

# How to get SMS alerts sent to your phone

## Information:

Environment
<ul style="list-style-type: none"><li>• Dynatrace Portal</li><li>• Alerts</li><li>• SMS Alerting</li></ul>

Solution
<p><i>Note: this pertains to European phone numbers. If you have a North American mobile phone number, see the article <a href="#">How to send text alerts to your mobile phone</a>.</i></p> <p>SMS alerting does not need to be enabled; you simply need to configure a new SMS Alert Destination:</p> <ol style="list-style-type: none"><li>1. In the Dynatrace Portal, go to <b>Alerts</b> and select the <b>Alert Destinations</b> tab.</li><li>2. Click <b>Create an alert destination</b> to open the Create an Alert Destination window.</li><li>3. <b>Name</b> the destination as desired. We recommend including <b>SMS</b> in the name for easy identification.</li><li>4. For the <b>Format</b>, select <b>e-mail</b> and <b>Plain Text Pager</b>.</li><li>5. Edit the <b>Subject</b> line as needed. See the Knowledge Base article <a href="#">How to customize the subject line of an email alert notification</a> for details.</li><li>6. For the <b>Recipients</b>, enter the mobile numbers to which you want to send the SMS alert, followed by <b>@pcsms.country</b>, where <i>country</i> is the standard extension for the recipient's country; see the examples below. To send the same message to multiple recipients, separate the numbers with a semicolon ( ; ). Note that the <b>Recipient</b> field has a limit of 250 characters including semicolons and spaces. Going over this limit may cause issues with Alerts not being sent properly.</li><li>7. Click <b>Create</b> to save the new destination.</li></ol> <p>There are several PCSMS domains that can be used for specific countries.</p> <p><b><u>Australia</u></b> You can configure the address as the local format Australian number <b>@pcsms.com.au</b>; or to any international format number <b>(+[country code][number]) @pcsms.com.au</b>.</p> <p><b><u>New Zealand</u></b> You can configure the address as the local format New Zealand number <b>@pcsms.co.nz</b>; or to any international format number <b>(+[country code][number]) @pcsms.co.nz</b>.</p> <p><b><u>UK and Denmark</u></b> You can configure the address as the local format UK number <b>@pcsms.co.uk</b>; or to any international format number <b>(+[country code][number]) @pcsmsco.uk</b>. (Validated that 07712345678@pcsms.co.uk works.)</p> <p><b><u>All Others / USA</u></b> You can configure the address as the local format USA number <b>@pcsms.us</b>; or to any international format number <b>(+[country code][number]) @pcsms.us</b>.</p>

Root Cause

