Resolve SMS or Email Delivery Problems

How to Resolve SMS or Email Delivery Problems in Muhasib ERP

Overview

This guide will help you determine whether a message failed check, gateway/SMTP submission, provider acceptance, or final delivery and retry safely.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

The send has a known outcome or is escalated without duplicate messaging.

Who can do this

You need access to Relevant send, settings, inquiry, and diagnostic.

Before you start

Have recipient, sanitized content, timestamp, company/location/terminal, gateway/server, local result, provider/message ID, and consent.

> Before saving, check that the correct company is open and that you have permission to complete this task.

Where to find it

Open SMS Inquiry or email/provider evidence plus the needed settings.

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Step 1: Validate recipient address/number and consent

Step 2: For SMS, confirm gateway is assigned to the terminal's location

For SMS, confirm gateway is assigned to the terminal's location and restart occurred.

Step 3: Check URL/method/parameters or SMTP host/port/TLS/authentication

Step 4: Determine whether provider accepted the request

Step 5: Check provider delivery/bounce status separately

Step 6: Retry only a confirmed failed recipient once

Check your work

One local send maps to at most one accepted provider message and intended recipient evidence.

> Take a moment to check your work before closing the window. This small check can save time later.

If something goes wrong

- “Sent” can mean submitted, not delivered.
- Never expose credentials or private message bodies in tickets.

Related guides

- Review SMS History and Delivery Evidence

- Configure Email Delivery
- Retry a Partially Successful Integration Safely

What to do next

> **Review SMS History and Delivery Evidence**.

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