



Red Hat 3scale 2-saas

API Bizops

For Use with Red Hat 3scale 2-saas

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Abstract

This guide documents business operations with Red Hat 3scale 2-saas.

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CHAPTER 1. ADDING DEVELOPERS

These are the steps to add a new developer account for access to your API.

If you have configured the workflow to invite developers manually, this covers how to add new developers.

1.1. STEP 1: CREATE A NEW DEVELOPER ACCOUNT

1. Follow *Accounts* link from the **Audience** section on the Dashboard.
2. Click **Create**.

As an admin, you can skip even some of the required fields. If you want to invite users to the account securely, you can also skip the password fields. However the email on this main admin account must be unique among all users.

The screenshot shows the Red Hat 3Scale API Management interface. The top navigation bar includes the logo, 'RED HAT 3SCALE API MANAGEMENT', and a dropdown menu for 'Audience'. The left sidebar has a menu with 'Accounts' (selected), 'Listing', 'Settings' (with sub-items 'Usage Rules' and 'Fields Definitions'), and 'Applications'. The main content area is titled 'Accounts' and features a table with columns: Group/Org., Admin, Signup Date, Plan, Apps, and State. A 'Create' button is in the top right. Below the table is a search bar and a 'Search' button. The table contains two entries: 'Feasible Inc.' with admin 'feasible' and 'Developer' with admin 'John Doe'.

Group/Org.	Admin	Signup Date	Plan	Apps	State
Feasible Inc.	feasible	25 Oct, 2018	Default	1	Approved
Developer	John Doe	11 Sep, 2018	Default (custom)	2	Approved

1.2. STEP 2: SET UP APPLICATIONS

If you want to pre-configure app keys for the account, you can also add an application on behalf of the developer. Otherwise, leave this as one of the initial steps for the developer to take.

The screenshot shows the Red Hat 3Scale API Management interface with the 'Audience' dropdown selected. The left sidebar has 'Accounts' selected, and the 'Listing' sub-item is highlighted. The main content area shows the 'Applications' section for the 'Developer' account. At the top, it displays statistics: '2 Applications', '1 User', '0 Invitations', '1 Group Membership', '1 Invoice', and '1 Service Subscription'. Below is a table with columns: Name, State, Service, Plan, Paid?, Created At, and Traffic On. A 'Create Application' button is in the top right. A red arrow points to this button with the text 'Create application'. The table contains two entries: 'Foobar App' and 'Developer's App'.

Name	State	Service	Plan	Paid?	Created At	Traffic On
Foobar App	live	Echo API	Unlimited	free	October 26, 2018	
Developer's App	live	Echo API	Basic	free	September 11, 2018	September 11, 2018

1.3. STEP 3: NOTIFY THE DEVELOPER

You can either send an email invitation to the developer manually or follow the steps to use the [invite developer](#) feature.

CHAPTER 2. APPROVING DEVELOPERS

This section shows how to make approvals for any step in the signup workflow.

Once you've implemented the signup workflow with manual approval steps, you have a few options. The approval process is slightly different depending on the trigger and what is being approved. If you receive an email notification, follow the instructions in the following section. Otherwise, it depends on whether you want to approve an account, a service, or an application.

2.1. APPROVE FROM EMAIL NOTIFICATION

If you (as admin) receive an email notification that one of your developers has an item pending approval, you can copy/paste the URL for the item into your browser, and it will take you directly to the page to make the approval.

2.2. ACCOUNT APPROVAL

To search for specific accounts or filter all accounts that are in a “pending” (for approval) state, navigate to **Audience > Accounts > Listing**. To show only the pending accounts, select "Pending" in the dropdown list *State* and click **Search**.

You can make individual approvals directly on each row, or select several rows at a time and perform a bulk approval.

RED HAT 3SCALE API MANAGEMENT Audience ▾

Accounts

Bulk operations

You have selected 1 accounts and you can make following operations with them:

Select multiple accounts for bulk approval

Send email to selected accounts

Transfer these accounts to different account plan

Approve, reject or make pending selected accounts

Filter for accounts "pending" approval

	Group/Org.	Admin	Signup Date	Plan	Apps	State	Actions
<input checked="" type="checkbox"/>	tester inc	tester	25 Oct, 2018	Default	1	Created	Activate
<input type="checkbox"/>	barba papa	barbapapa	25 Oct, 2018	Default	1	Created	Activate
<input type="checkbox"/>	Feasible Inc.	feasible	25 Oct, 2018	Default	1	Approved	
<input type="checkbox"/>	Developer	John Doe	11 Sep, 2018	Default (custom)	2	Approved	

2.3. SERVICE APPROVAL

To search for specific subscriptions to a service or filter all subscriptions that are in a “pending” (for approval) state, navigate to **Audience > Accounts > Subscriptions**.

To view Subscriptions, enable Service Plans in **Audience > Accounts > Usage Rules**.

You can select one subscription or several at a time and perform a bulk approval.

RED HAT 3SCALE API MANAGEMENT Audience

Accounts

Bulk operations

You have selected 1 accounts and you can make following operations with them:

Send email Send email to selected accounts

Change account plan Transfer these accounts to different account plan

Change state Approve, reject or make pending selected accounts

<input type="checkbox"/>	Group/Org.	Admin	Signup Date	Plan	Apps	State	
<input type="checkbox"/>	Developer	John Doe	11 Sep, 2018	Default (custom)	3	Pending	Approve

Export all Accounts

2.4. APPLICATION APPROVAL

To search for applications or filter all applications that are in a “pending” (for approval) state:

1. Navigate to **Audience > Applications > Listing**.
2. Select "pending" in the dropdown list *State* and click **Search**.

You can select one application or several at a time and perform a bulk approval.

RED HAT 3SCALE API MANAGEMENT Audience

Applications

Bulk operations

You have selected 1 applications and you can make following operations with them:

Send email Send email to owners of selected applications


Change application plan Transfer these applications to different application plan

Change state Accept, suspend or resume selected applications

<input type="checkbox"/>	Name	State	Account	Service	Plan	Paid? ⓘ	Created At	Traffic On
<input checked="" type="checkbox"/>	barba papa's App	live	barba papa	Echo API	Unlimited	free	October 25, 2018	
<input type="checkbox"/>	Feasible Inc.'s App	live	Feasible Inc.	Echo API	Basic	free	October 25, 2018	
<input type="checkbox"/>	Developer's camel-rest-sql App	live	Developer	camel-rest-sql	Default	free	October 11, 2018	
<input type="checkbox"/>	Developer's App	live	Developer	Echo API	Basic	free	September 11, 2018	September 11, 2018

Search

You can also start from the details page for a developer account, select which application you wish to approve from there, and make the approval on the application details page.

 **RED HAT 3SCALE** API MANAGEMENT Audience ▾

Accounts ▾
Listing
Account Plans
Subscriptions




SETTINGS
Usage Rules
Fields Definitions


Applications >
Billing >

Account 'Developer' ▾

3 Applications | 1 User | 0 Invitations | 1 Group Membership | 1 Invoice

Account: Developer Edit

Organization/Group Name	Developer	 Send message
Administrator	John Doe (admin+test@3scale.poc-sd.staging.3sca.net)	
Signed up on	September 11, 2018 13:22	
Status	Pending	 Approve  Reject

 **RED HAT 3SCALE** API MANAGEMENT API: Echo API ▾

Overview
Analytics >

Applications ▾
Listing
Application Plans

Subscriptions >
ActiveDocs
Integration >

Application 'My app' ▾

Analytics

My app Edit

Account	Developer	
Description	my app	
Service	Echo API	
State	Pending	<div>Accept or Reject</div>

API Credentials

CHAPTER 3. CHANGING PLANS FOR AN APP

After this section you will be able to change plans for accounts, services or applications

As admin you may change plans for a developer at any time, or in response to a plan change request that the developer initiates.



NOTE

The change plans step is slightly different depending on what type of plans are being changed.

3.1. CHANGE ACCOUNT PLANS

To search or filter specific accounts, navigate to **Audience > Accounts > Listing**.

You can select one or more rows at a time, and change the plans.

RED HAT 3SCALE API MANAGEMENT **Audience** ▾

Accounts

Bulk operations

You have selected 2 accounts and you can make following operations with them:

Send email to selected accounts

Transfer these accounts to different account plan

Approve, reject or make pending selected accounts

<input type="checkbox"/>	Group/Org.	Admin	Signup Date	Plan	Apps
<input type="checkbox"/>	Search for Group/Org., User login, First name, La				
<input checked="" type="checkbox"/>	Feasible Inc.	feasible	25 Oct, 2018	Default	1
<input checked="" type="checkbox"/>	Developer	John Doe	11 Sep, 2018	Default (custom)	2

3.2. CHANGE SERVICE PLANS

To search or filter specific subscriptions to a service, navigate to **Audience > Accounts > Subscriptions**.

You can only view subscriptions if you have enabled Service Plans in the Settings page.

You can select one or several subscriptions at a time, and change the plans.

RED HAT 3SCALE API MANAGEMENT **Audience** ▾

Accounts ▾
Listing
Subscriptions

Service Subscriptions

Bulk operations

You have selected 1 service subscriptions and you can make following operations with them:

Send email Send email to selected subscribers

Change service plan Transfer these subscriptions to different service plan

Change state Accept, suspend or resume selected subscriptions

<input type="checkbox"/>	Account	Service	Plan	State	Paid? [?]	Created On
<input type="checkbox"/>	barba papa	Echo API	Default	live	free	October 25, 2018
<input checked="" type="checkbox"/>	Feasible Inc.	Echo API	Default	live	free	October 25, 2018
<input type="checkbox"/>	Developer	camel-rest-sql	Default	live	free	October 11, 2018
<input type="checkbox"/>	Developer	Echo API	Default	live	free	September 11, 2018

3.3. CHANGE APPLICATION PLANS

To search or filter specific applications, navigate to **Audience > Applications > Listing**.

You can select one or several applications at a time, and change plans.

RED HAT 3SCALE API MANAGEMENT **Audience** ▾

Accounts ▾
Applications ▾
Listing
Alerts

Applications

Bulk operations

You have selected 2 applications and you can make following operations with them:

Send email Send email to owners of selected applications

Change application plan Transfer these applications to different application plan

Change state Accept, suspend or resume selected applications

<input type="checkbox"/>	Name	State	Account	Service	Plan	Paid? [?]	Created At
<input checked="" type="checkbox"/>	Feasible Inc.'s App	live	Feasible Inc.	Echo API	Basic	free	October 25, 2018
<input type="checkbox"/>	Developer's camel-rest-sql App	live	Developer	camel-rest-sql	Default	free	October 11, 2018
<input checked="" type="checkbox"/>	Developer's App	live	Developer	Echo API	Basic	free	September 11, 2018

Another scenario is to start from the details page for a developer Account. From there you select the application for which you wish to change plan. On the application details page, you can change the plan.

The screenshot displays the Red Hat 3Scale API Management interface. The top navigation bar includes the 'RED HAT 3SCALE API MANAGEMENT' logo and a dropdown menu for 'API: Echo API'. The left sidebar contains navigation links: Overview, Analytics, Applications (highlighted), Listing (highlighted), Application Plans, Subscriptions, ActiveDocs, and Integration. The main content area is titled 'Metro's App' and includes an 'Edit' link. It features a table with application details: Account (Metro), Description (Default application created on signup), Service (Echo API), and State (Live) with a 'Suspend' button. Below this is the 'API Credentials' section showing a 'User Key' and a 'Regenerate' button. The 'Usage in last 30 Days' section is partially visible. On the right, the 'Application Plan: Unlimited' is shown with a 'Convert to a Custom Plan' link and a list of features: Unlimited Greetings, 24/7 support, and Unlimited calls, all marked as active. A 'Change Plan' dropdown menu is open, showing options: Basic, Plan A (selected), and Plan B.

3.3.1. More Information

If rather than change to another standard plan, you only want to make a change for one specific app, you can use the [customize plans](#) feature.

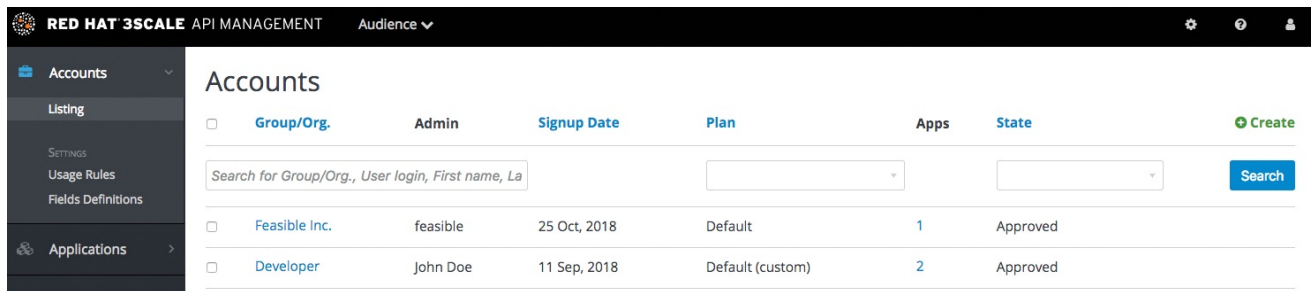
CHAPTER 4. CONTACTING DEVELOPERS

This guide explains how to find out which developer account manages a particular application and then communicate with them – both through 3scale and externally.

During API operations, you may urgently need to contact developers who are using your API.

4.1. STEP 1: LOCATE THE RELEVANT APPLICATION AND ACCOUNT IN THE SYSTEM

If you already know the account and developer who manages the application in question, navigate to their account from the Accounts page in **Audience > Accounts > Listing**, as shown below.



<input type="checkbox"/>	Group/Org.	Admin	Signup Date	Plan	Apps	State	Create
<input type="checkbox"/>	Feasible Inc.	feasible	25 Oct, 2018	Default	1	Approved	
<input type="checkbox"/>	Developer	John Doe	11 Sep, 2018	Default (custom)	2	Approved	

If you only have the application ID or API key, you can use the search box on the Accounts page in **Audience > Accounts > Listing** to find the relevant account. More information on locating applications is available [here](#).

4.2. STEP 2: SEND INTERNAL MESSAGES TO DEVELOPERS

Once you are in the account profile page as shown below, click the message icon.

The screenshot shows the Red Hat 3Scale API Management interface. The top navigation bar includes the Red Hat 3Scale logo, 'API MANAGEMENT', and a dropdown menu for 'Audience'. The left sidebar contains a navigation menu with 'Accounts' (selected), 'Applications', 'Billing', 'Portal', and 'Messages'. Under 'Accounts', there are sub-items: 'Listing', 'Settings', 'Usage Rules', and 'Fields Definitions'. The main content area displays the 'Account: Developer' page. At the top, it shows a breadcrumb trail: 'Account 'Developer' > 2 Applications | 1 User | 0 Invitations | 1 Group Membership | 1 Invoic'. Below this, the title 'Account: Developer' is followed by an 'Edit' link. The account details are presented in a table-like format:

Organization/Group Name	Developer	Send message
Administrator	John Doe (admin+test@3scale.poc-sd.staging.3sca.net)	
Signed up on	September 11, 2018 13:22	
Status	Approved	

Below the account details, there is a 'Billing Status' section. It indicates that 'Monthly billing is enabled.' and provides a 'Disable' button.

The message created here will be sent both to the account system dashboard, where all developers on the account will see it, and by email to the people on the developer account who have admin status within the account.

4.3. STEP 3: CONTACT BY OTHER MEANS

If it's an emergency and email is unlikely to be fast enough for your purposes, you can also use the contact information submitted by the developer at time of signup, which is available:

- On the company account page (general contact information but may include a phone number)
- Developer/user specific information on the users' own file

Note that you can make contact phone numbers a required field upon signup.

CHAPTER 5. CUSTOMIZE PLANS

When you have completed this section you will have customized an application plan for a specific developer.

Application plans are a good way to apply standard policies for different segments of your developer community. However, you always have the flexibility to customize the standard plans for any individual developer with unique requirements.

Once a plan is customized, you lose the link to the original plan. If you make changes to the original plan, the custom plan does not inherit any of those changes. So you should use this customization feature sparingly, before you become overwhelmed with too many custom plans which you cannot manage effectively.

A developer wants to increase their current limits without upgrading to the next pricing tier as the current billing period is already under way. A customization could be a good way to handle this situation by enabling the increase in limits and charging only the variable costs incurred. This would also help encourage an upgrade for the following billing month.

5.1. STEP 1: CHOOSE THE ACCOUNT

To view the details page for the developer Account you are interested in:

1. Navigate to **Audience > Accounts > Listing**
2. Choose the Developer account

RED HAT 3SCALE API MANAGEMENT Audience ▾

Accounts Listing

Settings Usage Rules Fields Definitions Applications

Accounts

<input type="checkbox"/>	Group/Org.	Admin	Signup Date	Plan	Apps	State	Create
<input type="checkbox"/>	Feasible Inc.	feasible	25 Oct, 2018	Default	1	Approved	
<input type="checkbox"/>	Developer	John Doe	11 Sep, 2018	Default (custom)	2	Approved	

5.2. STEP 2: SELECT THE APPLICATION

Select the application whose plan you wish to customize.

RED HAT 3SCALE API MANAGEMENT Audience ▾

Accounts Listing

Account Plans Subscriptions Settings Usage Rules Fields Definitions Applications

Account: Developer 2 Applications | 1 User | 0 Invitations | 1 Group Membership | 1 Invoice | 1 Service Subscription

<input type="checkbox"/>	Name	State	Service	Plan	Paid? ⓘ	Created At	Traffic On	Create Application
<input type="checkbox"/>	Foobar App	live	Echo API	Unlimited	free	October 26, 2018		
<input type="checkbox"/>	Developer's App	live	Echo API	Basic	free	September 11, 2018	September 11, 2018	

5.3. CUSTOMIZE THE APPLICATION PLAN

Select the option to “customize”. This provides the page where all the plan elements can be customized for the application owned by this account.

RED HAT 3SCALE API MANAGEMENT API: Echo API

Overview Analytics Applications Listing Application Plans Subscriptions ActiveDocs Integration

Application 'Metro's App' Analytics

Metro's App [Edit](#)

Account	Metro
Description	Default application created on signup.
Service	Echo API
State	Live Suspend

API Credentials

User Key [Regenerate](#)

Usage in last 30 Days

Hits
0 hits

Current Utilization

This is an unmetered application, there are no limits defined

Application Plan: Unlimited
[Convert to a Custom Plan](#)

FEATURES

Unlimited Greetings	✓
24/7 support	✓
Unlimited calls	✓

Change Plan

[Change Plan](#)

5.3.1. More Information

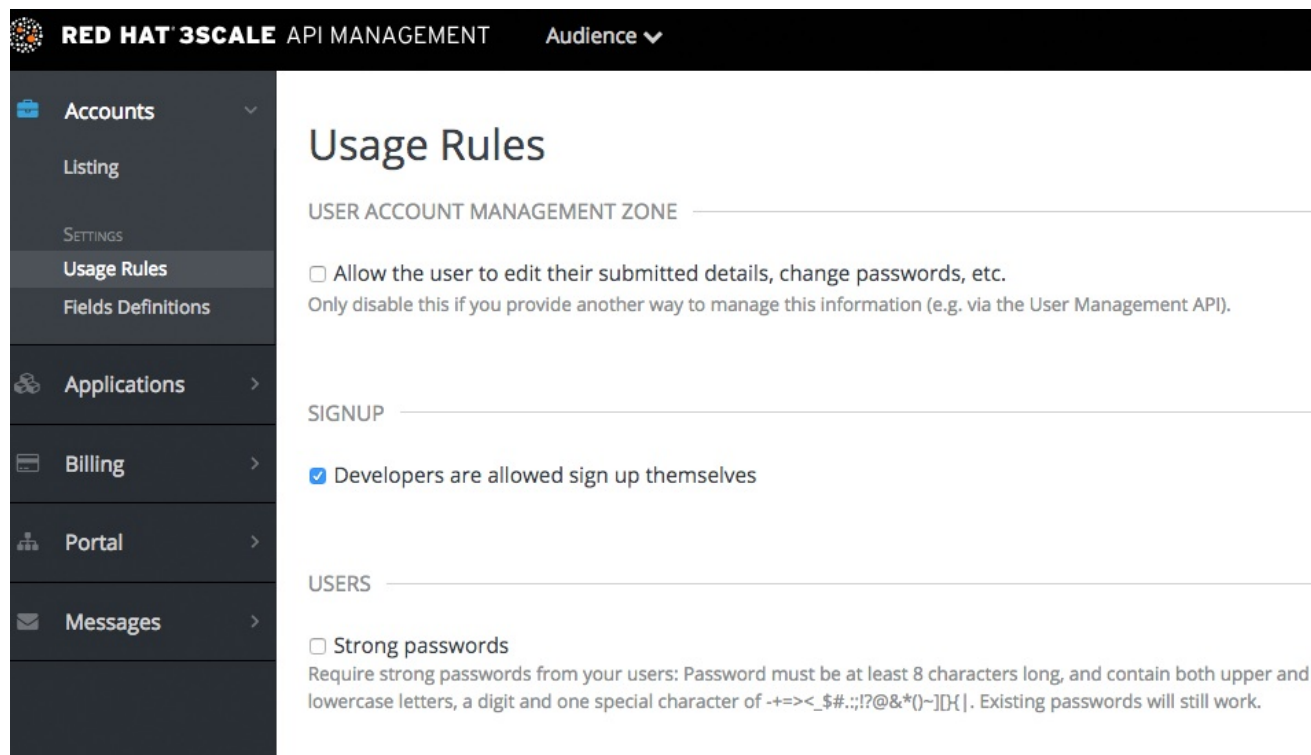
Before you take the step to customize plans, always consider first if you are not better off with a new standard plan (which can be hidden from display in the Developer Portal). Then you would just [change to the standard plan](#) and so gain the benefit of reuse if this applies to more than one of your developer partners.

CHAPTER 6. ENABLE SIGNUP

Configure developer signup by implementing self-service or manual mode.

You can configure the workflow for developers to be self-service or by manual invite only. Self-service signups are done by developers through the Developer Portal, while manual invites are handled by your admins through the Admin Portal.

By default, the checkbox toggle is set to enabled. To do so, navigate to **Audience > Accounts > Settings > Usage Rules**.



The screenshot shows the Red Hat 3scale API Management interface. The top navigation bar includes the Red Hat logo, "RED HAT 3SCALE API MANAGEMENT", and a dropdown menu for "Audience". The left sidebar contains a menu with "Accounts" (expanded), "Listing", "SETTINGS" (with a sub-menu containing "Usage Rules" and "Fields Definitions"), "Applications", "Billing", "Portal", and "Messages". The main content area is titled "Usage Rules" and is divided into three sections: "USER ACCOUNT MANAGEMENT ZONE", "SIGNUP", and "USERS".

USER ACCOUNT MANAGEMENT ZONE

- ☐ Allow the user to edit their submitted details, change passwords, etc.
Only disable this if you provide another way to manage this information (e.g. via the User Management API).

SIGNUP

- ☒ Developers are allowed sign up themselves

USERS

- ☐ Strong passwords
Require strong passwords from your users: Password must be at least 8 characters long, and contain both upper and lowercase letters, a digit and one special character of `-+=><_$.:;!/?@&*()~]{}|`. Existing passwords will still work.

CHAPTER 7. FINDING APPLICATIONS

By the end of this guide, you'll be able to quickly locate an application in the Dashboard based on either its name, an API key, or an application identifier.

During API operations, you may need to be able to find information on an application that is accessing your API quickly – either for support purposes, to change configuration, or potentially because the application is misbehaving and needs to be disabled.

7.1. STEP 1: GET THE INFORMATION YOU NEED

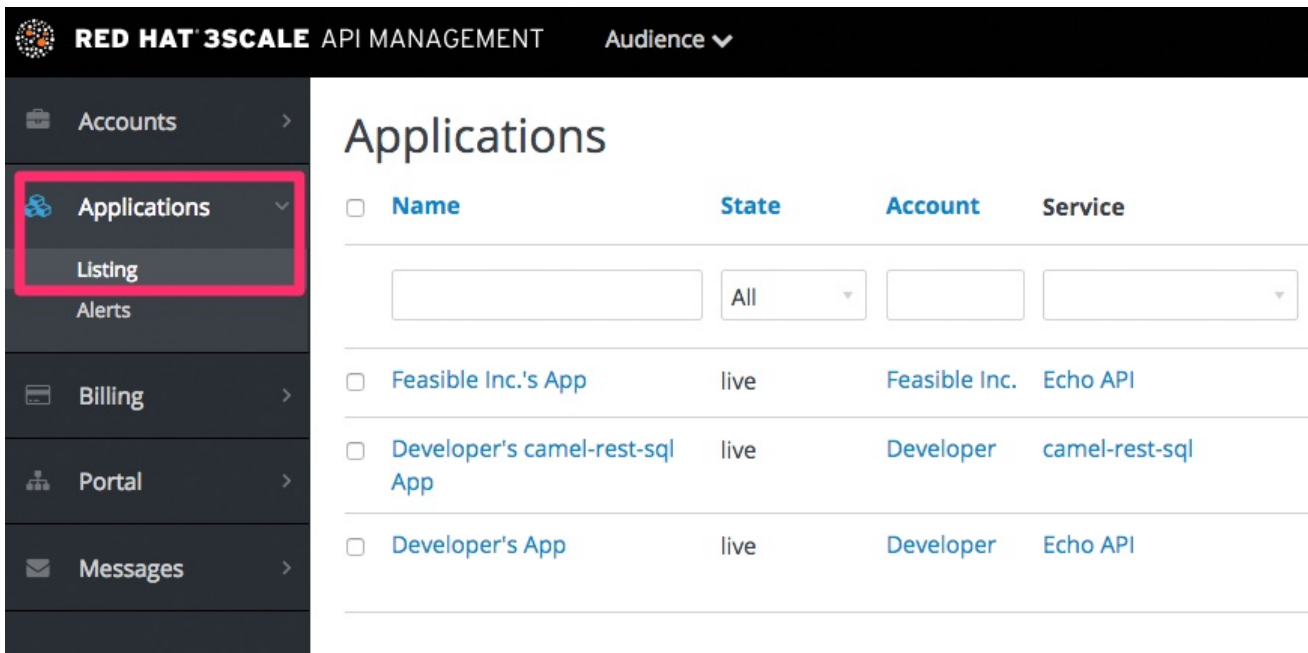
To find an application, you need to know something about it – the name of the account it belongs to or the application's name. If you have this, navigate to Applications (**Audience > Applications > Listing**). However you may have no information other than the application identifier or its API key, for example if you're seeing this information in your own access logs.

If you're searching by identifier then for the different authentication types, you need the following information:

- For API key-only authentication patterns: the API key
- For app ID and app key authentication patterns: the app identifier (search by app key is not supported)
- For OAuth authentication patterns: the client_id (search on the secret is not supported)

7.2. STEP 2: SEARCH FOR THE APPLICATION

To search a given application, navigate to Applications page (**Audience > Applications > Listing**), and use the search box as shown in the image below.





The screenshot shows the Red Hat 3Scale API Management dashboard. The top navigation bar includes the Red Hat logo, 'RED HAT 3SCALE API MANAGEMENT', and a dropdown menu for 'Audience'. The left sidebar contains a list of navigation items: Accounts, Applications (highlighted with a red box), Listing, Alerts, Billing, Portal, and Messages. The main content area is titled 'Applications' and features a search bar and a table of applications.


Name	State	Account	Service
<input type="checkbox"/> Feasible Inc.'s App	live	Feasible Inc.	Echo API
<input type="checkbox"/> Developer's camel-rest-sql App	live	Developer	camel-rest-sql
<input type="checkbox"/> Developer's App	live	Developer	Echo API

7.3. STEP 3: ACCESS APPLICATION INFORMATION

Once the results are returned, click on the application you'd like to access and you'll be taken to that application's homepage, which includes information such as that shown in the image below.

 **RED HAT 3SCALE** API MANAGEMENT Audience 

Accounts >

Applications 

Listing

Alerts

Billing >

Portal >

Messages >

Applications

☐ **Name** **State** **Account** **Service**

All

<input type="checkbox"/> Feasible Inc.'s App	live	Feasible Inc.	Echo API
<input type="checkbox"/> Developer's camel rest-sql App	live	Developer	camel-rest-sql
<input type="checkbox"/> Developer's App	live	Developer	Echo API

Select the App to check

CHAPTER 8. INVITING DEVELOPERS

After completing these steps, you will have added a new developer user to a developer account.

When you create a developer account manually, you can invite developer users to that account through the Admin Portal:

1. Navigate to **Audience > Accounts > Listing**.
2. Choose the account in question.
3. Select "Invitations" and then click **Invite user**.

The screenshot shows the Red Hat 3Scale API Management Admin Portal. The top navigation bar includes the Red Hat 3Scale logo, 'API MANAGEMENT', and a dropdown menu for 'Audience'. The left sidebar contains a menu with 'Accounts' (selected), 'Listing', and 'SETTINGS' (with sub-items 'Usage Rules' and 'Fields Definitions'). The main content area shows the breadcrumb 'Account "Developer" > 2 Applications | 1 User | 0 Invitations | 1 Group Membership | 1 Invoice | 2 Service Subscriptions'. Below this is the heading 'Sent invitations for Developer'. A table with columns 'Recipient', 'Sent', and 'Accepted?' is visible, followed by a green 'Invite user' button.

CHAPTER 9. UNSUBSCRIBING DEVELOPERS FROM A SERVICE

As an admin, you can unsubscribe developers from a service. You may need to do this for one specific developer, or for multiple developers, in the event of a service deprecation.

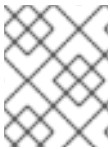
9.1. UNSUBSCRIBING A SINGLE DEVELOPER FROM SERVICES

Unsubscribe a single developer from a service they are subscribed to through the admin portal:

1. In the Admin Portal, navigate to **Audience > Accounts > Listing > [select an account] > Service Subscriptions**.
2. Select **Unsubscribe** for the service that you want to remove the developer from.

9.2. UNSUBSCRIBING MULTIPLE DEVELOPERS FROM SERVICES

Perform a bulk action to unsubscribe multiple developers from a deprecated or deleted service:



NOTE

This method only applies to services that have been deleted or suspended. You cannot perform a bulk unsubscription action on active services.

1. In the Admin Portal, navigate to: **Audience > Accounts > Subscriptions**
2. Do bulk state change.
3. Using the service dropdown menu, identify the service from which you want to unsubscribe developers.
4. Using the checkboxes on the left, select the developers you want to unsubscribe.
5. Select **Change State > Suspend** to suspend the selected developer subscriptions.

Remember that service plans need to be enabled.

CHAPTER 10. SUSPENDING APPLICATIONS

This guide explains how to disable all keys and access tokens for an application.

If an application is misusing your API and affecting other traffic, you may need to quickly suspend its operations before contacting the developer involved to ask them to amend their code or configuration.

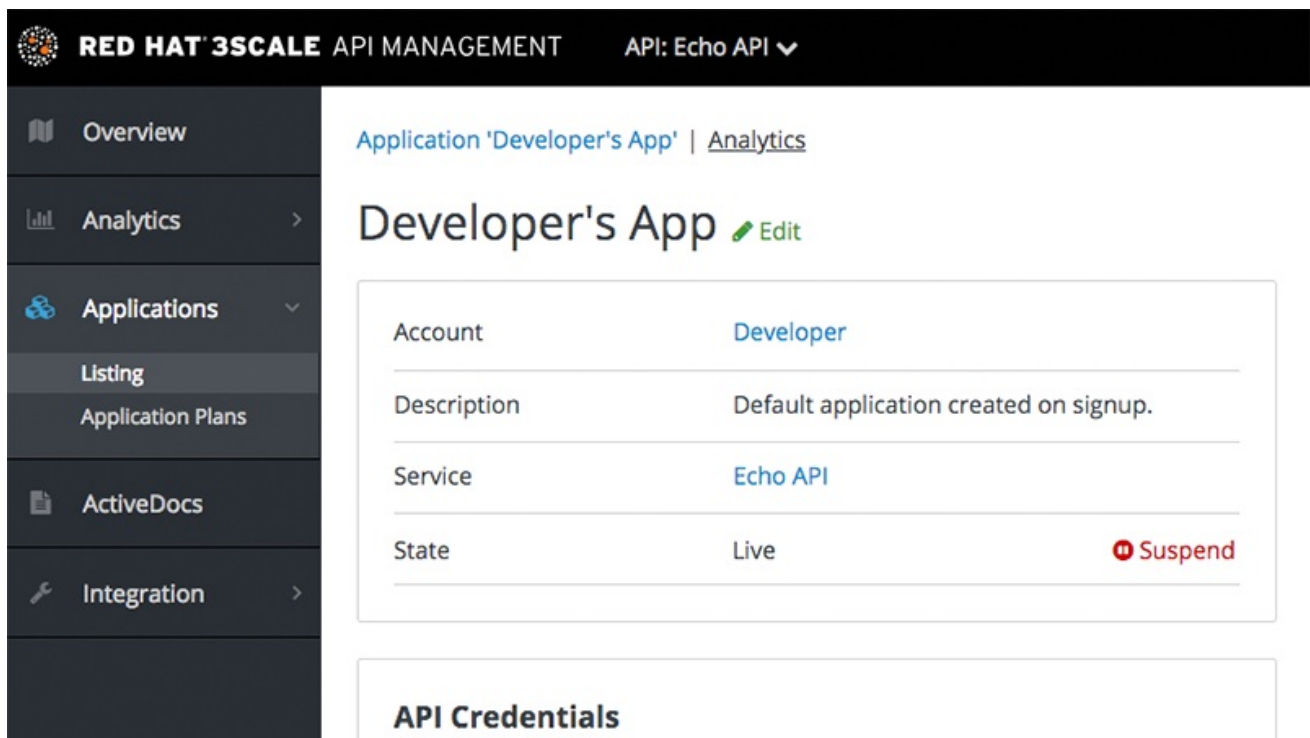
10.1. STEP 1: FIND THE APPLICATION

You can find the application from the **Accounts** or **Applications** tabs or by searching as described [here](#).

10.2. STEP 2: DISABLE THE APPLICATION

Once you have located the application and see the application summary page, click on the suspend icon next to the 'State' value. This action will immediately disable the application from the API and suspend all keys from working. Calls with these application keys will be rejected by the control system.

The application can be unsuspended using the same button once the problematic behavior has been rectified.



The screenshot shows the Red Hat 3Scale API Management interface. The top navigation bar includes the Red Hat 3Scale logo, 'API MANAGEMENT', and 'API: Echo API'. The left sidebar contains navigation links: Overview, Analytics, Applications (selected), Listing, Application Plans, ActiveDocs, and Integration. The main content area displays the details for 'Developer's App'. It includes a table with the following information:

Account	Developer
Description	Default application created on signup.
Service	Echo API
State	Live Suspend

Below the table, there is a section titled 'API Credentials'.




NOTE

If you use caching in your agents, suspension may not be immediate but require a short timeout.

10.3. STEP 3: CONTACT THE DEVELOPER

How you contact the developer of the application will depend on your workflow and policy. On the same page, you can click on the account name, which will take you to the account view where you can identify the key administrator of the account that owns the application. You can contact them either by email or

by clicking on the send message button as shown, which will generate a dashboard message for the user.

 **RED HAT 3SCALE** API MANAGEMENT Audience ▾

Accounts ▾

Listing

SETTINGS

Usage Rules

Fields Definitions

Applications >


Billing >

Portal >


Messages >


Account 'Developer' > [2 Applications](#) | [1 User](#) | [0 Invitations](#) | [1 Group Membership](#) | [1 Invo](#)

Account: Developer Edit

Organization/Group Name	Developer	 Send message
Administrator	John Doe (admin+test@3scale.poc-sd.staging.3sca.net)	
Signed up on	September 11, 2018 13:22	
Status	Approved	

Billing Status

 Monthly billing is enabled.

 Disable

20

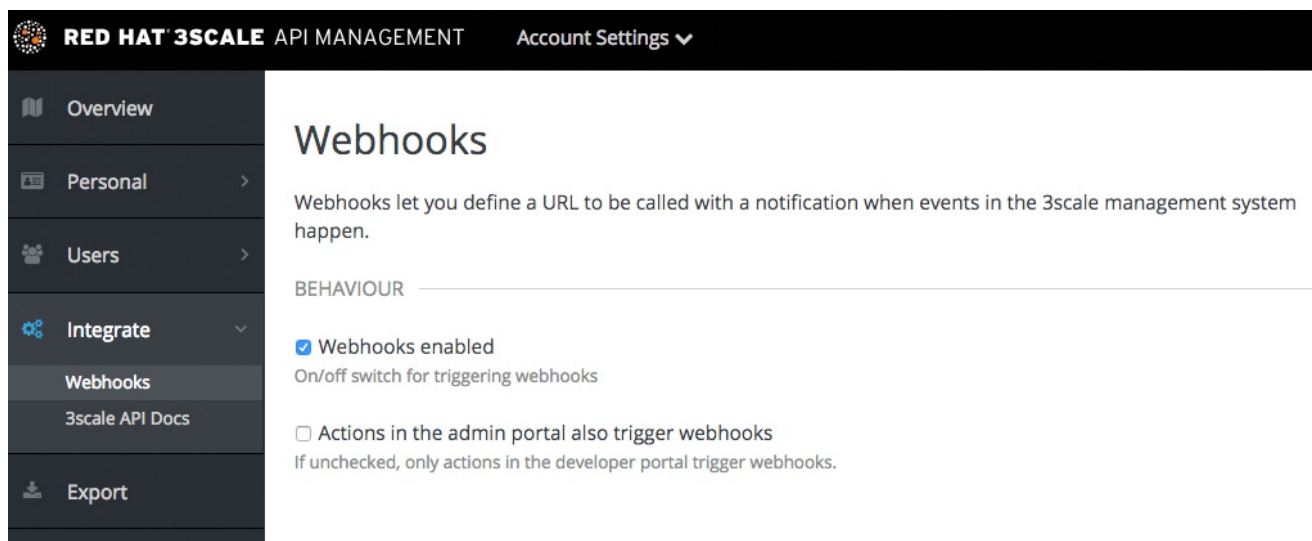
CHAPTER 11. WEBHOOKS

By the end of this section, you'll be able to configure and take action on the webhooks in **Developer Portal**.

The use of webhooks allows you to tightly integrate 3scale with your back-office workflow. When specified events happen within the 3scale system, your applications will be notified with a webhook message, and you can use the data such as from a new account signup to populate your CRM system.

11.1. INTRODUCING WEBHOOKS

A webhook is a custom HTTP callback triggered by an event. In the 3scale system, all the possible events are displayed in **Account Settings** (gear icon in the top right corner) > **Integrate** > **Webhooks**.



When one of these events occurs, the 3scale system makes an HTTP (or HTTPS) request to the URI configured in the webhooks section. On your end, you can configure the listener to invoke some desired behavior such as event tracking.

The remaining two checkboxes on the screenshot turn on webhooks ("Webhooks are" switch) and allow webhooks to be fired by actions in the Admin Portal. The default behavior is to trigger webhooks only by actions triggered from within the Developer Portal. Bear in mind that this means not all events can be triggered.

11.2. WEBHOOKS FORMAT

The format of the webhook is always the same. It makes a post to the endpoint with an XML document of the following structure:

```
<?xml version="1.0" encoding="UTF-8"?>
<event>
  <type>application</type>
  <action>updated</action>
  <object>
    THE APPLICATION OBJECT AS WOULD BE RETURNED BY A GET ON THE ACCOUNT
    MANAGEMENT
    API
  </object>
</event>
```

The <type> gives you the subject of the event such as "application", "account", etc. The <action> – what has been done such as "updated", "created", "deleted". Finally the <object> is the XML object itself in the same format that is returned by the Account Management API. To check this, you can use our interactive ActiveDocs, available in your Admin Portal, under the question mark (?) icon located in top right corner, and 3scale API Docs.

If you need to provide assurance that the webhook was fired by 3scale, expose an HTTPS webhook URL and add a custom parameter to your webhook declaration in 3scale. For example: <https://your-webhook-endpoint?someSecretParameterName=someSecretParameterValue>. Decide on the parameter name and value. Then, inside your webhook endpoint, check for the presence of this parameter value.

11.3. TROUBLESHOOTING

If you want to experiment with the webhooks or troubleshoot issues, you may find RequestBin a great (and free) service to view the results of the webhooks: <http://requestb.in/>

If you experience an outage for your listening endpoint, you can recover failed deliveries. 3scale will consider a webhook delivered if your endpoint responds with a 200 code. Otherwise, it will retry 5 times with a 60 seconds gap. After any recovery from an outage, or periodically, you should run a check and if applicable clean up the queue. You can find more in the [ActiveDocs](#) for the two methods:

- Webhooks list failed deliveries
- Webhooks delete failed deliveries