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API Reference

HTTP Response Codes and Errors

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Introduction

The Genesys Web Engagement Backend Server returns HTTP status codes and messages for every operation, in the requested format. Status codes match **standard HTTP codes**, but messages can differ and provide additional details included in the header of the response. ⚠️ Additional result and error codes may be returned due to external web servers and layers involved in your operations.

Successful Result

A successful response to a request is marked by HTTP Status Code 200 (OK). In that case, your application may get additional information in the header and the body of the response. Refer to the Response section of your operation's page to get the detailed list of returned information. Questions about the returned content can be submitted as comments in this wiki. The following table lists the **standard HTTP codes** used by Genesys Web Engagement Backend Server for a successful response.

Successful results

Code	Title	Description
200	OK	Success!
204	No Content	For "filtered collection read" requests only. The request was correct and successful but the server have no appropriate entities to return.

Errors

For responses with HTTP status code 4xx or 5xx, the response body contains an application-specific description of the error instead of a representation of the requested resource. The following table lists the specific errors that operations can encounter. This list is not restrictive; additional error codes could be returned due to external web servers and layers involved:

Errors

Code	Title	Description
400	Bad Request	General error which can be one of the following reasons: <ul style="list-style-type: none">• Missing required parameter.• Parameter value of unexpected type.
401	Not Authorized	Credentials are missing or incorrect, or the given user is not

Code	Title	Description
		allowed to execute a given service (such as an administrative service method that changes the profile schema). See Basic Access Authentication .
403<ref name="r400">Not available for now.</ref>	Forbidden	The operation is forbidden and the reason is specified in the error message.
404	Not Found	For "identified entity read" request only. The specified URI is invalid, or the requested resource (such as identity, visit, event, and so on.) does not exist.
500	Internal Server Error	An unexpected error occurred in the Web Engagement Backend Server (for instance, a runtime exception). The error message suggests to forward logs to Genesys Customer Support.
502	Bad Gateway	Returned when one or more of the backend systems required to fulfill the response (the Cassandra DB, Genesys Environment, for example) are either unavailable or returned an error.
503	Service Unavailable	Web Engagement Backend Server is unable to process the given request. Example situations include: <ul style="list-style-type: none"> • Too many requests.

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