

## SocialMiner User Interface - Common Errors for Social Contacts from Twitter

<b>Problem Summary</b>	Your reply to a tweet produces an error.
<b>Error Message</b>	403 (Forbidden)
<b>Possible Cause</b>	<p><b>Retweets</b></p> <ul style="list-style-type: none"> <li>• 403 (Forbidden) is returned if a users attempts to retweet their own tweet.</li> <li>• 403 (Forbidden) is returned if a user retweets the same tweet multiple times.</li> </ul> <p><b>Direct Message</b></p> <ul style="list-style-type: none"> <li>• 403 (Forbidden) is returned if a direct message with the same text is sent to the same user multiple times in a row.</li> <li>• 403 (Forbidden) is returned if a direct message is sent to a user who is not following the sender of the direct message.</li> </ul> <p><b>Replies</b></p> <ul style="list-style-type: none"> <li>• 403 (Forbidden) is returned if a reply with the same text is sent to the same user.</li> </ul>
<b>Recommended Action</b>	<p>Note that when duplicate direct messages, retweets, and replies are sent, users will see one of the errors listed above, but Twitter may allow the message to go through. On SocialMiner, this results in the same contact showing up in a campaign multiple times.</p> <p>For additional information about Twitter errors, go to <a href="http://dev.twitter.com/pages/responses_errors">http://dev.twitter.com/pages/responses_errors</a>.</p>
<b>Release</b>	Release 8.5(x)
<b>Associated CDETS #</b>	None