Push Troubleshooting

Push technology should be significantly faster than SMS or email, but like SMS, push technology is not a guaranteed delivery.

- If a mobile push device is not showing that the message has been delivered or read, GAL Support will be able to view error logs to determine the cause.

- If the status of the push device is "No Status", the push message has been successfully handed off to Firebase or Apple and is waiting on the mobile push device to receive the message.

- The only way a status is delivered to GAL is from the device itself. If the device is powered off, GAL will not get a status until the device is powered on. This is different than email or SMS, which provide statuses once the message is received by the email or text aggregator.

- If the status of the push device is "Push Fail", the push message was unable to be delivered to the endpoint (mobile push device). This could mean that the registration information stored in Global AlertLink is not correct for your phone and you need to re-register your device.

- On both Apple APNS servers and Firebase FCM servers, push notifications are held for 28 days (defined as 28 days to Apple and 4 weeks to FCM) which means that a device could receive a push notification after the event is over if the message is still open.

Maximum Retries in step 3 of the Message Setup works the same way for mobile push devices.