



EMEA Mosaic API

Developer Guide



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1 Getting started

1.1 What is Mosaic?

Experian's Mosaic is a consumer classification model which is available in nearly 30 countries; and provides consistent insight and understanding across the globe on people, places, and markets.

Mosaic classifies and divides a country's population by socio-demographic characteristics into a number of broad Groups which are further subdivided into more detailed Types. Mosaic provides consistent insight and understanding across the globe on people, places, and markets.

Mosaic is applied to the authoritative sources of market research, media, and digital behavioural data to build a comprehensive and extensive portrait of the country's socio-economic, life stage, lifestyle, and cultural diversity. Sources of the descriptive content include contributions from leading market research providers.

Mosaic gives you an in-depth understanding of customers that allows you to:

- understand your customers with one consistent classification system;
- ensure that you are only targeting customers that will find your services relevant;
- retain and engage existing customers;
- accurately communicate with consistent messages across all channels;
- position sites or stores in the right place by understanding catchment profiles;
- reach the right target audience, with the right message, at the right time;
- personalise your customer communications to enhance their experience and drive retention;
- allocate your online and offline media spend to best effect.

1.2 What is the EMEA Mosaic API?

The EMEA Mosaic API is a secure Web-based software interface which allows users to obtain the national Mosaic Type currently within one of 5 European countries (UK, France, Germany, Spain, and Italy). Locations can be specified using a latitude and longitude or a postal address. The user can send a request for a single location or more than one location (i.e. batch record lookup request). Currently, the EMEA Mosaic API utilises the 250m by 250m grids provided by Experian's WorldView.

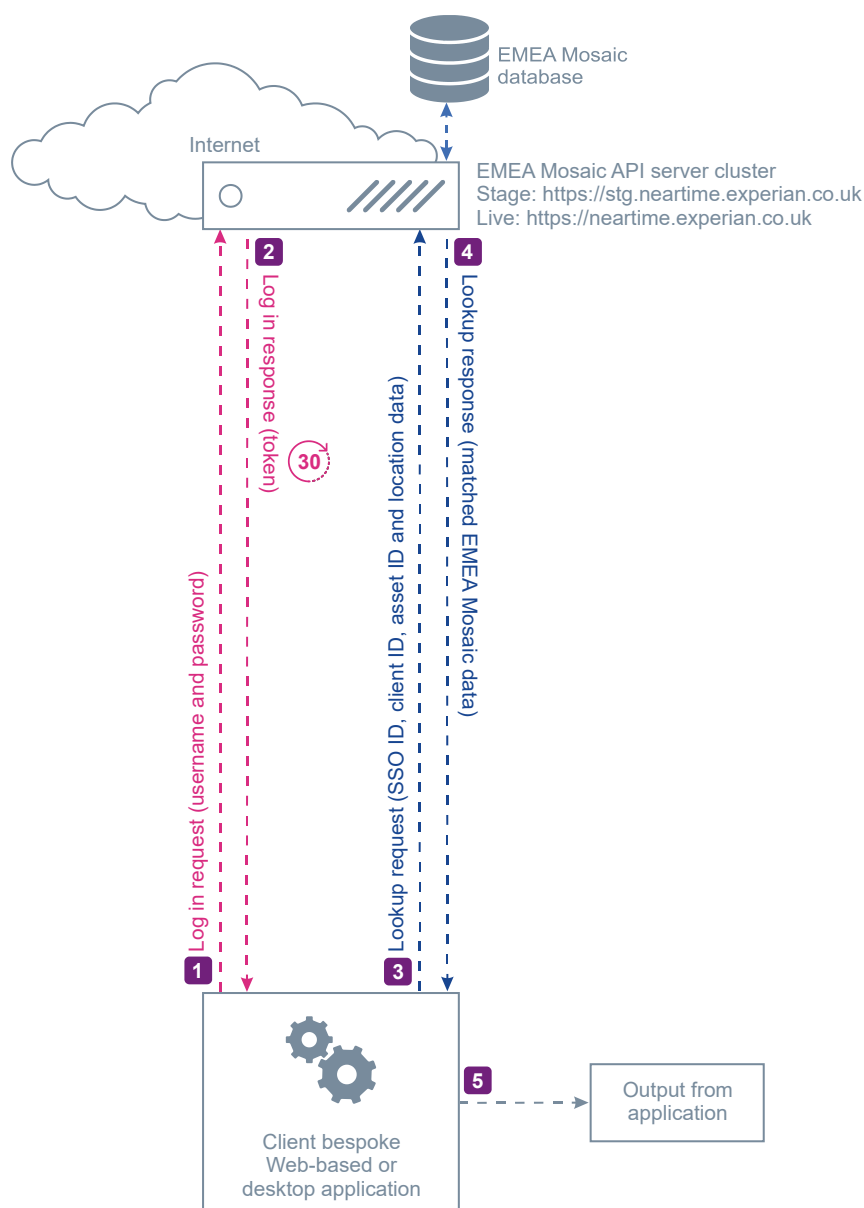
The API is hosted on Experian's Neartime server which offers access to several datasets including WorldView, ConsumerView and Catalist. The speed of the response is typically less than 200 ms i.e. near real-time for a single record lookup request.

The API is primarily intended for clients who want to create their own bespoke Web-based or desktop applications and make use of the Mosaic Type data. The API forms an integral component of these applications, allowing users to obtain near real-time Mosaic Type data for location, market, and consumer insights.

These bespoke applications can extract, validate, and use the Mosaic Type data for the client's own purposes. For example, the returned data can be analysed programmatically to give a decisioning capability, such as profile reports and website personalisation.

Clients who want to use the API must first apply to obtain a Neartime Service account. The variables required for the EMEA Mosaic API are contained in an asset, and given a unique ID known as an asset ID.

Refer to the process flow diagram below.



- 1 To use the API, you must login using your username and password.

- 2 For a successful log in, the API sends an authenticated token which you can then use for lookup requests. Each token has a lifetime of up to 30 minutes, after which you must send a subsequent log in request.
- 3 Once logged in, you can send a lookup request to the API by supplying your SSO ID (Single Sign On ID) and client ID; the asset ID for the EMEA Mosaic dataset; and the location(s) (latitude and longitude or postal address details) which you want to use for the search of the EMEA Mosaic database.
- 4 The API returns the values of the EMEA Mosaic variables that match the location(s) identified in the lookup request.
- 5 The values of the matching EMEA Mosaic data are extracted from the lookup response and used within your bespoke application to create the required output, e.g. a sales script, website personalisation or lead prioritisation.

You can also send a lookup request for more than one asset at a time. This is known as a multi-asset request and has the advantage of the application receiving all of the data in one request, rather than having to send individual single record requests for each asset. The assets can be associated with any dataset or API to which you subscribe, with the exception of the Catalyst API. Multi-asset requests use a different endpoint to single and batch lookup requests. Multi-asset lookups are only supported for single record requests and not batch record requests.

1.3 EMEA Mosaic dataset variables

The EMEA Mosaic variables which are returned by an API call are:

- Grid Code – the unique code for the 250m by 250m grid for the location specified in the lookup.
- Country Code – a 2-character alphabetic code identifying the country (i.e. GB, FR, DE, ES or IT).
- Country Mosaic – the dominant Mosaic Type within the grid for the country.

A full description of all the EMEA Mosaic variables that may be returned by the API are described in the EMEA Mosaic API Variables Reference Guide.

1.4 Purpose of this document

This document provides technical information about:

- how to get an API account;
- the log in request and response, including examples;
- the single record lookup request and the response, including examples;
- the batch record lookup request and the response; including examples;
- the various HTTP responses that may be received from the API. For error responses this includes possible causes and their resolution.

Note: For information about the EMEA Mosaic variables returned by the API, refer to the EMEA Mosaic API Variables Reference Guide. This includes a description of each variable and its possible values, as well as the name given to the variable in the response data, and a typical example response.

1.5 Document audience and pre-requisites

This document is intended to be used by developers wanting to use the API in their own bespoke Web-based or desktop applications.

There are many ways to create the HTTP POST requests needed to log in to the API and perform lookups, and to consume the responses. This can be from simple browser development tools and add-ins, tools, and libraries such as cURL and JQuery, to development environments for programming languages such C# and Java which provide libraries that include creating instances of an HTTP client or Web request.

It follows, therefore, that any API guide cannot be too prescriptive and can only give the 'bare bones' of information about the API. For this reason, the request examples used in this guide are in the Windows version of cURL. However, sufficient information is given about the construction of each HTTP request to allow you to build them using any preferred language or tool.

It is expected that you have a good understanding of:

- HTTP terminology and the general construct of POST requests, including HTTP responses.
- The JSON (JavaScript Object Notation) format and syntax and the notion of key and value pairs.
- The cURL (Client URL) library, its installation, and its command line syntax. The examples in this guide uses the Windows version of cURL, but of course there are other versions including those for Linux and Python (urlLib2).

1.6 Getting a EMEA Mosaic API account

1.6.1 Neartime domain names

You can ask to be registered to two Neartime Service domains:

- stg.neartime.experian.co.uk – this is the domain name for the Stage environment. You can use the Stage environment for testing purposes.
- neartime.experian.co.uk– this is domain name for the Live environment. When you have finished testing your application, you can switch to the URL for the Live environment.

1.6.2 Registering the Neartime Service

If you want to use the API you must first talk with your Experian Account Manager.

Your Experian Account Manager will apply to the Experian Helpdesk and ask them to set up your account on the Experian Plexus Administration Site and give you access to the Neartime Service which facilitates the EMEA Mosaic API.

The Plexus Administration Site is used for other services and applications such as Location Analyst, iCoder Online, Mosaic Audience and the Segmentation Portal. If you already use one of these services or sites, you will already have a username and password. In which case the Helpdesk will only need to add the Neartime Service to your account and arrange for the access to the EMEA Mosaic API to be set up.

You can manage your password through any of the Plexus services or applications to which you have access, i.e. the same username and password is used for all services and sites to which you subscribe. You can also change your password using the API itself.

Any questions you have about your account should be sent to the Experian Helpdesk (EMSUKHelpdesk@experian.com).

Soon after the creation or update of your account you will receive an automated registration e-mail giving your username and password (if a new account has been created).

1.6.3 Getting access to the EMEA Mosaic dataset

Giving you access to the Neartime Service is just part of the onboarding process. You will also need to be given access to the EMEA Mosaic dataset on each of the two domains described in Subsection 1.6.1.

You will be notified by e-mail when this is complete and be given a 5-digit client ID, and the asset ID containing the EMEA Mosaic dataset. You can then access the API.

Client IDs are used by the Neartime Service to match your username to a list of authorised usernames associated with that ID. For instance, you may have different users within your company that can access the same API or a different API. The client ID is authorised to send a query request for an asset, but the requestor (username) is also logged.

An asset is not just limited to the EMEA Mosaic dataset and are used for other datasets as well, e.g. ConsumerView. If different parts of your business need access to different assets to yourself, then please let us know, because it is likely that this will require a different client ID.

2 Logging in and changing the password

2.1 Logging in

2.1.1 About the log in request

To be able to perform a lookup of the EMEA Mosaic database, you must first log in to the API to authenticate the session and receive a token. You must send your credentials, in JSON format, in the body of the request.

Currently, you are only allowed one token at any one time which is valid for 30 minutes. If you make any subsequent log in attempts, this invalidates the token of any active session you may have started and causes a new token to be created.

HTTP summary details

The table below summarises the HTTP details of the log in request:

HTTP Element	Value
Request method:	POST
Standard header:	Content-Type:application/json
URL or endpoint:	https:// [domain_name] /overture/login
Request body:	<pre>{ "userid": "USERID_VALUE", "password": "PASSWORD_VALUE" }</pre>

Note: See Subsection 1.6.1 for details of the domain names you can use for the [domain_name] placeholder.

Standard header

For the log in request, you must set the value of the standard Content-Type header to a MIME type of “application/json”, i.e. Content-Type:application/json.

Request body key and value pairs

The key and value pairs in the log in request body (in JSON format) given above are defined as follows:

- “userid”: “USERID_VALUE” – set the value to be the same as the username given in the registration e-mail e.g.
“userid”: “client.username@client.com”
- “password”: “PASSWORD_VALUE” – set the value to be the same as your current Plexus password, e.g. “password”: “client_pAssw0rd”. The password is case sensitive.

Example log in request

The following is a simple Windows cURL command line example which is used to demonstrate the content of a log in request:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/login -d
"{\"userid\":\"client.username@client.com\", \"password\":\"
client_pAssw0rd\"}"
```

2.1.2 Log in response

Successful log in

If log in request is successful, the API sends a 200 (OK) response. The body of the response is a single JSON key and string value pair. The value of the token key is a hexadecimal string. An example response is shown below:

```
{"token":"713dbcaa-21f5-4124-a576-176805b7b326"}
```

Error response

If the log in request is unsuccessful, the API sends a different response.

The server may send a 429 (Too Many Requests) response to limit the loading on the network. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying. The time remaining (in milliseconds) is included in the response message.

See Section 5 for information about the other types of response which you may receive for a log in request, what they mean, and how to resolve the issue.

Processing the response

In a real-world Web-based or desktop application, if the log in request is successful, the token is likely to be programmatically extracted from the JSON response and then passed through, or made accessible, to a lookup request (see Section 3) or to change password request (see Subsection 2.2 below).

It is also expected that you would write application code to handle any response which is not successful.

2.2 Changing the password

2.2.1 About the change password request

As well as changing your password via the user interface of any of the Plexus applications to which you may subscribe (e.g. iCoder Online), you can also change it using the API. You can use this method at any time while you are logged in and have a valid token.

The new password:

- must not be the same as any of the previous 12 passwords you have used
- must be at least 8 characters in length
- must contain a mix of uppercase and lowercase letters
- must contain at least one numeric digit (0 to 9)
- must contain at least one non-alphanumeric character, such as #, *, ! or _
- must not contain spaces
- must not contain repeated characters, e.g. bbb or 111
- must not include your forename or surname

Note: It is important to recognise that any new password that you set will also be used by any other Plexus applications, sites and APIs to which you have access, e.g. iCoder Online, Location Analyst, and the ConsumerView API.

If the same credentials are used by other areas of your business for any other applications, then any change of password should be communicated to these areas.

HTTP summary details

The table below summarises the details of the change password request:

HTTP Element	Value
Request method:	POST
Standard header:	Content-Type:application/json
URL or endpoint:	https://[domain_name]/overture/changepassword
Request body:	<pre>{ "token": "TOKEN_VALUE", "password": "CURRENT_PASSWORD_VALUE", "newpassword": "NEW_PASSWORD_VALUE" }</pre>

Note: See Subsection 1.6.1 for details of the domain names you can use for the [domain_name] placeholder.

Standard header

You must set the value of a standard Content-Type header to a MIME type of "application/json", i.e. Content-Type:application/json.

Request body key and value pairs

The key and value pairs in the request body given above are defined as follows:

- "token": "TOKEN_VALUE" – set the value to be the same as the token you received in the log in response, e.g. "token": "713dbcaa-21f5-4124-a576-176805b7b326".
- "password": "CURRENT_PASSWORD_VALUE" – set the value to be the same as your current Plexus password, e.g. "password": "client_pAssw0rd". The password is case sensitive.

- "newpassword":"NEW_PASSWORD_VALUE" – set the value to the new password you want to use, observing the password requirements given above, e.g."newpassword":"client_pAssw0rd_New2day".

Example request

The following is a simple Windows cURL command line example which is used to demonstrate the content of a change password request:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/changepassword -d
"{\"token\":\"3049f8bd-1934-4efb-8e2a-13311d4663e0\",
\"password\":\"client_pAssw0rd\", \"newpassword\":\"
client_pAssw0rd_New2day\"}"
```

2.2.2 About the response

Successful response

If the change password request is successful, the API sends a 200 (OK) response. The body of the response contains a key and Boolean value pair as shown below:

```
{
  "success": true
}
```

The new password should now be used for any future log-in requests.

Error response

If a problem occurred processing the change password request the server will give a different HTTP response.

The server may send a 429 (Too Many Requests) response to limit the loading on the network. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying. The time remaining (in milliseconds) is included in the response message.

See Section 5 for information on the other types of response which may be received for a request, what they mean, and how to resolve the issue.

3 Sending and processing single asset lookups

3.1 Types of lookup request

Note: A lookup request which uses a postal address, results in a call to a 3rd party geocoding service which resolves the address to a latitude and longitude. The latitude and longitude is then automatically passed through and processed by the EMEA Mosaic API.

3.1.1 Single record lookup request

If you want to perform a lookup of the EMEA Mosaic database for a single location you can use the POST method, where you supply a latitude and longitude or postal address fields as keys in a JSON request body.

Of course, if you want to perform a lookup for more than one location, then you either have to send single record lookup requests one after the other or use the batch record lookup request described below.

3.1.2 Batch record lookup request

As the name suggests, a batch record lookup request lets you perform a lookup of the EMEA Mosaic database for more than one location at a time.

Note: A maximum 5,000 locations can be added to a batch record lookup request.

Batch record lookup requests must use the POST method, where you supply the lookup data (latitude/longitude or postal address) for each location within an array of a JSON request body.

3.2 Input data required in a lookup request

3.2.1 Types of data

The input data which you send in the lookup request can be divided into 2 discrete types:

- **Authorisation data** – every lookup request must contain your authorisation credentials. These give you the permission to use the API and the variables in the requested asset. See section 3.2.2 for further information.
- **Search data** – every lookup request must identify the location(s) you want to use to lookup the EMEA Mosaic database. You can specify the location either as a latitude or longitude or a number of fields comprising a postal address. See section 3.2.3 for further information.

3.2.2 Authorisation data

To be able to perform a lookup, you must include the following authorisation data in each lookup request:

- your username which was sent to you in the registration e-mail. N.B. When used in lookups, the username is known as a Single Sign On ID (or ssoid). This is because the session was authenticated by the log in request and is valid for the lifetime of the token (30 minutes).
- the token which you received in response to the log in request. If the token is older than 30 minutes, the lookup request will fail, and you will have to send another log in request to get a new token.
- your client ID which was included in the registration e-mail. A client ID is a 5-digit number, e.g. 12345.
- the ID of the asset containing the EMEA Mosaic variables and is included in the registration e-mail. An asset ID is a 6-character alphanumeric string e.g. 88883A.

3.2.3 Search data

Search data refers to the fields which identify the location you want to use to search the EMEA Mosaic database. You can specify the location either as a latitude or longitude or a number of fields comprising a postal address. For a batch record lookup request, you must create a JSON array, with each element of the array containing the search data for a specific location.

Latitude and longitude

You can specify the required location in a search using the two fields below.

Field Name	Description
latitude	The latitude (in WGS84 format and up to 6 decimal places) you want to use for the lookup, e.g. "50.00001".
longitude	The longitude (in WGS84 format and up to 6 decimal places) you want to use for the lookup, e.g. "-0.99999".

Postal address fields

You can specify the required location in a search using any of the postal address fields below.

Field Name	Description
houenumber	The number to identify the building or house, e.g. 2, 4, 8 or 62.
street	The name of the postal road or street, e.g. GRAPEFRUITS LANE.
district	The name of the postal district or borough within the town or city, e.g. CAMDEN.
city	The name of the postal town or city, e.g. LONDON.
county	The name of the postal county, e.g. DERBYSHIRE.
state	The name of the postal state, e.g. TEXAS.
postalcode	The postal code for the household, e.g. XX5 3NG.
country	The 2-character code for the country (defined by ISO 3166-1 alpha-2) you want to use for the lookup, e.g. US.

Field Name	Description
searchtext	A free-form text string containing multiple address elements, e.g. 62 GRAPEFRUITS LANE XX5 3NG GB.

The postal address fields that you use is largely dependent on how you have stored your address data. These fields are passed through in a request to a 3rd party geocoder which resolves the address to a latitude and longitude. Therefore, the more address fields you supply, the greater the likelihood of the correct latitude and longitude being found for the address, and a match from the EMEA Mosaic API.

3.3 Using a single record lookup request

3.3.1 About the request

You can use the POST method to perform a lookup of the EMEA Mosaic database for a single location by sending the authorisation keys and the required latitude and longitude or postal address you want to use to do the search. You must send this data, in JSON format, in the body of the request.

HTTP summary details

The table below summarises the details of the request:

HTTP Element	Value
Request method:	POST
Standard header:	Content-Type:application/json
URL or endpoint:	https://[domain_name]/overture/lookup

For a search which uses a longitude and latitude to define the required location:

```
{ "ssoId":"SSOID_VALUE",
  "token":"TOKEN_VALUE",
  "clientId":"CLIENTID_VALUE",
  "assetId":"ASSETID_VALUE",
  "latitude":"LATITUDE_VALUE",
  "longitude":"LONGITUDE_VALUE"
}
```

-or-

Request body:

for a search which uses a postal address to define the required location:

```
{ "ssoId":"SSOID_VALUE",
  "token":"TOKEN_VALUE",
  "clientId":"CLIENTID_VALUE",
  "assetId":"ASSETID_VALUE",
  "KEY_1_NAME":"KEY_1_VALUE",
  ...
  "KEY_1+n_NAME":"KEY_1+n_VALUE"
}
```

Note: See Subsection 1.6.1 for details of the domain names you can use for the [domain_name] placeholder.

Standard header

You must set the value of a standard `Content-Type` header to a MIME type of `"application/json"`, i.e. `Content-Type:application/json`.

Request body key and value pairs

The key and value pairs in the request body given above are defined as follows:

- `"ssoId": "SSOID_VALUE"` – set the value to be the same as the username given in the registration e-mail and used at log in e.g. `"ssoId": "client.username@client.com"`.
- `"token": "TOKEN_VALUE"` – set the value to be the same as the token you received in the log in response, e.g. `"token": "713dbcaa-21f5-4124-a576-176805b7b326"`.
- `"clientId": "CLIENTID_VALUE"` – set the value to be the same as the client ID which you received in the registration email, e.g. `"clientId": "12345"`.
- `"assetId": "ASSETID_VALUE"` – set the value to be the same as the asset ID for the EMEA Mosaic dataset which you received in the registration email, e.g. `"assetId": "88883A"`.
- `"latitude": "LATITUDE_VALUE"` – if a latitude and longitude is used, set the value to be the latitude (in WGS84 format and up to 6 decimal places) you want to use for the lookup, e.g. `"latitude": "50.00001"`.
- `"longitude": "LONGITUDE_VALUE"` – if a latitude and longitude is used, set the value to be the longitude (in WGS84 format and up to 6 decimal places) you want to use for the lookup, e.g. `"longitude": "-0.99999"`.

-or-

- `"KEY_1_NAME": "KEY_1_VALUE" ... "KEY_1+n_NAME": "KEY_1+n_VALUE"` – if a postal address is used, this represents the name and value pairs of one or more postal address fields. The fields that you use is largely dependent on how you have stored your address data. For example:

```
"houenumber": "62",
"street": "GRAPEFRUITS LANE",
"city": "YODELVILLE",
"postalcode": "XX5 3NG",
"country": "GB"
```

Refer to section 3.2.3 for a full list of postal address fields and their description.

Example request

The following is a simple Windows cURL command line example which is used to demonstrate the content of a lookup request for a single location using a latitude and longitude:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/lookup -d
{"ssoId\":\"client.username@client.com\",
 \"token\":\"3049f8bd-1934-4efb-8e2a-13311d4663e0\",
 \"clientId\":\"10002\", \"assetId\":\"88889A\",
 \"latitude\":\"50.00001\", \"longitude\":\"-0.99999\"}"
```

The following is a simple Windows cURL command line example which is used to demonstrate the content of a lookup request for a single location using a postal address:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/lookup -d
{"ssoId\":\"client.username@client.com\",
 \"token\":\"3049f8bd-1934-4efb-8e2a-13311d4663e0\",
 \"clientId\":\"10002\", \"assetId\":\"88889A\",
 \"street\":\"SOMEWHERE DRIVE\", \"city\":\"NO
 WHERE\", \"postalcode\":\"XX378HX\", \"country\":\"GB\"}"
```

3.3.2 About the response

Matched lookup

If there has been a successful match with the lookup data you have supplied, the API sends a 200 (OK) response. The body of the response contains key and string value pairs for each variable that has been defined in the asset you have used. An example of this is shown below:

```
{
  "country_code":"GB",
  "country_mosaic":"A01",
  "grid_code":"G04_000001_00001"
}
```

Non-matched lookup

If the query request results in a non-match, a 200 (OK) response is given but with empty curly braces, i.e. {}.

Error response

If a problem occurred processing the request the server will give a different HTTP response.

The server may send a 429 (Too Many Requests) response to limit the loading on the network. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying. The time remaining (in milliseconds) is included in the response message.

See Section 5 for information on the other types of response which may be received for a request, what they mean, and how to resolve the issue.

3.4 Using a batch record lookup request

3.4.1 About the request

You can use a batch record lookup request to search the EMEA Mosaic database for more than one location. You must send the authorisation keys as you would with a single record lookup request. The difference is that the search data for each location is encapsulated into the elements of a `batch` key array: with one element of the array holding the search data for a single location.

Note: A maximum 5,000 locations can be added to a batch record lookup request.

HTTP summary details

The table below summarises the details of the request:

HTTP Element	Value
Request method:	POST
Standard header:	Content-Type:application/json
URL or endpoint:	https://[domain_name]/overture/batch

For a search which uses a longitude and latitude to define the required location:

```
{ "ssoId":"SSOID_VALUE",
  "token":"TOKEN_VALUE",
  "clientId":"CLIENTID_VALUE",
  "assetId":"ASSETID_VALUE",
  "batch":[{"latitude":"LATITUDE_VALUE",
            "longitude":"LONGITUDE_VALUE"},
          ...
          {"latitude":"LATITUDE_VALUE",
            "longitude":"LONGITUDE_VALUE"}]
}
```

-or-

Request body:

for a search which uses a postal address to define the required location:

```
{ "ssoId":"SSOID_VALUE",
  "token":"TOKEN_VALUE",
  "clientId":"CLIENTID_VALUE",
  "assetId":"ASSETID_VALUE",
  "batch":[{"KEY_1_NAME":"KEY_1_VALUE",
            ...
            "KEY_1+n_NAME":"KEY_1+n_VALUE"},
          ...
          {"KEY_1_NAME":"KEY_1_VALUE",
            ...
            "KEY_1+n_NAME":"KEY_1+n_VALUE"}]
}
```

Note: See Subsection 1.6.1 for details of the domain names you can use for the [domain_name] placeholder.

Standard header

For a POST lookup request, you must set the value of a standard Content-Type header to a MIME type of “application/json”, i.e. Content-Type:application/json.

Request body key and value pairs

The key and value pairs in the request body given above are defined as follows:

- `"ssoId": "SSOID_VALUE"` – set the value to be the same as the username given in the registration e-mail and used at log in e.g. `"ssoId": "client.username@client.com"`.
- `"token": "TOKEN_VALUE"` – set the value to be the same as the token you received in the log in response, e.g. `"token": "713dbcaa-21f5-4124-a576-176805b7b326"`.
- `"clientId": "CLIENTID_VALUE"` – set the value to be the same as the client ID which you received in the registration email, e.g. `"clientId": "12345"`.
- `"assetId": "ASSETID_VALUE"` – set the value to be the same as the asset ID for the EMEA Mosaic dataset which you received in the registration email, e.g. `"assetId": "88883A"`.
- `"batch": [{"latitude": "LATITUDE_VALUE", "longitude": "LONGITUDE_VALUE"}, ... {"latitude": "LATITUDE_VALUE", "longitude": "LONGITUDE_VALUE"}]` – this represents the key and string value pairs (KVPs) for each location in the batch array when a latitude and longitude is used to define the location (with 1 element per location).

For example, for a two element (2 location array) the `batch` key array may look like:

```
"batch": [{"latitude": "50.00001", "longitude": "-0.99999"},
{"latitude": "50.00001", "longitude": "-0.55555"}]
```

Refer to section 3.2.3 for a full description of latitude and longitude.

-or-

- `"batch": [{"KEY_1_NAME": "KEY_1_VALUE", ... "KEY_1+n_NAME": "KEY_1+n_VALUE"}, ... {"KEY_1_NAME": "KEY_1_VALUE", ... "KEY_1+n_NAME": "KEY_1+n_VALUE"}]` – this represents the key and string value pairs (KVPs) for each location in the `batch` array when a postal address is used to define the location (with 1 element per location).

For example, for a two element (2 location array) the `batch` key array may look like:

```
"batch": [{"houenumber": "62", "street": "GRAPEFRUITS
LANE", "city": "YODELVILLE", "postalcode": "XX53NG", "country":
"GB"}, {"houenumber": "17", "street": "KERPLUNK
STREET", "city": "YESTERVILLE", "postalcode": "XX72NQ",
"country": "GB"}]
```

Refer to section 3.2.3 for a full list of input parameters and their description.

Example request

The following is a simple Windows cURL command line example which is used to demonstrate the content of a lookup request for two locations using a latitude and longitude:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/batch -d
{"ssoId":"client.username@client.com",
"token":"3049f8bd-1934-4efb-8e2a-13311d4663e0",
"clientId":"10002","assetId":"88889A",
"batch":[{"latitude":"50.00001","longitude":"-
0.99999"}, {"latitude":"51.00001","longitude":"-
0.55555"}]}
```

The following is a simple Windows cURL command line example which is used to demonstrate the content of a lookup request for two locations using a postal address:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/batch -d
{"ssoId":"client.username@client.com",
"token":"3049f8bd-1934-4efb-8e2a-13311d4663e0",
"clientId":"10002","assetId":"88889A",
"batch":[{"street":"SOMEWHERE
DRIVE","city":"NOWHERE","postalcode":"XX378HX",
"country":"GB"}, {"street":"ANYWHERE ROAD",
"city":"HEREANDTHERE","postalcode":"XY443WD",
"country":"GB"}]}
```

3.4.2 About the response

Fully-matched lookup

If the lookup request results in a match for all locations in the request, the API sends a 200 (OK) response. The body of the response contains a JSON array.

Each element of the array represents the results for the corresponding location in the request, i.e. element 0 in the response array relates to the location defined in element 0 in the lookup request array.

Each element in the array contains key and string value pairs for each variable that has been defined in the asset you have used.

An example of this is shown below. For the sake of brevity, the example is limited to only two elements (or two locations):

```
[{
  "country_code": "GB",
  "country_mosaic": "A01",
  "grid_code": "G04_000001_00001"
},
{
  "country_code": "GB",
  "country_mosaic": "C11",
  "grid_code": "G04_001001_00101"
}]
```

Partially-matched lookup

If the lookup request results in a non-match for one or more locations (but not *all*) in the request, a 200 (OK) response is given but empty curly braces, i.e. { } are returned for that location in the response array. For example, the response below shows that for the first location in the request (element 0 in the array) matched, while for the second location (element 1 in the array) no match was found:

```
[{
  "country_code": "GB",
  "country_mosaic": "A01",
  "grid_code": "G04_000001_00001"
},
{}]
```

Fully-non-matched lookup

If a batch location lookup request is made where no location were matched, a 200 (OK) response is given, but with empty curly braces for each element in the array. For example, for a 2-element array: [{}, {}]

Error response

If a problem occurred processing the request the server will give a different HTTP response.

The server may send a 429 (Too Many Requests) response to limit the loading on the network. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying. The time remaining (in milliseconds) is included in the response message.

See Section 5 for information on the other types of response which may be received for a request, what they mean, and how to resolve the issue.

3.5 Processing the response data

If the lookup request results in a successful match, then it is likely that you will write code to consume the response data. In simple terms, this means your code will extract and validate the values for each variable in the response, and then perhaps conditionally use the variables in some way according to their value. For example, to create a sales script or personalise your website for a user.

The EMEA Mosaic API Variables Reference Guide describes each variable that is available via the API. It identifies the name that is given in the JSON response; and the possible values.

It is also expected that you would write application code to handle any response where no match is found (`{ }` given) for a location, or which indicates that there was a problem (see Section 5 for details).

4 Sending and processing multi-asset lookups

4.1 Introduction

You can send a lookup request for more than one asset at a time. This is known as a multi-asset request and has the advantage of your application receiving all of the data in one request, rather than having to send individual single record requests for each asset.

The asset IDs that you send in the multi-asset request can be for any dataset to which you have subscribed, except one for the Catalyst API. If you have licensed two or more assets for a particular dataset (e.g. EMEA Mosaic) then you can specify two or more in the multi-asset request. Similarly, a multi-asset request can include assets for disparate datasets, such as EMEA Mosaic, Suppressions and WorldView.

All the relevant search fields that would be required for a single record lookup request for each dataset should be included in a multi-asset asset request. Some datasets share the same fields, e.g. the name and address fields. Whereas for other datasets, some search fields are unique to that dataset. For example, the `latitude` and `longitude` fields are available to perform lookups of the WorldView dataset only.

You are limited to sending a single record, multi-asset request, i.e. multi-asset batch record requests are not supported.

Multi-asset requests use the POST method, but use a different endpoint to their single record, single asset counterpart.

4.2 Input data required in a multi-asset lookup request

The types of data you provide in a multi-asset lookup request are exactly the same as what you would provide in a single record, single asset request. For example, for the EMEA Mosaic API, refer to section 3.2.

Other Neartime APIs may support other keys or fields, not relevant or available to this API. Therefore, if you are making a request which includes an asset for one of these APIs you should include those keys or fields needed to provide a successful match and response.

Note: All Neartime APIs ignore any keys or fields that it does not recognise.

4.3 Using a single record, multi-asset lookup request

4.3.1 About the request

You can use a POST request to perform a lookup of multiple assets for a single record by sending the authorisation keys (including the required asset IDs) and one or more keys which are used in the search. You must send this data, in JSON format, in the body of the request.

For some datasets, e.g. ConsumerView, you can also include an optional `flags` string array in the request body. You can use the flags to switch off individual pre-processing cleaning tasks that are run at the API before the search is performed. Refer to the relevant API Developer Guide for further information about the `flags` array.

HTTP summary details

The table below summarises the details of the request:

HTTP Element	Value
Request method:	POST
Standard header:	Content-Type:application/json
URL or endpoint:	https://[domain_name]/overture/MultiAssetLookup
Request body (with the optional “flags” array):	<pre>{ "ssoId":"SSOID_VALUE", "token":"TOKEN_VALUE", "clientId":"CLIENTID_VALUE", "assetId":["ASSETID1_VALUE", ... "ASSETID_1+n_VALUE"], "KEY_1_NAME":"KEY_1_VALUE", ... "KEY_1+n_NAME":"KEY_1+n_VALUE", "flags":[{"KEY_NAME":["FLAG1_VALUE", "FLAG2_VALUE","FLAG3_VALUE"]}]} }</pre>

Note: See Subsection 1.6.1 for details of the domain names you can use for the `[domain_name]` placeholder.

Standard header

You must set the value of a standard Content-Type header to a MIME type of “application/json”, i.e. Content-Type:application/json.

Request body key and value pairs

The key and value pairs in the request body given above are defined as follows:

- `"ssoId":"SSOID_VALUE"` – set the value to be the same as the username given in the registration e-mail and used at log in e.g. `"ssoId":"client.username@client.com"`.
- `"token":"TOKEN_VALUE"` – set the value to be the same as the token you received in the log in response, e.g. `"token":"713dbcaa-21f5-4124-a576-176805b7b326"`.
- `"clientId":"CLIENTID_VALUE"` – set the value to be the same as the client ID which you received in the registration email, e.g. `"clientId":"12345"`.
- `"assetId":"ASSETID_VALUE"` – this is a string array of asset IDs you want to use in your request, e.g. `"assetId":["88883A","88883B","88883C"]`.

- `"KEY_1_NAME": "KEY_1_VALUE", ... "KEY_1+n_NAME": "KEY_1+n_VALUE"`
– this represents the name and value pairs of one or more keys used in the lookup. The number, names and values of these keys are dependent on the search level and the assets you want to use. For example:

```
"forename": "JOHN", "surname": "DOE", "addressline": "10
SWINEGATE", "postcode": "XX319RR", "latitude": "52.8619",
"longitude": "-0.629722".
```

For the EMEA Mosaic API, refer to section 3.2.3 for a full list of input keys and their description. For other Neartime APIs, refer to the same section but within that API Developer Guide.

- `"flags": [{"KEY_NAME": ["FLAG1_VALUE", "FLAG2_VALUE", "FLAG3_VALUE"]}]` – this represents the key name and value of 3 flags for an optional flags array which you can use to stop one or more of the pre-processing cleaning tasks from running for this request. This is available for some datasets, e.g. ConsumerView, but not all and is ignored by these if included. Refer to the relevant API Developer Guide for further information about the flags array.

Example request

The following is a simple Windows cURL command line example which is used to demonstrate the content of a single record, multi-asset lookup request:

```
curl -X POST -H "Content-Type:application/json"
https://[domain_name]/overture/MultiAssetLookup -d
"{\"ssoId\": \"client.username@client.com\",
\"token\": \"3049f8bd-1934-4efb-8e2a-13311d4663e0\",
\"clientId\": \"10002\", \"assetId\": [\"10002A\", \"10002B\",
\"10002C\", \"10002D\", \"10002E\", \"10002G\"], \"forename\":
\"YAK\", \"surname\": \"PORTER\", \"addressline\": \"62
Grapefruits Lane\", \"postcode\": \"XX5 3NG\",
\"latitude\": \"50.00001\", \"longitude\": \"-0.99999\"}"
```

In this example, the request the asset IDs relate to the following datasets and APIs:

- 10002A – EMEA Mosaic API asset
- 10002B - WorldView API asset
- 10002C – Residential Property API asset
- 10002D – Microcells API asset
- 10002E – Suppressions API asset
- 10002G – ConsumerView API asset

4.3.2 About the response

Fully-matched lookup

If the lookup request results in a match for all assets in the request, the Neartime API sends a 200 (OK) response containing a JSON array of objects.

Each element or object in the array contains the results and asset ID for one of the assets specified in the request. Each object in the array has the following general format:

```
{
  "result": {
    "[VARIABLE_1_NAME]": "[VARIABLE_1_VALUE]",
    ...
    "[VARIABLE_1+n_NAME]": "[VARIABLE_1+n_VALUE]"
  },
  "assetId": "[ASSETID_VALUE]"
}
```

Each element in the `result` object contains key and string value pairs for each variable that has been defined in the asset you have used. For the ConsumerView API assets, the `result` object also contains a `Match` flag. An example of this is shown below.

```
[
  {
    "result": {
      "country_mosaic": "A01",
    },
    "assetId": "10002A"
  },
  {
    "result": {
      "disposable_income": "50",
      "country_code": "ZZ",
      "dominant_age_band": "15-30",
      "grid_code": "T99_000001_00001",
      "worldview_segment": "A"
    },
    "assetId": "10002B"
  },
  {
    "result": {
      "building_description": "DETACHED HOUSE",
      "property_roof_shape": "PITCHED",
      "property_wall_type": "CAVITY",
      "reception_room_count": "2",
      "property_built_in_period": "1500 TO 1550",
      "bedroom_count": "1",

```

```

        "property_wall_material": "GRANITE",
        "property_is_new_build": "FALSE",
        "dwelling_description": "HOUSEBOAT",
        "bathroom_count": "5+",
        "dwelling_type": "HOUSE",
        "building_type": "DETACHED"
    },
    "assetId": "10002C"
},
{
    "result": {
        "h_age_fine": "07",
        "h_shareholding_value": "0",
        "h_presence_of_young_person_at_address": "1",
        "p_discretionary_income_value": "35",
        "p_fsi_score": "-0.2574",
        "p_regional_normalised_person_income_band": "3",
    },
    "assetId": "10002D"
},
{
    "result": {
        "DeadFInd": "F",
        "DeadSInd": "F",
        "DeadIInd": "F"
    },
    "assetId": "10002E"
},
{
    "result": {
        "p_0071_perc_pension_standard_v1b": "18",
        "h_council_tax_band": "0",
        "h_income_value_v3": "22650",
        "h_fuelpoverty_v2_flag": "N",
        "h_households_with_children_v3": "0",
        "p_directorships_flag": "0",
        "pc_mosaic_uk_6_digital_group": "B",
        "h_mosaic_uk_6_type": "43",
        "Match": "P"
    },
    "assetId": "10002G"
}
]

```

Note: The same rule about which variables are in the response for a single record, single asset request is also applicable to single record, multi-asset requests.

Partially-matched lookup

If the lookup request results in a non-match for one or more assets (but not *all*) in the request, a 200 (OK) response is given but empty curly braces for the content of the `result` object for that asset in the response array, i.e.

```
{
  "result": {},
  "assetId": "10002E"
}
```

For example, the response below shows that for the first two assets in the request (element 0 and 1 in the array) no match was found, while for the third asset (element 2 in the array) a match was found:

```
[
  {
    "result": {},
    "assetId": "10002A"
  },
  {
    "result": {},
    "assetId": "10002B"
  },
  {
    "result": {
      "building_description": "DETACHED HOUSE",
      "property_roof_shape": "PITCHED",
      "property_wall_type": "CAVITY",
      "reception_room_count": "2",
      "property_built_in_period": "1500 TO 1550",
      "bedroom_count": "1",
      "property_wall_material": "GRANITE",
      "property_is_new_build": "FALSE",
      "dwelling_description": "HOUSEBOAT",
      "bathroom_count": "5+",
      "dwelling_type": "HOUSE",
      "building_type": "DETACHED"
    },
    "assetId": "10002C"
  }
]
```

Note: The same rule about which variables are in the response for a single record, single asset request is also applicable to single record, multi-asset requests.

Fully-non-matched lookup

If the lookup request is made where no match was found for any of the assets specified in the request, a 200 (OK) response is given, but empty curly braces for the content of the `result` object for all assets in the response array.

For example, the response below shows that for all assets in the request (element 0, 1 2 in the array) no match was found:

```
[
  {
    "result": {},
    "assetId": "10002A"
  },
  {
    "result": {},
    "assetId": "10002B"
  },
  {
    "result": {},
    "assetId": "10002C"
  }
]
```

Error response

If a problem occurred processing the request the server will give a different HTTP response.

The server may send a 429 (Too Many Requests) response to limit the loading on the network. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying. The time remaining (in milliseconds) is included in the response message.

See Section 5 for information on the other types of response which may be received for a request, what they mean, and how to resolve the issue.

4.4 Processing the response data

4.4.1 Matched responses

If the lookup request results in a successful match, then it is likely that you will write code to consume the response data. In simple terms, this means your code will extract and validate the values for each variable in the response, and then perhaps conditionally use the variables in some way according to their value.

The rules for creating a successful matched response for a single asset, single record request are also applicable to single record, multi-asset requests.

4.4.2 Non-matched and error responses

It is also expected that you would write application code to handle any response where no match is found for an asset, or which indicates that there was a problem.

For a multi-asset request, any error responses such as the 400- and 500-series response are either related to the entire call, or one or more assets defined in the request. For example, if there is an issue with the authentication `token` supplied in the request then this obviously is related to the entire call, and the appropriate 401 response would be given. However, if there is an asset-specific error response, then a 200 (OK) response is given for the request, but the `result` object holds the actual specific response for that asset. For example:

```
{
  "result": {
    "code": 401,
    "response": "Asset Not Found"
  },
  "assetId": "10002C"
}
```

See Section 5 for details of all responses.

5 HTTP responses

5.1 Introduction

The following provides the details of the possible responses to the log in request, the change password request, and the lookup request. In some cases, the text of the response is the standard HTML response given by the server, while in other cases a custom response has been created to be used specifically with the API.

The details given provide the meaning of the response, and if it is an error, the possible causes and the resolution.

The names in parentheses are the standard HTTP names for the responses.

For a multi-asset request, any error responses such as the 400- and 500-series response are either related to the entire call, or one or more assets defined in the request. For example, if there is an issue with the authentication `token` supplied in the request then this obviously is related to the entire call, and the appropriate 401 response would be given. However, if there is an asset-specific error response, then a 200 (OK) response is given for the request, but the `result` object holds the actual specific response for that asset. For example:

```
{
  "result": {
    "code": 401,
    "response": "Asset Not Found"
  },
  "assetId": "10002C"
}
```

The relevant subsections for each response identify whether it would be treated as an asset-specific response for a multi-asset request.

5.2 200 (OK) responses

5.2.1 200 – Fully-matched lookup (batch record)

If the lookup request results in a match for all locations in the request, the API sends a 200 (OK) response. The body of the response contains a JSON array.

Each element in the array comprises key and string value pairs for each variable for the respective location in the request. For example, for a two element array:

```
[{
  "country_code": "GB",
  "country_mosaic": "A01",
  "grid_code": "G04_000001_00001"
},
{
  "country_code": "GB",
  "country_mosaic": "C11",
  "grid_code": "G04_001001_00101"
}]
```

5.2.2 200 – Fully-matched lookup (single record, multi-asset)

If a single record, multi-asset lookup request is made where all assets in the request were matched, a 200 (OK) response is given.

The body of the response contains a JSON array. Each element in the array comprises a `result` object and an `assetId` key for the respective asset in the request. The `result` object contains the string value pairs for each variable and propensity.

If the lookup request results in a match for all assets in the request, the Neartime API sends a 200 (OK) response containing a JSON array of objects.

Each element or object in the array contains the results and asset ID for one of the assets specified in the request. Each object in the array has the following general format:

```
{
  "result": {
    "[VARIABLE_1_NAME]": "[VARIABLE_1_VALUE]",
    ...
    "[VARIABLE_1+n_NAME]": "[VARIABLE_1+n_VALUE]"
  },
  "assetId": "[ASSETID_VALUE]"
}
```

Each element in the `result` object contains key and string value pairs for each variable that has been defined in the asset you have used. For the ConsumerView API assets, the `result` object also contains a `Match` flag. An example of this is shown below.

```
[
  {
    "result": {
      "country_mosaic": "A01",
    },
    "assetId": "10002A"
  },
  {
    "result": {
      "disposable_income": "50",
      "country_code": "ZZ",
      "dominant_age_band": "15-30",
      "grid_code": "T99_000001_00001",
      "worldview_segment": "A"
    },
    "assetId": "10002B"
  },
  {
    "result": {
      "building_description": "DETACHED HOUSE",
      "property_roof_shape": "PITCHED",
      "property_wall_type": "CAVITY",
      "reception_room_count": "2",
      "property_built_in_period": "1500 TO 1550",
      "bedroom_count": "1",
      "property_wall_material": "GRANITE",
      "property_is_new_build": "FALSE",
      "dwelling_description": "HOUSEBOAT",
      "bathroom_count": "5+",
      "dwelling_type": "HOUSE",
      "building_type": "DETACHED"
    },
    "assetId": "10002C"
  },
  {
    "result": {
      "h_age_fine": "07",
      "h_shareholding_value": "0",
      "h_presence_of_young_person_at_address": "1",
      "p_discretionary_income_value": "35",
      "p_fsi_score": "-0.2574",
      "p_regional_normalised_person_income_band": "3",
    },
    "assetId": "10002D"
  },
]
```

```

{
  "result": {
    "DeadFInd": "F",
    "DeadSInd": "F",
    "DeadIInd": "F"
  },
  "assetId": "10002E"
},
{
  "result": {
    "p_0071_perc_pension_standard_v1b": "18",
    "h_council_tax_band": "0",
    "h_income_value_v3": "22650",
    "h_fuelpoverty_v2_flag": "N",
    "h_households_with_children_v3": "0",
    "p_directorships_flag": "0",
    "pc_mosaic_uk_6_digital_group": "B",
    "h_mosaic_uk_6_type": "43",
    "Match": "P"
  },
  "assetId": "10002G"
}
]

```

Note: The same rule about which variables are in the response for a single record, single asset request is also applicable to single record, multi-asset requests.

5.2.3 200 – Fully-non-matched lookup (batch record)

If a batch record lookup request is made where no locations were matched, a 200 (OK) response is given, but with empty curly braces for each element in the array. For example, for a 2-element array:

```
[ {}, {} ]
```

This is the normal response where a search of the EMEA Mosaic database resulted in no match for any locations in the request.

5.2.4 200 – Fully-non-matched lookup (single record, multi-asset)

If the lookup request is made where no match was found for any of the assets specified in the request, a 200 (OK) response is given, but empty curly braces for the content of the `result` object for all assets in the response array.

For example, the response below shows that for all assets in the request (element 0, 1 2 in the array) no match was found:

```
[
  {
    "result": {},
    "assetId": "10002A"
  },
  {
    "result": {},
    "assetId": "10002B"
  },
  {
    "result": {},
    "assetId": "10002C"
  }
]
```

5.2.5 200 – Matched lookup (single record, single asset)

This response is given to a single record lookup request where there has been a successful match with the data supplied. The body of the response comprises key and string value pairs for each variable that has been defined in the asset. For example:

```
{
  "country_code": "GB",
  "country_mosaic": "A01",
  "grid_code": "G04_000001_00001"
}
```

5.2.6 200 – Non-matched lookup (single record, single asset)

This response may be given to a lookup request and comprises the headers with the `Content-Length` header set to 2 and the body with empty curly braces, i.e. `{ }`.

This is the normal response where a lookup request resulted in no match.

5.2.7 200 – Non-matched lookup (0-byte)

This response may be given to a lookup request and comprises the response headers only, i.e. no body and with the `Content-Length` header set to 0 e.g.

```
HTTP/1.1 200
Content-Type: application/json;charset=ISO-8859-1
Content-Length: 0
Date: Tue, 22 Oct 2019 08:51:55 GMT
```

Cause or Resolution	Description
Cause:	This response may be given because of an unknown cause either in the composition or content of the request, or a problem with the API.
Resolution:	Please contact the Helpdesk to report the problem so that it may be investigated further.

5.2.8 200 – Partially-matched lookup (batch record)

If the lookup request results in a non-match for one or more (but not all) locations in the request, a 200 (OK) response is given but empty curly braces, i.e. `{ }` are returned for that location in the response array.

For example, the response below shows that for the first location in the request (element 0 in the array) matched at person level, while for the second location (element 1 in the array) no match was found:

```
[{
  "country_code": "GB",
  "country_mosaic": "A01",
  "grid_code": "G04_000001_00001"
},
{}]
```

5.2.9 200 – Partially-matched lookup (single record, multi-asset)

If the lookup request results in a non-match for one or more assets (but not *all*) in the request, a 200 (OK) response is given but empty curly braces for the content of the `result` object for that asset in the response array, i.e.

```
{
  "result": {},
  "assetId": "10002E"
}
```

For example, the response below shows that for the first two assets in the request (element 0 and 1 in the array) no match was found, while for the third asset (element 2 in the array) a match was found:

```
[
  {
    "result": {},
    "assetId": "10002A"
  },
  {
    "result": {},
    "assetId": "10002B"
  },
  {
    "result": {
      "building_description": "DETACHED HOUSE",
      "property_roof_shape": "PITCHED",
      "property_wall_type": "CAVITY",
      "reception_room_count": "2",
      "property_built_in_period": "1500 TO 1550",
      "bedroom_count": "1",
      "property_wall_material": "GRANITE",
      "property_is_new_build": "FALSE",
      "dwelling_description": "HOUSEBOAT",
      "bathroom_count": "5+",
      "dwelling_type": "HOUSE",
      "building_type": "DETACHED"
    },
    "assetId": "10002C"
  }
]
```

Note: The same rule about which variables are in the response for a single record, single asset request is also applicable to single record, multi-asset requests.

5.2.10 200 – Successful change password

This response may be given to a successful change password request, with the body of the response containing a single key and Boolean value pair i.e.

```
{
  "success": true
}
```

This is the expected response to a change password request.

5.2.11 200 – Successful log in

This response may be given to a successful log in request, with the body of the response containing a single key and string value pair comprising the token key name and a hexadecimal string e.g.

```
{"token": "713dbcaa-21f5-4124-a576-176805b7b326"}
```

This is the expected response to a log in request.

5.3 400 – (Bad Request) responses

5.3.1 400 – Bad parameters, invalid

This is a custom response given by the server if it detects a problem with the parameters or keys in the lookup request. The body of the custom response contains two key and value pairs:

```
{"code": 400, "response": "Bad parameters, invalid"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the <code>clientId</code> , <code>token</code> or <code>ssoId</code> parameters or keys. This could be because the parameter or key is missing from the request or that it has been mis-spelt.
Resolution:	Check that all parameters or keys are supplied in the request and that they are spelt correctly.

5.3.2 400 – Invalid input

This is a custom response given by the server if it detects a problem with the parameters or format of the JSON for a login request or a change password request. The body of the custom response contains two key and value pairs:

```
{"code": 400, "response": "Invalid input"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the parameters or formatting of the JSON in the request.
Resolution:	Review the parameters and format of the JSON being sent out in the request and fix any errors.

5.4 401 – (Unauthorized) responses

5.4.1 401 – Asset Not Found

This is a custom response given by the server if it detects that the value of the `assetId` supplied in the lookup request does not exist. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Asset Not Found."}
```

Note: This response is specific to an asset. This means that for a multi-asset request the response text given above would appear in the `result` object for the appropriate asset and within a 200 (OK) response.

Cause or Resolution	Description
Cause:	The value <code>assetId</code> given in the lookup request could not be found by the server.
Resolution:	Check the value of the <code>assetId</code> matches the one given in the registration e-mail, and correct if necessary. If the value of the <code>assetId</code> does match the one given in the registration e-mail, contact the Helpdesk to report the problem and receive the correct asset ID.

5.4.2 401 – Invalid token

This is a custom response given by the server if it detects a problem with the `token` supplied in the lookup request. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Invalid token"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the value of the <code>token</code> parameter or key. This could be that the value of the <code>token</code> has been quoted incorrectly in the request or more likely that the token is more than 30 minutes old.
Resolution:	If the token is more than 30 minutes old, check that its value in the request is correct. If the token is more than 30 minutes old, log in to the EMEA Mosaic API to obtain a new <code>token</code>.

5.4.3 401 – Unauthorized Asset.

This is a custom response given by the server if it detects that the client is not authorised to use the requested asset given in the lookup request. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Unauthorized Asset."}
```

Note: This response is specific to an asset. This means that for a multi-asset request the response text given above would appear in the `result` object for the appropriate asset and within a 200 (OK) response.

Cause or Resolution	Description
Cause:	The value of the <code>assetId</code> given in the lookup request is not authorised to be used by the client.
Resolution:	Check the value given in the <code>assetId</code> matches the one given in the registration e-mail, and correct if necessary. If the value of the <code>assetId</code> does match the one given in the registration e-mail, contact the Helpdesk to report the problem and receive the correct asset ID.

5.4.4 401 – Unauthorized Client

This is a custom response given by the server if it detects a problem with the credentials given in a lookup request. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Unauthorized Client"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the credentials in a lookup request where the value of the <code>ssoId</code> or <code>clientId</code> key may be incorrect.
Resolution:	Check the value of the <code>ssoId</code> matches the username in the registration e-mail. The value of the <code>clientId</code> key must match the value given in the registration e-mail to the client. Check the value of the key against the one in the e-mail. If the response is still given, contact the Helpdesk.

5.4.5 401 – Unauthorized Client, null token

This is a custom response given by the server if it detects a problem with the credentials given in log in request, so no token was returned. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Unauthorized Client, null token"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the credentials given in a log in request where the value of the <code>password</code> or the <code>userId</code> key may be incorrect.
Resolution:	The value of the <code>userId</code> key must match that given by the username in the registration e-mail. The value and case of <code>password</code> key must match the current password which is used to log in to Plexus applications. Check the value of both keys and correct as necessary. Ensure that value of the <code>password</code> key matches the latest password, particularly if it was recently changed by someone else in your organisation.

5.4.6 401 – Unsuccessful, bad token or new password invalid

This is a custom response given by the server if it detects a problem with the change password request. The body of the custom response contains two key and value pairs:

```
{"code":401,"response":"Unsuccessful, bad token or new password invalid"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the <code>token</code> or the value of <code>newpassword</code> in a change password request. This could be that the value of the <code>token</code> has been quoted incorrectly in the request or more likely that the token is more than 30 minutes old. It could also be that the value of <code>newpassword</code> does not meet the password requirements.
Resolution:	If the token is more than 30 minutes old, check that its value in the request is correct. If the token is more than 30 minutes old, log in to the EMEA Mosaic API to obtain a new token. Check the value of the new password and confirm that it meets the requirements given in Subsection 2.2.1.

5.5 404 – (Not Found) response

This is a standard response given by the server if it does not recognise the endpoint or URL supplied in a request. The response body is supplied as an HTML encoded page.

Cause or Resolution	Description
Cause:	The URL or endpoint specified in a request was not matched to any resource by the server and so a standard error was returned.
Resolution:	Check the spelling of the log in request URL; the change password request URL; or the lookup request URL and confirm that it matches the ones specified in this document, i.e. for a log in request: <code>https://[domain_name]/overture/login</code> or for a change password request: <code>https://[domain_name]/overture/changepassword</code> or for a lookup request: <code>https://[domain_name]/overture/lookup</code>

5.6 405 – (Method Not Allowed) response

This is a standard response given by the server if request uses an HTTP method not supported by the API endpoint. The response body is supplied as an HTML encoded page.

Cause or Resolution	Description
Cause:	The HTTP method used in the request is not supported by the API endpoint. Currently API endpoints only support the POST method. Any other method such as GET are not supported.
Resolution:	Ensure that you only use the POST method in the requests.

5.7 417 – (Expectation Failed) responses

5.7.1 417 – Batch limit exceeded

This is a custom response given by the server if it detects that there are more than 5,000 records in a batch lookup request. The body of the custom response contains two key and value pairs:

```
{"code":417,"response":"Batch limit exceeded"}
```

Cause or Resolution	Description
Cause:	There were more than 5,000 records in the batch lookup request.
Resolution:	Reduce the number of records in the batch lookup to 5,000 or less, and then retry.

5.7.2 417 – Incorrect JSON

This is a custom response given by the server if it detects a problem with the JSON format in a login request or lookup request. The body of the custom response contains two key and value pairs:

```
{"code":417,"response":"Incorrect JSON"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the formatting of the JSON in the request.
Resolution:	Review the format or the JSON being sent out in the request and fix the formatting errors.

5.7.3 417 – Missing parameters or invalid

This is a custom response given by the server if it detects a problem with the parameters sent to the endpoint. The body of the custom response contains two key and value pairs:

```
{"code":417,"response":"Missing parameters or invalid"}
```

Cause or Resolution	Description
Cause:	A problem was detected with the parameters supplied in the request to the endpoint. For example, it might be that the endpoint does not understand the value of the parameters which are sent. This response can occur if you attempt to send a multi-asset request to the single asset lookup endpoint.
Resolution:	Confirm that you are using the correct endpoint for the request. Review the value of the parameters sent to the endpoint, and correct as necessary.

5.8 429 – (Too Many Requests) response

This is a custom response given to limit the loading on the network. The response may be given for any type of request. If this occurs you will need to wait a specified amount of time dependent on the endpoint, before retrying.

The body of the custom response contains three JSON key and value pairs:

```
{
  "code":429,
  "response":"Limit Reached for [endpoint], try again in
[time_ms]",
  "remaining":[time_ms]
}
```

Cause or Resolution	Description
Cause:	The server has detected that the loading on the network is too high.
Resolution:	You should write code to deal with this response, and waiting the specified time remaining before retrying the request.

5.9 500 – (Internal Server Error) responses

5.9.1 500 – Internal Server Error

This is a standard response given by the server if an unexpected and severe problem occurs. The response body is supplied as a HTML encoded page.

Cause or Resolution	Description
Cause:	An invalid or missing <code>assetId</code> given in the lookup request could not be processed by the server and so a standard error was returned.
Resolution:	Check the value of the <code>assetId</code> matches one of those given in the registration e-mail, and correct if necessary. Contact the Helpdesk to report this problem for further investigation.

5.9.2 500 – Problem with authentication

This is a custom response given by the server if there was an issue with a login request or a change password request. The body of the custom response contains two key and value pairs:

```
{"code":500,"response":"Problem with authentication"}
```

Cause or Resolution	Description
Cause:	There was an issue with logging in or changing the password because of a communication issue with the Plexus Administration server.
Resolution:	Try again. If the issue is still present, contact the Helpdesk to report this problem for further investigation.

5.9.3 500 – Problem with login

This is a custom response given by the server if there was an issue retrieving a token from the Plexus Administration server. The body of the custom response contains two key and value pairs:

```
{"code":500,"response":"Problem with login"}
```

Cause or Resolution	Description
Cause:	There was an issue retrieving a token from the Plexus Administration server.
Resolution:	Try again. If the issue is still present, contact the Helpdesk to report this problem for further investigation.

5.10 503 – (Service Unavailable) responses

5.10.1 503 – Internal refresh in progress

This is a custom response given by the server if a refresh was in progress when the request was made. The body of the custom response contains two key and value pairs:

```
{"code":503,"response":"Internal refresh in progress"}
```

Cause or Resolution	Description
Cause:	There was temporary problem with the server in the cluster which received the request.
Resolution:	Try the request again as it is likely to succeed when the refresh operation has been completed. If the request still fails, try again in 10 minutes and if it still fails report the problem to the Helpdesk.

5.10.2 503 – Server error

This is a custom response given by the server if a serious server error occurs when a request is made. The body of the custom response contains two key and value pairs:

```
{"code":503,"response":"Server error"}
```

Cause or Resolution	Description
Cause:	The cause of these errors are unknown, but the system would be closely monitored by Experian for any of these failures.
Resolution:	Report the problem to the Helpdesk, and the status of a fix.