

REUTERS PICTURES

SEARCH API V3.0-BETA

User Guide



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ABOUT THIS DOCUMENT

The Search API provides you with a convenient way to programmatically access the wide range of world-class Reuters pictures.

This document describes the Search API, detailing the parameters that can be passed and the filters that can be applied to retrieve the pictures you need.

1 AUTHENTICATION

To authenticate your user credentials, you need to obtain an authentication token. Follow the step below to obtain one.

1. Access the Login API using the following URL:

<http://api.pictures.reuters.com/API/Authentication/v1.0/Login?Login=mylogin&Password=mypassword>

Here,

- o *api.pictures.reuters.com* is the Reuters Pictures website address for API access.
- o *mylogin* and *mypassword* denote your user credentials.

Note: If you do not know your username and password, please contact your Account Manager.

This URL will return a token, for example:

```
<Result>
  <APIRequestInfo>
    <Module>Authentication</Module>
    <APIVersion>v1.0</APIVersion>
    <Resource>Login</Resource>
    <Parameters>
      <Login>mylogin</Login>
    </Parameters>
    <ProviderVersion>5.0.57.0</ProviderVersion>
    <ProviderIdentity>IP-0ADA45BF</ProviderIdentity>
  </APIRequestInfo>
  <APIResponse>
    <Code>SUCCESS</Code>
    <Token>gtvpvt45l1mpm5454l1gqqji</Token>
  </APIResponse>
</Result>
```

2. Append the token to the search query (for example: *&token=gtvpvt45l1mpm5454l1gqqji*) in order to use the account privileges.

Example search query with token appended:

<http://api.pictures.reuters.com/API/search/v3.0/search?query=MediaType:Image&fields=MediaNumber&token=gtvpvt45l1mpm5454l1gqqji>

Note: The token expires after 24 hours, after which you have to call the Login API to get a new token. There is a tag in the API response indicating the authentication state (IsLoggedIn : True or False).

2 SEARCH API

2.1 ACCESSING THE API

The Search API for Reuters Pictures Website is accessible through the page:

<http://api.pictures.reuters.com/API/search/v3.0/search?>

To access the Search API using your account privileges, add the authentication token you obtained to your request URL.

Example Request:

<http://api.pictures.reuters.com/API/search/v3.0/search?query=Media%3AImage&fields=MediaNumber&token=gtvprt45l1mpm5454l1gqqji>

2.2 GET AND POST REQUESTS

The maximum URL length for a GET request is 260 characters.

The Search API can also be accessed using POST requests: the parameters can be passed in the HTTP header or in the URL. If the same parameter is present in both, the value in HTTP header will override the URL.

2.3 API QUERY

2.3.1 General Syntax

An API query comprises of the following elements:

- Your query criteria, prefixed with **query=**
- The list of fields you require in the response, prefixed with **&fields=**

Example:

<http://api.pictures.reuters.com/API/search/v3.0/search?query=Cri%3Ater%3Aa1%3AValue&fields=Field1,Field2>

Notes:

a) Do not repeat multiple “query=” calls in a same request. To combine multiple criteria, separate them with operators.

Correct Example: <http://api.pictures.reuters.com/API/search/v3.0/search?query=keyword:flower&Media%3AType%3AImage&Color%3ATrue&Orientation%3APortrait&fields=SystemIdentifier>

Incorrect Example: <http://api.pictures.reuters.com/API/search/v3.0/search?query=keyword:flower&query=Media%3AType%3AImage&query=Color%3ATrue&query=Orientation%3APortrait&fields=SystemIdentifier>

b) Criteria, Parameters, Operators and Fields are NOT case sensitive.

2.3.2 Query Operators

Operators available for combining values within the same criterion, or across different criteria, are listed in the table below.

Operators take the following priority order: NOT > AND > OR

Example:

- A AND B OR C AND D will be treated by the Search API as (A AND B) OR (C AND D)
- A AND NOT B AND C will be treated by the Search API as A AND (NOT B) AND C

OPERATOR	DESCRIPTION	EXAMPLE
OR	To make an “OR” search, separate criteria by OR (with a space before and after the OR).	MediaType:Video OR Image AND Keyword:beach OR sea OR sun This retrieves Videos or Images with keywords <i>beach</i> or <i>sea</i> or <i>sun</i> .
AND	To make an “AND” search, separate criteria by AND or by a space. AND is the default operator: <ul style="list-style-type: none"> • Criteria1:Value Value is equivalent to Criteria1:Value AND Value • Criteria1:Value Criteria2:Value is equivalent to Criteria1:Value AND Criteria2:Value 	<ul style="list-style-type: none"> • Keyword:Nelson Mandela • Keyword:Nelson AND Mandela Both the above options retrieve media that contains both keywords ‘ <i>Nelson</i> ’ and ‘ <i>Mandela</i> ’ <ul style="list-style-type: none"> • MediaType:Image Text:Egypt • MediaType:Image AND Text:Egypt Both the above options retrieve <i>Images</i> that contain ‘ <i>Egypt</i> ’ in it.
NOT	To exclude a criterion. Can be used with AND or OR: <ul style="list-style-type: none"> • AND NOT (or space NOT) • OR NOT 	Keyword:beach NOT blue This retrieves media with the keyword ‘ <i>beach</i> ’ that does not have the keyword ‘ <i>blue</i> ’.
()	To perform advanced Boolean searches. Sample Values <ul style="list-style-type: none"> • Criteria1:(Value1 OR Value2) AND Value3 • (Criteria1:Value OR Criteria2:Value) AND Criteria3:Value 	<ul style="list-style-type: none"> • Keyword:(flower AND blue) NOT iris This retrieves media that contains both keywords ‘ <i>flower</i> ’ and ‘ <i>blue</i> ’ but that which does not have the keyword ‘ <i>iris</i> ’ <ul style="list-style-type: none"> • (MediaType:Album OR MediaType:Image) AND (Text:flower AND (red OR green OR blue) NOT tulip) This retrieves <i>Images</i> or <i>Albums</i> that contain ‘ <i>flower</i> ’ and either ‘ <i>red</i> ’, ‘ <i>green</i> ’ or ‘ <i>blue</i> ’, but that which does not contain ‘ <i>tulip</i> ’

2.3.3 Query Criteria

To retrieve a list of all query criteria available on your site, use the following API call:

<http://api.pictures.reuters.com/API/search/v3.0/ListCriteria>

Standard criteria are detailed in the table below:

CRITERIA	DESCRIPTION	EXAMPLES
Media Type	Type of media Possible Values: <ul style="list-style-type: none"> • Image • Album • Graphic 	<ul style="list-style-type: none"> • query=MediaType:Video OR MediaType:Image • query=MediaType:Album text:dolphins will search for the text ‘<i>dolphins</i>’ in Packages.

CRITERIA	DESCRIPTION	EXAMPLES
	Note: Album = Package	<ul style="list-style-type: none"> query=keyword:volcano MediaType:Graphic will search for keyword 'volcano' in Graphics
Text	Free text search. By adding quotation marks, you can search on exact text.	<ul style="list-style-type: none"> query=Text:red flower Monet will search for media which contains ALL the following texts: 'red' and 'flower' and 'Monet'. query=Text:"red flower in a vase painted by Claude Monet" will search for media with the exact phrase.
Artist	Represents the Photographer/ Author/ Filmmaker etc. for that particular Media. Format: FirstName LastName Note: Value should include both first name and last name in the format above.	query=Artist:John Doe
Keyword	Searches images by a specific keyword. Keyword Label – used to further refine the results for keyword-search. They categorise the different keywords available. Keyword Labels available for use: <ul style="list-style-type: none"> Country Region Topics A-Keyword Format: keyword(Keyword Label):value Note: The values for these Labels might change in future. Consult with your Account Manager for the different values possible and also to find out if using Keyword Labels might benefit you.	<ul style="list-style-type: none"> query=Keyword:beach query=Keyword:beach AND sport query=Keyword:beach OR sea query=Keyword(Country):Turkey will search for media containing Turkey as a country and not as a bird. query=keyword(Topics):Entertainment query=keyword(A-Keyword):orange
NativeKeyword (Requires security clearance)	These are keywords directly assigned to media (as opposed to be inherited by the thesaurus structure). This functionality is not to be used for general searches but only for third party working on the keywording of the images.	<p>If you want to look at the images that have the keyword France specifically added to the image, then you would use:</p> <ul style="list-style-type: none"> query=NativeKeyword:France <p>Even though Paris is a narrow term of France, images with 'Paris' as a keyword would not appear in the above NativeKeyword search for France. They would however appear in a normal Keyword search for 'France'.</p>
SystemIdentifier	Unique System Identifier for the Media generated by the application.	query=SystemIdentifier:OLSI8597
MediaNumber	<ul style="list-style-type: none"> For Images/Graphics: Image ID E.g., GM1E42P0T7601 For Packages: N/A 	<ul style="list-style-type: none"> query=MediaNumber:OLKAFA22-04 query=MediaNumber: OLKAFA22-04 OROLKAFA22-05
Color	Possible values: <ul style="list-style-type: none"> True 	query=Color:True

CRITERIA	DESCRIPTION	EXAMPLES										
	<p>When set to True, only colored media records will be searched.</p> <ul style="list-style-type: none">False <p>When set to False, only Black and White media records will be searched.</p> <p>Default: Both Black and White as well as colored media will be searched.</p>											
Orientation	<p>Possible Values:</p> <ul style="list-style-type: none">LandscapePortraitSquare <p>Default: All types of orientation will be searched.</p>	<ul style="list-style-type: none">query=Orientation:Portraitquery=Orientation:Landscape OR Square										
OriginalSubmissionNumber	<p>The original Submission that the Media is part of.</p> <ul style="list-style-type: none">For Images: Story Code E.g., 02252008_X90035For Graphics and Packages: N/A	query=OriginalSubmissionNumber:OLST25										
MediaDate	<p>This is the date the Media was originally created (not the date the Media was imported into the database)</p> <ul style="list-style-type: none">For Images/Graphics –this represents the date the Image/Graphic was created.For Packages – this represents the date the package was created <p>This is to be searched in the format YYYY-MM-DD (MM and DD are optional)</p> <p>If DD is not provided, the search is made on the full month for YYYY-MM</p> <p>If MM-DD are not provided, the search is made on the full year for YYYY (01-01 to 12-31)</p> <p>The operators are:</p> <table><tr><td>:</td><td>Equal to, including the value/date provided</td></tr><tr><td>></td><td>Higher than/ Posterior to, excluding the value/date provided</td></tr><tr><td><</td><td>Lower than/Prior to, excluding the value/date provided</td></tr><tr><td>>:</td><td>Higher than/Posterior to, including the value/date provided</td></tr><tr><td><:</td><td>Lower than/Prior to, including the value/date provided</td></tr></table> <p>To search on date interval, you can combine MediaDate criteria as shown in the example section.</p>	:	Equal to, including the value/date provided	>	Higher than/ Posterior to, excluding the value/date provided	<	Lower than/Prior to, excluding the value/date provided	>:	Higher than/Posterior to, including the value/date provided	<:	Lower than/Prior to, including the value/date provided	<p>Exact date:</p> <ul style="list-style-type: none">query= MediaDate:2012-12-31 will search for Media dated December 31st 2012query=MediaDate:1955 will search for Media dated from January 1st (included) to December 31st 1955 (included). <p>Posterior to / Prior to:</p> <ul style="list-style-type: none">query=MediaDate<1995 will search for Media with a date prior to January 1st 1995 (excluding Media dated January 1st 1995)query=MediaDate>:2000-12-01 will search for Media with a date after December 1st 2000 (including Media dated December 1st 2000) <p>Date interval:</p> <ul style="list-style-type: none">query=MediaDate>:2012-12-30 MediaDate<:2013-01 02 will search for Media on 4 dates: December 30th and 31st 2012 and January 1st and 2nd 2013query=MediaDate>2012-12-30 MediaDate<2013-01-02 will search for Media on 2 dates: December 31st 2012 and January 1st 2013
:	Equal to, including the value/date provided											
>	Higher than/ Posterior to, excluding the value/date provided											
<	Lower than/Prior to, excluding the value/date provided											
>:	Higher than/Posterior to, including the value/date provided											
<:	Lower than/Prior to, including the value/date provided											

CRITERIA	DESCRIPTION	EXAMPLES
CreateDate	This is the date the Media was imported into the database. This criterion follows the same behavior as MediaDate. You can also add Time value, in the format YYYY-MM-DDTHH:MM:SS (e.g. 1977-04-22T06:00:00), using the 24-hour format.	<p>query=MediaDate>:2012-12-30T06:00:00 MediaDate<:2012-13-30T16:30:00</p> <p>will search for Media created between December 30th 2012 at 6am and December 30th 2012 at 4:30 pm.</p>

2.3.4 Fields

To retrieve a list of all fields available on your site, use the following API call:

<http://api.pictures.reuters.com/API/search/v3.0/ListFields>

Fields include media metadata and media formats. Multiple fields must be separated by commas (,).

2.3.4.1 Media Formats

The Media formats and dimensions for use on Reuters Pictures website (front-end) are:

MEDIA FORMAT	DESCRIPTION
TRX	Original high-resolution file. This format is protected and cannot be retrieved with the Search API. Please ask for the "Extract Original Document API" if you need access.
TR1	Large file (800*800px). Access to this format requires enhanced Security Profile
TR1_COMP	800*600px; Unwatermarked
TR3	728*728px; Watermarked
TR3_UNWATERMARKED	728*728px; Unwatermarked
TR6	184*184px; Unwatermarked; Thumbnail

Additional formats are generated on request. Please inquire as necessary (E.g., Watermarked version for the TR1_COMP, Unwatermarked version for TR3, etc.)

If the Media exists or can be generated in the requested format, its URL, Width and Height will be included in the response.

Format to use: &fields=Path_<Media Format>

Example:

&fields= Path_TR3 will return:

```
...
<Path_TR3>
  <URI>http://api.pictures.reuters.com/Doc/RTR/Media/TR3/d/c/6/4/RTR3GQSN.jpg</URI>
  <Width type="Numeric">728</Width>
  <Height type="Numeric">506</Height>
</Path_TR3>
...
```

If you are requesting an unwatermarked format but your Security Profile does not authorize you to access unwatermarked assets, the API will provide you with a substitute watermarked format and display the following message:

```
<Warning> You do not have the security clearance to access the requested format. </Warning>
<SubstituteFormat>TR2_ WATERMARKED</SubstituteFormat>
```

2.3.4.2 Media Metadata

The following table describes the fields for media metadata which can be obtained in the response.

METADATA	DESCRIPTION	EXAMPLES/USAGE
Title	The title of the Media in the default language	&fields=Title
SystemIdentifier	Unique System Identifier for the Media generated by the application.	&fields=SystemIdentifier
MediaNumber	<ul style="list-style-type: none"> For Images/Graphics: Fixture ID E.g., GM1E42P0T7601 For Packages: N/A 	&fields=MediaNumber
CaptionShort	<ul style="list-style-type: none"> For Images/Graphics: Headline For Packages: N/A 	&fields=Title,CaptionShort
CaptionLong	<ul style="list-style-type: none"> For Images: Caption For Graphics: Caption / shotlist For Packages: Description 	&fields=Title,CaptionShort,CaptionLong
Caption	This retrieves the same information as CaptionLong: "Caption" on Reuters Pictures website.	&fields=Caption
MediaDate	<ul style="list-style-type: none"> For Images/Graphics: Document date For Packages: Package date 	&fields=Title,MediaDate
MediaType	Image/ Album/ Graphic	&fields=Title,MediaDate,MediaType
Artist	<ul style="list-style-type: none"> For Images/Graphics: Photographer (Note: Photographer For Graphics = "REUTERS GRAPHICS,X02671") For Packages: N/A 	&fields=Caption,Artist
ArtistShortID	<ul style="list-style-type: none"> For Images/Graphics: "XCode" for the Photographer E.g., Photographer Carlos Barria: XCode = X9003 For Packages: N/A 	&fields=Title,Artist,ArtistShortID
OriginalSubmissionTitle	<ul style="list-style-type: none"> For Images: Story Title For Graphics: N/A For Packages: N/A 	&fields=Title,OriginalSubmissionTitle
OriginalSubmissionNumber	<ul style="list-style-type: none"> For Images: Story Code E.g., 02252008_X90035 For Graphics: N/A For Packages: N/A 	&fields=Title,MediaNumber,OriginalSubmissionNumber
OriginalSubmissionEncryptedIdentifier	This field is protected by security level. Ask you site administrator if you need access.	
MaxWidth	For Images: This is the width in pixels of the original Media.	&fields= MaxWidth,MaxHeight
MaxHeight	For Images: This is the height in pixels of the original Media.	&fields= MaxWidth,MaxHeight
MediaCount	Only relevant in a query on Packages. This retrieves the number of media of any type (Image/Graphic /Package) included in a	In the context of a query on Packages (query=MediaType:Packages), you can retrieve the number of media in each

METADATA	DESCRIPTION	EXAMPLES/USAGE
	Package.	package: &fields=MediaCount
ImageCount	Only relevant in a query on Packages. This retrieves the number of images included in a Package.	In the context of a query on Packages (query=MediaType:Packages), you can require to retrieve the number of images in each package: &fields= Title,MediaCount,ImageCount

2.3.5 Including the details of the Search API interpretation of your query

You can include **&verbose=1** in your query to get the response details on how the Search API conducted your query.

Example Query:

```
query=mediatype:image keyword:olympics text:sochi&fields=Title,captionshort,systemidentifier&verbose=1
```

Example Response:

```
...
<QueryInterpretation>
  <QueryPart>
    <QueryPart>
      <Criterion>
        <Name>mediatype</Name>
        <Comparator>:</Comparator>
        <Value>image</Value>
      </Criterion>
    <And />
    <Criterion2>
      <Name>keyword</Name>
      <Comparator>:</Comparator>
      <Value>olympics</Value>
      <ValueMappedTo type="List">
        <Item>2C04AUWL5C2A</Item>
        <Item>2C0BLI XXXMM8</Item>
      </ValueMappedTo>
    </Criterion2>
  </QueryPart>
  <And />
  <Criterion2>
    <Name>text</Name>
    <Comparator>:</Comparator>
    <Value>SOCHI</Value>
  </Criterion2>
</QueryPart>
</QueryInterpretation>
```

2.3.6 Managing the Page Numbers and Results Per Page

You can include parameters in your query to manage the number of results you want on each page and the page number you wish to retrieve in your response.

- **countperpage**

Format: &countperpage=100

Default value: 50

Example:

```
http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,CaptionLong,Path_TR3&countperpage=100
```

will return the result with 100 media per page.

The **<NextPage>** parameter will provide the link to the next page of results.

```
...
<API Response>
  <Global Info>
    <Total Count type="Numeric">232663</Total Count>
    <QueryDurationMilliseconds type="Numeric">437</QueryDurationMilliseconds>
    <Sort>Ranking</Sort>
    <NextPage
href="http://api.pictures.reuters.com/API/search/v3.0/search/search?query=keyword%3atennis&fields=Title%2ccaptionshort&countperpage=50&pagenumber=2" rel="next" />
  </Global Info>
...
```

- **pagenumber**

Format: &pagenumber=12

Default value: 1

For example:

```
http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,CaptionLong,Path_TR3&pagenumber=12
```

will retrieve page 12 of the results (with 50 media per page since 50 is the default).

2.3.7 Changing the Sort Order

You can change the order in which your results are sorted using the **sort** parameter.

Format: &sort=<value>

Possible values:

- **Ranking**

The results will be sorted based on the ranking levels set by the database administrators (assets with the highest ranking level will appear first in the results).

Example:

```
http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,CaptionLong,Path_TR3
```

- **Newest**

The results will be sorted with the most recent media items first (based on Media Date)

Example:

```
http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,CaptionLong&Sort=Newest
```

- **Oldest**

The results will be sorted with the oldest media items first (based on Media Date)

Example:

```
http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,Path_TR3&Sort=Oldest
```

Default Value: Ranking

2.3.8 Output Format

Results are returned in XML or JSON.

To get the answer in JSON, add `&format=json` at the end of the URL.

For example:

`http://api.pictures.reuters.com/API/search/v3.0/search?query=flower&fields=Title,CaptionLong,Path_TR3&format=json`

2.4 API RESPONSE INFORMATION

Along with the expected results, the API response contains the following additional information:

- API Request Information:
 - Boolean tag indicating the authentication state (IsLoggedIn : True or False)
- API Response Global Information:
 - Total results count - <TotalCount>
 - Request duration (in milliseconds) – <QueryDurationMilliseconds>
 - Sort Order - <Sort>
 - Link to the next page of results - <NextPage>

Example:

```

...
<APIRequestInfo>
  <Module>search</Module>
  <APIVersion>v3.0</APIVersion>
  <Resource>search</Resource>
  <IsLoggedIn type="Boolean">True</IsLoggedIn>
  <ProviderVersion>5.0.57.0</ProviderVersion>
  <ProviderIdentity>IP-0ADA45BF</ProviderIdentity>
</APIRequestInfo>

...

...
<APIResponse>
  <GlobalInfo>
    <TotalCount type="Numeric">3552</TotalCount>
    <QueryDurationMilliseconds type="Numeric">192</QueryDurationMilliseconds>
    <Sort>Ranking</Sort>
    <NextPage href="http://api.pictures.reuters.com/API/search/v3.0/search?query=MediaType%3aImage%2cKeyword%3aParis&fields=Title%2cCaptionLong%2cPath_TR3&token=gtvprt45l1m
pm5454l1gqqj&pagenumber=2" rel="next"/>
  </GlobalInfo>

```

3 API USAGE EXAMPLES

1. http://api.pictures.reuters.com/API/search/v3.0/search?query=Text:flower&fields=Title,CaptionLong,Path_TR3
 - Searches for any type of media with a free text search on *flower*
 - Provides in the response the Title, Long Caption/Description and Path to the TR3 image format
2. http://api.pictures.reuters.com/API/search/v3.0/search?query=MediaType:Image Keyword:Paris AND NOT Keyword:car&fields=Title,CaptionLong,Path_TR3&format=json
 - Searches for images with the keyword *Paris* but that which does not have the keyword *car*
 - Provides in the response (in JSON format) the Title, Long Caption/Description and Path to the TR3 image format
3. http://api.pictures.reuters.com/API/search/v3.0/search?query=MediaType:Image Keyword:beach AND NOT Keyword:France Orientation:Portrait MediaDate>:2010-01-01&fields=SystemIdentifier,MediaNumber,CaptionShort,CaptionLong,MediaDate,Artist,ArtistShortID,OriginalSubmissionTitle,OriginalSubmissionNumber,MaxWidth,MaxHeight,Path_TR1,Path_TR3,Path_TR6
 - Searches for pictures with the Keyword *beach* but that which does not have the keyword *France*; that are *vertical* (portrait format), with a picture shoot date posterior to *January 1st 2010 (including January 1st 2010 itself)*
 - Provides in the response the System Identifier, Media Number, Short Caption/Description, Long Caption/Description, Shoot Date, Artist, Artist Short ID, Title of the Original Submission, Number of the Original Submission, Image dimensions (MaxWidth and MaxHeight) and Paths to the TR1, TR3 and TR6 formats.
4. <http://api.pictures.reuters.com/API/search/v3.0/search?query=MediaType:Album Text:flower&fields=Title,SystemIdentifier,MediaNumber,CaptionShort,CaptionLong,MediaDate,Artist,ArtistShortID,Link,ImageCount>
 - Searches for albums with a free text search on *flower*
 - Provides in the response the Title, System Identifier, Media Number, Short Caption/Description, Long Caption/Description, Shoot Date, Artist, Artist Short ID, Link field for the album and the number of images contained in each album.

4 TROUBLESHOOTING

Warning messages

- **Message:** Your queries are temporarily throttled (response time is degraded) to preserve server resources.
HTTP code 200
Reason: This warning message is displayed when too many requests are made in a short period of time.
Note: This is just a warning message and the results are still provided.

Client-side Error Messages

- **Message:** Error. We were not able to match some criteria values in the database.
<IgnoredCriterion>[CRITERION NAME] [CRITERION VALUE]..... <IgnoredCriterion>
HTTP code 400
Reason: Some of the query criteria you passed in the request do not match any values.
Solution: This message will include the criterion which was not matched within <IgnoredCriterion> tags. Correct the value of the criterion mentioned.
- **Message:** Unsupported field: [FIELD NAME]
HTTP code 400
Reason: The field format or metadata you requested in the response is not supported.
Solution: Supply a field that is supported. See topic [Fields](#) for more details.
- **Message:** Unauthorized format: [FORMAT NAME]
HTTP code 400
Reason: You do not have security clearance for the media format you requested.
Solution: Request a format which is allowed for your credentials or contact your Account Manager if you need to change your access privileges.
- **Message:** Query parsing error: Error at position [POSITION OF THE ERROR]
HTTP code 400
Reason: The query parameter does not follow the expected syntax.
Solution: Look for the error at the position mentioned and correct the syntax.
- **Message:** The text is too vague. Please provide a more specific query.
HTTP code 400
Reason: This error will be displayed when the search is composed exclusively of noise words.
Solution: Provide a more specific query.

Server-side Error Messages

- **Message:** The server is currently in a state that does not allow API calls...

HTTP code 503

Reason: This error will be displayed when the site is closed to the public (this is the case of the DR site before a switch).

Solution: Contact Technical Support

- **Message:** The server encountered an unexpected condition which prevented it from fulfilling the request.

HTTP code 500

Reason: This is the fallback error message/code for all other unhandled errors.

Note: When you issue a Search API call when logged out (no token provided or expired/invalid token provided), you will get the above message as well.

Solution:

- If you have logged out or provided an invalid token, retry with a valid token.
- For all other cases, contact Technical Support.

5 TECHNICAL SUPPORT

For any technical queries, contact Hamish Crooks at:

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