

HCLSoftware

HCL iAutomate

API Guide

Version 6.5



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Document Revision History

This guide is updated with each release of the product or when necessary.
This table provides the revision history of this API Guide.

Version Date	Description
October, 2023	HCL iAutomate v6.3 – API Guide
December, 2023	HCL iAutomate v6.3.2 – API Guide
June, 2024	HCL iAutomate v6.4 – API Guide
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1 Push APIs

1.1 Save Incident Data

1.1.1 V2

Table 1 - Save Incident Data

API	SaveIncidentData
Purpose	To save the ticket details for Incidents.
API URL	<a href="https://<API URL>:<API Port>/v2/incident/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/incident/orgentityid/{orgentityid}
Authentication type	Basic /Token
Method Type	Post

Request Format:

```
[
{
  "TicketNumber": "string",
  "Summary": "string",
  "sys_id": "string",
  "ResolvedDate": "string",
  "AssignedGroup": "string",
  "StatusCode": "string",
  "CreationDate": "string",
  "Description": "string",
  "LastModifiedDate": "string",
  "Col1": "string",
  "Col2": "string",
  "Col3": "string",
  "Col4": "string",
  "Col5": "string",
  "Col6": "string",
  "Col7": "string",
  "Col8": "string",
  "Col9": "string",
  "Col10": "string",
  "Col11": "string",
  "Col12": "string",
```

```

    "Col13": "string",
    "Col14": "string",
    "Col15": "string",
    "Col16": "string",
    "Col17": "string",
    "Col18": "string",
    "Col19": "string",
    "Col20": "string",
    "TimeZone": "string",
    "TimeZoneOffset": "string",
    "IsTimeZoneOrOffset": "string",
    "IsEpoch": "string",
    "ModuleId": "string"
  }
]

```

If "IsTimeZoneOrOffset": "TIMEZONE" then it is mandatory to define the time zone in which the ticket is being created in the key "TimeZone" and "TimeZoneOffset" value can be left blank else if "IsTimeZoneOrOffset": "OFFSET" then it is mandatory to define the offset value in the key "TimeZoneOffset" and "TimeZone" value can be left blank else if "IsTimeZoneOrOffset": "GMT" then no need to define the value for keys "TimeZone" and "TimeZoneOffset" and can be left blank. (Offset value is the difference of time in minutes in which the ticket is being created and GMT time.)

Table 2 – Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains ticket number
Summary	String	Yes	testing	This field contains summary of ticket
sys_id	String	Yes	XXXXXXXX	This field contains unique number
ResolvedDate	String	No	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	Yes	1	This field contains status of ticket
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of ticket
Description	String	Yes	testing	This field contains summary of ticket
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket

Column	Column Type	Mandatory	Expected/Sample value	Remarks
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/ GMT	It defines whether you want to use Timezone, offset or GMT value
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"
ModuleId	String	Yes	1 or 9	ModuleId=1 for Incident Management and ModuleId=9 for Event Management

Output:

```
{
  "Id": " XXXXXXXXX ",
  "Status": "Success",
  "Message": "Incident data saved successfully".
}
```

Table 3 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	XXXXXXXX	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	Incident data saved successfully	Success /fail message

Table 4 – Save Incident Data

API	SaveIncidentData
Purpose	To save the ticket details for Incidents.
API URL	<a href="https://<API URL>:<API Port>//iAutomateAPI/Request/SaveIncidentData/1">https://<API URL>:<API Port>//iAutomateAPI/Request/SaveIncidentData/1
Authentication type	Basic
Method Type	Post

Request Format:

```
[
  {
    "TicketNumber": "XXXXXXXX ",
    "Summary": "testing",
    "sys_id": "XXXXXXXX ",
    "ResolvedDate": "2019-11-18 06:24:52",
    "AssignedGroup": "XXXXXXXX ",
    "StatusCode": "1",
    "CreationDate": "2019-11-18 06:24:52",
    "Description": "testing data",
    "LastModifiedDate": "2019-11-18 06:24:52",
    "Col1": " ",
    "Col2": " ",
    "Col3": " ",
    "Col4": " ",
    "Col5": " ",
    "TimeZone": "IST",
    "TimeZoneOffset": "-330",
    "IsTimeZoneOrOffset": "TIMEZONE/OFFSET/GMT",
    "IsEpoch": "Y",
    "ModuleId": "1"
  }
]
```

If "IsTimeZoneOrOffset": "TIMEZONE" then it is mandatory to define the time zone in which the ticket is being created in the key "TimeZone" and "TimeZoneOffset" value can be left blank else if "IsTimeZoneOrOffset": "OFFSET" then it is mandatory to define the offset value in the key "TimeZoneOffset" and "TimeZone" value can be left blank else if "IsTimeZoneOrOffset" : "GMT" then no need to define the value for keys "TimeZone"

and "TimeZoneOffset" and can be left blank. (Offset value is the difference of time in minutes in which the ticket is being created and GMT time.)

Table 5 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains ticket number
Summary	String	Yes	testing	This field contains summary of ticket
sys_id	String	Yes	XXXXXXXX	This field contains unique number
ResolvedDate	String	No	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	Yes	1	This field contains status of ticket
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of ticket
Description	String	Yes	testing	This field contains summary of ticket
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/ GMT	It defines whether you want to use Timezone, offset or GMT value
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

ModuleId	String	Yes	1 or 9	ModuleId=1 for Incident Management and ModuleId=9 for Event Management
-----------------	--------	-----	--------	---

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
  "result": "XXXXXXXX "
}
```

Table 6 – Parameters Returned in Response of API

Column	Column type	Value	Remarks
Status Code	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401, - BadRequest= 400, - InternalServerError= 500, - NotFound= 404	This field provide status code
Status	string	Success/Fail	This field provide status
Message	string	null or message in case of not success	
Result	string	XXXXXXXX	This field provide unique number for reference

1.2 Save Change Request Task Data

1.2.1 V2

Table 7 – Save Change Request Task Data

API	SaveChangeRequestTaskData
Purpose	To save the ticket details for Change Tasks.
API URL	<a href="https://<API URL>:<API Port>/v2/changeRequests/orgentityid/forentityid">https://<API URL>:<API Port>/v2/changeRequests/orgentityid/forentityid
Authentication type	Basic /Token
Method Type	Post

Request Format:

```
[
  {
    "TicketNumber": "string",
    "Summary": "string",
    "sys_id": "string",
    "ChangeId": "string",
    "StatusCode": "string",
    "CreationDate": "string",
    "Description": "string",
    "LastModifiedDate": "string",
    "AssignedGroup": "string",
    "Col1": "string",
    "Col2": "string",
    "Col3": "string",
    "Col4": "string",
    "Col5": "string",
    "Col6": "string",
    "Col7": "string",
    "Col8": "string",
    "Col9": "string",
    "Col10": "string",
    "Col11": "string",
    "Col12": "string",
    "Col13": "string",
    "Col14": "string",
    "Col15": "string",
    "Col16": "string",
    "Col17": "string",
    "Col18": "string",
    "Col19": "string",
    "Col20": "string",
    "TimeZone": "string",
    "TimeZoneOffset": "string",
    "IsTimeZoneOrOffset": "string",
    "IsEpoch": "string"
  }
]
```

```

}
]

```

Table 8 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains change task number
Summary	String	Yes	testing	This field contains summary of change task
sys_id	String	Yes	XXXXXXXX	This field contains unique number
changeid	String	Yes	XXXXXXXX	This field contains unique number of changes
StatusCode	String	Yes	1	This field contains status of change task
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of change task
Description	String	Yes	testing	This field contains summary of change task
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on change task
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of change task
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/	It defines whether you want to use Timezone, offset or GMT value

Column	Column Type	Mandatory	Expected/Sample value	Remarks
			GMT	
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```
{
  "Id": "XXXXXXXX ",
  "Status": "Success",
  "Message": "Change Request saved successfully."
}
```

Table 9 – Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	XXXXXXXX	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	Change Request saved successfully	Success /fail message

1.2.2 V1

Table 10 – Save Change Request Task Data

API	SaveChangeRequestTaskData
Purpose	To save the ticket details for Change Tasks.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/SaveChangeRequestTaskData/1">https://<API URL>:<API Port>/iAutomateAPI/Request/SaveChangeRequestTaskData/1
Authentication type	Basic
Method Type	Post

Request Format:

```
{
  "TicketNumber": "XXXXXXXX ",
  "Summary": "testing",
  "sys_id": "XXXXXXXX ",
  "ChangeId": "XXXXXXXX ",
  "StatusCode": "1",
  "CreationDate": "2019-11-18 06:24:54",
}
```

```

"Description": "testing data",
"LastModifiedDate": "2019-11-18 06:24:54",
"AssignedGroup": "XXXXXXXX ",
"Col1": " ",
"Col2": " ",
"Col3": " ",
"Col4": " ",
"Col5": " ",
"TimeZone": "IST",
"TimeZoneOffset": "-330",
"IsTimeZoneOrOffset": "TIMEZONE/OFFSET/GMT",
"IsEpoch": "N"
}

```

Table 11 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains change task number
Summary	String	Yes	testing	This field contains summary of change task
sys_id	String	Yes	XXXXXXXX	This field contains unique number
changeid	String	Yes	XXXXXXXX	This field contains unique number of changes
StatusCode	String	Yes	1	This field contains status of change task
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of change task
Description	String	Yes	testing	This field contains summary of change task
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on change task
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of change task
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset":"TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset":"TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset":"OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset":"OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/ GMT	It defines whether you want to use Timezone, offset or GMT value
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
  "result": "XXXXXXXXX "
}
```

Table 12 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
StatusCode	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401,	This field provide status code
Status	string	Success/Fail	This field provide status
Message	string	null or message in case of not success	
Result	string	XXXXXXXXX	This field provide unique number for reference

1.3 Save Service Request Task Data

1.3.1 V2

Table 13 - Save Service Request Task Data

API	SaveServiceRequestTaskData
------------	----------------------------

Purpose	To save the ticket details for Service Request Tasks.
API URL	<a href="https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}
Authentication type	Basic/Token
Method Type	Post

Request Format:

```
[
  {
    "TicketNumber": "string",
    "Summary": "string",
    "sys_id": "string",
    "SRId": "string",
    "RequestItemId": "string",
    "AssignedGroup": "string",
    "StatusCode": "string",
    "CreationDate": "string",
    "Description": "string",
    "LastModifiedDate": "string",
    "Col1": "string",
    "Col2": "string",
    "Col3": "string",
    "Col4": "string",
    "Col5": "string",
    "Col6": "string",
    "Col7": "string",
    "Col8": "string",
    "Col9": "string",
    "Col10": "string",
    "Col11": "string",
    "Col12": "string",
    "Col13": "string",
    "Col14": "string",
    "Col15": "string",
    "Col16": "string",
    "Col17": "string",
    "Col18": "string",
```

```

    "Col19": "string",
    "Col20": "string",
    "TimeZone": "string",
    "TimeZoneOffset": "string",
    "IsTimeZoneOrOffset": "string",
    "IsEpoch": "string"
  }
]

```

Table 14 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains Service Request Task number
Summary	String	Yes	testing	This field contains summary of Service Request Task
sys_id	String	Yes	XXXXXXXX	This field contains unique number
SRid	String	Yes	XXXXXXXX	This field contains unique number of Service Request
RequestItemId	String	Yes	XXXXXXXX	This field contains unique number of Service Request Item
StatusCode	String	Yes	1	This field contains status of Service Request Task
Description	String	Yes	testing	This field contains summary of Service Request Task
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of Service Request Task
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value

Column	Column Type	Mandatory	Expected/Sample value	Remarks
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/ GMT	It defines whether you want to use Timezone, offset or GMT value
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```
{
  "Id": "XXXXXXXX ",
  "Status": "Success",
  "Message": "Service Request saved successfully";
}
```

Table 15 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	XXXXXXXX	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	Service Request saved successfully	Success /fail message

1.3.2 V1

Table 16 - Save Service Request Task Data

API	SaveServiceRequestTaskData
Purpose	To save the ticket details for Service Request Tasks.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/SaveServiceRequestTaskData/">https://<API URL>:<API Port>/iAutomateAPI/Request/SaveServiceRequestTaskData/
Authentication type	Basic

Request Format:

```
[{
  "TicketNumber": "XXXXXXXX ",
  "Summary": "testing",
  "sys_id": "XXXXXXXX ",
  "SRId": "XXXXXXXX ",
  "RequestItemId": "XXXXXXXX ",          //Sys Id of SC Task Request Item
  "StatusCode": "1",
  "Description": "testing data",
  "AssignedGroup": "XXXXXXXX ",
  "CreationDate": "2020-05-07 10:36:05",
  "LastModifiedDate": "2020-05-07 11:24:54",
  "Col1": " ",                          //Optional Key-Value pair
  "Col2": " ",                          //Optional Key-Value pair
  "Col3": " ",                          //Optional Key-Value pair
  "Col4": " ",                          //Optional Key-Value pair
  "Col5": " ",                          //Optional Key-Value pair
  "TimeZone": "IST",                    //Value is Mandatory if "IsTimeZoneOrOffset":
  "TIMEZONE"
  "TimeZoneOffset": "-330",              //Value is Mandatory if
  "IsTimeZoneOrOffset": "OFFSET"
  "IsTimeZoneOrOffset": "TIMEZONE/OFFSET/GMT",
  "IsEpoch": "N"                       //If date format is Epoch, set this key
  value as "Y" else "N"
}]
```

Table 17 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/S ample value	Remarks
TicketNumber	String	Yes	XXXXXXXX	This field contains Service Request Task number
Summary	String	Yes	testing	This field contains summary of Service Request Task
sys_id	String	Yes	XXXXXXXX	This field contains unique number
SRId	String	Yes	XXXXXXXX	This field contains unique number of Service Request

Column	Column Type	Mandatory	Expected/Sample value	Remarks
RequestItemId	String	Yes	XXXXXXXX	This field contains unique number of Service Request Item
StatusCode	String	Yes	1	This field contains status of Service Request Task
Description	String	Yes	testing	This field contains summary of Service Request Task
AssignedGroup	String	No	XXXXXXXX	This field contains assignment group of Service Request Task
CreationDate	String	Yes	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	String	Yes	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	String	No		You can use it for any custom value
Col2	String	No		You can use it for any custom value
Col3	String	No		You can use it for any custom value
Col4	String	No		You can use it for any custom value
Col5	String	No		You can use it for any custom value
TimeZone	String	Value is Mandatory if "IsTimeZoneOrOffset": "TIMEZONE"	IST	It defines in which format you are sending data, in use only when "IsTimeZoneOrOffset": "TIMEZONE"
TimeZoneOffset	String	Value is Mandatory if "IsTimeZoneOrOffset": "OFFSET"	-330	It defines the offset, in use only when "IsTimeZoneOrOffset": "OFFSET"
IsTimeZoneOrOffset	String	Yes	TIMEZONE/ OFFSET/ GMT	It defines whether you want to use Timezone, offset or GMT value
IsEpoch	String	Yes	Y or N	If date format is Epoch, set this key value as "Y" else "N"

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Success",
```

```

"result": "XXXXXXXX "
}

```

Table 18 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
StatusCode	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401,	This field provide status code
Status	string	Success/Fail	This field provide status
Message	string	null or message in case of not success	
Result	string	XXXXXXXX	This field provide unique number for reference

1.4 Save Schedule Runbook

1.4.1 V2

Table 19 - Save Schedule Runbook

API	SaveScheduleRunbook
Purpose	To schedule the runbook through API
API URL	<a href="https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}
Authentication type	Basic
Method Type	Post

Request Format:

```

[
{
  "OrgId": "string",
  "ModuleId": "string",
  "RunbookToolId": "string",
  "RunbookId": "string",
  "RunbookScheduleId": "string",
  "FrequencyId": "string",
  "ScheduleMinute": "string",
  "ScheduleHour": "string",
  "DaysofWeek": "string",
  "DateofMonth": "string",

```

```

    "IsActive": "string",
    "RunDate": "string",
    "IsRecurring": "string",
    "TimeOutPeriod": "string",
    "ActivityCode": "string",
    "ParamValues":
[
  {
    "RunbookParamId": "string",
    "RunbookParam": "string",
    "RunbookParamDefaultValue": "string",
    "IsPasswordParam": "string"
  }
]
}
]

```

Table 20 - Parameters Required in Request Body of API

Column	Column Type	Mandatory	Expected/Sample value	Remarks
OrgId	String	Yes	5	This field contains the Organization ID
ModuleId	String	Yes	4	This field contains the Module ID
RunbookToolId	String	Yes	3	This field contains the Runbook Tool ID
RunbookId	String	Yes	7611	This field contains the Runbook ID
RunbookScheduleId	String	Yes	19532	This field contains the Runbook Schedule ID
FrequencyId	String	Yes	3	This field contains the valid Frequency ID if IsRecurring = Y else it contains -1
ScheduleMinute	String	Yes	5	This field contains the valid Scheduled Minutes if IsRecurring = Y else it contains -1
ScheduleHour	String	Yes	2	This field contains the valid Scheduled Hours if IsRecurring = Y else it contains -1
DaysofWeek	String	Yes	1	This field contains the valid Days of Week if IsRecurring = Y else it contains -1
DateofMonth	String	Yes	2	This field contains the valid Date of the Month if IsRecurring = Y else it contains -1

IsActive	String	Yes	Y/N	This field is used to check if it active or not
RunDate	String	Yes	2099-01-01T10:10:10	This field contains the valid Run Date if IsRecurring = N else it contains null
IsRecurring	String	Yes	Y/N	This field contains whether it will be recurring more than once
TimeOutPeriod	String	Yes	10Min	This field contains the time out period
ActivityCode	String	Yes	INSERT	This field contains the activity code
ParamValues	String	Yes	[{"RunbookParamId": "18547", "RunbookParam": "ComputerName", "RunbookParamDefaultValue": "SRVAT0046", "IsPasswordParam": "Text"}]	This field contains the Parameter values

Output:

```
{
  "Id": "XXXXXXXX ",
  "Status": "Success",
  "Message": "Manage Schedule Runbook inserted successfully";
}
```

Table 21 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	XXXXXXXX	This field provide unique number for reference
Status	string	Success/Fail	This field provides the status
Message	string	Manage Schedule Runbook inserted successfully	Success /fail message

2 GET APIs to retrieve data dumped from above APIs

To get data that is dumped by above APIs, following APIs are used to retrieve the data.

2.1 Get Incident Ticket Data

2.1.1 V2

Table 22 - Get Incident Ticket Data

API	GetIncidentTicketData
Purpose	To get data of Incident tickets that are dumped using Save Incident API .
API URL	<a href="https://<API URL>:<API Port>/v2/incident/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/incident/orgentityid/{orgentityid}
Authentication type	Basic/Token
Method Type	GET
Input Params in Query String:	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id • ModuleId

Table 23 - Input Parameters in Query String

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
ModuleId	=
Example:	<a filter":"ticket_number='XXXXXXXX"}"' href="https://<API URL>:<API Port>/v2/incident/orgentityid/7?queryParams={">https://<API URL>:<API Port>/v2/incident/orgentityid/7?queryParams={"filter":"ticket_number=XXXXXXXX"}

ModuleId=1 for Incident Management and ModuleId=9 for Event Management.

Output:

```
{
  "Count": 1,
  "Result": [
    {
      "TicketNumber": "XXXXXXXX ",
      "Summary": "testing",
```

```

    "Description": "testing data",
    "AssignedGroup": "XXXXXXXXX ",
    "StatusCode": "1",
    "CreationDate": "2019-11-18 06:24:52.000",
    "LastModifiedDate": "2019-11-18 06:24:52.000",
    "ClosedDate": "2019-11-18 06:24:52.000",
    "sys_id": "XXXXXXXXX ",
    "Col1": " ",
    "Col2": " ",
    "Col3": " ",
    "Col4": " ",
    "Col5": " ",
    "Col6": "",
    "Col7": "",
    "Col8": "",
    "Col9": "",
    "Col10": "",
    "Col11": "",
    "Col12": "",
    "Col13": "",
    "Col14": "",
    "Col15": "",
    "Col16": "",
    "Col17": "",
    "Col18": "",
    "Col19": "",
    "Col20": "",
    "iAutomate_CreatedDateInGMT": "2023-10-26 09:34:19.867",
    "iAutomate_UpdatedDateInGMT": "2023-10-26 09:34:19.867"
  }
],
  "Status": "Success",
  "Message": "Success"
}

```

Table 24 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	10	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	
Result	string	[{}]	This field Contains ticket Details

Table 25 - Parameters Required in Request Body of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains ticket number
Summary	String	testing	This field contains summary of ticket
Description	String	testing	This field contains summary of ticket
AssignedGroup	String	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	1	This field contains status of ticket
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	String	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	String	XXXXXXXX	This field contains unique number
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value
Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value
iAutomate_Create dDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_Update dDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT

Table 26 - Get Incident Ticket Data

API	GetIncidentTicketData
Purpose	To get data of Incident tickets that are dumped using Save Incident API .
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7">https://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7
Authentication type	Basic
Method Type	GET
Input Params in Query String	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id • ModuleId

Table 27 - Input Parameters in Query String

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
ModuleId	=
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7?ModuleId=1&start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&">https://<API URL>:<API Port>/iAutomateAPI/Request/GetIncidentTicketData/7?ModuleId=1&start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

ModuleId=1 for Incident Management and ModuleId=9 for Event Management.

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": null,
  "result":
  [
    {
      "TicketNumber": " XXXXXXXXX ",
      "Summary": "Restart Spooler service on target server ",
      "Description": "Restart Spooler service on target server",

```

```

    "AssignedGroup": " XXXXXXXX ",
    "StatusCode": "1",
    "CreationDate": "2020-05-04 10:40:30.000",
    "LastModifiedDate": "2020-05-04 04:41:50.000",
    "ClosedDate": "2020-05-06 10:41:53.000",
    "sys_id": " XXXXXXXX ",
    "Col1": "",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "iAutomate_CreatedDateInGMT": "2020-05-04 05:25:36.350",
    "iAutomate_UpdatedDateInGMT": "2020-05-04 05:25:36.350"
  }
]
}

```

Table 28 - Parameters Returned in Response of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains ticket number
Summary	String	testing	This field contains summary of ticket
Description	String	testing	This field contains summary of ticket
AssignedGroup	String	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	1	This field contains status of ticket
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	String	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	String	XXXXXXXX	This field contains unique number
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value

Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value
iAutomate_Create dDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_Update dDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT

2.2 Get Change Ticket Data

2.2.1 V2

Table 29 - Get Change Ticket Data

API	GetChangeTicketData
Purpose	To get data of change tasks that are dumped using Save Change Request Task API .
API URL	<a href="https://<API URL>:<API Port>/v2/changeRequests/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/changeRequests/orgentityid/{orgentityid}
Authentication type	Basic/Token
Method Type	GET
Input Params in Query String	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id

Table 30 - Input Parameters in Query String

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
Example:	<a filter\":\"start_date>='2020-01-2907:12:23.607&end_date<=2019-11-1806:24:52\"}"' href="https://<API URL>:<API Port>/v2/changeRequests/orgentityid/?queryParams={\">https://<API URL>:<API Port>/v2/changeRequests/orgentityid/?queryParams={\"filter\":\"start_date>=2020-01-2907:12:23.607&end_date<=2019-11-1806:24:52\"}

Output:

```
{
  "Count": 1,
```

```

"Result":
[
  {
    "TicketNumber": "XXXXXXXX ",
    "Summary": "testing",
    "Description": "testing data",
    "AssignedGroup": "XXXXXXXX ",
    "StatusCode": "1",
    "CreationDate": "2019-11-18 06:24:54.000",
    "LastModifiedDate": "2019-11-18 06:24:54.000",
    "ClosedDate": null,
    "sys_id": "XXXXXXXX ",
    "Col1": " ",
    "Col2": " ",
    "Col3": " ",
    "Col4": " ",
    "Col5": " ",
    "Col6": "",
    "Col7": "",
    "Col8": "",
    "Col9": "",
    "Col10": "",
    "Col11": "",
    "Col12": "",
    "Col13": "",
    "Col14": "",
    "Col15": "",
    "Col16": "",
    "Col17": "",
    "Col18": "",
    "Col19": "",
    "Col20": "",
    "iAutomate_CreatedDateInGMT": "2023-10-26 09:40:04.243",
    "iAutomate_UpdatedDateInGMT": "2023-10-26 09:40:04.243"
  }
],
"Status": "Success",

```

```
"Message": "Success"
```

```
}
```

Table 31 - Parameters Returned in Response of API

Column	Column type	value	Remarks
Count	int	10	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	
Result	string	[{}]	This field Contains ticket Details

Table 32 - Parameters Returned in Response of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains ticket number
Summary	String	testing	This field contains summary of ticket
Description	String	testing	This field contains summary of ticket
AssignedGroup	String	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	1	This field contains status of ticket
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	String	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	String	XXXXXXXX	This field contains unique number
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value
Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value
iAutomate_Create dDateInGMT	String	2020-05- 04 05:25:36.350	It returns date in GMT
iAutomate_Update dDateInGMT	String	2020-05- 04 05:25:36.350	It returns date in GMT

Table 33 - Get Change Ticket Data

API	GetChangeTicketData
Purpose	To get data of change tasks that are dumped using Save Change Request Task API .
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7">https://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7
Authentication type	Basic
Method Type	GET
Input Params in Query String	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id

Table 34 - Input Parameters in Query String

Filter field	Supported Filter operator
start_date	>= ,< , > , <= , =
end_date	>= ,< , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7?start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&">https://<API URL>:<API Port>/iAutomateAPI/Request/GetChangeTicketData/7?start_date>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": null,
  "result":
  [
    {
      "TicketNumber": " XXXXXXXX ",
      "Summary": "testing",
      "Description": "testing data",
      "AssignedGroup": " XXXXXXXX ",
      "ChangeId": " XXXXXXXX ",
```

```

        "StatusCode": "1",
        "LastModifiedDate": "2019-11-18 00:54:54.000",
        "sys_id": " XXXXXXXX ",
        "CreationDate": "2019-11-18 00:54:54.000",
        "Col1": "",
        "Col2": "",
        "Col3": "",
        "Col4": "",
        "Col5": "",
        "iAutomate_CreatedDateInGMT": "2020-05-08 09:28:45.703",
        "iAutomate_UpdatedDateInGMT": "2020-05-08 09:28:45.703"
    }
}

```

Table 35 - Parameters Required in Response Body of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains ticket number
Summary	String	testing	This field contains summary of ticket
Description	String	testing	This field contains summary of ticket
AssignedGroup	String	XXXXXXXX	This field contains assignment group of ticket
StatusCode	String	1	This field contains status of ticket
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of ticket
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on ticket
ClosedDate	String	2019-11-18 07:24:52	This field contains date whenever ticket gets resolved
sys_id	String	XXXXXXXX	This field contains unique number
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value
Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value

Column	Column Type	Expected/Sample value	Remarks
iAutomate_CreateDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_UpdateDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT

2.3 Get SR Ticket Data

2.3.1 V2

Table 36 - Get SR Ticket Data

API	GetSRTicketData
Purpose	To get data of Service Request Tasks that are dumped Save Service Request Task API.
API URL	<a href="https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}">https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/{orgentityid}
Authentication type	Basic/Token
Method Type	GET
Input Params in Query String	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id

Table 37 - Input Parameter in Query String

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
Example:	<a filter":{"start_date">='2020-01-2907:12:23.607&end_date"<=2019-11-1806:24:52"}}"' href="https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1?queryParams={">https://<API URL>:<API Port>/v2/serviceRequests/orgentityid/1?queryParams={"filter":{"start_date">=2020-01-2907:12:23.607&end_date"<=2019-11-1806:24:52"}}}

Output:

```
{
  "Count": 1,
  "Result": [
    {
      "TicketNumber": "XXXXXXXX ",
      "Summary": "testing",

```

```

    "Description": "testing data",
    "RequestItemId": "XXXXXXX",
    "SRId": "XXXXXXXX ",
    "AssignedGroup": "XXXXXXXX ",
    "StatusCode": "1",
    "CreationDate": "2020-05-07 10:36:05.000",
    "LastModifiedDate": "2020-05-07 11:24:54.000",
    "sys_id": "XXXXXXXX ",
    "Col1": " ",
    "Col2": "",
    "Col3": "",
    "Col4": "",
    "Col5": "",
    "Col6": "",
    "Col7": "",
    "Col8": "",
    "Col9": "",
    "Col10": "",
    "Col11": "",
    "Col12": "",
    "Col13": "",
    "Col14": "",
    "Col15": "",
    "Col16": "",
    "Col17": "",
    "Col18": "",
    "Col19": "",
    "Col20": "",
    "iAutomate_CreatedDateInGMT": "2023-10-26 11:53:54.423",
    "iAutomate_UpdatedDateInGMT": "2023-10-26 11:53:54.423"
  }
],
  "Status": "Success",
  "Message": "Success"
}

```

Table 38 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	10	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	
Result	string	[{}]	This field Contains ticket Details

Table 39 - Parameters Returned in Response of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains Service Request Task number
Summary	String	testing	This field contains summary of Service Request Task
Description	String	testing	This field contains description of Service Request Task
sys_id	String	XXXXXXXX	This field contains unique number
RequestItemId	String	XXXXXXXX	This field contains unique number of Service Request Item
SRid	String	XXXXXXXX	This field contains unique number of Service Request
AssignedGroup	String	XXXXXXXX	This field contains assignment group of Service Request Task
StatusCode	String	1	This field contains status of Service Request Task
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value
Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value
iAutomate_CreatedDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_UpdatedDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT

Table 40 - Get SR Ticket Data

API	GetSRTicketData
Purpose	To get data of Service Request Tasks that are dumped Save Service Request Task API.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/Z">https://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/Z
Authentication type	Basic
Method Type	GET
Input Params in Query String	You can pass the following filters in the URL to get desired data: • start_date • end_date • ticket_number • assignment_group • sys_id

Table 41 - Input Parameters in Query String

Filter field	Supported Filter operator
start_date	>= , < , > , <= , =
end_date	>= , < , > , <= , =
Ticket_number	=
assignment_group	=
sys_id	=
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/?start_date=>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&">https://<API URL>:<API Port>/iAutomateAPI/Request/GetSRTicketData/?start_date=>=2020-01-29 07:12:23.607&end_date<=2019-11-18 06:24:52&

Table 42 - Parameters Returned in Response of API

Column	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXX	This field contains Service Request Task number
Summary	String	testing	This field contains summary of Service Request Task
Description	String	testing	This field contains description of Service Request Task
sys_id	String	XXXXXXXX	This field contains unique number
RequestItemId	String	XXXXXXXX	This field contains unique number of Service Request Item
SRid	String	XXXXXXXX	This field contains unique number of Service Request

Column	Column Type	Expected/Sample value	Remarks
AssignedGroup	String	XXXXXXXX	This field contains assignment group of Service Request Task
StatusCode	String	1	This field contains status of Service Request Task
CreationDate	String	2019-11-18 06:24:52	This field contains creation date of Service Request Task
LastModifiedDate	String	2019-11-18 07:24:52	This field contains date whenever updating happen on Service Request Task
Col1	String		You can use it for any custom value
Col2	String		You can use it for any custom value
Col3	String		You can use it for any custom value
Col4	String		You can use it for any custom value
Col5	String		You can use it for any custom value
iAutomate_CreatedDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT
iAutomate_UpdatedDateInGMT	String	2020-05-04 05:25:36.350	It returns date in GMT

3 Runbook Status Update API

3.1 V2

Table 43 – UpdateRunbookStatus

API	UpdateRunbook
Purpose	To update the status of runbook.
API URL	<a href="https://<API URL>:<API Port>/v2/runbooks/orgentityid/{orgentityid}/updaterunbookstatusv2">https://<API URL>:<API Port>/v2/runbooks/orgentityid/{orgentityid}/updaterunbookstatusv2
Authentication type	Basic/Token
Method Type	PUT
Example:	<a href="https://<API URL>:<API Port>/v2/runbooks/orgentityid/1/updaterunbookstatusv2">https://<API URL>:<API Port>/v2/runbooks/orgentityid/1/updaterunbookstatusv2

Input JSON:

```
{
  "JobId": "string",
  "TicketNumber": "string",
  "RbaInteractionId": "string",
  "RbaStatusCode": "string",
  "RbaStatusMessage": "string",
  "Option1": "string",
  "Option2": "string",
  "Option3": "string",
  "Option4": "string"
}
```

Table 44 – Parameters Required in Request Body of API

Column	Column type	Expected/sample value	Remarks
JobId	string	10	(Optional) JobId of ExecuteRunbook job.
TicketNumber	string	123	(Optional) The number of the ticket for which update needs to be sent.
RbaInteractionId	string	135	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.

Column	Column type	Expected/sample value	Remarks
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate

RbaStatusCode:

Runbook Status	Runbook Status Code
In Progress	0
Execution Not successful and is transferred	-1
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 1 - Runbook Status

RbaStatusMessage:

Output:

```
{
  "Id": "XXXXXXXX ",
  "Status": "Success",
  "Message": "Runbook status updated successfully";
}
```

Table 45 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	XXXXXXXX	This field provide unique number for reference
Status	string	Success/Fail	This field provide status
Message	string	null or message in case of not success	

3.2.1 UpdateRunbookStatus

Table 46 – Update Runbook Status

API	UpdateRunbookStatus
Purpose	To update the status of runbook.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/<OrgID>">https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/<OrgID>
Authentication type	Basic
Method Type	PUT
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/1">https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/1

Input JSON:

```
{
  "JobId": 1,
  "TicketNumber": "XXXXXXXX ",
  "RbaInteractionId": "XXXXXXXX ",
  "RbaStatusCode": "1",
  "RbaStatusMessage": "iAutomate update",
  "Option1": "optional value",
  "Option2": "optional value",
  "Option3": "optional value",
  "Option4": "optional value"
}
```

Table 47 – Parameters Required in Request Body of API

Column	Column type	Expected/sample Value	Remarks
JobId	int	1	The id for the ExecuteRunbook job of the organization with ID mentioned in API URL
TicketNumber	string	XXXXXXXX	The number of the ticket for which update needs to be sent.
RbaInteractionId	string	XXXXXXXX	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate

Column	Column type	Expected/sample Value	Remarks
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate

RbaStatusCode:

Runbook Status	Runbook Status Code
In Progress	0
Execution Not successful and is transferred	-1
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 2- Runbook Status

Column	Column type	Value	Remarks
statusCode	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	XXXXXXXX	This field provide unique number for reference

3.2.2 UpdateRunbookStatusV2

Table 48 - UpdateRunbookStatus

API	UpdateRunbookStatus
Purpose	To update the status of runbook.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/<OrgID>">https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/<OrgID>
Authentication type	Basic
Method Type	PUT
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/1">https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatusV2/1

Input JSON:

```
{
  "TicketNumber": "optional value",
  "RbaInteractionId": " XXXXXXXX ",
  "RbaStatusCode": "1",
  "RbaStatusMessage": "iAutomate update",
  "Option1": "optional value",
  "Option2": "optional value",
  "Option3": "optional value",
  "Option4": "optional value"
}
```

Table 49 - Parameters Required in Request Body of API

Column	Column type	Expected/sample Value	Remarks
TicketNumber	string	XXXXXXXX	The number of the ticket for which update needs to be sent.
RbaInteractionId	string	135	The interaction ID generated for the ticket process.
RbaStatusCode	string	1	Refer below table.
RbaStatusMessage	string	test	The message from the RBA tool while updating a ticket.
Option1	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option2	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option3	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate
Option4	string	optional	This is an optional value which can be used to send extra information by Tool to store in iAutomate

RbaStatusCode:

Runbook Status	Runbook Status Code
In Progress	0
Execution Not successful and is transferred	-1
Successfully Resolved	1
Successfully Transferred (Issue Not Resolved)	2

Figure 3 - Runbook Status

RbaStatusMessage:

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "message": "Runbook status updated successfully",
  "result": null
}
```

Table 50 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
statusCode	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401,	This field provide status code
status	string	Success/Fail	This field provide status
message	string	null or message in case of not success	
result	string	XXXXXXXX	This field provide unique number for reference

4 Custom Script Execution API

This API is used for complex integrations where multiple APIs are required to be executed which can be written in a Python/PowerShell script and can be executed through the API.

Table 51 – GenericScriptExecution

API	GenericScriptExecution
Purpose	To execute the python/powershell script.
API URL	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/Execute/<OrgID>/ScriptID/<ScriptID>">https://<API URL>:<API Port>/iAutomateAPI/Request/Execute/<OrgID>/ScriptID/<ScriptID>
Authentication type	Basic
Method Type	POST
Example:	<a href="https://<API URL>:<API Port>/iAutomateAPI/Request/Execute/1/ScriptID/1">https://<API URL>:<API Port>/iAutomateAPI/Request/Execute/1/ScriptID/1

Input JSON:

It is dynamic as per the inputs required in Python/PowerShell script.

Output:

```
{
  "key": "123",
  "URL": "http://<URL>/rest/api/2/issue/",
  "assignee_name": "user",
  "Release_comment": "Ticket_released_from_iAutomate"
}
```

Table 52 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Statuscode	int	- Success = 200, - Error = 300, - RequiredAttributeValueMissing = 400, - Unauthorized = 401	This field provide status code
Status	string	Success/Fail	This field provide status
Message	string	null or message in case of not success	
Result	object	<pre>"result": [{ "number": "INC0" }]</pre>	This field provide the response of the python/powershell script.
Data	string	null	

If the above custom script API is used to fetch tickets while creating data source, then the JsResponseConverter for the CollectIncident job will be changed for the response like below:

Output:

```
{
  "statusCode": 200,
  "status": "Success",
  "result": [
    {
      "number": " XXXXXXXXX ",
      "short_description": "Incident created from Supplier 1 ITSM using End User of Customer Company",
      "sys_id": " XXXXXXXXX ",
      "closed_at": "2020-09-04 12:06:56",
      "assignment_group": {
        "link": "XXXXXXXXX ",
        "value": "XXXXXXXXX "
      },
      "incident_state": "9",
      "description": "Incident created from Supplier 1 ITSM using End User of Customer Company",
      "sys_updated_on": "2022-06-27 11:17:11",
      "category": "Server",
      "sys_created_on": "2020-09-04 12:06:56"
    }
  ]
}
```

To Configure the JsResponseConverter, go to the CollectIncidents job after creating data source and in the job's parameter, update below value for the JsResponseConverter field:

Input JSON:

```
If (json.result)
{
for (varresult= [], i=0; i<json.result.length;i++)result.push(json.result[i]);
customJobObject.dataCollectorNode.data.result=result
}
```

5 Authentication Using OAuth2.0

This API is used to generate OAuth token to use in all the iAutomate APIs if the Authentication type is OAuth2.0.

Table 53 - Generate OAuth Token

Purpose	To generate OAuth token.		
API URL	<a href="https://<API URL>:<API Port>/token">https://<API URL>:<API Port>/token		
Authentication type	None		
Method Type	POST		
Header	"Content-Type", "application/x-www-form-urlencoded"		
Body	Key	Value	Remarks
	grant_type	password	Fixed value
	username	useremail	API user email
	password	User password	User password

Output:

```
{
  "Access_token": "XXXXXXXX ",
  "token_type": "bearer",
  "expires_in": 86399
}
```

Table 54 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
access_token	string	token	This field provide token
token_type	string	bearer	This field provide token_type
expires_in	int	time	This field provide expire time (in Second)

Use of OAuth Token:

Table 55 - Use of OAuth Token

Purpose	To use OAuth Token to access iAutomate API.
API URL	Any iAutomate API as mentioned in the section 1 , section 2 , section 3 , and section 4 .
Authentication type	Bearer
Token value	Token provided by upper API

Example:

```
var client = new RestClient("http://<URL>:<Port>/iAutomateAPI/Request/GetIncidentTicketData/19");  
client.Timeout = -1;  
var request = new RestRequest(Method.GET);  
request.AddHeader ("Authorization", "Bearer XXXXXXXX ");
```

6 DAG Service API

6.1 Execute

This API is used to Execute and get status of DAG.

Table 56 – DAG

Purpose	To Execute DAG/Node.
API URL	<a href="https://<API URL>:<API Port>/api/v1/Execute/{orgId}">https://<API URL>:<API Port>/api/v1/Execute/{orgId}
Authentication type	Basic/Token
Method Type	POST
Example	<a href="https://<API URL>:<API Port>/api/v1/Execute/119">https://<API URL>:<API Port>/api/v1/Execute/119

Input JSON:

```
{
  "extra_vars": {
    "command_to_execute": "uname -a",
    "target_host": "Myhost"
  }
}
```

Table 57 – Parameters required in Request body of API

Column	Column type	Expected/sample Value	Remarks
command_to_execute	string	Command	Command which needs to execute on Node.
target_host	string	Myhost	Server host where commend need to execute.

Output:

```
{
  "id": "XXXXXXXX "
}
```

Table 58 – Parameters returned in response of API

Column	Column type	Value	Remarks
id	string	Unique identifier	This field provide Unique Interaction Id

6.2 Status

This API is used to Execute and get status of DAG.

Table 59 – DAG

Purpose	To Execute DAG/Node.
API URL	<a href="https://<API URL>:<API Port>/api/v1/status/{orgId}/{interactionId}">https://<API URL>:<API Port>/api/v1/status/{orgId}/{interactionId}
Authentication type	Basic/Token
Method Type	GET
Example:	<a href="https://<API URL >:< API Port >/api/v1/status/119/506">https://<API URL >:< API Port >/api/v1/status/119/506

Output:

```
{
  "results": [
    {
      "id": "123",
      "event_data": {
        "res": {
          "stdout": "",
          "cmd": "",
          "response_message": "output"
        }
      }
    }
  ]
}
```

Table 60 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
results	string	Contains output	This field provide complete result
id	string	Unique Id	This field provide unique identifier
response_message	string	name	This field provide result of command

7 Netbot Inventory API

7.1 Get CI Details

This API is used to get CI details.

Table 61 – DAG

Purpose	To Get CI details based on Group Id.
API URL	<a href="https://<API URL>:<API Port>/v2/inventory/hostname/{orgentityid}/{groupid}/{tasknumber}">https://<API URL>:<API Port>/v2/inventory/hostname/{orgentityid}/{groupid}/{tasknumber}
Authentication type	Basic/Token
Method Type	GET
Example	<a href="https://<API URL>:<API Port>/v2/inventory/hostname/1/1/Task1">https://<API URL>:<API Port>/v2/inventory/hostname/1/1/Task1

Table 62 – Parameters required in Request body of API.

Column	Column type	Remarks
orgentityid	string	The Configuration name for the internal secret manager.
groupid	string	Unique identifier of group
tasknumber	string	Unique identifier of task number

Output:

```
{
  "Count": 1,
  "Result": [
    {
      "HostName": " XXXXXXXXX ",
      "device_ci_name": " XXXXXXXXX ",
      "device_management_ip": " XXXXXXXXX ",
      "device_firmware_version": "",
      "device_type": "Access Point",
      "Col1": "Test-col1",
      "Col2": "Test-col1",
      "Col3": "Test-col1",
      "Col4": "Test-col1",
      "Col5": "Test-col1",
      "device_manufacturername": "HP",
      "device_model": "",
      "device_location": "",
      "device_subcategory": "",
      "device_componentcategory": "",
      "device_productname": "",
      "device_enviornment": "",
    }
  ]
}
```

```

        "device_componentcriticality": "",
        "device_status": "Deployed"
    }
],
"Status": "Success",
"Message": "Success"
}

```

Table 63 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	1	This field provide configuration name of number of entries
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message
HostName	string	HostName	This filed provides hostname
device_ci_name	string	ciname	This field provides ci name
device_management_ip	string	management_ip	This field provides management IP
device_firmware_version	string	version	This field provide firmware version
device_type	string	devicetype	This field provides device type
Col1	string		You can use it for any custom value
Col2	string		You can use it for any custom value
Col3	string		You can use it for any custom value
Col4	string		You can use it for any custom value
Col5	string		You can use it for any custom value
device_manufacturername	string		This field provides manufacturer name
device_model	string		This field provides model name
device_location	string		This field provides locations
device_subcategory	string		This field provides subcategory name
device_componentcategory	string		This field provides component category name
device_productname	string		This field provides product name
device_enviornment	string		This field provides device environment name
device_componentcriticality	string		This field provides component criticality
device_status	string		This field provides status

7.2 Update Schedule Status

This API is used to update schedule status.

Table 64 – Update Schedule Status

Purpose	To Update Schedule based on Schedule Id.
API URL	<a href="https://<API URL>:<API Port>/v2/inventory/schedulerStatus/{orgentityid}">https://<API URL>:<API Port>/v2/inventory/schedulerStatus/{orgentityid}
Authentication type	Basic/Token
Method Type	GET
Example	<a href="http://<API URL>:<API Port>/v2/inventory/3/1">http://<API URL>:<API Port>/v2/inventory/3/1
<pre>{ "extra_vars": { "command_to_execute": "uname -a", "target_host": "Myhost" } }</pre>	

Table 65 – Parameters required in Request body of API

Column	Column type	Expected/sample Value	Remarks
command_to_execute	string	Command	Command which needs to be executed on Node.
target_host	string	Myhost	Server host where command need to execute.

Output:

```
{
  "id": "XXXXXXXX "
}
```

Table 66 – Parameters returned in response of API

Column	Column type	Value	Remarks
id	string	Unique identifier	This field provide Unique Interaction Id

7.3 Update Scheduler Status

This API is used to update the status of schedule.

Table 67 – Update Scheduler Status

Purpose	To update scheduler status based on scheduler Id.
API URL	<a href="https://<API URL>:<API Port>/v2/inventory/schedulerStatus/{orgentityid}">https://<API URL>:<API Port>/v2/inventory/schedulerStatus/{orgentityid}
Authentication type	Basic/Token
Method Type	PUT

Example:

<https://<API URL>:<API Port>/v2/inventory/schedulerStatus/1>

Input:

```
[{
  "ScheduleId": "#scheduleid#",
  "Status": "3",
}]
```

Status Code:

Code	Text
0	Queued
1	Initiated
2	In Progress
3	Failed
4	Successful
5	Pending for approval
6	Approved

Output:

```
{
  "Id": "xxxxxxxxxxxxxxxxxxxx",
  "Status": "Success",
  "Message": "Schedule Status Updated Successfully"
}
```

Table 68 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	Unique Identifier	This field contain unique identifier
Status	string	Fail/Success	Message
Message	string	text	This field provide message

7.4 Update CI/Hostname Status

This API is used to update the status of CI/Hostname.

Table 69 - Update CI Status

Purpose	To update CI status based on CI Id.
API URL	<a href="https://<API URL>:<API Port>/v2/inventory/CIStatus/{orgentityid}">https://<API URL>:<API Port>/v2/inventory/CIStatus/{orgentityid}
Authentication type	Basic/Token

Method Type	PUT
Example:	<a href="https://<API URL>:<API Port> /v2/inventory/CiStatus/1">https://<API URL>:<API Port> /v2/inventory/CiStatus/1

Input:

```
[
  {
    "TaskNumber": "",
    "ScheduleId": "3",
    "GroupId": "3",
    "Status": "2",
    "Remarks": "test",
    "FileName": "",
    "FilePath": "",
    "HostName": "",
    "ChangeNumber": ""
  }
]
```

Table 70 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
TaskNumber	string	Task01	This field takes Task Number
ScheduleId	string	Fail/Success	This field takes Schedule Id
GroupId	string	text	This field takes Group Id
Status	String	3	This field takes status
Remarks	String	Success	This field takes remarks
FileName	String	Abc.log	This field takes log filename
FilePath	String	C:\\test	This field takes file path
HostName	String	Hostname	This field takes Host name
ChangeNumber	string	Change1	This field takes change Number

Status Code:

Code	Text
0	Queued
1	Initiated
2	In Progress
3	Failed

4	Successful
5	Pending for approval
6	Approved

Output:

```
{
  "Id": "xxxxxxxxxxxxxxxxxxxxxx",
  "Status": "Success",
  "Message": "CI Status Updated Successfully"
}
```

Table 71 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Id	string	Unique Identifier	This field contain unique identifier
Status	string	Fail/Success	Message
Message	string	text	This field provide message

8 API to get the Ticket Status:

8.1 Incident Ticket Status

8.1.1 V2

This API is used to get the ticket status for the Incident module.

Table 72 - Incident Ticket Status

Purpose	To get the ticket status for the Incident module.
API URL	<a href="https://<API URL>:<API Port>/v2/incident/TicketStatus/{ticketnumber}/{orgentityid}">https://<API URL>:<API Port>/v2/incident/TicketStatus/{ticketnumber}/{orgentityid}
Authentication type	Basic/Token
Method Type	GET

Table 73 - Parameters Required in Request body of API

Column	Column type	Remarks
Ticketnumber	string	The ticket number for the module. It can be comma separated multiple input values.
Orgentityid	string	The organization entity ID.

Output:

```
{
  "Count": 1,
  "Result": [
    {
      "TicketNumber": "XXXXXXXXXX",
      "TicketStatus": "Data Collected"
    }
  ],
  "Status": "Success",
  "Message": "Success"
}
```

Table 74 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	1	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message
Result	string	[{}]	This field Contains ticket status Details

Table 75 - Parameters Returned in Result of API

Result	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXXXX	This field contains Incident module ticket number
TicketStatus	String	Move to Parsing	This field contains the ticket status of Incident module ticket number

8.2 Change Request Ticket Status

8.2.1 V2

This API is used to get the ticket status for the Change Request module.

Table 76 - Change Request Ticket Status

Purpose	To get the ticket status for the Change Requests module.
API URL	<a href="https://<API URL>:<API Port>/v2/changeRequests/TicketStatus/{ticketnumber}/{orgentityid}">https://<API URL>:<API Port>/v2/changeRequests/TicketStatus/{ticketnumber}/{orgentityid}
Authentication type	Basic/Token
Method Type	GET

Table 77 - Parameters Required in Request body of API

Column	Column type	Remarks
Ticketnumber	string	The ticket number for the module. It can be comma separated multiple input values.
Orgentityid	string	The organization entity ID.

Output:

```
{
  "Count": 2,
  "Result": [
    {
      "TicketNumber": "XXXXXXXXXX",
      "TicketStatus": "Data Collected"
    },
    {
      "TicketNumber": " XXXXXXXXXXXX ",
      "TicketStatus": " Data Collected "
    }
  ]
}
```

```

"Status": "Success",
"Message": "Success"
}

```

Table 78 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	2	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message
Result	string	[{}]	This field Contains ticket status Details

Table 79 - Parameters Returned in Result of API

Result	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXXXX	This field contains Change Request module ticket number
TicketStatus	String	Data Collected	This field contains the ticket status of Change Request module ticket number

8.3 Service Request Ticket Status

8.3.1 V2

This API is used to get the ticket status for the Service Request module.

Table 80 - Service Request Ticket Status

Purpose	To get the ticket status for the Service Requests module.
API URL	<a href="https://<API URL>:<API Port>/v2/serviceRequests/TicketStatus/{ticketnumber}/{orgentityid}">https://<API URL>:<API Port>/v2/serviceRequests/TicketStatus/{ticketnumber}/{orgentityid}
Authentication type	Basic/Token
Method	GET

Table 81 - Parameters Required in Request body of API

Column	Column type	Remarks
Ticketnumber	string	The ticket number for the module. It can be comma separated multiple input values.
Orgentityid	string	The organization entity ID.

Output:

```

{

```

```

"Count": 2,
"Result": [
  {
    "TicketNumber": "XXXXXXXXXX",
    "TicketStatus": "Data Collected"
  },
  {
    "TicketNumber": " XXXXXXXXXXXX ",
    "TicketStatus": " Data Collected "
  }
],
"Status": "Success",
"Message": "Success"
}

```

Table 82 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	2	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message
Result	string	[{}]	This field Contains ticket status Details

Table 83 - Parameters Returned in Result of API

Result	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXXXX	This field contains Service Request module ticket number
TicketStatus	String	Data Collected	This field contains the ticket status of Service Request module ticket number

8.4 Event Management Ticket Status

8.4.1 V2

This API is used to get the ticket status for the Event Management module.

Table 84 - Event Management Ticket Status

Purpose	To get the ticket status for the Event Management module.
API URL	<a href="https://<API URL>:<API Port>/v2/event/TicketStatus/{ticketnumber}/{orgentityid}">https://<API URL>:<API Port>/v2/event/TicketStatus/{ticketnumber}/{orgentityid}
Authentication type	Basic/Token

Table 85 - Parameters required in Request body of API.

Column	Column type	Remarks
Ticketnumber	string	The ticket number for the module. It can be comma separated multiple input values.
Orgentityid	string	The organization entity ID.

Output:

```
{
  "Count": 2,
  "Result": [
    {
      "TicketNumber": "XXXXXXXXXX",
      "TicketStatus": "Data Collected"
    },
    {
      "TicketNumber": " XXXXXXXXXXXX ",
      "TicketStatus": " Data Collected "
    }
  ],
  "Status": "Success",
  "Message": "Success"
}
```

Table 86 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	2	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message
Result	string	[{}]	This field Contains ticket status Details

Table 87 - Parameters Returned in Result of API

Result	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXXXX	This field contains Event Management module ticket number.
TicketStatus	String	Data Collected	This field contains the ticket status of Event Management module ticket number.

8.5 Sub Task Management Ticket Status

8.5.1 V2

This API is used to get the ticket status for the Sub Task Management module.

Table 88 – Sub Task Management Ticket Status

Purpose	To get the ticket status for the Sub Task Management module.
API URL	<a href="http://<API URL>:<API Port>/v2/sub-task/TicketStatus/{ticketnumber}/{orgentityid}">http://<API URL>:<API Port>/v2/sub-task/TicketStatus/{ticketnumber}/{orgentityid}
Authentication type	Basic/Token
Method Type	GET

Table 89 – Parameters required in Request body of API

Column	Column type	Remarks
Ticketnumber	string	The ticket number for the module. It can be comma separated multiple input values.
Orgentityid	string	The organization entity ID.

Output:

```
{
  "Count": 2,
  "Result": [
    {
      "TicketNumber": "XXXXXXXXXX",
      "TicketStatus": "Data Collected"},
    {
      "TicketNumber": " XXXXXXXXXXXX ",
      "TicketStatus": " Data Collected "
    } ],
  "Status": "Success",
  "Message": "Success"
}
```

Table 90 – Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	int	2	This field provide Tickets Count
Status	string	Success/Fail	This field provide status
Message	string	Success/Fail	This field provides message

Result	string	[{}]	This field Contains ticket status Details
---------------	--------	------	---

Table 91 - Parameters Returned in Result of API

Result	Column Type	Expected/Sample value	Remarks
TicketNumber	String	XXXXXXXXXX	This field contains Sub Task Management module ticket number
TicketStatus	String	Data Collected	This field contains the ticket status of Sub Task Management module ticket number

9 GET API for Internal Secret Manager:

9.1 Internal Secret Manager

9.1.1 V2

This API is used to get the data stored in iAutomate through the Internal Secret Manager.

Table 92 - Internal Secret Manager

Purpose	To get the data stored in iAutomate through the Internal Secret Manager.
API URL	<a href="https://<API URL>:<API Port>/v2/secret/{toolcode}/{name}/{orgentityid}">https://<API URL>:<API Port>/v2/secret/{toolcode}/{name}/{orgentityid}
Authentication type	Basic/Token
Method Type	GET

Table 93 - Parameters required in Request body of API

Column	Column type	Remarks
Name	String	The Configuration name for the internal secret manager.
Orgentityid	String	The organization entity ID.
Toolcode	String	The toolcode for the internal secret manager is: InternalVault.

Output:

```
{
  "Count": 1,
  "Result": "DemoPassword",
  "Status": "Success",
  "Message": "Success"
}
```

Table 94 - Parameters Returned in Response of API

Column	Column type	Value	Remarks
Count	Int	1	This field provide configuration name of Internal Secret manager Count
Status	String	Success/Fail	This field provide status
Message	String	Success/Fail	This field provides message
Result	String	"DemoPassword"	This field Contains Password for that configuration name of Internal Secret Manager

10 GET API for ITSM Attachment:

10.1 ITSM Attachment

10.1.1 V2

This API is used to get the data stored in iAutomate through the ItsmAttachment. Supporting extensions are pdf/xlsx/csv/txt/log.

Table 9595 - Internal Secret Manager

Purpose	To get the data stored in iAutomate through the ItsmAttachment.
API URL	<a href="https://<API URL>:<API Port>get/v2/itsmattachment/orgentityid/{orgentityid}/moduleid/{moduleid}/getattachmentforsysid?sysid={sysid}">https://<API URL>:<API Port>get/v2/itsmattachment/orgentityid/{orgentityid}/moduleid/{moduleid}/getattachmentforsysid?sysid={sysid}
Authentication type	Basic/Token
Method Type	GET

Table 9696 - Parameters required in Request body of API

Column	Column type	Remarks
Name	string	The Configuration name for the internal secret manager.
Orgentityid	string	The organization entity ID.
sysid	string	The Ticket identifier
Moduleid	string	The system moduleid

Output: It will be a downloadable file.

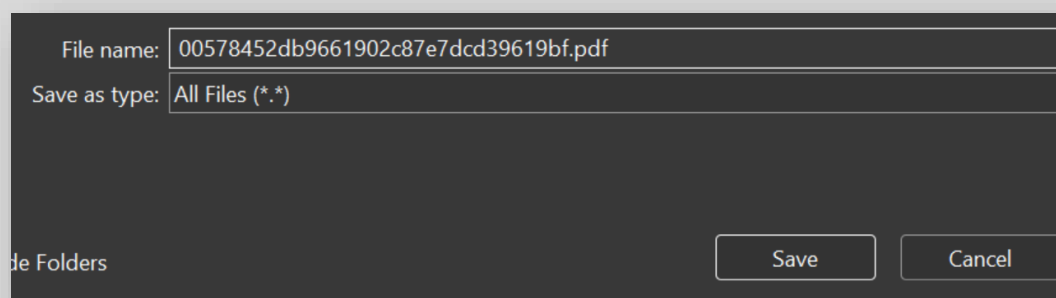


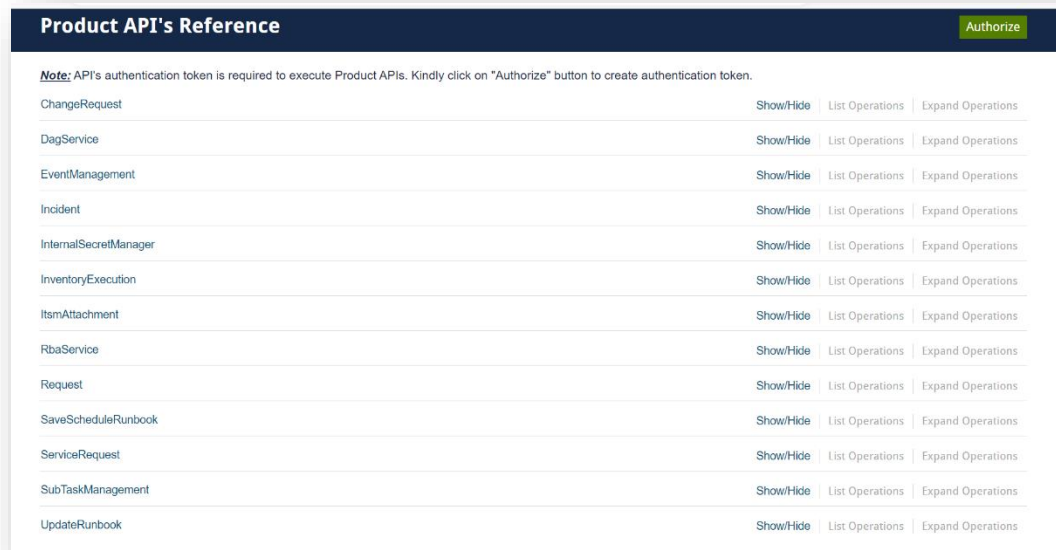
Figure 3 -ITSM Attachment

11 Swagger Console

Swagger console is used to execute APIs.

Table 97 – Swagger Console

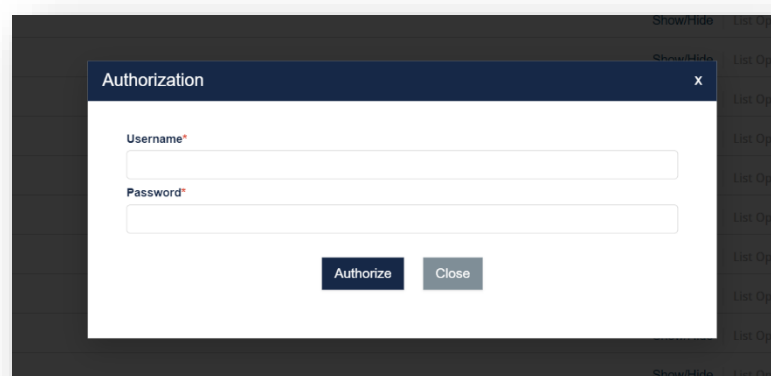
Purpose	To execute APIs from console.
Console URL	<a href="https://<API URL>:<API Port>/swagger">https://<API URL>:<API Port>/swagger



Product API's Reference			
Note: API's authentication token is required to execute Product APIs. Kindly click on "Authorize" button to create authentication token.			
ChangeRequest	Show/Hide	List Operations	Expand Operations
DagService	Show/Hide	List Operations	Expand Operations
EventManagement	Show/Hide	List Operations	Expand Operations
Incident	Show/Hide	List Operations	Expand Operations
InternalSecretManager	Show/Hide	List Operations	Expand Operations
InventoryExecution	Show/Hide	List Operations	Expand Operations
ItemAttachment	Show/Hide	List Operations	Expand Operations
RbaService	Show/Hide	List Operations	Expand Operations
Request	Show/Hide	List Operations	Expand Operations
SaveScheduleRunbook	Show/Hide	List Operations	Expand Operations
ServiceRequest	Show/Hide	List Operations	Expand Operations
SubTaskManagement	Show/Hide	List Operations	Expand Operations
UpdateRunbook	Show/Hide	List Operations	Expand Operations

Figure 4 – API's Reference

- **Authorize Swagger:** To authorize swagger, we need valid API user credentials. To authorize, click on Authorize button, a pop-up will be opened. Enter the API user credentials.



Authorization

X

Username*

Password*

Authorize

Close

Figure 5 – API Authorization

- Once valid API user details are entered, it gives below response:

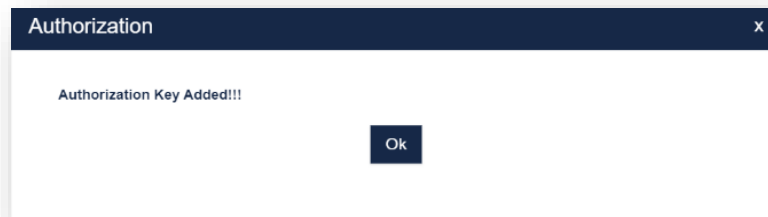


Figure 6 – Authorization Response

Now users can execute the available APIs by giving the proper input fields which will give the corresponding output.

11.1 Sample API execution through Swagger

In the below section, the API that updates the status of the ticket after execution, is described.

- <https://<API URL>:<API Port>/iAutomateAPI/Request/UpdateRunbookStatus/<OrgId>>
- **Steps:**
 - a. Open the swagger console and authorize by giving the valid API user credentials.
 - b. Click on **Request** hyperlink and search for the API UpdateRunbookStatus.
 - c. Give the request body and OrgentityId (orgId)
 - d. Click on Execute API button.

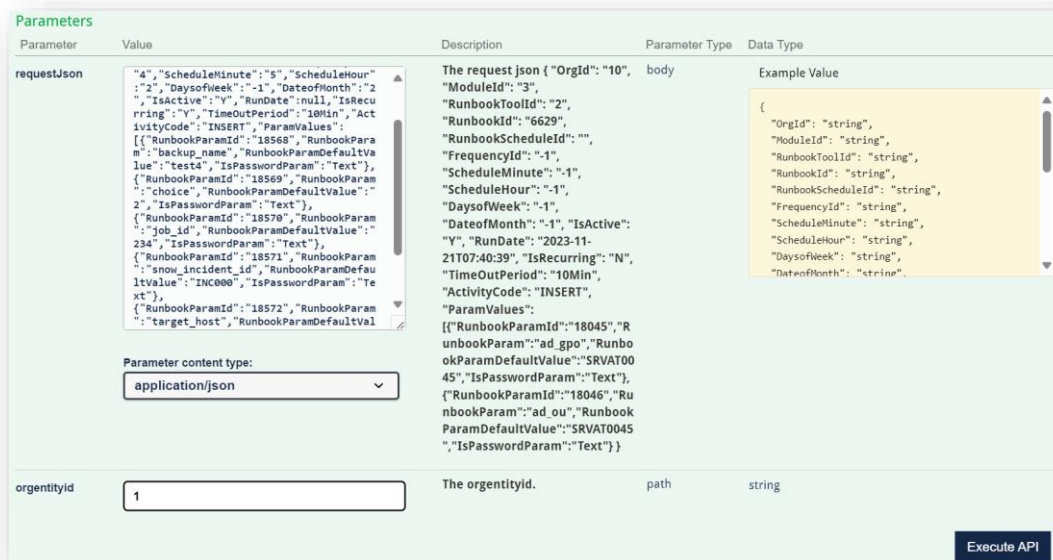


Figure 7 – Sample API execution through Swagger.

- **Response:** The response below is received from the API:

Response Body
<pre>{ "Id": "xxxxxxxx-xxx-xxxx-xxxx-xxxxxxxx", "Status": "Success", "Message": "Manage Schedule Runbook inserted successfully" }</pre>
Response Code
200
Response Headers
<pre>{ "content-length": "xxx", "content-type": "application/xxxx; charset=xxx-x", "date": "Tue, 18 Jun 2024 06:23:06 GMT", "server": "xxxx-xx/xx.0", "x-powered-by": "xxx.xxx" }</pre>

Figure 8 - Sample API execution through Swagger (Cont.)

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