

## ENS Statuses

This article provides a list of the Emergency Notification System statuses you may encounter while using Global AlertLink. Each column contains the following information:

- **AlertLink Status:** The status code represented in the user interface of GAL.
- **Version Supported:** The version of GAL that this status appears in.
- **Description:** The meaning of the status code.
- **Status Type:** 1 = success; 0 = default/no effect; -1 = error.
- **IsRetryCandidate:** 0 = will not cause a retry; 1 = will cause retry if additional attempts are active.
- **IncrementsAttempts:** 0 = will not increase the number of attempts count; 1 = will increase the number of attempts count.

ALERTLINK STATUS	VERSION SUPPORTED	DESCRIPTION	STATUSTYPE	ISRETRYCANDIDATE	INCREMENTSATTEMPTS
Bad Address	7.11	The recipient's address is unable to receive messages. It may not exist anymore, or it may have been inputted incorrectly.	-1	0	1
No Status	7.11	The default status that appears when a message is first activated.	0	1	0
Call Disconnected	7.11	The call was disconnected prematurely. Note: this could have occurred at any point in the call.	1	0	1
		The recipient's email address is on the Resolver			

Email Blocked	7.11	blacklist due to a previous bounce or manual entry. Validate that the email has been correctly configured and is able to receive messages from an email address outside of your network.	0	0	0
Email Bounced	7.11	The email bounced when trying to send. Bounces can be either hard or soft. A hard bounce is immediately stopped and added to the blacklist. A soft bounce is retried multiple times. If a soft bounce continues to be rejected, it will be added to the blacklist.	0	0	0
Email Failed	7.11	The email could not be routed to the recipient's email server.	-1	0	1
		The recipient's			

Email Rejected	7.11	email address rejected the email.	0	0	0
Email Routed	8.1	The email was routed to the recipient's email server and the system is awaiting a success or failure code.	0	0	0
Email Sent	7.11	The email was successfully routed to the recipient's email server.	1	0	1
In Progress	7.11	The call is currently processing.	0	0	0
Incomplete Processing	7.11	The call did not successfully reach the end of the call event due to an interruption.	-1	1	1
Beep Detected	7.11	GAL detected a beep during the call.	0	0	0
Busy	7.11	The call attempt encountered a busy signal.	-1	1	1
		An outside force caused the call to be			

Call Canceled	7.11	cancelled. E.g. A call interruption, the recipient hung up, etc.	0	0	0
Conference-Bad Number	7.11	The call bridge attempt was unable to complete due to a bad number on the receiving end.	-1	0	0
Conference-Busy	7.11	The call bridge attempt encountered a busy signal on the receiving end.	-1	0	0
Conference-In Progress	7.11	The call bridge attempt is currently in progress.	0	0	0
Conference-Incomplete Processing	7.11	The call bridge attempt encountered an unexpected error during processing.	-1	0	0
Conference-No Answer	7.11	The call bridge attempt did not receive an answer from the receiving end.	-1	0	0
Conference-Rejected	7.11	The receiving end rejected the call bridge attempt.	-1	0	0

Conference- Call Answered	7.11	The call bridge attempt connected successfully.	-1	0	0
Conference- Unknown Failure	7.11	The call bridge attempt encountered an unknown error.	-1	0	0
Conference- Unreachable	7.11	The call bridge attempt was unable to reach the receiving end's address.	-1	0	0
Duplicate Number	7.11	The message contained the same number more than once. Only one delivery per device address per message will occur.	1	0	0
Machine Detected	7.11	The call is currently in progress and a voice mail machine was detected on the receiving end.	0	0	0
No Answer	7.11	The call was attempted, but there was no answer on the receiving end.	-1	1	1
		The call was			

Voicemail Left	7.11	completed, a voice mail machine was detected, and the message was recorded successfully.	1	0	1
AppError	7.11	There was an error with the provider phone application. Please check the provider logs for details.	-1	1	1
Call Failed	7.11	The maximum number of retries was attempted and each one failed.	-1	0	1
Phone Routed	8.1	The call was routed to the provider and is currently being processed.	0	0	0
Call Answered	7.11	The call was completed successfully.	1	0	1
Call Answered Partial	7.11	The call was answered, but only part of the message was delivered.	1	0	1
Push Read	7.11	The recipient read the push message.	1	0	1

Push Fail	7.11	The push message failed to be delivered. See the specific code for details.	-1	0	1
Push Routed	8.1	The push message has been routed to the provider and is awaiting a success or failure code.	0	0	0
Push Success	7.11	The push message was delivered successfully.	1	0	1
Rejected	7.11	The carrier rejected the call.	-1	1	1
SMS Blocked	7.11	The SMS was blocked due to a block status. See the specific code for details.	-1	0	1
SMS Failed	7.11	The SMS failed to be delivered. See specific code for details.	-1	0	1
SMS Routed	8.1	The SMS message has been routed to the provider and is	0	0	0

		awaiting a success or failure code.			
SMS_SENT	7.11	The SMS has been delivered successfully.	1	0	1
Unknown	7.11	An unknown error occurred while processing the call.	-1	1	1
Unreachable	7.11	The recipient was unreachable due to an invalid call setup or connection routing.	-1	1	1