

# Profiles API Troubleshooting

You might encounter the following issue when you use Profiles API to:

- Provide segment IDs to your tools. The tools can use the segments to, for example, provide personalized messaging, or monitor and report activities.
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## Returning Segment IDs to Your Tool

There are few reasons that the API call cannot return segment IDs.

### Limit on the number of Segment IDs that can be returned

There is a 1KB limit to the number of segments ID that the API can return. Segment IDs are returned by Profile API as an array. When you select segments as you configure a Profiles API, limit the number of segments.

### Key Column Mismatch

The segments included in the Profiles API setup must include profiles that have values that match the Profile API specified key column. If no profiles match the API key column, then API call does not return any segment IDs.

You can review profiles in a segment to ensure at least a few profiles have values that match the Profiles API key column.

### Review the Profiles API Set Up

In the following profile setup, the key column is `gender`. In order for a segment ID to be returned by the API call, there must be records in the segment that have `gender` specified as an attribute, and have a value (such as `male` or `female`).

Profile API Tokens / [redacted] SAVE ...

Use Profiles API V2

keyColumn  
gender Key column

Description  
Description for this Tool

Attributes  
phone x name x Segment

Segments + Add Segment

Name	Description	Type	Segment ID
delsmorethatzero		Batch	10492 <span>×</span>

The following example shows what the API call would look like:

```
https://cdp.in.treasuredata.com/cdp/lookup/collect/segments?version=2&token=<apiToken>&key.gender=female&callback=TreasureJSONPCallback1
```

Note the `key:gender=female`.

In the example, the API call is configured to find profiles in the specified segment where the gender is 'female' and is configured retrieve the IDs of segments in which the profile is contained.

The configuration specifying `female` as the gender is in the Segment. The configuration that calls the Profiles API key to retrieve the segment ID is in the Javascript located in your web app or client.

## Verify the Profiles API key column against the Segment attributes and Profile values

To check if any profiles exist within a segment that has the specified key column, you can look in your Segment. You can view any profiles that return a value for the specified attribute.

In the following example, the gender value in the segment is set equal to 'Female'. The segment returns 16 profiles, which confirms that the API call can return some values to this segment and provide this segment ID, if called to do so.

The screenshot shows a web interface for configuring a segment. The breadcrumb is "Segments / Default folder / [redacted]". There are "SAVE" and "..." buttons in the top right. The "Segment Rules" section is active, showing a rule: "Include profiles that match any below criteria". The rule is defined by the attribute "gender" set "equal to" "Female". An "ADD RULE" button is visible below the rule configuration. On the right, a summary card displays "16 Profiles in this segment 72.73% of 22 total Master Segment." with a circular progress indicator and a "REFRESH" button. Below this, "Sample Profiles" are listed:

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