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

Region Name	Region	Endpoint
AP-Singapore	ap-southeast-3	osm.ap-southeast-3.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 by an account in IAM to use cloud services. Each IAM user has its own identity credentials (password and access keys).

  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
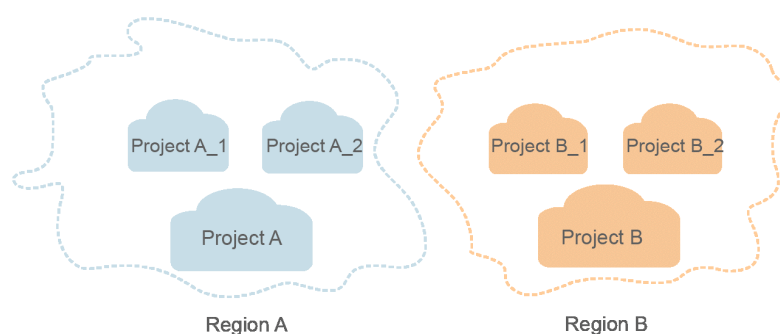
2 API Overview

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
Querying Service Ticket Category List	When submitting a service ticket, users can select the product type related to their problem.
Querying Problem Type List	Users can select the problem type when creating a service ticket.
Querying Problem Type Template	When submitting a service ticket, users need to enter the required information based on a template.
Querying Problem Severity List	When submitting a service ticket, users who have purchased a support plan can query the problem severity based on the support plan level.
Querying Region List	When submitting a service ticket, users can select the region.
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 Interface	Users query the list of submitted HUAWEI CLOUD service tickets.
Querying Service Ticket Details	Users query details of a submitted HUAWEI CLOUD service ticket.

Type	Description
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.
Delete an Attachment	Before creating a service ticket or adding a message, users can delete the attachments that are incorrectly uploaded and upload new attachments.
Submitting 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.
Querying Messages	Users can query messages on the ticket details page.
Service Ticket Satisfaction Category List	When a user closes a service ticket, satisfaction metrics are displayed for service evaluation.
Submitting Score	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.

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 "*Parameter name=Parameter value*". 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
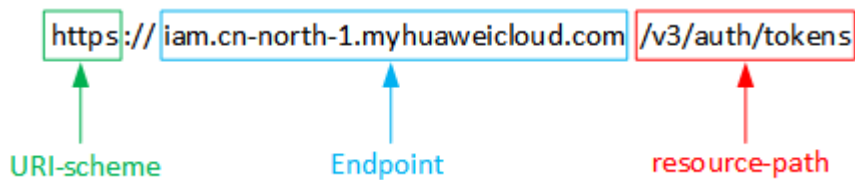
NOTE

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 *hostname[:port]*. 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.	e9993fc787d94b6c886cbaa340f9c0f4
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: MIIPAgYJKoZIhvcNAQc-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 *xxxxxxxxxxxxxxxxx* (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": "xxxxxxxxxxxxxxxxx"
            }
        }
    }
}
```

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**.

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 Codes**.

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
→ MIIYXQYJKoZIhvcNAQcCoIIYTjCCGEoCAQExDTALBglghkgBZQMEAgEwgharBgkqhkiG9w0BBwGgghacBIIWmHsidG9rZW4iOnsiZXhwaXJlc19hdCI6IjIwMTktMDItMTNUMD
fj3KJs6YgKnpVNRbW2eZ5eb78SZOkqjACgklqO1wi4JIGzrpd18LGXK5txldfq4lqHCYb8P4NaY0NYejcAgzJVeFIYtLWT1GSO0zxKZmlQHQj82HBqHdglZO9fuEbL5dMhdavj+33wEI
xHRCE9I87o+k9-
j+CMZSEB7bUGd5Uj6eRASXl1jipPEGA270g1FruooL6jqgIFkNPQuFSOU8+uSsttVwRtNfsC+qTp22Rkd5MCqFGQ8LcuUxC3a+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**: used to upload an attachment in scenarios where attachments are needed for the service ticket
- **Creating a Service Ticket**: used to submit a service ticket
- **Querying Service Ticket Details**: used to query the progress and details of a service ticket based on the service ticket ID

Prerequisites

- You have obtained your AK/SK pair. For details, see **Obtaining an AK/SK Pair**.

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:MIIDkgYJKoZIhvcNAQcCoIIDgzCCA38CAQExDTALBglghkgBZQMEAgEwgXXXXX...

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 Agreement Management

5.1.1 Viewing the Latest Agreement

Function

View the details of the latest agreement.

URI

GET /v2/servicerequest/agreements/published-agreement

Table 5-1 Query parameters

Parameter	Mandatory	Type	Description
agreement_type	No	String	Indicates the agreement type. Minimum length: **1** Maximum length: **32**

Request Parameters

Table 5-2 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-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 5-3 Response body parameters

Parameter	Type	Description
case_agreement	**AgreementVO** object	Specifies the attachment restrictions.

Table 5-4 AgreementVO

Parameter	Type	Description
id	String	Specifies the agreement ID. Minimum length: **1** Maximum length: **11**
agreement_na me	String	Specifies the agreement name. Minimum length: **1** Maximum length: **128**
agreement_ty pe	String	Indicates the agreement type. Minimum length: **1** Maximum length: **32**
agreement_ty pe_name	String	Specifies the agreement type name. Minimum length: **1** Maximum length: **128**
content	String	Specifies the agreement content. Minimum length: **1** Maximum length: **2147483647**
version	Integer	Specifies the version. Minimum value: **0** Maximum value: **2147483647**

Example Request

GET https://{endpoint}/v2/servicerequest/agreements/published-agreement?agreement_type=5

null

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "case_agreement" : {
    "id" : "123",
"agreement_name": " Create Service Ticket",
    "agreement_type" : "0",
"agreement_type_name": " Create Service Ticket",
    "content" : "content",
    "version" : "1.0.0"
  }
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.1.2 Checking Whether a Subscriber Has Signed the Latest Agreement

Function

Check whether a subscriber has signed the latest agreement.

URI

GET /v2/servicerequest/agreements/signed-latest

Table 5-5 Query parameters

Parameter	Mandatory	Type	Description
agreement_type	No	String	Indicates the agreement type. Minimum length: **1** Maximum length: **32**

Request Parameters

Table 5-6 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-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 5-7 Response body parameters

Parameter	Type	Description
is_signed_latest	Boolean	Specifies the agreement signing status.

Example Request

GET https://{endpoint}/v2/servicerequest/agreements/signed-latest?agreement_type=5

null

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "is_signed_latest" : true
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.1.3 Signing the Agreement

Function

Sign the agreement.

URI

POST /v2/servicerequest/agreements/{id}/signed

Table 5-8 Path parameters

Parameter	Mandatory	Type	Description
id	Yes	Integer	Specifies the agreement ID. Minimum value: **1** Maximum value: **32**

Request Parameters

Table 5-9 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-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 5-10 Request body parameters

Parameter	Mandatory	Type	Description
relation_id	No	String	Specifies the association ID. Minimum length: **1** Maximum length: **32**

Response Parameters

Status code: 200

Table 5-11 Response body parameters

Parameter	Type	Description
agreement_signed_record_id	Integer	Specifies the signing record ID. Minimum value: **0** Maximum value: **2147483647**

Example Request

```
GET https://{endpoint}/v2/servicerequest/agreements/0/signed

{
  "relation_id" : "relationId"
}
```

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "agreement_signed_record_id" : "1"
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.2 Attachment Management

5.2.1 Batch Obtaining Download Links

Function

Obtain download links in batches.

URI

GET /v2/servicerequest/accessorys/access-urls

Table 5-12 Query parameters

Parameter	Mandatory	Type	Description
group_id	Yes	String	Specifies the group ID. Minimum length: **1** Maximum length: **32**
accessory_ids	Yes	Array	Specifies the attachment ID list.

Request Parameters

Table 5-13 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-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 5-14 Response body parameters

Parameter	Type	Description
accessory_urls	Array of **AccessoryUrl** objects	Specifies the attachment URLs.

Table 5-15 AccessoryUrl

Parameter	Type	Description
accessory_id	String	Specifies the attachment ID. Minimum length: **1** Maximum length: **64**
accessory_url	String	Specifies the attachment URL. Minimum length: **1** Maximum length: **1024**

Example Request

```
GET https://{endpoint}/v2/servicerequest/accessorys/access-urls

{
  "group_id" : "1",
  "accessory_ids" : [ "1", "2" ]
}
```

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "accessory_urls" : [ {
    "accessory_url" : "url1",
    "accessory_id" : "1"
  }, {
    "accessory_url" : "url2",
    "accessory_id" : "2"
  } ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3 Service Ticket Management

5.3.1 Modifying Contact Information

Function

Modify the contact information.

URI

PUT /v2/servicerequest/cases/{case_id}/contact-info

Table 5-16 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: **1** Maximum length: **32**

Request Parameters

Table 5-17 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-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 5-18 Request body parameters

Parameter	Mandatory	Type	Description
area_code	No	String	Specifies the country/region code. Minimum length: **1** Maximum length: **32**
remind_mobile	No	String	Specifies the mobile number. Minimum length: **1** Maximum length: **32**
remind_mail	No	String	Specifies the Email address. Minimum length: **1** Maximum length: **128**
remind_time	No	String	Specifies the available time. Minimum length: **1** Maximum length: **16**
group_id	No	String	Specifies the group ID. Minimum length: **1** Maximum length: **64**
extension_map	No	Map<String,Object>	Specifies extended parameters.

Response Parameters

Status code: 200

Table 5-19 Response body parameters

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

Example Request

```
PUT https://{endpoint}/v2/servicerequest/cases/1/contactInfo

{
 "area_code" : "1",
 "remind_mobile" : "1",
 "remind_mail" : "1",
 "remind_time" : "1",
 "group_id" : "1",
 "extension_map" : [ ]
}
```

Example Response

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.2 Querying Extended Parameters for Creating a Service Ticket

Function

Query extended parameters for creating a service ticket.

URI

GET /v2/servicerequest/cases/{case_id}/extends-param

Table 5-20 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: **1** Maximum length: **32**

Table 5-21 Query parameters

Parameter	Mandatory	Type	Description
group_id	Yes	String	Specifies the group ID. Minimum length: **1** Maximum length: **64**

Request Parameters

Table 5-22 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-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 5-23 Response body parameters

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

Example Request

GET https://{endpoint}/v2/servicerequest/cases/1/extends-param?group_id=1

null

Example Response

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.3 Submitting Extended Parameters for Creating a Service Ticket

Function

Submit extended parameters for creating a service ticket.

URI

POST /v2/servicerequest/cases/{case_id}/extends-param

Table 5-24 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: **1** Maximum length: **32**

Request Parameters

Table 5-25 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-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 5-26 Request body parameters

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: **1** Maximum length: **64**
message_id	No	String	Specifies the message ID. Minimum length: **1** Maximum length: **64**
extends_map	No	Map<String,Object>	Specifies the extended parameters.

Response Parameters

Status code: 200

Table 5-27 Response body parameters

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

Example Request

```
GET https://{endpoint}/v2/servicerequest/cases/1/extends-param

{
  "group_id" : "1",
  "message_id" : "1",
  "extends_map" : [ ]
}
```

Example Response

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.4 Querying Regions Associated with a User

Function

Query regions associated with a user.

URI

GET /v2/servicerequest/customers/regions

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-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
count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **2147483647**
region_infos	Array of **Region** objects	Specifies the region information.

Table 5-30 Region

Parameter	Type	Description
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**

Example Request

GET https://{endpoint}/v2/servicerequest/customers/regions

null

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "total_count" : 2,
  "region_infos" : [ {
    "region_id" : "1",
    "region_name" : "1"
  }, {
    "region_id" : "2",
    "region_name" : "2"
  } ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.5 Creating a Service Ticket

Function

Create a service ticket.

URI

POST /v2/servicerequest/cases

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-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**
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 5-32 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**

Parameter	Mandatory	Type	Description
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**
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. Minimum length: **1** Maximum length: **32**

Parameter	Mandatory	Type	Description
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 5-33 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

{
  "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 Codes

Status Code	Description
200	The service ticket number is returned.

Error Codes

See **Error Codes**.

5.3.6 Submitting Score

Function

Submit a score.

URI

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

Table 5-34 Path parameters

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

Request Parameters

Table 5-35 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-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 5-36 Request body parameters

Parameter	Mandatory	Type	Description
judgment	Yes	String	Indicates the evaluation content. Minimum length: **0** Maximum length: **400**

Parameter	Mandatory	Type	Description
incident_satisfaction_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 5-37 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 5-38 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

{
  "judgment" : "test",
  "incident_satisfaction_list" : [ {
    "satisfaction_id" : 1,
    "satisfaction_value" : 5
  } ],
  "group_id" : "123456"
}
```

Response Example

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.7 Exporting a Service Ticket

Function

Export a service ticket.

URI

GET /v2/servicerequest/cases/export

Table 5-39 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 options are **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**

Parameter	Mandatory	Type	Description
customer_id	No	String	Specifies the user ID. Minimum length: **0** Maximum length: **64**
tenant_source_id_list	No	Array	Specifies the source ID.
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 5-40 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-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

None

Request Example

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

null

Response Example

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.3.8 Service Ticket Operations

Function

Perform operations on a service ticket.

URI

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

Table 5-41 Path parameters

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

Table 5-42 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 5-43 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-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 5-44 Request body parameters

Parameter	Mandatory	Type	Description
judgment	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 **IncidentSatis factionV2Do** objects	Specifies the service ticket satisfaction list.

Table 5-45 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 5-46 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

{
  "judgment" : "test",
  "operate_desc" : "test",
  "group_id" : "123456"
}
```

Response Example

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.4 Service Ticket Permission Management

5.4.1 Querying the Service Ticket Permission Enablement

Function

Query the ticket permission switch status.

URI

GET /v2/servicerequest/privileges/privilege-policy

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-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
policy_switch	Boolean	Specified the switch status.

Example Request

```
GET https://{endpoint}/v2/servicerequest/privileges/privilege-policy

null
```

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "policy_switch" : true
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.4.2 Checking Whether a User Has the Service Ticket Permission

Function

Check whether a user has the service ticket permission.

URI

GET /v2/servicerequest/privileges

Table 5-49 Query parameters

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

Request Parameters

Table 5-50 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-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 5-51 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 if the operation is successful.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.4.3 Creating Authorizations

Function

Create an authorization.

URI

POST /v2/servicerequest/privileges

Request Parameters

Table 5-52 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-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 5-53 Request body parameters

Parameter	Mandatory	Type	Description
operation	No	String	Indicates the operation. Minimum length: **0** Maximum length: **64**

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

Response Parameters

Status code: 200

Table 5-54 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.5 Attachment Management

5.5.1 Uploading an Attachment

Function

Upload attachments using form-data.

URI

POST /v2/servicerequest/accessorys

Request Parameters

Table 5-55 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-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 5-56 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 5-57 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

{
 "form_data" : "{/'accessFrom/':/'message/'}",
 "file" : "file"
}
```

Example Response

Status code: 200

Upload succeeded. ID of the attachment is returned.

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

Status Codes

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

Error Codes

See **Error Codes**.

5.5.2 Uploading an Attachment

Function

Upload an attachment for SDKs to use.

URI

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

Request Parameters

Table 5-58 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-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 5-59 Request body parameters

Parameter	Mandatory	Type	Description
accessory_na me	No	String	Specifies the file name. Minimum length: **1** Maximum length: **512**
accessory_fro m	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_dat a	Yes	String	Specifies the file content in Base64 format. Minimum length: **1** Maximum length: **9223372036854775807**

Response Parameters

Status code: 200

Table 5-60 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

{
  "accessory_name" : "test",
  "accessory_from" : "message",
  "upload_type" : 1,
  "accessory_data" : "Base64"
}
```

Example Response

Status code: 200

Upload succeeded. ID of the attachment is returned.

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

Status Codes

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

Error Codes

See **Error Codes**.

5.5.3 Delete an Attachment

Function

Delete an attachment.

URI

DELETE /v2/servicerequest/accessorys/{accessory_id}

Table 5-61 Path parameters

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

Request Parameters

Table 5-62 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-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 5-63 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/accessorys/accessory-1234

null
```

Response Example

None

Status Codes

Status Code	Description
200	Deleted successfully.

Error Codes

See **Error Codes**.

5.5.4 Downloading an Attachment

Function

Download an attachment.

URI

GET /v2/servicerequest/accessorys/{accessory_id}

Table 5-64 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 5-65 Query parameters

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

Request Parameters

Table 5-66 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-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

None

Request Example

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

null

Response Example

None

Status Codes

Status Code	Description
200	Attachment text stream.

Error Codes

See **Error Codes**.

5.5.5 Displaying an Image

Function

Display images on the page.

URI

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

Table 5-67 Path parameters

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

Table 5-68 Query parameters

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

Request Parameters

Table 5-69 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-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

None

Request Example

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

null

Response Example

None

Status Codes

Status Code	Description
200	Attachment image stream.

Error Codes

See **Error Codes**.

5.5.6 Query Attachment Restrictions

Function

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

URI

GET /v2/servicerequest/accessorys/limits

Request Parameters

Table 5-70 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-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 5-71 Response body parameters

Parameter	Type	Description
accessory_limit	**AccessoryLimitVo** object	Specifies the attachment restrictions.

Table 5-72 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/accessorys/limits

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**.

5.6 Authorization Management

5.6.1 Verifying an Authorized Host

Function

Verify whether the password of an authorized host is correct.

URI

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

Table 5-73 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 5-74 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-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 5-75 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**
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 5-76 Response body parameters

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

Parameter	Type	Description
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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.6.2 Rejecting/Canceling Authorization

Function

Reject/cancel authorization.

URI

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

Table 5-77 Path parameters

Parameter	Mandatory	Type	Description
authorization _id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**

Table 5-78 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 5-79 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-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 5-80 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 5-81 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.6.3 Querying Authorization Details

Function

Query authorization details.

URI

GET /v2/servicerequest/authorizations/{authorization_id}

Table 5-82 Path parameters

Parameter	Mandatory	Type	Description
authorization _id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**

Table 5-83 Query parameters

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

Request Parameters

Table 5-84 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-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 5-85 Response body parameters

Parameter	Type	Description
id	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**
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 **IncidentOrde rAuthDetailI nfoV2** objects	Specifies the authorization details list.
xcustomer_na me	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 5-86 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 if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.6.4 Confirming Tenant Authorization

Function

Confirm authorization for a tenant.

URI

PUT /v2/servicerequest/authorizations/{authorization_id}

Table 5-87 Path parameters

Parameter	Mandatory	Type	Description
authorization _id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**

Request Parameters

Table 5-88 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-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 5-89 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**

Parameter	Mandatory	Type	Description
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 5-90 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**
auth_detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: **-9223372036854775808** Maximum value: **9223372036854775807**

Response Parameters

Status code: 200

Table 5-91 Response body parameters

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

Parameter	Type	Description
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

{
  "auth_detail_list" : [ {
    "auth_detail_id" : 123,
    "port" : 80,
    "account" : "test",
    "password" : "test"
  } ],
  "auth_effective_time" : 123,
  "auth_expire_time" : 123,
  "group_id" : "test",
  "agency_id" : "test"
}
```

Example Response

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.6.5 Viewing Authorization List

Function

Query the authorization list.

URI

GET /v2/servicerequest/authorizations

Table 5-92 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_descri ption	No	String	A brief description. Minimum length: **0** Maximum length: **2000**
offset	No	Integer	Specifies the query offset. Minimum value: **0** Maximum value: **65535**
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 5-93 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-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 5-94 Response body parameters

Parameter	Type	Description
count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **9223372036854775807**
incident_auth _list	Array of **IncidentOrde rAuthV2** objects	Specifies the authorization list.

Table 5-95 IncidentOrderAuthV2

Parameter	Type	Description
id	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**
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_descri ption	String	A brief description. Minimum length: **1** Maximum length: **2000**
auth_describe	String	Description of the authorization. Minimum length: **1** Maximum length: **2000**
resource_type _id	String	Specifies the resource type ID in the authorization. Minimum length: **1** Maximum length: **64**
resource_type _name	String	Specifies the resource type name of the authorization. Minimum length: **1** Maximum length: **64**

Parameter	Type	Description
visit_type_id	String	Specifies the access type ID of the authorization. Minimum length: **1** Maximum length: **64**
visit_type_na me	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_ti me	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**
xcustomer_na me	String	Specifies the sub-user name. Minimum length: **0** Maximum length: **256**
content_of_au th_letter	String	Commitment letter content Minimum length: **0** Maximum length: **20,000**

Example Request

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

Example Response

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "count" : "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",
  "content_of_auth_letter" : ""
} ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.6.6 Querying Bastion Host Operation History

Function

Query the operation history of a bastion host.

URI

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

Table 5-96 Path parameters

Parameter	Mandatory	Type	Description
authorization_id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**

Parameter	Mandatory	Type	Description
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 5-97 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 5-98 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-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 5-99 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 5-100 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

Example Response

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "ops_list" : [ {
    "oper" : "test",
    "operate_time" : "test"
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.6.7 Querying Bastion Host Historical Sessions

Function

Query historical sessions of a bastion host.

URI

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

Table 5-101 Path parameters

Parameter	Mandatory	Type	Description
authorization _id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**
authorization _detail_id	Yes	Long	Specifies the authorization detail ID. Minimum value: **0** Maximum value: **9223372036854775807**

Table 5-102 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 5-103 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-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 5-104 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 5-105 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

Example Response

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "session_list" : [ {
    "duration" : "test",
    "session_id" : 1,
    "start_time" : "test",
    "end_time" : "test"
```

```
    }]
  }
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.6.8 Querying Bastion Host File Transfer Records

Function

Query file transfer records of a bastion host.

URI

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

Table 5-106 Path parameters

Parameter	Mandatory	Type	Description
authorization _id	Yes	String	Specifies the authorization ID. Minimum length: **1** Maximum length: **32**
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 5-107 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 5-108 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-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 5-109 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **9223372036854775807**
file_ops_list	Array of **FileOperateLog** objects	Specifies the file record list.

Table 5-110 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

Example Response

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "file_ops_list" : [ {
    "duration" : "test",
    "operate_time" : "test",
```

```
   "operate_type" : "test",
   "file_name" : "test",
   "from_path" : "test",
   "to_path" : "test",
   "file_size" : "test",
   "oper_result" : "test"
 } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.7 Service Ticket Quota Management

5.7.1 Querying Service Ticket Quota

Function

Query service ticket quota.

URI

GET /v2/servicerequest/quotas

Table 5-111 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 5-112 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-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 5-113 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 if the operation is successful.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8 Basic Ticket Configuration Query

5.8.1 Querying Country/Region Code

Function

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

URI

GET /v2/servicerequest/config/area-codes

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**
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 5-115 Response body parameters

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

Table 5-116 AreaCodeSimpleInfoV2

Parameter	Type	Description
id	Integer	Indicates the unique ID. Minimum value: **0** Maximum value: **9223372036854775807**
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 if the operation is successful.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.2 Querying Problem Type List

Function

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

URI

GET /v2/servicerequest/config/problems

Table 5-117 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 5-118 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**

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 5-119 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 5-120 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_supp ort_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 if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.3 Querying Additional Parameters

Function

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

URI

GET /v2/servicerequest/config/extends-map

Table 5-121 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 5-122 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-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 5-123 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 5-124 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**
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**

Parameter	Type	Description
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 5-125 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 if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.4 Querying Problem Type Template

Function

Query the corresponding template of a problem type.

URI

GET /v2/servicerequest/config/templates

Table 5-126 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 5-127 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-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 5-128 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 5-129 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 if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.5 Querying Service Ticket Category List

Function

Query the list of service ticket categories.

URI

GET /v2/servicerequest/config/categories

Request Parameters

Table 5-130 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-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 5-131 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 5-132 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 5-133 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/categories

null

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

```
{
 "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.6 Querying Product Type List

Function

Query the list of product types.

URI

GET /v2/servicerequest/config/product-categories

Table 5-134 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 5-135 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**

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: **65535**
incident_product_category_list	Array of **IncidentProductCategoryV2** objects	Specifies the product type list.

Table 5-137 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 if the operation is successful.

```
{
 "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.7 Querying Region List

Function

Query the list of regions.

URI

GET /v2/servicerequest/config/regions

Request Parameters

Table 5-138 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-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 5-139 Response body parameters

Parameter	Type	Description
count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **65535**
data_center_list	Array of **DataCenterV2Do** objects	Specifies the region list.

Table 5-140 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**

Parameter	Type	Description
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 if the operation is successful.

```
{
  "total_count" : 1,
  "data_center_list" : [ {
    "type" : 0,
    "region_id" : "cn-north-1",
    "region_name" : "CN North-Beijng1",
    "is_sensitive" : 1
  } ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.8 Service Ticket Satisfaction Category List

Function

Query the list of service ticket satisfaction categories.

URI

GET /v2/servicerequest/config/satisfaction-dimensions

Request Parameters

Table 5-141 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-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 5-142 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 5-143 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**
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 if the operation is successful.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.8.9 Querying Problem Severity List

Function

Query the problem severity list.

URI

GET /v2/servicerequest/config/severities

Table 5-144 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 5-145 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-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 5-146 Response body parameters

Parameter	Type	Description
show	Boolean	Indicates whether it is displayed or not.

Parameter	Type	Description
severity_list	Array of **SeverityV2Do** objects	Specifies the severity list.

Table 5-147 SeverityV2Do

Parameter	Type	Description
language	String	Specifies the language. Minimum length: **1** Maximum length: **32**
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 if the operation is successful.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

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

Function

Query service ticket limits, such as limited CCs in an email.

URI

GET /v2/servicerequest/config/limits

Request Parameters

Table 5-148 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-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 5-149 Response body parameters

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

Table 5-150 TenantConfigV2

Parameter	Type	Description
create_case_c cemail_max_c ount	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 if the operation is successful.

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

```
        }
    }
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9 Label Management

5.9.1 Creating a Label

Function

Create a label.

URI

POST /v2/servicerequest/labels

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**

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 5-152 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 5-153 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.2 Querying a Label

Function

Query a label.

URI

GET /v2/servicerequest/labels

Table 5-154 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 5-155 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**

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 5-156 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 5-157 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,
    "name" : "test",
    "color" : "#000000"
  } ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.3 Deleting a Label

Function

Delete a label and disassociate it from the service ticket.

URI

DELETE /v2/servicerequest/labels/{label_id}

Table 5-158 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 5-159 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-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 5-160 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.4 Modifying a Label

Function

Modify a label.

URI

PUT /v2/servicerequest/labels/{label_id}

Table 5-161 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 5-162 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-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 5-163 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 5-164 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.5 Querying Service Ticket Associated Labels

Function

Query labels associated with a service ticket.

URI

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

Table 5-165 Path parameters

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

Request Parameters

Table 5-166 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-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 5-167 Response body parameters

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

Table 5-168 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/cases/case-123/labels

null

Response Example

Status code: 200

Code 200 is returned if the operation is successful.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.6 Adding Labels to Service Tickets

Function

Add labels to a service ticket.

URI

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

Table 5-169 Path parameters

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

Table 5-170 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 5-171 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-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 5-172 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.9.7 Deleting Service Ticket Associated Labels

Function

Delete labels associated with a service ticket.

URI

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

Table 5-173 Path parameters

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

Table 5-174 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 5-175 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-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 5-176 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10 Ticket Message Management

5.10.1 Marking a Message as Read

Function

Mark a message as read.

URI

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

Table 5-177 Path parameters

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

Request Parameters

Table 5-178 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**

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 5-179 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 5-180 Response body parameters

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

Parameter	Type	Description
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

{
  "group_id" : "123"
}
```

Example Response

Status code: 200

Code 200 is returned.

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

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.2 Querying Unread Messages

Function

Query unread messages.

URI

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

Table 5-181 Query parameters

Parameter	Mandatory	Type	Description
case_ids	Yes	Array	Specifies the service ticket ID.

Parameter	Mandatory	Type	Description
group_id	No	String	Specifies the group ID. Minimum length: **0** 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-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
imunread	Array of **ImUnreadV2** objects	Specifies the list of unread messages.

Table 5-184 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.3 Submitting a Message

Function Description

Submit a message.

URI

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

Table 5-185 Path parameters

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

Request Parameters

Table 5-186 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-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 5-187 Request body parameters

Parameter	Mandatory	Type	Description
message	Yes	**CreateMessageDoV2** object	Specifies the message content.
group_id	No	String	Specifies the group ID. Minimum length: **0** Maximum length: **64**

Table 5-188 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. Minimum length: **1** Maximum length: **32**

Response Parameters

Status code: 200

Table 5-189 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

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

Response Example

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.4 Recalling a Message

Function

Recall a message.

URI

POST /v2/servicerequest/cases/{case_id}/instant-messages/{message_id}/withdraw

Table 5-190 Path parameters

Parameter	Mandatory	Type	Description
case_id	Yes	String	Specifies the service ticket ID. Minimum length: **1** Maximum length: **32**
message_id	Yes	String	Specifies the message 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-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
error_code	String	Specifies the error code.
		Minimum length: **0**
		Maximum length: **32**
error_msg	String	Specifies the error description.
		Minimum length: **0**
		Maximum length: **32**

Example Request

POST https://{endpoint}/v2/servicerequest/cases/case_123/instant-messages/message_123/withdraw

null

Example Response

None

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.5 Querying Messages

Function

Query messages.

URI

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

Table 5-193 Path parameters

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

Table 5-194 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 5-195 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-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 5-196 Response body parameters

Parameter	Type	Description
count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **65535**
message_list	Array of **QueryMessageInfoV2** objects	Specifies the list of messages.

Table 5-197 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**

Parameter	Type	Description
accessory_list	Array of **SimpleAccessoryV2** objects	Specifies the attachment list.

Table 5-198 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.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.6 Querying More Messages

Function

Query more messages.

URI

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

Table 5-199 Path parameters

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

Table 5-200 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 5-201 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-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 5-202 Response body parameters

Parameter	Type	Description
count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **65535**
message_list	Array of **QueryMessageInfoV2** objects	Specifies the list of messages.

Table 5-203 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**

Parameter	Type	Description
accessory_list	Array of **SimpleAccessoryV2** objects	Specifies the attachment list.

Table 5-204 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.

```
{
  "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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.10.7 Querying Instant Messages in Polling Mode

Function

Query instant messages in polling mode.

URI

GET /v2/servicerequest/cases/instant-messages

Table 5-205 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 5-206 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-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 5-207 Response body parameters

Parameter	Type	Description
imstatus	Array of **ImStatusV2** objects	Specifies the status list.
immsg	Array of **UserInstantIncidentMsgV2** 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 5-208 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 5-209 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 5-210 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 5-211 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.11 Ticket Query

5.11.1 Querying Agency Information

Function

Query the information of an agency.

URI

GET /v2/servicerequest/agencies

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**

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 5-213 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **65535**
agency_list	Array of **AgencyV2** objects	Specifies agencies.

Table 5-214 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

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "agency_list" : [ {
    "id" : "123",
    "name" : "123",
    "duration" : "123",
    "trust_domain_name" : "123",
    "trust_domain_id" : "123",
    "create_time" : "123",
    "expire_time" : "123"
```

```
    }]
  }
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.2 Querying Partner Service Ticket Permissions

Function

Query partner service ticket permissions.

URI

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

Request Parameters

Table 5-215 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-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 5-216 Response body parameters

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

Request Example

None

Response Example

Status code: 200

Response of status code 200

```
{
  "has_privilege" : true
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.3 Statistics of Service Tickets in Various Statuses

Function

Collect statistics of service tickets in various statuses.

URI

GET /v2/servicerequest/cases/count

Table 5-217 Query parameters

Parameter	Mandatory	Type	Description
status	No	Integer	Specifies the status. The options are **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 5-218 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-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 5-219 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 5-220 IncidentStatusCount

Parameter	Type	Description
status	Integer	Specifies the status. The options are **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**

Example Request

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

Response Example

Status code: 200

Response of status code 200

```
{
  "incident_status_counts" : [ {
    "status" : 1,
    "count" : 1
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.4 Querying Service Ticket Details

Function

Query the details of a service ticket.

URI

GET /v2/servicerequest/cases/{case_id}

Table 5-221 Path parameters

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

Table 5-222 Query parameters

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

Request Parameters

Table 5-223 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-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 5-224 Response body parameters

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

Table 5-225 IncidentDetailInfoV2

Parameter	Type	Description
xcustomer_id	String	Specifies the sub-user ID. Minimum length: **0** Maximum length: **64**

Parameter	Type	Description
xcustomer_na me	String	Specifies the sub-user name. Minimum length: **0** Maximum length: **256**
status	Integer	Specifies the status. The options are **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**
judgment	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_descri ption	String	A brief description. Minimum length: **0** Maximum length: **2000**
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**

Parameter	Type	Description
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 5-226 IncidentMessageV2

Parameter	Type	Description
type	Integer	Type. The options are **0** (Customer message) and **1** (Huawei engineer message). Minimum value: **0** Maximum value: **1**
replier	String	Specifies the replier ID. Minimum length: **0** Maximum length: **64**
content	String	Specifies the message content. Minimum length: **0** Maximum length: **5000**

Parameter	Type	Description
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 5-227 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 5-228 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**

Parameter	Type	Description
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 5-229 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**
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**

Parameter	Type	Description
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

Status code: 200

Response of status code 200

```
{
  "incident_detail_info" : {
    "incident_id" : "123",
    "business_type_name" : "123",
    "incident_type_name" : "123",
    "customer_id" : "123",
    "xcustomer_id" : "123",
    "xcustomer_name" : "123",
    "dc_name" : "123",
    "simple_description" : "123",
    "status" : 1,
    "judgment" : "123",
    "message_list" : [ {
      "type" : 0,
      "replier" : "test",
      "message_id" : "test",
      "content" : "test",
      "replier_name" : "test",
      "create_time" : "test",
      "is_first_message" : 0,
      "accessory_list" : [ {
        "accessory_id" : "test",
        "file_actual_name" : "test"
      } ]
    } ],
    "incident_satisfaction" : [ {
      "value" : 1,
      "satisfaction_value" : 1,
      "satisfaction_id" : 1,
      "satisfaction_name" : "test",
      "per_value" : 1,
      "sat_category_id" : "test",
      "sat_category_name" : "test"
    } ],
```

```
    "is_authorized" : 1,
    "severity_name" : "test",
    "business_ownership" : 1,
    "resolve_time" : "test",
    "ext_info" : [ {
      "area_code" : "test",
      "remind_mobile" : "test",
      "remind_mail" : "test",
      "contact_type" : "test",
      "remind_time" : "test",
      "cc_email" : "test",
      "commodity_id" : "test"
    } ],
    "source_name" : "123",
    "create_time" : "123"
  }
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.5 Querying Service Ticket Operation Logs

Function

Query the operations logs of a service ticket.

URI

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

Table 5-230 Path parameters

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

Table 5-231 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 5-232 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-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 5-233 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 5-234 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**

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

Request Example

None

Example Response

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "incident_operate_log_list" : [ {
    "incident_log_id" : "123",
    "incident_id" : "123",
    "operate_type" : 1,
    "operator_type" : 1,
    "operator_id" : "123",
    "operator_name" : "123",
    "operate_desc" : "123",
    "operate_time" : "123",
    "timestamp_operate_time" : "123"
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.6 Querying Service Ticket CC

Function

Query the service ticket CC email addresses.

URI

GET /v2/servicerequest/carbon-copy-emails

Request Parameters

Table 5-235 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-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 5-236 Response body parameters

Parameter	Type	Description
cc_email_info	**IncidentOrderCCEmailInfoV2** object	Indicates the information of the last CC email.
mc_email_infos	Array of strings	Indicates the CC email information. Minimum length: **1** Maximum length: **32**

Table 5-237 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

Status code: 200

Response of status code 200

```
{
  "cc_email_info" : [ {
    "user_id" : "123",
    "customer_id" : "123",
    "cc_email" : "123"
  } ],
  "mc_email_infos" : [ "123", "456" ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.7 Querying Service Ticket Status

Function

Query the status of a service ticket.

URI

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

Table 5-238 Path parameters

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

Request Parameters

Table 5-239 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-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 5-240 Response body parameters

Parameter	Type	Description
status	Integer	Specifies the status. The options are **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

Example Response

Status code: 200

Response of status code 200

```
{
  "status" : 0
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.8 Querying Associated Partner Service Information

Function

Query the service information of an associated partner.

URI

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

Table 5-241 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 5-242 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-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 5-243 Response body parameters

Parameter	Type	Description
partners_servi ce_info	**PartnersServi ceInfo** object	Indicates the partner service information.

Table 5-244 PartnersServiceInfo

Parameter	Type	Description
customer_id	String	Specifies the customer ID. Minimum length: **1** Maximum length: **64**
customer_na me	String	Specifies the customer name. Minimum length: **1** Maximum length: **256**
service_time_z one	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**

Parameter	Type	Description
service_time_hour	String	Indicates service hours of each day. Minimum length: **1** Maximum length: **2**

Request Example

None

Example Response

Status code: 200

Response of status code 200

```
{
  "partners_service_info" : [ {
    "customer_id" : "test",
    "customer_name" : "test",
    "service_time_zone" : "GMT+8",
    "service_time_day" : "5",
    "service_time_hour" : "8"
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.9 Querying Service Ticket List Interface

Function

Query the interface of the service ticket list.

URI

GET /v2/servicerequest/cases

Table 5-245 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_ti me	No	String	Indicates the start time of the query. Minimum length: **0** Maximum length: **32**
query_end_ti me	No	String	Indicates the end time of the query. Minimum length: **0** Maximum length: **32**
status	No	Integer	Specifies the status. The options are **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_statu s	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_n ame	No	String	Specifies the sub-user name. Minimum length: **0** Maximum length: **64**

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 quantity limit of the query. Minimum value: **0** Maximum value: **100**

Request Parameters

Table 5-246 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-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 5-247 Response body parameters

Parameter	Type	Description
total_count	Integer	Specifies the total number. Minimum value: **0** Maximum value: **65535**
incident_info_ list	Array of **IncidentInfoV 2** objects	Specifies the service ticket list.

Table 5-248 IncidentInfoV2

Parameter	Type	Description
xcustomer_id	String	Specifies the sub-user ID. Minimum length: **0** Maximum length: **64**
xcustomer_na me	String	Specifies the sub-user name. Minimum length: **0** Maximum length: **256**

Parameter	Type	Description
status	Integer	Specifies the status. The options are **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**
dc_name	String	Specifies the region name. Minimum length: **0** Maximum length: **64**
simple_descri ption	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 5-249 LabelInfo

Parameter	Type	Description
label_id	Integer	Specifies the label ID. Minimum value: **0** Maximum value: **65535**

Parameter	Type	Description
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

Example Response

Status code: 200

Response of status code 200

```
{
  "total_count" : 1,
  "incident_info_list" : [ {
    "xcustomer_id" : "test",
    "xcustomer_name" : "test",
    "status" : 0,
    "incident_id" : "test",
    "business_type_name" : "test",
    "incident_type_name" : "test",
    "customer_id" : "test",
    "dc_name" : "test",
    "simple_description" : "test",
    "create_time" : "test",
    "label_list" : [ {
      "label_id" : 1,
      "name" : "test",
      "color" : "test"
    } ]
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.11.10 Querying Sub-User Information

Function

Query the sub-user information.

URI

GET /v2/servicerequest/customers/sub-customers

Table 5-250 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 5-251 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-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 5-252 Response body parameters

Parameter	Type	Description
sub_customer_infos	Array of **SubCutomerInfoV2** objects	Specifies the sub-user list.

Table 5-253 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**

Parameter	Type	Description
customer_na me	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

Example Response

Status code: 200

Response of status code 200

```
{
  "sub_customer_infos" : [ {
    "mobile" : "123",
    "email" : "123",
    "customer_id" : "123",
    "domain_id" : "123",
    "customer_name" : "123",
    "area_code" : "86"
  } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.12 Management of Associated Tickets

5.12.1 Creating an Association

Function

Create an association. A maximum of three associations are supported for a service ticket.

URI

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

Table 5-254 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 5-255 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-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 5-256 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.
			Minimum length: **1**
			Maximum length: **32**
group_id	Yes	String	Specifies the group ID.
			Minimum length: **1**
			Maximum length: **64**

Response Parameters

Status code: 200

Table 5-257 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.12.2 Deleting an Association

Function

Delete an association.

URI

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

Table 5-258 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 5-259 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-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 5-260 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**

Parameter	Mandatory	Type	Description
group_id	Yes	String	Specifies the group ID. Minimum length: **1** Maximum length: **64**

Response Parameters

Status code: 200

Table 5-261 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 Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.12.3 Querying Associated Service Tickets

Function

Query associated service tickets. Brief information of these service tickets is returned.

URI

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

Table 5-262 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 5-263 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-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 5-264 Response body parameters

Parameter	Type	Description
case_relation_list	Array of **CaseRealtion Info** objects	Specifies the list of associated service tickets.

Table 5-265 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

Example Response

Status code: 200

Code 200 is returned if the operation is successful.

```
{
  "case_relation_list" : [ {
    "case_id" : "test",
    "simple_description" : "test",
    "user_name" : "test"
  } ]
}
```

Status Codes

Status Code	Description
200	Code 200 is returned if the operation is successful.

Error Codes

See **Error Codes**.

5.13 Verification Code Management

5.13.1 Checking Whether Verification Is Required

Function

Check whether verification is required.

URI

GET /v2/servicerequest/verifycodes/need-verify

Table 5-266 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**

Parameter	Mandatory	Type	Description
area_code	No	String	Specifies the country/region code. Minimum length: **0** Maximum length: **16**

Request Parameters

Table 5-267 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-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 5-268 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

Example Response

Status code: 200

Response of status code 200

```
{
  "need_verify_code" : 1,
  "expire_time" : "test"
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.13.2 Querying Verified Lists

Function

Query verified lists.

URI

GET /v2/servicerequest/verifycodes/has-verified

Table 5-269 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**

Parameter	Mandatory	Type	Description
limit	No	Integer	Specifies the number of records to be queried. Minimum value: **0** Maximum value: **100** Default value: **10**

Request Parameters

Table 5-270 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-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 5-271 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 5-272 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

Example Response

Status code: 200

Response of status code 200

```
{
  "count" : 1,
  "contact_list" : [ {
    "contact_way" : 0,
```

```
      "contact_value" : "test",
      "area_code" : "86",
      "verified_id" : "test"
   } ]
}
```

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.13.3 Verifying Contact Methods

Function

Verify contact methods.

URI

POST /v2/servicerequest/verifycodes

Request Parameters

Table 5-273 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-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 5-274 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**

Parameter	Mandatory	Type	Description
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 5-275 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 Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

5.13.4 Obtaining Verification Code

Function

Obtain a verification code.

URI

POST /v2/servicerequest/verifycodes/send

Request Parameters

Table 5-276 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-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 5-277 Request body parameters

Parameter	Mandatory	Type	Description
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	Yes	String	Specifies the country/region code. Minimum length: **0** Maximum length: **16**

Response Parameters

Status code: 200

Table 5-278 Response body parameters

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

Parameter	Type	Description
error_msg	String	Description of the error. Minimum length: **0** Maximum length: **32**

Request Example

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

Response Example

None

Status Codes

Status Code	Description
200	Response of status code 200

Error Codes

See **Error Codes**.

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 Codes**.

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	Mand atory	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
caseId	String	Specifies the service ticket ID.
businessTypeNa me	String	Specifies the problem type name.
typeName	String	Specifies the type name.
customerId	String	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": [
        {
            "caseId": "TT201801020526",
            "businessTypeName": "Remote log-in",
            "typeName": "Fault reporting",
            "customerId": "f9ae1952bf75xxx1a0099d93ba9dd91f",
            "subCustomerId": "3dc0ca7ffd3xxx26a40f5cfa1a0da7f0",
            "subCustomerName": "xxx",
            "dcName": "CN North-Beijng1",
            "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
        },
        {
            "caseId": "TT201712280631",
            "businessTypeName": "ECS creation",
            "typeName": "Fault reporting",
            "customerId": "f9ae1952bf75xxx1a0099d93ba9dd91f",
            "subCustomerId": "3dc0ca7ffd3xxx26a40f5cfa1a0da7f0",
```

```
            "subCustomerName": "xxx",
            "dcName": "CN North-Beijng4",
            "simpleDescribe": "Failed to create ECS",
            "status": 3,
            "createTime": 2019-05-22T03:30:52Z
        }
        …
    ]
}
```

Status Code

For details about status codes, see **Status Codes**.

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	Mand atory	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	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**.
judgment	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 messages. **1** indicates reply messages 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,
        "judgment": "Satisfactory"
    }
}
```

Status Code

For details about status codes, see **Status Codes**.

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	Mand atory	Type	Value Range	Description
accessoryNa me	Yes	String	512	Specifies the attachment name.
accessoryDat a	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.
accessoryFro m	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 Codes**.

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 Codes describes the error response parameters.

Status Code

For details about status codes, see **Status Codes**.

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 Codes**.

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
caseId	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

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

Response Message

None

Status Code

For details about status codes, see **Status Codes**.

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	Man datory	Type	Value Range	Description
caseId	Yes	String	32	Specifies the service ticket ID. See **Querying Service Ticket List** to get the ID.
judgment	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",
    "judgment": "test",
    "satisfactionList": [
        {
            "satisfactionId": 1,
            "satisfactionValue": 5
        },
        {
            "satisfactionId": 3,
            "satisfactionValue": 4
        }
    ]
}
```

Response Message

None

Status Code

For details about status codes, see **Status Codes**.

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.
caseId	Yes	String	32	Specifies the service ticket ID. See **Querying Service Ticket List** to get the ID.

Request Example

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

Response Message

None

Status Code

For details about status codes, see **Status Codes**.

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 Codes**.

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/businesstype

Request

Request Parameters

Parameter	Mand atory	Type	Value Range	Description
productCateg oryId	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<BusinessTy pe>	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.
businessTypeNa me	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 Codes**.

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	Mand atory	Type	Value Range	Description
businessTypeI d	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 Codes**.

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-Beijng1"
        },
        {
            "regionId": "ap-southeast-1",
"regionName": "CN-Hong Kong"
        },
        …
    ]
}
```

Status Code

For details about status codes, see **Status Codes**.

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 **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.	The 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.	The 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.	The 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 only once within a minute. Please wait or contact technical support engineers.
200	OSM.01010026	Get businessType 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 businessTypeId 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 caseTypeId 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 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.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.0101003 7	Exceeded the number of times the case limit was created.	The number of the created service tickets has exceeded the upper limit.	Refer to the error message, or contact technical support engineers.
200	OSM.0101003 8	Exceeded the number of times the case limit was created per day.	The number of the created service tickets has exceeded the upper limit on a day.	Refer to the error description, or contact technical support engineers.
200	OSM.0101003 9	The labelId is not exist.	Label ID does not exist.	Check the label ID.
200	OSM.0101004 0	LabelName already exist.	Label names cannot be repeated.	Change the label name and submit again.
200	OSM.0101004 1	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.0101004 2	The same caseId labels should not be over 5.	A ticket can associate with no more than 5 labels.	Delete the labels number to 5 or fewer.
200	OSM.0101004 3	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.0101004 4	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.0101004 5	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.
200	OSM.01010048	The service tickets do not belong to the same person.	The service tickets do not belong to the same person.	Refer to the error message, or contact technical support engineers.
200	OSM.01010049	The service tickets do not belong to the same business ownership.	The service tickets do not belong to the same business ownership.	Refer to the error message, or contact technical support engineers.
200	OSM.01010050	ISV service tickets can only be transferred one by one.	ISV service tickets can only be transferred one by one.	Refer to the error message, or contact technical support engineers.
200	OSM.01010051	The operator is the current handler.	The operator is the current handler.	Refer to the error message, or contact technical support engineers.
200	OSM.01010052	The business ownership is not supported.	The business ownership is not supported.	Refer to the error message, or contact technical support engineers.
200	OSM.01010053	Only fault tickets can be transferred to BP.	Only fault tickets can be transferred to BP.	Refer to the error message, or contact technical support engineers.
200	OSM.01010054	The selected handler does not have the operation permission.	The selected handler does not have the operation permission.	Refer to the error message, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.01010055	The customer in the current service ticket is not associated with any partner.	The customer in the current service ticket is not associated with any partner.	Refer to the error message, or contact technical support engineers.
200	OSM.01010056	The customer partner of the current service ticket is not in the whitelist.	The customer partner of the current service ticket is not in the whitelist.	Refer to the error message, or contact technical support engineers.
200	OSM.01010057	Partner not found.	Partner not found.	Refer to the error message, or contact technical support engineers.
200	OSM.01010058	The selected handler does not match the partner to which the customer of the current ticket belongs.	The selected handler does not match the partner to which the customer of the current ticket belongs.	Refer to the error message, or contact technical support engineers.
200	OSM.01010059	The customer of the current service ticket has purchased a support plan.	The customer of the current service ticket has purchased a support plan.	Refer to the error message, or contact technical support engineers.
200	OSM.01010060	Failed to obtain customer information.	Failed to obtain customer information.	Refer to the error message, or contact technical support engineers.
200	OSM.01010061	The partner cannot handle the current service ticket.	The partner cannot handle the current service ticket.	Refer to the error message, or contact technical support engineers.
200	OSM.01010062	The workflow node does not exist.	The workflow node does not exist.	Refer to the error message, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
400	OSM.0001	Failed	An 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 Codes

Table 7-1 Normal HTTP response codes

Status Code	Description
200	OK

Table 7-2 Error HTTP response codes

Status Code	Description
100	Continue
201	Created
202	Accepted
204	NO Content
400	Bad Request
401	Unauthorized
403	Forbidden
404	Not Found
405	Method Not Allowed
406	Not Acceptable
409	Conflict

Status Code	Description
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 4*xx* or 5*xx* 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	Authentication failed.	Check whether the token has expired or obtain a new token.

Status Code	Error Code	Error Message	Description	Solution
403	OSM.0003	Forbidden	Illegal operation.	Illegal operation.
500	OSM.0004	Internal Server Error	Internal error.	Contact technical support engineers.
200	OSM.010 10001	Param validation failed.	Failed to verify the parameters.	Check the parameters by referring to the API document.
200	OSM.010 10002	No operation permission.	No operation permission.	No operation permission.
200	OSM.010 10003	Account and password not matched.	Incorrect account or password.	Check the account or password.
200	OSM.010 10004	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.010 10005	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.010 10006	Severity Id not exists.	Severity ID does not exist.	Severity ID does not exist.
200	OSM.010 10007	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.010 10008	Carbon copy email not valid.	Invalid CC email address.	Invalid CC email address. Check its length and format.
200	OSM.010 10009	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.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.010 10010	Verify not pass.	Verification failed.	Refer to the error message, or contact support engineers.
200	OSM.010 10011	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.010 10012	The type must be 0 or 1.	Type must be **0** or **1**.	Type must be **0** or **1**.
200	OSM.010 10013	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.010 10014	Operation failed.	Internal error.	Contact technical support engineers.
200	OSM.010 10015	This case does not exist.	Service ticket does not exist.	Check the service ticket ID, or contact technical support engineers.
200	OSM.010 10016	The createFeedbackty-peReq's feedbackCreateIn-fos cannot be empty.	The request for creating feedback type cannot be empty.	Refer to the error description, or contact technical support engineers.
200	OSM.010 10017	Operation failed.	Internal service error.	Contact technical support engineers.
200	OSM.010 10018	Auth operate type not support.	Operation is not supported.	Refer to the error message, or contact technical support engineers.
200	OSM.010 10019	The operation is illegal.	Illegal operation.	Refer to the error description, or contact technical support engineers.
200	OSM.010 10020	The customerId does not exist.	Customer ID does not exist.	View the customer ID.
200	OSM.010 10021	Cbh operation failed.	Bastion host exception.	Contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.010 10022	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.010 10024	Verification code resent 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.010 10026	Get businessType fail.	Failed to obtain the problem type.	Contact technical support engineers.
200	OSM.010 10027	The sourceId does not exist.	Source ID does not exist.	Check the source ID, or contact technical support engineers.
200	OSM.010 10028	The businessTypeId is not exist.	Problem type ID does not exist.	Query the problem type ID.
200	OSM.010 10029	Get caseType fail.	Failed to obtain the service ticket type.	Contact technical support engineers.
200	OSM.010 10030	The caseTypeId does not exist.	Service ticket type ID does not exist.	Check the service ticket type ID.
200	OSM.010 10031	The type is invalid.	Illegal type.	Check the type, or contact technical support engineers.
200	OSM.010 10032	The authorization detail id does not exist.	Authorization item ID does not exist.	Check the authorization item ID, or contact technical support engineers.
200	OSM.010 10033	The regionId does not exist.	Region ID does not exist.	Check the region ID, or contact technical support engineers.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.010 10034	The status is illegal for this operation.	Illegal status.	Check the status, or contact technical support engineers.
200	OSM.010 10035	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.010 10036	Exceeded the number of times the verification code can be sent.	The number of verification codes sent has reached the upper limit.	Refer to the error description, or contact technical support engineers.
200	OSM.010 10037	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.010 10038	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.010 10039	The label id does not exist.	The label ID does not exist.	Check the label ID.
200	OSM.010 10040	LabelName already exist.	Label names cannot be repeated.	Change the label name and submit again.
200	OSM.010 10041	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.010 10042	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.

Status Code	Error Code	Error Message	Description	Solution
200	OSM.010 10043	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.010 10044	The case cannot be bound with itself.	A ticket cannot be associated with itself.	Refer to the error message, or contact technical support engineers.
200	OSM.010 10045	The accessory is invalid.	Illegal attachment.	Refer to the error message, or contact technical support engineers.
200	OSM.010 10046	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.010 10047	Target host connection timed 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"
   }
}
```
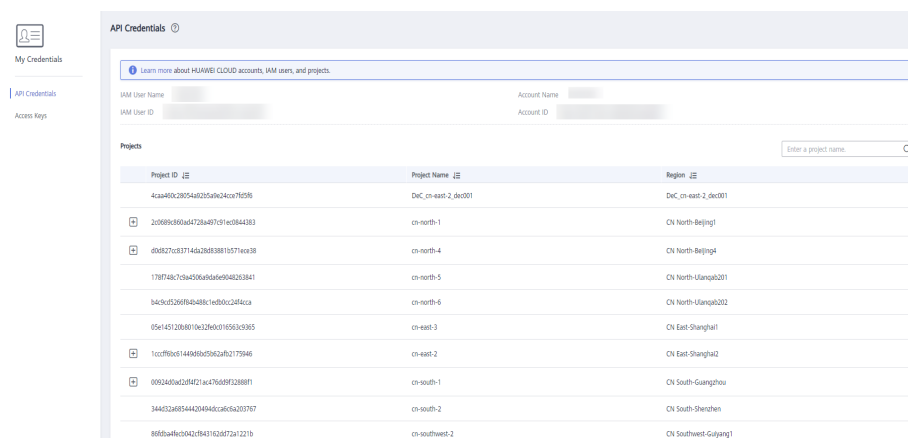
Obtaining a Project ID from the Console

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
2024-12-25	This is the sixth official release. Modified the method for obtaining an AK/SK pair in **Example 1: Creating a Service Ticket**.
2023-12-18	This is the fifth official release. Optimized the API content.
2021-05-28	This issue is the fourth official release. Optimized the API content.
2020-12-28	This is the third official release. Optimized the API content.
2019-10-14	This is the second official release. Optimized the API content.
2018-08-14	This is the first official release.