

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

General

General

Below are some generalities that must be taken into account for the correct functioning of the Aranda SERVICE MANAGEMENT ASMS API.

- Aranda SERVICE DESK Console Supported Version 9.0.0.0 Database Version 9.5.16
- Operations on the API must be performed with users who have the appropriate permissions assigned from the Console Aranda administration SERVICE MANAGEMENT SUITE ASMS.
- To make the request to any API, it is necessary to use the integration token generated from the website. For more information, see the [Configuring integration tokens](#)
- Using the API requires available licenses, which will behave the same as if a specialist were logged in on your console. To use the API in integrations, generate a token with a user who has a named license assigned to them. This user must be unique to the integration.
- In multitenant environments, consuming some endpoints can result in the “TenantNotFound” error. In these cases, the header must be sent x-aranda-tenant-alias with the value of the tenant on which the endpoint is to be consumed.

Description of operations

Description of operations

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

Case Management

Case Management

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

Case Creation

This operation creates a case and when it is created, it saves the attachments, both of the case, and of its additional fields; After saving them, delete the files from the temporary folder created for this purpose.

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/item
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

▮ EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/item
```

Parameters:

Name	Data type	Obligatory	Description
applicantId	Int	No	Case requester identifier.
authorId	Int	No	Identifier of the perpetrator of the case.
categoryId	Int	Yes	Case category identifier.
cause	String	No	Description of the root cause of the problem, applicable only when the item type (itemType) is 2, indicating that it is a problem.
Cid	Int	No	Configuration item (CI) identifier.
companyId	Int	No	Company identifier.
consoleType	String	Yes	The type of console used to create the case (Specialist= 1, Client = 2, Administrator= 3, CMDB=4).
customerId	Int	No	Customer ID.
Description	String	No	Case description, may include HTML content.
groupId	Int	No	Identifier of the specialist group associated with the case.
impactId	Int	No	Impact identifier.
itemType	Int	Yes	Case Type: 1. Incident 2. Problem 3. Change 4. Service Requirement 13. Release
itemVersion	Int	No	Version of the case.
locationId	Int	No	Location identifier.
modelId	Int	Yes	Operating model identifier.
priorityId	Int	No	Priority identifier.
projectId	Int	Yes	Project ID.
providerId	Int	No	Supplier identifier.
reasonId	Int	No	Identifier of the reason.
registryTypeId	Int	No	Type of case record.
responsibleId	Int	No	Identifier of the person responsible for the case.
serviceId	Int	Yes	Service identifier.
stateId	Int	Yes	Initial case status identifier.
subject	String	No	Subject of the case.
urgencyId	Int	No	Urgency identifier
listAdditionalField	Array	No	List of additional fields in the case.
TempItemId	Int	No	Temporary identifier of the item. this must be negative. Example: -1

Body of the petition

```
{
  "categoryId": 623, "cause": null, "cid": null, "companyId": 578,

  "consoleType": "specialist", "correctActions": null, "currentTime": 0, "customerId": null, "description": "Test postman ", "foregroundColorRgb": "", "followUpActions": null,
  "hasMoreInformation": false, "hasPendingSurvey": false, "estimatedCost": 0,

  "realCost": 0, "recomendations": null, "impactId": 7203, "incorrectActions": null, "instance": 1632253928839, "isFeeAvailable": true, "itemType": 4,

  "itemVersion": 0, "knownError": null, "majorProblem": null, "modelId": 70,

  "unitId": null, "priorityReason": "", "projectId": 19,

  "providerId": null,

  "reasonId": null, "registryTypeId": 7199, "serviceId": 140,

  "stateId": 267,

  "subject": "Prueba póstman",

  "surveyToken": "",
```

```
"thirdParty": null,

"transformed": false,

"listAdditionalField": [

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 977,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A001",

    "inputStream": null,

    "intValue": 118,

    "itemId": null,

    "mandatory": true,

    "name": "[ES] Software 1",

    "order": 1,

    "projectId": null,

    "stringValue": "Aranda Data Safe",

    "type": null,

    "url": null,

    "visible": true

  },

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 978,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A002",

    "inputStream": null,

    "intValue": 146,

    "itemId": null,

    "mandatory": true,

    "name": "[ES] Software 2",

    "order": 2,

    "projectId": null,

    "stringValue": "Aranda Virtual Support",      "type": null,

    "url": null,

    "visible": true

  },

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 979,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A003",

    "inputStream": null,

    "intValue": 156,

    "itemId": null,

    "mandatory": true,

    "name": "[ES] Software 3",
```

```

    "order": 3,

    "projectId": null,

    "stringValue": "Aranda Field Service",

    "type": null,

    "url": null,

    "visible": true

  },

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 980,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A004",

    "inputStream": null,

    "intValue": 176,

    "itemId": null,

    "mandatory": true,

    "name": "[ES] Software 4",

    "order": 4,

    "projectId": null,

    "stringValue": "Aranda Path Management",      "type": null,

    "url": null,

    "visible": true

  }

],

"authorId": 4832,

"templateId": -3

}
```

Answer

```

{

  "id": 84486,

  "idByProject": "RF-84486-19-407613" }
```

Response Parameters:

Name	Data type	Description
Id	Int	Case ID
idByProject	String	Case identifier by project

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: ConsoleType
400	BadRequest	\r\nParameter Name: ItemType
400	BadRequest	\r\nParameter Name: ListAdditionalField
400	BadRequest	\r\nParameter Name: TemplItemId
400	BadRequest	InvalidItemType
400	BadRequest	ModelIdsEmpty
400	BadRequest	RequestNeedsSomeArguments
400	BadRequest	StateIdsEmpty
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureAddItem

Case Consultation

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{ItemId}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/{ItemId}

Parameters:

Name	Data type	Obligatory	Description
ItemId	Number	Yes	Case ID

Body of the petition

N/A

Answer

```
{
  "authorId": 4832,
  "authorName": "Especialista 1",
  "backgroundColorRgb": "0.174.239",  "calendarOlald": null,
  "calendarSlald": 3,
  "calendarUclald": null,
  "canClosed": false,
  "categoryHierarchy": "Tiempos Cat",  "categoryId": 623,
  "categoryName": "Tiempos Cat",
  "cause": "",
  "causeNoHtml": "",
  "cild": null,
  "ciName": null,
  "closedDate": null,
  "commentary": "", "commentaryNoHtml": "", "companyId": 578,
  "companyName": "ACT Telematica", "constructionFinalDate": null, "constructionInitialDate": null, "contractId": null,
  "contractName": null, "correctActions": null,
```

"cost": null,

"countFiles": 0,

"currentProgress": 0,

"currentTime": 0,

"customerId": null,

"customerName": null,

"description": "Test postman ", "descriptionNoHtml": "Test postman ", "duration": null,

"effort": null,

"emailOriginationDate": null, "estimatedCost": null, "estimatedDate": null, "estimatedTime": 0,

"finalDate": null,

"finalStatus": 0,

"followUpActions": null, "foregroundColorRgb": "255.255.255", "groupId": 5,

"groupName": "CYS - Desarrollo", "hasMoreInformation": false, "hasSurvey": false,

"haveRisk": false,

"id": 84486,

"idByProject": "RF-84486-19-407613", "impactId": 7203,

"impactName": "[ES] MEDIO", "incorrectActions": null,

"initialDate": null,

"initialStatus": false, "instalationFinalDate": null, "instalationInitialDate": null, "interfacId": null,

"isClosed": false,

"isFeeAvailable": true,

"isVotingProcess": false,

"itemType": 4,

"itemTypeld": 4,

"itemTypeName": "Service Request",

"itemVersion": 3,

"knownError": null,

"locationId": null,

"locationName": null,

"majorProblem": null,

"modelId": 70,

"modelName": "[ES] Requerimientos PMO (2)", "modifiedDate": 1632254428340,

"modifierId": 4832,

"modifierName": "Especialista 1",

"olId": null,

"olName": null,

"openedDate": 1632254058200,

"parentId": null,

"parentIdByProject": null,

"parentItemType": null,

"parentItemTypeld": null,

"parentOpenedDate": null,

"previousStateld": 267,

"price": null,

"priorityId": 9,

"priorityName": "[ES] ALTA",

"priorityReason": null,

"progress": 0,

"projectId": 19,

"projectName": "Soporte - ASC",

"providerId": null,

"providerName": null,

"psoFinalDate": null,

"psoInitialDate": null,

"realCost": null,

"realDate": null,

"reasonId": null,

"reasonName": null,

"receptorId": 6919,

"receptorName": "Duvan Carmona", "recommendations": null,

"registryTypeld": 7199,

"registryTypeName": "[ES] Chat",

"relation": null,

"responsibleId": 4479,

```
"responsibleName": "Carlos Eduardo Sanchez Parra", "rev": 3,

"riskId": null,

"riskName": null,

"serviceId": 140,

"serviceName": "Prueba Tiempos",  "slId": 1,

"slaName": "Acuerdo Soporte",

"statId": 267,

"stateName": "[ES] Registrado",

"subject": "Prueba póstman",

"surveyToken": null,

"templateId": null,

"testFinalDate": null,

"testInitialDate": null,

"thirdParty": null,

"type": 4,

"uId": null,

"ucName": null,

"unitId": null,

"unitName": null,

"urgencyId": 5,

"urgencyName": "[ES] ALTA"

}
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	InvalidItemId
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureGetObject

Case Edition

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{ItemId}
- Type: PUT
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/{ItemId}

Parameters

Name	Data type	Obligatory	Description
ItemId	Number	Yes	Case ID
itemType	String	Yes	Case Type
consoleType	String	Yes	Console Type
modelId	Int	Yes	Model identifier
stateId	Int	Yes	State ID
listAdditionalField	List	Yes	Only the additional required fields are required.
itemVersion	Int	Yes	Case version

Body of the petition

```
{
  "categoryId": 623,
  "cause": "",
  "cild": 0,
  "commentary": "",
  "companyId": 578,
  "consoleType": "specialist",
  "constructionInitialDate": null,  "constructionFinalDate": null,
  "correctActions": "",
  "currentTime": 0,
  "customerId": 0,
  "description": "Test postman ",  "estimatedCost": 0,
  "estimatedTime": 0,
  "foregroundColorRgb": "",
  "followUpActions": "",
  "groupId": 5,
  "hasMoreInformation": false,
  "hasPendingSurvey": false,
  "impactId": 7203,
  "incorrectActions": "",
  "instalationInitialDate": null,
  "instalationFinalDate": null,
  "instance": 1632254175313,
  "isFeeAvailable": true,
  "itemType": 4,
  "itemVersion": 2,
  "knownError": null,
  "majorProblem": null,
  "modelId": 70,
  "priorityId": 9,
  "priorityReason": "",
  "projectId": 19,
  "providerId": null,
  "psolInitialDate": null,
  "psoFinalDate": null,
  "realCost": 0,
  "recomendations": "",
  "registryTypeId": 7199,
  "responsibleId": 4479,
  "servicId": 140,
  "stateId": 267,
  "subject": "Prueba póstman",
  "surveyToken": "",
  "testInitialDate": null,
  "testFinalDate": null,
  "thirdParty": false,
  "transformed": false,
  "unitId": null,
```

```
"urgencyId": 5,

"listAdditionalField": [

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 977,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A001",

    "inputStream": null,

    "intValue": 118,

    "itemId": 84486,

    "mandatory": true,

    "name": "[ES] Software 1",

    "order": 1,

    "projectId": null,

    "stringValue": "Aranda Data Safe",

    "type": 4,

    "url": null,

    "visible": true

  },

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 978,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A002",

    "inputStream": null,

    "intValue": 146,

    "itemId": 84486,

    "mandatory": true,

    "name": "[ES] Software 2",

    "order": 2,

    "projectId": null,

    "stringValue": "Aranda Virtual Support",      "type": 4,

    "url": null,

    "visible": true

  },

  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 979,

    "fieldType": 3,

    "fieldName": "List",

    "floatValue": null,

    "identifier": "A003",

    "inputStream": null,

    "intValue": 156,

    "itemId": 84486,

    "mandatory": true,

    "name": "[ES] Software 3",

    "order": 3,
```



```

    "projectId": null,

    "stringValue": "Aranda Field Service",

    "type": 4,

    "url": null,

    "visible": true
  },
  {

    "boolValue": null,

    "catalogId": null,

    "dataSourceId": null,

    "dateValue": null,

    "description": "[ES] Nombre Aplicativo",      "enable": true,

    "fieldId": 980,

    "fieldType": 3,

    "fieldName": "List",      "floatValue": null,

    "identifier": "A004",

    "inputStream": null,

    "intValue": 176,

    "itemId": 84486,

    "mandatory": true,

    "name": "[ES] Software 4",

    "order": 4,

    "projectId": null,

    "stringValue": "Aranda Path Management",      "type": 4,

    "url": null,

    "visible": true
  }
]
}
```

Answer

```

{

  "itemVersion": 3,  "result": true

}
```

Response Parameters

Name	Data type	Description
result	Boolean	Result of the operation
itemVersion	Number	Case version

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Consoletype
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	\r\nParameter Name: Itemtype

Case List

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/search
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/search

Parameters

Name	Data type	Obligatory	Description
projects	List	Yes	List of projects.
Project	Number	Yes	Project ID.
Criteria	Object	Yes	Object with lookup parameter. Note: It is mandatory that the object be included in the body of the request. However, there are no search parameters required; These may be empty.
fieldValue	Text	No	Field by which you want to search
fieldName	Text	No	Name of the field.
operatorName	Text	No	Carrier name.
operatorValue	Text	No	Operator value.
value	Text	No	Lookup value.
valueName	Text	No	Search value
type	Text	No	Data Type Value - None = 0, ShortText = 1, - Datetime = 2, - List = 3, - LongText = 4, - CheckBox = 5, - Numeric = 6, - Recursive = 7, - List2 = 8, - Decimal = 9, - File = 10, - CatalogList = 11, - CatalogTree = 12
filterText	Text	No	Text by which you want to search for a case within a case type, when this filter is used only this is required.
types	Object	No	List of case types.
itemType	Text	No	Type of case.
orderField	Text	Yes	Parameter by which sorting is required. Note: The parameters by which the ordering can be carried out are those that are included in the response to the request.
orderType	Text	Yes	Type of ordering - Asc - Desc
pageSize	Number	Yes	Amount of data to be returned for pagination.
pageIndex	Number	Yes	Page number.
viewId	Number	No	View identifier.
repository	Text	No	Identifier of the repository, if it is not sent, the default value of open will be taken.- Opened = 1 - Closed = 2 - All = 3

Body of the petition

```
{
  "criteria":[],
  "level": 0,
  "orderField": "openedDate",  "orderType": "desc",
  "pageIndex": 4,
  "pageSize": 50,
  "projects": [
    {
      "project": 25
    },
    {
      "project": 19
    }
  ],
  "repository": 1,
  "types": [
```

Answer

```
"initialDate": null,

"initialStatus": true,

"isClosed": false,

"isVotingProcess": false,

"isimported": false,

"itemType": 4,

"itemName": "Requerimiento de Servicio",

"itemVersion": 1,

"knownError": null,

"majorProblem": null,

"modelId": 31,

"modelName": "[ES] RS Servicio Soporte",

"modifiedDate": 1632253667323,

"olId": null,

"olName": null,

"openedDate": 1632253667323,

"parentId": null,

"parentIdByProject": null,

"parentItemType": null,

"parentItemTypeId": null,

"price": null,

"priorityId": 8,

"priorityName": "[ES] MEDIA",

"progress": 0,

"projectId": 19,

"projectName": "Soporte - ASC",

"providerId": null,

"providerName": null,

"realDate": null,

"reasonId": null,

"reasonName": null,

"receptorId": 4557,

"receptorName": "Victor Samuel Huertas Orjuela",

"registryTypeId": 7199,

"registryTypeName": "[ES] Chat",

"responsibleId": 4557,

"responsibleName": "Victor Samuel Huertas Orjuela",    "riskName": null,

"serviceId": 10,

"serviceName": "Reportes",

"slId": 1,

"slName": "Acuerdo Soporte",

"statId": 25,

"stateName": "Registrado",

"subject": "Test postman",

"templateId": null,

"time": 0,

"ucId": null,

"ucName": null,

"unitId": null,

"unitName": null,

"urgencyId": 5,

"urgencyName": "[ES] ALTA"

}

],

"totalItems": 36460,

"totalPage": 1

}
```

Response Parameters

Name	Data type	Description
totalItems	Number	Total number of items in the query.
totalPage	Number	Total number of items per page
content	List	List of found objects
closenessToExpiration	Enumerator	OnProgress = 0, (<=79) - AlmostExpired = 1, (between 80 and 99) - Expired = 2 (>= 100)

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: TemplateId
400	BadRequest	InvalidProjectsList
400	BadRequest	NoPermission
400	BadRequest	InvalidTypesList
400	BadRequest	ProjectsListNeedsSomeArguments
400	BadRequest	TypesListNeedsSomeArguments
500	InternalServerError	FailureGetItems

Attach Files

- For new cases:
- Attachments for the item and additional fields will be saved when this file is saved.
- For existing cases:
- The item’s attachments can be saved independently of updating the case.
- Attachments for additional fields will be saved when you are given the save option.

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/file
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/file

Parameters

Name	Data type	Obligatory	Description
Data0		Yes	File attached
FileItemId	Number	Yes	Case ID
FileItemType	Text	Yes	Case Type
UploadType	Text	Yes	Identifies whether the file is from the case or an additional field - Case = 0, - AdditionalField - 1
AdditionalFieldId	Number	No	It is only required when the file type is an additional field.
Concept	Text	Yes	Indicates item concept - Item = 0 - Active = 6 - Article = 5
Description	Text	No	Description with which the file is to be attached

Body of the petition

Answer

```
[
  {
    "description": null,
    "fileName": "ESTANDAR\\DEV\\BASE\\DEV\\DATOS\\V1.2.doc",    "info": null,
    "result": true,
    "url": null
  }
]
```

Response Parameters

Name	Data type	Description
Description	Text	File description
Filename	Text	File Name
result	Boolean	Result of the operation
URL	Text	File URL

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureAddFile

Add Notes

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/note
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/item/{id}/note
```

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Item ID
Description	Text	Yes	Contents of the note
itemType	Text	Yes	Case Type
visible	Boolean	Yes	Indicate whether the note is public or private

Body of the petition

```
{
  "description": "<p>Prueba postman</p>",
  "itemType": 4,
  "visible": true
}
```

Answer


```
{
  "result": true
}
```

Response Parameters

Name	Data type	Description
result	Boolean	Indicates whether the operation was successful

Error Messages

Code	HTTP status	Error Message
500	InternalServerError	FailureAddNote

Get Statuses

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/model/{id}/{itemType}/states?statelId={statelId}&itemlId={itemlId}
- Guy: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/model/{id}/{itemType}/states?statelId={statelId}&itemlId={itemlId}
```

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Model identifier.
itemType	Number	Yes	Case Type 1. Incident 2. Problem 3. Change 4. Service Requirement 13. Release
statelId	Number	No	State identifier.
itemlId	Number	No	Case identifier.

Body of the petition

N/A

Answer

```
{
  "content": [
    {
      "backgroundColor": "0.174.239",
      "description": "Estado inicial que se le asigna a un incidente que ha sido registrado por el usuario a trav\u00e9s de los diferentes medios. El incidente contiene informaci\u00f3n inicial, por lo tanto el especialista deber\u00e1 validar y completar la misma.",
      "foregroundColor": "255.255.255",
      "haveRisk": false,
      "id": 25,
      "isFinal": false,
      "isVotingProcess": false,
      "mandatoryNote": false,
      "name": "Registrado",
      "stageName": null
    }
  ],
  "totalItems": 1
}
```

Parameters Response

Name	Data type	Description
backgroundColorRgb	Text	RGB Scale Status Color Representation
Description	Text	Description of the state
foregroundColorRgb	Text	Color of the current state in black or white in RGB scale
haveRisk	Boolean	Determine if the state has a risk
Id	Number	State ID
isFinal	Boolean	Determine if the state is final
isVotingProcess	Boolean	Determine if the state needs a vote of approval
mandatoryNote	Boolean	Determine if the status needs a note. Does not apply to initial states
Name	Text	State Name
stageName	Text	Status Behavior Name
content	List	List of objects found in the search
totalItems	Number	Total number of objects found

Error Messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	\r\nParameter Name: ItemType
400	BadRequest	{id} is not a valid value for Int32.\r\nParameter Name: Id
400	BadRequest	{itemType} is not a valid value for ArandaType.\r\nParameter Name: ItemType
400	BadRequest	{stateId} is not a valid value for Int32.\r\nParameter name: StateId
400	BadRequest	{itemId} is not a valid value for Int32.\r\nParameter name: ItemId

Delete Files

To remove an attachment from an additional field, you must update the additional field with the following null or empty fields:

```
"IntValue": null

"StringValue": null

"InputStream": null
```

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/file/{id}?uploadType={uploadType}
- Type: DELETE
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

➤ EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/file/{id}?uploadType={uploadType}
```

Parameters:

Name	Data type	Obligatory	Description
Id	Int	Yes	File ID
ItemType	String	Yes	Item Type
ItemId	Int	Yes	Item ID
Filename	String	No	File name, only required when deleting a temporary file.
uploadType	String	Yes	Indicates whether the file is uploaded to the case or to the additional field of the case Case = 0, AdditionalField - 1

Body of the petition

```
{
  "itemId": 84486,  "itemType": 4
}

*Respuesta*

{
  "result": true }
```

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureDeleteFile

List Files

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/files?itemType={itemType}&uploadType={uploadType}&additionalFieldId={additionalFieldId}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

✎ EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/{id}/files?itemType={itemType}&uploadType={uploadType}&additionalFieldId={additionalFieldId}

Parameters

Name	Data type	Obligatory	Description
Id	Int	Yes	Case ID
ItemType	String	Yes	Case Type
uploadType	String	Yes	Identifies whether the file is from the case or an additional field - Case = 0, - AdditionalField - 1
additionalFieldId	Int	No	It is only mandatory when the file type is from additional fields

*Body of the petition N/A

Answer

```
{
  "content": [
    {
      "date": 1632261914867,
      "description": "Archivo postman estandar",
```

```
{
  "id": 18325,
  "isPublic": true,
  "name": "ESTANDAR\\DE\\BASE\\DE\\DATOS\\V1.2.doc",
  "size": 476160,
  "url": null,
  "userId": 4832,
  "userName": "Especialista 1"
}
],
"totalItems": 1
}
```

Response Parameters

Name	Data type	Description
content	List	List of objects found in the search.
Date	Date	Date the file was attached
Description	Text	File description
Id	Number	File ID
isPublic	They boan	Indicates whether the file is public or not
Name	Text	File Name
size	Number	File size
totalItems	Number	Total number of objects found

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	\r\nParameter Name: Itemtype
400	BadRequest	\r\nParameter Name: Uploadtype
400	BadRequest	InvalidAdditionalFieldId
400	BadRequest	InvalidGetFiles
400	BadRequest	InvalidItemType
400	BadRequest	InvalidUploadType
400	BadRequest	RequestNeedsSomeArguments
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureGetFiles

List of Historical

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/history/list?isClosed={isClosed}&consoleType={consoleType}&modelId={ modelId}&statusId= {statusId}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/item/{id}/history/list?isClosed={isClosed}&consoleType={consoleType}&modelId={ modelId}&statusId=
```

Parameters

Name	Data type	Obligatory	Description
Id	Text	Yes	Item ID
isClosed	Text	Yes	Privacy Indicator
consoleType	Text	Yes	Console Type
modelId	Text	Yes	Model identifier
statusId	Text	Yes	Current case status identifier

Body of the petition

N/A

Answer

```
{
  "content": [
    {
      "actionId": 9,
      "actionName": "Nota",
      "authorId": 4832,
      "authorName": "Especialista 1",
      "created": 1632262444070,
      "description": "<p>Prueba postmas</p>",
      "descriptionNoHtml": "Prueba postmas\n",      "detail": null,
      "itemId": 84486,
      "reviewCode": null,
      "visible": true
    },
    {
      "actionId": 5,
      "actionName": "Archivo a\u00f1adido",
      "authorId": 4832,
      "authorName": "Especialista 1",
      "created": 1632261914927,
      "description": "[{\\"FieldName\\":\\"FileName\\",\\"IdentifierField\\":null,\\"OldValue\\":\\"\\",\\"NewValue\\":\\"ESTANDAR\\_DE\\_BASE\\_DE\\_DATOS\\_V1.2.doc\\",\\"Type\\":null,\\"DataType\\":null,\\"RelatedItemId\\":null,\\"NewInstanceId\\":null,\\"OldInstanceId\\":null,\\"InstanceType\\":null}]",
      "descriptionNoHtml": null,
      "detail": [
        {
          "dataType": null,
          "fieldName": "FileName",
          "newValue": "ESTANDAR\\_DE\\_BASE\\_DE\\_DATOS\\_V1.2.doc",
          "oldValue": "",
          "relatedItemId": null,
          "type": null
        }
      ],
      "itemId": 84486,
      "reviewCode": null,
      "visible": true
    },
    {
      "actionId": 6,
      "actionName": "Archivo eliminado",
      "authorId": 4832,
      "authorName": "Especialista 1",
      "created": 1632261337253,
      "description": "[{\\"FieldName\\":\\"FileName\\",\\"IdentifierField\\":null,\\"OldValue\\":\\"\\",\\"NewValue\\":\\"GraficoDeRelacionesCIS.docx\\",
```

```
\Type\":null,\DataType\":null,\RelatedItemId\":null,\NewInstanceId\":null,\OldInstanceId\":null,\InstanceType\":null}]],
"descriptionNoHtml": null,

"detail": [

  {

    "dataType": null,

    "fieldName": "FileName",

    "newValue": "GraficoDeRelacionesCIS.docx",

    "oldValue": "",

    "relatedItemId": null,

    "type": null

  }

],

"itemId": 84486,

"reviewCode": null,

- content-type: application/json
- X-Authorization: Bearer {token}

"actionName": "Archivo eliminado",

"authorId": 4832,

"authorName": "Especialista 1",

"created": 1632261186380,

"description": "[{\FieldNames\":\\FileName\\,\"IdentifierField\":null,\"OldValue\":\\\"\\,\"NewValue\":\\\"ESTANDAR\\_DEV\\_BASE\\_DEV\\_DATOS\\_V1.2.doc\\,\"Type\":null,\"DataType\":null,\"RelatedItemId\":null,\"NewInstanceId\":null,\"OldInstanceId\":null,\"InstanceType\":null}]]\",

"descriptionNoHtml": null,

"detail": [

  {

    "dataType": null,

    "fieldName": "FileName",

    "newValue": "ESTANDAR\\_DEV\\_BASE\\_DEV\\_DATOS\\_V1.2.doc",

    "oldValue": "",

    "relatedItemId": null,

    "type": null

  }

],

"itemId": 84486,

"reviewCode": null,

"visible": true

}

],

"itemId": 84486,

"reviewCode": 1,

"visible": true

}

],

"totalItems": 1

}
```

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureGetHistory

Add Task

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/task
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/task

Parameters

Name	Data type	Obligatory	Description
parentId	Number	Yes	Identifier of the case to which the task will be related.
subject	Text	Yes	Task Subject
Description	Text	Yes	HTML description of the task
projectId	Number	Yes	Project ID
listAdditionalField	List	No	List of additional fields
modelId	Number	Yes	Task model ID
consoleType	Text	Yes	Console Type – Specialist = 1, – Client = 2, – Administrator – 3
responsibleId	Number	No	Id of the responsible user, if it is not sent, the default Id will be taken.
groupId	Number	No	Id of the responsible group, if it is not sent, the default Id will be taken.
relationTypeId	Number	Yes	Type identifier of the relationship between the case and the task
startDate	Date	No	Start date of the task. This will be calculated if the duration time is added.
End Date	Date	Yes	End date. This will be calculated if the duration time is added.
Duration	Number	Yes	Duration of the task.
consoleType	Text		

Body of the petition

```
{
  "consoleType": "specialist",
  "description": "<p>Hola</p>",  "endDate": 1632323155773,
  "duration": 600,
  "groupId": 5,
  "hasPendingSurvey": false,
  "instance": 1632287170697,
  "isModified": true,
  "itemType": 6,
  "itemVersion": 0,
  "listAdditionalField": [],
  "modelId": 62,
  "parentId": 84411,
  "projectId": 19,
  "reasonId": 839,
  "relationTypeId": 143,
  "responsibleId": 4832,
  "startDate": 1632287155773,  "stateId": 613,
  "subject": "Hola ",
  "templd": -1
}
```

Answer

```
{
  "Id": 11454,
  "IdByProject": "Tarea 11454"
}
```

Response Parameters:

Name	Data type	Description
Id	Int	Task ID
IdByProject	String	Task Project Identifier

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Request
400	BadRequest	\r\nParameter Name: ConsoleType
400	BadRequest	InvalidConsole
400	BadRequest	ParentIdsRequired
400	BadRequest	InitialDatelsRequired
400	BadRequest	FinalDatelsRequired
400	BadRequest	DurationIsRequired
400	BadRequest	InvalidParentId
400	BadRequest	InvalidRelationTypeId
500	InternalServerError	FailureAddTask

Task List

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/type/{itemType}/relations/list?repository={repository}
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

➤ EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/{id}/type/{itemType}/relations/list?repository={repository}

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Number	Yes	Case Type
repository	Number	Yes	Opened = 1, Closed - 2, All = 3.
relatedItemType	Number	Yes	Related Case Type
isClosed	Boolean	Yes	If the case is closed
isReverse	Boolean	No	True if the search is for your children. False if the search is for their parents.
relationTypeId	Number	No	Relationship ID

Body of the petition

```
{
  "isClosed": false,
```



```
"isReverse": null,

"relatedItemType": 6,  "relationTypeId": null
}
```

Answer

```
{

"content": [

{

"addInt1": 31680,

"addInt3": 84411,

"addInt4": null,

"addInt6": 1,

"addStr1": "IM-84411-19-100866",

"assetTag": null,

"authorId": 4826,

"authorName": "Cliente2",

"backgroundColorRgb": "255.212.0",      "brandName": null,

"categoryHierarchy": null,

"categoryId": 3,

"categoryName": "Aranda 360",

"checkOutDate": null,

"ciId": null,

"ciName": null,

"closedDate": null,

"companyId": null,

"companyName": null,

"content": null,

"created": null,

"createdDate": null,

"customerId": null,

"customerName": null,

"description": "mmm\n",

"groupId": 5,

"groupName": "CYS - Desarrollo",

"id": 84417,

"idByProject": "2076",

"identifier": null,

"interfaceId": null,

"isClosed": false,

"isInitStatus": false,

"isUserFavorite": false,

"ispublic": false,

"itemType": 6,

"itemName": "Task",

"keywords": null,

"lastModified": null,

"modelId": 62,

"modelName": "[ES] Tareas\\",

"modifierUserId": null,

"name": null,

"openedDate": 1630100444307,

"parentId": 0,

"projectId": 19,

"projectName": "Soporte - ASC",

"published": 0,

"ratingTotal": null,

"reasonName": null,

"relationTypeId": 143,

"relationTypeIsReverse": false,

"relationTypeName": "Manual",

"responsibleId": 4826,

"responsibleName": "Cliente2",

"serial": null,

"serviceId": 1,
```

```
"serviceName": "Consulta de configuración y/v/o manejo",      "stateColor": "255.212.0",

"stateId": 324,

"stateName": "[ ES] en proceso",

"subject": "mm",

"title": null,

"totalHit": null,

"type": null,

"typeld": null,

"typeName": null
},
{

"addInt1": 18720,

"addInt3": 84411,

"addInt4": null,

"addInt6": 1,

"addStr1": "IM-84411-19-100866",

"assetTag": null,

"authorId": 4826,

"authorName": "Cliente2",

"backgroundColorRgb": "204.204.204",

"brandName": null,

"categoryHierarchy": null,

"categoryId": 3,

"categoryName": "Aranda 360",

"checkOutDate": null,

"cild": null,

"ciName": null,

"closedDate": null,

"companyId": null,

"companyName": null,

"content": null,

"created": null,

"createdDate": null,

"customerId": null,

"customerName": null,

"description": "aaaa\n",

"groupId": 5,

"groupName": "CYS - Desarrollo",

"id": 84420,

"idByProject": "2077",

"identifier": null,

"interfaceId": null,

"isClosed": false,

"isInitStatus": true,

"isUserFavorite": false,

"ispublic": false,

"itemType": 6,

"itemName": "Task",

"keywords": null,

"lastModified": null,

"modelId": 149,

"modelName": "[ES] Ingreso de personal10",

"modifierUserId": null,

"name": null,

"openedDate": 1630104764183,

"parentId": 0,

"projectId": 19,

"projectName": "Soporte - ASC",

"published": 0,

"ratingTotal": null,

"reasonName": null,

"relationTypeld": 73,

"relationTypeIsReverse": false,

"relationTypeName": "Automática",
```



```

    "responsibleId": 4826,

    "responsibleName": "Cliente2",

    "serial": null,

    "serviceId": 1,

    "serviceName": "Consulta de configuración y/o manejo",      "stateColor": "204.204.204",

    "stateId": 6527,

    "stateName": "[ES] estado t2",

    "subject": "aaa",

    "title": null,

    "totalHit": null,

    "type": null,

    "typeId": null,

    "typeName": null

  }

],

"totalItems": 2
}
```

Error messages

Code	HTTP status	Error Message
400	BadRequest	InvalidRelations
400	BadRequest	IsReverselsRequired
400	BadRequest	ValidationError
500	InternalServerError	FailureGetRelations

Add Relationships

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/relation
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

▮ EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/item/{id}/relation
```

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Text	Yes	Case Type
relatedItemType	Text	Yes	Type of case to be related
relatedItemId	Number	Yes	Identifier of the item to be related
relationTypeId	Number	Yes	Identifier of the type of relationship; It is not mandatory for the type of relationship with articles.
isSolution	Bool	No	Indicates whether an item is a solution; it is only mandatory for when an article is going to be related to the case
typelsReverse	Bool	No	It is only required for when the case types are:- Incidents - Problem - Change - Release - ServiceCall - Task - Maintenance

Body of the petition

```
Ejemplo de relación de **incidente** con **artículo**. {

  "itemType":"Incidents", "relatedItemType":"Article", "relatedItemId":1704, "isSolution":"true"

}

Ejemplo de cuerpo de la relación de ***Incidente*** con ***ServiceCall***: {

  "itemType":"I",

  "relatedItemType":"I",

  "relatedItemId":3328,

  "relationTypeId":8,

  "typelsReverse":"false"

}

Ejemplo de ítem con ***ci***

{

  "itemType":"Incidents",

  "relatedItemType":"Ci",

  "relatedItemId":890,

  "relationTypeId":65,

  "typelsReverse":"false" }

*Respuesta*

{

  "result": true }
```

Response Parameters

Name	Data type	Description
result	Boolean	Indicates whether the operation was successful

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	InvalidItemType
400	BadRequest	InvalidRelatedItemId
400	BadRequest	InvalidRelatedItemType
400	BadRequest	InvalidRelationTypeId
400	BadRequest	InvalidProjectId
400	BadRequest	RequestNeedsSomeArguments
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureAddRelatedItem

List of Relationships

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{id}/type/{itemType}/relations/list?repository={repository}
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/ api/v9/item/{id}/type/{itemType}/relations/list?repository={repository}

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Case identifier.
itemType	Text	Yes	Case Type
relatedItemType	Text	Yes	Type of case to be related. When NOT submitted, all types of cases related to an item will be listed.
repository	Text	Yes	Indicates whether they are open - closed Values:- Opened = 1, - Closed = 2, - All = 3 If it does not go by default, Opened will be assigned.
relationTypeId	Number	No	Relationship type identifier, when not sent all relationship types will be listed.
isReverse	Boolean	No	For the only relationship that YES it is obligatory for the relationship that would be made between cases.- true = Parent Listing - false = list of children
Language	Text	Yes	System Language - Esp = 0, - Ing = 1, - By = 2, - Pt = 3
isClosed	Boolean	Yes	It indicates whether the case for which the relationships are being sought is open or closed.

Body of the petition

Cases related to all types of cases

```
- api/v9/item/17828/type/1/relations/list?repository=&language=0

- api/v9/item/17828/type/incidents/relations/list?repository=&language=esp

- Body:

{

  "isClosed":false }

- **Casos con tipos de casos y tipo de relación**
- *Incidents:*
- *Problem:*
- *Change:*
- *Release:*
- *ServiceCall:*
- *Maintenance:*
- api/v9/item/17828/type/1/relations/list?repository=&language=0
- api/v9/item/17828/type/incidents/relations/list?repository=&language=e sp
- Body:

*{

  "isReverse":false,*

  "relatedItemType":2,*

  "relationTypeId":6,*

  "isClosed":false*

}*

- **Casos con tipos de casos SIN tipo de relación.**
- *Incidents:*
- *Problem:*
- *Change:*
- *Release:*
- *ServiceCall:*
- *Maintenance:*
- api/v9/item/18261/type/1/relations/list?repository=3&language=0
- api/v9/item/18261/type/incidents/relations/list?repository=&language=esp
- Body:

*{

  "isReverse":false,*

  "relatedItemType":3,*

  "isClosed":false*

}*

- **Casos con solo el tipo de caso relacionado.**
- *Incidents:*
- *Problem:*
- *Change:*
- *Release:*
- *ServiceCall:*
- *Maintenance:*
- api/v9/item/18261/type/1/relations/list?repository=3&language=0
- api/v9/item/18261/type/incidents/relations/list?repository=&language=esp
- Body:

{

  "relatedItemType":3,

  "isClosed":false

}

- **Casos relacionados con:**
- Ci:
- Packages:
- Tipo de relación
- api/v9/item/17828/type/1/relations/list?repository=&language=0
- api/v9/item/17828/type/incidents/relations/list?repository=&language=0
- Body :
```

```
{

"relatedItemType":21,

{
  "relationTypeId":40,
  "isClosed":false
}

- Todos los tipos de relación
- api/v9/item/17828/type/1/relations/list?repository=&language=0
- api/v9/item/17828/type/incidents/relations/list?repository=&language=0
- Body :
```

```
{

"relatedItemType":21,

{
  "isClosed":false
}

- Article:
- Tipo de relación
- api/v9/item/17828/type/1/relations/list?repository=&language=0
- api/v9/item/17828/type/incidents/relations/list?repository=&language=0
- Body :
```

```
{

"relatedItemType":7,

"relationTypeId":36,

{
  "isClosed":false
}

- Todos los tipos de relación
- api/v9/item/17828/type/1/relations/list?repository=&language=0
- api/v9/item/17828/type/incidents/relations/list?repository=&language=0
- Body :
```

```
{

"relatedItemType":7,

{
  "isClosed":false
}


```

Respuesta

```
{

"content": [

{

"assetTag": null,

"authorId": null,

"backgroundColorRgb": null,

"brandName": null,

"categoryId": null,

"categoryName": null,

"checkOutDate": null,

"closedDate": null,

"companyId": null,

"companyName": null,

"content": "",

"created": null,

"createdDate": null,

"description": "APROVALS",

"groupId": null,

"id": 1698,

"IdByProject": null,

"identifier": "APROVALS",

"interfaceId": null,

"ispublic": false,

"itemType": 7,

"itemName": "Artículo",

"keywords": "",

"lastModified": 1504708702607,      "modifierUserId": null,

"name": null,

"openedDate": 1493661749783,

"parentId": 0,

"published": 0,

"ratingTotal": 0,

"relationTypeId": 36,

"relationTypeIsReverse": false,

"relationTypeName": "Soluciona",      "responsibleId": null,

"responsibleName": null,      "serial": null,

"serviceId": null,


```

```
        "serviceName": null,

        "stateColor": "21.94.214",      "stateId": 1866,

        "stateName": "Nuevo",

        "subject": null,

        "title": "APROVALS",

        "totalHit": null,

        "type": null,

        "typeId": 1091,

        "typeName": "FAQ"
    }
},

    "totalItems": 1
}
```

Response Parameters:

Name	Data type	Description
content	List	List of objects found in the search.
totalItems	Number	Total number of objects found

##Mensajes of error

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	\r\nParameter Name: ItemType
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidRelations
400	BadRequest	IsClosedIsRequired
400	BadRequest	IsReverselsRequired
400	BadRequest	RelatedItemTypesRequired
400	BadRequest	RequestNeedsSomeArguments
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureGetRelations

Delete Relationships

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/item/{id}/{itemType}/{relatedItemId}/{relatedItemType}/relation/?relationTypeId={relationTypeId}&isReverse={isReverse}&isSolution={isSolution}&isClosed={isClosed}
- Type: DELETE
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

```
https://{host}/ASMSAPI/v9/item/{id}/{itemType}/{relatedItemId}/{relatedItemType}/relation/?relationTypeId={relationTypeId}&isReverse={isReverse}&isSolution={isSolution}&isClosed={isClosed}
```

Parameters:

Name	Data type	Obligatory	Description
Id	Number	Yes	Case ID
itemType	Text	Yes	Case Type
relatedItemType	Text	Yes	Type of case to be related
relatedItemId	Number	Yes	Identifier of the item to be related
relationTypeId	Number	Yes	Identifier of the type of relationship, for the only relationship that is not mandatory is for the relationship between Case and articles.
isSolution	Bool	No	For the only relationship that IS mandatory is the one that would be made between cases.
IsReverse	Bool	No	It is only required for when the case types are:- Incidents - Problem - Change - Release - ServiceCall - Task - Maintenance
IsClosed	Bool	Yes	Establishes whether the case to be related is in a closed or open state.

Examples of uri

Delete case relationships with:

- Incidents
- `api/v9/item/104081/incidents/104082/incidents/relation/?relationTypeId=140&isReverse=true&isClosed=false`
- CI
- `api/v9/item/104081/incidents/146/ci/relation/?relationTypeId=40&isReverse=null&isSolution=false&isClosed=false`

Body of the petition

N/A

Answer

The service returns a Json with the following information:

`{ "result": true }`

Response Parameters:

Name	Data type	Description
result	Boolean	Indicates whether the operation was successful

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: Id
400	BadRequest	\r\nParameter Name: ItemType
400	BadRequest	\r\nParameter Name: RelatedItemId
400	BadRequest	\r\nParameter Name: RelatedItemtype
400	BadRequest	RequestNeedsSomeArguments
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureDeleteRelatedItem

Get Model by Category

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: `api/v9/item/{itemType}/categories/{categoryId}/service/{serviceId}/model`
- Type: GET
- Required headings:
- `content-type: application/json`
- `X-Authorization: Bearer {token}`

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🚩 EXAMPLE URL:

`https://{host}/ASMSAPI/api/v9/item/{itemType}/categories/{categoryId}/service/{serviceId}/model`

Parameters

Name	Data type	Obligatory	Description
itemType	Number	Yes	Case Type
categoryId	Number	Yes	Category identifier
serviceId	Number	Yes	Service Identifier

Body of the petition

N/A

Answer

[illegible]

Error messages

Code	HTTP status	Error Message
500**	BadRequest**	FailureGetModelByCategory

List parent cases related to complementary relationship

Petition Details

- Base URL: {host}/ASMSAPI/
- URI: /api/v9/item/list/parent/{childId}/close
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/list/parent/{childId}/close

Parameters

Name	Data type	Obligatory	Description
childId	Number	Yes	Identifier of the case that was closed.

- Body of the petition
- N/A
- Answer

```
{
  "content": [
    {
      "id": 1,
      "itemType": 2,
      "idbyProject": "RF-240"
    }
  ],
  "totalItems": 1
}
```

Parameters Response

Name	Data type	Description
Id	Number	Case ID
itemType	Number	Case Type
idbyProject	Text	Case Project Identifier

Error messages

Code	HTTP status	Error Message
500	InternalServerError	{ 'exceptionMessage': 'xxxxxxx', 'message': 'FailureCloseRelatedParent', 'serviceName': 'ItemREST', 'operation': 'CloseRelatedParent' }

Close Parent Cases Related to Complementary Relationship

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/item/close/related/parent
- Guy:PUT
- Required Headers:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/close/related/parent

Parameters

Name	Data type	Obligatory	Description
childId	Number	Yes	Identifier of the case that was closed.
commentary	Text	Yes	Comment which will be associated with all parent cases that can be closed.

Body of the petition


```
{
  "childId": 5648,
  "commentary": "Se soluciona caso hijo"
}
```

Answer

```
{
  "content":[
    {
      "projectId": 1,
      "message": "Success",
      "idbyProject": "RF-240"
    }
  ],
  "totalItems": 1
}
```

Parameters Response

Name	Data type	Description
projectId	Number	Project ID.
Message	Text	Indicates the error that may have occurred, when trying to close the case. If there is no error, “Success” returns.
idbyProject	Text	Identifier by project of the case.

Error messages

Code	HTTP status	Error Message
500	InternalServerError	{ ‘exceptionMessage’: ‘xxxxxxx’, ‘message’: ‘FailureCloseRelatedParent’, ‘serviceName’: ‘ItemREST’, ‘operation’: ‘CloseRelatedParent’ }

User Management

User Management

User search by item type

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/user/{id}/search?itemType={itemType}&projectId={projectId}&criteria={criteria}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/user/{id}/search?itemType={itemType}&projectId={projectId}&criteria={criteria}
```

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Value identifier (Group ID, Customer Group ID, Company ID, and so on) for searching for users based on item type (itemType)
itemType	Enumerator	Yes	Search Type - Ci = 21 - ClientGroup = 64 - Company = 38 - Group = 49 - License = 68
projectId	Number	Yes	Project ID
Criteria	Text	No	User Search Text

Body of the petition

N/A

Examples of uri

- `api/v9/user/17/search?itemType=group&projectId=2&criteria=abdy`
- `api/v9/user/17/search?itemType=group&projectId=2&criteria=`
- `api/v9/user/17/search?itemType=group&projectId=2`

Answer

```
{
  "content": [
    {
      "email": "tri@pri.comx",      "id": 150,
      "name": "Abdy Sanjur",      "userName": "ASANJUR"    }
  ],
  "totalItems": 1
}
```

Response parameters

Name	Data type	Description
totalItems	Number	Total number of objects found
content	List	Item listing
email	Text	User Email
Id	Number	User ID
Name	Text	Username
userName	Text	User aliases

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureSearchUsers
400	BadRequest	InvalidTypeForSearch

User Editing

Petition Details

- Base URL: `{host}/ASMSAPI/`
- Uri: `api/v9/user/{id}`
- Type: PUT
- Required headings:
- `content-type: application/json`
- `X-Authorization: Bearer {token}`

URL Description

- `{host}`: It represents the domain of the environment in which the API is located.
- `ASMSAPI/`: Fixed API prefix.
- `URI`: Specific endpoint for the request.

🔗 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/user/{id}
```

Parameters

Name	Data type	Obligatory	Description
Active	Number	Yes	Indicates whether the user is active or not
Name	Text	Yes	User's full name
userName	Text	Yes	
password	Text	Yes	Password
projectId	Number	Yes	Project ID
stateId	Number	Yes	State ID
listAdditionalField	List	Yes	List of additional fields
consoleType	Enumerator	Yes	Console Type Identifier - Specialist = 1, - Client = 2, - Administrator - 3
registerType	Enumerator	Yes	Record Type Identifier - Client = 37, - Specialist = 53,
address1	Text	No	Address 1
address2	Text	No	Address 2
address3	Text	No	Address 3
birthDate	Number (UNIX time in milliseconds)	No	Date of birth
buildingId	Number	No	Building Identifier
cityId	Number	No	City Identifier
companyId	Number	No	Branch ID
countryId	Number	No	Country identifier
departmentCode	Number	No	Department Identifier
departmentNumber	Number	No	Department Number Identifier
documentNumber	Number	No	Document Number
documentTypeId	Number	No	Document type identifier
email	Text	No	Email
Ext	Text	No	Extension Number
fax	Text	No	Fax Number
floorId	Number	No	Floor Identifier
guidLDAP	Text	No	
jobId	Number	No	Job Identifier
Mobil	Text	No	Cell Phone Number
phone1	Text	No	Phone Number 1
phone2	Text	No	Phone Number 2
phone3	Text	No	Phone Number 3
SitId	Number	No	Headquarters Identifier
chiefId	Number	No	Immediate Boss Identifier

Body of the petition

```
{
  "active": 1,
  "birthDate": 315122400000,
  "name": "nombre prueba diez",
  "userName": "Administrator",
  "consoleType": "Administrator",
```

```
"registerType": "Specialist",

"email": "pruebamabc09@gmail.com",  "projectId": 2,

"stateId": 1,

"phone1": "5226987415",

"departmentNumber": null,

"documentNumber": "11234567",

"documentTypeId": 270,

"listAdditionalField": []

}
```

```
**Respuesta**

{

  "Result": true

}
```

Response parameters

Name	Data type	Description
result	Boolean	Result of the operation

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureUpdateUser
400	BadRequest	InvalidConsole
400	BadRequest	InvalidRegisterType
400	BadRequest	InvalidStateId
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidAdditionalFieldValue
400	BadRequest	AdditionalFieldsIsRequired
400	BadRequest	IsRequired (Interface fields)

User Creation

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/user
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/user
```

Parameters

Name	Data type	Obligatory	Description
Active	Number	Yes	Indicates whether the user is active or not
Name	Text	Yes	User's full name
userName	Text	Yes	
password	Text	Yes	Password
projectId	Number	Yes	Project ID
stateId	Number	Yes	State ID
listAdditionalField	List	Yes	List of additional fields
consoleType	Enumerator	Yes	Console Type Identifier - Specialist = 1, - Client = 2, - Administrator - 3
registerType	Enumerator	Yes	Record Type Identifier - Client = 37, - Specialist = 53,
address1	Text	No	Address 1
address2	Text	No	Address 2
address3	Text	No	Address 3
birthDate	Number (UNIX time in milliseconds)	No	Date of birth
buildingId	Number	No	Building Identifier
cityId	Number	No	City Identifier
companyId	Number	No	Branch ID
countryId	Number	No	Country identifier
departmentCode	Number	No	Department Identifier
departmentNumber	Number	No	Department Number Identifier
documentNumber	Number	No	Document Number
documentTypeId	Number	No	Document type identifier
email	Text	No	Email
Ext	Text	No	Extension Number
fax	Text	No	Fax Number
floorId	Number	No	Floor Identifier
guidLDAP	Text	No	
jobId	Number	No	Job Identifier
Mobil	Text	No	Cell Phone Number
phone1	Text	No	Phone Number 1
phone2	Text	No	Phone Number 2
phone3	Text	No	Phone Number 3
SitId	Number	No	Headquarters Identifier
chiefId	Number	No	Immediate Boss Identifier

Body of the petition

```
{
  "active": 1,
  "birthDate": 315122400000,
  "name": "nombre prueba once",
  "userName": "pruebamabc111",
  "consoleType": "Administrator",
```

```
"registerType": "specialist",

"projectId": 19,

"stateId": 1,

"email": "pruebamabc11@gmail.com",  "password": "Aranda123",

"listAdditionalField": [ ]

}
```

Answer

```
{

  "id": 4848,

  "result": true

}
```

Response parameters

Name	Data type	Description
Id	Number	User ID
result	Boolean	Result of the operation

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureAddUser
400	BadRequest	InvalidConsole
400	BadRequest	InvalidRegisterType
400	BadRequest	InvalidStateId
400	BadRequest	InvalidProjectId
400	BadRequest	InvalidAdditionalFieldValue
400	BadRequest	AdditionalFieldsIsRequired

User Details

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/user?id={id}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/user?id={id}
```

Parameters

Name	Data type	Obligatory	Description
Id	Int	No	User identifier, if it is not sent, the ID of the user who is logged in is taken.

Body of the petition

N/A


```
{

  "active": 1,

  "address1": "Direecion 1 - 10",

  "address2": "Direecion 2 -20",

  "address3": "Direecion 3 -30",

  "birthDate": 605854800000,

  "buildingId": 7316,

  "buildingName": "Edificio Aranda",

  "chargeName": "Desarrollador Back",

  "chiefId": 1,

  "chiefName": "APPLICATION ADMINISTRATOR",

  "cityId": 7237,

  "cityName": "Bogota, D.C.",

  "companyId": 7276,

  "companyName": "Aranda Software",

  "conversationReference": false,

  "countryId": 7212,

  "countryName": "Colombia",

  "cultureName": "es",

  "departmentCode": 7314,

  "departmentCodeName": "Departamento 1",

  "departmentName": "Desarrollo",

  "departmentNumber": 7284,

  "documentNumber": "1032654894",

  "documentType": "7312",

  "documentTypeId": 7312,

  "documentTypeName": "Cédula de ciudadanía",   "email": "testcys@arandasoft.com",

  "ext": "Ext 08",

  "fax": "Fx8798798",

  "floorId": 7321,

  "floorName": "Piso 1",

  "id": 4832,

  "isActive": true,

  "jobId": 7323,

  "jobName": "Desarrollador Back",

  "licenses": {

    "content": [

      {

        "id": 3,

        "name": "CHANGES",

        "projectId": null

      },

      {

        "id": 4,

        "name": "SERVICECALLS",

        "projectId": null

      },

      {

        "id": 1,

        "name": "INCIDENTS",

        "projectId": null

      },

      {

        "id": 2,

        "name": "PROBLEMS",

        "projectId": null

      },

      {

        "id": 13,

        "name": "RELEASE",

        "projectId": null

      }

    ]

  }

}
```

```
    ],
    "totalItems": 5
  },
  "mobil": "3205847210",
  "name": "Especialista 1",
  "phone1": "65432107",
  "phone2": "7654321",
  "phone3": "5432107",
  "picture": "numero3.png",
  "pictureId": 17917,
  "projects": {
    "content": [
      {
        "description": "[ES] Desde Aranda Software estamos muy interesados en proteger a todos nuestros clientes, miembros\nde nuestros canales aliados, colaboradores y sus respectivas familia s, ya que la crisis del virus\nCOVID-19 nos afecta a todos, por lo cual acatamos las",
        "hasActiveServices": false,
        "id": 25,
        "image": "admin(2).jpg",
        "imageId": null,
        "isActiveChat": false,
        "name": "[ES]ASMS"
      },
      {
        "description": "[ES] Proyecto para casos de pruebas",
        "hasActiveServices": false,
        "id": 19,
        "image": "CustomerSupport.jpg",
        "imageId": null,
        "isActiveChat": false,
        "name": "Soporte - ASC"
      }
    ]
  },
  "totalItems": 2
},
"providerId": 0,
"siteDescription": "Cra.69 No.98 A 11 C.C.Outlet Floresta Of.701",  "siteId": 7280,
"siteName": "Cra.69 No.98 A 11 C.C.Outlet Floresta Of.701",
"specialistsPermission": true,
"timeZone": "SA Pacific Standard Time",
"userName": "E1"
}
```

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureGetDetail

User Search

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/user/searchAll?projectId={projectId}&servicId={servicId}&companyId={companyId}&itemType={itemType}&criteria={criteria}
- Guy: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

➤ EJEMPLO URL:

```
https://{host}/ASMSAPI/api/v9/user/searchAll?projectId={projectId}&servicId={servicId}&companyId={companyId}&itemType={itemType}&criteria={criteria}
```


Parameters

Name	Data type	Obligatory	Description
itemType	Enumerator	Yes	Search Type: • Client = 37 • Specialist = 53
projectId	Number	No	Project ID
serviceId	Number	No	Service Identifier
companyId	Number	No	Company Identifier
Criteria	Text	No	User Search Text

Body of the petition

N/A

Examples of URIs

- /api/v9/user/searchAll?itemType=specialist&projectId=2&criteria=abdy
- /api/v9/user/searchAll?itemType=specialist&projectId=2&criteria=
- /api/v9/user/searchAll?itemType=specialist&projectId=2

Answer

```
{
  "content": [
    {
      "email": "tri@pri.comx",
      "id": 150,
      "name": "Abdy Sanjur",
      "userName": "ASANJUR"
    }
  ],
  "totalItems": 1
}
```

Response parameters

Name	Data type	Description
totalItems	Number	Total number of objects found
content	List	Item listing
email	Text	User Email
Id	Number	User ID
Name	Text	Username
userName	Text	User aliases

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureSearchUsers
400	BadRequest	InvalidTypeForSearch

User-to-Company Association

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/company/{company_id}/associateusers
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company/{company_id}/associateusers

Parameters

Name	Data type	Obligatory	Description
company_id	Number	Yes	Unique identifier of the company.
usersId	Array[int]	Yes	List of IDs of the users who will be associated with the company (maximum 100 users). If more than 100 users are submitted, only the first 100 IDs in the array will be considered.

Body of the petition

```
{
  "usersId": [
    1,
    3,
    4,
    5
  ]
}
```

```
**Respuesta**

200 OK
```

Error messages

Code	HTTP status	Error Message
409	Conflict	It occurs when any of the submitted IDs do not exist in the database. However, users who do exist will be properly associated.
404	Not Found	“message”: “CompanyIdNotExist” (the company ID does not exist).
400	BadRequest	“exceptionMessage”: “NoUsersProvided”.

Category Management

Category Management

List of categories

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/{itemType}/services/{serviceld}/categories?dataType={dataType}&parentId= {parentId}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/item/{itemType}/services/{serviceld}/categories?dataType={dataType}&parentId= {parentId}

Parameters

Name	Data type	Obligatory	Description
itemType	Text	Yes	Item Type Identifier
serviceId	Text	Yes	Service Identifier
Datatype	Text	No	Type of data to list - All = 0, - Child = 1,- Parent = 2 If it is not sent, the parents will be listed by default.
parentId	Number	No	Parent ID.

Body of the petition

N/A

URI examples:

- `api/v9/item/incidents/services/2418/categories`
- `api/v9/item/incidents/services/2418/categories?dataType=all`
- `api/v9/item/incidents/services/2418/categories?dataType=parent`
- `api/v9/item/incidents/services/2418/categories?dataType=child&parentId=2`

Answer

```

**Listado de todos**

{
  "content": [
    {
      "childrenCount": 3,
      "hasChild": true,
      "hierarchy": "Aranda Asset Management Server.Aranda Asset Management Server",      "hint": null,
      "id": 2,
      "imageIndex": 0,
      "name": "Aranda Asset Management Server",
      "parentId": null
    },
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda Asset Management Server.remote setup",
      "hint": null,
      "id": 24,
      "imageIndex": 0,
      "name": "remote setup",
      "parentId": 2
    }
  ],
  "totalItems": 2
}

***Listado de hijos***

{
  "content": [
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda Asset Management Server.remote setup",      "hint": null,
      "id": 24,
      "imageIndex": 0,
      "name": "remote setup",
      "parentId": 2
    },
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda Asset Management ServerAranda Asset Management Server.dghfghfdh",
      "hint": null,
      "id": 5561,
      "imageIndex": 0,
      "name": "dghfghfdh",
      "parentId": 2
    }
  ]
}
```

```
    },
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda Asset Management ServerAranda Asset Management Server.bbbbb",      "hint": null,
      "id": 6616,
      "imageIndex": 0,
      "name": "bbbbb",
      "parentId": 2
    }
  ],
  "totalItems": 3
}
```

List of parents:

```
{
  "content": [
    {
      "childrenCount": 3,
      "hasChild": true,
      "hierarchy": "Aranda Asset Management Server.Aranda Asset Management Server",      "hint": null,
      "id": 2,
      "imageIndex": 0,
      "name": "Aranda Asset Management Server",
      "parentId": null
    },
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda DBImport.Aranda DBImport",
      "hint": null,
      "id": 130,
      "imageIndex": 0,
      "name": "Aranda DBImport1",
      "parentId": null
    },
    {
      "childrenCount": 0,
      "hasChild": false,
      "hierarchy": "Aranda 360 - Incidente.Aranda 360 - Incidente",      "hint": null,
      "id": 2338,
      "imageIndex": 0,
      "name": "Aranda 360 - Incidente",
      "parentId": null
    }
  ],
  "totalItems": 3
}
```

Response Parameters

Name	Data type	Description
content	List	List of found objects
totalItems	Number	Total number of records found

Error messages

Code	HTTP status	Error Message
400	BadRequest	Is null\r\nParameter Name: ItemType
400	BadRequest	Is null\r\nParameter name: parentId
400	BadRequest	Is null\r\nParameter name: serviceId
500	InternalServerError	FailureGetCategoriesByService

Service Management

Service Management

List of Services Request Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/project/{id}/{itemType}/services/search?console={console}&clientId={clientId}&companyId={companyId}&cild={cild}&application={application}&criteria={criteria}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/project/{id}/{itemType}/services/search?console={console}&clientId={clientId}&companyId={companyId}&cild={cild}&application={application}&criteria={criteria}

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Project ID
itemType	Number	Yes	Case Type
console	Number	Yes	Console Type, Specialist = 1, Client = 2, Administrator = 3
clientId	Number	Yes	Customer ID
companyId	Number	No	Company Identifier
Cild	Number	No	IC ID
Application	Text	Yes	Application Name, ASDK
Criteria	Text	Yes	Text to search

Body of the petition

N/A

Example URI:

- /api/v9/project/25/4/services/search?console=Specialist&clientId=&companyId=&cild=&a pplication=ASDK&criteria=a

```
**Respuesta**

{
  "content": [
    {
      "id": 81,
      "name": "[ES] Cambios o sugerencias",      "projectId": null
    },
    {
      "id": 136,
      "name": "[ES] Cambios New",
```

```
    "projectId": null
  },
  {
    "id": 138,
    "name": "[ES] Servicio Carlos",

    "projectId": null  }
],
"totalItems": 3
}
```

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureGetServices

Handling Additional Fields

Handling Additional Fields

List of Additional Fields

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/item/additionalfields
- Type: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

➤ EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/item/additionalfields
```

Parameters

Name	Data type	Obligatory	Description
Id	Number	No	Case ID, this is sent if you require the additional field values of a case.
itemType	Text	Yes	Case Type
consoleType	Text	Yes	Console Type
modelId	Number	Yes	Model identifier
stateId	Number	Yes	State ID
categoryId	Number	No	If you have the data, it is sent.

Body of the petition

When is case creation

```
{
  "categoryId": 520,  "itemType": 4,
  "modelId": 31,
  "stateId": 25,
  "consoleType": "specialist" }

Cuando se requiere conocer los datos adicionales de un caso: {
  "id": 3018,
```



```
"itemType":4,

"modelId":31,

"stateId":25,

"categoryId":521,

"consoleType":"specialist"

}
```

Answer

```
{

  "content": [

    {

      "boolValue": null,

      "catalogId": null,

      "dataSourceId": null,

      "dateValue": null,

      "description": "[ES] Campo que contiene el id compuesto del caso en V8",      "enable": false,

      "fieldId": 802,

      "fieldType": 1,

      "fieldName": "ShortText",

      "floatValue": null,

      "identifier": "casov8",

      "inputStream": null,

      "intValue": null,

      "itemId": null,

      "mandatory": false,

      "name": "[ES] N° Caso en V8",

      "order": 1,

      "projectId": null,

      "stringValue": null,

      "type": null,

      "url": null,

      "visible": true

    },

    {

      "boolValue": null,

      "catalogId": null,

      "dataSourceId": null,

      "dateValue": null,

      "description": "[ES] Tiempo de desarrollo del reporte",      "enable": true,

      "fieldId": 834,

      "fieldType": 14,

      "fieldName": "Time",

      "floatValue": null,

      "identifier": "Tiempo de desarrollo del reporte",

      "inputStream": null,

      "intValue": null,

      "itemId": null,

      "mandatory": false,

      "name": "[ES] Tiempo de desarrollo del reporte",

      "order": 2,

      "projectId": null,

      "stringValue": null,

      "type": null,

      "url": null,

      "visible": true

    }

  ],

  "totalItems": 2

}
```

Response Parameters:

Name	Data type	Description
totalItems	Number	Total objects found in the search
totalPage	Number	Total objects per page
content	List	Item listing

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: ItemType
400	BadRequest	\r\nParameter Name: ConsoleType
400	BadRequest	InvalidStateld
400	BadRequest	InvalidItemType
400	BadRequest	RequestNeedsSomeArguments
500	InternalServerError	FailureGetAdditionalFields

Getting Values from an Additional Combo Field

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: api/v9/additionalfields/{id}/type/{fieldType}/values?dataType={dataType}&parentId={par entId}&catalogId={catalogId}&userId={userId}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/additionalfields/{id}/type/{fieldType}/values?dataType={dataType}&parentId={par entId}&catalogId={catalogId}&userId={userId}

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Identifier of the list-type object.
fieldType	Text	Yes	Data Type - List = 3 - Recursive = 7 - CatalogList = 11 - CatalogTree = 12
Datatype	Text	No	Type of data to list - All = 0, - Child = 1, - Parent = 2 If it is not sent, the parents will be listed by default.
parentId	Number	No	Parent ID.
catalogId	Number	No	Catalog Type - CatalogList = 11 - CatalogTree = 12
UserId	Number	No	Identify the customer of the case

Body of the petition

N/A

Examples of uri

- api/v9/additionalsfields/5970/type/7/Values
- api/v9/additionalsfields/5970/type/7/Values?datatype=parent
- additionalsfields/5970/type/7/Values?dataType=child&parentId=2323
- api/v9/additionalsfields/5970/type/7/Values?datatype=all

Answer

List of parents only:


```
{
  "content": [
    {
      "catalogId": 0,
      "description": null,      "fieldId": 5970,
      "hasChild": true,
      "id": 2323,
      "key": null,
      "order": 0,
      "parentId": null,
      "status": 0,
      "value": "padre2"    },
    {
      "catalogId": 0,
      "description": null,      "fieldId": 5970,
      "hasChild": true,
      "id": 2324,
      "key": null,
      "order": 0,
      "parentId": null,
      "status": 0,
      "value": "padre3"    }
  ],
  "totalItems": 2
}
```

List of children only:

```
{
  "content": [
    {
      "catalogId": 0,
      "description": null,      "fieldId": 5970,
      "hasChild": false,      "id": 2328,
      "key": null,
      "order": 0,
      "parentId": 2327,      "status": 0,
      "value": "hijo311"    }
  ],
  "totalItems": 1
}
```

List of all:

```
{
  "content": [
    {
      "catalogId": 0,
      "description": null,      "fieldId": 5970,
      "hasChild": true,
      "id": 2323,
      "key": null,
      "order": 0,
      "parentId": null,
      "status": 0,
      "value": "padre2"    },
    {
      "catalogId": 0,
      "description": null,      "fieldId": 5970,
      "hasChild": true,
      "id": 2324,
      "key": null,
      "order": 0,
      "parentId": null,
```

```

    "status": 0,
    "value": "padre3"    },
  {
    "catalogId": 0,
    "description": null,    "fieldId": 5970,
    "hasChild": true,
    "id": 2327,
    "key": null,
    "order": 0,
    "parentId": 2324,
    "status": 0,
    "value": "hijo31"
  },
  {
    "catalogId": 0,
    "description": null,    "fieldId": 5970,
    "hasChild": false,
    "id": 2333,
    "key": null,
    "order": 0,
    "parentId": null,
    "status": 0,
    "value": "padre1"    }
  ],
  "totalItems": 9
}
```

Response Parameters:

Name	Data type	Description
Id	Int	Task ID
IdByProject	String	Task Project Identifier
totalItems	Number	Total objects in the search
totalPage	Number	Total objects per page
content	Lists	List of Objects Cases

Error messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: id
400	BadRequest	\r\nParameter Name: fieldType
400	BadRequest	\r\nParameter name: catalogId
400	BadRequest	\r\nParameter name: parentId
400	BadRequest	InvalidFieldType
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureGetLookupValues

Company Management

Company creation

This operation creates a company. When you create it, it saves the attachments of both the case and its additional fields. After saving them, it deletes them from the temporary folder created for it.

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/company

- Guy:POST
- Required Headers:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company'

Parameters

Name	Data type	Obligatory	Description
Address1	Text	No	First Address Field
Address2	Text	No	Second Address Field
Address3	Text	No	Third Address Field
CityId	Number	No	City Identifier
CityName	Text	No	Descriptive name of the city in which the company is located
Contact	Text	No	Main contact of the company
CountryId	Number	No	Identifier of the country where the company is located
CountryName	Text	Yes	Friendly name of the country where the company is located
Description	Text	No	Corrective actions when the case is marked as a major problem
Email	Text	No	Email of the company's main contact
Ext	Text	No	Telephone extension of the company's main contact
FaxNumber	Text	No	Fax number of the company's main contact
Id	Number	No	Company Identifier
isActive	Boolean	No	True if the company is active
Location	Text	No	Location
Mobil	Text	No	Mobile phone number of the company's main contact
Name	Text	Yes	Friendly name of the company
Nit	Text	Yes	Company Tax Identification Number (NIT)
Phone1	Text	No	The company's first phone
Phone2	Text	Yes	Second phone of the company
Phone3	Text	No	Third phone of the company
StatusId	Number	Yes	State ID
WebSiteURL	Text	No	Company website URL
ProjectId	Number	Yes	Project ID
ConsoleType	Number	Yes	The ID of the console that originates the request. Creation is only allowed from the Admin console (Value 3)
RegisterType	Number	Yes	Type of record to create: Company = 38, Vendor = 58

Additional Fields (ListAdditionalField)

Name	Data type	Obligatory	Description
boolValue	Boolean	No	Boolean value of the additional field
Description	Text	No	Description of the additional field
enable	Boolean	Yes	Determines if the additional field is active
order	Number	No	Order to be taken into account in the list of additional fields
dateValue	Date	No	Date value of the additional field
fieldId	Number	Yes	Additional field identifier
fieldType	Number	Yes	Additional field type
floatValue	Number	No	Decimal value of the additional field
identifier	Text	No	Additional field identifier
itemId	Stream	No	Byte value of the file for the additional field
intValue	Number	No	Value in number for the additional field
stringValue	Text	No	Text value of the additional field
mandatory	Boolean	Yes	Whether the additional field is required or not
Name	Text	Yes	Identifying name of the field
visible	Boolean	Yes	The additional field must be visible or not on the forms
type	Number	No	Type of object that represents the parent object

Body of the petition

```
{
  "Address1": "",
  "Address2": "",
  "Address3": "",
  "CityId": 4,
  "CityName": "Cali",
  "Contact": "Servicio al cliente",
  "CountryId": 2,
  "CountryName": "Colombia",
  "Description": "Empresa Guia",
  "Email": "correo@empresaguia.com",
  "Ext": "",
  "FaxNumber": "",
  "Id": "",
  "isActive": true,
  "Location": "",
  "Mobil": "3111111111",
  "Name": "Guia",
  "Nit": "80090000909",
  "Phone1": "6022002020",
  "Phone2": "6023003030",
  "Phone3": "",
  "StatusId": "1",
  "WebSiteURL": "",
  "ProjectId": "25",
  "ConsoleType": 3,
  "RegisterType": 38,
  "listAdditionalField": [
    {
      "boolValue": null,
      "catalogId": null,
      "dateValue": null,
      "fieldId": 977,
      "fieldType": 3,
      "floatValue": null,
      "identifier": "A001",
      "inputStream": null,
      "intValue": 118,
      "stringValue": "Aranda Data Safe",
      "mandatory": true
    },
    {
      "boolValue": null,
      "catalogId": null,
      "dateValue": null,
      "fieldId": 978,
      "fieldType": 3,
      "floatValue": null,
      "inputStream": null,
      "intValue": 146,
      "mandatory": true,
      "stringValue": "Aranda Virtual Support"
    }
  ]
}
```

Answer

```
{
  "id": 1
}
```

Response Parameters

Name	Data type	Description
Id	Number	Company Identifier

Error Messages

Code	HTTP status	Error Message
400	BadRequest	\r\nParameter Name: ConsoleType
400	BadRequest	\r\nParameter Name: Name
400	BadRequest	\r\nParameter Name: RegisterType
400	BadRequest	InvalidProjectId
400	BadRequest	StateIdsIsEmpty
400	BadRequest	InvalidRegisterType
400	BadRequest	InvalidConsole
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureAddCompany

Publishing a Company

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: api/v9/company/{id}
- Guy: PUT
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company/{id}

Parameters

Name	Data type	Obligatory	Description
Address1	Text	No	First Address Field
Address2	Text	No	Second Address Field
Address3	Text	No	Third Address Field
CityId	Number	No	City Identifier
CityName	Text	No	Descriptive name of the city
Contact	Text	No	Main contact of the company
CountryId	Number	No	Country identifier
CountryName	Text	Yes	Descriptive name of the country
Description	Text	No	Understanding Corrective Actions
Email	Text	No	Primary Contact Email
Ext	Text	No	Primary Contact Phone Extension
FaxNumber	Text	No	Fax number of the primary contact
Id	Number	Yes	Company Identifier
isActive	Boolean	No	True if the company is active
Location	Text	No	Location
Mobil	Text	No	Primary contact's mobile phone number
Name	Text	Yes	Friendly name of the company
Nit	Text	Yes	NIT (Tax Identification Number)
Phone1	Text	No	The company's first phone
Phone2	Text	Yes	Second phone of the company
Phone3	Text	No	Third phone of the company
StatusId	Number	Yes	State ID
WebSiteURL	Number	Yes	Website URL
ProjectId	Number	Yes	Project ID
ConsoleType	Number	Yes	Identifier of the console originating the request
RegisterType	Number	Yes	Type of record to be created

ListAdditionalField}

Name	Data type	Obligatory	Description
boolValue	Boolean	No	Boolean value of the additional field
Description	Text	No	Description of the additional field
enable	Boolean	Yes	Determines if the additional field is active
order	Number	No	Order in the list of additional fields
dateValue	Date	No	Date value of the additional field
fieldId	Number	Yes	Additional field identifier
fieldType	Number	Yes	Field Type
floatValue	Number	No	Decimal value of the additional field
identifier	Text	No	Additional field identifier
itemId	Stream	No	Byte value of the file for the additional field
intValue	Number	No	Value in number for the additional field
stringValue	Text	No	Text value of the additional field
mandatory	Boolean	Yes	Whether the additional field is required or not
Name	Text	Yes	Identifying name of the field
visible	Boolean	Yes	The additional field must be visible or not on forms
type	Number	No	Type of object that represents the parent object

Body of the petition

```
{
  "Address1": "Calle 14 # 45 -12",
  "Address2": "Edificio Guia",
  "Address3": "",
  "CityId": 4,
  "CityName": "Cali",
  "Contact": "Servicio al cliente",
  "CountryId": 2,
  "CountryName": "Colombia",
  "Description": "Empresa Guia",
  "Email": "correo@empresaguia.com",
  "Ext": "",
  "FaxNumber": "",
  "Id": "1",
  "isActive": true,
  "Location": "",
  "Mobil": "3111111111",
  "Name": "Guia",
  "Nit": "80090000909",
  "Phone1": "6022002020",
  "Phone2": "6023003030",
  "Phone3": "",
  "StatusId": "1",
  "WebSiteURL": "http://www.empresaguia.com",
  "ProjectId": "25",
  "ConsoleType": 3,
  "RegisterType": 38,
  "listAdditionalField": [
    {
      "boolValue": null,
      "catalogId": null,
      "dateValue": null,
      "fieldId": 977,
      "fieldType": 3,
      "floatValue": null,
      "identifier": "A001",
      "inputStream": null,
      "intValue": 118,
      "stringValue": "Aranda Data Safe",
      "mandatory": true
    }
  ]
}
```

Answer

```
{
  "Result": true
}
```

Response Parameters

Name	Data type	Description
result	Boolean	Result of the operation

Error Messages

Code	HTTP status	Error Message
400	BadRequest	Parameter Name: Id
400	BadRequest	Parameter Name: ConsoleType
400	BadRequest	Parameter Name: Name
400	BadRequest	Parameter Name: RegisterType
400	BadRequest	InvalidProjectId
400	BadRequest	StateIdsEmpty
400	BadRequest	InvalidRegisterType
400	BadRequest	InvalidConsole
403	Forbidden	DoNotHavePermissionForThisAction
500	InternalServerError	FailureUpdateCompany

Company Search

You get a list of companies or suppliers that match your search criteria.

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/company/search?itemType={itemType}&projectId={projectId}&clientId={clientId}&serviceId={serviceId}&criteria={criteria}&filterCaseUser={filterCaseUser}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EJEMPLO URL:

https://{host}/ASMSAPI/api/api/v9/company/search?itemType={itemType}&projectId={projectId}&clientId={clientId}&serviceId={serviceId}&criteria={criteria}&filterCaseUser={filterCaseUser}

Parameters

Name	Data type	Obligatory	Description
itemType	Enumerator	Yes	Search type (Compañía = 38, Proveedor = 58)
projectId	Number	No	Project ID
clientId	Number	No	Customer ID
serviceId	Number	No	Service Identifier
Criteria	Text	No	User Search Text
filterCaseUser	Text	No	Determine if you should pre-filter per customer

Body of the petition

N/A

Examples of uri

- [api/v9/company/search?itemType=38&projectId=2&criteria=Guia](#)
- [api/v9/company/search?itemType=58&projectId=2](#)
- [api/v9/company/search?itemType=38&projectId=2&criteria=](#)

Answer

```
{
  "content": [
    {
      "hasIntegration": false,
      "id": 1,
      "locationId": 2,
      "name": "Guia",
      "projectId": 25
    }
  ],
  "totalItems": 1
}
```

Response Parameters

Name	Data type	Description
Address1	Text	First Address Field
Address2	Text	Second Address Field
Address3	Text	Third Address Field
CityId	Number	City Identifier
CityName	Text	Descriptive name of the city
Contact	Text	Main contact of the company
CountryId	Number	Identifier of the country where the company is located
CountryName	Text	Friendly name of the country where the company is located
Description	Text	Corrective actions when the case is marked as a major problem
Email	Text	Email of the company's main contact
Ext	Text	Telephone extension of the company's main contact
FaxNumber	Text	Fax number of the company's main contact
Id	Number	Company Identifier
isActive	Boolean	True if the company is active
Location	Text	Location
Mobil	Text	Mobile phone number of the company's main contact
Name	Text	Friendly name of the company
Nit	Text	Company Tax Identification Number (NIT)
Phone1	Text	The company's first phone
Phone2	Text	Second phone of the company
Phone3	Text	Third phone of the company
StatusId	Number	State ID
WebSiteURL	Text	Company website URL
ProjectId	Number	Project ID
ConsoleType	Number	Identifier of the console originating the request
RegisterType	Number	Type of record to create (Compañia = 38, Proveedor = 58)

Error Messages

Code	HTTP status	Error Message
400	BadRequest	IdNotEmpty
500	InternalServerError	FailureGetDetail

Company Detail

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/company/{id}
- Guy:GET
- Required Headers:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company/{id}

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Company Identifier

Body of the Petition

N/A

Examples of Uri

- /api/v9/company/1

Answer

```
{
  "Address1": "",
  "Address2": "",
  "Address3": "",
  "CityId": 4,
  "CityName": "Cali",
  "Contact": "Servicio al cliente",
  "CountryId": 2,
  "CountryName": "Colombia",
  "Description": "Empresa Guía",
  "Email": "correo@empresaguia.com",
  "Ext": "",
  "FaxNumber": "",
  "Id": "",
  "isActive": true,
  "Location": "",
  "Mobil": "3111111111",
  "Name": "Guía",
  "Nit": "80090000909",
  "Phone1": "6022002020",
  "Phone2": "6023003030",
  "Phone3": "",
  "StatusId": "T",
  "WebSiteURL": "",
  "ProjectId": "25",
  "ConsoleType": 3,
  "RegisterType": 38
}
```

Response Parameters

Name	Data type	Description
totalItems	Number	Total number of objects found
content	List	Item listing
hasIntegration	Text	Determine if the company has integrations
Id	Number	User ID
locationId	Number	Company Location Identifier
Name	Text	Company Name
projectId	Text	Associated project ID

Error Messages

Code	HTTP status	Error Message
500	InternalServerError	FailureGetCompanies

List of Additional Fields

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/company/additionalfields
- Guy: POST
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

📄 EXAMPLE URL:

```
https://{host}/ASMSAPI/api/v9/company/additionalfield
```

Parameters

Name	Data type	Obligatory	Description
Id	Number	No	Company Identifier, sent in case you require additional field values from a company.
itemType	Text	Yes	Type of case. Possible values: 1. Incident 2. Problem 3. Substitution 4. Service requirement 13. Liberation
consoleType	Text	Yes	Console Type
modelId	Number	Yes	Model identifier
stateId	Number	Yes	State ID
categoryId	Number	No	Category identifier, by which to filter
asdkWeb	Boolean	Yes	ASDK Web Source
parentId	Number	No	Indicates which folder the service contains
projectId	Number	No	Project ID, by which to filter
serviceId	Number	No	Service identifier, by which to filter

Body of the petition

- When it is case creation:

```
{
  "asdkWeb": true,
  "categoryId": 520,
  "itemType": 4,
```

```
"modelId": 31,
"statId": 25,
"consoleType": "specialist"
}
```

- When additional data of a case is required:

```
{
  "asdkWeb": true,
  "id": 3018,
  "itemType": 4,
  "modelId": 31,
  "statId": 25,
  "categoryId": 521,
  "consoleType": "specialist"
}
```

answer

```
{
  "content": [
    {
      "boolValue": null,
      "catalogId": null,
      "dataSourceId": null,
      "dateValue": null,
      "description": "[ES] Campo que contiene el id compuesto del caso en V8",
      "enable": false,
      "fieldId": 802,
      "fieldType": 1,
      "fieldName": "ShortText",
      "floatValue": null,
      "identifier": "casov8",
      "inputStream": null,
      "intValue": null,
      "itemId": null,
      "mandatory": false,
      "name": "[ES] N° Caso en V8",
      "order": 1,
      "projectId": null,
      "stringValue": null,
      "type": null,
      "url": null,
      "visible": true
    },
    {
      "boolValue": null,
      "catalogId": null,
      "dataSourceId": null,
      "dateValue": null,
      "description": "[ES] Tiempo de desarrollo del reporte",
      "enable": true,
      "fieldId": 834,
      "fieldType": 14,
      "fieldName": "Time",
      "floatValue": null,
      "identifier": "Tiempo de desarrollo del reporte",
      "inputStream": null,
      "intValue": null,
      "itemId": null,
      "mandatory": false,
      "name": "[ES] Tiempo de desarrollo del reporte",
      "order": 2,
      "projectId": null,
      "stringValue": null,
      "type": null,
      "url": null,
      "visible": true
    }
  ],
  "totalItems": 2
}
```

Response Parameters

Name	Data type	Description
totalItems	Number	Total objects found in the search
totalPage	Number	Total objects per page
content	List	Item listing

Content

Name	Data type	Description
boolValue	Boolean	Boolean value of the additional field
catalogId	Number	Additional field catalog value
dateValue	Date	Date value of the additional field
fieldId	Number	Additional field identifier
fieldType	Number	Field Type
floatValue	Number	Decimal value of the additional field
identifier	Text	Additional field identifier
inputStream	Stream	Byte value of the file for the additional field
intValue	Number	Number value of the additional field
stringValue	Text	Text value of the additional field
mandatory	Boolean	Whether the additional field is required or not
Description	Text	Course Description
Name	Text	Field Name
order	Number	Field Order
dataSourceId	Number	Section ID
enable	Boolean	Determine whether or not it's enabled
fieldName	Text	Field Type Description
hasDependencies	Boolean	Determines if the additional field has dependencies
Length	Number	Maximum characters allowed for a short text
restrictLevel	Boolean	Validate the last level
itemId	Number	Identi

Error Messages

Code	HTTP status	Error Message
400	BadRequest	Parameter Name: ItemType
400	BadRequest	Parameter Name: ConsoleType
400	BadRequest	InvalidStatId
400	BadRequest	InvalidItemType
400	BadRequest	RequestNeedsSomeArguments
500	InternalServerError	FailureGetAdditionalFields

Company Search by Name

You get a list of companies that match a name or part of a company name.

Petition Details

- Base URL: {host}/ASMSAPI/
- Uri: /api/v9/company/getbyname?companyName={companyName}&projectId={projectId}&matchName={matchName}
- Type: GET
- Required headings:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company/getbyname?companyName={companyName}&projectId={projectId}&matchName={matchName}

Parameters

Name	Data type	Obligatory	Description
companyName	Text	Yes	Full or partial name of the companies you want to find
projectId	Number	No	Project ID
matchName	Boolean	No	Determine if the search should be accurate

Body of the petition

N/A

Examples of uri

- api/v9/company/getbyname?companyName=Guia&projectId=25&matchName=true

Answer

Sample Answer

```
{
  "description": "Aranda software",
  "Id": 2,
  "isActive": true,
  "location": "",
  "name": "Aranda Software",
  "nit": "1",
  "statelId": 1
}
```

Response parameters

Title	Data type	Description
Description	Text	Company Description
Id	Number	Company ID
isActive	Boolean	Determine if the company is active
Location	Text	Company Location
Name	Text	Company Name
Nit	Text	Company NIT
statelId	Number	State ID

Error messages

Code	HTTP status	Error Message
400	BacRequest	IdNotEmpty
500	InternalServerError	FailureGetCompanyByName

Relating companies to projects

It allows you to associate one or more projects with a company.

Petition Details

- URL Base: {host}/ASMSAPI/
- URI: /api/v9/company/addproject
- Guy:POST
- Required Headers:
- content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/company/addproject

Parameters

Name	Data type	Obligatory	Description
Id	Number	Yes	Company Identifier
projectsId	List of numbers	Yes	List of project identifiers

Body of the petition

{ "Id": 0, "projectsId": [] }

Examples of uri

api/v9/company/addproject { "Id": 1, "projectsId": [25, 11, 1] }

Answer

```
{
  "Id": 1
}
```

Response parameters

Name	Data type	Description
Id	Number	Company Identifier

Error messages

Code	HTTP status	Error Message
500	InternalServerError	FailureAddProjectsToCompany

Users associated with companies

Petition Details

- Base URL: {host}/ASMSAPI/
- URI: api/v9/user/{Id}/usercompanies
- Type: GET
- Required headings: content-type: application/json
- X-Authorization: Bearer {token}

URL Description

- {host}: It represents the domain of the environment in which the API is located.
- ASMSAPI/: Fixed API prefix.
- URI: Specific endpoint for the request.

🔗 EXAMPLE URL:

https://{host}/ASMSAPI/api/v9/user/{Id}/usercompanies

Parameters:

Name	Data type	Obligatory	Description
Id	Int	yes	User ID

Body of the petition: N/A

Answer

```
{
  "totalItems": 2,
  "content": [
    {
      "companytId": 1,
      "companyName": "Empresa AT",
      "projects": [
        {
          "projectId": 4,
          "projectName": "Soporte"
        }
      ]
    },
    {
      "companytId": 6,
      "companyName": "Empresa4",
      "projects": [
        {
          "projectId": 4,
          "projectName": "Soporte"
        }
      ]
    }
  ]
}
```

📌 Note: The request returns the company associated with the user consulted and the project to which it belongs.

Parameters

Name	Data type	Description
companyId	Int	Company Identifier
companyName	String	Company Name
projects	List	List of projects related to the company
projects.projectId	Int	Project ID related to the company
projects.projectName	String	Name of the project related to the company

Exceptions:

Exit	Description
exceptionMessage: "InvalidClientUser", message: "FailureGetUserCompanies", operation: "GetUserCompanies", serviceName: "User"	The queried user does not exist or is not defined as a client