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# Amazon Connect Participant Service

## API Reference

### API Version 2018-09-07



## **Amazon Connect Participant Service: API Reference**

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# Welcome

Amazon Connect is a cloud-based contact center solution that makes it easy to set up and manage a customer contact center and provide reliable customer engagement at any scale.

Amazon Connect enables customer contacts through voice or chat.

The APIs described here are used by chat participants, such as agents and customers.

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# Actions

The following actions are supported:

- [CreateParticipantConnection](#) (p. 3)
- [DisconnectParticipant](#) (p. 6)
- [GetTranscript](#) (p. 8)
- [SendEvent](#) (p. 12)
- [SendMessage](#) (p. 15)

## CreateParticipantConnection

Creates the participant's connection. Note that ParticipantToken is used for invoking this API instead of ConnectionToken.

The participant token is valid for the lifetime of the participant – until they are part of a contact.

The response URL for WEBSOCKET Type has a connect expiry timeout of 100s. Clients must manually connect to the returned websocket URL and subscribe to the desired topic.

For chat, you need to publish the following on the established websocket connection:

```
{"topic": "aws/subscribe", "content": {"topics": ["aws/chat"]}}
```

Upon websocket URL expiry, as specified in the response ConnectionExpiry parameter, clients need to call this API again to obtain a new websocket URL and perform the same steps as before.

### Note

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

## Request Syntax

```
POST /participant/connection HTTP/1.1
X-Amz-Bearer: ParticipantToken
Content-type: application/json

{
  "Type": [ "string" ]
}
```

## URI Request Parameters

The request uses the following URI parameters.

### ParticipantToken (p. 3)

This is a header parameter.

The Participant Token as obtained from [StartChatContact](#) API response.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

## Request Body

The request accepts the following data in JSON format.

### Type (p. 3)

Type of connection information required.

Type: Array of strings

Array Members: Minimum number of 1 item.

Valid Values: WEBSOCKET | CONNECTION\_CREDENTIALS

Required: Yes

## Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "ConnectionCredentials": {
    "ConnectionToken": "string",
    "Expiry": "string"
  },
  "Websocket": {
    "ConnectionExpiry": "string",
    "Url": "string"
  }
}
```

## Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

### ConnectionCredentials (p. 4)

Creates the participant's connection credentials. The authentication token associated with the participant's connection.

Type: [ConnectionCredentials \(p. 19\)](#) object

### Websocket (p. 4)

Creates the participant's websocket connection.

Type: [Websocket \(p. 23\)](#) object

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 26\)](#).

### AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

### InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

### ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429



### **ValidationException**

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

## DisconnectParticipant

Disconnects a participant. Note that `ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

### Request Syntax

```
POST /participant/disconnect HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "ClientToken": "string"
}
```

### URI Request Parameters

The request uses the following URI parameters.

#### **ConnectionToken** (p. 6)

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

### Request Body

The request accepts the following data in JSON format.

#### **ClientToken** (p. 6)

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Maximum length of 500.

Required: No

### Response Syntax

```
HTTP/1.1 200
```

### Response Elements

If the action is successful, the service sends back an HTTP 200 response with an empty HTTP body.

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 26\)](#).

### **AccessDeniedException**

You do not have sufficient access to perform this action.

HTTP Status Code: 403

### **InternalServerErrorException**

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

### **ThrottlingException**

The request was denied due to request throttling.

HTTP Status Code: 429

### **ValidationException**

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

## GetTranscript

Retrieves a transcript of the session. Note that `ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

### Request Syntax

```
POST /participant/transcript HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "ContactId": "string",
  "MaxResults": number,
  "NextToken": "string",
  "ScanDirection": "string",
  "SortOrder": "string",
  "StartPosition": {
    "AbsoluteTime": "string",
    "Id": "string",
    "MostRecent": number
  }
}
```

### URI Request Parameters

The request uses the following URI parameters.

#### **ConnectionToken** (p. 8)

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

### Request Body

The request accepts the following data in JSON format.

#### **ContactId** (p. 8)

The `contactId` from the current contact chain for which transcript is needed.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

#### **MaxResults** (p. 8)

The maximum number of results to return in the page. Default: 10.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

#### **NextToken (p. 8)**

The pagination token. Use the value returned previously in the next subsequent request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

#### **ScanDirection (p. 8)**

The direction from StartPosition from which to retrieve message. Default: BACKWARD when no StartPosition is provided, FORWARD with StartPosition.

Type: String

Valid Values: FORWARD | BACKWARD

Required: No

#### **SortOrder (p. 8)**

The sort order for the records. Default: DESCENDING.

Type: String

Valid Values: DESCENDING | ASCENDING

Required: No

#### **StartPosition (p. 8)**

A filtering option for where to start.

Type: [StartPosition \(p. 22\)](#) object

Required: No

## Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "InitialContactId": "string",
  "NextToken": "string",
  "Transcript": [
    {
      "AbsoluteTime": "string",
      "Content": "string",
      "ContentType": "string",
      "DisplayName": "string",
      "Id": "string",
      "ParticipantId": "string",
      "ParticipantRole": "string",
      "Type": "string"
    }
  ]
}
```

```
}
```

## Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

### **InitialContactId** (p. 9)

The initial contact ID for the contact.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

### **NextToken** (p. 9)

The pagination token. Use the value returned previously in the next subsequent request to retrieve the next set of results.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

### **Transcript** (p. 9)

The list of messages in the session.

Type: Array of [Item](#) (p. 20) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 26).

### **AccessDeniedException**

You do not have sufficient access to perform this action.

HTTP Status Code: 403

### **InternalServerErrorException**

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

### **ThrottlingException**

The request was denied due to request throttling.

HTTP Status Code: 429

### **ValidationException**

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

## SendEvent

Sends an event. Note that `ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

### Request Syntax

```
POST /participant/event HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "ClientToken": "string",
  "Content": "string",
  "ContentType": "string"
}
```

### URI Request Parameters

The request uses the following URI parameters.

#### **ConnectionToken** (p. 12)

The authentication token associated with the participant's connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

### Request Body

The request accepts the following data in JSON format.

#### **ClientToken** (p. 12)

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Maximum length of 500.

Required: No

#### **Content** (p. 12)

The content of the event to be sent (for example, message text). This is not yet supported.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

#### **ContentType** (p. 12)

The content type of the request. Supported types are:

- `application/vnd.amazonaws.connect.event.typing`



- application/vnd.amazonaws.connect.event.connection.acknowledged

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

## Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AbsoluteTime": "string",
  "Id": "string"
}
```

## Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

### AbsoluteTime (p. 13)

The time when the event was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

### Id (p. 13)

The ID of the response.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 26\)](#).

### AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

### InternalServerErrorException

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

### **ThrottlingException**

The request was denied due to request throttling.

HTTP Status Code: 429

### **ValidationException**

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

## SendMessage

Sends a message. Note that `ConnectionToken` is used for invoking this API instead of `ParticipantToken`.

### Note

The Amazon Connect Participant Service APIs do not use [Signature Version 4 authentication](#).

## Request Syntax

```
POST /participant/message HTTP/1.1
X-Amz-Header: ConnectionToken
Content-type: application/json

{
  "ClientToken": "string",
  "Content": "string",
  "ContentType": "string"
}
```

## URI Request Parameters

The request uses the following URI parameters.

### ConnectionToken (p. 15)

The authentication token associated with the connection.

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: Yes

## Request Body

The request accepts the following data in JSON format.

### ClientToken (p. 15)

A unique, case-sensitive identifier that you provide to ensure the idempotency of the request.

Type: String

Length Constraints: Maximum length of 500.

Required: No

### Content (p. 15)

The content of the message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: Yes

### ContentType (p. 15)

The type of the content. Supported types are `text/plain`.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: Yes

## Response Syntax

```
HTTP/1.1 200
Content-type: application/json

{
  "AbsoluteTime": "string",
  "Id": "string"
}
```

## Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

### AbsoluteTime (p. 16)

The time when the message was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

### Id (p. 16)

The ID of the message.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 26\)](#).

### AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 403

### InternalServerError

This exception occurs when there is an internal failure in the Amazon Connect service.

HTTP Status Code: 500

### ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 429

**ValidationException**

The input fails to satisfy the constraints specified by Amazon Connect.

HTTP Status Code: 400

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS Command Line Interface](#)
- [AWS SDK for .NET](#)
- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for JavaScript](#)
- [AWS SDK for PHP V3](#)
- [AWS SDK for Python](#)
- [AWS SDK for Ruby V3](#)

# Data Types

The Amazon Connect Participant Service API contains several data types that various actions use. This section describes each data type in detail.

**Note**

The order of each element in a data type structure is not guaranteed. Applications should not assume a particular order.

The following data types are supported:

- [ConnectionCredentials](#) (p. 19)
- [Item](#) (p. 20)
- [StartPosition](#) (p. 22)
- [Websocket](#) (p. 23)

# ConnectionCredentials

Connection credentials.

## Contents

### **ConnectionToken**

The connection token.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1000.

Required: No

### **Expiry**

The expiration of the token.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for Ruby V3](#)

## Item

An item - message or event - that has been sent.

### Contents

#### **AbsoluteTime**

The time when the message or event was sent.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

#### **Content**

The content of the message or event.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 1024.

Required: No

#### **ContentType**

The type of content of the item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

#### **DisplayName**

The chat display name of the sender.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

#### **Id**

The ID of the item.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

#### **ParticipantId**

The ID of the sender in the session.

Type: String



Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

**ParticipantRole**

The role of the sender. For example, is it a customer, agent, or system.

Type: String

Valid Values: AGENT | CUSTOMER | SYSTEM

Required: No

**Type**

Type of the item: message or event.

Type: String

Valid Values: MESSAGE | EVENT | CONNECTION\_ACK

Required: No

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for Ruby V3](#)

# StartPosition

A filtering option for where to start. For example, if you sent 100 messages, start with message 50.

## Contents

### AbsoluteTime

The time in ISO format where to start.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 100.

Required: No

### Id

The ID of the message or event where to start.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 256.

Required: No

### MostRecent

The start position of the most recent message where you want to start.

Type: Integer

Valid Range: Minimum value of 0. Maximum value of 100.

Required: No

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for Ruby V3](#)

# Websocket

The websocket for the participant's connection.

## Contents

### ConnectionExpiry

The URL expiration timestamp in ISO date format.

It's specified in ISO 8601 format: yyyy-MM-ddThh:mm:ss.SSSZ. For example, 2019-11-08T02:41:28.172Z.

Type: String

Required: No

### Url

The URL of the websocket.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 2000.

Required: No

## See Also

For more information about using this API in one of the language-specific AWS SDKs, see the following:

- [AWS SDK for C++](#)
- [AWS SDK for Go](#)
- [AWS SDK for Java](#)
- [AWS SDK for Ruby V3](#)

# Common Parameters

The following list contains the parameters that all actions use for signing Signature Version 4 requests with a query string. Any action-specific parameters are listed in the topic for that action. For more information about Signature Version 4, see [Signature Version 4 Signing Process](#) in the *Amazon Web Services General Reference*.

## Action

The action to be performed.

Type: string

Required: Yes

## Version

The API version that the request is written for, expressed in the format YYYY-MM-DD.

Type: string

Required: Yes

## X-Amz-Algorithm

The hash algorithm that you used to create the request signature.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Valid Values: `AWS4-HMAC-SHA256`

Required: Conditional

## X-Amz-Credential

The credential scope value, which is a string that includes your access key, the date, the region you are targeting, the service you are requesting, and a termination string ("aws4\_request"). The value is expressed in the following format: `access_key/YYYYMMDD/region/service/aws4_request`.

For more information, see [Task 2: Create a String to Sign for Signature Version 4](#) in the *Amazon Web Services General Reference*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

## X-Amz-Date

The date that is used to create the signature. The format must be ISO 8601 basic format (YYYYMMDD'THHMMSS'Z'). For example, the following date time is a valid X-Amz-Date value: `20120325T120000Z`.

Condition: X-Amz-Date is optional for all requests; it can be used to override the date used for signing requests. If the Date header is specified in the ISO 8601 basic format, X-Amz-Date is

not required. When X-Amz-Date is used, it always overrides the value of the Date header. For more information, see [Handling Dates in Signature Version 4](#) in the *Amazon Web Services General Reference*.

Type: string

Required: Conditional

#### **X-Amz-Security-Token**

The temporary security token that was obtained through a call to AWS Security Token Service (AWS STS). For a list of services that support temporary security credentials from AWS Security Token Service, go to [AWS Services That Work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from the AWS Security Token Service, you must include the security token.

Type: string

Required: Conditional

#### **X-Amz-Signature**

Specifies the hex-encoded signature that was calculated from the string to sign and the derived signing key.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

#### **X-Amz-SignedHeaders**

Specifies all the HTTP headers that were included as part of the canonical request. For more information about specifying signed headers, see [Task 1: Create a Canonical Request For Signature Version 4](#) in the *Amazon Web Services General Reference*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

# Common Errors

This section lists the errors common to the API actions of all AWS services. For errors specific to an API action for this service, see the topic for that API action.

## **AccessDeniedException**

You do not have sufficient access to perform this action.

HTTP Status Code: 400

## **IncompleteSignature**

The request signature does not conform to AWS standards.

HTTP Status Code: 400

## **InternalFailure**

The request processing has failed because of an unknown error, exception or failure.

HTTP Status Code: 500

## **InvalidAction**

The action or operation requested is invalid. Verify that the action is typed correctly.

HTTP Status Code: 400

## **InvalidClientTokenId**

The X.509 certificate or AWS access key ID provided does not exist in our records.

HTTP Status Code: 403

## **InvalidParameterCombination**

Parameters that must not be used together were used together.

HTTP Status Code: 400

## **InvalidParameterValue**

An invalid or out-of-range value was supplied for the input parameter.

HTTP Status Code: 400

## **InvalidQueryParameter**

The AWS query string is malformed or does not adhere to AWS standards.

HTTP Status Code: 400

## **MalformedQueryString**

The query string contains a syntax error.

HTTP Status Code: 404

## **MissingAction**

The request is missing an action or a required parameter.

HTTP Status Code: 400

**MissingAuthenticationToken**

The request must contain either a valid (registered) AWS access key ID or X.509 certificate.

HTTP Status Code: 403

**MissingParameter**

A required parameter for the specified action is not supplied.

HTTP Status Code: 400

**NotAuthorized**

You do not have permission to perform this action.

HTTP Status Code: 400

**OptInRequired**

The AWS access key ID needs a subscription for the service.

HTTP Status Code: 403

**RequestExpired**

The request reached the service more than 15 minutes after the date stamp on the request or more than 15 minutes after the request expiration date (such as for pre-signed URLs), or the date stamp on the request is more than 15 minutes in the future.

HTTP Status Code: 400

**ServiceUnavailable**

The request has failed due to a temporary failure of the server.

HTTP Status Code: 503

**ThrottlingException**

The request was denied due to request throttling.

HTTP Status Code: 400

**ValidationError**

The input fails to satisfy the constraints specified by an AWS service.

HTTP Status Code: 400