

Service Ticket

API Reference

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1 Before You Start

1.1 Overview

OSM is a customer service system that supports HUAWEI CLOUD's after-sales services. After-sales service personnel process (consulting or technical fault reporting) service tickets submitted by HUAWEI CLOUD customers via telephone, official website, and app on the OSM.

This document describes how to use APIs to perform service ticket related operations, such as creating, deleting, and querying a service ticket. For details about all supported operations, see [API Overview](#).

1.2 API Calling

Service ticket management provides Representational State Transfer (REST) APIs, allowing you to use HTTPS requests to call them. For details about API calling, see [Calling APIs](#).

1.3 Endpoints

An endpoint is the **request address** for calling an API. Endpoints vary depending on services and regions. For the endpoints of all services, see [Regions and Endpoints](#).

The following table lists OSM endpoints. Select a desired one based on the service requirements.

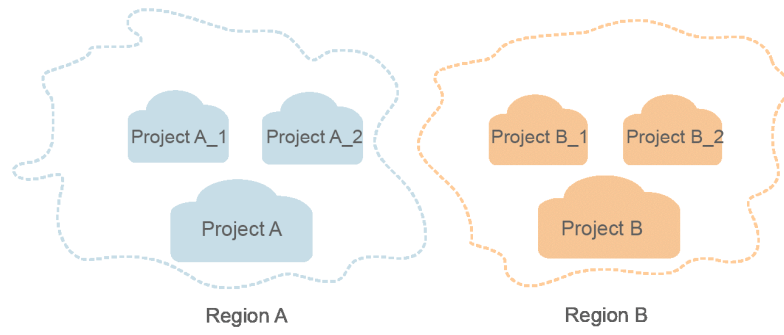
Table 1-1 OSM endpoints

Area	Region	Endpoint
CN South-Guangzhou	cn-south-1	osm.cn-south-1.myhuaweicloud.com

1.4 Basic Concepts

- **Account**
An account is created upon successful registration with the cloud platform. The account has full access permissions for all of its cloud services and resources. It can be used to reset user passwords and grant user permissions. The account is a payment entity and should not be used to perform routine management. For security purposes, create IAM users and grant them permissions for routine management.
- **User**
An IAM user is created using an account for cloud services. Each IAM user has its own identity credentials (password and access keys).
An IAM user can view the account ID and user ID on the [My Credentials](#) page of the console. The account name, username, and password will be required for API authentication.
- **Region**
Regions are geographic areas isolated from each other. Resources are region-specific and cannot be used across regions through internal network connections. For low network latency and quick resource access, select the nearest region.
- **AZ**
An availability zone (AZ) comprises of one or more physical data centers equipped with independent ventilation, fire, water, and electricity facilities. Computing, network, storage, and other resources in an AZ are logically divided into multiple clusters. AZs within a region are interconnected using high-speed optical fibers to support cross-AZ high-availability systems.
- **Project**
Projects group and isolate resources (including compute, storage, and network resources) across physical regions. A default project is provided for each region, and subprojects can be created under each default project. Users can be granted permissions to access all resources in a specific project. If you need more refined access control, you can create subprojects under a default project and purchase resources in subprojects. Then you can assign required permissions for users to access only resources in specific subprojects.

Figure 1-1 Project isolation model



2 API Overview

The OSM open APIs to partners who operate HUAWEI CLOUD services so that the partners' systems can submit service tickets to HUAWEI CLOUD after-sales service team who can assist them in solving problems.

Table 2-1 OSM APIs

Type	Description
Creating a Service Ticket	Users can submit a service ticket when encountering problems or in need of help during use of HUAWEI CLOUD products.
Querying Service Ticket List	Users query the list of submitted HUAWEI CLOUD service tickets.
Querying Service Ticket Details	Users query details of a submitted HUAWEI CLOUD service ticket.
Uploading an Attachment	Users can upload attachments such as screenshots when submitting a service ticket.
Downloading an Attachment	Users can download and view the uploaded attachments in the service ticket details.
Deleting an Attachment	Before creating a service ticket or adding a message, users can delete the attachments that are incorrectly uploaded and upload new attachments.
Adding a Message	Users can add messages on the service ticket details page, for example, adding confidential information, providing information required for the customer service to handle the problem, or asking about the service ticket handling progress.
Service Evaluation	After the service ticket processing is complete, users can evaluate the service and submit comments.
Service Ticket Operations	Users can perform some operations on service tickets, such as urging, deleting, closing, and canceling service tickets.

Type	Description
Querying Service Ticket Related Product	When submitting a service ticket, users can select the product type related to their problem.
Querying Service Ticket Problem Type	Users can select the problem type when creating a service ticket.
Querying Templates	When submitting a service ticket, users need to enter the required information based on a template.
Querying Regions	When submitting a service ticket, users can select the region.

3 Calling APIs

3.1 Making an API Request

This section describes how a REST API is formed and uses the IAM [API for obtaining a user token](#) as an example to describe how to call an API. A token authenticates the calling of other APIs.

Request URI

A request URI is in the following format:

{URI-scheme}://{Endpoint}/{resource-path}?{query-string}

Although a request URI is included in the request header, most programming languages and frameworks require the request URI to be transmitted separately.

Table 3-1 URI parameters

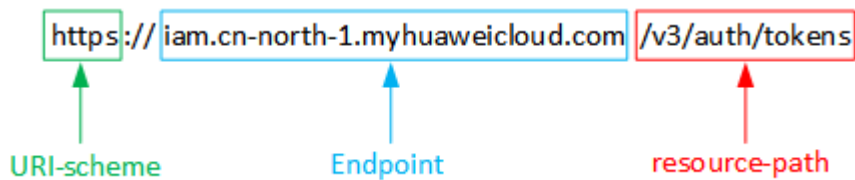
Parameter	Description
URI-scheme	Protocol used to transmit requests. All APIs use HTTPS .
Endpoint	Domain name or IP address of the server bearing the REST service. The endpoint varies between services in different regions. It can be obtained from Regions and Endpoints . For example, the endpoint of IAM in the CN North-Beijing1 region is iam.cn-north-1.myhuaweicloud.com .
resource-path	The access path of an API for performing a specified operation. Obtain the path from the URI of an API. For example, the resource-path of the API used to obtain a user token is /v3/auth/tokens .

Parameter	Description
query-string	(Optional) Query parameter. Not all APIs have a query parameter. Ensure that a question mark (?) is included before each query parameter that is in the format of " <i>Parameter name=Parameter value</i> ". For example, limit=10 indicates that a maximum of 10 data records will be displayed.

For example, to obtain an IAM token in the **CN North-Beijing1** region, obtain the endpoint of IAM (**iam.cn-north-1.myhuaweicloud.com**) for this region and the **resource-path** (**/v3/auth/tokens**) in the URI of the API used to **obtain a user token**. Then, construct the URI as follows:

`https://iam.cn-north-1.myhuaweicloud.com/v3/auth/tokens`

Figure 3-1 Example URI



NOTE

To simplify the URI display in this document, each API is provided only with a **resource-path** and a request method. The **URI-scheme** of all APIs is HTTPS, and the endpoints of all APIs in the same region are identical.

Request Methods

HTTP defines the following request modes that can be used to send a request to the server:

Table 3-2 HTTP-defined request methods

Method	Description
GET	Requests the server to return specified resources.
PUT	Requests the server to update specified resources.
POST	Requests the server to add resources or perform special operations.
DELETE	Requests the server to delete specified resources, for example, an object.
HEAD	Same as GET except that the server must return only the response header.

Method	Description
PATCH	Requests the server to update partial content of a specified resource. If the resource does not exist, the PATCH method may create one.

For example, in the case of the API used to [obtain a user token](#), the request method is **POST**. The request is as follows:

```
POST https://iam.cn-north-1.myhuaweicloud.com/v3/auth/tokens
```

Request Headers

You can also add additional fields to a request, such as the fields required by a specified URI or HTTP method. For example, to request for the authentication information, add **Content-Type**, which specifies the request body type.

[Table 3-3](#) lists common request header fields.

Table 3-3 Common request headers

Name	Description	Mandatory	Example
Host	Server domain name and port number of the resource being requested. The value can be obtained from the URL of the service API. The value is <i>hostname[:port]</i> . If the port number is not specified, the default port is used. The default port number for HTTPS is 443 .	No This parameter is mandatory for AK/SK-based authentication.	code.test.com or code.test.com:443
Content-Type	MIME type of the response body. You are advised to use the default value application/json . For APIs used to upload objects or images, the value can vary depending on the flow type.	Yes	application/json

Name	Description	Mandatory	Example
Content-Length	Specifies the length of the request body. The unit is byte.	No	3495
X-Project-Id	Specifies a project ID. Obtain the project ID by following the instructions in Obtaining a Project ID .	No This field is mandatory for requests that use AK/SK-based authentication in the DeC scenario or multi-project scenario.	e9993fc787d94b6c886cb aa340f9c0f4
X-Auth-Token	Specifies the user token. The user token is a response to the API used to obtain a user token . This API is the only one that does not require authentication. After the request is processed, the value of X-Subject-Token in the header is the token value.	No This field is mandatory for token-based authentication.	The following is part of an example token: MIIPAgYJKoZlhvcNAQc-Co...ggg1BBIINPXsidG9rZ

 NOTE

In addition to supporting token-based authentication, cloud service APIs also support authentication using the AK/SK. During AK/SK-based authentication, an SDK is used to sign the request, and the **Authorization** (signature information) and **X-Sdk-Date** (time when the request is sent) header fields are automatically added to the request.

For more information, see "AK/SK-based Authentication" in [Authentication](#).

The API used to [obtain a user token](#) does not require authentication. Therefore, only the **Content-Type** field needs to be added to requests for calling the API. An example of such requests is as follows:

```
POST https://iam.cn-north-1.myhuaweicloud.com/v3/auth/tokens
Content-Type: application/json
```

(Optional) Request Body

This part is optional. The body of a request is often sent in a structured format (for example, JSON or XML) as specified in the **Content-Type** header field. The request body transfers content except the request header. The request body can contain Chinese characters in the UTF-8 encoding format.

The request body varies depending on APIs. Some APIs do not require the request body, for example, the APIs requested using the GET and DELETE methods.

In the case of the API used to **obtain a user token**, the request parameters and parameter description can be obtained from the API request. The following provides an example request with a body included. Replace *username*, *domainname*, ******* (login password), and *xxxxxxxxxxxxxxxxxxxx* (project ID) with the actual values. To learn how to obtain a project ID, see **Obtaining a Project ID**.

NOTE

The **scope** parameter specifies where a token will take effect. You can set **scope** to an account or a project under an account. In the following example, the token takes effect only for the resources in a specified project. For more information about this API, see **Obtaining a User Token**.

```
POST https://iam.cn-north-1.myhuaweicloud.com/v3/auth/tokens
Content-Type: application/json
```

```
{
  "auth": {
    "identity": {
      "methods": [
        "password"
      ],
      "password": {
        "user": {
          "name": "username",
          "password": "*****",
          "domain": {
            "name": "domainname"
          }
        }
      }
    },
    "scope": {
      "project": {
        "id": "xxxxxxxxxxxxxxxxxxxx"
      }
    }
  }
}
```

If all data required for the API request is available, you can send the request to call an API through **curl**, **Postman**, or coding. In the response to the API used to obtain a user token, **x-subject-token** is the desired user token. You can use this token to authenticate the calling of other APIs.

3.2 Authentication

Requests for calling an API can be authenticated using either of the following methods:

- Token-based authentication: Requests are authenticated using a token.

- AK/SK-based authentication: Requests are authenticated by encrypting the request body using an AK/SK pair. AK/SK-based authentication is recommended because it is more secure than token-based authentication.

Token

NOTE

The validity period of a token is 24 hours. When using a token for authentication, cache it to prevent frequently calling the IAM API used to obtain a user token.

A token specifies temporary permissions in a computer system. In token-based authentication, the token is added to requests to obtain permissions for calling an API.

In [Making an API Request](#), the process of calling the API used to **obtain a user token** is described. After a token is obtained, the **X-Auth-Token** header field must be added to requests to specify the token for calling other APIs. For example, if the token is **ABCDEFJ....**, **X-Auth-Token: ABCDEFJ....** can be added to a request as follows:

```
POST https://iam.cn-north-1.myhuaweicloud.com/v3/auth/projects
Content-Type: application/json
X-Auth-Token: ABCDEFJ....
```

AK/SK-Based Authentication

NOTE

AK/SK-based authentication supports API requests with a body not larger than 12 MB. For API requests with a larger body, token-based authentication is recommended.

In AK/SK-based authentication, AK/SK is used to sign requests and the signature is then added to the requests for authentication.

- AK indicates the ID of the access key, It is the unique ID associated with the SK. The AK and SK are used together to obtain an encrypted signature for a request.
- SK indicates the secret access key used together with the AK to sign requests cryptographically. AK and SK can be used together to identify a request sender to prevent the request from being modified.

In AK/SK-based authentication, you can use an AK/SK to sign requests based on the signature algorithm or use the signing SDK to sign requests. For details about how to sign requests and use the signing SDK, see [API Request Signing Guide](#).

You can also learn about AK/SK-based authentication by visiting <https://bbs.huaweicloud.com/videos/69d4cf0269c34d41ab3dff02c73dd6c9>.

NOTICE

The signing SDK is only used for signing requests and is different from the SDKs provided by services.

3.3 Returned Result

Status Code

After sending a request, you will receive a response that includes a status code, response header, and response body.

A status code is a group of digits, ranging from 1xx to 5xx. It indicates the status of a request. For more information, see [Status Code](#).

For example, if status code **201** is returned for calling the API used to [obtain a user token](#), the request is successful.

Response headers

Similar to a request, a response also has a header, for example, **Content-Type**.

[Figure 3-2](#) shows the response header fields for the API used to [obtain a user token](#). The **x-subject-token** header field is the desired user token. You can use this token to authenticate the calling of other APIs.

Figure 3-2 Header fields of the response to the request for obtaining a user token

```

connection → keep-alive

content-type → application/json

date → Tue, 12 Feb 2019 06:52:13 GMT

server → Web Server

strict-transport-security → max-age=31536000; includeSubdomains;

transfer-encoding → chunked

via → proxy A

x-content-type-options → nosniff

x-download-options → noopen

x-frame-options → SAMEORIGIN

x-iam-trace-id → 218d45ab-d674-4995-af3a-2d0255ba41b5

x-subject-token
→ MIIVXQVJKoZIhvcNAQcCoIIYJCCEoCAQExDTALBglghkgBZQMEAgEwgharBgkqhkiG9w0BBwGgghacBIIIWmHsidG9rZW4iOansiZXhwaXJlc19hdCI6ijlwMTktMDItMTNUMC
fj3KJs6YgKnpVNRbW2eZ5eb78SZOkqjACgkIQ1wi4JlGzrpd1.8LGXK5tdfdq4lqHCYb8P4NaY0NyejcAgzJVeFYtLWT1.GSO0zxKZmlQHQj82HBqHdglZO9fuEbL5dMhdavj+33wEl
xHRCe9I87o+k9-
j+CMZSEB7bUGd5Uj6eRASXI1jipPEGA270g1FruooL6jqglFkNPQuFSOUB+uSsttVwRtNfsC+qTp2Rkd5MCqFGQ8LcuUxC3a+9CMBnOintWW7oeRUVhVpxk8pxiX1wTEboX-
RzT6MUbpvGw-oPNFYxJECKnoH3HRozv0vN--n5d6Nbxg==

x-xss-protection → 1; mode=block;

```

(Optional) Response Body

This part is optional. A response body is generally returned in a structured format (for example, JSON or XML), corresponding to **Content-Type** in the response header, and is used to transfer content other than the response header.

The following is a part of the response body for the API used to [obtain a user token](#).

```
{
  "token": {
```

```
"expires_at": "2019-02-13T06:52:13.855000Z",  
"methods": [  
  "password"  
],  
"catalog": [  
  {  
    "endpoints": [  
      {  
        "region_id": "az-01",  
.....
```

If an error occurs during API calling, an error code and a message will be displayed. The following shows an error response body.

```
{  
  "error_msg": "The format of message is error",  
  "error_code": "AS.0001"  
}
```

In the error response body, **error_code** is an error code, and **error_msg** provides information about the error.

4 Application Examples

4.1 Example 1: Creating a Service Ticket

Scenario

This section describes how to create a service ticket using APIs. For details on how to call APIs, see [Calling APIs](#).

Involved APIs

- [Obtaining a User Token Through Password Authentication](#): used for authentication.
- [Uploading an Attachment](#): This interface is used to upload an attachment in scenarios where attachments are needed for the service ticket.
- [Creating a Service Ticket](#): To submit a service ticket.
- [Querying Service Ticket Details](#): To query the progress and details of a service ticket based on the service ticket ID.

Prerequisites

- You have obtained AK/SK for accessing the destination platform. For details about how to obtain AKs and SKs, see [Creating Access Keys \(AK and SK\)](#).

Procedure

Step 1 Obtain the token of the IAM user.

- API information
URI format: POST /v3/auth/tokens
For details, see [Obtaining a User Token Through Password Authentication](#).
- Request Example
POST: `https://{iam_endpoint}/v3/auth/tokens`
Obtain `{endpoint}` from [Regions and Endpoints](#).
Body:

```
{  
  "auth": {
```

```
"identity": {
  "methods": [
    "password"
  ],
  "password": {
    "user": {
      "name": "username",
      "domain": {
        "name": "domainname"
      }
    },
    "password": "*****"
  }
},
"scope": {
  "project": {
    "id": "*****"
  }
}
}
```

In the response header, the value of **X-Subject-Token** is the token.

X-Subject-Token:MIIDkgYJKoZIhvcNAQcColIIDgzCCA38CAQExDTALBglghkgBZQMEAgEwgXXXXX...

Step 2 Upload an attachment.

- API information

URI format:

POST /v2/servicerequest/accessorys/json-format-content

For details, see [Uploading an Attachment](#).

- Request Example

POST https://osm.cn-south-1.myhuaweicloud.com/v2/servicerequest/accessorys/json-format-content

Header:

Content-Type: application/json
X-Auth-Token: "Token"

Body:

```
{
  "accessory_name": "filename",
  "accessory_from": "incident",
  "upload_type": 0,
  "accessory_data": "Base64 XXXXX"
}
```

- Response Example

```
{
  "accessory_id": "accessory_id"
}
```

Step 3 Call the API to create a service ticket.

- API information

URI format:

POST /v2/servicerequest/cases

For details, see [Creating a Service Ticket](#).

- Request Example

POST https://osm.cn-south-1.myhuaweicloud.com/v2/servicerequest/cases

Header:

Content-Type: application/json
X-Auth-Token: "Token"

Body:

```
{
  "business_type_id": "business_type_id",
  "product_category_id": "product_category_id",
  "incident_sub_type_id": "1",
  "source_id": "83aeb0f2834c4df49826c781d32a963e",
  "simple_description": "test",
  "remind_time": "0",
  "region_id": "cn-test-1",
  "area_code": "86",
  "extends_map": {
  },
  "extension_map": {
  },
  "accessory_ids": [
    "accessory_id" // IDs here are those returned in the attachment upload section.//If there is no
    attachment, do not pass this parameter.
  ]
}
```

- Response Example

```
{
  "incident_id": "TS-123456"
}
```

Step 4 Call the query API to view the details and progress of the service ticket.

- API information

URI format:

```
GET /v2/servicerequest/cases/{case_id}
```

For details, see [Querying Service Ticket Details](#).

- Request Example

```
GET https://osm.cn-south-1.myhuaweicloud.com/v2/servicerequest/cases/TT-123456
```

Header:

```
Content-Type: application/json
X-Auth-Token: "Token"
```

- Response Example

```
{
  "incident_detail_info": {
    "xcustomer_name": "test",
    "status": 0,
    "incident_id": "TT-123456",
    "business_type_name": "Consulting about event rules",
    "customer_id": "customer_id",
    "dc_name": "CN South-Guangzhou",
    "simple_description": "123",
    "source_name": "User Center",
    "create_time": "2020-12-25T09:24:18Z",
    "message_list": [
      {
        "type": 0,
        "replier": "",
        "content": "123",
        "message_id": "",
        "replier_name": "",
        "create_time": "2020-12-25T09:24:18Z",
        "is_first_message": 0,
        "accessory_list": [
          {
            "accessory_id": "",
            "file_actual_name": "test.jpg"
          }
        ]
      }
    ]
  }
},
```

```
"incident_satisfaction": [  
  ],  
  "is_authorized": 0,  
  "resolve_time": 0,  
  "business_ownership": 0,  
  "ext_info": {  
    "area_code": "",  
    "remind_mobile": "",  
    "remind_mail": "",  
    "contact_type": "0,1,2",  
    "remind_time": "0",  
    "cc_email": ""  
  }  
}
```

Status 0 means it is to be handled.

----End

5 API v2 (Recommended)

5.1 Service Ticket Query Related APIs

5.1.1 Querying Agency Information

Function Description

To query the information of an agency.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/agencies

Request Parameters

Table 5-1 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-2 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535

Parameter	Type	Description
agency_list	Array of AgencyV2 objects	Specifies agencies.

Table 5-3 AgencyV2

Parameter	Type	Description
id	String	Specifies the agency ID. Minimum length: 0 Maximum length: 64
name	String	Specifies the agency name. Minimum length: 0 Maximum length: 64
duration	String	Specifies the validity period of an agency. Minimum length: 0 Maximum length: 1
trust_domain_name	String	Specifies the account name of an agency. Minimum length: 0 Maximum length: 256
trust_domain_id	String	Specifies the account ID of an agency. Minimum length: 0 Maximum length: 64
create_time	String	Specifies the creation time. Minimum length: 0 Maximum length: 32
expire_time	String	Specifies the expiration time. Minimum length: 0 Maximum length: 32

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.2 Querying Partner Service Ticket Permissions

Function Description

To query partner service ticket permissions.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/partners/privilege/cases-processing

Request Parameters

Table 5-4 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	<p>Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default.</p> <p>Some internationalization information, such as the service ticket type and name, is displayed based on the language environment.</p> <p>Minimum length: 1 Maximum length: 32</p>
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1 Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-5 Response body parameters

Parameter	Type	Description
has_privilege	Boolean	Specifies whether the user has the permissions.

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.3 Statistics of Service Tickets in Various Statuses

Function Description

To collect statistics of service tickets in various statuses.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/count

Table 5-6 Query parameters

Parameter	Mandatory	Type	Description
status	No	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20

Request Parameters

Table 5-7 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-8 Response body parameters

Parameter	Type	Description
incident_status_counts	Array of IncidentStatusCount objects	Specifies the statistics of the number of service tickets in various statuses.

Table 5-9 IncidentStatusCount

Parameter	Type	Description
status	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20
count	Integer	Specifies the quantity. Minimum value: 0 Maximum value: 65535

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.4 Querying Service Ticket Details

Function Description

To query the details of a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}

Table 5-10 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Table 5-11 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-12 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-13 Response body parameters

Parameter	Type	Description
incident_detail_info	IncidentDetailInfoV2 object	Describes the service ticket details.

Table 5-14 IncidentDetailInfoV2

Parameter	Type	Description
xcustomer_id	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
xcustomer_name	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 256
status	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20
judgement	String	Indicates the evaluation content. Minimum length: 0 Maximum length: 400
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
business_type_name	String	Specifies the problem type name. Minimum length: 0 Maximum length: 64
incident_type_name	String	Specifies the service ticket type name. Minimum length: 0 Maximum length: 64
customer_id	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64
dc_name	String	Specifies the region name. Minimum length: 0 Maximum length: 64
simple_description	String	A brief description. Minimum length: 0 Maximum length: 2000

Parameter	Type	Description
source_name	String	Specifies the source name. Minimum length: 0 Maximum length: 64
create_time	String	Specifies the creation time. Minimum length: 0 Maximum length: 32
message_list	Array of IncidentMessageV2 objects	Specifies the list of messages.
incident_satisfaction	Array of IncidentSatisfactionV2Do objects	Specifies the satisfaction list.
is_authorized	Integer	Specifies whether it is authorized or not. Minimum value: 0 Maximum value: 1
severity_name	String	Specifies the severity name. Minimum length: 0 Maximum length: 64
business_ownership	Integer	To which it belongs. The options are 0 (HUAWEI CLOUD), 1 (Partner), and 2 (ISV). Minimum value: 0 Maximum value: 2
resolve_time	Long	Specifies the resolution time. Minimum value: 0 Maximum value: 9223372036854775807
ext_info	IncidentDetailExtInfoV2 object	

Table 5-15 IncidentMessageV2

Parameter	Type	Description
type	Integer	Type. The options are 0 (Customer message) and 1 (Huawei engineer message). Minimum value: 0 Maximum value: 1

Parameter	Type	Description
replier	String	Specifies the replier ID. Minimum length: 0 Maximum length: 64
content	String	Specifies the message content. Minimum length: 0 Maximum length: 5000
message_id	String	Specifies the message ID. Minimum length: 0 Maximum length: 64
replier_name	String	Specifies the replier name. Minimum length: 0 Maximum length: 256
create_time	String	Specifies the creation time. Minimum length: 0 Maximum length: 32
is_first_message	Integer	Specifies whether it is the first message. Minimum value: 0 Maximum value: 1
accessory_list	Array of SimpleAccessoryV2 objects	Specifies the attachment list.

Table 5-16 SimpleAccessoryV2

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 0 Maximum length: 64
file_actual_name	String	Specifies the actual name of the attachment. Minimum length: 0 Maximum length: 256

Table 5-17 IncidentSatisfactionV2Do

Parameter	Type	Description
value	Integer	Specifies the total score of satisfaction. Minimum value: 0 Maximum value: 65535
satisfaction_id	Integer	Specifies the satisfaction category ID. Minimum value: 0 Maximum value: 9999
satisfaction_value	Integer	Specifies the satisfaction value. Minimum value: 0 Maximum value: 65535
satisfaction_name	String	Specifies the satisfaction category name. Minimum length: 0 Maximum length: 32
per_value	Integer	Specifies the score of a scale. Minimum value: 0 Maximum value: 65535
sat_category_id	String	Specifies the satisfaction dimension ID. Minimum length: 0 Maximum length: 32
sat_category_name	String	Specifies the satisfaction dimension name. Minimum length: 0 Maximum length: 32

Table 5-18 IncidentDetailExtInfoV2

Parameter	Type	Description
area_code	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16
remind_mobile	String	Indicates the notification receiving mobile phone. Minimum length: 0 Maximum length: 32

Parameter	Type	Description
remind_mail	String	Indicates the notification receiving email address. Minimum length: 0 Maximum length: 256
contact_type	String	Indicates the contact method type. Minimum length: 0 Maximum length: 1
remind_time	String	Indicates the time when the notification is sent. Minimum length: 0 Maximum length: 32
cc_email	String	Indicates the Cc email address. Minimum length: 0 Maximum length: 5000
commodity_id	String	Indicates the ISV product ID. Minimum length: 0 Maximum length: 64

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.5 Querying Service Ticket Operation Logs

Function Description

To query the operations logs of a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/operate-logs

Table 5-19 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Table 5-20 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535
limit	No	Integer	Specifies the number of records to be queried. Minimum value: 0 Maximum value: 100

Request Parameters

Table 5-21 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-22 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
incident_operate_log_list	Array of IncidentOperateLogV2 objects	Specifies the list of service ticket operation logs.

Table 5-23 IncidentOperateLogV2

Parameter	Type	Description
incident_log_id	String	Specifies the service ticket log ID. Minimum length: 0 Maximum length: 64
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
operate_type	Integer	Indicates the operation type. Minimum value: 0 Maximum value: 65535
operator_type	Integer	Indicates the operator type. Minimum value: 0 Maximum value: 3
operator_id	String	Specifies the operator ID. Minimum length: 0 Maximum length: 64
operator_name	String	Specifies the operator name. Minimum length: 0 Maximum length: 256
operate_desc	String	Description of the operation. Minimum length: 0 Maximum length: 400
operate_time	String	Indicates the operation time. Minimum length: 0 Maximum length: 32

Parameter	Type	Description
timestamp_operate_time	String	Indicates the time of operation on the service ticket. Minimum length: 0 Maximum length: 32

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.6 Querying Service Ticket CC

Function Description

To query the service ticket CC email addresses.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/carbon-copy-emails

Request Parameters

Table 5-24 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-25 Response body parameters

Parameter	Type	Description
cc_email_info	IncidentOrderCCEmailInfoV2 object	Indicates the information of the last CC email.
mc_email_info	Array of strings	Indicates the CC email information.

Table 5-26 IncidentOrderCCEmailInfoV2

Parameter	Type	Description
user_id	String	Specifies the user ID. Minimum length: 0 Maximum length: 64
customer_id	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64
cc_email	String	Indicates the email where the operation occurs. Minimum length: 0 Maximum length: 5000

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.7 Querying Service Ticket Status

Function Description

To query the status of a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/status

Table 5-27 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-28 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-29 Response body parameters

Parameter	Type	Description
status	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.8 Querying Associated Partner Service Information

Function Description

To query the service information of an associated partner.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/partners/service-info

Table 5-30 Query parameters

Parameter	Mandatory	Type	Description
case_sub_type_id	No	String	Specifies the service ticket subcategory. Minimum length: 0 Maximum length: 64
product_id	No	String	Indicates the ISV product ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-31 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-32 Response body parameters

Parameter	Type	Description
partners_service_info	PartnersServiceInfo object	Indicates the partner service information.

Table 5-33 PartnersServiceInfo

Parameter	Type	Description
customer_id	String	Specifies the customer ID. Minimum length: 1 Maximum length: 64
customer_name	String	Specifies the customer name. Minimum length: 1 Maximum length: 256
service_time_zone	String	Indicates the time zone (GMT+08:00). Minimum length: 0 Maximum length: 10
service_time_day	String	Indicates service days of each week. Minimum length: 1 Maximum length: 7
service_time_hour	String	Indicates service hours of each day. Minimum length: 1 Maximum length: 2

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.9 Querying Service Ticket List Interface

Function Description

To query the interface of the service ticket list.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases

Table 5-34 Query parameters

Parameter	Mandatory	Type	Description
search_key	No	Array	Queries keywords, separated by spaces.
label_id_list	No	Array	Specifies the label list, which contains a maximum of 5 labels.
app_key	No	String	Queries APP keywords. Minimum length: 0 Maximum length: 64
incident_id	No	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
query_start_time	No	String	Indicates the start time of the query. Minimum length: 0 Maximum length: 32
query_end_time	No	String	Indicates the end time of the query. Minimum length: 0 Maximum length: 32

Parameter	Mandatory	Type	Description
status	No	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20
incident_statuses	No	String	Specifies the status list. Minimum length: 0 Maximum length: 32
x_customer_id	No	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
x_customer_name	No	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 64
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535
limit	No	Integer	Specifies the quantity limit of the query. Minimum value: 0 Maximum value: 100

Request Parameters

Table 5-35 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-36 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
incident_info_list	Array of IncidentInfoV2 objects	Specifies the service ticket list.

Table 5-37 IncidentInfoV2

Parameter	Type	Description
xcustomer_id	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
xcustomer_name	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 256
status	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
business_type_name	String	Specifies the problem type name. Minimum length: 0 Maximum length: 64
incident_type_name	String	Specifies the service ticket type name. Minimum length: 0 Maximum length: 64
customer_id	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64

Parameter	Type	Description
dc_name	String	Specifies the region name. Minimum length: 0 Maximum length: 64
simple_description	String	A brief description. Minimum length: 0 Maximum length: 2000
create_time	String	Specifies the creation time.
label_list	Array of LabelInfo objects	Specifies the label list.

Table 5-38 LabelInfo

Parameter	Type	Description
label_id	Integer	Specifies the label ID. Minimum value: 0 Maximum value: 65535
name	String	Description about the label. Minimum length: 0 Maximum length: 64
color	String	Indicates the color ID. Minimum length: 0 Maximum length: 7

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.1.10 Querying Sub-User Information

Function Description

To query the sub-user information.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/customers/sub-customers

Table 5-39 Query parameters

Parameter	Mandatory	Type	Description
sub_customer_name	No	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 64
sub_customer_id	No	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-40 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-41 Response body parameters

Parameter	Type	Description
sub_customer_infos	Array of SubCustomerInfoV2 objects	Specifies the sub-user list.

Table 5-42 SubCutomerInfoV2

Parameter	Type	Description
mobile	String	Indicates the mobile phone number (anonymous). Minimum length: 0 Maximum length: 32
email	String	Indicates the email address (anonymous). Minimum length: 0 Maximum length: 256
customer_id	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64
domain_id	String	Specifies the master account ID. Minimum length: 0 Maximum length: 64
customer_name	String	Specifies the customer name (anonymous). Minimum length: 0 Maximum length: 256
area_code	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.2 Verification Code Management

5.2.1 Whether Verification Is Required

Function Description

To check whether verification is required.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/verifycodes/need-verify

Table 5-43 Query parameters

Parameter	Mandatory	Type	Description
contact_value	Yes	String	Indicates the contact method value. Minimum length: 1 Maximum length: 64
contact_way	Yes	Integer	Indicates the contact method type. Minimum value: 0 Maximum value: 1
area_code	No	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16

Request Parameters

Table 5-44 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-45 Response body parameters

Parameter	Type	Description
need_verify_code	Integer	Indicates whether verification is required. Minimum value: 0 Maximum value: 1
expire_time	String	Indicates the expiration time. Minimum length: 1 Maximum length: 32

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.2.2 Querying Verified Lists

Function Description

To query verified lists.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/verifycodes/has-verified

Table 5-46 Query parameters

Parameter	Mandatory	Type	Description
contact_way	No	Integer	Indicates the contact method type. Minimum value: 0 Maximum value: 1
customer_id	No	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64
sub_customer_id	No	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
expired_time	No	String	Indicates the expiration time. Minimum length: 0 Maximum length: 32
verified_id	No	String	Indicates the verification serial number. Minimum length: 0 Maximum length: 64
contact_value	No	String	Indicates the contact method value. Minimum length: 0 Maximum length: 256
area_code	No	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535 Default value: 1
limit	No	Integer	Specifies the number of records to be queried. Minimum value: 0 Maximum value: 100 Default value: 10

Request Parameters

Table 5-47 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-48 Response body parameters

Parameter	Type	Description
count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
contact_list	Array of ContactV2 objects	Specifies the contact method list.

Table 5-49 ContactV2

Parameter	Type	Description
contact_way	Integer	Indicates the contact method type. Minimum value: 0 Maximum value: 1
contact_value	String	Indicates the contact method value. Minimum length: 0 Maximum length: 256
area_code	String	Specifies the country/region code. Minimum length: 1 Maximum length: 16
verified_id	String	Indicates the verification serial number. Minimum length: 1 Maximum length: 64

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.2.3 Obtaining Verification Code

Function Description

To obtain a verification code.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/verifycodes/

Table 5-50 Query parameters

Parameter	Mandatory	Type	Description
contact_value	Yes	String	Indicates the contact method value. Minimum length: 1 Maximum length: 256
contact_way	Yes	Integer	Specifies the contact method type. The options are 0 (Mobile phone) and 1 (Email). Minimum value: 0 Maximum value: 1
area_code	No	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16

Request Parameters

Table 5-51 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-52 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.2.4 Verifying Contact Methods

Function Description

To verify contact methods.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/verifycodes/

Request Parameters

Table 5-53 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-54 Request body parameters

Parameter	Mandatory	Type	Description
verify_code	Yes	String	Specifies the verification code. Minimum length: 6 Maximum length: 6
contact_value	Yes	String	Indicates the contact method value. Minimum length: 0 Maximum length: 64
contact_way	Yes	Integer	Indicates the contact method type. The options are 0 (SMS message) and 1 (Email). Minimum value: 0 Maximum value: 1
area_code	No	String	Specifies the country/region code. Minimum length: 0 Maximum length: 16
x_customer_id	No	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
customer_id	No	String	Specifies the customer ID. Minimum length: 0 Maximum length: 64

Response Parameters

Status code: 200

Table 5-55 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
{  
  "verify_code" : "123456",  
  "contact_value" : "123456",  
  "contact_way" : 1,  
  "area_code" : "86",  
  "x_customer_id" : "123456",  
  "customer_id" : "123456"  
}
```

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.3 Attachment Functions

5.3.1 Uploading an Attachment

Function Description

An interface for you to upload attachments using form-data.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/accessorys

Request Parameters

Table 5-56 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-57 FormData parameters

Parameter	Mandatory	Type	Description
file	Yes	File	File content.
form_data	Yes	String	Information about the attachment, such as its source. Minimum length: 1 Maximum length: 5000

Response Parameters

Status code: 200

Table 5-58 Response body parameters

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 1 Maximum length: 64

Request Example

```
POST https://{endpoint}/v2/servicerequest/accessorys  
null
```

Response Example

Status code: 200

Upload succeeded. ID of the attachment is returned.

```
{  
  "accessory_id" : "123456"  
}
```

Status Code

Status Code	Description
200	Upload succeeded. ID of the attachment is returned.

Error Code

See [here](#).

5.3.2 Uploading an Attachment

Function Description

To upload an attachment for the SDK to use.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/accessorys/json-format-content

Request Parameters

Table 5-59 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-60 Request body parameters

Parameter	Mandatory	Type	Description
accessory_name	No	String	Specifies the file name. Minimum length: 1 Maximum length: 512
accessory_from	No	String	Specifies the file source. Minimum length: 1 Maximum length: 32
upload_type	No	Integer	Specifies the upload type. Minimum value: 0 Maximum value: 1
accessory_data	Yes	String	Specifies the file content in Base64 format. Minimum length: 1 Maximum length: 9223372036854775807

Response Parameters

Status code: 200

Table 5-61 Response body parameters

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 1 Maximum length: 64

Request Example

```
POST https://{endpoint}/v2/servicerequest/accessorys/json-format-content
null
```

Response Example

Status code: 200

Upload succeeded. ID of the attachment is returned.

```
{
  "accessory_id" : "123456"
}
```

Status Code

Status Code	Description
200	Upload succeeded. ID of the attachment is returned.

Error Code

See [here](#).

5.3.3 Delete an Attachment

Function Description

To delete an attachment.

Debugging

You can debug this API in [API Explorer](#).

URI

DELETE /v2/servicerequest/accessorys/{accessory_id}

Table 5-62 Path parameters

Parameter	Mandatory	Type	Description
accessory_id	Yes	String	f Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-63 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-64 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
DELETE https://{endpoint}/v2/servicerequest/accessory/accessory-1234  
null
```

Response Example

None

Status Code

Status Code	Description
200	Deleted successfully.

Error Code

See [here](#).

5.3.4 Downloading an Attachment

Function Description

To download an attachment.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/accessory/{accessory_id}

Table 5-65 Path parameters

Parameter	Mandatory	Type	Description
accessory_id	Yes	String	Specifies the attachment ID list. You can download multiple attachments, whose IDs are separated by commas. Minimum length: 1 Maximum length: 650

Table 5-66 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-67 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-68 Response body parameters

Parameter	Type	Description
-	File	Attachment text stream.

Request Example

```
GET https://{endpoint}/v2/servicerequest/accessory/accessory-1234  
null
```

Response Example

None

Status Code

Status Code	Description
200	Attachment text stream.

Error Code

See [here](#).

5.3.5 Image Display

Function Description

Images are returned, which are directly displayed on the page.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/accessory/{accessory_id}/image

Table 5-69 Path parameters

Parameter	Mandatory	Type	Description
accessory_id	Yes	String	Specifies the attachment ID. Minimum length: 1 Maximum length: 64

Table 5-70 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the corresponding group ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-71 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-72 Response body parameters

Parameter	Type	Description
-	File	Attachment image stream.

Request Example

```
GET https://{endpoint}/v2/servicerequest/accessorys/accessory-1234/image  
null
```

Response Example

None

Status Code

Status Code	Description
200	Attachment image stream.

Error Code

See [here](#).

5.3.6 Attachment Restrictions

Function Description

To query restrictions of an attachment, such as size, quantity, and file type.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/accessorys/limits

Request Parameters

Table 5-73 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-74 Response body parameters

Parameter	Type	Description
accessory_limit	AccessoryLimitVo object	Specifies the attachment restrictions.

Table 5-75 AccessoryLimitVo

Parameter	Type	Description
limit_count	String	Specifies the limited number of files. Minimum length: 1 Maximum length: 2
limit_size	String	Specifies the limited file size in MB. Minimum length: 1 Maximum length: 2
limit_file_type	String	Specifies the limited file types. Minimum length: 1 Maximum length: 256

Request Example

```
GET https://{endpoint}/v2/servicerequest/accessorylimits
null
```

Response Example

Status code: 200

OK

```
{
  "accessory_limit" : {
    "limit_count" : 5,
    "limit_size" : 4,
    "limit_file_type" : "jpg"
  }
}
```

Status Code

Status Code	Description
200	OK

Error Code

See [here](#).

5.4 Authorization Management

5.4.1 Verifying an Authorized Host

Function Description

To verify whether the password of an authorized host is correct.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/authorizations/authorization-details/
{authorization_detail_id}/verify-host

Table 5-76 Path parameters

Parameter	Mandatory	Type	Description
authorization_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807

Request Parameters

Table 5-77 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-78 Request body parameters

Parameter	Mandatory	Type	Description
port	Yes	Integer	Specifies the host port. Minimum value: 1 Maximum value: 65535
account	Yes	String	Specifies the host account. Minimum length: 1 Maximum length: 64

Parameter	Mandatory	Type	Description
password	Yes	String	Specifies the host password. Minimum length: 1 Maximum length: 1024
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Response Parameters

Status code: 200

Table 5-79 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

Request to verify an authorized host

```
POST https://{endpoint}/v2/servicerequest/authorizations/Auth-123456/verify-host
```

```
{  
  "account" : "test",  
  "password" : "test",  
  "port" : "22"  
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.4.2 Rejecting/Canceling Authorization

Function Description

To reject/cancel authorization.

Debugging

You can debug this API in [API Explorer](#).

URI

PUT /v2/servicerequest/authorizations/{authorization_id}/action

Table 5-80 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization ID. Minimum value: -9223372036854775808 Maximum value: 9223372036854775807

Table 5-81 Query parameters

Parameter	Mandatory	Type	Description
action_id	No	String	Specifies the operation ID. The options are reject and cancel . Minimum length: 1 Maximum length: 16

Request Parameters

Table 5-82 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-83 Request body parameters

Parameter	Mandatory	Type	Description
reject_reason	No	String	Specifies the reason for rejection. Minimum length: 1 Maximum length: 300
group_id	No	String	Specifies the group ID. Minimum length: 1 Maximum length: 64

Response Parameters

Status code: 200

Table 5-84 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
PUT https://{endpoint}/v2/servicerequest/authorizations/Auth-123456/action?action_id=reject
{
  "reject_reason": "test",
  "group_id": "group-123"
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.4.3 Querying Authorization Details

Function Description

To query authorization details.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/authorizations/{authorization_id}

Table 5-85 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization ID. Minimum value: -9223372036854775808 Maximum value: 9223372036854775807

Table 5-86 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-87 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-88 Response body parameters

Parameter	Type	Description
id	Long	Specifies the authorization ID. Minimum value: 0 Maximum value: 9223372036854775807
status	Integer	Specifies the authorization status. Minimum value: 0 Maximum value: 10
incident_id	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64
simple_description	String	A brief description. Minimum length: 0 Maximum length: 2000
resource_type_id	String	Specifies the resource type ID of the authorization. Minimum length: 0 Maximum length: 32
resource_type_name	String	Specifies the resource type name of the authorization. Minimum length: 0 Maximum length: 64
visit_type_id	String	Specifies the access type ID of the authorization. Minimum length: 0 Maximum length: 32
visit_type_name	String	Specifies the access type name of the authorization. Minimum length: 0 Maximum length: 64
auth_effective_time	String	Specifies the authorization start time.
auth_expire_time	String	Specifies the authorization expiration time.
reject_reason	String	Specifies the reason for rejection. Minimum length: 0 Maximum length: 300

Parameter	Type	Description
incident_auth_detail_list	Array of IncidentOrderAuthDetailInfoV2 objects	Specifies the authorization details list.
xcustomer_name	String	Specifies the member account name. Minimum length: 0 Maximum length: 256
auth_handler_name	String	Specifies the authorization handler name. Minimum length: 1 Maximum length: 64
agency_name	String	Specifies the agency name. Minimum length: 0 Maximum length: 128
auth_describe	String	Description of the authorization. Minimum length: 0 Maximum length: 256
content_type_id	String	Specifies the authorization content ID. Minimum length: 0 Maximum length: 64
content_type_name	String	Specifies the authorization content name. Minimum length: 0 Maximum length: 64

Table 5-89 IncidentOrderAuthDetailInfoV2

Parameter	Type	Description
id	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807
port	Integer	Specifies the port. Minimum value: 0 Maximum value: 65535
account	String	Specifies the account. Minimum length: 0 Maximum length: 64

Parameter	Type	Description
type	Integer	Specifies the authorization details type. The value can be 0 (Console) or 1 (Host resource). Minimum value: 0 Maximum value: 1
instance_id	String	Specifies the instance ID. Minimum length: 0 Maximum length: 64
instance_name	String	Specifies the instance name. Minimum length: 0 Maximum length: 64
region_id	String	Specifies the region ID. Minimum length: 0 Maximum length: 64

Request Example

```
GET https://{endpoint}/v2/servicerequest/authorizations/Auth-123456?group_id=123
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "id": 123,
  "status": 0,
  "incident_id": "test-123",
  "simple_description": "test",
  "resource_type_id": "2",
  "resource_type_name": "HUAWEI CLOUD account",
  "visit_type_id": "4",
  "visit_type_name": "Console log-in",
  "auth_effective_time": "2020-07-07T09:33:43.000Z",
  "auth_expire_time": "2020-07-07T09:33:43.000Z",
  "reject_reason": null,
  "incident_auth_detail_list": [ {
    "id": 123,
    "port": 22,
    "account": "test",
    "type": 0,
    "instance_id": "",
    "instance_name": "",
    "region_id": ""
  } ],
  "xcustomer_name": "test",
  "auth_handler_name": "test",
  "agency_name": null,
  "auth_describe": "test",
  "content_type_id": "123",
```

```
"content_type_name" : "Key"  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.4.4 Confirming Tenant Authorization

Function Description

To confirm authorization for a tenant.

Debugging

You can debug this API in [API Explorer](#).

URI

PUT /v2/servicerequest/authorizations/{authorization_id}

Table 5-90 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807

Request Parameters

Table 5-91 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-92 Request body parameters

Parameter	Mandatory	Type	Description
auth_detail_list	No	Array of TenantAgreeAuthDetailV2 objects	Specifies the authorization details list.
auth_effective_time	No	Long	Specifies the authorization start time. Minimum value: 0 Maximum value: 9223372036854775807
auth_expire_time	No	Long	Specifies the authorization expiration time. Minimum value: 0 Maximum value: 9223372036854775807
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
agency_id	No	String	Specifies the agency ID. Minimum length: 0 Maximum length: 64

Table 5-93 TenantAgreeAuthDetailV2

Parameter	Mandatory	Type	Description
port	No	Integer	Specifies the port. Minimum value: 1 Maximum value: 65535
account	No	String	Specifies the account. Minimum length: 0 Maximum length: 64
password	No	String	Specifies the password. Minimum length: 0 Maximum length: 10240

Parameter	Mandatory	Type	Description
auth_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: -9223372036854775808 Maximum value: 9223372036854775807

Response Parameters

Status code: 200

Table 5-94 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
PUT https://{endpoint}/v2/servicerequest/authorizations/Auth-123456?group_id=123
```

```
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "auth_detail_list" : [ {
    "account" : "root",
    "auth_detail_id" : 123,
    "password" : "123456",
    "port" : 22
  }, {
    "account" : "root",
    "auth_detail_id" : 123,
    "password" : 123456,
    "port" : 1234
  } ],
  "auth_effective_time" : 1592795931000,
  "auth_expire_time" : 1592795931000,
  "group_id" : "123456",
  "agency_id" : "123456"
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.4.5 Viewing Authorization List

Function Description

To query the authorization list.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/authorizations

Table 5-95 Query parameters

Parameter	Mandatory	Type	Description
sub_customer_name	No	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 256
incident_id	No	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
status	No	Integer	Specifies the authorization status. Minimum value: 0 Maximum value: 10
simple_description	No	String	A brief description. Minimum length: 0 Maximum length: 2000
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535

Parameter	Mandatory	Type	Description
limit	No	Integer	Specifies the limited number of records that can be queried. Minimum value: 1 Maximum value: 100
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-96 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1</p> <p>Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-97 Response body parameters

Parameter	Type	Description
total	Integer	<p>Specifies the total number.</p> <p>Minimum value: 0</p> <p>Maximum value: 9223372036854775807</p>
incident_auth_list	Array of IncidentOrderAuthV2 objects	Specifies the authorization list.

Table 5-98 IncidentOrderAuthV2

Parameter	Type	Description
id	Long	<p>Specifies the authorization ID.</p> <p>Minimum value: 0</p> <p>Maximum value: 9223372036854775807</p>
status	Integer	<p>Specifies the authorization status.</p> <p>Minimum value: 0</p> <p>Maximum value: 10</p>
incident_id	String	<p>Specifies the service ticket ID.</p> <p>Minimum length: 1</p> <p>Maximum length: 64</p>

Parameter	Type	Description
simple_description	String	A brief description. Minimum length: 1 Maximum length: 2000
resource_type_name	String	Specifies the resource type name of the authorization. Minimum length: 1 Maximum length: 64
visit_type_name	String	Specifies the access type name of the authorization. Minimum length: 1 Maximum length: 64
create_time	String	Specifies the creation time.
auth_effective_time	String	Specifies the authorization start time.
auth_expire_time	String	Specifies the authorization expiration time.
reject_reason	String	Specifies the reason for rejection. Minimum length: 0 Maximum length: 300
customer_id	String	Specifies the master account ID. Minimum length: 1 Maximum length: 64
x_customer_id	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
x_customer_name	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 256

Request Example

```
GET https://{endpoint}/v2/servicerequest/authorizations?incident_id=test-123  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total" : 123,
  "incident_auth_list" : [ {
    "id" : 123,
    "status" : 0,
    "incident_id" : "test-123",
    "simple_description" : "test",
    "resource_type_id" : "2",
    "resource_type_name" : "HUAWEI CLOUD account",
    "visit_type_id" : "4",
    "visit_type_name" : "Console log-in",
    "auth_effective_time" : "2020-07-07T09:33:43.000Z",
    "auth_expire_time" : "2020-07-07T09:33:43.000Z",
    "reject_reason" : null,
    "create_time" : "2020-07-07T09:33:43.000Z",
    "customer_id" : "customer-123",
    "x_customer_id" : "x-customer-123",
    "xcustomer_name" : "test",
    "auth_handler_name" : "test",
    "agency_name" : null,
    "auth_describe" : "",
    "content_type_id" : "123",
    "content_type_name" : "Key"
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.4.6 Querying Bastion Host Operation History

Function Description

To query the operation history of a bastion host.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/authorizations/{authorization_id}/authorization-details/{authorization_detail_id}/sessions/{session_id}/operation-logs

Table 5-99 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization ID. Minimum value: 0 Maximum value: 9223372036854775807
authorization_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807
session_id	Yes	Long	Specifies the session ID. Minimum value: 0 Maximum value: 9223372036854775807

Table 5-100 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the IAM group ID. Minimum length: 0 Maximum length: 64
sort	No	Integer	1 : In ascending order by operation time; 0 : In descending order by operation time. The default value is 0 . Minimum value: 0 Maximum value: 1 Default value: 0
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535 Default value: 0
limit	No	Integer	Specifies the limited number of records that can be queried. Minimum value: 1 Maximum value: 100 Default value: 10

Request Parameters

Table 5-101 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-102 Response body parameters

Parameter	Type	Description
total_count	Integer	Indicates the total number of records. Minimum value: 0 Maximum value: 9223372036854775807
ops_list	Array of OperateLog objects	Specifies the operation list.

Table 5-103 OperateLog

Parameter	Type	Description
oper	String	Indicates the operation command. Minimum length: 0 Maximum length: 64
operate_time	String	Indicates the operation time. Minimum length: 0 Maximum length: 64

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.4.7 Querying Bastion Host Historical Sessions

Function Description

To query historical sessions of a bastion host.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/authorizations/{authorization_id}/authorization-details/{authorization_detail_id}/history-sessions

Table 5-104 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization ID. Minimum value: 0 Maximum value: 9223372036854775807
authorization_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807

Table 5-105 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535 Default value: 0
limit	No	Integer	Specifies the limited number of records that can be queried. Minimum value: 1 Maximum value: 100 Default value: 10

Request Parameters

Table 5-106 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-107 Response body parameters

Parameter	Type	Description
total_count	Integer	Indicates the total number of records. Minimum value: 0 Maximum value: 9223372036854775807
session_list	Array of OperateHistorySession objects	Indicates the session list.

Table 5-108 OperateHistorySession

Parameter	Type	Description
duration	String	Indicates the session time, in hh:ii:ss format. Minimum length: 0 Maximum length: 64
session_id	Long	Specifies the session ID. Minimum value: 0 Maximum value: 9223372036854775807
start_time	String	Indicates the session start time. Minimum length: 0 Maximum length: 64
end_time	String	Indicates the session end time. Minimum length: 0 Maximum length: 64

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.4.8 Querying Bastion Host File Transfer Records

Function Description

To query file transfer records of a bastion host.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/authorizations/{authorization_id}/authorization-details/{authorization_detail_id}/sessions/{session_id}/operation-file-logs

Table 5-109 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	Long	Specifies the authorization ID. Minimum value: 0 Maximum value: 9223372036854775807
authorization_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: 0 Maximum value: 9223372036854775807
session_id	Yes	Long	Specifies the session ID. Minimum value: 0 Maximum value: 9223372036854775807

Table 5-110 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
sort	No	Integer	1 : In ascending order by operation time; 0 : In descending order by operation time. The default value is 0 . Minimum value: 0 Maximum value: 1 Default value: 0
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535 Default value: 0
limit	No	Integer	Specifies the limited number of records that can be queried. Minimum value: 1 Maximum value: 100 Default value: 10

Request Parameters

Table 5-111 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-112 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 9223372036854775807

Parameter	Type	Description
file_ops_list	Array of FileOperateLog objects	Specifies the file record list.

Table 5-113 FileOperateLog

Parameter	Type	Description
duration	String	Indicates the transfer time, in hh:ii:ss format. Minimum length: 0 Maximum length: 64
operate_time	String	Indicates the operation time. Minimum length: 0 Maximum length: 64
operate_type	String	Indicates the operation type. Minimum length: 0 Maximum length: 64
file_name	String	Indicates the file name. Minimum length: 0 Maximum length: 512
from_path	String	Indicates the source path. Minimum length: 0 Maximum length: 1024
to_path	String	Indicates the target path. Minimum length: 0 Maximum length: 1024
file_size	String	Indicates the file size, in KB, MB, or GB. Minimum length: 0 Maximum length: 64
oper_result	String	Indicates the operation result. Minimum length: 0 Maximum length: 64

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	response of 200

Error Code

See [here](#).

5.5 Service Ticket Management

5.5.1 Creating a Service Ticket

Function Description

To create a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases

Request Parameters

Table 5-114 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32
x-phone-verifiedid	No	String	Indicates the mobile phone verification serial number. This parameter is mandatory if a non-registered mobile phone number is used to receive notifications. Minimum length: 1 Maximum length: 32
x-email-verifiedid	No	String	Indicates the email verification ID. This parameter is mandatory if a non-registered email address is used to receive notifications. Minimum length: 1 Maximum length: 32

Table 5-115 Request body parameters

Parameter	Mandatory	Type	Description
incident_sub_type_id	No	String	Specifies the service ticket subcategory . Minimum length: 0 Maximum length: 32
product_category_id	No	String	Specifies the service ticket product type . Minimum length: 0 Maximum length: 64
business_type_id	Yes	String	Specifies the service ticket problem type . Minimum length: 0 Maximum length: 512
region_id	No	String	Specifies the region ID . Minimum length: 0 Maximum length: 64
simple_description	Yes	String	Description of the problem. Minimum length: 0 Maximum length: 1200
source_id	Yes	String	Specifies the service ticket source. Minimum length: 0 Maximum length: 32
is_authorized	No	Integer	Specifies whether it is authorized or not. Minimum value: 0 Maximum value: 1
authorization_content	No	String	Confidential information. Minimum length: 0 Maximum length: 400
remind_mobile	No	String	Indicates the notification receiving mobile phone number. Minimum length: 0 Maximum length: 32

Parameter	Mandatory	Type	Description
remind_mail	No	String	Indicates the notification receiving email address. Minimum length: 0 Maximum length: 128
remind_time	No	String	Indicates the time when the notification is sent. Minimum length: 0 Maximum length: 16
project_id	No	String	ProjectId Minimum length: 0 Maximum length: 64
accessory_ids	No	Array of strings	Specifies the attachment ID list.
extends_map	No	Map<String,Object>	Specifies additional parameters.
extension_map	No	Map<String,Object>	Specifies extended parameters.
severity_id	No	String	Specifies the severity ID. Minimum length: 0 Maximum length: 64
verify_code	No	String	Specifies the verification code. Minimum length: 0 Maximum length: 6
area_code	No	String	Specifies the country/region code. Minimum length: 0 Maximum length: 32

Response Parameters

Status code: 200

Table 5-116 Response body parameters

Parameter	Type	Description
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64

Request Example

POST https://{endpoint}/v2/servicerequest/cases

```
{
  "create_case_req": {
    "incident_sub_type_id": "123",
    "product_category_id": "123",
    "business_type_id": "123",
    "region_id": "cn-north-1",
    "simple_description": "test",
    "source_id": "123",
    "is_authorized": 1,
    "authorization_content": "test",
    "remind_mobile": null,
    "remind_mail": null,
    "remind_time": "9:00-18:00",
    "project_id": null,
    "accessory_ids": [ ],
    "extends_map": [ ],
    "extension_map": [ ],
    "severity_id": "123",
    "verify_code": null,
    "area_code": 86
  }
}
```

Response Example

Status code: 200

The service ticket number is returned.

```
{
  "incident_id": "123"
}
```

Status Code

Status Code	Description
200	The service ticket number is returned.

Error Code

See [here](#).

5.5.2 Submitting Score

Function Description

To submit a score.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/score

Table 5-117 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-118 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-119 Request body parameters

Parameter	Mandatory	Type	Description
judgement	Yes	String	Indicates the evaluation content. Minimum length: 0 Maximum length: 400
type	Yes	Integer	Specifies the type. It can be deleted. Minimum value: 0 Maximum value: 1
incident_satisf action_list	Yes	Array of IncidentSatisfactionV2Do objects	Specifies the satisfaction list.
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Table 5-120 IncidentSatisfactionV2Do

Parameter	Mandatory	Type	Description
value	No	Integer	Specifies the total score of satisfaction. Minimum value: 0 Maximum value: 65535
satisfaction_id	Yes	Integer	Specifies the satisfaction category ID. Minimum value: 0 Maximum value: 9999
satisfaction_value	Yes	Integer	Specifies the satisfaction value. Minimum value: 0 Maximum value: 65535
satisfaction_name	No	String	Specifies the satisfaction category name. Minimum length: 0 Maximum length: 32
per_value	No	Integer	Specifies the score of a scale. Minimum value: 0 Maximum value: 65535
sat_category_id	No	String	Specifies the satisfaction dimension ID. Minimum length: 0 Maximum length: 32
sat_category_name	No	String	Specifies the satisfaction dimension name. Minimum length: 0 Maximum length: 32

Response Parameters

Status code: 200

Table 5-121 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/cases/case-123/score
{
  "judgement" : "test",
  "type" : 0,
  "incident_satisfaction_list" : { },
  "group_id" : "123456"
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.5.3 Exporting a Service Ticket

Function Description

To export a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/export

Table 5-122 Query parameters

Parameter	Mandatory	Type	Description
language	Yes	String	Specifies the language. Minimum length: 1 Maximum length: 32
timezone	Yes	String	Specifies the time zone. Minimum length: 1 Maximum length: 64
incident_id	No	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
query_start_time	No	String	Indicates the start time of the query. Minimum length: 0 Maximum length: 32
query_end_time	No	String	Indicates the end time of the query. Minimum length: 0 Maximum length: 32
x_customer_name	No	String	Specifies the sub-user name. Minimum length: 0 Maximum length: 64
search_key	No	String	Specifies the keyword entered for search. Minimum length: 0 Maximum length: 32
status	No	Integer	Specifies the status. The values include: 0 (To be processed), 1 (Processing), 2 (To be confirmed), 3 (Completed), 4 (Canceled), 12 (Invalid), and 17 (Pending feedback). Minimum value: 0 Maximum value: 20
customer_id	No	String	Specifies the user ID. Minimum length: 0 Maximum length: 64
tenant_source_id_list	No	Array	Specifies the source ID.

Parameter	Mandatory	Type	Description
sub_customer_id	No	String	Specifies the sub-user ID. Minimum length: 0 Maximum length: 64
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535
limit	No	Integer	Specifies the number of records to be queried. Minimum value: 0 Maximum value: 100

Request Parameters

Table 5-123 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-124 Response body parameters

Parameter	Type	Description
-	File	Code 200 is returned.

Request Example

```
GET https://{endpoint}/v2/servicerequest/cases/export?language=zh-cn&timezone=GMT%2B8  
null
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.5.4 Service Ticket Operations

Function Description

Service ticket operations.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/action

Table 5-125 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Table 5-126 Query parameters

Parameter	Mandatory	Type	Description
action_id	Yes	String	Specifies the operation (such as cancel , close , press , and delete). Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-127 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-128 Request body parameters

Parameter	Mandatory	Type	Description
judgement	No	String	Indicates the evaluation content. Minimum length: 0 Maximum length: 400
operate_desc	No	String	Description of the operation. Minimum length: 0 Maximum length: 400
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
incident_satisf action_list	No	Array of IncidentSatisfactionV2Do objects	Specifies the service ticket satisfaction list.

Table 5-129 IncidentSatisfactionV2Do

Parameter	Mandatory	Type	Description
value	No	Integer	Specifies the total score of satisfaction. Minimum value: 0 Maximum value: 65535
satisfaction_id	Yes	Integer	Specifies the satisfaction category ID. Minimum value: 0 Maximum value: 9999
satisfaction_v alue	Yes	Integer	Specifies the satisfaction value. Minimum value: 0 Maximum value: 65535
satisfaction_n ame	No	String	Specifies the satisfaction category name. Minimum length: 0 Maximum length: 32
per_value	No	Integer	Specifies the score of a scale. Minimum value: 0 Maximum value: 65535

Parameter	Mandatory	Type	Description
sat_category_id	No	String	Specifies the satisfaction dimension ID. Minimum length: 0 Maximum length: 32
sat_category_name	No	String	Specifies the satisfaction dimension name. Minimum length: 0 Maximum length: 32

Response Parameters

Status code: 200

Table 5-130 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

POST https://{endpoint}/v2/servicerequest/cases/case-123/action?action_id=press

```
{
  "judgement" : "test",
  "operate_desc" : "test",
  "group_id" : "123456",
  "incident_satisfaction_list" : { }
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.6 Label Management

5.6.1 Creating a Label

Function Description

To create a label.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/labels

Request Parameters

Table 5-131 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-132 Request body parameters

Parameter	Mandatory	Type	Description
name	Yes	String	Specifies the label name. Minimum length: 1 Maximum length: 64
color	Yes	String	Specifies the color value, for example, #000000 . Minimum length: 1 Maximum length: 7

Response Parameters

Status code: 200

Table 5-133 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/labels
{
  "name" : "test",
  "color" : "#000000"
}
```

Response Example

None

Status Code

Status Code	Description
200	Returned successfully.

Error Code

See [here](#).

5.6.2 Querying a Label

Function Description

To query a label.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/labels

Table 5-134 Query parameters

Parameter	Mandatory	Type	Description
offset	No	Integer	Specifies the query offset. The default value is 0 . Minimum value: 0 Maximum value: 2147483647
limit	No	Integer	Specifies the number of records to be queried. The default value is 10 and the maximum value is 100 . Minimum value: 0 Maximum value: 100
name	No	String	Specifies the label name. The maximum value is 64 . Fuzzy query is supported. Minimum length: 0 Maximum length: 64
label_id	No	Integer	Specifies the label identifier. Minimum value: 0 Maximum value: 2147483647

Request Parameters

Table 5-135 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-136 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 2147483647
label_list	Array of CaseLabelInfo objects	Specifies the label list.

Table 5-137 CaseLabelInfo

Parameter	Type	Description
label_id	Integer	Specifies the label identifier. Minimum value: 0 Maximum value: 2147483647
name	String	Specifies the label name. Minimum length: 1 Maximum length: 64
color	String	Specifies the label color. Minimum length: 1 Maximum length: 7

Request Example

```
GET https://{endpoint}/v2/servicerequest/labels?offset=0&limit=10
null
```

Response Example

Status code: 200

Returned successfully.

```
{
  "total_count" : 1,
  "label_list" : [ {
    "label_id" : 1,
    "label_name" : "test",
    "color" : "#000000"
  } ]
}
```

Status Code

Status Code	Description
200	Returned successfully.

Error Code

See [here](#).

5.6.3 Deleting a Label

Function Description

To delete a label and in the mean time disassociate it from the service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

DELETE /v2/servicerequest/labels/{label_id}

Table 5-138 Path parameters

Parameter	Mandatory	Type	Description
label_id	Yes	Integer	Specifies the ID of the label to be deleted. Minimum value: 0 Maximum value: 65535

Request Parameters

Table 5-139 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-140 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
DELETE https://{endpoint}/v2/servicerequest/labels/label-123  
null
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.6.4 Modifying a Label

Function Description

To modify a label.

Debugging

You can debug this API in [API Explorer](#).

URI

PUT /v2/servicerequest/labels/{label_id}

Table 5-141 Path parameters

Parameter	Mandatory	Type	Description
label_id	Yes	Integer	Specifies the ID of the label to be modified. Minimum value: 0 Maximum value: 65535

Request Parameters

Table 5-142 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-143 Request body parameters

Parameter	Mandatory	Type	Description
name	Yes	String	Specifies the label name. Minimum length: 1 Maximum length: 64
color	Yes	String	Indicates the color ID. Minimum length: 1 Maximum length: 7

Response Parameters

Status code: **200**

Table 5-144 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
PUT https://{endpoint}/v2/servicerequest/labels/label-123
```

```
{
  "name" : "test",
  "color" : "1"
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.6.5 Querying Service Ticket Associated Labels

Function Description

To query labels associated with a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/labels

Table 5-145 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-146 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-147 Response body parameters

Parameter	Type	Description
case_label_list	Array of CaseLabelInfo objects	Specifies the list of service ticket associated labels.

Table 5-148 CaseLabelInfo

Parameter	Type	Description
label_id	Integer	Specifies the label identifier. Minimum value: 0 Maximum value: 2147483647

Parameter	Type	Description
name	String	Specifies the label name. Minimum length: 1 Maximum length: 64
color	String	Specifies the label color. Minimum length: 1 Maximum length: 7

Request Example

```
GET https://{endpoint}/v2/servicerequest/cases/case-123/labels  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "case_label_list": [ {  
    "label_id": 1,  
    "label_name": "test",  
    "color": "#000000"  
  } ]  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.6.6 Adding Service Ticket Associated Labels

Function Description

To add labels associated with a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/labels

Table 5-149 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Table 5-150 Query parameters

Parameter	Mandatory	Type	Description
label_ids	Yes	Array	Specifies the list of at most five IDs of the labels to be associated.

Request Parameters

Table 5-151 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-152 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/cases/case-123/labels?label_ids=123,456,789  
null
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.6.7 Deleting Service Ticket Associated Labels

Function Description

To delete labels associated with a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

DELETE /v2/servicerequest/cases/{case_id}/labels

Table 5-153 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Table 5-154 Query parameters

Parameter	Mandatory	Type	Description
label_ids	Yes	Array	Specifies the list of at most five IDs of the labels to be disassociated.

Request Parameters

Table 5-155 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-156 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
DELETE https://{endpoint}/v2/servicerequest/cases/case-123/labels?label_ids=123,456,789
null
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.7 Service Ticket Quota Management

5.7.1 Querying Service Ticket Quota

Function Description

To query service ticket quota.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/quotas

Table 5-157 Query parameters

Parameter	Mandatory	Type	Description
product_category_id	No	String	Specifies the product type ID. Minimum length: 0 Maximum length: 32
business_type_id	Yes	String	Specifies the problem type ID. Minimum length: 1 Maximum length: 32

Request Parameters

Table 5-158 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-159 Response body parameters

Parameter	Type	Description
total	Integer	Specifies the total quota. Minimum value: -1 Maximum value: 65535
un_used	Integer	Specifies available quota. Minimum value: -1 Maximum value: 65535

Request Example

```
GET https://{endpoint}/v2/servicerequest/quotas?business_type_id=123  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "total" : 123,  
  "un_used" : 123  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.8 Management of Associated Service Tickets

5.8.1 Creating an Association

Function Description

To create an association. (A maximum of three associations are supported for a service ticket.)

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/relations

Table 5-160 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the ID of the service ticket to be associated. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-161 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-162 Request body parameters

Parameter	Mandatory	Type	Description
related_id_list	Yes	Array of strings	Specifies the list of at most three IDs of the service tickets to be associated.
group_id	Yes	String	Specifies the group ID. Minimum length: 1 Maximum length: 64

Response Parameters

Status code: 200

Table 5-163 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/cases/case-123/relations
{
  "related_id_list" : "123456",
  "group_id" : "123456"
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.8.2 Deleting an Association

Function Description

To delete an association.

Debugging

You can debug this API in [API Explorer](#).

URI

DELETE /v2/servicerequest/cases/{case_id}/relations

Table 5-164 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the ID of the service ticket to be disassociated. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-165 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-166 Request body parameters

Parameter	Mandatory	Type	Description
related_id	Yes	String	Specifies the ID of the service ticket to be disassociated from. Minimum length: 1 Maximum length: 64
group_id	Yes	String	Specifies the group ID. Minimum length: 1 Maximum length: 64

Response Parameters

Status code: 200

Table 5-167 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
{  
  "related_id": "123456",  
  "group_id": "123456"  
}
```

Response Example

None

Status Code

Status Code	Description
200	Returned successfully.

Error Code

See [here](#).

5.8.3 Querying Associated Service Tickets

Function Description

To query associated service tickets. Brief information of these service tickets is returned.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/relations

Table 5-168 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the ID of the service ticket to be associated. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-169 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-170 Response body parameters

Parameter	Type	Description
case_relation_list	Array of CaseRealtionInfo objects	Specifies the list of associated service tickets.

Table 5-171 CaseRealtionInfo

Parameter	Type	Description
case_id	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64
simple_description	String	A brief description. Minimum length: 1 Maximum length: 2000
user_name	String	Specifies the user who submits the service ticket, that is, username. Minimum length: 1 Maximum length: 256

Request Example

None

Response Example

None

Status Code

Status Code	Description
200	Returned successfully.

Error Code

See [here](#).

5.9 Service Ticket Permission Management

5.9.1 Querying Service Ticket Permissions

Function Description

To query service ticket permissions.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/privileges

Table 5-172 Query parameters

Parameter	Mandatory	Type	Description
privilege	Yes	String	Specifies the permission ID. Minimum length: 1 Maximum length: 32

Request Parameters

Table 5-173 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-174 Response body parameters

Parameter	Type	Description
has_privilege	Integer	Specifies whether the user has the permissions. Minimum value: 0 Maximum value: 1

Request Example

```
GET https://{endpoint}/v2/servicerequest/privileges
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "has_privilege" : 1
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.9.2 Creating Authorization

Function Description

To create authorization.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/privileges

Request Parameters

Table 5-175 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-176 Request body parameters

Parameter	Mandatory	Type	Description
operation	No	String	Indicates the operation. Minimum length: 0 Maximum length: 64
privilege	No	String	Specifies the permission ID. Minimum length: 0 Maximum length: 64

Response Parameters

Status code: **200**

Table 5-177 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/privileges
```

```
{  
  "operation": "create",  
  "privilege": "export"  
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10 Ticket Basic Configuration Query

5.10.1 Querying Country/Region Code

Function Description

To query the country/region code, which is part of the contact information filled in on the service ticket submission page.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/area-codes

Request Parameters

Table 5-178 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-179 Response body parameters

Parameter	Type	Description
area_code_list	Array of AreaCodeSimpleInfoV2 objects	Specifies the list of country/region codes.

Table 5-180 AreaCodeSimpleInfoV2

Parameter	Type	Description
id	Integer	Indicates the unique ID. Minimum value: 0 Maximum value: 9223372036854775807

Parameter	Type	Description
area_code	String	Specifies the country/region code. Minimum length: 1 Maximum length: 16
area_name	String	Specifies the country/region name. Minimum length: 1 Maximum length: 64

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/area-codes
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "area_code_list": [ {
    "id": 1,
    "area_code": "86",
    "area_name": "China"
  }, {
    "id": 2,
    "area_code": "354",
    "area_name": "Iceland"
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.2 Querying Problem Type List

Function Description

To select the corresponding problem list after selecting a product type when submitting a service ticket.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/problems

Table 5-181 Query parameters

Parameter	Mandatory	Type	Description
product_category_id	No	String	Specifies the product type ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-182 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-183 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 9223372036854775807
incident_business_type_list	Array of SimpleIncidentBusinessTypeV2 objects	Specifies the problem type list.

Table 5-184 SimpleIncidentBusinessTypeV2

Parameter	Type	Description
business_type_id	String	Specifies the problem type ID. Minimum length: 1 Maximum length: 32
business_type_name	String	Specifies the problem type name. Minimum length: 1 Maximum length: 64
case_type	String	Specifies the corresponding service ticket type: 0 (consulting) and 5 (fault reporting). Minimum length: 1 Maximum length: 1
can_use_support_plan	Boolean	Specifies whether a support plan can be used.

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/problems
```

```
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count": 1,
  "incident_business_type_list": [ {
    "business_type_id": "123",
    "business_type_name": "Event consulting",
    "case_type": "0",
    "can_use_support_plan": true
  }, {
    "business_type_id": "124",
    "business_type_name": "Disk fault",
    "case_type": "0",
    "can_use_support_plan": true
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.3 Querying Additional Parameters

Function Description

When submitting a trouble ticket, you need to set some additional parameters based on the product or problem type.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/extends-map

Table 5-185 Query parameters

Parameter	Mandatory	Type	Description
business_type_id	Yes	String	Specifies the service type ID. Minimum length: 1 Maximum length: 64
incident_sub_type_id	No	String	Specifies the service ticket subtype ID. Minimum length: 1 Maximum length: 64
product_category_id	No	String	Specifies the product type ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-186 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-187 Response body parameters

Parameter	Type	Description
extends_params	Array of ExtendsParamV2 objects	Specifies the list of additional parameters.
common_params	Array of CommonParamV2 objects	Specifies the list of public additional parameters.

Table 5-188 ExtendsParamV2

Parameter	Type	Description
tips	String	Specifies the tips. Minimum length: 0 Maximum length: 128
required	Integer	Specifies whether it is mandatory or not. Minimum value: 0 Maximum value: 1
length	Integer	Specifies the limited length. Minimum value: 0 Maximum value: 65535
language	String	Specifies the language. Minimum length: 1 Maximum length: 32
param_key	String	Specifies the parameter ID. Minimum length: 1 Maximum length: 32
param_name	String	Specifies the parameter name. Minimum length: 1 Maximum length: 32
param_type	Integer	Specifies the parameter type. Minimum value: 0 Maximum value: 10
param_desc	String	Description of the parameter. Minimum length: 0 Maximum length: 128

Parameter	Type	Description
default_value	String	Specifies the default value. Minimum length: 0 Maximum length: 64
max_value	Long	Specifies the maximum value. Minimum value: 0 Maximum value: 9223372036854775807
min_value	Long	Specifies the minimum value. Minimum value: 0 Maximum value: 9223372036854775807
select_item	String	Specifies the option value. Minimum length: 0 Maximum length: 5000
is_show	Integer	Indicates whether it is displayed or not. Minimum value: 0 Maximum value: 1
is_sensitive	Integer	Indicates whether it is sensitive or not. Minimum value: 0 Maximum value: 1

Table 5-189 CommonParamV2

Parameter	Type	Description
param_key	String	Specifies the parameter ID. Minimum length: 1 Maximum length: 32
param_name	String	Specifies the parameter name. Minimum length: 1 Maximum length: 32
is_show	Integer	Indicates whether it is displayed or not. Minimum value: 0 Maximum value: 1
is_required	Integer	Specifies whether it is mandatory or not. Minimum value: 0 Maximum value: 1

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/extends-map  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "extends_params" : {  
    "tips" : "Please enter",  
    "required" : 1,  
    "length" : 32,  
    "language" : "zh-cn",  
    "param_key" : "ecs_instance_id",  
    "param_name" : "ECS instance ID",  
    "param_type" : 0,  
    "param_desc" : "ECS instance ID",  
    "default_value" : null,  
    "max_value" : null,  
    "min_value" : null,  
    "select_item" : null,  
    "is_show" : 1,  
    "is_sensitive" : 1  
  },  
  "common_params" : {  
    "param_key" : "ecs_instance_id",  
    "param_name" : "ECS instance ID",  
    "is_show" : 1,  
    "is_required" : 1  
  }  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.4 Querying Problem Type Template

Function Description

To query the corresponding template of a problem type.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/templates

Table 5-190 Query parameters

Parameter	Mandatory	Type	Description
business_type_id	Yes	String	Specifies the service type ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-191 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-192 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
incident_template_list	Array of IncidentTempV2 objects	Specifies the template list.

Table 5-193 IncidentTempV2

Parameter	Type	Description
incident_template_id	String	Specifies the template ID. Minimum length: 1 Maximum length: 64
incident_template_name	String	Specifies the template name. Minimum length: 1 Maximum length: 64
incident_template_content	String	Specifies the template content. Minimum length: 1 Maximum length: 128

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/templates?incident_business_type_id=123  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "total_count" : 1,  
  "incident_template_list" : [{  
    "incident_template_id" : "123",  
    "incident_template_name" : "Bank transfer creation template",  
    "incident_template_content" : "|- Account ID: Bank transfer description: "  
  }]  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.5 Querying Service Ticket Category List

Function Description

To query the list of service ticket categories.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/categories

Request Parameters

Table 5-194 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-195 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
incident_sub_type_list	Array of IncidentSubTypeV2Do objects	Specifies the service ticket subtype list.

Table 5-196 IncidentSubTypeV2Do

Parameter	Type	Description
incident_sub_type_id	String	Specifies the service ticket subtype ID. Minimum length: 1 Maximum length: 32
incident_sub_type_name	String	Specifies the service ticket subtype name. Minimum length: 1 Maximum length: 64
incident_product_category_list	Array of IncidentProductCategoryV2 objects	Specifies the product type list.

Table 5-197 IncidentProductCategoryV2

Parameter	Type	Description
incident_product_category_id	String	Specifies the product type ID. Minimum length: 1 Maximum length: 32
incident_product_category_name	String	Specifies the product type name. Minimum length: 1 Maximum length: 64
incident_product_category_desc	String	Specifies the product type description. Minimum length: 0 Maximum length: 512

Parameter	Type	Description
incident_product_category_acronym	String	Specifies the product type abbreviation. Minimum length: 0 Maximum length: 32
can_use_support_plan	Boolean	Specifies whether a support plan can be used.

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/categories
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count": 1,
  "incident_sub_type_list": [ {
    "incident_sub_type_id": "123",
    "incident_sub_type_name": "Computing",
    "incident_product_category_list": [ {
      "incident_product_category_id": "123",
      "incident_product_category_name": "Elastic Cloud Server",
      "incident_product_category_desc": "Virtual machine",
      "incident_product_category_acronym": "ECS",
      "can_use_support_plan": 1
    } ]
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.6 Querying Product Type List

Function Description

To query the list of product types.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/product-categories

Table 5-198 Query parameters

Parameter	Mandatory	Type	Description
product_category_name	No	String	Specifies the product type name. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-199 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	<p>Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default.</p> <p>Some internationalization information, such as the service ticket type and name, is displayed based on the language environment.</p> <p>Minimum length: 1 Maximum length: 32</p>
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1 Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-200 Response body parameters

Parameter	Type	Description
total_count	Integer	<p>Specifies the total number.</p> <p>Minimum value: 0 Maximum value: 65535</p>
incident_product_category_list	Array of IncidentProductCategoryV2 objects	Specifies the product type list.

Table 5-201 IncidentProductCategoryV2

Parameter	Type	Description
incident_product_category_id	String	Specifies the product type ID. Minimum length: 1 Maximum length: 32
incident_product_category_name	String	Specifies the product type name. Minimum length: 1 Maximum length: 64
incident_product_category_desc	String	Specifies the product type description. Minimum length: 0 Maximum length: 512
incident_product_category_acronym	String	Specifies the product type abbreviation. Minimum length: 0 Maximum length: 32
can_use_support_plan	Boolean	Specifies whether a support plan can be used.

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/product-categories?product_category_name=ECS
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count": 1,
  "incident_product_category_list": [ {
    "incident_product_category_id": "123",
    "incident_product_category_name": "Elastic Cloud Server",
    "incident_product_category_desc": "Virtual machine",
    "incident_product_category_acronym": "ECS",
    "can_use_support_plan": 1
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.7 Querying Region List

Function Description

To query the list of regions.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/regions

Request Parameters

Table 5-202 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	<p>Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default.</p> <p>Some internationalization information, such as the service ticket type and name, is displayed based on the language environment.</p> <p>Minimum length: 1 Maximum length: 32</p>
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1 Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-203 Response body parameters

Parameter	Type	Description
total_count	Integer	<p>Specifies the total number.</p> <p>Minimum value: 0 Maximum value: 65535</p>
data_center_list	Array of DataCenterV2Do objects	Specifies the region list.

Table 5-204 DataCenterV2Do

Parameter	Type	Description
type	Integer	Specifies the region type. The options are 0 (China) and 1 (International). Minimum value: 0 Maximum value: 10
region_id	String	Specifies the region ID. Minimum length: 1 Maximum length: 64
region_name	String	Specifies the region name. Minimum length: 1 Maximum length: 64
is_sensitive	Integer	Indicates whether it is sensitive or not. Minimum value: 0 Maximum value: 1

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/regions
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count" : 1,
  "data_center_list" : [ {
    "type" : 0,
    "region_id" : "cn-north-1",
    "region_name" : "CN North-Beijing1",
    "is_sensitive" : 1
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.8 Service Ticket Satisfaction Category List

Function Description

To query the list of service ticket satisfaction categories.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/satisfaction-dimensions

Request Parameters

Table 5-205 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-206 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: 0 Maximum value: 65535
satisfaction_dimension_list	Array of SatisfactionDimensionSimpleInfoV2 objects	Specifies the service ticket satisfaction category list.

Table 5-207 SatisfactionDimensionSimpleInfoV2

Parameter	Type	Description
value	Integer	Specifies the total score. Minimum value: 0 Maximum value: 65535
satisfaction_id	Integer	Specifies the satisfaction ID. Minimum value: 0 Maximum value: 65535
satisfaction_name	String	Specifies the satisfaction name. Minimum length: 1 Maximum length: 32

Parameter	Type	Description
satisfaction_desc	String	Description about satisfaction. Minimum length: 0 Maximum length: 128
per_value	Integer	Specifies the score of a scale. Minimum value: 0 Maximum value: 65535
sat_category_id	String	Specifies the satisfaction category ID. Minimum length: 1 Maximum length: 32

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/satisfaction-dimensions
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count" : 1,
  "satisfaction_dimension_list" : [ {
    "value" : 5,
    "satisfaction_id" : 1,
    "satisfaction_name" : "Product stability",
    "satisfaction_name" : "Stability of a product",
    "per_value" : 1,
    "sat_category_id" : "1"
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.9 Querying Problem Severity List

Function Description

To query the problem severity list.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/severities

Table 5-208 Query parameters

Parameter	Mandatory	Type	Description
product_category_id	Yes	String	Specifies the product type ID. Minimum length: 1 Maximum length: 64
business_type_id	Yes	String	Specifies the problem type ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-209 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-210 Response body parameters

Parameter	Type	Description
show	Boolean	Indicates whether it is displayed or not.
severity_list	Array of SeverityV2Do objects	Specifies the severity list.

Table 5-211 SeverityV2Do

Parameter	Type	Description
language	String	Specifies the language. Minimum length: 1 Maximum length: 32

Parameter	Type	Description
severity_name	String	Specifies the severity name. Minimum length: 1 Maximum length: 32
severity_id	String	Specifies the severity ID. Minimum length: 1 Maximum length: 32

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/severities
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "show" : 1,
  "severity_list" : [ {
    "language" : "zh-cn",
    "severity_name" : "Minor",
    "severity_id" : "123"
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.10.10 Querying Service Ticket Limits (Such As Limited CCs in an Email)

Function Description

To query service ticket limits (such as limited CCs in an email).

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/config/limits

Request Parameters

Table 5-212 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-213 Response body parameters

Parameter	Type	Description
config	TenantConfig V2 object	Specifies the service ticket limits.

Table 5-214 TenantConfigV2

Parameter	Type	Description
create_case_ccemail_max_count	Integer	Indicates the maximum number of CCs in an email. Minimum value: 0 Maximum value: 65535

Request Example

```
GET https://{endpoint}/v2/servicerequest/config/limits  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "config" : {  
    "create_case_ccemail_max_count" : 10
```

```
}  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11 Service Ticket Message Management

5.11.1 Marking a Message as Read

Function Description

To mark a message as read.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/instant-messages/unread

Table 5-215 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 1 Maximum length: 64

Request Parameters

Table 5-216 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-217 Request body parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Response Parameters

Status code: 200

Table 5-218 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

```
POST https://{endpoint}/v2/servicerequest/cases/case-123/instant-messages/unread
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "group_id" : "123456"
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11.2 Querying Unread Messages

Function Description

To query unread messages.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/instant-messages/unread

Table 5-219 Query parameters

Parameter	Mandatory	Type	Description
case_ids	Yes	Array	Specifies the service ticket ID.
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-220 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000

Parameter	Mandatory	Type	Description
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-221 Response body parameters

Parameter	Type	Description
imunread	Array of ImUnreadV2 objects	Specifies the list of unread messages.

Table 5-222 ImUnreadV2

Parameter	Type	Description
status	Integer	Specifies the status. Minimum value: 0 Maximum value: 20
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
unread_num	Integer	Indicates the number of unread messages. Minimum value: 0 Maximum value: 65535

Request Example

```
GET https://{endpoint}/v2/servicerequest/cases/instant-messages/unread
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "imunread" : [ {
    "status" : 1,
    "incident_id" : "case-123",
    "unread_num" : 1
  } ]
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11.3 Submitting a Message

Function Description

To submit a message.

Debugging

You can debug this API in [API Explorer](#).

URI

POST /v2/servicerequest/cases/{case_id}/message

Table 5-223 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-224 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Table 5-225 Request body parameters

Parameter	Mandatory	Type	Description
message	Yes	CreateMessageDoV2 object	Specifies the message content.
type	Yes	Integer	Specifies the type. It can be deleted. Minimum value: 0 Maximum value: 1
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Table 5-226 CreateMessageDoV2

Parameter	Mandatory	Type	Description
content	Yes	String	Specifies the message content. Minimum length: 0 Maximum length: 2000
is_authorized	No	Integer	Specifies whether it is authorized or not. Minimum value: 0 Maximum value: 1
authorization_content	No	String	Specifies the confidential information. Minimum length: 0 Maximum length: 400
accessory_ids	No	Array of strings	Specifies the attachment ID.

Response Parameters

Status code: 200

Table 5-227 Response body parameters

Parameter	Type	Description
error_code	String	Specifies the error code. Minimum length: 0 Maximum length: 32
error_msg	String	Description of the error. Minimum length: 0 Maximum length: 32

Request Example

POST https://{endpoint}/v2/servicerequest/cases/case-123/message

```
{
  "type" : 1,
  "group_id" : "123456",
  "message" : {
    "content" : "test",
    "is_authorized" : 1,
    "authorization_content" : "test",
    "accessory_ids" : [ ]
  }
}
```

Response Example

None

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11.4 Querying Messages

Function Description

To query messages.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/messages

Table 5-228 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64

Table 5-229 Query parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Parameter	Mandatory	Type	Description
offset	No	Integer	Specifies the query offset. Minimum value: 0 Maximum value: 65535
limit	No	Integer	Specifies the number of records to be queried. Minimum value: 0 Maximum value: 100

Request Parameters

Table 5-230 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32

Parameter	Mandatory	Type	Description
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1 Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-231 Response body parameters

Parameter	Type	Description
total_count	Integer	<p>Specifies the total number.</p> <p>Minimum value: 0 Maximum value: 65535</p>
message_list	Array of QueryMessageInfoV2 objects	Specifies the list of messages.

Table 5-232 QueryMessageInfoV2

Parameter	Type	Description
type	Integer	<p>Specifies the type. It can be deleted.</p> <p>Minimum value: 0 Maximum value: 1</p>
replier_type	Integer	<p>Specifies the replier type.</p> <p>Minimum value: 0 Maximum value: 3</p>
replier	String	<p>Specifies the replier ID.</p> <p>Minimum length: 0 Maximum length: 64</p>

Parameter	Type	Description
content	String	Specifies the message content. Minimum length: 0 Maximum length: 400
create_time	String	Specifies the creation time.
replier_name	String	Specifies the replier name. Minimum length: 0 Maximum length: 256
is_first_message	Integer	Specifies whether it is the first message. Minimum value: 0 Maximum value: 1
iam_user_type	Integer	Specifies the sub-user type. Minimum value: 0 Maximum value: 3
accessory_list	Array of SimpleAccessoryV2 objects	Specifies the attachment list.

Table 5-233 SimpleAccessoryV2

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 0 Maximum length: 64
file_actual_name	String	Specifies the actual name of the attachment. Minimum length: 0 Maximum length: 256

Request Example

```
POST https://{endpoint}/v2/servicerequest/cases/case-123/messages
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "total_count": 1,
```

```
"message_list" : [ {  
  "type" : 0,  
  "replier" : "test",  
  "content" : "test",  
  "create_time" : "2020-07-09 00:00:00",  
  "replier_name" : "test",  
  "is_first_message" : 1,  
  "iam_user_type" : 0,  
  "accessory_list" : [ {  
    "accessory_id" : "123",  
    "file_actual_name" : "test"  
  } ]  
} ]  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11.5 Querying More Messages

Function Description

To query more messages.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/{case_id}/instant-messages/more

Table 5-234 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64

Table 5-235 Query parameters

Parameter	Mandatory	Type	Description
create_time	Yes	String	Specification the creation time (timestamp). Minimum length: 0 Maximum length: 32
type	Yes	Integer	Specifies the type of the last message. The options are 0 (Customer message) and 1 (Reply message by customer service personnel). Minimum value: 0 Maximum value: 1
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64
limit	Yes	Integer	Specifies the number of records to be queried. Minimum value: 0 Maximum value: 100

Request Parameters

Table 5-236 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	<p>Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default.</p> <p>Some internationalization information, such as the service ticket type and name, is displayed based on the language environment.</p> <p>Minimum length: 1 Maximum length: 32</p>
X-Time-Zone	No	String	<p>Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT+8 by default.</p> <p>Time-related data is processed based on the time zone of the environment.</p> <p>Minimum length: 1 Maximum length: 32</p>

Response Parameters

Status code: 200

Table 5-237 Response body parameters

Parameter	Type	Description
total_count	Integer	<p>Specifies the total number.</p> <p>Minimum value: 0 Maximum value: 65535</p>
message_list	Array of QueryMessageInfoV2 objects	Specifies the list of messages.

Table 5-238 QueryMessageInfoV2

Parameter	Type	Description
type	Integer	Specifies the type. It can be deleted. Minimum value: 0 Maximum value: 1
replier_type	Integer	Specifies the replier type. Minimum value: 0 Maximum value: 3
replier	String	Specifies the replier ID. Minimum length: 0 Maximum length: 64
content	String	Specifies the message content. Minimum length: 0 Maximum length: 400
create_time	String	Specifies the creation time.
replier_name	String	Specifies the replier name. Minimum length: 0 Maximum length: 256
is_first_message	Integer	Specifies whether it is the first message. Minimum value: 0 Maximum value: 1
iam_user_type	Integer	Specifies the sub-user type. Minimum value: 0 Maximum value: 3
accessory_list	Array of SimpleAccessoryV2 objects	Specifies the attachment list.

Table 5-239 SimpleAccessoryV2

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 0 Maximum length: 64
file_actual_name	String	Specifies the actual name of the attachment. Minimum length: 0 Maximum length: 256

Request Example

```
GET https://{endpoint}/v2/servicerequest/cases/case-123/instant-messages/more  
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{  
  "total_count": 1,  
  "message_list": [ {  
    "type": 0,  
    "replier": "test",  
    "content": "test",  
    "create_time": "2020-07-09 00:00:00",  
    "replier_name": "test",  
    "is_first_message": 1,  
    "iam_user_type": 0,  
    "accessory_list": [ {  
      "accessory_id": "123",  
      "file_actual_name": "test"  
    } ]  
  } ]  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

5.11.6 Querying Instant Messages in Polling Mode

Function Description

To query instant messages in polling mode.

Debugging

You can debug this API in [API Explorer](#).

URI

GET /v2/servicerequest/cases/instant-messages

Table 5-240 Query parameters

Parameter	Mandatory	Type	Description
case_ids	Yes	Array	Specifies the service ticket ID.
last_message_time_id	No	String	Specifies the last time when you query messages. Minimum length: 0 Maximum length: 64
group_id	No	String	Specifies the group ID. Minimum length: 0 Maximum length: 64

Request Parameters

Table 5-241 Request header parameters

Parameter	Mandatory	Type	Description
X-Auth-Token	Yes	String	Specifies the user token. It can be obtained by calling the IAM API (value of X-Subject-Token in the response header). Minimum length: 1 Maximum length: 5000
X-Site	No	Integer	Specifies the site. The value can be 0 (China site) or 1 (International site). If this parameter is left blank, it is 0 by default. Minimum value: 0 Maximum value: 1

Parameter	Mandatory	Type	Description
X-Language	No	String	Specifies the language environment. The value is a common language description character string, for example, zh-cn. It is zh-cn by default. Some internationalization information, such as the service ticket type and name, is displayed based on the language environment. Minimum length: 1 Maximum length: 32
X-Time-Zone	No	String	Specifies the time zone. The value is a common time zone description character string, for example, GMT+8. It is GMT +8 by default. Time-related data is processed based on the time zone of the environment. Minimum length: 1 Maximum length: 32

Response Parameters

Status code: 200

Table 5-242 Response body parameters

Parameter	Type	Description
imstatus	Array of ImStatusV2 objects	Specifies the status list.
immsg	Array of UserInstantIncidntMsgV2 objects	Specifies the message content list.
last_message_time_id	String	Specifies the last time when you query messages. Minimum length: 0 Maximum length: 64

Table 5-243 ImStatusV2

Parameter	Type	Description
status	Integer	Specifies the status. Minimum value: 0 Maximum value: 1
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64

Table 5-244 UserInstantIncidentMsgV2

Parameter	Type	Description
incident_id	String	Specifies the service ticket ID. Minimum length: 0 Maximum length: 64
message_list	Array of QueryMessageInfoV2 objects	Specifies the list of messages.

Table 5-245 QueryMessageInfoV2

Parameter	Type	Description
type	Integer	Specifies the type. It can be deleted. Minimum value: 0 Maximum value: 1
replier_type	Integer	Specifies the replier type. Minimum value: 0 Maximum value: 3
replier	String	Specifies the replier ID. Minimum length: 0 Maximum length: 64
content	String	Specifies the message content. Minimum length: 0 Maximum length: 400
create_time	String	Specifies the creation time.

Parameter	Type	Description
replier_name	String	Specifies the replier name. Minimum length: 0 Maximum length: 256
is_first_message	Integer	Specifies whether it is the first message. Minimum value: 0 Maximum value: 1
iam_user_type	Integer	Specifies the sub-user type. Minimum value: 0 Maximum value: 3
accessory_list	Array of SimpleAccessoryV2 objects	Specifies the attachment list.

Table 5-246 SimpleAccessoryV2

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: 0 Maximum length: 64
file_actual_name	String	Specifies the actual name of the attachment. Minimum length: 0 Maximum length: 256

Request Example

```
GET https://{endpoint}/v2/servicerequest/cases/instant-messages?case_ids=case-123
null
```

Response Example

Status code: 200

Code 200 is returned.

```
{
  "imstatus": [ {
    "status": null,
    "incident_id": null
  } ],
  "immsg": [ {
    "incident_id": null,
    "message_list": [ {
      "type": 0,
      "replier": "test",
```

```
"content" : "test",  
"create_time" : "2020-07-09 00:00:00",  
"replier_name" : "test",  
"is_first_message" : 1,  
"iam_user_type" : 0,  
"accessory_list" : [ {  
  "accessory_id" : "123",  
  "file_actual_name" : "test"  
}]  
}],  
"last_message_time_id" : 1594296177490  
}
```

Status Code

Status Code	Description
200	Code 200 is returned.

Error Code

See [here](#).

6 Historical APIs

6.1 Creating a Service Ticket

Function Description

Users can submit a service ticket when encountering problems or in need of help during use of HUAWEI CLOUD products.

URI

POST /v1.0/servicerequest/case

Request

Request Parameters

[Table 6-1](#) describes the request parameters.

Table 6-1 Parameter description

Parameter	Mandatory	Type	Value Range	Description
subTypeId	No	String	64	ID of the product related to the problem. Refer to Querying Service Ticket Related Product to obtain the ID of the product related to the problem.
productCategoryId	No	String	64	Product type ID. Refer to Querying Service Ticket Related Product to obtain the product type ID.

Parameter	Mandatory	Type	Value Range	Description
businessTypeId	Yes	String	64	Service ticket problem type ID. Refer to Querying Service Ticket Problem Type to obtain the service ticket problem type ID.
regionId	No	String	64	Region ID. Refer to Querying Regions to obtain the region ID.
simpleDescribe	No	String	1200	Description of the problem regarding the service ticket.
sourceId	Yes	String	32	Service ticket source ID. The default value is 83aeb0f2834c4df49826c781d32a963e .
isAuthorized	No	Integer	-	Whether it is authorized or not. 0 : Not authorized 1 : Authorized
authorizationContent	No	String	400	Authorization information. For example, passwords of the console account and the ECS account.
remindMobile	No	String	32	Mobile phone number to which the service ticket handling progress notification is sent.
remindMail	No	String	128	Email address to which the service ticket handling progress notification is sent.
accessoryIds	No	List<String>	-	Attachment ID list. A maximum of one ID is allowed. For details, see Uploading an Attachment .

Request Example

```
{
  "subTypeId": "0",
  "productCategory": "69af625c1be54800b58ac4bae4870c90",
  "businessTypeId": "5efc9f47ace944bfafd054161409f15b",
  "regionId": "cn-north-1",
```

```

"simpleDescribe": "test",
"sourceId": "83aeb0f2834c4df49826c781d32a963e",
"isAuthorized": 0,
"authorizationContent": "test",
"remindMobile": "",
"remindMail": "",
"accessoryIds": []
}

```

Response Message

None

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.2 Querying Service Ticket List

Function Description

Users query the list of submitted HUAWEI CLOUD service tickets.

URI

GET /v1.0/servicerequest/case

Request

Request Parameters

Table 6-2 Parameter description

Parameter	Mandatory	Type	Value Range	Description
searchKey	No	String	16	Fuzzy search for brief description of the service ticket.
caseId	No	String	32	Fuzzy search for the service ticket number.
subCustomerName	No	String	32	Fuzzy search for the IAM username.
startTime	No	String	N/A	Start time of the service ticket to be queried. Example time format: 2019-05-22 03:30:52

Parameter	Mandatory	Type	Value Range	Description
endTime	No	String	N/A	End time of the service ticket to be queried. Example time format: 2019-05-22 03:30:52
status	No	Integer	N/A	Status. 0: To be handled 1: Processing 2: Result pending confirmation 3: Completed 4: Canceled When all are queried, the result is empty.
pageNo	No	Integer	N/A	Specifies the current page number. When this parameter is not passed, the default value is 1 .
pageSize	No	Integer	N/A	Specifies the number of records on each page. The value range is 1 to 100. If this parameter is not passed, the default value is 10 .

Request Example

```
searchKey=HUAWEI  
CLOUD&caseId=&startTime=&endTime=&subCustomerId=test&status=&pageNo=1&pageSize=10
```

Response Message

Response Parameters

Table 6-3 Response parameters

Parameter	Type	Description
totalCount	Integer	Specifies the total number of service tickets.
caseList	List<Case>	Specifies the list of service ticket information. For details, see Table 6-4 .

Table 6-4 caseList field data structure

Parameter	Type	Description
caselid	String	Specifies the service ticket ID.
businessTypeNa me	String	Specifies the problem type name.
typeName	String	Specifies the type name.
customerId	String	Specifies the account ID.
subCustomerId	String	IAM user ID.
subCustomerNa me	String	IAM username.
dcName	String	Specifies the region name.
simpleDescribe	String	Brief description of the service ticket.
status	String	Service ticket status. 0: To be handled 1: Processing 2: Result pending confirmation 3: Completed 4: Canceled 12: Invalid
createTime	TimeStamp	Specifies the service ticket creation time. Example time format: 2019-05-22T03:30:52Z

Example Response

```
{
  "totalCount": 13,
  "caseList": [
    {
      "caselid": "TT201801020526",
      "businessTypeName": "Remote log-in",
      "typeName": "Fault reporting",
      "customerId": "f9ae1952bf75xxx1a0099d93ba9dd91f",
      "subCustomerId": "3dc0ca7ffd3xxx26a40f5cfa1a0da7f0",
      "subCustomerName": "xxx",
      "dcName": "CN North-Beijing1",
      "simpleDescribe": "When a remote desktop is used to connect to a Windows VM and the normal resolution is used, icons on the page are too small.",
      "status": 3,
      "createTime": "2019-05-22T03:30:52Z"
    },
    {
      "caselid": "TT201712280631",
      "businessTypeName": "ECS creation",
      "typeName": "Fault reporting",
      "customerId": "f9ae1952bf75xxx1a0099d93ba9dd91f",
      "subCustomerId": "3dc0ca7ffd3xxx26a40f5cfa1a0da7f0",

```

```
"subCustomerName": "xxx",
"dcName": "CN North-Beijing4",
"simpleDescribe": "Failed to create ECS",
"status": 3,
"createTime": 2019-05-22T03:30:52Z
}
...
]
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.3 Querying Service Ticket Details

Function Description

Users query details of a submitted HUAWEI CLOUD service ticket.

URI

GET /v1.0/servicerequest/case/detail

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
caseId	Yes	String	32	Specifies the service ticket ID. See Querying Service Ticket Details to get the ID.

Request Example

```
caseId=TT201801020526
```

Response Message

Response Parameters

Table 6-5 Response parameters

Parameter	Type	Description
caseDetail	CaseDetail	Describes the service ticket details. For details, see Table 6-6 .

Table 6-6 caseDetail field description

Parameter	Type	Description
caseId	String	Specifies the service ticket ID.
businessTypeName	String	Specifies the problem type name.
incidentTypeName	String	Specifies the type name.
customerId	String	Specifies the account ID.
subCustomerId	String	IAM user ID.
subCustomerName	String	IAM username.
dcName	String	Specifies the region name.
simpleDescribe	String	Brief description of the problem regarding the service ticket.
status	Integer	Service ticket status. 0: To be handled 1: Processing 2: Result pending confirmation 3: Completed 4: Canceled
sourceName	String	Specifies the service ticket source name.
createTime	TimeStamp	Specifies the service ticket creation time. Example time format: 2019-05-22T03:30:52Z
messageList	List<Message>	Specifies the message list of the service ticket. For details, see Table 6-7 .
satisfaction	List<Satisfaction>	Satisfaction rating. For details, see Table 6-9 .
judgement	String	Evaluation of the service ticket service.

Parameter	Type	Description
isAuthorized	Integer	Whether it is authorized or not. 0 : Not authorized 1 : Authorized

Table 6-7 messageList field data structure

Parameter	Type	Description
messageId	String	Indicates the message ID.
type	Integer	Indicates the message type. 0 indicates customer message 1 indicates reply message by customer service personnel.
replier	String	Specifies the message replier.
replierName	String	Specifies the replier name.
content	String	Specifies the message content.
accessoryDetailList	List<AccessoryDetail>	Specifies the message attachment list. For details, see Table 6-8 .
createTime	TimeStamp	Specifies the creation time.

Table 6-8 accessoryDetailList field data structure

Parameter	Type	Description
accessoryId	String	Specifies the attachment ID.
accessoryName	String	Specifies the attachment name.

Table 6-9 satisfaction field data structure

Parameter	Type	Description
satisfactionId	Integer	Specifies the satisfaction ID. 1 : Satisfaction on timeliness 3 : Satisfaction on handling result
satisfactionValue	Integer	Indicates the satisfaction degree (from 1 to 5).

Example Response

```
{
  "caseDetail": {
    "caseId": "TT201801020526",
    "businessTypeName": "Event discount",
    "typeName": "Consulting",
    "customerId": "xxx",
    "dcName": "CN North-Beijing1",
    "simpleDescribe": "Is there any event discount?",
    "status": 3,
    "sourceName": "User Center",
    "createTime": "2019-05-22T03:30:52Z",
    "messageList": [
      {
        "messageId": "xxx",
        "type": 0,
        "replier": "xxx",
        "replierName": "xxx",
        "content": "Problem description: Is there any event discount?",
        "createTime": "2019-05-22T03:30:52Z",
        "accessoryDetailList": []
      },
      {
        "messageId": "xxx",
        "type": 1,
        "replier": "xxx",
        "content": "Thank you for your feedback. We will contact you within one workday. Please keep your phone available. Thank you!",
        "createTime": "2019-05-22T03:30:52Z",
        "accessoryDetailList": []
      }
    ],
    "satisfaction": [
      {
        "satisfactionId": 1,
        "satisfactionValue": 5
      },
      {
        "satisfactionId": 3,
        "satisfactionValue": 5
      }
    ],
    "isauthorized": 0,
    "judgement": "Satisfactory"
  }
}
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.4 Uploading an Attachment

Function Description

Users can upload attachments such as screenshots when submitting a service ticket.

URI

POST /v1.0/servicerequest/case/accessory

Request

Request Parameters

Table 6-10 Request parameters

Parameter	Mandatory	Type	Value Range	Description
accessoryName	Yes	String	512	Specifies the attachment name.
accessoryData	Yes	byte[]	-	Specifies the attachment content. The maximum file size is 2 MB, and supported file formats include JPG, JPEG, BMP, PNG, GIF, TXT, DOC, DOCX, RAR, ZIP, PDF, XLS, and XLSX.
accessoryFrom	Yes	String	32	Specifies the attachment source. message incident feedback

Request Example

```
{
  -----WebKitFormBoundarynm7SNCD8ZcLOjQHw Content-Disposition: form-data; name="accessoryData";
  filename="Chrysanthemum.jpg" Content-Type: image/jpeg -----
  WebKitFormBoundarynm7SNCD8ZcLOjQHw Content-Disposition: form-data; name="accessoryName"
  Chrysanthemum.jpg -----WebKitFormBoundarynm7SNCD8ZcLOjQHw Content-Disposition: form-data;
  name="accessoryFrom" incident -----WebKitFormBoundarynm7SNCD8ZcLOjQHw Content-
}
```

Response Message

Response Parameters

Table 6-11 Response parameters

Parameter	Type	Description
accessoryId	String	Specifies the attachment ID.

Example Response

```
{
  "accessoryId": "xxx"
}
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.5 Downloading an Attachment

Function Description

Users can download and view the uploaded attachments in the service ticket details.

URI

GET /v1.0/servicerequest/case/accessory

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
id	Yes	String	-	Attachments can be downloaded in batches. Use commas (,) to separate multiple attachment IDs. A maximum of 10 attachments are supported. Attachments downloaded in batches are in the compressed package format. For details, see Uploading an Attachment .

Request Example

```
/v1.0/servicerequest/case/accessory/xxx,xxx
```

Response Message

Response Parameters

[Status Code](#) describes the error response parameters.

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.6 Deleting an Attachment

Function Description

Before creating a service ticket or adding a message, users can delete the attachments that are incorrectly uploaded and upload new attachments.

URI

DELETE /v1.0/servicerequest/case/accessory

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
accessoryId	Yes	String	32	Specifies the attachment ID. For details, see Uploading an Attachment .

Request Example

```
{  
  "accessoryId": "xxx"  
}
```

Response Message

None

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.7 Adding a Message

Function Description

Users can add messages on the service ticket details page, for example, adding confidential information, providing information required for the customer service to handle the problem, or asking about the service ticket handling progress.

URI

POST /v1.0/servicerequest/case/message

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
caseld	Yes	String	32	Specifies the service ticket ID.
message	Yes	Message	-	Specifies the message information. For details, see Table 6-12 .

Table 6-12 message field description

Parameter	Mandatory	Type	Value Range	Description
content	Yes	String	1200	Specifies the message content.
isAuthorized	No	Integer	-	Whether it is authorized or not. 0: No 1: Yes
authorizationContent	No	String	400	Authorization information. For example, passwords of the console account and the ECS account.
accessoryIds	No	List<String>	-	Specifies the attachment ID list. See Uploading an Attachment to get the ID.

Request Example

```
{
  "caselId": "TT201801020526",
  "message": {
    "content": "TT201801020526",
    "isAuthorized": 0,
    "authorizationContent": "xxxx",
    "accessoryList": []
  }
}
```

Response Message

None

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.8 Service Evaluation

Function Description

After the service ticket processing is complete, users can evaluate the service and submit comments.

URI

POST /v1.0/servicerequest/case/evaluation

Request

Request Parameters

Table 6-13 Request parameters

Parameter	Mandatory	Type	Value Range	Description
caselId	Yes	String	32	Specifies the service ticket ID. See Querying Service Ticket List to get the ID.
judgement	No	String	400	Indicates the service ticket evaluation content.

Parameter	Mandatory	Type	Value Range	Description
satisfactionList	Yes	List<Satisfaction>	-	Specifies the service ticket satisfaction information. For details, see Table 6-14 .

Table 6-14 satisfactionList field data structure

Parameter	Mandatory	Type	Value Range	Description
satisfactionId	Yes	Integer	-	Specifies the satisfaction ID. 1: Satisfaction on timeliness 3: Satisfaction on handling result
satisfactionValue	Yes	Integer	-	Specifies the satisfaction value. The value is 1 to 5. 5 means "satisfactory".

Request Example

```
{
  "caseId": "TT201801010000",
  "judgement": "test",
  "satisfactionList": [
    {
      "satisfactionId": 1,
      "satisfactionValue": 5
    },
    {
      "satisfactionId": 3,
      "satisfactionValue": 4
    }
  ]
}
```

Response Message

None

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.9 Service Ticket Operations

Function Description

Users can perform some operations on service tickets, such as urging, deleting, closing, and canceling service tickets.

URI

POST /v1.0/servicerequest/case/action

Request

Request Parameters

Table 6-15 Request parameters

Parameter	Mandatory	Type	Value Range	Description
action	Yes	String	64	Specifies the operation (such as cancel , close , press , and delete).
actionDesc	No	String	400	Description of the operation.
caselId	Yes	String	32	Specifies the service ticket ID. See Querying Service Ticket List to get the ID.

Request Example

```
{
  "action": "cancel",
  "actionDesc": "test",
  "caselId": "TT201801010000"
}
```

Response Message

None

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.10 Querying Service Ticket Related Product

Function Description

When submitting a service ticket, users can select the product type related to their problem.

URI

GET /v1.0/servicerequest/case/subtype

Request

Request Parameters

None

Request Example

None

Response Message

Response Parameters

Table 6-16 Response parameters

Parameter	Type	Description
totalCount	Integer	Specifies the total number of products related to the service ticket.
subTypeList	List<SubType>	Specifies the list of products related to the service ticket. For details, see Table 6-17 .

Table 6-17 subTypeList field data structure

Parameter	Type	Description
subTypeName	String	Specifies the problem related product. The options are service type or commodity type.
subTypeId	Integer	ID of the product related to the problem.
productCategory-List	List<ProductCategory>	Product information list. For details, see Table 6-18 .

Table 6-18 productCategoryList field data structure

Parameter	Type	Description
productCategoryId	String	Product type ID, such as the ID corresponding to ECS.
productCategory-Name	String	Product type name, for example, ECS.
productCategory-Desc	String	Description of the product type.

- **Example Response**

```

{
  "totalCount": 13,
  "subTypeList": [
    {
      "subTypeName": "Infrastructure",
      "subTypeId": 1,
      "productCategoryList": [
        {
          "productCategoryId": "a51b98a1eb514f7c9c2509c92697ef76",
          "productCategoryName": "Event",
          "productCategoryDesc": "Problems related to event rules, event discounts, prize
information, and public beta"
        },
        {
          "productCategoryDesc": "f3b1735f70e542019510458583d9b55e",
          "productCategoryName": "User account",
          "productCategoryId": "Problems related to account registration, account information
query, account modification, and account cancellation"
        }
      ]
    },
    {
      "subTypeName": "Calculation",
      "subTypeId": 0,
      "productCategoryList": []
    }
  ]
}

```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.11 Querying Service Ticket Problem Type

Function Description

Users can select the problem type when creating a service ticket.

URI

GET /v1.0/servicerequest/case/businessype

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
productCategoryId	No	String	64	Indicates the product ID. See Querying Service Ticket Related Product to get the ID.

Request Example

```
productCategoryId=xxx
```

Response Message

Response Parameters

Table 6-19 Response parameters

Parameter	Type	Description
totalCount	Integer	Specifies the total number of problem types.
businessTypeList	List<BusinessType>	Specifies the problem type list. For details, see Table 6-20 .

Table 6-20 businessTypeList field data structure

Parameter	Type	Description
businessTypeId	String	Specifies the problem type ID.
businessTypeName	String	Specifies the problem type name.

Example Response

```
{
  "totalCount": 13,
  "businessTypeList": [
    {
      "businessTypeId": "b6dc3d3bf7ef434fa3f23d79cfc41449",

```

```
    "businessTypeName": "Quota adjustment application"  
  },  
  {  
    "businessTypeId": "9b1a349c3a2849a391d58c10f9dc55a1",  
    "businessTypeName": "Consulting about renewal"  
  },  
  ...  
]  
}
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.12 Querying Templates

Function Description

When submitting a service ticket, users need to enter the required information based on a template.

URI

GET /v1.0/servicerequest/case/template

Request

Request Parameters

Parameter	Mandatory	Type	Value Range	Description
businessTypeId	Yes	String	64	Specifies the problem type ID. See Querying Service Ticket Problem Type to get the ID.

Request Example

```
businessTypeId=12312313
```

Response Message

Response Parameters

Table 6-21 Response parameters

Parameter	Type	Description
totalCount	Integer	Specifies the total number of templates.
templateList	List<Template>	Specifies the list of service ticket template information. For details, see Table 6-22 .

Table 6-22 templateList field data structure

Parameter	Type	Description
templateId	String	Specifies the template ID.
templateName	String	Specifies the template name.
templateContent	String	Specifies the template content.

Example Response

```
{
  "totalCount": 13,
  "templateList": [
    {
      "templateId": "123",
      "templateName": "Event",
      "templateContent": ""
    },
    {
      "templateId": "123",
      "templateName": "Quota",
      "templateContent": ""
    }
  ]
}
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

6.13 Querying Regions

Function Description

When submitting a service ticket, users can select the region.

URI

GET /v1.0/servicerequest/case/region

Request

Request Parameters

None

Request Example

None

Response Message

Response Parameters

Table 6-23 Response parameters

Parameter	Type	Description
totalCount	Integer	Specifies the total number of regions.
regionList	List<Region>	Specifies the region information list. For details, see Table 6-24 .

Table 6-24 regionList field data structure

Parameter	Type	Description
regionId	String	Specifies the region ID.
regionName	String	Specifies the region name.

Example Response

```
{
  "totalCount": 16,
  "regionList": [
    {
      "regionId": "cn-north-1",
      "regionName": "CN North-Beijing1"
    },
    {
      "regionId": "ap-southeast-1",
      "regionName": "AP-Hong Kong"
    },
    ...
  ]
}
```

Status Code

For details about status codes, see [Status Code](#).

Error Code

For details about error codes, see [Historical Error Codes](#).

7 Appendix

7.1 Error Codes

If an error code starting with **APIGW** is returned after you call an API, rectify the fault by referring to the instructions provided in [API Gateway Error Codes](#).

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010001	Param validation fail.	Failed to verify the parameters.	Check the parameters by referring to the API document.
200	OSM.01010002	No operation permission.	No operation permission.	No operation permission.
200	OSM.01010003	Account and password not match.	Incorrect account or password.	Check the account or password.
200	OSM.01010004	You have asked for the order, please ask for it later.	Urging is too frequent. Please try again later.	Urging is too frequent. Please try again later.
200	OSM.01010005	Upload accessory size exceeded limit today.	The total size of files to be uploaded on a day exceeds the upper limit.	The total size of files to be uploaded on a day exceeds the upper limit.
200	OSM.01010006	Severity Id not exists.	Severity ID does not exist.	Severity ID does not exist.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010007	This tenant has no role to create a case.	Tenant has no role information.	Refer to the error message, or contact technical support engineers.
200	OSM.01010008	Carbon copy email not valid.	Invalid CC email address.	Invalid CC email address. Check its length and format.
200	OSM.01010009	Can't create case because of customer benefit not match rule.	Failed to create the service ticket because the support plan benefits do not match.	Check the current support plan benefits and see whether fault reporting service tickets can be created.
200	OSM.01010010	Verify not pass.	Verification failed.	Refer to the error message, or contact support engineers.
200	OSM.01010011	Can't get customer info from token.	Cannot obtain customer information from the token.	Refer to the error message, or contact technical engineers.
200	OSM.01010012	The type must be 0 or 1.	Type must be 0 or 1 .	Type must be 0 or 1 .
200	OSM.01010013	The operation must be cancel or close or press or delete.	Operation type must be cancel , close , urge , or delete .	Operation type must be cancel , close , urge , or delete .
200	OSM.01010014	Operation fail.	Internal error.	Contact technical support engineers.
200	OSM.01010015	This case does not exist.	Service ticket does not exist.	Check the service ticket ID, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010016	The createFeedbacktypeReq's feedbackCreateInfos cannot be empty.	The request for creating feedback type cannot be empty.	Refer to the error description, or contact technical support engineers.
200	OSM.01010017	Operation fail.	Internal service error.	Contact technical support engineers.
200	OSM.01010018	Auth operate type not support.	Operation is not supported.	Refer to the error message, or contact technical support engineers.
200	OSM.01010019	The operation is illegal.	Illegal operation.	Refer to the error description, or contact technical support engineers.
200	OSM.01010020	The customerId is exist.	Customer ID does not exist.	View the customer ID.
200	OSM.01010021	Cbh operation failed.	Bastion host exception.	Contact technical support engineers.
200	OSM.01010022	The case has just been created, please press the case later.	The service ticket was just created. Please urge later.	Refer to the error message.
200	OSM.01010024	Verify code resend too frequently.	Verification code requested too frequently.	A verification code is valid for 5 minutes and is sent within 1 minute. Please wait or contact technical support engineers.
200	OSM.01010026	Get bussinesType fail.	Failed to obtain the problem type.	Contact technical support engineers.
200	OSM.01010027	The sourceId is not exist.	Source ID does not exist.	Check the source ID, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010028	The bussinesTypeI d is not exist.	Problem type ID does not exist.	Query the problem type ID.
200	OSM.01010029	Get caseType fail.	Failed to obtain the service ticket type.	Contact technical support engineers.
200	OSM.01010030	The caseTypeI d is not exist.	Service ticket type ID does not exist.	Check the service ticket type ID.
200	OSM.01010031	The type is invalid.	Illegal type.	Check the type, or contact technical support engineers.
200	OSM.01010032	The authorization detail id is not exist.	Authorization item ID does not exist.	Check the authorization item ID, or contact technical support engineers.
200	OSM.01010033	The regionI d is not exist.	Region ID does not exist.	Check the region ID, or contact technical support engineers.
200	OSM.01010034	The status is illegal for this operation.	Illegal status.	Check the status, or contact technical support engineers.
200	OSM.01010035	No group operation permission.	You do not have the permission to handle service tickets in the same group.	Add the permission to handle service tickets in the same group, or contact technical support engineers.
200	OSM.01010036	Exceeded the number of times the verify code send.	The number of verification codes sent has reached the upper limit.	Refer to the error description, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010037	Exceeded the number of times the case limit was created.	The number of created service tickets has exceeded the upper limit.	Refer to the error message, or contact technical support engineers.
200	OSM.01010038	Exceeded the number of times the case limit was created per day.	The number of created service tickets has exceeded the upper limit on a day.	Refer to the error description, or contact technical support engineers.
200	OSM.01010039	The labelId is not exist.	Label ID does not exist.	Check the label ID.
200	OSM.01010040	LabelName already exist.	Label names cannot be repeated.	Change the label name and submit again.
200	OSM.01010041	The same domainId labels should not be over 30.	A single tenant cannot have more than 30 labels.	Refer to the error description, or contact technical support engineers.
200	OSM.01010042	The same caselId labels should not be over 5.	A ticket can associate no more than 5 labels.	Delete the labels number to 5 or fewer.
200	OSM.01010043	The same caselId relations should not be over 3.	A ticket can be associated with only 3 other tickets.	Delete associated tickets so that the total number of associated tickets is equal to or less than 3.
200	OSM.01010044	The case can not bind itself.	A ticket cannot be associated with itself.	Refer to the error message, or contact technical support engineers.
200	OSM.01010045	The accessory is invalid.	Illegal attachment.	Refer to the error message, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010046	Re-apply and withdraw and Reject and Agree only if the authorization is pending status.	You can resend, cancel, reject, or agree to authorization only when it is in progress.	Refer to the error message, or contact technical support engineers.
200	OSM.01010047	Target host connect time out.	Connection to the target host timed out.	Refer to the error message, or contact technical support engineers.
400	OSM.0001	Failed	Exception occurs when verifying parameters.	Check the parameters.
401	OSM.0002	Unauthorized	Uncertified.	Check whether the token has expired or obtain a new token.
403	OSM.0003	Forbidden	Illegal operation.	Illegal operation.
500	OSM.0004	Internal Server Error	Internal error.	Contact technical support engineers.

7.2 Status Code

Table 7-1 Normal HTTP response code

Status Code	Description
200	OK

Table 7-2 Abnormal HTTP response code

Status Code	Description
100	Continue
201	Created
202	Accepted

Status Code	Description
204	NO Content
400	Bad Request
401	Unauthorized
403	Forbidden
404	Not Found
405	Method Not Allowed
406	Not Acceptable
409	Conflict
410	Gone
412	Precondition Failed
429	Too many requests
500	Internal Server Error
501	Not Implemented
503	Service Unavailable

7.3 Historical Error Codes

If an error occurs during API calling, no result is returned. You can locate the cause of an error using the error codes of each API. If an error occurs in API calling, HTTP status code 4xx or 5xx is returned. The returned message body contains a specific error code and error message. If you are unable to identify the cause of an error, contact customer service and provide the error code so that we can help you solve the problem as soon as possible.

Format of an Error Response Body

If an error occurs during API calling, an error code and a message will be displayed. The following shows an error response body.

```
{
  "error_code": "OSM.0001",
  "error_msg": "failed"
}
```

In the error response body, **error_code** is an error code, and **error_msg** provides information about the error.

Error Code Description

If an error code starting with **APIGW** is returned after you call an API, rectify the fault by referring to the instructions provided in [API Gateway Error Codes](#).

Status Code	Error Code	Error Message	Description	Solution
400	OSM.0001	Failed	Exception occurs when verifying parameters.	Check the parameters.
401	OSM.0002	Unauthorized	Uncertified.	Check whether the token has expired or obtain a new token.
403	OSM.0003	Forbidden	Illegal operation.	Illegal operation.
500	OSM.0004	Internal Server Error	Internal error.	Contact technical support engineers.
200	OSM.01010001	Param validation fail.	Failed to verify the parameters.	Check the parameters by referring to the API document.
200	OSM.01010002	No operation permission.	No operation permission.	No operation permission.
200	OSM.01010003	Account and password not match.	Incorrect account or password.	Check the account or password.
200	OSM.01010004	You have asked for the order, please ask for it later.	Urging is too frequent. Please try again later.	Urging is too frequent. Please try again later.
200	OSM.01010005	Upload accessory size exceeded limit today.	The total size of files to be uploaded on a day exceeds the upper limit.	The total size of files to be uploaded on a day exceeds the upper limit.
200	OSM.01010006	Severity Id not exists.	Severity ID does not exist.	Severity ID does not exist.
200	OSM.01010007	This tenant has no role to create a case.	Tenant has no role information.	Refer to the error message, or contact technical support engineers.
200	OSM.01010008	Carbon copy email not valid.	Invalid CC email address.	Invalid CC email address. Check its length and format.

Statu s Code	Error Code	Error Message	Description	Solution
200	OSM. 01010009	Can't create case because of customer benefit not match rule.	Failed to create the service ticket because the support plan benefits do not match.	Check the current support plan benefits and see whether fault reporting service tickets can be created.
200	OSM. 01010010	Verify not pass.	Verification failed.	Refer to the error message, or contact support engineers.
200	OSM. 01010011	Can't get customer info from token.	Cannot obtain customer information from the token.	Refer to the error message, or contact technical engineers.
200	OSM. 01010012	The type must be 0 or 1.	Type must be 0 or 1 .	Type must be 0 or 1 .
200	OSM. 01010013	The operation must be cancel or close or press or delete.	Operation type must be cancel , close , urge , or delete .	Operation type must be cancel , close , urge , or delete .
200	OSM. 01010014	Operation fail.	Internal error.	Contact technical support engineers.
200	OSM. 01010015	This case does not exist.	Service ticket does not exist.	Check the service ticket ID, or contact technical support engineers.
200	OSM. 01010016	The createFeedbacktypeReq's feedbackCreateInfos cannot be empty.	The request for creating feedback type cannot be empty.	Refer to the error description, or contact technical support engineers.
200	OSM. 01010017	Operation fail.	Internal service error.	Contact technical support engineers.
200	OSM. 01010018	Auth operate type not support.	Operation is not supported.	Refer to the error message, or contact technical support engineers.

Statu s Code	Error Code	Error Message	Description	Solution
200	OSM. 01010019	The operation is illegal.	Illegal operation.	Refer to the error description, or contact technical support engineers.
200	OSM. 01010020	The customerId is exist.	Customer ID does not exist.	View the customer ID.
200	OSM. 01010021	Cbh operation failed.	Bastion host exception.	Contact technical support engineers.
200	OSM. 01010022	The case has just been created, please press the case later.	The service ticket was just created. Please urge later.	Refer to the error message.
200	OSM. 01010024	Verify code resend too frequently.	Verification code requested too frequently.	A verification code is valid for 5 minutes and is sent within 1 minute. Please wait or contact technical support engineers.
200	OSM. 01010026	Get bussinesType fail.	Failed to obtain the problem type.	Contact technical support engineers.
200	OSM. 01010027	The sourceId is not exist.	Source ID does not exist.	Check the source ID, or contact technical support engineers.
200	OSM. 01010028	The bussinesTypeld is not exist.	Problem type ID does not exist.	Query the problem type ID.
200	OSM. 01010029	Get caseType fail.	Failed to obtain the service ticket type.	Contact technical support engineers.
200	OSM. 01010030	The caseTypeld is not exist.	Service ticket type ID does not exist.	Check the service ticket type ID.
200	OSM. 01010031	The type is invalid.	Illegal type.	Check the type, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010032	The authorization detail id is not exist.	Authorization item ID does not exist.	Check the authorization item ID, or contact technical support engineers.
200	OSM.01010033	The regionId is not exist.	Region ID does not exist.	Check the region ID, or contact technical support engineers.
200	OSM.01010034	The status is illegal for this operation.	Illegal status.	Check the status, or contact technical support engineers.
200	OSM.01010035	No group operation permission.	You do not have the permission to handle service tickets in the same group.	Add the permission to handle service tickets in the same group, or contact technical support engineers.
200	OSM.01010036	Exceeded the number of times the verify code send.	The number of verification codes sent has reached the upper limit.	Refer to the error description, or contact technical support engineers.
200	OSM.01010037	Exceeded the number of times the case limit was created.	The number of created service tickets has exceeded the upper limit.	Refer to the error message, or contact technical support engineers.
200	OSM.01010038	Exceeded the number of times the case limit was created per day.	The number of created service tickets has exceeded the upper limit on a day.	Refer to the error description, or contact technical support engineers.
200	OSM.01010039	The labelId is not exist.	Label ID does not exist.	Check the label ID.
200	OSM.01010040	LabelName already exist.	Label names cannot be repeated.	Change the label name and submit again.

Statu s Code	Error Code	Error Message	Description	Solution
200	OSM. 01010041	The same domainId labels should not be over 30.	A single tenant cannot have more than 30 labels.	Refer to the error description, or contact technical support engineers.
200	OSM. 01010042	The same caseId labels should not be over 5.	A ticket can associate no more than 5 labels.	Delete the labels number to 5 or fewer.
200	OSM. 01010043	The same caseId relations should not be over 3.	A ticket can be associated with only 3 other tickets.	Delete associated tickets so that the total number of associated tickets is equal to or less than 3.
200	OSM. 01010044	The case can not bind itself.	A ticket cannot be associated with itself.	Refer to the error message, or contact technical support engineers.
200	OSM. 01010045	The accessory is invalid.	Illegal attachment.	Refer to the error message, or contact technical support engineers.
200	OSM. 01010046	Re-apply and withdraw and Reject and Agree only if the authorization is pending status.	You can resend, cancel, reject, or agree to authorization only when it is in progress.	Refer to the error message, or contact technical support engineers.
200	OSM. 01010047	Target host connect time out.	Connection to the target host timed out.	Refer to the error message, or contact technical support engineers.

7.4 Obtaining a Project ID

Scenario

A project ID is required for some URLs when an API is called. Two methods are available:

- [Obtain a Project ID by Calling an API](#)
- [Obtain a Project ID from the Console](#)

Obtaining a Project ID by Calling an API

A project ID can also be obtained by calling a specific API. For details, see [Querying Project Information Based on the Specified Criteria](#).

The API for obtaining a project ID is **GET https://{Endpoint}/v3/projects/**. **{Endpoint}** indicates the endpoint of IAM, which can be obtained from [Regions and Endpoints](#). For details about API authentication, see [Authentication](#).

The following is an example response. The value of **id** under **projects** is the project ID.

```
{
  "projects": [
    {
      "domain_id": "65382450e8f64ac0870cd180d14e684b",
      "is_domain": false,
      "parent_id": "65382450e8f64ac0870cd180d14e684b",
      "name": "project_name",
      "description": "",
      "links": {
        "next": null,
        "previous": null,
        "self": "https://www.example.com/v3/projects/a4a5d4098fb4474fa22cd05f897d6b99"
      },
      "id": "a4a5d4098fb4474fa22cd05f897d6b99",
      "enabled": true
    }
  ],
  "links": {
    "next": null,
    "previous": null,
    "self": "https://www.example.com/v3/projects"
  }
}
```

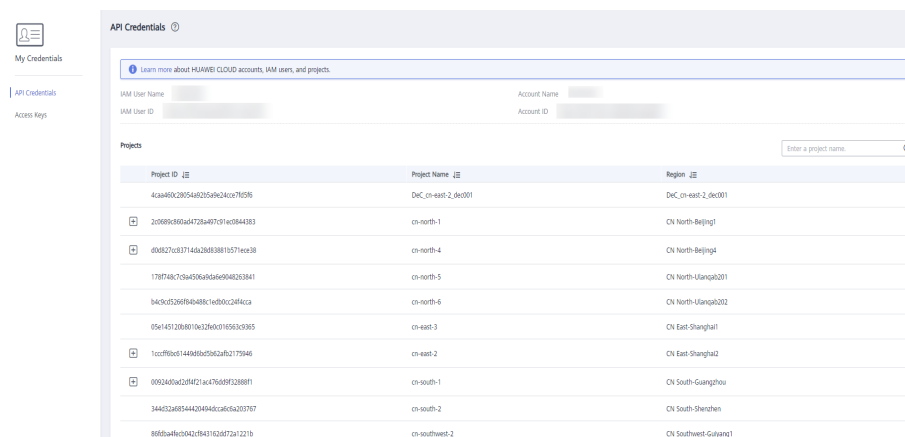
Obtaining a Project ID from the Console

To obtain a project ID from the console, perform the following operations:

1. Log in to the management console.
2. Hover the mouse over the username in the upper right corner and select **My Credentials** from the drop-down list.

On the **Projects** tab of the **API Credentials** page, view project IDs.

Figure 7-1 Viewing the project ID



8 Change History

Date	Description
2020-12-28	This is the third official release. Optimized the API content.
2019-09-23	This is the second official release. Optimized the API content.
2018-08-14	This is the first official release.