



GUIDES · API V1

Errors and codes

Errors use conventional HTTP status codes and one JSON shape, with a stable machine-readable code you can branch on.

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Error shape

Every error response has a JSON body with a human-readable **error** and a stable **code**. Some errors add **details**: a list of field problems on validation errors, or an object such as { **country**, **allowed** }.

400 application/json

```
{
  "error": "Invalid request",
  "code": "invalid_request",
  "details": [
    { "path": ["to"], "message": "Required", "code": "invalid_type" }
  ]
}
```

422 application/json

```
{
  "error": "We don't deliver to India yet. This workspace can send to: Nepal.",
  "code": "destination_not_supported",
  "details": { "country": "IN", "allowed": ["NP"] }
}
```

The error text may change. Write your logic against code and the HTTP status.

Error codes

HTTP	CODE	WHEN
400	invalid_request	Validation failed (details lists each problem), bad JSON, both or neither of text and templateId , or text over 6 segments.
400	invalid_number	The number can't receive SMS — for example a landline.
400	invalid_variables	A template variable is missing, unknown, empty, over 100 characters or contains a line break.
401	unauthorized	x-api-key missing or invalid.

HTTP	CODE	WHEN
402	insufficient_balance	Workspace balance is lower than the message cost. Top up at your plan rate.
403	client_disabled	The API client that owns the key is disabled.
403	workspace_pending	Your workspace has not been activated yet.
403	workspace_suspended	POST while the workspace is suspended.
403	forbidden	The message type is not allowed on your plan or workspace (for example promotional outside Enterprise).
403	template_required	The text doesn't match an approved template of the same type, or the <code>templateId</code> isn't an approved template of this workspace.
404	not_found	Unknown id, or a message that belongs to another API client.
409	idempotency_conflict	Idempotency-Key reused with a different body, or the first request is still running.
422	destination_not_supported	Valid number, but in a country your workspace can't send to yet. details: { country, allowed }. Show "We don't deliver to <country> yet", not "invalid number".
429	rate_limited	A rate or OTP limit was hit. Wait for <code>Retry-After</code> seconds.
500	server_error	Unexpected error on our side. Retry with backoff and the same Idempotency-Key.
503	unavailable	Delivery is temporarily unavailable. Nothing was charged; retry with backoff.
503	sms_disabled	The SMS service is temporarily switched off. Retry later.

Key restriction codes

If an account owner sets restrictions on an API client in the dashboard, requests outside them get one of these:

HTTP	CODE	WHEN
403	type_not_allowed	The message type is outside the types allowed for this key.
403	ip_not_allowed	The call came from an IP outside the key's allowlist.
403	prefix_not_allowed	The number's prefix is outside the key's allowed prefixes.
429	daily_cap	The key reached its daily message cap.
429	number_cap	Too many messages to one number in an hour.
429	suspected_pumping	OTP traffic on this key looks like SMS pumping and the guard is set to block.

Answers that are not errors

A wrong OTP is a normal answer from `POST /sms/otp/verify`, returned with HTTP 200:

```
200 application/json
```

```
{ "success": true, "verified": false, "reason": "invalid_code" }
```

REASON	MEANING
invalid_code	The code does not match. The attempt is counted.
too_many_attempts	5 wrong attempts were made. Send a new code.
no_active_otp	No code was sent for this number and purpose, it expired, or it was already used.

Likewise, a message that ends as **undelivered** or **failed** is reported through its status, with a neutral error code such as **delivery_timeout**, not as an API error.

Handling errors

STATUS	RETRY?	WHAT TO DO
400, 403, 404	No	Fix the request, the key, the template or the workspace setup.
401	No	Check the key; it may have been rotated.
402	After top-up	Add balance, then retry with the same Idempotency-Key.
409	Yes, carefully	If the first request is still running, wait 1 s and retry. Otherwise use a new key for a new message.
422	No	Tell the user you don't deliver to that country yet; <code>details.allowed</code> lists where you can.
429	Yes	Wait <code>Retry-After</code> seconds.
500, 503	Yes	Exponential backoff with jitter, same Idempotency-Key.

The web page is always the current version: smsray.com/docs/errors

Full API reference PDF: smsray.com/docs/pdf · Your keys and live examples: app.smsray.com/developers