

This document is presented as a general guide to integrating with the SERVICE DESK console. Some operations are presented in detail including request data, parameters, responses, and error codes.

General

General

Here are some generalities that must be taken into account for the correct functioning of the Aranda SERVICE DESK ASDK API

- Aranda SERVICE DESK Console Compatible Version 8.10.0 Database Version 8.0.61.
- Operations on the API must be performed with users who have the corresponding permissions assigned from Profile.
- Using the API requires available licenses, which will behave the same as if a specialist were logged into the console.
- Creating cases using the API complies with the same licensing rules available as if they were created from the console.

ASDK API Version 1.9

Description of operations

This section describes in detail how each of the services corresponding to each method is consumed. Included are details such as URIs, operation type, parameters (required and optional) and their types, responses, Error codes and messages.

Session Management

Login

Session Management

This section describes the operations related to the session management (user authentication, token renewal, and logout).

Login

Petition Details

- URI: api/v8.6/user/login
- Type: POST
- Required headings:
- content-type: application/json

Parameters

Name	Guy	Obligatory	Description
USERNAME	Text	Yes	User who will log in.
PASSWORD	Text	Yes	Password corresponding to the user.
LANGUAGEID	Number	No	Language in which the session will be recorded. Possible options are: English Spanish Portuguese If it is not provided, it is recorded in English by default.
CONSOLEID	Number	No	
CONSOLEVERSION	Text	No	Version of the console from which you log in.
DEVICEIMEI	Text	No	IMEI of the mobile device from which you are logging in.
DEVICEBRANDID	Number	No	Brand of the device from which you are logging in. Possible options are: 1. Android 2. iOS
DEVICENAME	Text	No	Name of the mobile device from which you sign in.
DEVICEREGISTRATIONID	Text	No	RegistrationId of the mobile device, used for push messages.

Body of the petition

The request consists of a field-value json array with possible parameters as required. Example:

```
[
  {"Field": "username", "Value": "USUARIO_ASDK"},
  {"Field": "password", "Value": "CONTRASEÑA_DEL_USUARIO"}
]
```

Answer

As an answer, a json object is obtained, with the following information:

```
[
  {
    "Field": "userId",
    "Value": "####"
  },
  {

    "Field": "sessionId",
    "Value": "####AAABBBCCC###"
  },
  {
    "Field": "result",
    "Value": "True"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidUserName
400	BadRequest	InvalidPassword
400	BadRequest	InvalidConsoleId
400	BadRequest	InvalidConsoleVersion
400	BadRequest	InvalidDeviceImei
400	BadRequest	InvalidDeviceBrandId
400	BadRequest	InvalidDeviceName
400	BadRequest	InvalidLangId
400	BadRequest	DeviceNameIsRequire

Session Renewal

Petition Details

- URI: api/v8.6/session/renew
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Body of the petition

Answer

There is no response body, the validation of the result of the operation can be performed by analyzing the http code obtained: 200 OK for a successful operation.

Error messages

Logging Out

Petition Details

- URI: api/v8.6/user/logout
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

It is only required to make a request by sending the authentication token as an http header.

Body of the petition

Empty

Answer

There is no response body, the validation of the result of the operation can be performed by analyzing the http code obtained: 200 OK for a successful operation.

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidToken
500	InternalServerError	FailureCloseSession

Case Management

Case Creation

Case Management

This section describes the operations related to case handling (creation, editing, querying).

Case Creation

Petition Details

- URI: api/v8.6/item/add/{itemType}
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
AuthorId	Number	Yes	ID of the user who will be registered as the author of the case.
CategoryId	Number	Yes	Id of the category associated with the case.
CustomerId	Number	No	Id of the client to whom the case will be registered. It is only required if the type of case is different from problem.
CompanyId	Number	No	Id of the company to which the case will be registered.
ResponsibleId	Number	No	ID of the user responsible for the case
Description	Text	Yes	Description of the case.
GroupId	Number	Yes	ID of the specialist group in charge of managing the case.
ServiceId	Number	Yes	Id of the service related to the case.
Subject	Text	No	Subject of the case
SlId	Number	Yes	SLA ID related to the case.
ProjectId	Number	Yes	The ID of the project in which the case will be created.
itemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement
RegistryTypeId	Number	Yes	Id of the means by which the case is registered.
CiId	Number	No	ID of the CI associated with the case. It is only required if the type of case is problem.

Body of the petition

The request consists of a field-value json array with possible parameters as required. Example:


```
[
  {"Field": "AuthorId", "Value": 3913},
  {"Field": "CategoryId", "Value": 2499},
  {"Field": "CustomerId", "Value": 8},
  {"Field": "Description", "Value": "Item description"},
  {"Field": "GroupId", "Value": 33},
  {"Field": "ProjectId", "Value": 2},
  {"Field": "RegistryTypeId", "Value": 6},

  {"Field": "ServiceId", "Value": 2418},
  {"Field": "Sunject", "Value": "Item subject"},
  {"Field": "Slaid", "Value": 2454},
  {"Field": "UrgencyId", "Value": 3}
]
```

Answer

As an answer, a json object is obtained, with the following information:

```
[
  {
    "Field": "itemId",
    "Value": "4158"
  },
  {
    "Field": "qs",
    "Value": "?64B24DED26791E23A72364E9AF0E0430E93E2CF2F6D66AA4CB23CAAF7D8F"
  },
  {
    "Field": "composedItemId", "Value": "IM-55175-2-19537"
  },
  {
    "Field": "isClosed",
    "Value": "False"
  },
  {
    "Field": "result",
    "Value": "True"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidCaseData
400	BadRequest	InvalidAuthorId
400	BadRequest	InvalidCategory
400	BadRequest	InvalidCompany
400	BadRequest	InvalidDescription
400	BadRequest	InvalidGroup
400	BadRequest	InvalidItemType
400	BadRequest	InvalidStateConfiguraton
400	BadRequest	InvalidRegistryType
400	BadRequest	InvalidService
400	BadRequest	InvalidSla
400	BadRequest	InvalidUrgencyId
400	BadRequest	InvalidSessionId
401	Unauthorized	UnauthorizedIncidentCreation
401	Unauthorized	UnauthorizedChangeCreation
401	Unauthorized	UnauthorizedProblemCreation
401	Unauthorized	UnauthorizedServiceCallCreation
500	InternalServerError	FailureAddItem

Case Consultation

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/{userId}?level={level}

- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID to be consulted
itemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement
userId	Number	Yes	Id of the means by which the case is registered.
Level	Number	No	Level of detail to be consulted. The options are: 0. Low 1. Medium 2. High If it is not provided, the high detail returns by default.

Answer

As an answer, a json object is obtained, with the following information:

```
{
  "Annulled": null,
  "AttentionDate": {
    "Expected": "/Date(1457966400000-0500)/",
    "Real": null
  },
  "AttentionDateExpected": null,
  "AttentionDateReal": null,
  "AuthorId": 3828,
  "AuthorName": "Jorge Osorio",
  "Building": null,
  "BuildingDate": {
    "Attention": null,
    "Solution": null
  },
  "CABDate": {
    "Attention": null,
    "Solution": null
  },
  "CaseType": 2,
  "CategoryHierarchy": null,
  "CategoryId": 2499,
  "CategoryName": "Registro Web",
  "CauseId": null,
  "CauseName": null,
  "Cild": 4,
  "CiName": "** Aranda 360",
  "City": null,
  "ClassifiedId": null,
  "ClassifiedIdByProject": null,
  "ClassifiedName": null,
  "ClassifiedType": null,
  "ClosedDate": null,
  "Commentary": null,
  "CompanyId": null,
  "CompanyName": null,
  "ComposedId": "PM-55134-2-8696",
  "Cost": {
    "Current": null,
    "Expected": null,
    "Real": null
  },
  "Country": null,
  "CustomerId": null,
  "CustomerName": null,
  "Department": null,
  "Description": "aa",
  "Effort": null,
  "EmailDate": null,
  "Floor": null,
  "GroupId": 13,
  "GroupName": "Aranda Colombia",
  "HasCurrentVoting": false,
  "HasKnownError": false,
  "HasSurvey": false,
  "HeadQuarter": null,
  "Id": 55134,
  "IdByProject": 8696,
  "ImpactId": -1,
  "ImpactName": "NONE",
  "ImplementationDate": {
    "Attention": null,
    "Solution": null
  },
  "InterfaceId": null,
  "IsClosed": false,
  "IsStateProvider": true,
  "KnownError": null,
  "PriorityId": 1,
  "PriorityName": "LOW",
  "ProcedureId": null,
  "ProcedureName": null,
  "Progress": 0,
  "ProjectId": 2,
  "ProjectName": "Soporte",
  "ProviderId": null,
  "ProviderName": null,
  "RFCDate": {
```

```
        "Attention": null,
        "Solution": null
    },
    "ReasonId": null,
    "ReasonName": null,
    "ReceptorId": 243,
    "RegistrationDate": "/Date(1457731263700-0500)/",
    "RegistryTypeId": 1,
    "RegistryTypeName": "Web",
    "ReviewDate": {
        "Attention": null,
        "Solution": null
    },
    "RoutingType": null,
    "ServiceId": 2420,
    "ServiceName": "CAMBIOS",
    "SlId": 2456,
    "SlaName": "Cambios",
    "SolutionDate": {
        "Expected": null,
        "Real": null
    },
    "SolutionDateExpected": null,
    "SolutionDateReal": null,
    "SpecialistId": 243,
    "SpecialistName": "Jorge Osorio",
    "StageId": null,
    "StageName": null,
    "StateId": 199,
    "StateName": "Registrado",
    "TestingDate": {
        "Attention": null,
        "Solution": null
    },
    "Time": 0,
    "UrgencyId": -1,
    "UrgencyName": "NONE",
    "UserCanEdit": true,
    "VotingProcessId": null,
    "VotingProcessName": null
}
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidToken
400	BadRequest	InvalidUserId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidUserId
400	BadRequest	InvalidLevelOfDetail
403	Forbidden	UnauthorizedIncidentView
403	Forbidden	UnauthorizedChangeView
403	Forbidden	UnauthorizedProblemView
403	Forbidden	UnauthorizedServiceCallView
403	NotFound	InvalidItemId
500	InternalServerError	FailureGetItem

Case Editing

Petition Details

- URI: api/v8.6/item/update/{id}/{itemType}/{userId}
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID to be consulted
itemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change
userId	Number	Yes	ID of the user who queries the case.

Additionally, it is possible to send the values you want to edit as parameters in the body of the request. These values correspond to the same ones available in the creation process, however, there are some that are not editable, for example, the author’s id.

Body of the petition

The request consists of a field-value json array with possible parameters as required. Example:

```
[
  {"Field": "SpecialistId", "Value": "###"},
  {"Field": "ImpactId", "Value": "#"},
  {"Field": "Description", "Value": "New description"}
]
```

Answer

As an answer, a json object is obtained, with the following information:

```
[
  {
    "Field": "itemId",
    "Value": "4158"
  },
  {
    "Field": "qs",
    "Value": "?64B24DED26791E23A72364E9AF0E0430E93E2CF2F6D66AA4CB23CAAF7D8F"
  },
  {
    "Field": "composedItemId", "Value": "IM-55175-2-19537"
  },
  {
    "Field": "isClosed",
    "Value": "False"
  },
  {
    "Field": "result",
    "Value": "True"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidToken
400	BadRequest	InvalidUserId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidComposedItemId
400	BadRequest	InvalidCaseData
400	BadRequest	InvalidAuthorId
400	BadRequest	InvalidCategory
400	BadRequest	InvalidCompany
400	BadRequest	InvalidDescription
400	BadRequest	InvalidGroup
400	BadRequest	InvalidItemType
400	BadRequest	InvalidStateConfiguraton
400	BadRequest	InvalidRegistryType
400	BadRequest	InvalidService
400	BadRequest	InvalidSla
400	BadRequest	InvalidUrgencyId
401	Unauthorized	UnauthorizedDescriptionModification
401	Unauthorized	UnauthorizedIncidentModification
401	Unauthorized	UnauthorizedChangeModification
401	Unauthorized	UnauthorizedProblemModification
401	Unauthorized	UnauthorizedServicecallModification
404	NotFound	InvalidItemId

List User Stories

Petition Details

- URI: /api/v8.6/item/list
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

N/A

Body of the petition

```
{
  "Paging": {
    "Start": 1,
    "End": 50,
    "Size": 0
  },
  "Criteria": [
    {
      "Value": "Identificador del cliente",
      "FieldName": "CustomerId",
      "LogicOperatorId": 1,
      "ComparisonOperatorId": 5
    }
  ],
  "WhereCriteria": [],
  "Order": {
    "ColumnName": "RegistrationDate",
    "ModelId": 2
  },
  "ViewId": 5,
  "ProjectId": 2
}
```

Answer

As an answer, a json object is obtained, with the following information:

```
{
  "Data": [
    {
      "Annulled": false,
      "AttentionDate": {
        "Expected": null,
        "Real": null
      },
      "AttentionDateExpected": null,
      "AttentionDateReal": null,
      "AuthorId": -1,
      "AuthorName": "Carlos Andres Rey Baquero",
      "BackOutPlan": null,
      "Building": "Cra.69 No.98 A 11 C.C.Outlet Floresta Of.701",
      "BuildingDate": {
        "Attention": null,
        "Solution": null
      },
      "CABDate": {
        "Attention": null,
        "Solution": null
      },
      "CaseType": 3,
      "CategoryHierarchy": "USDK M\u00f3vil Cambios",
      "CategoryId": -1,
      "CategoryName": "USDK M\u00f3vil Cambios",
      "CauseId": -1,
      "CauseName": "",
      "Cild": -1,
      "CiName": null,
      "City": "Bogota",
      "ClassifiedId": null,
      "ClassifiedIdByProject": null,
      "ClassifiedName": null,
      "ClassifiedType": null,
      "ClosedDate": null,
      "ClosenessToExpiration": 0,
      "Commentary": "",
      "CompanyId": -1,
      "CompanyName": "ARANDA ARGENTINA",
      "ComposedId": "CHG-132943-2-21932",
      "Cost": null,
      "Country": "Colombia",
      "CustomerId": -1,
      "CustomerName": "Carlos Andres Rey Baquero",
      "Department": "Cambios y Sostenibilidad",
      "Description": "",
      "Effort": null,
      "EmailDate": null,
      "Floor": null,
      "FollowersCount": 0,
      "GroupId": null,
      "GroupName": "Aranda CYS",
      "HasCurrentVoting": false,
      "HasKnownError": false,
      "HasSurvey": false,
      "HeadQuarter": "Sede 4",
      "Id": 132943,
      "IdByProject": 21932,
      "ImpactId": -1,
      "ImpactName": "BAJO_IMPAC",
      "ImplementationDate": {
        "Attention": null,
        "Solution": null
      },
      "InterfaceId": "",
      "IsClosed": false,
      "IsConfidential": false,
      "IsFollowing": false,
      "IsOpened": 1,
      "IsStateProvider": false,
      "KnownError": null,
      "MatchContent": null,
      "PSA": null,
      "PriorityId": -1,
      "PriorityName": "BAJO_PRIORI",
      "ProcedureId": null,
      "ProcedureName": null,
      "Progress": 0,
      "ProjectId": 2,
      "ProjectName": ".Soporte",
      "ProviderId": null,
      "ProviderName": null,
      "RFCDate": {
        "Attention": null,
        "Solution": null
      },
      "ReasonId": -1,
      "ReasonName": null,
      "ReceptorId": -1,
      "RegistrationDate": "VDate{1485182051660-0500)V",
      "RegistryTypeId": -1,
      "RegistryTypeName": "Web",
      "ReviewDate": {
        "Attention": null,
        "Solution": null
      },
      "RoutingType": -1,
      "Scope": null,
      "ServiceId": null,
      "ServiceName": "Servicio USDK M\u00f3vil Cambios",
      "Slaid": null,
      "SlaName": "ANS Cambios",
      "SolutionDate": {
        "Expected": null,
        "Real": null
      },
      "SolutionDateExpected": null,
      "SolutionDateReal": null,
      "SpecialGroupId": null,
      "SpecialistId": null,
      "SpecialistName": "Usuario de pruebas 2",
      "StageId": null,
      "StageName": "RFC",
      "StatId": 202,
      "StateName": "RFC Registrado",
      "Subject": "Prueba USDK Cam",
      "TestingDate": {
        "Attention": null,
        "Solution": null
      },
      "Time": 0,
    }
  ]
}
```



```

    "UrgencyId": -1,
    "UrgencyName": "BAJO_URGEN",
    "UserCanEdit": false,
    "VotingProcessId": null,
    "VotingProcessName": ""
  }...
],
"Paging": {
  "Count": 204
}
}
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidViewId
401	Unauthorized	InvalidSessionId
500	InternalServerError	InvalidSessionId

Concurrency Management

Block by Concurrency

Petition Details

- URI: api/v8.6/concurrency/lock
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID to block.
itemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement

Body of the petition

The request consists of a json array of type field-value with the required parameters. Example:

```
[
  {"Field":"ItemId","Value":####},
  {"Field":"ItemType","Value":#}
]
```

Answer

Value boleando indicating the result of the operation.

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidToken
400	BadRequest	InvalidUserId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureBlockConcurrency

Release Concurrency Lock

Petition Details

- URI: api/v8.6/concurrency/free
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID to block.
itemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement

Body of the petition

The request consists of a json array of type field-value with the required parameters. Example:

```
[
{"Field":"ItemId","Value":###},
{"Field":"ItemType","Value":#}
]
```

Answer

Value booleano indicating the result of the operation.

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidToken
400	BadRequest	InvalidUserId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureBlockConcurrency

Attachment Management

Attach Files

Petition Details

- URI: /api/v8.6/item/addfile
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Body of the petition

The request consists of a FormData as follows. Example:

```
.....27525549224174
Content-Disposition: form-data; name="file0"; filename="Example.html"
Content-Type: text/html
[]
.....27525549224174
Content-Disposition: form-data; name="itemId"
94157
.....27525549224174
Content-Disposition: form-data; name="itemType"
4
.....27525549224174
Content-Disposition: form-data; name="userId"
2115
.....27525549224174--
```


Answer

As an answer, a json object is obtained, with the following information:

```
[
{
  "FileName":"Example.html",

  "Info":null, "Result":true
}
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	FailureReadingRequestData
401	Unauthorized	
500	InternalServerError	

Delete Files

Deletes a file and a temporary file, if it is a temporary the itemId parameter is sent with zero value.

Petition Details

- URI: api/v8.6/attachment/delete
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
UserId	Number	Yes	User ID
ItemId	Number	Yes	Case ID
ItemType	Number	Yes	Case Type 1= Incident 2= Problem 3= Change 4= ServiceCall
Filename	Text	Yes	File Name

Body of the petition

Example:

```
[
{"Field":"itemId","Value":55884},
{"Field":"itemType","Value":4},
{"Field":"userId","Value":471},
{"Field":"fileName","Value":"Captura.PNG"}
]
```

Answer

The service will return a Boolean indicating whether the operation could be performed:

Error messages

Code	HTTP status	Error Message
400	BadRequest	FailureDeleteFile
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidFileName
400	BadRequest	FailureDeletingFile
404	NotFound	NonExistentFile
500	InternalServerError	FailureDeleteFile

List Case Files

Petition Details**

- URI: api/v8.6/item/{id}/{itemType}/{userId}/files
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Int	Yes	Case ID
ItemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement
userId	Number	Yes	ID of the user who queries the case.

Body of the petition

N/A

Answer

As an answer, a json object is obtained, with the following information:

```
[
  {
    "Created": "/Date(1643321765010-0500)/",
    "Id": 1975,
    "IsPublic": true,
    "Name": "Docx-Texto+4000.docx",
    "Size": 17822,
    "Url": "http://localhost/AFS/handlers/AFSHandler.ashx?guid=1E5C3DD4-6274-4075-B414-9CAC3977723D&token=51zeviirne3tux0j4ebqzp34"
  },
  {
    "Created": "/Date(1643244951267-0500)/",
    "Id": 1968,
    "IsPublic": true,
    "Name": "IMG_20220127_015511.png",
    "Size": 76200,
    "Url": "https://localhost/AFS/handlers/AFSHandler.ashx?guid=8478CAF4-D219-437F-B23E2A018C1FA8C2&token=51zeviirne3tux0j4ebqzp34"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	
401	Unauthorized	
500	InternalServerError	

Add Note to a Case

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/note
- Type: POST
- Required headings:
- content-Type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID for the new note.
itemType	Number	Yes	Type of case. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement

Body of the petition

The request consists of a json array of type field-value with the required parameters. Example:

```
{
  "Description": "Nueva nota", "IsPrivate": false
}
```

Answer

Error messages

Code	HTTP status	Error Message
400	BadRequest	
401	Unauthorized	
500	InternalServerError	

List of Case Histories

Petition Details

- URI: api/v8.6/{id}/{itemType}/note/list?actionTypeId={actionTypeId}
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID
itemType	Number	Yes	Type of case. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement
actionTypeId	Number	No	Type of action. Grade: 16

Example: List notes for a case api/v8.6/item/28711/4/note/list?actionTypeId=16

History of a case api/v8.6/item/28711/4/note/list

Answer

The service will return a Json with the following information:

Example:

```
[
  {
    "ActionName": "NOTA",
    "ActionType": 16,
    "AdditionalData": null,
    "AfterClosed": false,
    "AuthorName": "APPLICATION ADMINISTRATOR",
    "ChatSessionId": null,
    "CreationDate": " /Date(1573067779483-0500)/ ",
    "Description": "Caso resuelto",
    "Id": 0,
    "IsPrivate": true
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidActionTypeId
401	Unauthorized	
500	InternalServerError	FailureGetHistories

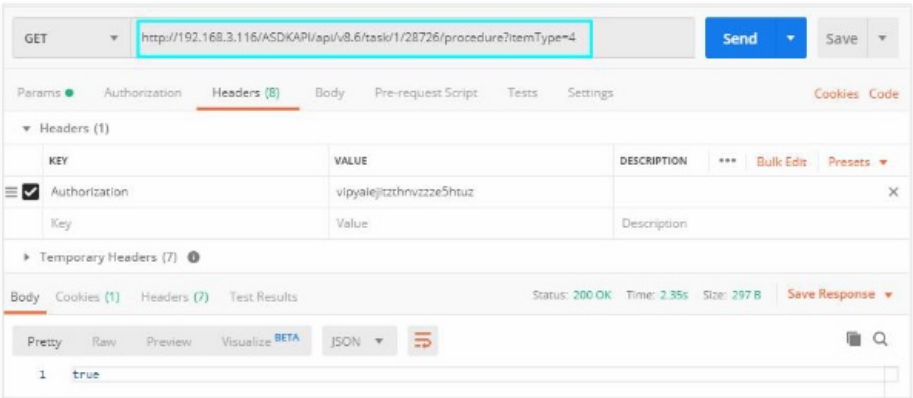
Associate Procedure

Petition Details

- URL: api/v8.6/task/{procedureId}/{itemId}/procedure?itemType={itemType}
- Type: GET
- Required headings:
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
procedureId	Number	Yes	ID of the procedure to be associated (PRID from table ASK_PROCEDURE)
itemId	Number	Yes	Case ID (Composite ID or Global Case ID)
itemId	Number	Yes	Case Type (1-Incident, 2-Problem, 3-Change, 4-Requirement)



Body of the petition

N/A

Answer

No response body will be visible because the http response must be 200.

Error messages

Code	HTTP status	Error Message	Reason
			The procedure id is in an invalid format or is not among the possible procedures to be associated with the case (*).
400	BadRequest	InvalidProcedureId	*The possible procedures to be associated depend on the configuration. This takes into account whether the procedure is associated with the type of case and whether a case has a service associated with it which has a configured procedure.
404	NotFound	InvalidItemId	The case id is not a validly formatted value or if the case does not correspond to the case type.
400	BadRequest	InvalidItemType	The case type is invalid.
400	BadRequest	InvalidStateConfiguraton	There are no statuses configured for tasks in the case project.
404	NotFound	CaselsClosed	The case is in a final state.
400	BadRequest	FailureAddProcedure	The case already has an associated procedure.
404	NotFound	UnauthorizedCreateTaskInCasesOfOtherSpecialist	The user cannot associate procedures with the case. Validation of the CREATE TASK IN CASES OF OTHER SPECIALIST permission is done as in the Specialists Web Console (ASDKV8).
500	InternalServerError	FailureAddProcedure	Internal server error.

Task Management

Add Task

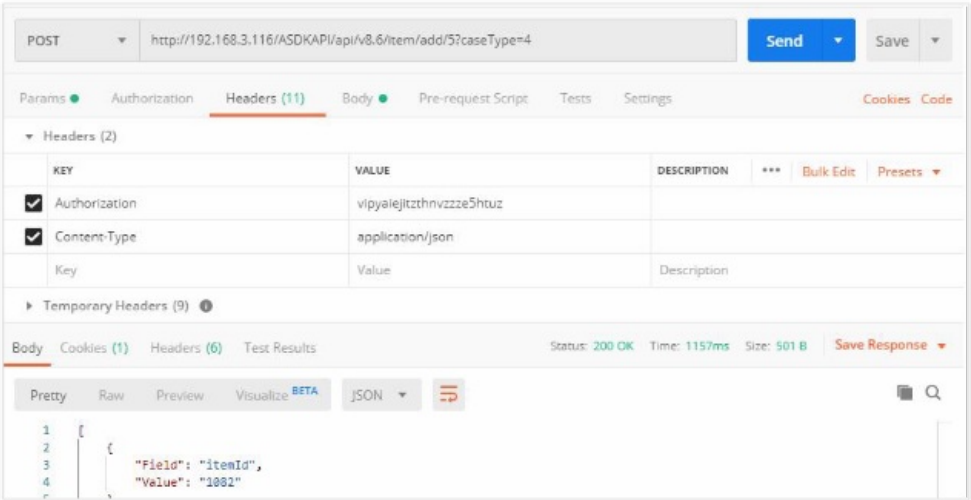
Petition Details

- URL: api/v8.6/item/add/{itemType}?caseType={caseType}
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
ItemType	Number	Yes	Parameter where the task id is sent, which is 5.
caseType	Number	Yes	Parameter where the type of case where I am going to add the task is indicated.

Example:



Body of the petition

```
[
  {
    "Field": "NAME",
    "Value": "Nombre de la tarea"
  },
  {
    "Field": "DESCRIPTION",
    "Value": "Descripción de la tarea"
  },
  {
    "Field": "DURATION",
    "Value": "Duración de la tarea"
  },
  {
    "Field": "CALENDARID",
```

```
    "Value": "Id del calendario de la tarea"
  },
  {
    "Field": "GROUPID",
    "Value": "Id del grupo de especialista"
  },
  {
    "Field": "SPECIALISTID",
    "Value": "Id del especialista"
  },
  {
    "Field": "ITEMID",
    "Value": "Id compuesto o id global de caso"
  }
]
```

When adding tasks, it is not necessary to include the specialist’s id, so if you are not going to include this data, you can remove the SPECIALISTID field from the request body.

Answer

```
[
  {
    "Field": "itemid",
    "Value": "1082"
  },
  {
    "Field": "qs", "Value":
      "?64B24DED26791A23A2236DE9AA1B0624E8392DF4F6D06BD2CA54C0AD758FA8771D623F 834B05D08DDAA70273F5EF66A00E79018EC9E711AF1B"
  },
  {
    "Field": "composedItemId", "Value": null
  },
  {
    "Field": "isClosed",
    "Value": "False"
  },
  {
    "Field": "result",
    "Value": "True"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidCalendarId
400	BadRequest	InvalidGroupId
400	BadRequest	InvalidDuration
400	BadRequest	InvalidName
400	BadRequest	InvalidDescription
400	BadRequest	InvalidSpecialist
403	Forbidden	UnauthorizedCreateItem
403	Forbidden	UnauthorizedCreateTaskInCasesOfOtherSpecialist
500	InternalServerError	FailureAddItem

Validating task creation permissions (ADD NEW TASK IN CASE TYPE and CREATE TASK IN CASES OF OTHER SPECIALIST) is done as in the Specialists Web Console (ASDKV8).

Getting Assignments from a Case

Petition Details

- URL: api/v8.6/item/{id}/{itemType}/tasks
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Case ID to consult.
ItemType	Number	Yes	Type of case to be created. The options are: 1. Incident 2. Problem 3. Change 4. Service Requirement

Answer

In response, it will return a json object, with the following information.

```
[
  {
    "AuthorId": 0,
    "AuthorName": null,
    "Behavior": null,
    "CaseType": 0,
    "Description": null,
    "Duration": null,
    "EndDate": "/Date(1577396831300-0500)/",
    "EndDateReal": null,
    "GroupId": 7,
    "GroupName": "Mesa de Servicio Nivel 1",
    "Id": 661,
    "IdByProject": null,
    "IdCategory": null,
    "Name": "CHG-26545-1-322-1",
    "ProjectId": 0,
    "ProjectName": null,
    "ReasonId": null,
    "ReasonName": null,
    "ResponsibleId": 3,
    "Result": null,
    "StartDate": "/Date(1577396231303-0500)/",
    "StartDateReal": null,
    "StatusId": 30,
    "StatusName": "Registrada",
    "TypeId": 0,
    "UserName": "Especialista TI"
  },
  {
    "AuthorId": 0,
    "AuthorName": null,
    "Behavior": null,
    "CaseType": 0,
    "Description": null,
    "Duration": null,
    "EndDate": "/Date(1577397638567-0500)/",
    "EndDateReal": null,
    "GroupId": 7,
    "GroupName": "Mesa de Servicio Nivel 1",
    "Id": 698,
    "IdByProject": null,
    "IdCategory": null,
    "Name": "CHG-26545-1-322-2",
    "ProjectId": 0,
    "ProjectName": null,
    "ReasonId": null,
    "ReasonName": null,
    "ResponsibleId": 3,
    "Result": null,
    "StartDate": "/Date(1577397038570-0500)/",
    "StartDateReal": null,
    "StatusId": 30,
    "StatusName": "Registrada",
    "TypeId": 0,
    "UserName": "Especialista TI"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidCaseId
400	BadRequest	InvalidCaseType
500	InternalServerError	FailureGetTask

Relationship Management

Add Relationships

This section describes the operations available for adding relationships to a case.

Add Incident Relationship

Petition Details**

- URI: api/v8.6/item/addrelatedincident
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
IncidentId	Number	Yes	Incident ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {"Field": "IncidentId", "Value": "56087"},
  {"Field": "ItemId", "Value": "56030"},
  {"Field": "ITEMTYPE", "Value": "4"},
  {"Field": "CAUSEID", "Value": "1"},
  {"Field": "UserId", "Value": "471"}
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidIncidentId\r\nParameter Name: Id
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedIncident

Note: The service does not validate the project of the cases or articles, in this case this validation corresponds to the user.

Add Relationship to Problem

Petition Details*

- URI: api/v8.6/item/addrelatedproblem
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
PROBLEM	Number	Yes	Issue ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {"Field": "PROBLEMID", "Value": "55936"},
  {"Field": "Itemid", "Value": "56082"},
  {"Field": "ITEMTYPE", "Value": "1"},
  {"Field": "CAUSEID", "Value": "1"},
  {"Field": "UserId", "Value": "471"}
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProblemId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedIncident

Note: The service does not validate the project of the cases or articles, in this case such validation corresponds to the user

Add Relationship with Change

Petition Details

- URI: api/v8.6/item/addrelatedchange
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
CHANGEID	Number	Yes	Change ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {"Field":"CHANGEID","Value":"692"},
  {"Field":"ITEMID","Value":"39829"},
  {"Field":"ITEMTYPE","Value":"1"},
  {"Field":"CAUSEID","Value":"5"},
  {"Field":"USERID","Value":"471"}
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidChangeId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedIncident

Note: The service does not validate the project of the cases or articles, in this case such validation corresponds to the user

Add Relationship to Service Requirement

Petition Details

- URI: api/v8.6/item/addrelatedrequirement
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
RequirementId	Number	Yes	Request ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {"Field":"RequirementId","Value":"55893"},
  {"Field":"ItemId","Value":"56073"},
  {"Field":"ITEMTYPE","Value":"1"},
  {"Field":"CAUSEID","Value":"1"},
  {"Field":"UserId","Value":"471"}
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidRequirementId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedRequirement

Note: The service does not validate the project of the cases or articles, in this case this validation corresponds to the user.

Add Relationship to Configuration Item

Petition Details

- URI: api/v8.6/item/addrelatedci
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
IDRC	Number	Yes	Change ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {
    "Field": "CIID",
    "Value": "3129"
  },
  {
    "Field": "ITEMID",
    "Value": "39829"
  },
  {
    "Field": "ITEMTYPE",
    "Value": "1"
  },
  {
    "Field": "CAUSEID",
    "Value": "5"
  },
  {
    "Field": "USERID",
    "Value": "471"
  }
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidCild
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedCi

Note: The service does not validate the project of the cases or articles, in this case this validation corresponds to the user.

Add Known Error Relationship

Petition Details

- URI: api/v8.6/item/addrelatedknownerror
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
KnownErrorId	Number	Yes	Known Error Id
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {
    "Field": "KnownErrorId",
    "Value": "55891"
  },
  {
    "Field": "ItemId",
    "Value": "56080"
  },
  {
    "Field": "ITEMTYPE",
    "Value": "1"
  },
  {
    "Field": "CAUSEID",
    "Value": "1"
  },
  {
    "Field": "UserId",
    "Value": "471"
  }
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidKnownErrorId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedKnownError

Note: The service does not validate the project of the cases or articles, in this case this validation corresponds to the user.

Add Item Relationship

Petition Details

- URI: api/v8.6/item/addrelatedarticle
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
ArticleId	Number	Yes	Article ID
ITEM	Number	Yes	Case ID
ITEMTYPE	Number	Yes	Case Type
CAUSE	Number	Yes	Id of the cause
USEID	Number	Yes	User ID

Body of the petition

```
[
  {
    "Field": "ArticleId",
    "Value": "692"
  },
  {
    "Field": "ITEMID",
    "Value": "39829"
  },
  {
    "Field": "ITEMTYPE",
    "Value": "1"
  },
  {
    "Field": "CAUSEID",
    "Value": "5"
  },
  {
    "Field": "USERID",
    "Value": "471"
  }
]
```

Answer

The service will return a Json with the following information: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidArticleId
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelation
400	BadRequest	CaselsClosed
500	InternalServerError	FailureAddRelatedArticle

Note: The service does not validate the project of the cases or articles, in this case this validation corresponds to the user.

Get Case Reports

This section describes the operations available to obtain the relationships for a case.

Getting Case Relation to Incidents

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/incidents
- Type: GET
- Required headings:
- content-type: application/
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Antivirus",
    "Cause": "Caused By",
    "Child": true,
    "Created": "/Date(1629640733947-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 32337,
    "IdByProject": 822,
    "IsUnlock": true,
    "Modified": null,
    "Name": null,
    "ProjectId": 1,
    "ProjectName": "Mesa de Servicios TI - SQL",
    "ResponsibleName": "Especialista TI",
    "StatusName": "Registrado",
    "Title": null,
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedIncidents

Get Case to Problem Relationship

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/problems
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Humanos",
    "Cause": "Caused By",
    "Child": true,
    "Created": "/Date(1629641323660-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 29055,
    "IdByProject": 23568,
    "IsUnlock": true,
    "Modified": null,
    "Name": null,
    "ProjectId": 1,
    "ProjectName": "Mesa de Servicios TI - SQL",
    "ResponsibleName": "Especialista TI",
    "StatusName": "Registrado",
    "Title": null,
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedProblems

Get Case Relation with Changes

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/changes
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Mejora",
    "Cause": "Caused By",
    "Child": true,
    "Created": "/Date(1629906077917-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 28941,
    "IdByProject": 2347,
    "IsUnlock": true,
    "Modified": null,
    "Name": null,
    "ProjectId": 1,
    "ProjectName": "Mesa de Servicios TI - SQL",
    "ResponsibleName": "Especialista TI",
    "StatusName": "RFC Registrado",
    "Title": null,
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedChanges

Obtain Case Relationship to Service Requirements

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/requirements
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Seguridad informática",
    "Cause": "Caused By",
    "Child": true,
    "Created": "/Date(1629641734463-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 32315,
    "IdByProject": 4909,
    "IsUnlock": true,
    "Modified": null,
    "Name": null,
    "ProjectId": 1,
    "ProjectName": "Mesa de Servicios TI - SQL",
    "ResponsibleName": "Especialista TI",
    "StatusName": "Registrado",
    "Title": null,
    "TypeName": "Caused By"
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedRequirements

Get Case Relationship to Configuration Items

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/cis
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Elementos móviles",
    "Cause": "Reported",
    "Child": null,
    "Created": "/Date(1629642632817-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 3129,
    "IdByProject": null,
    "IsUnlock": false,
    "Modified": null,
    "Name": "MóvilCI-3027",
    "ProjectId": null,
    "ProjectName": null,
    "ResponsibleName": "APPLICATION ADMINISTRATOR",
    "StatusName": "En uso",
    "Title": null,
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedCis

Get Case Relation to Errors

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/knownerrors
- Type: GET
- Required headings:
- content-type: application/
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": "Humanos",
    "Cause": "Caused By",
    "Child": true,
    "Created": "/Date(1629641202610-0500)/",
    "Description": null,
    "FriendlyId": null,
    "Id": 29101,
    "IdByProject": 23569,
    "IsUnlock": true,
    "Modified": null,
    "Name": null,
    "ProjectId": 1,
    "ProjectName": "Mesa de Servicios TI - SQL",
    "ResponsibleName": null,
    "StatusName": "Error Conocido - Ambiente de Desarrollo",
    "Title": null,
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedKnownErrors

Get Case Relation to Articles

Petition Details

- URI: api/v8.6/item/{id}/{itemType}/articles
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type 1: Incidents 2: Problems 3: Changes 4: Requirements

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "CategoryName": null,
    "Cause": null,
```

```

    "Child": null,
    "Created": null,
    "Description": "Articulo 1(externo) - URL pdf",
    "FriendlyId": "1",
    "Id": 1,
    "IdByProject": null,
    "IsUnlock": false,
    "Modified": "/Date(1605656537017-0500)/",
    "Name": null,
    "ProjectId": null,
    "ProjectName": null,
    "ResponsibleName": null,
    "StatusName": null,
    "Title": "Articulo 1",
    "TypeName": null
  }
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemId
400	BadRequest	InvalidItemType
500	InternalServerError	FailureGetRelatedArticles

User Management

User Management

This section describes the operations related to user management (creating, editing, listing users).

List of users by project

List the users of a given project that match the search criteria

Petition Details

- URI: api/v8.6/user/list
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
ProjectId	Number	Yes	Project ID. This field is required, since the users who belong to a certain project are listed.
ComparisonOperatorId	Number	Yes	Comparator operator ID. The values are: 1. > 2. < 3. >= 4. <= 5. = 6. <> 7. EXIST (IS NOT NULL) 8. NOT EXIST (IS NULL) 9. > GETDATE() 10. < GETDATE() 11. TRUE (1) 12. FALSE (0) 13. LIKE
FieldName	Text	Yes	Field by which the search is to be carried out
LogicOperatorId	Number	Yes	Id of the logical operator. The possible values are: 1 (AND) and 2 (OR).
Value	Text	Yes	Text to be searched

Note: The data type of the FieldName parameter must be considered in order to use the appropriate operator. Text-type fields use: 5, 6, 13.

Body of the petition

Example with a single condition:

```

{
  "ProjectId": 2,
  "Criteria": [
    {
```

```
        "ComparisonOperatorId": 13,
        "FieldName": "UserName",
        "LogicOperatorId": 1,
        "Value": "mbarrios"
    }
  ]
}
```

Example with more than one condition:

This example performs the user search with Document = ‘1234567890’ OR UserName LIKE ‘%Usr2%’ AND Name LIKE ‘%User 1%’

```
{
  "ProjectId": 1,
  "Criteria": [
    {
      "ComparisonOperatorId": 5,
      "FieldName": "Document",
      "LogicOperatorId": 2,
      "Value": "1234567890"
    },
    {
      "ComparisonOperatorId": 13,
      "FieldName": "UserName",
      "LogicOperatorId": 1,
      "Value": "Usr1"
    },
    {
      "ComparisonOperatorId": 13,
      "FieldName": "Name",
      "LogicOperatorId": 2,
      "Value": "Usuario 1"
    }
  ]
}
```

Answer

The service will return a Json with the following information:

Example:

```
{
  "Data": [
    {
      "Address": null,
      "CompanyId": null,
      "CompanyName": null,
      "Document": null,
      "Email": "test@arandasoft.com",
      "Id": 471,
      "Mobile": null,
      "Name": "Mayra Barrios",
      "Phone": null,
      "Picture": null,
      "ProfileId": 0,
      "UserActive": false,
      "UserName": "mbarrios"
    },
    {
      "Address": null,
      "CompanyId": null,
      "CompanyName": null,
      "Document": null,
      "Email": "mayra.barrios@arandasoft.com",
      "Id": 3913,
      "Mobile": null,
      "Name": "Mayra Barrios 1",
      "Phone": null,
      "Picture": null,
      "ProfileId": 0,
      "UserActive": false,
      "UserName": "mbarrios1"
    },...
  ],
  "Paging": {
    "Count": 2
  }
}
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidOperatorId
400	BadRequest	InvalidLogicOperatorId
400	BadRequest	InvalidValue
500	InternalServerError	FailureGetUsers

List of Users in Active Status

Lists users in active status (regardless of whether they are associated with a project or not) that match your search criteria.

Petition Details

- URI: api/v8.6/user/listall
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
FieldName	Text	Yes	The field by which the search is to be performed. User fields and additional user fields can be used.
ComparisonOperatorId	Number	Yes	Comparator operator ID. The values are: 1. > 2. < 3. >= 4. <= 5. = 6. <> 13. LIKE Note: The data type of the FieldName parameter must be considered in order to use the appropriate operator. Text-type fields use: 5, 6, 13.
Value	Text	Yes	Text to be searched

You can search with the following fields:

Name	Data type	Description
CODUSER	Number	User ID
JOIN ME	Text	Username
USERNAME	Text	User aliases
CODPROFILE	Number	Profile Code
FERTILIZATION	Datetime	Expiration date
CODDEPT	Number	Department code
ADDRESS1	Text	Address
ADDRESS2	Text	Address
ADDRESS3	Text	Address
PHONE1	Text	Telephone
PHONE2	Text	Telephone
PHONE3	Text	Telephone
EXT	Text	Extension
FAX	Text	Fax
MOBIL	Text	Mobile
EMAIL	Text	Email
CODJEFEINM	Number	Immediate Boss User Code
USUACOMMENTS	Text	Comment
USS_ID	Number	User Status (User Status field in Profile)
COUNTRYID	Number	Country ID
CITYID	Number	City ID
SITEID	Number	Site ID
BUILDINGID	Number	Site ID
FLOORID	Number	Floor ID
COMPANYID	Number	Company ID

NUMBERDEPID	Number	Department number
USER_ACTIVE	Number	Active User (1=Active, 0=Inactive)
USER_BIRTHDATE	Datetime	Date of birth
USER_IMAGE	Text	User image
USER_LANGUAGE	Text	User language
PROFILEID	Number	Profile ID
IDENTITY_TYPE	Text	The user's document type. Maximum 2 characters.
IDENTITY_NUMBER	Text	User document number
usr_roles	Number	Role (1=Specialists, 2=Normal User, 3=Specialist and Normal).
ADU_FIELD1	Text	Additional field
ADU_FIELD2	Text	Additional field
ADU_FIELD3	Text	Additional field
ADU_FIELD4	Text	Additional field
ADU_FIELD5	Text	Additional field
ADU_FIELD6	Text	Additional field
ADU_FIELD7	Text	Additional field
ADU_FIELD8	Text	Additional field
ADU_FIELD9	Text	Additional field
ADU_FIELD10	Text	Additional field

Remarks:

- This request defaults to the AND logic operative.
- When using the ComparisonOperatorId equal with text-type fields, the text should be left in single and double quotation marks ("Text").

Body of the petition

```
[
  {
    "FieldName": "USR_ROLES",
    "ComparisonOperatorId": "5",
    "Value": "2"
  },
  {
    "FieldName": "EMAIL",
    "ComparisonOperatorId": "13",
    "Value": "usuariosusdk@hotmail.com"
  },
  {
    "FieldName": "IDENTITY_NUMBER",
    "ComparisonOperatorId": "13",
    "Value": "1234567890"
  }
]
```

Answer

The service will return a Json with the following information:

Example:

```
[
  {
    "Email": "usuariosusdk@hotmail.com",
    "Id": 17,
    "Name": "Usuario 1",
    "UserName": "usr1"
  }
]
```

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureListAll

User Editing

Allows you to edit a user. It is validated that the user’s token corresponds to that of the user to be modified or that of a specialist user.

Petition Details

- URI: api/v8.6/user/{id}/update
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	User ID
FullName	Text	No	User’s full name
Email	Text	No	Email
Photo	Text	No	Photo
Telephone	Number	No	Telephone
Telephone2	Number	No	Telephone
Telephone3	Number	No	Telephone
Address	Text	No	Address
Address2	Text	No	Address
Address3	Text	No	Address
Commentary	Text	No	Comment
Fax	Text	No	Fax
Charge	Text	No	Charge
UserState	Number	No	User Status (User Status field in Profile)
NumberDepId	Number	No	Department ID
BirthDate	Text	No	Date of birth in dd/mm/yyyy format
IdentityType	Text	No	User document type
Document	Text	No	User document number
AdditionalField1	Text	No	Additional field
AdditionalField2	Text	No	Additional field
AdditionalField3	Text	No	Additional field
AdditionalField4	Text	No	Additional field
AdditionalField5	Text	No	Additional field
AdditionalField6	Text	No	Additional field
AdditionalField7	Text	No	Additional field
AdditionalField8	Text	No	Additional field
AdditionalField9	Text	No	Additional field
AdditionalField10	Text	No	Additional field
Building	Number	No	Building
Fl	Number	No	Fl

Floor	Number	No	Floor
CodDept	Number	No	Department Code
Extension	Text	No	Department Code
Celphone	Text	No	Cell phone number
Country	Number	No	Country Id
CompanyId	Number	No	Company ID
Site	Number	No	Site
City	Number	No	City
Latitude	Text	No	Latitude
Length	Text	No	Longitude
CodeInmediateBoss	Number	No	Immediate Boss User Code
Role	Number	No	Role (1=Specialists, 2=Normal User, 3=Specialist and Normal). It can only be modified by users with a specialist role.
UserActive	Number	No	Active user (1=Active, 0=Inactive). It can only be modified by users with a specialist role.
ExpirationDate	dateTime	No	User expiration date in dd/mm/yyyy format. It can only be modified by users with a specialist role.
ProfileId	Number	No	Profile ID. It can only be modified by users with a specialist role.
CodeProfile	Number	No	Profile code (User workgroup in Profile). It can only be modified by users with a specialist role.
ProjectId	Number	No	Project ID. It is not allowed to be updated, it is used to validate the user's mandatory fielding.

Important: The user's ID must be in the URL of the request. Remarks:

- The UserName and Password fields are not editable.

Body of the petition

In Field you can go any of the parameters described above

```
[
  {"Field":"ADDRESS", "Value":"Nueva direccion"}
]
```

Answer

The service will return a boolean indicating whether the operation could have been performed: Example: true

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidUserId
400	BadRequest	InvalidUserData
400	BadRequest	InvalidFullName
400	BadRequest	InvalidEmail
400	BadRequest	InvalidPhoto
400	BadRequest	InvalidTelephone
400	BadRequest	InvalidTelephone2
400	BadRequest	InvalidTelephone3
400	BadRequest	InvalidAddress
400	BadRequest	InvalidAddress2
400	BadRequest	InvalidAddress3
400	BadRequest	InvalidCommentary

400	BadRequest	InvalidFax
400	BadRequest	InvalidCharge
400	BadRequest	InvalidUserState
400	BadRequest	InvalidNumberDepld
400	BadRequest	InvalidIdentityType
400	BadRequest	InvalidIdentityNumber
400	BadRequest	InvalidAdditionaltField1
400	BadRequest	InvalidAdditionaltField2
400	BadRequest	InvalidAdditionaltField3
400	BadRequest	InvalidAdditionaltField4
400	BadRequest	InvalidAdditionaltField5
400	BadRequest	InvalidAdditionaltField6
400	BadRequest	InvalidAdditionaltField7
400	BadRequest	InvalidAdditionaltField8
400	BadRequest	InvalidAdditionaltField9
400	BadRequest	InvalidAdditionaltField10
400	BadRequest	InvalidBuilding
400	BadRequest	InvalidFloor
400	BadRequest	InvalidCodDepto
400	BadRequest	InvalidCelPhone
400	BadRequest	InvalidExtension
400	BadRequest	InvalidCountry
400	BadRequest	InvalidCompanyld
400	BadRequest	InvalidSite
400	BadRequest	InvalidLatitude
400	BadRequest	InvalidLogitude
400	BadRequest	InvalidCodeInmediateBoss
400	BadRequest	InvalidCodeProfile
400	BadRequest	InvalidProfileld
400	BadRequest	InvalidExpirationDate
400	BadRequest	InvalidRole
400	BadRequest	InvalidStatus
401	Unauthorized	Unauthorized
500	InternalServerError	FailureParseUser
500	InternalServerError	FailureUpdateUser

User Registration

It allows you to create a user using the UserName, without associating it with projects or services. It is validated that the user’s token corresponds to that of a specialist user.

Petition Details

- URI: api/v8.6/user/
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
UserName	Text	Yes	User aliases
FullName	Text	Yes	User's full name
Password	Text	Yes	User password. It must be at least 6 characters long.
Email	Text	No	Email
Photo	Text	No	Photo
Telephone	Number	No	Telephone
Telephone2	Number	No	Telephone
Telephone3	Number	No	Telephone
Address	Text	No	Address
Address2	Text	No	Address
Address3	Text	No	Address
Commentary	Text	No	Comment
Fax	Text	No	Fax
Charge	Text	No	Charge
UserState	Number	No	User Status (User Status field in Profile)
NumberDepId	Number	No	Department ID
BirthDate	Text	No	Date of birth in dd/mm/yyyy format
IdentityType	Text	No	User document type
Document	Text	No	User document number
AdditionalField1	Text	No	Additional field
AdditionalField2	Text	No	Additional field
AdditionalField3	Text	No	Additional field
AdditionalField4	Text	No	Additional field
AdditionalField5	Text	No	Additional field
AdditionalField6	Text	No	Additional field
AdditionalField7	Text	No	Additional field
AdditionalField8	Text	No	Additional field
AdditionalField9	Text	No	Additional field
AdditionalField10	Text	No	Additional field
Building	Number	No	Building
Floor	Number	No	Floor
CodDept	Number	No	Department Code
Extension	Text	No	Department Code
Celphone	Text	No	Cell phone number
Country	Number	No	Country Id
CompanyId	Number	No	Company ID
Site	Number	No	Site
City	Number	No	City

Latitude	Text	No	Latitude
Length	Text	No	Longitude
CodeInmediateBoss	Number	No	Immediate Boss User Code
Role	Number	No	Role (1=Specialists, 2=Normal User, 3=Specialist and Normal). It can only be modified by users with a specialist role.
UserActive	Number	No	Active user (1=Active, 0=Inactive). It can only be modified by users with a specialist role.
ExpirationDate	dateTime	No	User expiration date in dd/mm/yyyy format. It can only be modified by users with a specialist role.
ProfileId	Number	No	Profile ID. It can only be modified by users with a specialist role.
CodeProfile	Number	No	Profile code (User workgroup in Profile). It can only be modified by users with a specialist role.

Body of the petition

```
{
  "Field": "userName",
  "Value": "usrpr1"
},
{
  "Field": "FullName",
  "Value": "usuario prueba 1"
},
{
  "Field": "Password",
  "Value": "123456"
},
{
  "Field": "Email",
  "Value": "pr1@mail"
}
]
```

Answer

The service will return the user’s id Example: 213890

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidUserName
400	BadRequest	InvalidPassword
400	BadRequest	InvalidUName
400	BadRequest	InvalidEmail
400	BadRequest	InvalidPhoto
400	BadRequest	InvalidTelephone
400	BadRequest	InvalidTelephone2
400	BadRequest	InvalidTelephone3
400	BadRequest	InvalidAddress
400	BadRequest	InvalidAddress2
400	BadRequest	InvalidAddress3
400	BadRequest	InvalidCommentary
400	BadRequest	InvalidFax
400	BadRequest	InvalidCharge
400	BadRequest	InvalidUserState
400	BadRequest	InvalidNumberDepId
400	BadRequest	InvalidBirthDate
400	BadRequest	InvalidIdentityType
400	BadRequest	InvalidIdentityNumber

400	BadRequest	InvalidAdditionaltField1
400	BadRequest	InvalidAdditionaltField2
400	BadRequest	InvalidAdditionaltField3
400	BadRequest	InvalidAdditionaltField4
400	BadRequest	InvalidAdditionaltField5
400	BadRequest	InvalidAdditionaltField6
400	BadRequest	InvalidAdditionaltField7
400	BadRequest	InvalidAdditionaltField8
400	BadRequest	InvalidAdditionaltField9
400	BadRequest	InvalidAdditionaltField10
400	BadRequest	InvalidBuilding
400	BadRequest	InvalidFloor
400	BadRequest	InvalidCodDepto
400	BadRequest	InvalidCelPhone
400	BadRequest	InvalidExtension
400	BadRequest	InvalidCountry
400	BadRequest	InvalidCompanyld
400	BadRequest	InvalidSite
400	BadRequest	InvalidLatitude
400	BadRequest	InvalidLogitude
400	BadRequest	InvalidCodeInmediateBoss
400	BadRequest	InvalidCodeProfile
400	BadRequest	InvalidProfileld
400	BadRequest	InvalidExpirationDate
400	BadRequest	InvalidRole
400	BadRequest	InvalidStatus
400	BadRequest	InvalidItemData
401	Unauthorized	ActionNotAllowed
500	InternalServerError	FailureAddUser

Company Management

This section describes the operations related to the management of companies (creation, edition).

Add a Company

Petition Details

- URI: `api/v8.6/company/add/{projectId}/type/{type}`
- Type: POST
- Required headings:
- `content-type: application/json`
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
projectId	Number	Yes	Id of the project in which the company will be created.
type	Number	Yes	1 = Company, 2 = Supplier
ALIAS	Text	Yes	Company aliases.
LATITUDE	Number	No	Latitude location company.
LENGTH	Number	No	Length location company
GOOGLEADDRES (geolocation)	Text	No	Address saved on the map
NIT	Text	Yes	Company identifier.
WEBSITE	Text	No	Website
EMAIL	Text	No	Email
DESCRIPTION	Text	No	Company description.
CONTACT	Text	No	Contact name.
COMPANYNAME	Text	Yes	Company name.
COUNTRYID	Number	No	country id.
CITYID	Number	No	City ID.
ADDRESS	Text	No	Address 1.
ADDRESS2	Text	No	Address 2.
ADDRESS3	Text	No	Address 3.
ADDITIONALFIELD1	Text	No	Additional field.
ADDITIONALFIELD2	Text	No	Additional field.
ADDITIONALFIELD3	Text	No	Additional field.
ADDITIONALFIELD4	Text	No	Additional field.
ADDITIONALFIELD5	Text	No	Additional field.
ADDITIONALFIELD6	Text	No	Additional field.
ADDITIONALFIELD7	Text	No	Additional field.
ADDITIONALFIELD8	Text	No	Additional field.
ADDITIONALFIELD9	Text	No	Additional field.
ADDITIONALFIELD10	Text	No	Additional field.
STATEID	Number	No	Status ID. The value 1..

Body of the petition

In Field, you can use the parameters described above, except for the URI (projectId, type). The minimum values for creation are as follows.

```
[
  {
    "Field": "ALIAS",
    "Value": "Aranda test"
  },
  {
    "Field": "NIT",
    "Value": "9052646"
  },
  {
    "Field": "COMPANYNAME",
    "Value": "Aranda test"
  },
  {
    "Field": "STATEID",
    "Value": "1"
  }
]
```

Answer

The service will return an integer which is the id of the created company, example: 10091

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidType
400	BadRequest	InvalidCompany
400	BadRequest	InvalidCompanyAlias
400	BadRequest	InvalidCompanyId

Edit a Company

Petition Details

- URI: api/v8.6/company/update/{projectId}/{id}
- Type: POST
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
projectId	Number	Yes	Id of the project to which the company belongs.
Id	Number	Yes	Company ID
LATITUDE	Number	No	Latitude location company.
LENGTH	Number	No	Length location company
GOOGLEADDRES	Text	No	
NIT	Text	Yes	Company identifier.
WEBSITE	Text	No	Website
EMAIL	Text	No	Email
DESCRIPTION	Text	No	Company description.
CONTACT	Text	No	Contact name.
COMPANYNAME	Text	Yes	Company name.
COUNTRYID	Number	No	country id.
CITYID	Number	No	City ID.
ADDRESS	Text	No	Address 1.
ADDRESS2	Text	No	Address 2.
ADDRESS3	Text	No	Address 3.
ADDITIONALFIELD1	Text	No	Additional field.
ADDITIONALFIELD2	Text	No	Additional field.
ADDITIONALFIELD3	Text	No	Additional field.
ADDITIONALFIELD4	Text	No	Additional field.
ADDITIONALFIELD5	Text	No	Additional field.
ADDITIONALFIELD6	Text	No	Additional field.
ADDITIONALFIELD7	Text	No	Additional field.
ADDITIONALFIELD8	Text	No	Additional field.
ADDITIONALFIELD9	Text	No	Additional field.
ADDITIONALFIELD10	Text	No	Additional field.
STATEID	Number	No	Status ID. The value 1..

Body of the petition

In Field, you can use the parameters described above, except for the URI (projectId, id).

```
[
  {
    "Field": "COMPANYNAME",
    "Value": "Aranda edit"
  }
]
```

Answer

The service will return a boolean indicating whether the operation has been carried out. Example: true indicates that the edition was successful.

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidCompanyId
500	InternalServerError	FailureUpdateCompany

Category Management

This section describes the operations related to category management (List of categories).

List of Categories

Petition Details

- URI: api/v8.6/project/{id}/{itemType}/category/list
- Type: GET
- Required headings:
- Content-Type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Project ID.
itemType	Number	Yes	Case Type ID

Body of the petition

N/A

Answer

The service will return a Json with the following information:

Example:

```
[
  {
    "Enabled": true,
    "Id": 2478,
    "IsParent": true,
    "Name": "Agente Linux"
  },
  {
    "Enabled": true,
    "Id": 2359,
    "IsParent": false,
    "Name": "Aranda 360"
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
400	BadRequest	nvalidItemType
500	InternalServerError	FailureGetUsers

Service Management

This section describes the operations related to the management of services (List of services).

List of users by project

Petition Details

- URI: api/v8.6/project/{id}/services
- Type: POST
- Required headings:
- content-type: application/json

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Project ID.

Body of the petition

N/A

Answer

The service will return a Json with the following information:

Example:

```
[
  {
    "Id": 2,
    "Value": "Aranda Asset Management Server"
  },
  {
    "Id": 4,
    "Value": "error"
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
500	InternalServerError	FailureGetUsers

List of Services by Category

Petition Details

- URI: api/v8.6/category/{id}/services?paramId={paramId}&entityId={entityId}
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Numeric	Yes	Category ID
Paramid	Numeric	Yes	1 customer 2 Company 3 ci
entityId	Numeric	No	Person ID

Body of the petition

N/A

Answer

As an answer, a json object is obtained, with the following information:

Example:

```
[
  {
    "Id": 2444,
    "Value": "Servicio de Internet"
  },
  {
    "Id": 2445,
    "Value": "Servicio de Redes"
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidCategoryId
400	BadRequest	InvalidParameterId
400	BadRequest	InvalidEntityId
500	InternalServerError	FailureGetServices

Handling Additional Fields

Handling Additional Fields

This section describes the operations related to handling the additional fields.

Get the values of an additional combo field

Petition Details

- URI: `api/v8.6/additionalfield/{id}/{isBasic}/values?parentSelectedValue={parentSelectedValue}`
- Type: GET
- Required headings:
- `content-type: application/json`
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Additional field id
isBasic	Boolean	Yes	Indicates whether the additional field is basic or advanced
parentSelectedValue	Number	No	

Body of the petition

N/A

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "Id": 1123,
    "Value": "1"
  },
  {
    "Id": 1132,
    "Value": "10"
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidFieldId
400	BadRequest	InvalidBooleanValue
400	BadRequest	InvalidParentFieldId
500	InternalServerError	FailureGetComboValues

List of Additional Advanced Fields

Petition Details

- URI: `api/v8.6/additionalfield/listadvanced/{itemType}/{projectId}/{filterField}?itemId={itemId}&categoryId={categoryId}&serviceId={serviceId}&stateId={stateId}`
- Type: GET
- Required headings:

- content-type: application/json
- Authorization: TOKEN

Examples:

List fields by category and service `api/v8.6/additionalfield/listadvanced/4/1/3?itemId=28711&categoryId=2&serviceId=19&statId=0`

List fields by category `api/v8.6/additionalfield/listadvanced/4/1/2?itemId=28711&categoryId=2&serviceId=0&statId=0`

List fields by state `api/v8.6/additionalfield/listadvanced/4/1/1?itemId=28711&categoryId=0&serviceId=0&statId=13`

Parameters

Name	Data type	Obligatory	Description
itemType	Number	Yes	Case Type
projectId	Number	Yes	Project ID
filterField	Boolean	Yes	Field to look for 1: State - 2: Category - 3: Service
itemId	Number	No	Case ID
categoryId	Number	No	Category ID
serviceId	Number	No	Service ID
statId	Number	No	Status ID

Body of the petition

N/A

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "Id": 443,
    "IdParentField": null,
    "IsBasic": false,
    "Mandatory": false,
    "Name": "Campo45",
    "Order": 1,
    "PatternMask": null,
    "RegHistory": false,
    "Type": 1,
    "ValueField": null,
    "ValueLookup": null,
    "VisibleUser": true,
    "Description": "Campo45",
    "EditableEsp": true,
    "EditableUser": false,
    "Identifier": "Campo45",
    "MandatoryEsp": false,
    "MandatoryUser": false,
    "TemplateField": null,
    "ValueDateField": null,
    "ValueIntField": null,
    "VisibleEsp": true
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidItemType
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidFilterField
400	BadRequest	InvalidItemId
400	BadRequest	InvalidCategoryId
400	BadRequest	InvalidServiceId
400	BadRequest	InvalidStatId
500	InternalServerError	FailureGetListAdditionalFields

List of Basic Additional Fields

List of basic fields

Petition Details

- URI: api/v8.6/relation/additionalfield/listbasic/{projectId}/{itemType}?itemId={itemId}&precasId={precasId}
- Type: GET
- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
projectId	Number	Yes	Project ID
itemType	Number	Yes	Case Type
itemId	Number	Yes	Case ID
PrecautionId	Number	No	Case ID

Body of the petition

N/A

Answer

The service will return a Json with the following information: Example:

```
[
  {
    "Id": 191,
    "IdParentField": 0,
    "IsBasic": true,
    "Mandatory": true,
    "Name": "TareasUno",
    "Order": 0,
    "PatternMask": null,
    "RegHistory": false,
    "Type": 1,
    "ValueField": null,
    "ValueLookup": null,
    "VisibleUser": false
  },
  {
    "Id": 736,
    "IdParentField": 0,
    "IsBasic": true,
    "Mandatory": false,
    "Name": "checkbox",
    "Order": 0,
    "PatternMask": null,
    "RegHistory": false,
    "Type": 5,
    "ValueField": null,
    "ValueLookup": null,
    "VisibleUser": false
  },...
]
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidItemType
400	BadRequest	InvalidItemId
400	BadRequest	InvalidPrecasId
500	InternalServerError	FailureGetListBasicFields

Update Additional Fields

Update Additional fields.

Petition Details

- URI: api/v8.6/additionalfield/update
- Type: GET

- Required headings:
- content-type: application/json
- Authorization: TOKEN

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Additional field id
Caseld	Number	Yes	Case ID
CaseType	Number	Yes	Case Type ID
IsBasic	Boolean	Yes	Indicates whether the field is basic or advanced
UserId	Number	Yes	User ID
Value	Text	Yes	Additional field value
ValueType	Number	Yes	Additional field type 1 = ShortText 2 = DateTime 3 = Lookup 4 = LongText 5 = Check 6 = Numeric

Body of the petition

```
[
  {
    "Id": 246,
    "Caseld": "297520",
    "CaseType": 1,
    "IsBasic": true,
    "UserId": "1",
    "Value": "/Date(1460739709635)/",
    "ValueType": 2
  }
]
```

Answer

No response body will be visible because the http response must be 200.

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidDateValue
400	BadRequest	InvalidBooleanValue
400	BadRequest	InvalidIntValue
400	BadRequest	InvalidValueType
500	InternalServerError	FailureUpdateField

Basic Scenarios

The following describes the steps required to perform some of the operations most common.

Sign in

1. Call login service by sending the required parameters.
2. Get the response from the service.
3. Store data such as user ID and authorization token as they will be required for subsequent services.

Renew Session

1. Call the session renewal service by sending the authorization token that is stored.
2. If the service’s response is successful, the token is still valid.
3. If the service’s response is unsuccessful, it is necessary to obtain a new token according to what is indicated in the login scenario.

Create a case

- 1. Obtain an authentication token as indicated in the sign-in or renew session scenarios, as appropriate.
- 2. Consume the authoring service by sending authentication header and request body with the corresponding data for the case as appropriate.
- 3. To manage, as appropriate, the data obtained as a result of consumption of the service.

Get Case Detail

- 1. Obtain an authentication token as indicated in the sign-in or renew session scenarios, as appropriate.
- 2. Consume service of obtaining case detail by sending the data corresponding to the case to be consulted.
- 3. To manage, as appropriate, the response obtained from consuming the service.

Update a case

- 1. Obtain an authentication token as indicated in the sign-in or renew session scenarios, as appropriate.
- 2. Consume the case editing service by sending authentication header and request body with the data to be edited.
- 3. To manage, as appropriate, the data obtained as a result of consumption of the service.