# Simple Message Notification

# FAQ

| | |
|---|---|
| **Issue** | 01 |
| **Date** | 2024-12-05 |

# Security Declaration

## Vulnerability

Huawei's regulations on product vulnerability management are subject to the *Vul. Response Process.* For details about this process, visit the following web page:
https://www.huawei.com/en/psirt/vul-response-process
For vulnerability information, enterprise customers can visit the following web page:
https://securitybulletin.huawei.com/enterprise/en/security-advisory

# Contents

# 1 What Are the Advantages of SMN?

SMN has the following advantages:

- It does not require many development and maintenance resources, reducing your message notification costs.
- It is highly reliable and scalable.
- It can be quickly deployed and is easy to use.

# 2 What Protocols Does SMN Support?

SMN supports the following protocols:

- Email: Messages are sent to subscribers' email addresses by email.

- SMS: Messages are sent to subscribers' phone numbers by SMS message.

- HTTP or HTTPS: Messages are sent to subscription URLs by HTTP or HTTPS request. SMN only supports public network URLs and public IP addresses.

- FunctionGraph (function): Messages are used as payload to call functions.

- Voice notification: Messages are converted into voice messages and sent to the subscribed phone numbers. Only cloud services can send voice messages. Users cannot directly send voice messages.

  Voice subscriptions are available only in some regions of the Chinese mainland. **Voice notification** is not supported in Hong Kong, Macao, Taiwan, Xinjiang, and Tibet.

- DingTalk chatbot: Messages are sent to a DingTalk group through a DingTalk chatbot.

- WeCom chatbot: Messages are sent to a WeCom group through a WeCom chatbot.

- Lark chatbot: Messages are sent to a Lark group through a Lark chatbot.

  ☐ NOTE

  - Voice notification, DingTalk chatbot, WeCom chatbot, and Lark chatbot are in the open beta test (OBT). To use these protocols, submit a service ticket to apply for the OBT.

  - After the OBT is enabled, your token will be invalid. You need to log in to the console again to use the token. When calling an API, you need to obtain a new token.

  - The number of WeCom, DingTalk, and Lark messages that can be sent is limited, and the recipient system may be faulty. As a result, messages may fail to be sent.

    In this case, SMN does not ensure successful message delivery.

# 3 How Is SMN Billed?

You only pay for what you use with no minimum fee.

## Billing Items

You pay based on the number of message notifications and downstream Internet traffic. For details, see **Product Pricing Details**.

**Table 3-1** SMN billing items

| Billing Item | Description |
|---|---|
| Messages | • SMS: You are billed based on the number of SMS messages sent under each topic in each region every month. <br><br>• Email: You are billed based on the number of emails sent under each topic in each region every month. <br><br>• HTTP/HTTPS: You are billed based on the number of requests sent under each topic in each region every month. You are billed once for each 1 million requests every month. <br><br>• FunctionGraph: You are billed based on the number of function calls, but SMN messages to FunctionGraph are free. |
| Downstream Internet traffic | When your notifications incur Internet traffic, the first 1 GB is free for each month, and extra traffic will be billed per GB according to the Huawei Cloud standard traffic fee. |

## Cost Elements in Different Scenarios

SMN is billed based on downstream Internet traffic and notification messages.

The costs for sending different types of messages relate to different elements:

- SMS: SMS notifications
- Email: Email notifications+Downstream Internet traffic
- HTTP or HTTPS: HTTP or HTTPS notifications+Downstream Internet traffic

## Renewal

For details, see **Renewal Management**.

## Expiration and Overdue Payment

For details, see **Service Suspension and Resource Release** and **Payment and Repayment**.

# 4 What Are the Requirements for an SMN Topic Name?

- A topic name can up to 255 characters, including letters, digits, hyphens (-), and underscores (_).
- Each topic name in an account must be unique.
- The topic name is the unique identifier of the topic, and it cannot be modified once created. SMN assigns a unique URN to the topic, including the service name (SMN), region name, project ID, and topic name. When you call an API to create a topic, a topic URN will be returned. The topic URN will be used whenever a publisher or subscriber performs operations relating to the topic.

# 5 How Many Topics Can I Create?

By default, you can create 3,000 topics.

# 6 How Many Subscriptions Can Be Added to a Topic?

By default, 10,000 subscriptions can be added to a topic.

# 7 How Many Messages Can Be Published to a Topic?

There is no limit on the number of messages that can be published to a topic.

# **8** How Many Message Templates Can I Create?

By default, you can create 100 message templates.

# 9 What Are the Limitations on SMS Messages?

- The following table describes the rules for calculating the number of characters in an SMS message.

| SMS Type | Character Counting Rule | Remarks |
|---|---|---|
| International SMSs (sent to mobile numbers outside the Chinese mainland) | **SMSs in English:**<br>- GSM-7 characters are used for counting.<br>- 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.<br><br>**SMSs in other languages:**<br>- Each **Unicode character**, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character.<br>- 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. | - 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.<br>- 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 |
|---|---|---|
| Chinese Mainland SMSs (sent to Chinese mainland mobile numbers) | • Each **Unicode character**, such as a letter, digit, punctuation (full-width and half-width), and space, is counted as one character.<br>• Length of an SMS = The number of characters in an SMS template + The number of characters in the signature<br>• 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.<br>• For example, if an SMS template contains variable $\${NUM\_8}$ set to **123456**, that variable is counted as six characters. |

For details, see **SMS Length Calculation** in *Message & SMS User Guide*.

- Special characters such as square brackets ([]) are not allowed in SMS messages sent to mobile numbers in the Chinese mainland. For details, see **Template and Variable Specifications** in *Message & SMS User Guide*.

Simple Message Notification
FAQ

10 Can I Add Subscriptions Using Multiple Protocols
to a Topic?

# 10 Can I Add Subscriptions Using Multiple Protocols to a Topic?

Yes. A topic supports HTTP, HTTPS, email, and SMS subscriptions.

Simple Message Notification
FAQ

11 Can a Topic Creator Change Subscription
Protocols in a Topic?

# 11 Can a Topic Creator Change Subscription Protocols in a Topic?

No. A topic creator cannot change subscription protocols after subscriptions are added to the topic.

# 12 Can I Change a Subscription Endpoint for a Topic?

No. If necessary, you can delete the endpoint and add a new one.

# 13 Can I Delete a Published Message?

No. You cannot delete a message once it is published.

Simple Message Notification
FAQ

14 Does SMN Ensure That Messages Are Received
by Subscription Endpoints?

# 14 Does SMN Ensure That Messages Are Received by Subscription Endpoints?

SMN pushes messages to subscription endpoints asynchronously, which does not ensure the timeliness of message delivery. If your service requires quasi-real-time message delivery, exercise caution whether to use SMN.

If a subscription endpoint is accessible, it will receive all messages delivered by SMN.

If an endpoint is inaccessible, SMN saves the undelivered message in a message queue and tries to deliver it six more times. If the message still fails to be delivered, SMN discards it and does not send the information to the publisher that the message delivery failed.

The interval for re-sending an undelivered message varies depending on the length of the message queue.

☐ NOTE

The timeout period for SMN to send a message to an HTTP/HTTPS endpoint is 5s. If the response duration exceeds 5s, SMN considers that the connection times out and fails to send the message.

If a message fails to be sent to an endpoint for multiple times within a specified period, the endpoint will be added to a blacklist. SMN does not send messages to blacklisted subscription endpoints.

5 to 10 minutes after the subscription endpoint is added to the blacklist, the endpoint will be automatically removed. After the removal, SMN sends messages to the subscription endpoint again.

SMN retries only when the HTTP/HTTPS subscription endpoint returns 500 or other $5xx$ server errors.

Simple Message Notification
FAQ

15 Will a Subscriber Receive the Same Message
Multiple Times?

# 15 Will a Subscriber Receive the Same Message Multiple Times?

A subscriber will only receive a message once. SMN re-sends a message only when there is a network or device failure.

Simple Message Notification
FAQ

16 Why Do Subscribers Fail to Receive Messages
After I Publish Messages to a Topic?

# 16 Why Do Subscribers Fail to Receive Messages After I Publish Messages to a Topic?

If you have verified that the subscription endpoints are normal, the most possible reason is that the subscribers have not confirmed their subscriptions or the confirmation messages and messages published have been blocked.

Check whether the message is blocked and processed as a junk message.

If the problem persists, contact technical support.

**SMS Message**

- Confirmation messages

  Check whether the messages have been blocked.

- Notification messages

  Check whether the subscription has been confirmed or whether the message has been blocked.

**Email**

Check whether the message is categorized as a junk mail.

If not, add email addresses with the following suffixes to the whitelist.

- @info.huaweicloud.com
- @mail01.huawei.com
- @mail01.smn.huaweicloud.com
- @mail01.huaweicloud-smn.com
- @mail02.huaweicloud-smn.com

Due to reasons such as disaster recovery or traffic adjustment, the email address changes dynamically. Therefore, a specific email address cannot be provided.

Simple Message Notification
FAQ

17 What Can I Do When Pictures in an Email
Message Cannot Be Displayed?

# 17 What Can I Do When Pictures in an Email Message Cannot Be Displayed?

To protect your privacy, some mailboxes do not automatically download pictures from the Internet by default. If pictures in an email cannot be displayed, you need to enable automatic picture download.

The following uses Outlook 2019 as an example to describe how to enable automatic picture download. Procedures are as follows:

1. Open Outlook and click **File** in the upper left corner.
2. Click **Options**.
   The **Options** page is displayed.
3. Click **Trust Center** and **Settings**.
   The **Trust Center** page is displayed.

Simple Message Notification
FAQ

17 What Can I Do When Pictures in an Email
Message Cannot Be Displayed?
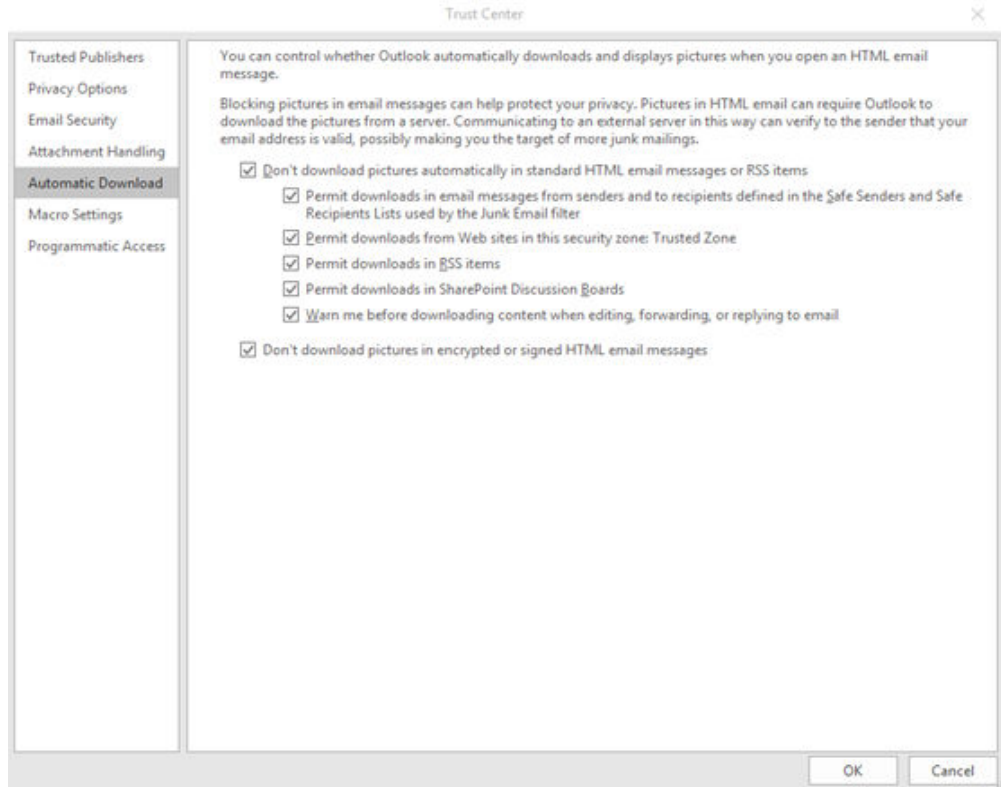
4. On the **Automatic Download** tab, deselect **Don't download pictures automatically in standard HTML email messages or RSS items** and click **OK**.

Simple Message Notification
FAQ

17 What Can I Do When Pictures in an Email
Message Cannot Be Displayed?
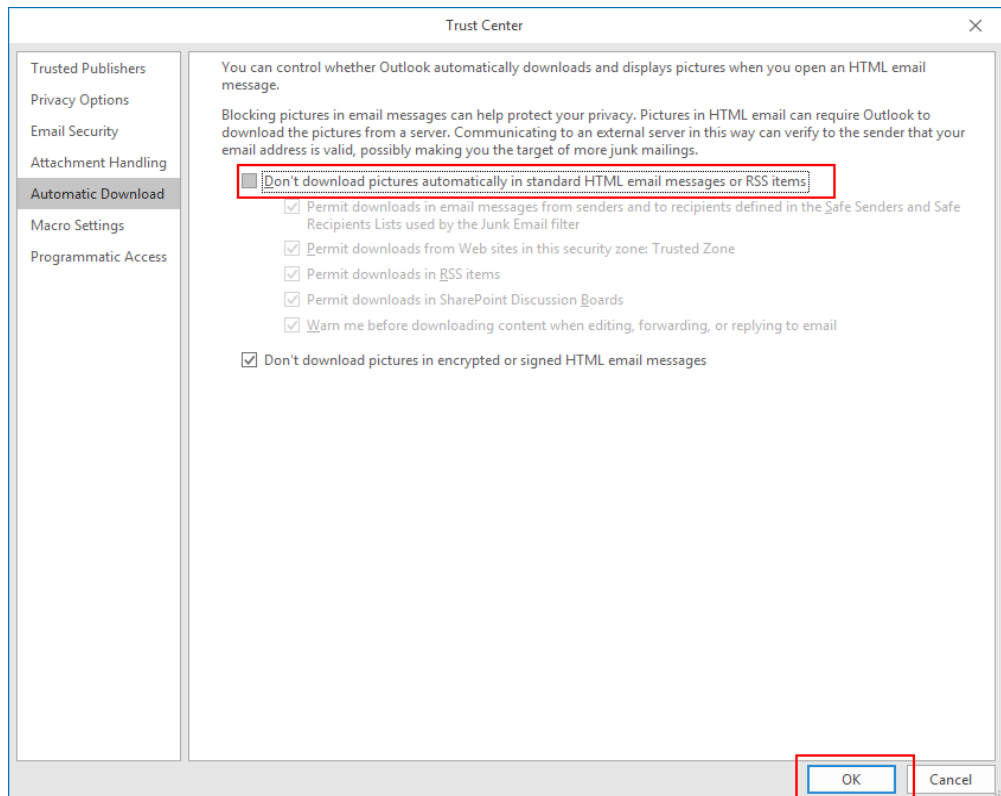
📖 **NOTE**

For other types of mailboxes, search for **How Do I Enable Automatic Picture Download** through your browser.

Simple Message Notification
FAQ

18 Does SMN Always Use the Same Phone Number
or Sender Name to Send SMS Messages?

# 18 Does SMN Always Use the Same Phone Number or Sender Name to Send SMS Messages?

Yes. The phone number or sender name SMN uses to send SMS messages does not usually change. It changes only when the carrier changes the communication channel.

# 19 How Do I Obtain My Account ID?

1. Log in to the management console.
2. Point to the username on the upper right and click **My Credentials**.
3. Obtain the user's account ID.

Simple Message Notification
FAQ

20 How Does a DingTalk, Internal DingTalk, Lark, or
WeCom Chatbot Obtain Subscription Endpoints?

# 20 How Does a DingTalk, Internal DingTalk, Lark, or WeCom Chatbot Obtain Subscription Endpoints?

When adding a subscription over a DingTalk, internal DingTalk, Lark, or WeCom chatbot, perform the following steps to obtain the subscription endpoint:

- DingTalk chatbot

  Open DingTalk, go to a DingTalk group and click the Group Settings icon in the upper right corner. When you add a robot, select **Custom**. After the robot is created, obtain its webhook URL. (DingTalk no longer allows new users to create custom chatbots. For details, see the DingTalk development document. SMN allows you to add subscriptions to existing custom chatbots.)

- Internal DingTalk chatbot:

  On the DingTalk group **Settings** page, select **Bot** and click **Add Robot**. On the **Robot Management** page, select the robot you created. After adding the robot, go to the robot page again to obtain the webhook address of the internal DingTalk robot.

  □ **NOTE**

  DingTalk APIs have restrictions on as traffic and the number of API calls, so SMN cannot ensure that all messages can be sent to DingTalk. For details, see the DingTalk development document.

- Lark chatbot

  Open Lark on PC. Locate a group chat. In the group settings, choose **BOTS**, click **Add Bot**, and select **Custom Bot**. After the bot is added, obtain its webhook URL. SMN allows you to add the Lark domain names (**open.larksuite.com** and **open.feishu.cn**) as subscription endpoints.

- WeCom chatbot

  Locate a WeCom group chat and click the group settings icon in the upper right corner. Add a group robot. After the robot is added, obtain its webhook URL.

Simple Message Notification
FAQ

20 How Does a DingTalk, Internal DingTalk, Lark, or
WeCom Chatbot Obtain Subscription Endpoints?

**Data Privacy Statement**

- The SMN service encrypts and saves the subscription endpoint information of the DingTalk, internal DingTalk, Lark, and WeCom chatbots entered by users in the database so that SMN can send messages to DingTalk, Lark, and WeCom groups, as well as to the internal DingTalk chatbot.
- SMN does not use the subscription endpoint information for other purposes except sending group messages.
- After a user deletes a subscription endpoint, SMN permanently deletes the subscription endpoint information from the database.