

## ALM0145 - SMS connection not polling

---

### DESCRIPTION

A specific connection (phone number) is unable to pull new SMS messages from the SMS provider.

### SEVERITY

Major

### IMPACT

This SMS connection will not pull down new messages until the issue is resolved.

### TROUBLESHOOTING STEPS

- Verify that your credentials for this provider are correct
- Check logging for indicators of other connection related issues between the MiCC server and provider.

### APPLIES TO

MiCC 8.0 and newer

**Keywords:** ALM0145 SMS connection not polling

Last Modified By: AndrewMontpetit, Friday, July 15, 2016  
<http://micc.mitel.com/kb/KnowledgebaseArticle52467.aspx>

Saturday, February 04, 2023