

**SMSTGatewayHub**

Developer Documentation

# Email API & SMTP Reference

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Send API, attachments, tracking webhooks,  
SMTP settings and EC status codes

Online docs: [www.smsgatewayhub.com/free-sms-gateway-developer-api](http://www.smsgatewayhub.com/free-sms-gateway-developer-api)

Swagger: [www.smsgatewayhub.com/swagger/ui/index](http://www.smsgatewayhub.com/swagger/ui/index)

Support: [info@smsgatewayhub.com](mailto:info@smsgatewayhub.com) · Sales 1800 102 1822

## Getting started

Create a free account at [www.msgatewayhub.com/register](http://www.msgatewayhub.com/register), log in to the panel and copy your credentials. Keep keys and tokens on your server only; never put them in apps or browser code.

| API        | Base URL / host                                                                         | Authentication                                                 |
|------------|-----------------------------------------------------------------------------------------|----------------------------------------------------------------|
| Email API  | <a href="https://e.api.itwalk.in/email/1/send">https://e.api.itwalk.in/email/1/send</a> | Basic auth (username:password) or Authorization: App {API key} |
| SMTP relay | smtp-api.itwalk.in : 587 (STARTTLS)                                                     | SMTP username and password                                     |

# 1. Send email

Send transactional or bulk email with multipart/form-data.

**POST** <https://e.api.itwalk.in/email/1/send>

| Parameter               | Type     | Required | Description                                                                                                    |
|-------------------------|----------|----------|----------------------------------------------------------------------------------------------------------------|
| from                    | string   | Yes      | Sender with optional name, e.g. <b>Jane Doe</b> <jane@yourdomain.com>. Domain must be verified.                |
| to                      | string   | Yes      | Recipient. Repeat for multiple recipients; may be a JSON object with <b>placeholders</b> or <b>messageId</b> . |
| cc / bcc                | string   | No       | Copy recipients; repeat for multiple.                                                                          |
| replyTo                 | string   | No       | Reply-to address.                                                                                              |
| subject                 | string   | Yes      | Message subject.                                                                                               |
| text                    | string   | No*      | Plain-text body. *Send text, html or templateId.                                                               |
| html                    | string   | No*      | HTML body. If both html and text are sent, html is delivered.                                                  |
| templateId              | int      | No*      | Broadcast template ID (content templates are not supported).                                                   |
| defaultPlaceholder<br>s | string   | No       | Default placeholder values for all recipients.                                                                 |
| attachment              | file     | No       | File attachment. Repeat for multiple attachments.                                                              |
| bulkId                  | string   | No       | Your ID for the request; auto-generated if omitted.                                                            |
| messageId               | string   | No       | Your ID for an individual message.                                                                             |
| sendAt                  | datetime | No       | Schedule delivery for a later date and time.                                                                   |
| intermediateReport      | boolean  | No       | Send real-time intermediate delivery reports to notifyUrl.                                                     |
| notifyUrl               | string   | No       | Callback URL for delivery reports.                                                                             |
| notifyContentType       | string   | No       | <b>application/json</b> or <b>application/xml</b> .                                                            |
| callbackData            | string   | No       | Your data returned to notifyUrl (max 4000 characters).                                                         |
| track                   | boolean  | No       | Open and click tracking, default true.                                                                         |
| trackopens              | boolean  | No       | Enable or disable open tracking.                                                                               |
| trackclicks             | boolean  | No       | Enable or disable click tracking.                                                                              |
| trackingUrl             | string   | No       | Callback URL for open/click notifications (enables tracking).                                                  |

## cURL

```
curl -s --user USERNAME:PASSWORD \
  https://e.api.itwalk.in/email/1/send \
  -F from='Jane Smith <jane.smith@yourdomain.com>' \
  -F to='john.smith@example.com' \
  -F replyTo='replies@yourdomain.com' \
  -F subject='Your invoice is ready' \
  -F text='Hi John, your invoice is attached.' \
  --form-string html='<h1>Invoice ready</h1><p>Hi John, your invoice is attached.</p>' \
  -F attachment=@files/invoice.pdf \
  -F bulkId='customBulkId' \
  -F intermediateReport='true' \
  -F notifyUrl='https://www.example.com/email/dlr' \
  -F notifyContentType='application/json' \
  -F callbackData='order-58213'
```

### PHP

```
<?php
$ch = curl_init('https://e.api.itwalk.in/email/1/send');
curl_setopt_array($ch, [
    CURLOPT_POST => true,
    CURLOPT_USERPWD => 'USERNAME:PASSWORD',
    CURLOPT_POSTFIELDS => [
        'from' => 'Jane Smith <jane.smith@yourdomain.com>',
        'to' => 'john.smith@example.com',
        'subject' => 'Your invoice is ready',
        'html' => '<h1>Invoice ready</h1><p>Hi John, your invoice is attached.</p>',
        'attachment' => new CURLFile('files/invoice.pdf'),
        'notifyUrl' => 'https://www.example.com/email/dlr',
    ],
    CURLOPT_RETURNTRANSFER => true,
]);
$response = curl_exec($ch);
curl_close($ch);
print_r(json_decode($response, true));
```

### Python

```
import requests

data = {
    "from": "Jane Smith <jane.smith@yourdomain.com>",
    "to": "john.smith@example.com",
    "subject": "Your invoice is ready",
    "html": "<h1>Invoice ready</h1><p>Hi John, your invoice is attached.</p>",
    "notifyUrl": "https://www.example.com/email/dlr",
}
files = [("attachment", open("files/invoice.pdf", "rb"))]
r = requests.post("https://e.api.itwalk.in/email/1/send", auth=("USERNAME", "PASSWORD"),
                  data=data, files=files, timeout=60)
print(r.status_code, r.json())
```

### Node.js

```
import { readFile } from "node:fs/promises";

const form = new FormData();
form.append("from", "Jane Smith <jane.smith@yourdomain.com>");
form.append("to", "john.smith@example.com");
form.append("subject", "Your invoice is ready");
form.append("html", "<h1>Invoice ready</h1><p>Hi John, your invoice is attached.</p>");
form.append("attachment", new Blob([await readFile("files/invoice.pdf")]), "invoice.pdf");

const res = await fetch("https://e.api.itwalk.in/email/1/send", {
  method: "POST",
  headers: { Authorization: "App YOUR_API_KEY" },
  body: form
});
console.log(res.status, await res.json());
```

### Response

```
{
  "bulkId": "customBulkId",
  "messages": [
    {
      "to": "john.smith@example.com",
      "messageCount": 1,
      "messageId": "c268350e-c85e-41d1-b5a0-a60771b134bd",
      "status": {
        "groupId": 1,
        "groupName": "PENDING",
        "id": 7,
        "name": "PENDING_ENROUTE",
        "description": "Message sent to next instance"
      }
    }
  ]
}
```

## 2. Authentication

| Method                | How                                                                    |
|-----------------------|------------------------------------------------------------------------|
| Username and password | HTTP Basic auth (curl --user USERNAME:PASSWORD)                        |
| API key               | Header Authorization: App YOUR_API_KEY. Set an expiry and rotate keys. |
| SMTP                  | Username and password over port 587 with STARTTLS.                     |

Send only from a domain verified with SPF and DKIM, with a published DMARC record.

## 3. Multiple recipients, cc/bcc, attachments

### cURL

```
curl -s --user USERNAME:PASSWORD \
  https://e.api.itwalk.in/email/1/send \
  -F from='Jane Smith <jane.smith@yourdomain.com>' \
  -F to='john.smith@example.com' \
  -F to='tom.smith@example.com' \
  -F cc='juliet.smith@example.com' \
  -F bcc='audit@yourdomain.com' \
  -F subject='Team update' \
  -F text='Hello team' \
  -F attachment=@files/report.pdf \
  -F attachment=@files/chart.png
```

- If every address in **to** is rejected, the whole request is rejected.
- Placeholders are not supported when cc or bcc is used.
- Open and click tracking is not available for cc/bcc recipients.
- Avoid repeating the same address across to, cc and bcc.

## 4. Custom messageId

### cURL

```
curl -X POST https://e.api.itwalk.in/email/1/send \
-H 'Authorization: App YOUR_API_KEY' \
-F 'from=Jane Smith <jane.smith@yourdomain.com>' \
-F 'to={"to": "tom.smith@example.com", "messageId": "1234abcd5678defj"}' \
-F 'to={"to": "henry.smith@example.com", "messageId": "zxcv0987qwer5436"}' \
-F 'subject=Your account update' \
-F 'text=Hello from SMSGatewayHub'
```

## 5. Dynamic content

### cURL

```
curl -X POST https://e.api.itwalk.in/email/1/send \
-H 'Authorization: App YOUR_API_KEY' \
-F 'from=Jane Smith <jane.smith@yourdomain.com>' \
-F 'to={"to": "john.smith@example.com", "placeholders": {"name": "John"}}' \
-F 'subject=Welcome aboard' \
-F 'html=<html>{{#eq name "John"}}Dear {{name}}{{else}}Hi {{name}}{{/eq}}</html>'
```

## 6. Tracking notifications

### Open

```
{
  "notificationType": "OPENED",
  "domain": "yourdomain.com",
  "recipient": "john.smith@example.com",
  "sendDateTime": 1517652288663,
  "messageId": "zl3cf7frmy48ueavnnxy",
  "callbackData": "Email open and click callback data",
  "bulkId": "8pok2duul32mojj587zc",
  "recipientInfo": { "deviceType": "Desktop", "os": "Windows", "deviceName": "PC" }
}
```

### Click

```
{
  "notificationType": "CLICKED",
  "domain": "yourdomain.com",
  "recipient": "jane.smith@example.com",
  "url": "https://www.example.com/landingpage.html",
  "sendDateTime": 1517652288646,
  "messageId": "zsf6q5vjgnly6qqn65g7",
  "callbackData": "Email open and click callback data",
  "bulkId": "8pok2duul32mojj587zc",
  "recipientInfo": { "deviceType": "Desktop", "os": "Windows", "deviceName": "PC" }
}
```

## 7. SMTP relay

| Setting          | Value                                               |
|------------------|-----------------------------------------------------|
| Server           | smtp-api.itwalk.in                                  |
| Port             | 587                                                 |
| Security         | STARTTLS (TLS)                                      |
| Authentication   | AUTH LOGIN or AUTH PLAIN                            |
| Username         | Your SMTP username from the panel                   |
| Password         | Your SMTP password from the panel                   |
| Max message size | 25 MB (26214400 bytes, as advertised by the server) |

### Sample SMTP session (credentials masked)

```
Connected to smtp://smtp-api.itwalk.in:587/?starttls=always
<< 220 smtp.email-messaging.com ESMTP
>> EHLO client.example.com
<< 250-SIZE 26214400
<< 250-STARTTLS
<< 250-AUTH LOGIN PLAIN
<< 250 OK
>> STARTTLS
<< 220 2.0.0 Ready to start TLS
>> AUTH PLAIN *****
<< 235 2.7.0 Authentication successful
>> MAIL FROM:<info@yourdomain.com>
<< 250 2.1.0 Sender <info@yourdomain.com> OK
>> RCPT TO:<customer@example.com>
<< 250 2.1.5 Recipient <customer@example.com> OK
>> DATA
<< 354 End data with <CR><LF>.<CR><LF>
>> (headers and MIME body)
>> .
<< 250 2.6.0 Message queued as <3e8htitloaqieac2ulg>
```

## 8. Email status and error codes (EC)

Permanent = Yes: fix the cause before retrying. No: temporary, may clear on retry.

### Content, sending and account errors

| Code | Per m. | Name                                             | Meaning and fix                                                                     |
|------|--------|--------------------------------------------------|-------------------------------------------------------------------------------------|
| 6002 | Yes    | EC_SPAM_DETECTED                                 | Content detected as possible spam. Review content before retrying.                  |
| 6003 | Yes    | EC_UNSUBSCRIBED_EMAIL_ADDRESS                    | Recipient opted out from this sender.                                               |
| 6016 | Yes    | EC_SENDER_DOMAIN_BOUNCE_BLOCKED                  | Domain blocked for high bounce rate; auto-unblocks after 24 hours. Clean your list. |
| 6018 | Yes    | EC_REQUEST_INVALID                               | Request is invalid. Check parameters and format.                                    |
| 6020 | Yes    | EC_EMAIL_TEMPLATE_NOT_FOUND                      | Template not found. Check templateId.                                               |
| 6021 | Yes    | EC_EMAIL_PLACEHOLDERS_ERROR                      | Placeholder error. Check names and syntax.                                          |
| 6023 | Yes    | EC_BLOCKED_SUSPICIOUS_ACTIVITY                   | Domain blocked for suspicious activity. Contact support.                            |
| 6024 | Yes    | EC_EMAIL_TOO_MANY_URLS                           | More than 150 tracked URLs. Reduce URLs or disable tracking.                        |
| 6025 | Yes    | EC_EMAIL_INVALID_TRACKING_PARAMS                 | Invalid tracking parameters.                                                        |
| 6026 | Yes    | EC_EMAIL_LANDING_PAGE_PLACEHOLDERS_SIZE_EXCEEDED | Landing page placeholders exceed 256 characters.                                    |
| 6027 | Yes    | EC_EMAIL_INVALID_HEADERS                         | Invalid or badly formatted headers.                                                 |
| 6029 | Yes    | EC_SENDER_ADDRESS_INVALID                        | Sender invalid or unauthorised. Verify the sender domain.                           |
| 6030 | Yes    | EC_EMAIL_INVALID_LANDING_PAGE                    | Landing page invalid or unreachable.                                                |
| 6031 | Yes    | EC_INVALID_PRESERVED_CC_OR_BCC_RECIPIENT         | Invalid preserved cc/bcc recipient or limit reached.                                |
| 6033 | Yes    | EC_INVALID_CC_BCC_EMAIL_ADDRESS                  | Invalid cc/bcc address format.                                                      |
| 6034 | Yes    | EC_SUPPRESSED_BOUNCE                             | Address suppressed after an earlier bounce (also used for spam complaints).         |
| 6035 | Yes    | EC_SUPPRESSED_SPAM_COMPLAINT                     | Address suppressed after a spam complaint (reserved).                               |
| 6036 | Yes    | EC_SENDER_DOMAIN_UNVERIFIED                      | Required DNS records (SPF/DKIM) missing. Verify the domain.                         |
| 6038 | Yes    | EC_EMAIL_CONTENT_EXPIRED                         | Template content expired from inactivity. Re-upload.                                |
| 6039 | Yes    | EC_EMAIL_TEMPLATE_LANGUAGE_ERROR                 | Template language error.                                                            |
| 6040 | Yes    | EC_EMAIL_TEMPLATE_EXPIRED                        | Template validity expired. Update or copy the template.                             |
| 6041 | Yes    | EC_EMAIL_TEMPLATE_NOT_SAVED                      | Template not saved in the web interface.                                            |
| 6050 | No     | EC_SENDER_WARMUP                                 | Sender domain reached today's warm-up limit.                                        |
| 6051 | No     | EC_WARMUP                                        | Sender reached today's warm-up limit.                                               |

| Code | Per m. | Name                                 | Meaning and fix                                                    |
|------|--------|--------------------------------------|--------------------------------------------------------------------|
| 6052 | Yes    | EC_RECIPIENT_DOMAIN_TYPO             | Recipient domain blocked (likely a typo).                          |
| 6053 | No     | EC_ACCESS_DENIED_BY_MAILBOX_PROVIDER | Mailbox provider denied access for the sender.                     |
| 6054 | Yes    | EC_SINGLE_SENDER_NOT_VERIFIED        | Single sender address not verified.                                |
| 6055 | Yes    | EC_SINGLE_SENDER_TRAFFIC_EXCEEDED    | 100-email single-sender limit reached. Add and verify your domain. |
| 6056 | No     | EC_NO_IP_POOL_ASSIGNED               | Sending domain has no IP pool assigned.                            |
| 6057 | No     | EC_SAFETY_RATE_LIMIT                 | Rate limited to protect reputation. Slow traffic to that provider. |
| 6058 | No     | EC_MAILBOX_PROVIDER_RATE_LIMIT       | Rate limited by the mailbox provider.                              |

## Recipient and mailbox provider errors

| Code | Per m. | Name                               | Meaning and fix                                        |
|------|--------|------------------------------------|--------------------------------------------------------|
| 6006 | Yes    | EC_INVALID_EMAIL_ADDRESS           | Address invalid, inactive or disabled.                 |
| 6007 | No     | EC_MAILBOX_TEMPORARY_UNAVAILABLE   | Mailbox temporarily unavailable. Retry in a few hours. |
| 6009 | Yes    | EC_MAILBOX_PERMANENTLY_UNAVAILABLE | Recipient domain may be permanently unavailable.       |
| 6010 | No     | EC_RECIPIENT_INBOX_FULL            | Recipient mailbox is full.                             |
| 6011 | No     | EC_SOFT_BOUNCE                     | Temporary delivery error. Retry.                       |
| 6012 | Yes    | EC_HARD_BOUNCE                     | Permanent delivery error.                              |
| 6017 | No     | EC_SENDER_IP_BLACKLISTED           | Sending IP is blocklisted. Request de-listing.         |
| 6037 | Yes    | EC_RECIPIENT_DOMAIN_MX_NOT_FOUND   | Recipient domain has no MX record.                     |
| 6042 | Yes    | EC_SPAM_REVERTED                   | Mailbox provider flagged content as spam.              |
| 6043 | Yes    | EC_SUSPICIOUS_CONTENT              | Denied for suspicious content.                         |
| 6044 | Yes    | EC_SUSPICIOUS_SENDER               | Denied for low domain/IP reputation.                   |
| 6045 | Yes    | EC_RECIPIENT_DOMAIN_POLICY_ERROR   | Blocked by the recipient organisation's policy.        |
| 6046 | No     | EC_UNSOLICITED_RECIPIENT           | Message likely unsolicited. Confirm opt-in.            |
| 6047 | Yes    | EC_DOMAIN_CONFIGURATION_ERROR      | Missing or invalid DKIM/SPF record.                    |
| 6048 | Yes    | EC_DMARC_POLICY_ISSUE              | DMARC policy rejected by the recipient provider.       |
| 6049 | Yes    | EC_SENDER_DOMAIN_BLACKLISTED       | Sender domain blocklisted by the recipient mailbox.    |

## System errors

| Code | Per m. | Name                     | Meaning and fix                                                 |
|------|--------|--------------------------|-----------------------------------------------------------------|
| 6013 | No     | EC_INTERNAL_SYSTEM_ERROR | Temporary platform error. Retry; contact support if it repeats. |