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SMS API errors and message statuses: what each one means and what to do

WhatsApp & APIs

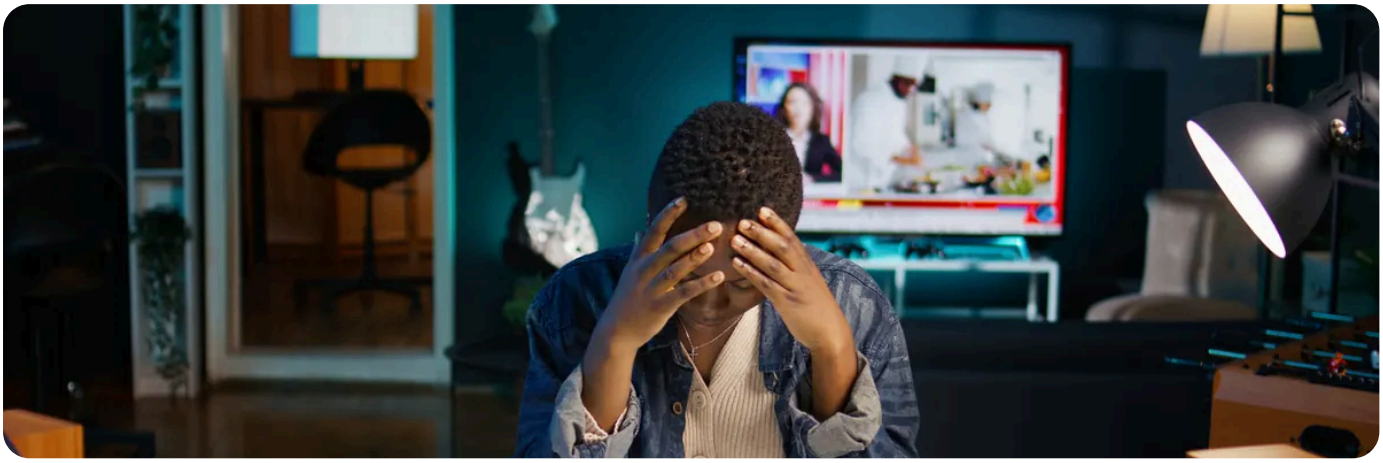
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https://www.my.mozout.com/knowledgebase/7188

SMS API errors and message statuses: what each one means and what to do

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The short answer: the HTTP code tells you the kind of problem. On a **422**, `details.reason` says what failed and `details.field` which field. An accepted message (**201**) can still fail later: its status becomes `failed`, with `error: delivery_failed`, and the credits go back to your balance.

HTTP codes

Code	What it means	What to do
201	The message was accepted	Keep the `id` and follow the status
401	The key is missing or not valid	Check the `Authorization: Bearer ...` header, that the key is complete and that it is still within the expiry you gave it
403 `insufficient_scope`	The key lacks the permission	Use a key with `sms:write` to send, or `sms:read` to look things up
404	What you asked for does not exist	Check the address and the `id`
409	The same `Idempotency-Key` arrived with a different body	Use a new key for each new request
422 `validation_failed`	The request failed validation	Read `details.reason` and `details.field` (next table)
429	Too many requests: the limit is 300 per minute per account	Wait a moment and retry; watch `X-RateLimit-Remaining`

Code	What it means	What to do
503 `disabled`	The service is unavailable	Try again later

SMS reasons on a 422

`details.reason`	What happened	What to do
`invalid_number`	The number is not valid	Check the digits: there should be 9, starting with 8 (Mozambique) or 9 (Angola), such as 841234567; or write the number with the country code
`text_required`	The text is empty	Send a filled-in `text` field
`text_too_long`	The text is over 1,600 characters	Shorten the message
`word_not_allowed`	The message contains a word that is not allowed	Rewrite it without that word
`sender_not_approved`	The sender is not approved on your account	Use an approved sender (see `GET /v1/sms/senders`) or drop `sender` to send from NETMSG
`number_opted_out`	The number is on your account's do-not-send list	Do not send to it; the list is at `GET /v1/sms/opt-outs`
`country_not_available`	The number is in a country we do not send to	Send only to mobiles in Mozambique and Angola
`daily_limit_reached`	The account's daily sending limit was reached	Check `daily_limit` and `sent_today` in `GET /v1/sms/balance` and spread your sends
`insufficient_credits`	There are not enough credits	Buy credits on the SMS page in My MozOut

You may also get `sms_reseller_required`: the SMS account is not active. Activate the service on the SMS page in My MozOut and send the request again.

Message statuses

Status	In the history	What it means
`queued`	In queue	Waiting to go out
`sending`	Sending	Going out now
`sent`	Sent	Handed over to the mobile network
`failed`	Failed	Did not go out; the credits were returned
`cancelled`	Cancelled	The send was cancelled
`simulated`	Simulated	Sandbox only: validated, not sent or charged

`sent` does not mean “read” or “confirmed on the phone”.
It means the message was handed over to the mobile network. And a message in `failed` has already been tried twice more, 10 minutes apart: check the number before you send it again.

Retrying without sending twice

If a request gets no answer (a network error, a timeout), you cannot tell whether the SMS was accepted. Repeat it with the **same** `Idempotency-Key` and the same body: if the first one got through, you receive the same response and no second SMS goes out. On a 429, wait before retrying. On a 422, retrying will not help: first fix what `details.reason` points to.

Need help with a specific request?
Open a support ticket in My MozOut and quote the response’s `X-Correlation-ID`: that is how we find it quickly. To start from the beginning, see **sending SMS through the API**.

RECOMMENDED

Want to review the SMS API operations and limits? It is all on the API page.

See the API page →

SEE ALSO

Sending SMS through the API: key, permissions, Sandbox and your first request →

- Verification codes by SMS through our API: a practical guide for your site or app
- SMS history and scheduling: statuses, filters and what happens when a message fails
- How many credits an SMS uses: 160, 153, 70 and 67 characters explained
- What a Sender ID is: SMS that arrive with your company name instead of a number
- Synchronous or asynchronous: why a payment or SMS confirmation arrives later

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