com.

Signature Content	Application Requirements
Full name or abbreviation of an application	- One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded: – Three-in-one certificate – Five-in-one certificate – Business license – Public institution legal person certificate – Social organization legal person registration certificate – Organization code certificate – Administrative law enforcement subject certificate – Unified social credit code certificate Note: Select a certificate based on the site requirements. - If third-party rights and interests are involved, upload the power of attorney. - Enter the application download URL that contains the developer information.
Full name or abbreviation of an applet or official account	- One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded: – Three-in-one certificate – Five-in-one certificate – Business license – Public institution legal person certificate – Social organization legal person registration certificate – Organization code certificate – Administrative law enforcement subject certificate – Unified social credit code certificate Note: Select a certificate based on the site requirements. - If third-party rights and interests are involved, upload the power of attorney. - Enter the full name of the WeChat official account or applet. Ensure that the official account or applet is online and can be found on WeChat. To check whether the signature of an official account or applet is consistent with the account entity, open WeChat, search for an official account or applet, and click the icon in the upper right corner to view details.

Signature Content	Application Requirements

Full name or abbreviation of a shop on an e-commerce platform	• One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded:
	  – Three-in-one certificate
	  – Five-in-one certificate
	  – Business license
	  – Public institution legal person certificate
	  – Social organization legal person registration certificate
	  – Organization code certificate
	  – Administrative law enforcement subject certificate
	  – Unified social credit code certificate
	  Note: Select a certificate based on the site requirements.
	• If third-party rights and interests are involved, upload the power of attorney.
	• Enter the link to the shop on the e-commerce platform.
	To check whether the signature of a shop on an e-commerce platform is consistent with the account entity, open the e-commerce platform, search for the shop, click the shop name in the upper left corner, and check the authenticity of the business license.

Full name or abbreviation of a trademark	• One of following certificates of the enterprise or public institution to which the signature belongs must be uploaded:
	  – Three-in-one certificate
	  – Five-in-one certificate
	  – Business license
	  – Public institution legal person certificate
	  – Social organization legal person registration certificate
	  – Organization code certificate
	  – Administrative law enforcement subject certificate
	  – Unified social credit code certificate
	  Note: Select a certificate based on the site requirements.
	• If third-party rights and interests are involved, upload the power of attorney.
	To check whether the signature applicant is consistent with account entity, access the homepage of **Trademark Office of National Intellectual Property Administration, PRC**.

4.2 How Long Does It Take to Review a Signature?

SMS signature applications will be reviewed within five workdays during 09:00 to 18:00 (GMT+08:00). The review is performed only on workdays. If there is a legal holiday, the review may be postponed.

📖 **NOTE**

For details about the review time for special countries/regions, see **Registration Rules in Some Countries/Regions**.

4.3 How Do I Modify an SMS Signature?

Q: How do I change the name of an approved signature?

A: Changing the name of an approved signature is not supported.

Q: How do I change the channel number corresponding to an approved signature?

A: Changing the channel number corresponding to an approved signature is not supported.

Currently, only SMS signatures that fail to be approved can be modified. You can add a signature and submit it for approval.

4.4 How Do I Delete an SMS Signature?

Access the **Message & SMS console** and choose **Chinese Mainland SMS** > **Signature Management**. On the displayed **Signature Management** page, select the SMS signature to be deleted and click **Delete**.

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

After you delete an approved signature, the corresponding channel number and all SMS templates under the signature are deleted. Exercise caution when performing this operation. Only the signature in the **Completed** state has a channel number. A signature in the **Processing** state does not have a channel number.

4.5 Can SMS Signatures Have the Same Name But Different Types?

Yes. You can apply for SMS signatures with the same name and signature types set to verification code and notification respectively as long as the signatures comply with **Signature Rules** and **Template and Variable Specifications**.

4.6 Can a User Apply for Multiple SMS Signatures?

A user can apply for multiple SMS signatures. By default, a maximum of 200 signatures can be created for each application. To increase the quota, **submit a**

service ticket or contact the account manager. If you want to apply for an SMS signature for another company, upload the business license when applying for an SMS signature.

4.7 How Do I Increase the Signature Quota?

By default, a maximum of 200 signatures can be created for each Message & SMS application. To increase the quota, submit a service ticket or contact the account manager.

1. Go to **the service ticket system**.

2. Choose **Services** > **Quotas**. On the displayed page, select **Quota Application** and click **Create Now**.

3. Select the region where your Message & SMS is enabled.

4. Fill in the problem description according to the following template:

   Message & SMS signature quota increase service ticket: *xxx* (account name) applies for increasing the signature quota to *xxx*.

5. Submit the service ticket. After the application is approved, the quota is modified successfully. You can also choose **Service Tickets** > **My Service Tickets** to view the progress.

4.8 Can One SMS Signature Be Used in Multiple SMS Templates?

Yes. The SMS signature and templates must belong to the same application, and their types must be the same. When you add multiple SMS templates with **Signature** set to the same value by following instructions in **Applying for an SMS Template**, the signature can be used in these templates.

4.9 Can I Create Duplicate SMS Signatures Under the Same or Different Applications?

You can only add signatures with the same name and different types to the same or different applications.

4.10 Why Is an SMS Signature in Deactivated State? How Do I Activate a Signature?

The signature is deactivated because the account is in arrears.

Top up your account, log in to the **console**, and choose **Signature Management**. In the upper right corner, select **Deactivated** for **Status** to obtain the signature to be activated, and click **Activate**. (If you cannot find **Activate** on the page, there may be an issue with the page ratio. You are advised to zoom in the page.) After the signature activation application is submitted, wait for the operation manager to approve it.

4.11 How Can I Apply for a Signature If the Application or e-Commerce Platform Shop Is Being Developed and Link Addresses Cannot Be Provided?

Use the company name to apply for a signature. After the application or e-commerce shop goes online, apply for a new signature to replace the original one.

4.12 What Do I Do If the Enterprise for Which a Signature to Be Applied for Differs from the Enterprise Authenticated Using Real Name?

1. Check whether the real-name authentication information of the Huawei Cloud account needs to be changed. For details, see **Overall Process**.
2. If Company A applies for a signature for Company B, the signature belongs to Company B. In this case, the original or copy of Company B's business license (with the company seal) and the power of attorney provided by Company B to Company A must be uploaded as application materials.

4.13 Can I Apply for an SMS Signature Without a Business License?

Upload one of the following documents based on the site requirements: three-in-one certificate, five-in-one certificate, business license, public institution legal person certificate, social organization legal person registration certificate, organization code certificate, administrative law enforcement subject certificate, unified social credit code certificate.

4.14 Can the Signature Name Be Placed at the End of an SMS Message?

No. The SMS service supports only pre-signatures. If a post-signature is required, add the post-signature to the applied SMS template as text and use square brackets ([]) to separate them. For details, see **Applying for an SMS Template**. When an SMS message is sent, the system automatically adds the pre-signature.

4.15 Can I Modify the Power of Attorney When Applying for a Signature?

No. The content of the power of attorney template cannot be modified.

4.16 Can I Select Multiple Signature Formats When Applying for a Signature?

No. You can select only one signature source at a time.

4.17 How Do I Select a Qualification When Creating a Signature?

You can associate the signature with the signature owner's approved qualifications. Select the qualification of the signature owner or **add one**.

4.18 How Do I Upload a Power of Attorney of the Third Party?

Log in to the **Message & SMS console**. In the navigation pane, choose **Chinese Mainland SMS** > **Qualification management**. On the displayed page, click the button for adding a qualification. Select **Third party business usage** for **Application purpose**. Download the power of attorney template, fill in the template as required, and upload the scanned copy in the required format.

- The file must be a scanned copy or photo of the original power of attorney. The copy must be stamped with the official seal in red.
- The file must be in JPG, PNG, GIF, PDF, or JPEG format. The size of each image cannot exceed 2 MB.
- The name of the file cannot contain spaces or special characters ("#'$%&*/| <>&{}[];?!). Max. file name length: 64 characters.

4.19 How Do I Obtain the Template of a Power of Attorney of the Third Party?

1. Log in to the **Message & SMS console**.
2. In the navigation pane, choose **Chinese Mainland SMS** > **Qualification management**.
3. Click **New Qualifications**.

4. Select **Third party business usage** for **Application purpose**. Click **Template file download** to obtain third-party authorization letter templates.

Authorization Letter

★ Authorization Certificate   [Select File]

[Template file download]

Supports images in JPG, PNG, GIF, JPEG, and PDF formats, with each image not exceeding 2MB.

The file name cannot contain spaces and "#$%&*/|<>&{}[];?! symbols. The length of the file name should not exceed 64 bits.

For details about how to fill in the power of attorney, see **Table 4-1**.

Table 4-1 Instructions for filling in the power of attorney

Item	Description
Authorized party	Signature applicant. Enterprise name of the enterprise user registered with Huawei Cloud.
Authorizing party	Name of the enterprise that requires SMS sending (SMS content owner).
Validity period	Set based on the actual signature validity period. **NOTE** The power of attorney must be valid for more than six months.
Seal of the authorizing party	The party that sends SMSs (signature owner) stamps the company seal.
Legal representative or person in charge (signature)	The legal representative of the authorizing party or the person in charge of the authorizing party shall handwritten and clearly sign the document.
Signing date	Fill in the signing date of the power of attorney.

5 Template

5.1 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 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 mak sure that your SMS templates comply with the common specifications and special specifications of each template type.

Common Specifications

Template Specifications

Format	Each template contains no more than 500 characters.
	• A template cannot contain square brackets. Templates with square brackets may be confused with signatures, causing SMS sending failures.
	• Special characters (¥★^_^&√[]) are not supported. Such special characters may cause garbled characters in SMS messages.

Content	Use as much fixed text as possible so that the meaning and application scenario of the SMS can be understood.
	• Unauthorized invitations are not allowed to send, including sign-up, membership, and event invitations.
	• Real estate, game, and education enterprises can use only the verification code SMSs.
	• Do not send SMSs that contain the following information or keywords: 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, porn, 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.

📖 **NOTE**

An SMS signature is automatically added to a message, so do not add one to a template.

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
${TXT_Digit}	Character	${TXT_20}	**Digit** indicates the maximum length. The value can be 1 to 20 characters.
			One non-English character, one English letter, one digit, or one English punctuation mark is counted as one character.
			Set this parameter based on the site requirements. Do not set this parameter to a large value.
			Note: The variable value cannot contain braces ({ }). Otherwise, template variables may fail to be parsed.
${NUM_Digit}	Digit	${NUM_6}	**Digit** indicates the maximum length. The value can be 1 to 20 characters. One digit is counted as one character.
			When sending an SMS, enter a number ranging from 0 to 9. The number cannot contain other characters, such as hyphens (-).
			Set this parameter based on the site requirements. Do not set this parameter to a large value.
${DATE}	Date	${DATE}	The date in an SMS is in yyyy/MM/dd format, for example, 2017/07/16, 2017/7/16, or 2017/7/1.
${TIME}	Time	${TIME}	The system supports the following time formats: ● HH:mm, for example, 14:30 ● HH:mm:ss, for example, 14:30:30

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	- Only one variable is supported for entering the digital verification code. - The maximum length of the verification code variable must be less than or equal to 6 digits.	A Chinese mainland SMS must contain a verification code, registration code, or dynamic code.
Notification template	The link and contact information cannot be sent using variables. Enter the link and contact information using fixed texts in the template.	Marketing promotional information is not allowed.

⚠️ **CAUTION**

- 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.

5.2 How Long Does It Take to Review a Template?

SMS templates submitted during 09:00 and 18:00 (GMT+08:00) on workdays will be reviewed within 2 hours. SMS templates submitted after 18:00 (GMT+08:00) will be reviewed on the next workday. The review is performed only on workdays. If there is a legal holiday, the review may be postponed.

📖 **NOTE**

For details about the review time for special countries/regions, see **Registration Rules in Some Countries/Regions**.

5.3 How Do I Modify an SMS Template?

Currently, you can directly modify a **Rejected** or **Unsubmitted** SMS template, modify an **Approved, activated** or **Approved, deactivated** template after disabling it, or modify a **Pending** or **Signature unreviewed** template after withdrawing its application.

- Modify a **Rejected** or **Unsubmitted** template.
  - Chinese mainland SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **Chinese Mainland SMS** > **Template Management**. Click **Modify** in the **Operation** column, and modify the template name, type, application, signature, content, and description as required.
  - International SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **International SMS** > **Template Management**. Click **Modify** in the **Operation** column, and modify the template name, application, content, target countries (or regions), and description as required.
- Disable an **Approved, activated** or **Approved, deactivated** template and modify it.
  - Chinese mainland SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **Chinese Mainland SMS** > **Template Management**. Click **More** and then the button for disabling the template, modify the template, and submit it for review. You can only modify the name, content, variable attribute, and application reason for a disabled template.
  - International SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **International SMS** > **Template Management**. Click **More** and then the button for disabling the template, modify the template, and submit it for review. You can only modify the name, content, variable attribute, and application reason for a disabled template.

⚠️ **CAUTION**

You cannot use a disabled template to send SMSs. The disabling cannot be undone. Exercise caution.

- Withdrawing the application of a **Pending** or **Signature unreviewed** template and modify it.
  - Chinese mainland SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **Chinese Mainland SMS** > **Template Management**. Click **More** in the **Operation** column, and click the button for withdrawing the application. After the template status changes to **Unsubmitted**, click **Modify** in the **Operation** column, modify the template, and submit the application again.
  - International SMS: Log in to the **Message & SMS console**. In the navigation pane, choose **International SMS** > **Template Management**. Click **More** in the **Operation** column, and click the button for withdrawing the application. After the template status changes to **Unsubmitted**, click **Modify** in the **Operation** column, modify the template, and submit the application again.
- Templates in other statuses 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.

5.4 How Do I Delete an SMS Template

Log in to the **Message & SMS console**. In the navigation pane, choose **International SMS** > **Template Management** or **Chinese Mainland SMS** > **Template Management**. On the displayed page, locate the target template and delete it.

 NOTE

- Only a template in the **Approved, activated**, **Approved, deactivated**, **Unsubmitted**, **STOP**, or **Rejected** status can be deleted.
- No fee is charged when you add, modify, or delete an SMS template and submit it for review again.

5.5 How Do I Use a General SMS Template? (Chinese Mainland SMS)

A general SMS template does not belong to a single SMS signature and can be used by signatures of the same type in the same application. (For example, a general verification code SMS template corresponds to all verification code SMS signatures.) Only Chinese mainland verification code and notification SMSs support general SMS templates.

1. When applying for an SMS template, set **Template Type** to **Verification code** or **Notification** and **Signature** to **General signature**. After the application is approved, you will obtain a general SMS template. Actually, the general signature does not exist.

   Before applying for a template, apply for an SMS signature of the same type as the general template and wait for the approval. Otherwise, after you specify **Template Type** and **Application**, the **Signature** drop-down list is empty. It indicates that no signature of the same type is available in the application.

2. The general SMS template cannot be used in the Group SMS Assistant and can be used only when you call APIs to send SMSs. For details, see **SMS Sending API**.

3. Debug the general SMS template. For details, see **Development Preparation**.

Figure 5-1 General template relationship
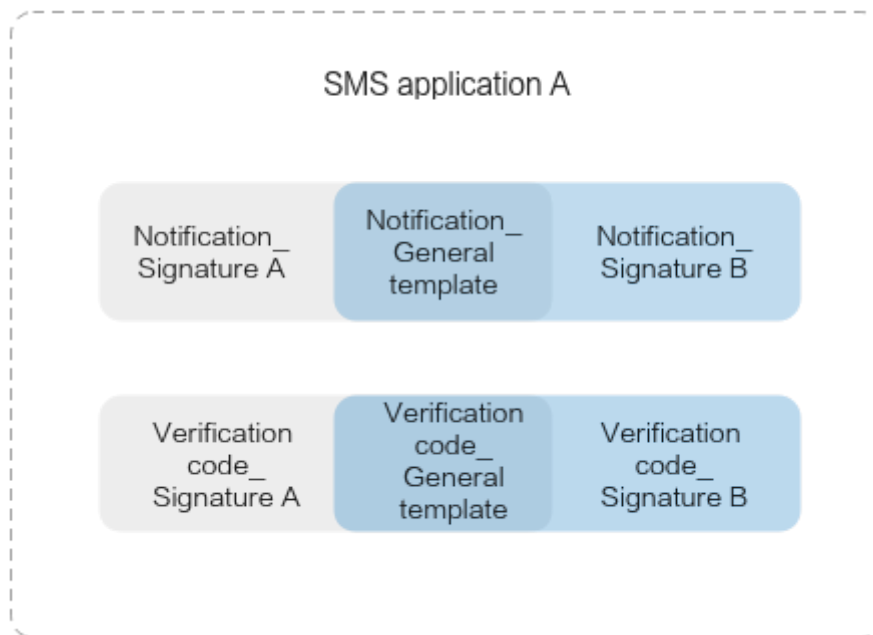
5.6 How Can I View the Content and Related Information of an SMS Template?

Log in to the **Message & SMS console** and choose **International SMS** > **Template Management** or **Chinese Mainland 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.

5.7 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.

5.8 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 **Template and Variable Specifications**. 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.

5.9 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.

5.10 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"]'**.

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

By default, a maximum of 2,000 templates can be created for each application. To increase the quota, **submit a service ticket** or contact the account manager. There is no limit on the 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.

5.12 How Do I Increase the Template Quota?

By default, a maximum of 2,000 templates can be created for each Message & SMS application. To increase the quota, submit a service ticket or contact the account manager.

1. Go to **the service ticket system**.

2. Choose **Services** > **Quotas**. On the displayed page, select **Quota Application** and click **Create Now**.

3. Select the region where your Message & SMS is enabled.

4. Fill in the problem description according to the following template:

   Message & SMS signature quota increase service ticket: *xxx* (account name) applies for increasing the template quota to *xxx*.

5. Submit the service ticket. After the application is approved, the quota is modified successfully. You can also choose **Service Tickets** > **My Service Tickets** to view the progress.
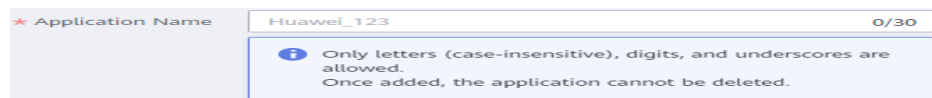
5.13 Can I Customize SMS Content Without a Template?

No. 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 content. For details, see **Template and Variable Specifications**.

6 Application

6.1 How Do I Change the SMS Application Name?

1. Access the **Message & SMS console** and choose **International SMS** > **Application Management** or **Chinese Mainland SMS** > **Application Management** to open the **Application Management** page.

2. Find the application for which the name is to be modified and click **Modify** in the **Operation** column.

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**.

6.2 How Do I Modify the Uplink SMS Destination? (Chinese Mainland SMS)

You need to specify **Uplink SMS Destination** only when you create a Chinese mainland SMS application. You can modify the address after the Chinese mainland SMS application is created.

1. Log in to the **Message & SMS console** and choose **Chinese Mainland SMS** > **Application Management**.

2. Click **Modify** in the **Operation** column of the application whose uplink SMS destination address needs to be modified to reset the uplink SMS destination.

6.3 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.

6.4 How Do I Create Multiple SMS Applications?

- By default, two applications can be created for the Chinese mainland SMS service. Apply for different signatures and templates based on service requirements. Contact the operation manager to apply for quotas if you want to add more applications.

- By default, two applications can be created for the International 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.

6.5 What Is the Uplink SMS Destination? Does It Have to Be a Website? (Chinese Mainland SMS)

Uplink SMS Destination configured when you **create an SMS application** specifies the address used for receiving SMS replies from users. The Message & SMS service can call this address to notify the platform user of user replies.

If the platform user needs to receive SMS replies from users and perform corresponding service processing, a public network URL (domain name or IP address:port number) that can receive HTTP requests must be configured. A domain name is recommended. If no public network URL is configured, the **Uplink SMS Destination** parameter can be left unspecified.

The Message & SMS service does not support fixed channel numbers. Therefore, users cannot directly send MO SMS messages. The Message & SMS service can be used to push MO SMS messages to the service party only after the service party sends an SMS message and receives a user reply.

Note: International SMS does not support the MO SMS function.

6.6 Can the SMS Platform Send Uplink SMS Messages to Corresponding Destination Addresses in Different Applications? Is Sending Uplink SMS Messages Charged? (Chinese Mainland SMS)

After a user sends an SMS message to the carrier, the carrier charges the user for the SMS message. After the SMS platform receives an uplink SMS message pushed by the SMS gateway, the SMS platform checks **Uplink SMS Destination** configured when you **create an SMS application** and forwards the uplink SMS message to the destination address. Forwarding uplink SMS messages to destination addresses are free of charge.

If you want to classify uplink SMS messages by applications, perform either of the following steps:

- Set **Uplink SMS Destination** to a unique value when you **create each SMS application**.
- If you create multiple SMS applications with **Uplink SMS Destination** set to the same value, use the **to** parameter contained in an uplink SMS message request to deliver the uplink SMS message receiver's number (that is, a channel number). The SMS platform uses the channel number to search for a matching signature name and then uses the signature name to identify the corresponding application.

6.7 Can International SMS and Chinese Mainland SMS Share the Same SMS Application and Template?

No. International SMS and Chinese Mainland SMS must use different SMS applications and templates.

6.8 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.

6.9 How Do I Send Different Types of SMSs? (Chinese Mainland SMS)

You can apply for different types of SMS signatures under the same application.

6.10 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.

7 Verification

7.1 Can Individual Users Use the Message & SMS Service?

Individual users cannot use the Message & SMS service. To enable the Huawei Cloud Message & SMS service, an enterprise account is required. To use the SMS service in the Chinese mainland, the enterprise real-name authentication is required. If you have a business account or a company certificate (for example, a business license), you can complete the authentication. For details, see **Enterprise Real-Name Authentication Process**. For any questions during the authentication, contact Huawei Cloud customer service.

7.2 Can BP Accounts Use the Message & SMS Service?

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

7.3 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**.

7.4 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.

7.5 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.

8 Secondary Development

8.1 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**. For the international SMS service, choose **International SMS** > **Application Management** to obtain the application key and application secret. For the Chinese mainland SMS service, choose **Chinese Mainland SMS** > **Application Management** to obtain the application key and application secret.

Figure 8-1 Obtaining the access key of the international SMS application
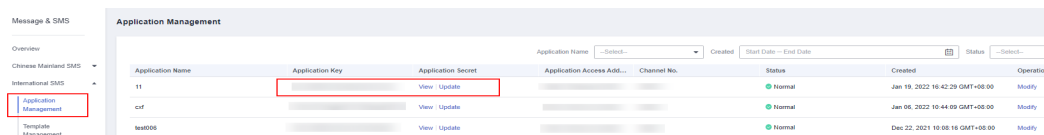
Figure 8-2 Obtaining the access secret of the Chinese mainland SMS application
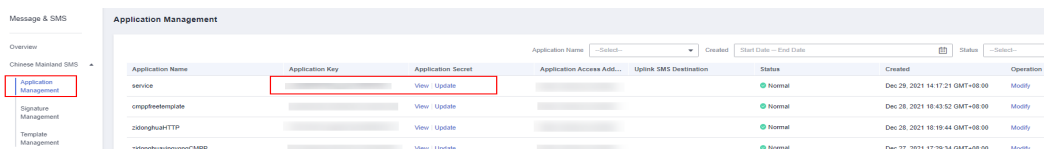
8.2 How Do I Obtain the HTTPS Commissioning Certificate from the Message & SMS Platform?

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**.

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

International SMS

1. On the **Message & SMS console**, choose **International SMS** > **Application Management**.

2. View the channel number of the application.
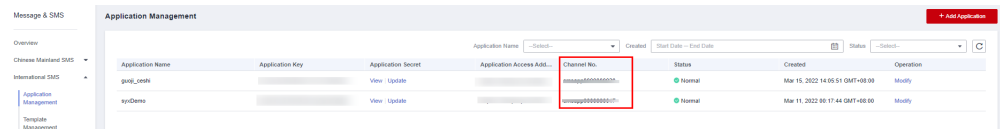
If there is no application, **create an SMS application**.

Chinese mainland SMS

1. On the **Message & SMS console**, choose **Chinese Mainland SMS** > **Signature Management**.

2. View the channel number of the signature.
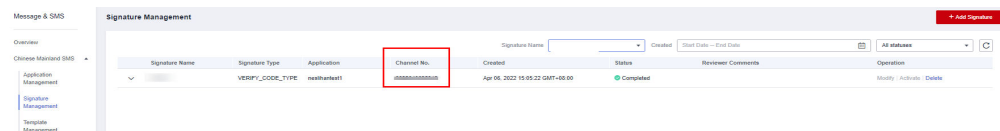
If there is no signature, **apply for a signature**.

📖 **NOTE**

Channel number of a **general SMS template (signature)**: A general template of a certain type corresponds to all signatures of the type. For example, a general verification code SMS template corresponds to all verification code SMS signatures. You need to obtain the channel number from the signature required by the service on the **Signature Management** page.

8.4 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**.

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

[Symptom]

The Message&SMS service 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 character 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'];

8.6 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.

Note: 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.

8.7 Does the Message & SMS Service Support Privatized Deployment?

The Message & SMS service does not support privatized deployment.

8.8 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.

8.9 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 **SMS Status Error Codes**.

8.10 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 **Chinese Mainland SMS** or **International SMS** > **Application Management** to obtain the address.	https://smsapi.ap-southeast-1.myhuaweicloud.com:443
URI	Obtain the URI from the "Type" section in **SMS Sending API** or **Batch SMS Sending API**.	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
  ```

8.11 Does Message & SMS Provide SDKs?

Currently, Message & SMS does not provide SDKs.

8.12 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.

9 SMS Sending

9.1 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 international SMS, the value of **Channel No.** must also be obtained.

- For sending Chinese mainland SMSs, you have **applied for an SMS signature** and obtained a channel number.

- 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.

9.2 How Do I Determine Whether an SMS Was Sent Successfully

1. 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 **status**.

Parameter	Value	Description
status	000000	The SMS platform successfully processes the request. To determine whether the user receives the SMS, see the SMS status report.

2. Check the SMS status report and confirm key parameter settings:

Note:

a. 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**.

b. Carriers in some countries or regions do not support SMS status reports. Therefore, when you send an international 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 **Message & 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.

9.3 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**.

9.4 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.

9.5 Is the SMS Sending Time Restricted? (Chinese Mainland SMS)

In actual service scenarios, a user may frequently obtain SMS verification codes to log in to an app or a website, or to retrieve a password. Platform SMSs may be maliciously invoked. A large number of SMS sending requests are sent within a short period of time. Too many SMSs are sent to the same mobile number, causing user complaints. To prevent these from happening, **Huawei Cloud throttles requests for sending SMSs to the Chinese mainland as follows.**

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.

9.6 What Numbers Are Presented to SMS Recipients?

Numbers presented to international 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.

Numbers starting with 106 are presented to recipients of Chinese Mainland SMSs. The numbers are bound to the SMS signature and are randomly allocated by the carrier. The numbers are in the "channel number+extended digits" format and cannot be set to fixed numbers. In addition, these numbers are different from

Channel No. on the **Signature Management** page of the Message & SMS console. The value of **Channel No.** on the **Signature Management** page is allocated by Huawei. The value is used only 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.

9.7 What is the Function of SMS Channel Numbers?

The channel numbers displayed on the **Application Management** page of **International SMS** and the **Signature Management** page of **Chinese Mainland SMS** are allocated by Huawei and are used only for API calling.

9.8 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.

9.9 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.

9.10 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.

9.11 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.)

9.12 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.

9.13 How Can I View SMS Sending Tasks and Details?

To view SMS sending tasks, log in to the **Message & SMS console**, choose **Statistics** > **International SMS** or **Chinese Mainland SMS**, and filter tasks as required.

To view SMS sending details, log in to the **Message & SMS console**, choose **Send Details** > **International SMS** or **Chinese Mainland SMS**, and filter statistics as required.

9.14 Can I Export SMS Send Details?

Yes, you can **view and export sending details**.

9.15 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.

9.16 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. For details, see **Topping Up an Account (Prepaid Direct Customers)**.

9.17 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.

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

1. Log in to the **Message & SMS console** and choose **Send Details** > **International SMS** or **Chinese Mainland SMS**.

   Select **Failed** from the **Send Result** drop-down list to obtain failure details.

2. 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:

   – **API Error Codes** describes all error codes returned when API calling fails.

   – **SMS Status Error Codes** describes status codes from suppliers, carriers, and the platform.

3. Adjust the message based on the handling suggestions.

10 Package and Fee

10.1 Is a Failed SMS Billed?

- International SMSs are billed only after an API is invoked 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.
- Chinese Mainland SMSs are billed based on the number of SMSs that are successfully sent. SMSs that fail to be sent are not billed.

10.2 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 Message & SMS service from becoming unavailable.

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

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

10.4 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.

10.5 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**. The **Billing Center** page is displayed.
3. In the navigation pane, choose **Billing** > **Expenditure Details** to view **bills**.

10.6 Can I Unsubscribe from an SMS Package?

No An SMS package takes effect immediately after your purchase. It becomes invalid upon expiration and cannot be unsubscribed from.

10.7 Can Unused Quotas Be Refunded?

No An SMS package takes effect immediately after your purchase. It becomes invalid upon expiration and cannot be extended. Unused quotas cannot be refunded.

10.8 Can I Modify the SMS Package Specifications?

No When you purchase an SMS package, select the package specifications as needed. If you entered incorrect information during purchase, contact Huawei Cloud customer service.

10.9 How Can I View the Remaining Quota of the SMS Package?

Log in to the **Message & SMS console** and choose **Billing** > **My Packages** > **Resource Packages** to view the remaining SMS package quota.
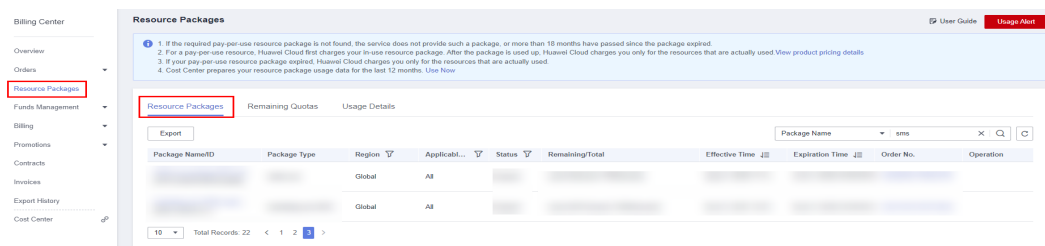
10.10 Can an SMS Package Be Used by Different Accounts?

An SMS package is bound to one account and cannot be used by different accounts.

10.11 Can I Use an SMS Package Across Regions?

An **SMS package** can be used by one account across regions. A **resource package** can be used only by one account in one region.

10.12 How Long Is the Validity Period of an SMS Package? Can I Modify It?

The validity period of an international SMS package is one month. You can log in to the **Message & SMS console** and choose **Billing & Costs** > **Resource Packages** > **Resource Packages** to view the effective time and expiration time. You cannot modify or extend the validity period.

For example, if you purchase an international SMS package at 15:13:25 (GMT +08:00) on August 11, 2022, the SMS package takes effect at 15:13:25 (GMT +08:00) on August 11, 2022 and expires at 23:59:59 (GMT+08:00) on September 11, 2022.

10.13 Can I Renew or Repeatedly Purchase SMS Packages?

SMS packages do not support automatic or manual renewal. On the **Overview** page of the **Message & SMS console**, purchase a new package before the quota of the current package is about to be used up.

10.14 Can I Set a Quota Usage Alert for an SMS Package?

- You can set a quota usage alert for a package. On the Message & SMS console, use the traffic threshold function to set alarm values. For details, see **Settings**.

- Alternatively, set the quota usage alert by performing the following operations:

  a. Log in to the **Message & SMS console** and choose **Billing** > **Resource Packages**.

  b. Click **Usage Alert** in the upper right corner.
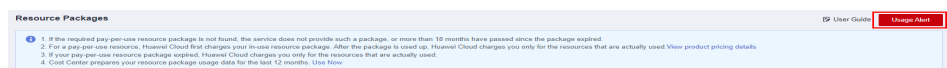
    c.   Set the alert threshold based on your service requirements.

10.15 Can I Use a Huawei Cloud SMS Package in a Third-Party Cloud?

No. SMS packages cannot be used across service providers.

10.16 How Do I Purchase a Chinese Mainland SMS Package?

Chinese mainland SMS packages are not available. Chinese mainland SMSs are charged on a pay-per-use basis. For details, see **SMS Pricing**.

10.17 Can an International SMS Package Be Used to Cover the Chinese Mainland SMS Fees?

No. The international SMS package cannot be used to cover Chinese mainland SMS fees.

10.18 Why Am I Billed on a Pay-per-Use Basis After I Purchased an SMS Package?

The possible causes are as follows:

- Before a package takes effect, the outstanding balance and pay-per-use fees generated under the account cannot be offset by the package quota.

- The package does not take effect in time. Log in to the **Message & SMS console**, choose **Billing** > **My Packages** > **Resource Packages** and check whether the package has taken effect. If you renew a purchased SMS

package, the effective time of the renewed SMS package will be postponed to the time when the previous package expires.

- If the package quota has been used up, the usage exceeding the quota will be charged on a pay-per-use basis. For details, see **How Can I View the Remaining Quota of the SMS Package?**.

- Currently, only SMS packages for sending SMSs to the following countries are available: Indonesia, Thailand, India, and Philippines. SMSs sent to countries that are not included in the package are charged on a pay-per-use basis.

- Check whether your SMS package belongs to Message & SMS.

10.19 How Does China Broadnet Charge for SMSs? (Chinese Mainland SMS)

The **billing mode** of the Chinese Mainland SMS service also applies to China Broadnet SMS sending.

10.20 How Is the Group SMS Assistant Charged?

You are billed based on the number of SMSs successfully sent. No extra fee is required no matter whether you use the Group SMS Assistant or call an API.

11 Troubleshooting

11.1 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 **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 account has passed the real-name authentication of Huawei Cloud. • Ensure that you have selected **I have read and agree to the Message & SMS Service Usage Statement.** • Clear the browser cache and try again.
After you click **Enable Now**, the system does not respond or the page is not displayed.	
The **Enable Now** button is grayed out.	

11.2 Why Is the Signature Review Rejected? (Chinese Mainland SMS)

Level-1 Issue	Level-2 Issue	Handling Suggestion
Materials or sources are incorrect.	The entity that submits materials is inconsistent with that of the official account, applet, or app.	1. Check whether the signature is incorrect (incorrect spelling or homophone). 2. Check whether incorrect materials are submitted. For example, business license A is required, but you incorrectly upload business license B.
	No related applet or official account is found.	1. Check whether the signature is incorrect (incorrect spelling or homophone). 2. Check whether the applet or official account is online.
	The signature is inconsistent with the enterprise name.	1. The signature is not the full name or abbreviation of an enterprise, but the product name of the enterprise. You can enter the link to the official product introduction in the **Description** text box. 2. If the signature is a company trademark or app, select a proper signature source.
	When **Full name or abbreviation of an application** is selected for **Signature Format**, the link for downloading the application is not provided.	Enter the application download URL that contains the developer information.
	No trademark is found.	1. Check whether the signature is incorrect (incorrect spelling or homophone). 2. You can check the trademark information on the Trademark Office of National Intellectual Property Administration website.
	Pictures cannot be displayed.	The picture file may be damaged during the upload. Ensure that the file format is correct and upload the file again.

Level-1 Issue	Level-2 Issue	Handling Suggestion
	When **Full name or abbreviation of a shop on an e-commerce platform** is selected for **Signature Format**, the e-commerce platform to which the signature belongs is not provided.	1. Enter the shop link of the e-commerce platform in the **e-Shop URL** text box. 2. For a self-built shop, enter the shop link for verification.
	A third party is involved, and the uploaded business license is of the applicant.	If a signature involves third-party rights and interests, provide the business license of the party to which the signature belongs.
The service type is not supported.	Promotion and notification signatures are not supported.	Some industries do not support all types of SMSs. For details, see **Template and Variable Specifications**.
The format is incorrect.	The signature name must contain 2 to 16 characters, including Chinese characters, digits and letters. The name cannot contain only digits.	Send Chinese signatures to Chinese mainland numbers. If the signature is a company name, provide the official website link of the company for verification.
	Neutral signatures cannot be used to identify the products and apps of enterprises and institutions.	You are advised to prepare signatures based on the selected signature format. If there are many products with similar names, use their full names.

11.3 What Do I Do If an Error Is Reported When I Upload a Business License During Signature Adding? (Chinese Mainland SMS)

1. Refresh the page and try again.
2. Log out of your Huawei Cloud account, log in again, and try again.
3. Use another browser and try again.

11.4 Why Are the Applications, Signatures, and Templates Lost?

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

11.5 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 signature is incorrect.	**Huawei Cloud SMS test** and the general signature are selected.	1. When applying for an SMS template, select the SMS signature that you have applied for. 2. You are advised to select the general signature when more than two signatures of the same type need to use the same template.

Type	Level-1 Issue	Level-2 Issue	Handling Suggestion
	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.	1. The values of **${TXT_*Digit*}** and **${NUM_*Digit*}** both range from 1 to 20. Set these parameters based on site requirements. 2. The verification code uses **${NUM_*Digit*}** as a variable. The value contains a maximum of six digits.
		The variable format is incorrect.	The following variable formats are supported by templates: ● **${TXT_*Digit*}**: characters (text), in bytes. The value ranges from 1 to 20. ● **${NUM_*Digit*}**: digits, in bytes. The value ranges from 1 to 20. ● **${DATE}**: date, in the format of yyyy/MM/dd. ● **${TIME}**: time, in the format of HH:mm or HH:mm:ss.
	The signature is duplicate.	The SMS signature is incorrectly added to the template content.	The system automatically adds the signature when sending an SMS. Delete the signature from the template content.

Type	Level-1 Issue	Level-2 Issue	Handling Suggestion
The SMS content is incorrect.	The SMS content contains forbidden symbols.	Special characters (¥★^_^&√) are not supported.	1. Delete the symbols that cannot be sent. 2. If the SMS template contains square brackets ([]), the SMS may fail to be sent. Delete the square brackets ([]).
	The variable is incorrectly used.	**${DATE}${TIME}** is not used for time, and **${NUM_*Digit*}** 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.

Type	Level-1 Issue	Level-2 Issue	Handling Suggestion
	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.	1. Create a template by following **Template and Variable Specifications**. 2. Delete the forbidden content according to the review comments returned by the platform when the template application is rejected.

11.6 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		chinatest1	HCLOUD	Verification code	Jun 30,2020 15:50:22 G...	● Approved, activated		Modify|Delete

Template Content:
Description:
Characters: 64

Signature: HCLOUD
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**.

Template Name	Signature	Brackets	Template Content	Variable	Number of Characters	Segments
TEST_TEMPLATE_*	HWCloud	[]	Verification code: ${NUM_8}. You are changing important information. Keep your account secure.	${NUM_8}	7+2+26+8=43	1
	7 characters	2 characters	26 characters	8 characters		

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

11.7 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.

11.8 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
   ```

11.9 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**.

11.10 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.

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

The Huawei Cloud Message & SMS service pushes the status reports only when a callback address is specified for the **statusCallback** parameter in the SMS sending request. 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 **SMS Status Error Codes**.
   – 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 **BEYONDN**, 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.

11.12 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 **CN-Hong Kong** 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.

11.13 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.

11.14 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, go to **My Account** to complete your basic information.

2. If you have not bound a mobile number (or service mobile number), 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	Hong Kong, China	Supported
Enterprise	Indonesia	Supported
Enterprise	Myanmar	Supported
Enterprise	Brazil	Supported
Enterprise	Chile	Supported
Enterprise	Peru	Supported
Enterprise	Singapore	Supported

Individual/Enterprise	Registered Address	Message & SMS
Enterprise	Philippines	Supported
Enterprise	Thailand	Supported
Enterprise	Qatar	Supported
Enterprise	Nigeria	Supported
Enterprise	Vietnam	Supported
Enterprise	Malaysia	Supported
Enterprise	United Arab Emirates	Supported
Enterprise	Saudi Arabia	Supported
Enterprise	Mexico	Supported
Enterprise	Cambodia	Supported
Enterprise	Bangladesh	Supported
Enterprise	Japan	Supported
Enterprise	Other countries and regions	To be supported

11.15 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 **CN-Hong Kong** region, log in to the console and switch to the CN-Hong Kong region to verify the IAM permission.

11.16 What Do I Do If an International SMS Failed to Be Sent?

If an international SMS is intercepted by the platform (for details, see **status codes whose source is the Huawei 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 **SMS Status Error Codes**.

11.17 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 **API Error Codes**.

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 **SMS Status Error Codes**.

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 international SMS service, **top up** the account, and then the service is available. For the Chinese mainland SMS service, log in to the **console**, click **Signature Management**, and check whether the SMS signature needs to be activated. If the signature does not need to be activated, top up your account to use the service. If the signature is deactivated, click **Activate** to submit the activation application to the operation manager for review. The signature can be used after being approved.

6. In mode 2 (suspension upon resource package runout), the resource package quota may be occupied by failed SMSs in a short period of time due to the charging latency. As a result, subsequent SMSs sending fails, but the available quota is not affected.

11.18 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 **SMS Status Error Codes**. 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.

11.19 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 codes in **SMS Status Error Codes**.

11.20 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.

11.21 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:

> ⚠ **CAUTION**
>
> ● Each template can contain a maximum of 500 characters. The maximum length of each SMS message is SMS signature length pulsing 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
International SMSs (sent to mobile numbers outside the Chinese mainland)	**SMSs in English:** ● **GSM-7 characters** are used for counting. ● 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.	● 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. ● For example, if an SMS template contains variable ${NUM_8}$ set to 123456, that variable is counted as six characters.

SMS Type	Character Counting Rule	Remarks
	SMSs in other languages: ● Each **Unicode character**, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character. ● 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.	
Chinese Mainland SMSs (sent to phone numbers in the Chinese mainland)	● Each **Unicode character**, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character. ● The length of an SMS equals the total length of the SMS template and the signature. ● 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.	● Each letter and digit in a signature is counted as a character. For example, [HUAWEI] is counted as eight characters. ● For example, if an SMS template contains variable $\{NUM\_8\}$ set to 123456, that variable is counted as six characters.

Table 11-1 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 É Ñ Ø ø Ü ß Ö à ä å æ è é ì ñ ò ö ù ü Δ Φ Γ Λ Ω Π Ψ Σ Θ Ξ

Category	Counting Rule	Specific Characters
Extension characters	Each is counted as two characters.	| ^ € { } [ ] ~ \

11.22 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.

11.23 Why an SMS Signature and an SMS Template Cannot Be Selected in the Group SMS Assistant?

When using Group SMS Assistant to submit an SMS sending task, select an application for **SMS Application**, select a signature for **SMS Signature**, and select a template for **SMS Template** in sequence. If the drop-down list box is empty, see handling suggestions in the following table.

Parameter	Symptom	Possible Cause	Handling Suggestion
SMS Application	The drop-down list box is empty, and "No data available" is displayed.	No SMS application is added to the Huawei Cloud account.	**Create an SMS application** first.
SMS Signature		• No **SMS Application** value is selected. • No non-verification code SMS signature is available for the selected **SMS Application** value.	1. Check the value of **SMS Application** and ensure that the value is correct. 2. Check whether a non-verification code SMS signature is available for the SMS application. If not, **apply for an SMS application**.

Para mete r	Symptom	Possible Cause	Handling Suggestion
SMS Temp late		• No **SMS Application** value is selected. • (For Chinese mainland SMS only) No SMS signature is selected. • (For Chinese mainland SMS only) No SMS template is available under the selected SMS signature. • (For International SMS only) No SMS template is available under the selected SMS application.	1. Check the value of **SMS Application** and ensure that the value is correct. 2. (For Chinese mainland SMS only) Check the value of **SMS Signature** and ensure that the value is correct. 3. (For Chinese Mainland SMS only) Check whether an SMS template is available under the selected SMS signature. If not, **apply for an SMS template**. 4. (For International SMS only) Check whether an SMS template is available under the selected SMS application. If not, **apply for an SMS template**.

11.24 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.

11.25 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.

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

When a recipient replies "R" to unsubscribe from an SMS channel number, the platform adds the recipient number to the unsubscription blocklist. 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 blocklist (SC:0016), record the signature name, channel number, and recipient number, and contact Huawei Cloud customer service.

11.27 Why Is a Received SMS Displayed as Garbled Characters?

1. Special characters (such as ¥★^_^&√※) are not supported.
2. The issue is caused by suppliers. Contact Huawei Cloud customer service.

11.28 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.

11.29 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
```

12 Others

12.1 What Are the Rules for 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 notifications, warnings, or even penalties, such as freezing of some 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 22:00, and more than 100 SMSs are sent.
- Violation rating: major
    - No unsubscription method is provided for membership SMSs.
    - Industry SMSs are sent to users without their consent.
    - The delivered SMS 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.

12.2 Can Message & SMS Resources Be Transferred Across Accounts?

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

12.3 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 instructs 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.

12.4 Can I Migrate SMS Templates and Signatures 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 signatures** and **SMS templates** based on **signature rules** and **template and variable specifications** after you have **enabled the Message & SMS service**.

12.5 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.

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

For the international SMS service, **top up** the account, and then the service is available. For the Chinese mainland SMS service, log in to the **console**, click **Signature Management**, and check whether the SMS signature needs to be activated. If the signature does not need to be activated, top up your account to use the service. If the signature is deactivated, click **Activate** to submit the activation application to the operation manager for review. The signature can be used after being approved.

12.7 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.

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.

If the recipient number is a Chinese mainland mobile number, the number does not need to be prefixed with the country code +86. Other numbers must be in the +*{CC}{NDC}{SN}* format, for example, +8613112345678.

All recipient numbers to which international 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.

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

When you call the **SMS Sending API** and **Batch SMS Sending API**,

the **to** parameter specifies recipient numbers. The standard number format is +*{Country code}{Region code}{Mobile number}*.

- All recipient numbers to which international SMSs are sent must be in the standard format, for example, **+2412000000** (a Gabon number).
- If an SMS is sent to recipients in the Chinese mainland and +*{Country code}* does not exist, the default country code +86 is used; if the recipient number is a mobile number, *{Region code}* is optional, for example, +8613112345678.

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

12.9 Where Are Message & SMS Servers Deployed?

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

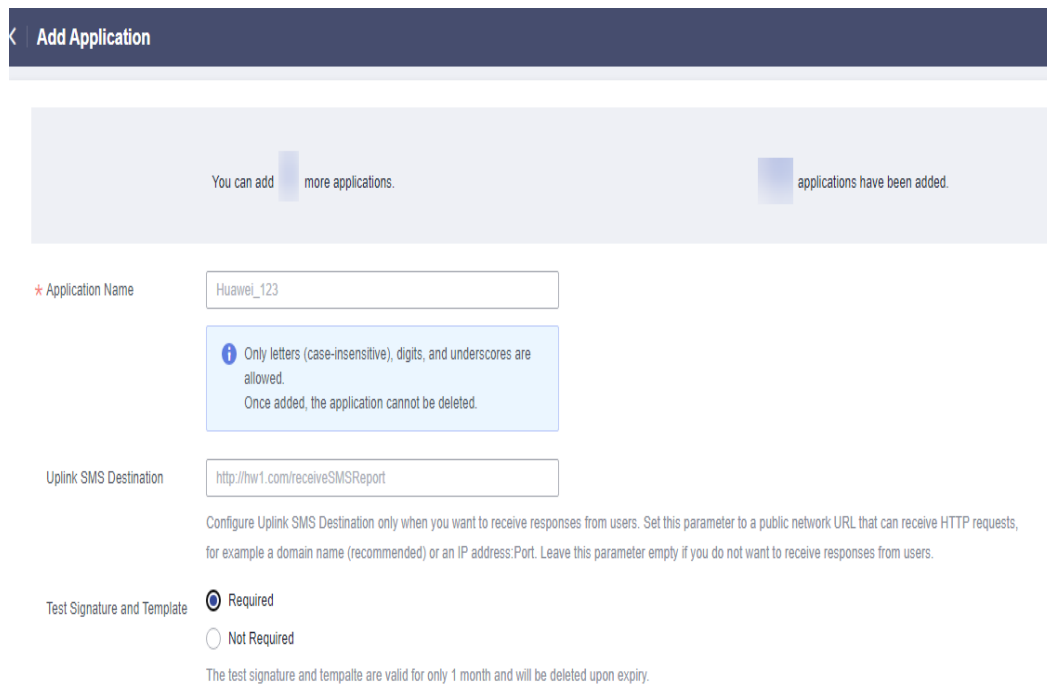# 12.10 How Long Is the Test Signature and Template Valid for? (Chinese Mainland SMS)

The test signature and template are valid for 1 month and will be deleted upon expiry. You are advised to apply for an SMS signature and an SMS template in a timely manner to prevent your services from being affected.

12.11 How Do I Query SMS Messages Replied by Subscribers (Uplink SMS Messages)? (Chinese Mainland SMS)

Currently, uplink SMS messages cannot be queried. To configure the address for receiving uplink SMSs, log in to the **Message & SMS console**, and choose **International SMS** > **Application Management** or **Chinese Mainland SMS** > **Application Management**. If you set an address for receiving uplink SMSs when creating or modifying an SMS application, the platform will notify you of a subscriber's reply.

12.12 How Do I Use a Test Signature and Template? (Chinese Mainland SMS)

When creating an SMS application, set **Test Signature and Template** to **Required**. The system automatically adds the test signature and template of the application to help you quickly test the SMS sending function.

12.13 How Can I Associate a Downlink SMS with an Uplink SMS? (Chinese Mainland SMS)

You can use the combination of the recipient number and **Channel No.** to associate a downlink SMS with an uplink SMS. The following table describes an example:

📖 **NOTE**

When a UE (recipient number) receives a downlink SMS and directly replies to the SMS, a downlink SMS can be associated with an uplink SMS. If you use a number other than the recipient number to reply to the SMS, that is, the recipient number of the downlink SMS is different from the sending number of the uplink SMS, the downlink and uplink SMSs cannot be associated.

If only one downlink SMS is sent from a number defined by **Channel No.** to a recipient number, the downlink and uplink SMSs can be associated. If multiple downlink SMSs are sent to a recipient number, a one-to-one association cannot be made.

Item	Downlink SMS Request	Response	SMS Replied	Uplink SMS Notification
Channel No.	**from**	from	Uplink SMS	**to**
Template ID	templateId	-		-
Downlink SMS recipient number (uplink SMS sending number)	**to**	originTo		**from**

Item	Downlink SMS Request	Response	SMS Replied	Uplink SMS Notification
Downlink SMS ID	-	smsMsgId		-
Content of the SMS Replied	-	-		body
Uplink SMS ID	-	-		smsMsgId

12.14 Is the Downlink SMS ID the Same as the Uplink SMS ID? (Chinese Mainland SMS)

No. Downlink SMS IDs and uplink SMS IDs are automatically generated by the SMS platform in different phases.

- Downlink SMS ID: When a customer uses an API or the Group SMS Assistant to send an SMS, the SMS platform processes the sending request and generates an smsMsgId for each recipient number in the request (duplicate numbers have been deleted).

- Uplink SMS ID: When a UE receives a downlink SMS and replies, the SMS platform automatically generates an smsMsgId for each reply. If the address for receiving uplink SMSs is configured when a customer adds an application, the SMS platform pushes the uplink SMS content to the customer.

12.15 How Long Can SMS Sending Records and Service Statistics Be Stored?

The data is stored on the cloud for a certain period of time. You can also export the data to local storage.

- **Sending records**: You can query historical data of the last 90 days with a time span of 7 days.

- **Service statistics**: You can query historical data of the last 180 days with a time span of 31 days.