

# Alibaba Cloud

## Short message Service FAQs









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# Document conventions

Style	Description	Example
 <b>Danger</b>	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 <b>Danger:</b> Resetting will result in the loss of user configuration data.
 <b>Warning</b>	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 <b>Warning:</b> Restarting will cause business interruption. About 10 minutes are required to restart an instance.
 <b>Notice</b>	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 <b>Notice:</b> If the weight is set to 0, the server no longer receives new requests.
 <b>Note</b>	A note indicates supplemental instructions, best practices, tips, and other content.	 <b>Note:</b> You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click <b>Settings&gt; Network&gt; Set network type</b> .
<b>Bold</b>	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click <b>OK</b> .
<code>Courier font</code>	Courier font is used for commands	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
<i>Italic</i>	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid</code> <i>Instance_ID</i>
[ ] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>
{ } or {a b}	This format is used for a required value, where only one item can be selected.	<code>switch {active stand}</code>

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# 1.FAQ

This topic provides answers to some frequently asked questions (FAQ) about message delivery to regions outside mainland China.

## What can I do if I do not receive the messages that have been sent to me?

To troubleshoot the issue, you can perform the following operations:

- If your cell phone is powered on for a long time, you can restart your cell phone.
- If your inbox is full, you can delete unnecessary messages.
- If your cell phone has dual SIM card slots, you can swap the SIM cards.
- If the messages are sent to the spam folder, you can configure Short Message Service (SMS) as a trusted program in the security app that is installed on your cell phone.

If the issue persists, you can insert your SIM card into another cell phone and check whether the messages are sent to the cell phone.

## What message types are supported if I send messages to Vietnam?

If you register a sender ID, one-time password (OTP) messages, notification messages, and promotional messages are supported. If you do not register a sender ID, only OTP messages are supported. They are delivered to recipients over voice calls.

## What are the limits on message delivery to the US, France, India, and mainland China?

If you need to send messages to the US, France, India, or mainland China, take note of the following limits:

- You cannot use SMS to send promotional messages to the US.
- You cannot use SMS to send promotional messages to France.
- You cannot call the SendMessageToGlobe API operation to send messages to mainland China. If you need to send messages to mainland China by using an International SMS plan, you must call the SendMessageToGlobe and SendMessageWithTemplate operations.
- For more information about the limits on message delivery to India, see [A2P SMS Messaging Regulations for India](#).

## How many characters can be contained in a message?

A message can contain up to 1,500 characters.

## What are the rules of setting a daily messaging frequency?

When you set a daily messaging frequency, the following rules apply:

- To ensure user experience, the number of messages that can be sent to a mobile phone number within one day cannot exceed a specified threshold. The default threshold is 20 messages per day.
- You can customize a threshold but it cannot exceed 20 messages per day.

- Timing starts when the specified threshold takes effect. For example, if you send a text message at 11:00 on August 23, 2017, SMS checks whether the number of messages that are sent from 11:00 on August 23 to 11:00 on August 24 has reached the threshold. If the number has reached the threshold, you cannot send messages anymore.

## Why does ".0" appear after the verification code in an OTP message?

This is because the data type of a JSON object is not a string.

## Can I send a text message to multiple mobile phone numbers at a time?

No, you can select only one mobile phone number to which you send a text message at a time.

## What is SMS message flooding? How can I prevent it?

SMS message flooding refers to sending a large number of text messages to a group of mobile phone numbers in a short period of time by using malicious programs. SMS message flooding may cause harassment to cell phone users who receive the text messages. SMS message flooding may also harm your brand and business. We recommend that you use the following methods to prevent SMS message flooding:

- Enable CAPTCHAs to prevent malicious programs from using your page to send messages. Before you receive a verification code, enter the CAPTCHA that appears.
- Set the validity period for receiving a verification code. In most cases, each verification code is valid for 60 seconds.
- Set the validity period for entering a verification code. In most cases, each verification code is valid for 30 seconds. If you do not enter the verification code within 30 seconds, the verification code expires and you must request another verification code.

## What are the possible causes for message delivery failures?

Message delivery failures may occur due to the following causes:

- Portability Failure: In most cases, messages can be received by a mobile phone number even if the carrier is changed. However, if the new carrier does not update network routing information in time, or if the mobile phone number is transferred to a new network only within 24 hours, messages may fail to be received.
- Handset Cannot Receive SMS: A cell phone cannot receive messages as expected in the following scenarios: 1. The memory of the cell phone is full. 2. The cell phone is in the flight mode. 3. The cell phone is out of service.
- Sending the Wrong Content: The message content is invalid. For example, a cell phone may fail to receive the messages that are written in unsupported languages.
- Roaming: Message delivery failures may occur during global roaming. Whether a cell phone can receive messages depends on the roaming interconnection agreement among global carriers.
- Carrier Spam Filters: Messages are filtered by carriers because the messages include forbidden information.

## How do I check whether a mobile phone number is valid?

To check whether a mobile phone number is valid, perform the following operations:


- You can check the mobile phone number based on the international dialing rules. However, whether the mobile phone number exists, whether it is disabled, and whether its mobile network carrier is being changed cannot be determined.

If the specified mobile phone number meets the rules, messages are sent. In this case, carriers charge you even if the mobile phone number does not exist and messages fail to be received.

Alibaba Cloud SMS can retrieve detailed information by updating the carrier route databases. In most cases, you are charged for this service.

## 2. Troubleshoot the issue of "Service Unavailable"

This topic describes how to troubleshoot the issue of "Service Unavailable" when you use Short Message Service (SMS).

 **Note** If you use a third-party MTR tool, such as WinMTR, make sure that you have read the product documentation provided by this third party. Alibaba Cloud is not liable for the documentation and user interface (UI) of third-party products.

### Check network connectivity

Select one or more application servers or containers, or select machines in the same network environment and run the following commands on the machines.

1. Obtain the public IP address for egress traffic.

```
curl ifconfig.me
```

2. Check network connectivity.

- **(Recommended)** Run the `mtr` command for 30 seconds to check network connectivity. You may need the `sudo` permissions.

```
mtr --no-dns {Region-specific domain name of POP product} or mtr --no-dns {SMPP IP address}
```

- Run the `ping` command for 30 seconds to check network connectivity.

```
ping {Region-specific domain name of POP product} or ping {SMPP IP address}
```

3. (Optional) If you run the `mtr` command, you must install the MTR tool.

- Install the MTR tool by running the package management command. You may need the `sudo` permissions.

- For CentOS, run the `yum install mtr` command.

- For Ubuntu, run the `apt install mtr-tiny` command.

- For Arch Linux, run the `pacman -S mtr` command.

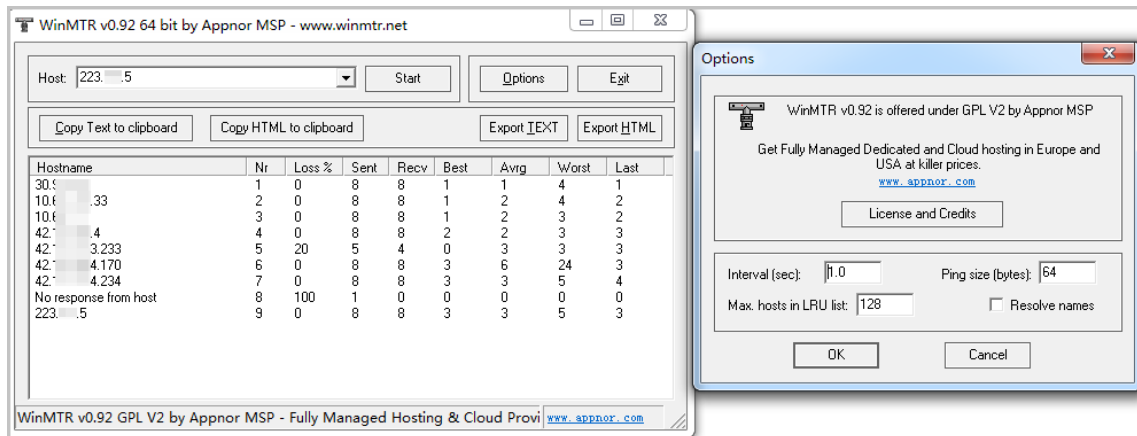
- For Mac OS X, run the `brew install mtr` command. You must install Homebrew.

- Install the MTR tool by compiling the source code.

For more information, see [MTR tool README](#).

- For Windows, download WinMTR, decompress the package, and run the program.





## Submit the execution results

After you check network connectivity, enter the execution results in the feedback form and send the form to the Alibaba Cloud customer manager.

Time when network diagnostics are performed + Time zone		Example: 2021-01-28 09:13 UTC+8
Command	Purpose	Execution result
curl ifconfig.me	Obtain the public IP address for egress traffic	Example: 192.0.2.0
ping {Destination domain name} or ping {Destination IP address}  Example: ping dysmsapi.ap-southeast-1.aliyuncs.com	Check network connectivity	Example:  64 bytes from 192.0.2.125: icmp_seq=0 ttl=33 time=67.357 ms  64 bytes from 192.0.2.125: icmp_seq=1 ttl=33 time=65.746 ms  64 bytes from 192.0.2.125: icmp_seq=2 ttl=33 time=66.366 ms  64 bytes from 192.0.2.125: icmp_seq=3 ttl=33 time=65.833 ms  64 bytes from 192.0.2.125: icmp_seq=4 ttl=33 time=65.817 ms  64 bytes from 192.0.2.125: icmp_seq=5 ttl=33 time=66.308 ms  64 bytes from 192.0.2.125: icmp_seq=6 ttl=33 time=65.916 ms  ... ..

Time when network diagnostics are performed + Time zone		Example: 2021-01-28 09:13 UTC+8
Command	Purpose	Execution result
mtr --no-dns {Destination IP address or domain name}  Example: <b>mtr --no-dns dysmsapi.ap-southeast-1.aliyuncs.com</b>	Check the response time of each node and the packet loss rate	Example:  HOST Loss% Snt Last Avg Best Wrst StDev  xxx.xxx.xxx.xxx xx xx xx xx xx xx  xxx.xxx.xxx.xxx xx xx xx xx xx xx  ... ..

#### Description

HOST	Loss%	Snt	Last	Avg	Best	Wrst	StDev
The IP address and domain name of the node	The packet loss rate of the node	The number of packets sent per second	The last round-trip delay (RTD)	The average RTD	The minimum RTD	The maximum RTD	The standard deviation

For more information about how to use the MTR tool and analyze the execution results, see [How to use the Linux mtr command](#) or [mtr\(8\) - Linux man page](#).