

SMS-Magic -Error Codes

This document talks about mapping of Provider errors with SMS-Magic errors for a better understanding of the issues.

Error Source	Error Code	Error Cause	Troubleshooting
Provider 1	Unknown	Unknown	SMS-Magic Error Code 1: Unknown Possible Causes: Unknown Remedies: 1. Contact SMS-Magic for assistance. 2. Visit the SMS-Magic Support page for more troubleshooting tips and options for further assistance.
Provider 2		There are multiple underlying causes for this type of error. These include: 1. Issues with TPI and the provider. 2. Provider systems being unavailable due to high load or maintenance. 3. SMS Magic platforms being unavailable due to high load or maintenance.	SMS-Magic Error Code 2: System Error Possible Causes: 1. Issues with TPI and the provider. 2. Provider systems being unavailable due to high load or maintenance. 3. SMS-Magic platforms being unavailable due to high load or maintenance. Remedies: Contact-SMS Magic to identify the exact cause and find a suitable resolution. Options for Further Assistance: If you have further questions or need assistance with your issue, please contact SMS-Magic for assistance.
Provider 3		The message was identified as spam and consequently blocked.	SMS-Magic Error Code 3: Spam Block Possible causes: - Message was identified as spam by volumetric filtering, content blocking, or SHAFT violations - Destination number may have blacklisted itself from receiving your messages - Messaging an emergency number, which is forbidden Remedies: - Check the content of the message and ensure it is not flagged as spam - Reach out to the destination carrier to be whitelisted so they can receive messages - Avoid messaging emergency numbers Options for further assistance: - Contact SMS-Magic customer support team at <customer_support_email_address> for further assistance.
Provider 4		The message has not been sent or queued due to the Sender ID exceeding the rate limit.	SMS-Magic Error Code 4: Rate Limit Possible Causes: The sender ID has exceeded the rate limit. Remedies: 1. Contact SMS-Magic for assistance to set up rate limiting for your sender ID. Options for Further Assistance: If you have any further questions, please contact SMS-Magic for assistance.
Provider 5		The destination phone number is not reachable, possibly because it is switched off or out of the coverage area.	SMS-Magic Error code 5: Phone Not Reachable Possible Causes: -The destination phone number is switched off -The destination phone number is out of coverage area Remedies: -Wait a moment and try again -Check if the phone number is out of service Options for further assistance: -Contact SMS Magic customer support
Provider 6		The recipient number does not have an MMS service enabled, so URLs and images in the message are not being recognized as MMS.	Troubleshooting Guide for MMS Not Enabled Error Code: 6 Possible Cause: The recipient number does not have an MMS service enabled, so URLs and images in the message are not being recognized as MMS. Remedies: • To avoid sending URLs or images to the recipient phone number, ensure that the text box is clear before sending the message. Options for Further Assistance: If the issue persists, please contact our SMS Magic support team at support@smsmagic.com for further assistance.
Provider 7		It is likely that the number has not been enabled for the required messaging services or is not active.	SMS-Magic Error Code 7: SenderID Configuration Issue Possible Cause: The number has not been enabled for the required messaging services or is not active. Remedy: Contact SMS-Magic for further assistance. Options for Further Assistance: - Contact SMS-Magic directly and explain the issue. - Visit the SMS-Magic website for additional help and guidance on configuring your SenderID.
Provider 8		The message was rejected due to the presence of a shortened URL.	SMS-Magic Error code 8: Rejected Shortened URL Possible causes: - The message was rejected due to the presence of a shortened URL. Remedies: - Obtain a dedicated domain for your messaging campaign. Options for further assistance - Contact your account manager if you require more help with setting up a dedicated domain.

Provider 9	<p>The root cause of the issue may be due to the SenderID used for sending out the message being either incorrect, invalid, not verified, expired, inactive or blocked.</p> <p>This issue is likely caused by the recipient's phone number being out of service, a landline number, or a voice-only number; therefore, it is not a valid number to receive text messages.</p>	<p>SMS-Magic Error Code 9: Invalid SenderID</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Incorrect SenderID - Invalid SenderID - Unverified SenderID - Expired SenderID - Inactive SenderID - Blocked SenderID <p>Remedies:</p> <ul style="list-style-type: none"> - Set up the correct SenderID in the configuration. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact SMS-Magic for further assistance.
Provider 10	<p>This issue is likely caused by the fact that the Sender ID used for this message is not authorized to send Long Distance or International messages.</p>	<p>SMS-Magic Error Code 10: Invalid Recipient</p> <p>Possible Causes</p> <ul style="list-style-type: none"> - Recipient's phone number out of service - Recipient's phone number is a landline or a voice-only number <p>Remedies:</p> <ul style="list-style-type: none"> - Avoid sending messages to this phone number <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact your SMS-Magic customer service team for further assistance - Check out the FAQs on our website for more information on resolving this issue
Provider 11	<p>The root cause of the issue is that the template used for the message was defined incorrectly, which caused the autopopulation to fail.</p>	<p>SMS-Magic Error Code 11: Region Not Enabled</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> -The Sender ID used for this message is not authorized to send Long Distance or International messages. <p>Remedies:</p> <ul style="list-style-type: none"> -Use another valid Sender ID for Long Distance or International messages. -If you do not have a Sender ID for this purpose, contact SMS-Magic for assistance. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact SMS-Magic at [provide contact information].
Provider 12	<p>The message exceeded the character limit. The maximum limit for messages is 700 characters, unless a reduced limit has been set for your account. When a message includes even a single Unicode character (e.g., accented characters or emojis), the character limit is reduced to 350.</p>	<p>SMS-Magic Error Code 12: Empty Message</p> <p>Possible Causes: The template used for the message was defined incorrectly, causing autopopulation to fail.</p> <p>Remedies:</p> <ol style="list-style-type: none"> 1. Make sure the message contains text. 2. Review the template used for sending the messages, as it may be the source of the issue. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> If you have further questions or need assistance, please contact our customer support team.
Platform 13	<p>The message contains invalid characters that are not supported by the carrier, or not all message segments were received at the carrier, or the segmentation cannot be reassembled.</p>	<p>SMS-Magic Error Code 13: Character Limit Exceeded</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> -The message exceeded the character limit. The maximum limit for SMS-Magic messages is 700 characters, unless a reduced limit has been set for your account. -When a message includes even a single Unicode character (e.g., accented characters or emojis), the character limit is reduced to 350. <p>Remedies:</p> <ul style="list-style-type: none"> -To reduce the size of your message to fit within the limit, contact SMS Magic to check if a reduced limit has been set for your account. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact SMS-Magic support at support@smsmagic.com for any additional questions or assistance.
Provider 14	<p>The media content type in your message is not supported, or the carrier wasn't able to access the media file.</p>	<p>Error Code 14 – Invalid Message Encoding</p> <p>Possible Cause:</p> <ul style="list-style-type: none"> -The message contains invalid characters that are not supported by the carrier -Not all message segments were received at the carrier -The segmentation cannot be reassembled <p>Remedy:</p> <ul style="list-style-type: none"> -Verify the message content <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact SMS-Magic for help
Provider 15	<p>The size of the multimedia message (MMS) media/attachments exceeded the maximum file size supported.</p>	<p>SMS-Magic Error Code 15: Invalid Media File</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Invalid media content type in the message - Carrier is not able to access the media file <p>Remedies:</p> <ul style="list-style-type: none"> - Check the media URL and try to access it directly <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact SMS-Magic for assistance.
Provider 16	<p>The size of the multimedia message (MMS) media/attachments exceeded the maximum file size supported.</p>	<p>SMS-Magic Error Code 16: Media Limit Exceeded</p> <p>Possible Cause: The multimedia message (MMS) media/attachments exceeded the maximum file size supported by SMS-Magic.</p> <p>Remedies: To find out the specific applicable limits for your number, get in touch with SMS-Magic.</p> <p>Options for Further Assistance: Contact SMS-Magic's Customer Support team for assistance with resolving this issue.</p>

Provider 17	The message failed to send because the size of the content associated with it exceeded the carrier limit.	<p>SMS-Magic Error Code 17 : Character Limit Exceeded</p> <p>Problem: The message failed to send because the size of the content associated with it exceeded the carrier limit.</p> <p>Possible Cause: Your message may have exceeded the character limit set by the carrier.</p> <p>Remedies: Try reducing the size of your message to fit within the carrier's limit.</p> <p>Options for Further Assistance: If you require further assistance, please contact SMS Magic.</p>
Provider 18	The username and password entered for the provider account are invalid.	<p>SMS-Magic Error Code 18: Authorization Failed</p> <p>Possible Causes: •The username and password entered for the provider account are invalid.</p> <p>Remedies: •If you have purchased the SenderId directly from the provider, contact them for configuration. •If you have purchased the SenderId from SMS-Magic, please contact us at a@sms-magic.com for assistance.</p> <p>Options for Further Assistance: •Contact the provider for configuration assistance if you have purchased the SenderId directly from them. •Contact SMS-Magic at a@sms-magic.com for further assistance.</p>
Provider 19	The user account has been blocked by the provider, which may be attributed to the following reasons: 1. An excessive amount of messages sent in a short period of time 2. The account credits having expired or being unavailable 3. Invalid user authentication for the account.	<p>Error code 19: Account Blocked</p> <p>Possible Causes: – An excessive amount of messages sent in a short period – The account credits are expired or unavailable – Invalid user authentication for the account</p> <p>Remedies: 1. Check if the 'Rate Limiter' is set up. If not, request SMS Magic to set it up. 2. If you have your account with the provider, check the account's billing status. 3. If you have your account with the provider, check if the password for the integration user has been changed recently, or if the authentication key has been reset. If so, the password/key needs to be updated.</p> <p>Options for Further Assistance: If the issue persists, contact the SMS Magic support team at [support email address] or call [support phone number] for further assistance.</p>
Provider 20	The user has specifically requested to not receive messages from a specific service and has opted out (STOP).	<p>SMS Magic Error Code 20: User Opted Out</p> <p>Cause: The user has specifically requested to not receive messages from a specific service and has opted out (STOP).</p> <p>Remedy: • Reach out to the recipient on an alternate channel and request an opt-in. • Remove the user from your contact list.</p> <p>Options for Further Assistance: • Contact your SMS-Magic customer success manager for further assistance. • Visit the SMS-Magic support page for more information.</p>
Provider 21	We have identified an issue regarding the Channel configuration in your account.	<p>Error code: 21</p> <p>Error name: Channel Error</p> <p>Possible causes: – Issues with the Channel configuration in your account.</p> <p>Remedies: – Contact SMS-Magic to correct your account's channel configuration.</p> <p>Options for further assistance: – Contact SMS-Magic Support for more assistance. – Visit the SMS-Magic website for more information. – Look through the SMS-Magic Knowledge Base for more information.</p>
Platform 22	We have identified an issue with the TPI configuration in your account.	<p>SMS-Magic Error Code: 22 TPI Error</p> <p>Possible Cause: Issue with TPI configuration in your account.</p> <p>Remedy: To enable TPI functionality on your account, contact SMS Magic.</p> <p>Options for Further Assistance: – You can contact SMS Magic for assistance or for more information about TPI functionality. – You can also refer to our online troubleshooting guide for more help.</p>
Provider 23	The message sent does not correspond to any of the registered templates.	<p>SMS Magic Error Code 23: Template Mismatch</p> <p>Possible Causes: -The message sent does not correspond to any of the registered templates.</p> <p>Remedies: -Check if the message is generated using a registered template.</p> <p>Options for further assistance: -If you need to register a new template for messages, please get in touch with SMS Magic.</p>
Provider 24	The message was sent outside of Business or Working hours, which is against the regulations and caused it to be blocked.	<p>SMS Magic Error Code: 24</p> <p>Possible Cause: The message was sent outside of Business or Working hours, which is against regulations and caused it to be blocked.</p> <p>Remedy: Request SMS Magic to set up Business Hours on your account.</p> <p>Options for Further Assistance: – Contact SMS-Magic customer care for any help with setting up business hours. – Check FAQs on the website for more information on setting up business hours. – Consult with a SMS Magic representative for any further queries.</p>
Platform 25	Your account does not have sufficient SMS credits to send this message.	<p>SMS Magic Error Code 25: Insufficient Credit</p> <p>Possible Causes: • Your account does not have sufficient SMS credits to send this message.</p> <p>Remedies: • Purchase credits by visiting the following link: https://buy.sms-magic.com/. • Get in touch with your Customer Success Manager (CSM) to enable auto-recharge for your account.</p> <p>Options for Further Assistance: • Contact the SMS Magic Support Team by submitting a ticket at support.sms-magic.com. • Reach out to your Customer Success Manager (CSM) directly.</p>

Provider 26	The same message has been sent to the recipient within the last hour, which may be the cause of the issue.	<p>SMS Magic Error Code 26: Duplicate Message</p> <p>Possible Cause: The same message has been sent to the recipient within the last hour.</p> <p>Remedies:</p> <ol style="list-style-type: none"> 1. Check your recipient list for any duplicate numbers and remove them. 2. If you are using flow builder to automate processes, check for any errors in the workflow. <p>Options for Further Assistance:</p> <p>If you need further assistance, please contact our customer service team for help.</p>
Platform 27	The issue may be due to either the expiration of the account's subscription	<p>SMS Magic Error Code 27: Account Expired</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> -Expiration of the account's subscription <p>Remedies:</p> <ul style="list-style-type: none"> -Contact your Customer Success Manager (CSM) to complete the renewal. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact your Customer Success Manager (CSM) for further assistance.
Provider 28	This issue may be caused by one of the following: 1. Insufficient Prepaid Balance 2. Memory Capacity Exceeded 3. Text Not Enabled 4. MMS not enabled 5. Being blocked from receiving messages 6. Network issues.	<p>SMS Magic Error Code 28: Recipient Handset Problem</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Insufficient Prepaid Balance - Memory Capacity Exceeded - Text Not Enabled - MMS not enabled - Being blocked from receiving messages - Network issues. <p>Remedies:</p> <ul style="list-style-type: none"> - Contact the recipient on an alternative communication channel and explain the cause. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact your service provider for further assistance if the issue persists.
CRM 29	Your OAuth authorization has been revoked.	<p>SMS Magic Error Code 29: OAuth Revoked</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Your OAuth authorization has been revoked <p>Remedies:</p> <ul style="list-style-type: none"> - To reset OAuth, go to the Converse settings and select the appropriate option <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - For more information on OAuth, please refer to the following link: https://www.sms-magic.com/docs/salesforce/faq/25-what-is-oauth-is-it-necessary-to-enable-the-oauth/.
CRM 30	The synchronization of messages with our Customer Relationship Management (CRM) system is not enabled.	<p>SMS Magic Error Code 30: Sync Not Enabled</p> <p>Possible Cause: The synchronization of messages with our Customer Relationship Management (CRM) system is not enabled.</p> <p>Remedies:</p> <ol style="list-style-type: none"> 1. Contact SMS Magic to set up CRM sync for messages. 2. If the problem persists, contact SMS Magic technical support. <p>Options for Further Assistance:</p> <ol style="list-style-type: none"> 1. Visit the SMS Magic Help Center for any queries. 2. Contact SMS Magic technical support for assistance.
CRM 31		
CRM 32	The authentication used for CRM synchronization is invalid, suggesting that either the CRM user ID or password is incorrect.	<p>SMS Magic Error Code 32: Auth Error</p> <p>Possible Cause: The authentication used for CRM synchronization is invalid, suggesting that either the CRM user ID or password is incorrect.</p> <p>Remedy: To set up CRM authentication, contact SMS Magic for assistance.</p> <p>Options for Further Assistance: Contact SMS Magic for assistance to set up CRM authentication.</p>
CRM 33		
Provider 34	You have exceeded the rate limit for your 10DLC campaign.	<p>SMS Magic Error Code 34: 10DLC Throughput Limit Exceeded</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> You have exceeded the rate limit for your 10DLC campaign. <p>Remedies:</p> <ul style="list-style-type: none"> - Check your campaign throughput limit to ensure that you are not exceeding the permitted volumes. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact your account manager or our customer support team for help in resolving this issue.
Provider 35	Your message was rejected by the downstream carriers due to exceeding the rate limits set for your campaign.	<p>SMS Magic Error Code 35: 10DLC Rate Limits Exceeded</p> <p>POSSIBLE CAUSES:</p> <ul style="list-style-type: none"> - Your message was rejected by the downstream carriers due to exceeding the rate limits set for your campaign. <p>REMEDIES:</p> <ul style="list-style-type: none"> - To prevent overloading a single phone number with messages, avoid sending too many messages in a short time frame. <p>OPTIONS FOR FURTHER ASSISTANCE:</p> <ul style="list-style-type: none"> - If you need further assistance, please contact our customer service team for help.
Provider 36	You have exceeded the daily maximum message limit for this particular carrier for your Brand.	<p>SMS Magic Error Code 36: 10DLC Daily Message Cap Reached</p> <p>Possible Cause: You have exceeded the daily maximum message limit for this particular carrier for your Brand.</p> <p>Remedy: To resume message sending, you must wait until the following calendar day. The day resets at 00:00 Pacific Time (US), which is subject to Daylight Savings Time and Standard Time switches.</p> <p>Options for further assistance: If you need further assistance, please contact our support team at [INSERT SUPPORT TEAM CONTACT INFO HERE].</p>
Provider 37	The message was rejected by the carrier's anti-spam filter.	<p>SMS Magic Error Code 37: Troubleshooting Error Code 10DLC Spam Detected</p> <p>Problem: Message was rejected by the carrier's anti-spam filter.</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> -Messages containing certain keywords may be marked as spam by carriers for various reasons, such as volumetric filtering, content blocking, SHAFT violation, etc. -Messaging to an emergency number is strictly forbidden. <p>Remedies:</p> <ul style="list-style-type: none"> -Review the message content to ensure that none of the keywords are triggering the carrier's anti-spam filter. -Do not send SMS messages to an emergency number. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact your carrier's support team for further assistance.

Provider 38	<p>It appears that there may be some components of 10DLC provisioning that are either incorrect or missing.</p>	<p>SMS Magic Error Code 38 : 10 DLC Provisioning</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Incorrect or missing components in 10DLC provisioning. <p>Remedies:</p> <ul style="list-style-type: none"> - Contact SMS Magic to troubleshoot and correct your 10DLC configuration. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - For more assistance, please contact SMS Magic support.
Provider 39	<p>We have identified an issue where outbound messages are not correctly tagged with the corresponding campaignID for 10DLC services.</p>	<p>SMS Magic Error Code 39 : Troubleshooting 10DLC Tagging Error</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> -Issues in outbound messages not being tagged with the corresponding campaignID for 10DLC services. <p>Remedies:</p> <ul style="list-style-type: none"> -Check your 10DLC configuration and ensure that it is set up correctly. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> -Contact SMS Magic for further troubleshooting and assistance.
Provider 40	<p>Your message could not be sent because your US A2P 10DLC Campaign has been suspended or rejected by the carrier.</p>	<p>SMS Magic Error Code 40: Troubleshooting Error Code: 10DLC</p> <p>Error Message: Your message could not be sent because your US A2P 10DLC Campaign has been suspended or rejected by the carrier.</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - Outbound messages were sent using this campaign template. <p>Remedies:</p> <ul style="list-style-type: none"> - Do not send outbound messages using this campaign template. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact SMS Magic to understand the cause of the issue and how to resolve it.
Provider 41	<p>The campaign is inactive for the specified destination or there may be an issue with the Campaign ID.</p>	<p>SMS Magic Error Code 41: 10DLC Inactive Campaign</p> <p>Possible Causes:</p> <ul style="list-style-type: none"> - The campaign is inactive for the specified destination - There may be an issue with the Campaign ID <p>Remedies:</p> <ul style="list-style-type: none"> - Contact SMS Magic to troubleshoot and correct your 10DLC configuration. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact SMS Magic Support Team for further assistance.
Provider 42	<p>Your Toll Free number has not been verified yet.</p>	<p>SMS Magic Error Code 42 :TFN Not Verified</p> <p>Possible Cause: Your Toll Free number has not been verified yet.</p> <p>Remedies:</p> <ul style="list-style-type: none"> - Review the sending limits for unverified TFNs - Submit them for verification as soon as possible. <p>Options for Further Assistance:</p> <ul style="list-style-type: none"> - Contact SMS Magic customer service - Read our troubleshooting guide for more information.