



Delivery reports, errors and troubleshooting

What happens to a message after it is accepted, how its final state is reported, and how to investigate messages that fail or arrive late.

Educational guide. General information about messaging integrations. It does not describe a live Wise Network API, and examples are illustrative only.

Online version: <https://wisenetwork.co/support/delivery-reports/> · Content updated 28 October 2026

Accepted is not delivered

A message passes through several stages: your system submits it, the provider accepts it, it is routed to the destination network, and that network tries to deliver it to the handset. The response to a submission only confirms the first step. The final result arrives later in a **delivery report** (DLR), also called a delivery receipt.

Typical message lifecycle

Stage	What it means
Accepted	The provider has taken the message and returned an identifier.
En route	The message is queued or on its way to the destination network.
Delivered	The destination network reports that the handset received it.
Undeliverable or rejected	The network or provider could not or would not deliver it.
Expired	Delivery kept failing until the validity period ended, for example because the phone was off.
Unknown	No final result was reported.

Delivery receipts over SMPP

In SMPP 3.4, the client asks for a receipt by setting `registered_delivery` in `submit_sm`. The receipt arrives later as a `deliver_sm` with the `delivery-receipt` flag set in `esm_class`. Many platforms put the result in the short message text using the informal format shown in an appendix of the specification, and also in optional fields such as `receipted_message_id` and `message_state`.

Illustrative example: an SMPP receipt text. Field details vary by platform.

```
id:0123456789 sub:001 dlvr:001 submit date:2610281430 done date:2610281431 stat:DELIVRD err:000
text:Your code is 1
```

Common SMPP receipt states

stat value	Meaning
DELIVRD	Delivered to the handset.
ACCEPTD	Accepted on behalf of the recipient, for example by an operator system.
EXPIRED	The validity period ended before delivery.
UNDELIV	Undeliverable, for example an invalid or inactive number.
REJECTD	Rejected, for example by policy or a firewall.
DELETED	Deleted before delivery.
UNKNOWN	No valid final state.

The `err` value is network- or platform-specific. Ask your provider for its list rather than assuming a meaning.

Delivery reports over HTTP and webhooks

HTTP-based platforms report results in two ways: the client polls a status endpoint, or the platform sends each result to the client's own HTTPS address, called a webhook or callback URL. Webhooks avoid constant polling but need careful handling:

- **Authenticate every call.** Verify a signature, for example an HMAC-SHA256 of the timestamp and body using a shared secret ([RFC 2104](#)), before trusting the content.
- **Reject old or repeated calls.** Refuse requests whose timestamp is too old, and ignore events you have already processed.
- **Answer quickly.** Return a 2xx status as soon as the event is stored, and process it afterwards, so the sender does not retry unnecessarily.
- **Expect retries, delays and any order.** A report can arrive twice, late, or before your own system has saved the submission.

Illustrative example: a webhook call. No Wise Network webhook exists.

```
POST /hooks/sms-status HTTP/1.1
Host: your-app.example.com
Content-Type: application/json
X-Signature: t=1793197860,v1=<hex-hmac>

{ "id": "msg-0001", "status": "delivered", "done_at": "2026-10-28T14:31:00Z" }
```

Errors at submission time

Some problems are reported immediately, in the response to the submission, rather than in a later receipt.

SMPP command status

Every SMPP response carries a `command_status`. Zero means success. Some standard SMPP 3.4 values:

Standard SMPP 3.4 error values

Value	Name	Usual cause and action
0x00000008	ESME_RSYSERR	System error on the server side. Retry later.
0x0000000A	ESME_RINVSRCADR	Invalid source address (sender ID). Check format and registration.
0x0000000B	ESME_RINVDSTADR	Invalid destination number. Check E.164 format.
0x0000000D	ESME_RBINDFAIL	Bind failed. Check credentials, bind type and source IP.
0x0000000E	ESME_RINVPASWD	Wrong password.
0x0000000F	ESME_RINVSYSID	Unknown system ID.
0x00000014	ESME_RMSGQFUL	Message queue full. Slow down and retry.
0x00000058	ESME_RTHROTTLED	Throughput limit exceeded. Reduce the send rate and retry.
0x00000061	ESME_RINVSCHED	Invalid scheduled delivery time.
0x00000062	ESME_RINVEXPIRY	Invalid validity period.

Providers can add their own values in the vendor-specific range. Ask for the provider's full list.

HTTP errors

HTTP APIs report problems with status codes, often with a body that names the field and the reason. Fix 4xx errors before resending; retry 429 and 5xx errors later with increasing delays. See [messaging API concepts](#).

Troubleshooting checklist

Common symptoms and checks

Symptom	What to check
Cannot connect or bind	Correct host and port, credentials, bind type, and whether your public IP is on the provider's allow-list. See IP access .
Accepted but never delivered	Validity period, destination number status, sender ID rules in the destination country, and the final receipt state.
Garbled or replaced characters	Encoding (GSM-7 or UCS-2) and data_coding value. See SMS encoding .
Message split unexpectedly	Message length per encoding, and extension characters that count twice.
Sender ID changed on the handset	Destination rules: some countries require registration or replace unregistered sender IDs.
Throttling errors	Your send rate against the agreed limit and window size.
Receipts missing	Whether a receipt was requested, whether your receiver session or webhook is reachable, and matching of message IDs.

What to send to support

For each affected message: the message ID, destination number (it can be partly masked), sender ID, submission time with time zone, the error or receipt state, and the connection used. Do not send passwords or the full content of sensitive messages. Email support@wisenetwork.co.

Questions? Email support@wisenetwork.co. This PDF is generated from the web page above; the online version is the reference.