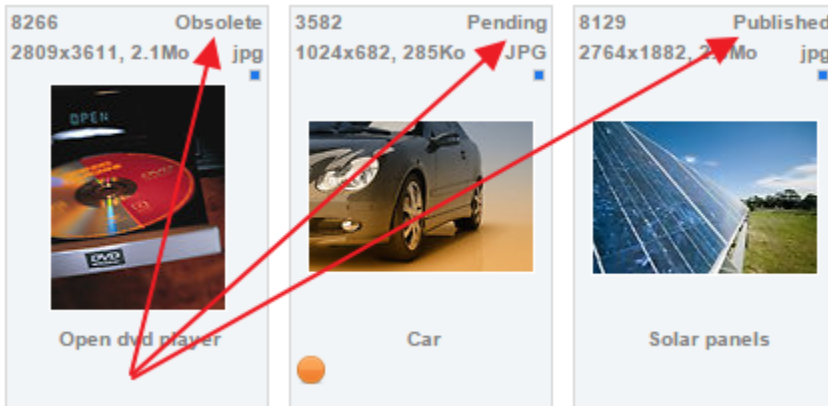


Why can I not find the image/video I need, in spite of I identified it on Keepeek side?

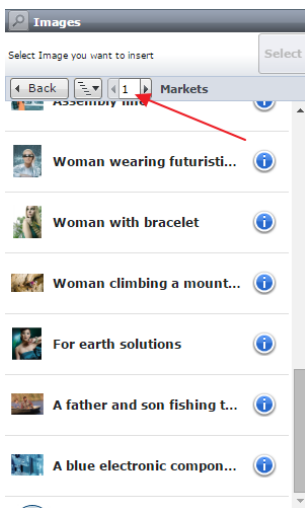
1) Only the media with the "publish" status are usable. The images with another status (pending, obsolete, ...) cannot be used not in Tridion nor anywhere else.

See how to change a "pending" status to "published", in the following Keepeek documentation: [Media status \(the status of media within the classification plan\)](#).

If you frequently have the "Pending" status instead of "Published", you probably to not use the [correct way to classify your media](#) (use the "Publish" button, not a "Drag'n drop to folder")



2) If the concerned Keepeek folder contains more than 20 published media, the next ones can be reached by moving to the next page



3) If you recently added the media to Keepeek, you should [Empty your browser cache](#).