



Red Hat 3scale 2.3

API Bizops

For Use with Red Hat 3scale 2.3

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Abstract

This guide documents business operations with Red Hat 3scale 2.3.

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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 THE NEW DEVELOPER ACCOUNT

On the **Accounts** page of your Admin Portal, create the new account. 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 3scale Admin Portal. The top navigation bar includes Dashboard, **Developers**, Applications, Billing, Analytics, APIs, Developer Portal, and Settings. The left sidebar has Accounts, Messages, and Forum. The main content area is titled 'Accounts' and contains a table with columns: Group/Org., Admin, Signup Date, Apps, and State. The table lists two accounts: 'johnknox' (Admin: johnknox, Signup Date: 29 Sep, 2015, Apps: 3, State: Approved) and 'Developer' (Admin: John Doe, Signup Date: 11 Aug, 2015, Apps: 1, State: Approved). A blue arrow points to the 'Create' button in the top right corner of the table, with the text 'create new developer accounts' below it.

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 3scale Admin Portal. The top navigation bar includes Dashboard, **Developers**, Applications, Billing, Analytics, APIs, Developer Portal, and Settings. The left sidebar has Accounts, Messages, and Forum. The main content area is titled 'Applications' and contains a table with columns: Name, State, Service, Plan, Paid?, Created At, and Traffic On. The table lists one application: 'Developer's App' (State: live, Service: API, Plan: Basic, Paid?: paid, Created At: August 11, 2015, Traffic On: January 26, 2016). A blue arrow points to the 'Create Application' button in the top right corner of the table, with the text 'create application' below it.

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

From the **Accounts** page of your Admin Portal, you can search for specific accounts or filter all accounts that are in a “pending” (for approval) state. You can make individual approvals directly on each row, or select several rows at a time and perform a bulk approval.

The screenshot shows the 3scale Admin Portal interface. At the top, there's a navigation bar with 'Dashboard', 'Developers', 'Applications', 'Billing', 'Analytics', 'APIs', 'Developer Portal', and 'Settings'. Below this, a sub-navigation bar includes 'Accounts', 'Messages', and 'Forum'. The main content area is titled 'Accounts' and shows 'Bulk operations' for 1 selected account. It lists three actions: 'Send email', 'Change account plan', and 'Change state'. The 'Change state' action is highlighted with a blue box and an arrow pointing to the 'State' column in the account list table. The table has columns: 'Group/Org.', 'Admin', 'Signup Date', 'Apps', 'State', and 'Create'. Two accounts are listed: 'johnknox' (Admin: johnknox, Signup Date: 29 Sep, 2015, Apps: 3, State: Approved) and 'Developer' (Admin: John Doe, Signup Date: 11 Aug, 2015, Apps: 1, State: Approved). The 'State' column has a dropdown menu with 'Pending' selected, highlighted with a blue box and an arrow. A 'Search' button is also highlighted with a blue box and an arrow. Annotations with blue arrows point to the 'Change state' button and the 'Pending' dropdown, with text: 'select multiple accounts for bulk approval' and 'filter for accounts "pending" approval'. At the bottom right, there's a link 'Export all Accounts'. The footer includes 'Privacy', 'Refunds', 'Contact', and 'Powered by 3scale'.

2.3. SERVICE APPROVAL

From the **Service Subscriptions** page, you can search for specific subscriptions to a service or filter all subscriptions that are in a “pending” (for approval) state. Then you can select one subscription or several at a time and perform a bulk approval.

3scale Dashboard **Developers** Applications Billing Analytics API Developer Portal Settings

Accounts Groups Export Deleted Accounts Deleted Users

Accounts

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

Send email Send email to selected accounts

Change state Approve, reject or make pending selected accounts

☐ **Group/Org.** **Admin** **Signup Date** **State** Create

search for accounts, users, keys, etc. ? Pending Search Reset

<input type="checkbox"/>	Group/Org.	Admin	Signup Date	State	
<input checked="" type="checkbox"/>	Sample1	sample1	19 Feb, 2015	Pending	Approve

2.4. APPLICATION APPROVAL

From the **Applications** page, you can search for applications or filter all applications that are in a “pending” (for approval) state. Then you can select one application or several at a time and perform a bulk approval.

3scale Dashboard Developers **Applications** Billing Analytics APIs Developer Portal Settings

Applications [Perform bulk changes](#)

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 application

☐ **Name** **State** **Account** **Service** **Plan** **Paid?** **Created At** **Traffic On** Search

<input type="checkbox"/>	Name	State	Account	Service	Plan	Paid?	Created At	Traffic On
<input checked="" type="checkbox"/>	Developer's App	live	Developer	API	Basic	paid	August 11, 2015	January 26, 2016
<input type="checkbox"/>	Johnknox's App	live	Johnknox	API	Basic	paid	September 29, 2015	
<input type="checkbox"/>	Test Bundle	live	Johnknox	Media API	Big Data Bundle	paid	December 18, 2015	January 26, 2016
<input type="checkbox"/>	test_app	live	Johnknox	API	Small Data	paid	December 18, 2015	

[Export all Applications](#)

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.



Accounts > **Account '3scale'** > 1 Application | 1 User | 0 Invitations

3scale: Account Summary

[Send message](#) [Edit](#) [Delete](#)

Organization/Group Name	3scale
Status	Created
Administrator	kevin+sample1@3scale.net (kevin+sample1@3scale.net)
Signed up on	February 18, 2016 01:31

Application

Name	3scale's App
Service	Train
Plan	Basic
State	Pending

Hits
0 hits

click on the app
"pending" approval



Account '3scale' > **Application '3scale's App'** > Stats

3scale's App

[Edit](#) [Delete](#)

Description	Description of your default application
Service	Train

State

Pending

Accept application
[Accept](#) or [Reject](#)

API Credentials

User Key

897fdc468444dc60ec58825b211a758a

[Regenerate](#)
[Set Custom Key](#)

Application Plan: Basic

FEATURES

Unlimited Greetings ✓
24/7 support ✗
Unlimited calls ✗
[Customize](#)

Change Plan

[Change](#)

Usage in last 30 Days

Hits
0 hits

Current Utilization

This is an unmetered application, there are no limits defined

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

From the Developers page, you can search or filter specific accounts. Then you can select one or more rows at a time, and change the plans.

3scale Dashboard **Developers** Applications Billing Analytics APIs Developer Portal Settings

Accounts Messages Forum

Accounts

Bulk operations
You have selected 2 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

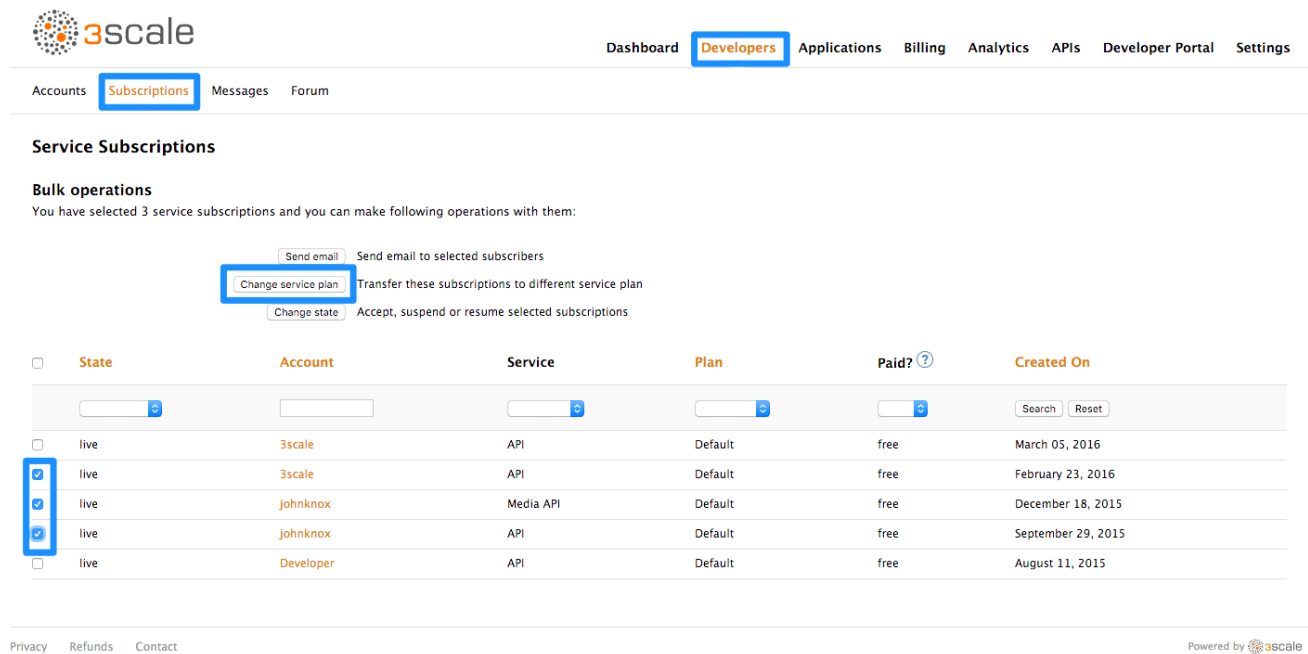
<input type="checkbox"/>	Group/Org.	Admin	Signup Date	Apps	State	
<input checked="" type="checkbox"/>	3scale	kevin	5 Mar, 2016	1	Created	Activate
<input type="checkbox"/>	3scale	Testx	23 Feb, 2016	1	Approved	
<input checked="" type="checkbox"/>	johnknox	johnknox	29 Sep, 2015	5	Approved	
<input type="checkbox"/>	Developer	John Doe	11 Aug, 2015	1	Approved	

[Export all Accounts](#)

Privacy Refunds Contact Powered by 3scale

3.2. CHANGE SERVICE PLANS

From the Service Subscriptions page, which you can only view if you have enabled service plans from the settings page, you can search or filter specific subscriptions to a service. Then you can select one or several subscriptions at a time, and change the plans.



3scale Dashboard **Developers** Applications Billing Analytics APIs Developer Portal Settings

Accounts **Subscriptions** Messages Forum

Service Subscriptions

Bulk operations
You have selected 3 service subscriptions and you can make following operations with them:

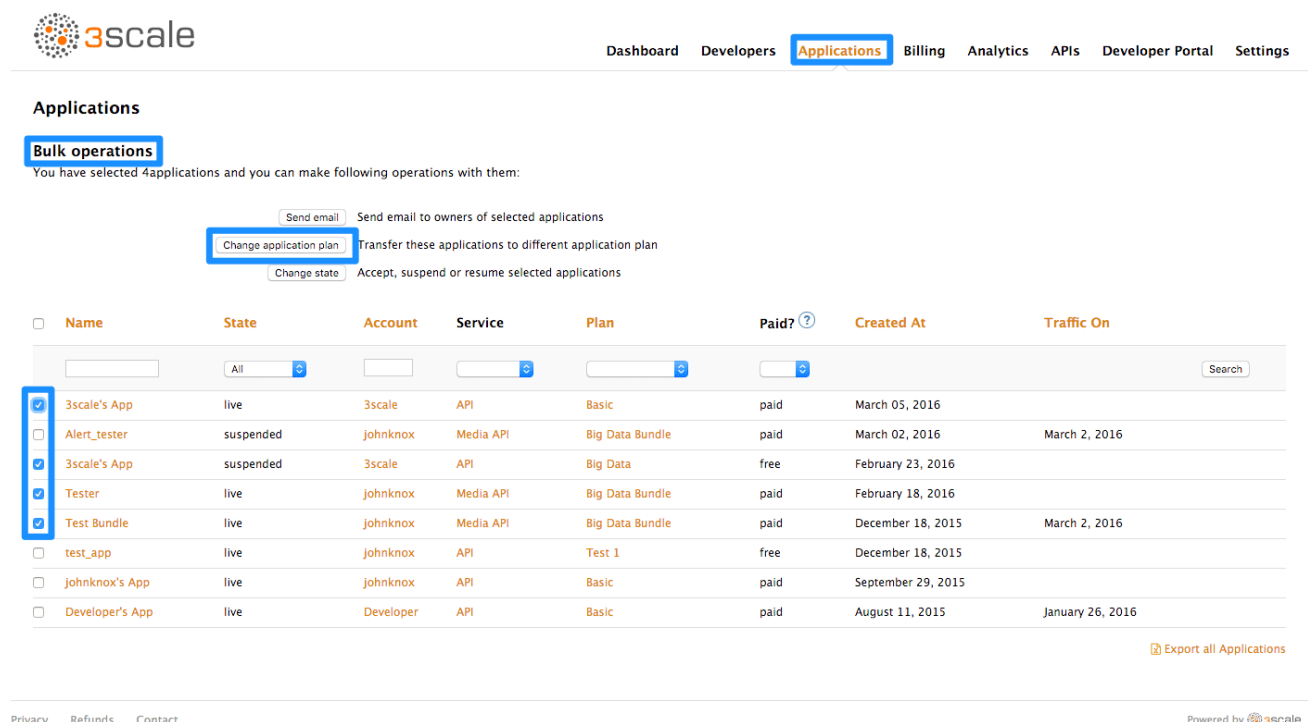
Send email to selected subscribers
 Transfer these subscriptions to different service plan
 Accept, suspend or resume selected subscriptions

<input type="checkbox"/>	State	Account	Service	Plan	Paid? [?]	Created On
<input type="checkbox"/>	live	3scale	API	Default	free	March 05, 2016
<input checked="" type="checkbox"/>	live	3scale	API	Default	free	February 23, 2016
<input checked="" type="checkbox"/>	live	johnknox	Media API	Default	free	December 18, 2015
<input checked="" type="checkbox"/>	live	johnknox	API	Default	free	September 29, 2015
<input type="checkbox"/>	live	Developer	API	Default	free	August 11, 2015

Privacy Refunds Contact Powered by 3scale

3.3. CHANGE APPLICATION PLANS

From the Applications page, you can search or filter specific applications. Then you can select one or several applications at a time, and change plans.



3scale Dashboard Developers **Applications** Billing Analytics APIs Developer Portal Settings

Applications

Bulk operations
You have selected 4 applications and you can make following operations with them:

Send email to owners of selected applications
 Transfer these applications to different application plan
 Accept, suspend or resume selected applications

<input type="checkbox"/>	Name	State	Account	Service	Plan	Paid? [?]	Created At	Traffic On
<input checked="" type="checkbox"/>	3scale's App	live	3scale	API	Basic	paid	March 05, 2016	
<input type="checkbox"/>	Alert_tester	suspended	johnknox	Media API	Big Data Bundle	paid	March 02, 2016	March 2, 2016
<input checked="" type="checkbox"/>	3scale's App	suspended	3scale	API	Big Data	free	February 23, 2016	
<input checked="" type="checkbox"/>	Tester	live	johnknox	Media API	Big Data Bundle	paid	February 18, 2016	
<input checked="" type="checkbox"/>	Test Bundle	live	johnknox	Media API	Big Data Bundle	paid	December 18, 2015	March 2, 2016
<input type="checkbox"/>	test_app	live	johnknox	API	Test 1	free	December 18, 2015	
<input type="checkbox"/>	johnknox's App	live	johnknox	API	Basic	paid	September 29, 2015	
<input type="checkbox"/>	Developer's App	live	Developer	API	Basic	paid	August 11, 2015	January 26, 2016

[Export all Applications](#)

Privacy Refunds Contact Powered by 3scale

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.


[Account '3scale'](#) > [Application '3scale's App'](#) > [Stats](#) | [API Request Log](#)

3scale's App

[Edit](#) [Delete](#)

Description Description of your default application

Service API

State

✓ Live suspend

API Credentials

User Key

d2b59b354a05aa1b006d2d4b8178585b

[Regenerate](#)

[Set Custom Key](#)

Usage in last 30 Days

0 hits

Current Utilization

Overview of the current state of this application's limits

Metric Name	Period	Values	%
Hits (hits)	per minute	0/10	0.0

Application Plan: Basic

FEATURES

Unlimited Greetings ✓

24/7 support ✗

Unlimited calls ✗

LIMITS

Hits 10 hit / minute

Echo ✓

COST

Hits 1 - 100 hit 0.0001

[Customize](#)

Change Plan

✓ Unlimited
Small Data
Big Data
Test 1

[Change](#)

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, you can navigate to their account from the **Accounts** tab as shown below.

The screenshot shows the 3scale dashboard interface. The top navigation bar includes 'Dashboard', 'Developers' (highlighted with a blue box), 'Applications', 'Billing', 'Analytics', 'APIs', 'Developer Portal', and 'Settings'. Below this, a sub-navigation bar shows 'Accounts' (highlighted with a blue box), 'Subscriptions', 'Messages', and 'Forum'. The main content area is titled 'Accounts' and contains a table of developer accounts. The table has columns: 'Group/Org.', 'Admin', 'Signup Date', 'Apps', and 'State'. Each row represents a developer account, with a search box above the table for finding accounts by ID, user, or key. The 'State' column shows 'Created' for all accounts. Each row has an 'Activate' button. The footer includes links for 'Privacy', 'Refunds', and 'Contact', and a note 'Powered by 3scale'.

Group/Org.	Admin	Signup Date	Apps	State
org-20151223-18	user-20151223-18	23 Dec, 2015	3	Created
org-20151223-17	user-20151223-17	23 Dec, 2015	3	Created
org-20151223-16	user-20151223-16	23 Dec, 2015	3	Created
org-20151223-15	user-20151223-15	23 Dec, 2015	3	Created
org-20151223-14	user-20151223-14	23 Dec, 2015	3	Created
org-20151223-13	user-20151223-13	23 Dec, 2015	3	Created
org-20151223-12	user-20151223-12	23 Dec, 2015	3	Created
org-20151223-11	user-20151223-11	23 Dec, 2015	3	Created
org-20151223-10	user-20151223-10	23 Dec, 2015	3	Created
org-20151223-9	user-20151223-9	23 Dec, 2015	3	Created
org-20151223-8	user-20151223-8	23 Dec, 2015	3	Created
org-20151223-7	user-20151223-7	23 Dec, 2015	3	Created
org-20151223-6	user-20151223-6	23 Dec, 2015	3	Created
org-20151223-5	user-20151223-5	23 Dec, 2015	3	Created
org-20151223-4	user-20151223-4	23 Dec, 2015	3	Created
org-20151223-3	user-20151223-3	23 Dec, 2015	3	Created
org-20151223-2	user-20151223-2	23 Dec, 2015	3	Created
org-20151223-1	user-20151223-1	23 Dec, 2015	3	Created
org-20151223-0	user-20151223-0	23 Dec, 2015	3	Created
org-20151222-17	user-20151222-17	22 Dec, 2015	3	Created

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

4.2. STEP 2: SEND AN INTERNAL MESSAGES TO DEVELOPERS

Once you're on the account profile page as shown below, click on the message icon.

The screenshot shows the 3scale account summary page for 'org-20151223-18'. A blue box highlights the 'Send message' button, and a blue arrow points to it with the text 'Send Message' in large blue letters. The page layout includes a top navigation bar with links like Dashboard, Developers, Applications, Billing, Analytics, APIs, Developer Portal, and Settings. Below this is a sub-navigation bar with Accounts, Subscriptions, Messages, and Forum. The main content area is titled 'org-20151223-18: Account Summary' and contains several sections: Organization/Group Name, Status, Administrator, Signed up on, Billing Status, Account Plan: Standard, FEATURES, Applications, and a 'Create Application' button. The Applications section lists three API signups: SMS API - Live, VOICE API - Live, and METADATA API - Live, each with a 'Hits' column showing 0 hits.

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.

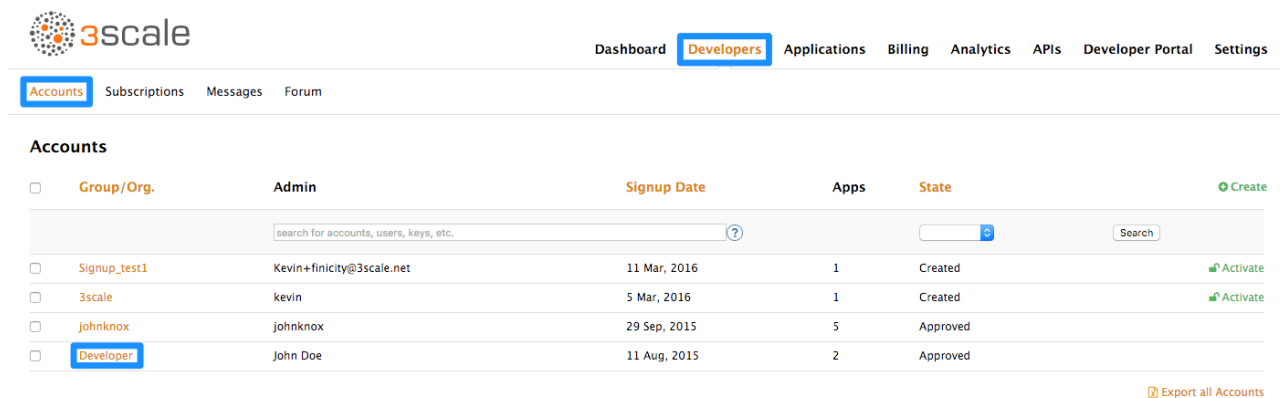
Application plans are a good way to apply standard policies for different segments of your developer community. However, you always have the flexibility to customize the standard plans for any individual developer with unique requirements.

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

First you should view the details page for the developer Account you are interested in.

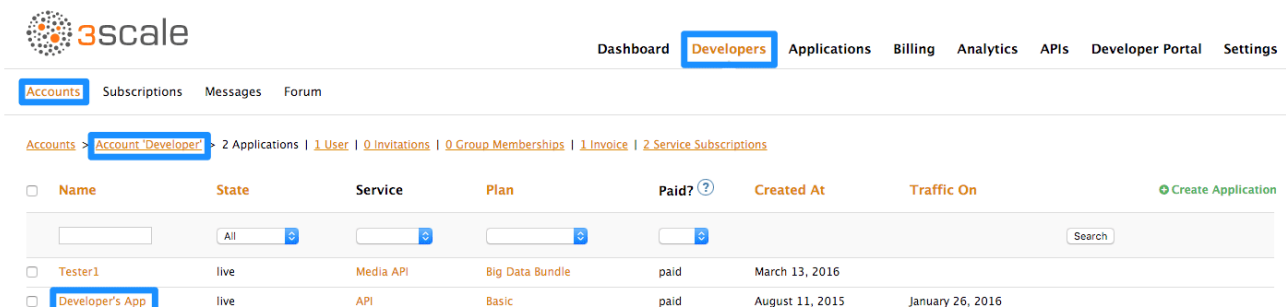


The screenshot shows the 3scale dashboard with the 'Developers' tab selected. Under the 'Accounts' section, a table lists several accounts. The 'Developer' account is highlighted with a blue box.

Group/Org.	Admin	Signup Date	Apps	State
Signup_test1	Kevin+finicity@3scale.net	11 Mar, 2016	1	Created
3scale	kevin	5 Mar, 2016	1	Created
johnknox	johnknox	29 Sep, 2015	5	Approved
Developer	John Doe	11 Aug, 2015	2	Approved

5.2. STEP 2: SELECT THE APPLICATION

Select the application whose plan you wish to customize.



The screenshot shows the 3scale dashboard with the 'Developer's App' selected. A table lists applications with columns: Name, State, Service, Plan, Paid?, Created At, and Traffic On. The 'Developer's App' is highlighted with a blue box.

Name	State	Service	Plan	Paid?	Created At	Traffic On
Tester1	live	Media API	Big Data Bundle	paid	March 13, 2016	
Developer's App	live	API	Basic	paid	August 11, 2015	January 26, 2016

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.

The screenshot shows the 3scale Developer's App interface. The top navigation bar includes links for Dashboard, Developers, Applications (highlighted), Billing, Analytics, APIs, Developer Portal, and Settings. The breadcrumb trail is: Account 'Developer' > Application 'Developer's App' > Stats | API Request Log.

Developer's App

[Edit](#) [Delete](#)

Description
Description of your default application

Service
API

State
✓ Live [suspend](#)

API Credentials
User Key
78f225354b2d40150534cd642897786f
[Regenerate](#)
[Set Custom Key](#)

Usage in last 30 Days

Hits
0 hits

Current Utilization
Overview of the current state of this application's limits

Metric Name	Period	Values	%
Hits (hits)	per minute	0/10	0.0

Application Plan: Basic

FEATURES

- Unlimited Greetings ✓
- 24/7 support ✗
- Unlimited calls ✗

LIMITS

- Hits 10 hit / minute
- Echo ✓

COST

Hits 1 - 100 hit 0.0001

[Customize](#)

Change Plan
[Change](#)

5.3.1. More Information

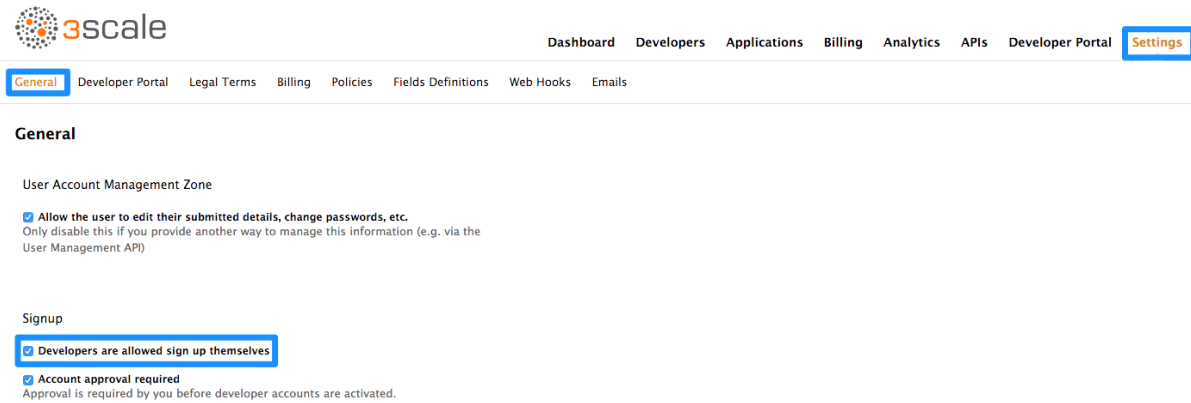
Before you take the step to customize plans, always consider first if you are not better off with a new standard plan (which can be hidden from display in the Developer Portal). Then you would just [change to the standard plan](#) and so gain the benefit of reuse if this applies to more than one of your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

All you have to do is change the checkbox toggle to signup enabled.



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, locating it is straightforward from the **Applications** tab in the Dashboard. 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

Armed with whatever data you have, head to the **Applications** area of the Dashboard, and use the search box (shown in the image below).

Applications


<input type="checkbox"/>	Name	State	Account	Service	Plan	Paid? [?]	Created At	Traffic On
	<input type="text"/>	All <input type="button" value="v"/>	<input type="text"/>	<input type="button" value="v"/>	<input type="button" value="v"/>	<input type="button" value="v"/>		<input type="button" value="Search"/>
<input type="checkbox"/>	API signup	live	org-20151223-18	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-18	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-18	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-17	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-17	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-17	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-16	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-16	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-16	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-15	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-15	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-15	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-14	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-14	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-14	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-13	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-13	VOICE API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-13	METADATA API	API signup	free	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-12	SMS API	Sandbox	paid	December 23, 2015	
<input type="checkbox"/>	API signup	live	org-20151223-12	VOICE API	Sandbox	paid	December 23, 2015	

← Previous 1 2 3 4 5 6 7 8 9 ... 84 85 Next →

[Export all Applications](#)

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.



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Name

State

Account

Service

Plan

Paid? ?

Created At

Traffic On

All

Search

<input type="checkbox"/>	API signup	live	org-20151223-18	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-18	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-18	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-17	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-17	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-17	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-16	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-16	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-16	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-15	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-15	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-15	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-14	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-14	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-14	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-13	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-13	VOICE API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-13	METADATA API	API signup	free	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-12	SMS API	Sandbox	paid	December 23, 2015
<input type="checkbox"/>	API signup	live	org-20151223-12	VOICE API	Sandbox	paid	December 23, 2015

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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.

From **Developers > Accounts** page, select “invitations” and then “invite a user”.



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Accounts > Account 'Developer' > 2 Applications | 1 User

0 Invitations

0 Group Memberships

1 Invoice

2 Service Subscriptions

Sent invitations for Developer

Recipient	Sent	Accepted?	<div>Invite user</div>
-----------	------	-----------	------------------------

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.

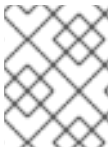
9.1. UNSUBSCRIBING A SINGLE DEVELOPER FROM SERVICES

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

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

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.

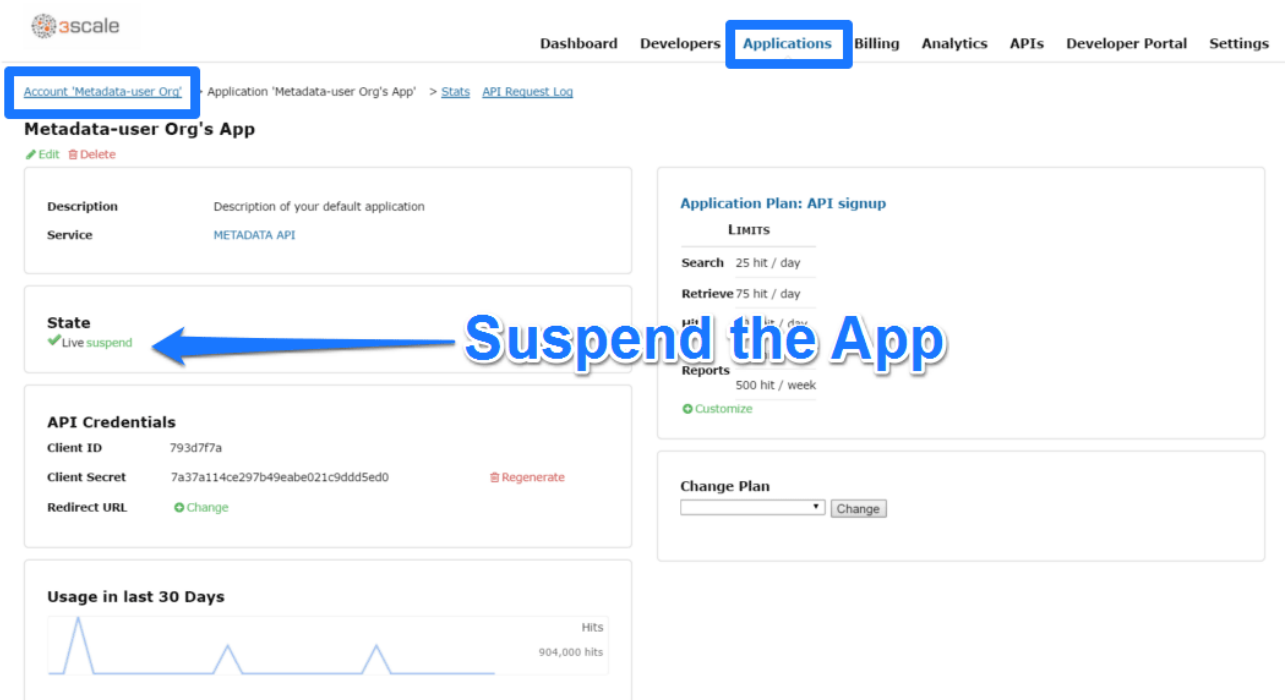
10.1. STEP 1: FIND THE APPLICATION

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 the suspend icon below the name of the application. 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 3scale dashboard with the 'Applications' tab selected. The breadcrumb trail is 'Account 'Metadata-user Org' > Application 'Metadata-user Org's App' > Stats > API Request Log'. The application name 'Metadata-user Org's App' is highlighted with a blue box. Below the name are 'Edit' and 'Delete' links. The 'State' section shows 'Live suspend' with a green checkmark. A blue arrow points to this button, and the text 'Suspend the App' is overlaid in a large, stylized font. Other sections include 'Description', 'Service', 'API Credentials', 'Usage in last 30 Days', 'Application Plan: API signup', 'LIMITS', 'Reports', and 'Change Plan'.




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 under the submenu, 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.



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Accounts

> Account 'org-20151223-18'

> Users

| Invitations

| Group Permissions

| Invoices

| Applications

| Services

org-20151223-18

3-18: Account Summary

Send message

Edit

Delete

Organization/Group Name

org-20151223-18

Status

Created

Administrator

user-20151223-18 (20151223-18@3scaletest.net)

Signed up on

December 23, 2015 13:04

Billing Status

✖ Credit Card details are not stored

✔ Monthly charging is enabled.

✔ Monthly billing is enabled.

Disable

Disable

Account Plan: Standard

FEATURES

test

✖

Yossi

✖

Customize

Applications

Create Application

API signup (SMS API - Live)

Hits

0 hits

API signup (VOICE API - Live)

Hits

0 hits

API signup (METADATA API - Live)

Hits

0 hits

Privacy

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CHAPTER 11. MULTITENANCY

Red Hat 3scale allows multiple independent instances of 3scale tenants to exist on a single On-Premises deployment. A master administrator monitors and manages these tenants through a special master admin portal and API endpoints.

Tenants operate independently from each other, and cannot share information between themselves. They are administered by tenant administrators, who can perform the standard administrative actions under their tenancy. For details on tenant administrator operations, refer to the [Accounts](#) guide.

11.1. MASTER ADMIN PORTAL

The master administrator has access to the master admin portal. Similar to the standard [admin portal](#), the master admin portal contains information about all tenants in a deployment and allows for administration of tenants and users through a unique tenant page.

11.2. ACCESSING THE MASTER ADMIN PORTAL

Access the master admin portal using the master admin portal credentials and URL defined and output during the [on-premises installation](#) process.

The master admin portal URL consists of the **MASTER_NAME** prepended to the **-admin** string subdomain:

```
<MASTER_NAME>-admin.<OCP_DOMAIN>
```

The master admin portal can be identified by the **Master** flag in the upper left corner.



DEVELOPERS

11.3. ADDING A TENANT THROUGH THE MASTER ADMIN PORTAL

1. Log in to your [master admin account](#)
2. Select **Tenants** → **Create**

Documentation Dashboard

Master 3scale BY RED HAT

Dashboard Tenants Applications Analytics Settings

Accounts Messages

Accounts

☐ Group/Org. Admin Signup Date State [Create](#)

search for accounts, users, keys, etc.

<input type="checkbox"/> Provider 2.2	admin-22	16 May, 2018	Approved	Act as
<input type="checkbox"/> Provider Name	admin	16 May, 2018	Approved	Act as
<input type="checkbox"/> Master Account	master	16 May, 2018	Approved	Act as

[Export all Accounts](#)

3. Enter the required information:

- a. Username
- b. Email
- c. Password
- d. Organization/Group name

Create new Tenant Account

User Information

Username*	<input type="text" value="user"/>
Email*	<input type="text" value="user@example.com"/>
Password*	<input type="password" value="...."/>
Password confirmation*	<input type="password" value="...."/>

Organization Information

Organization/Group Name*	<input type="text" value="example group"/>
--------------------------	--

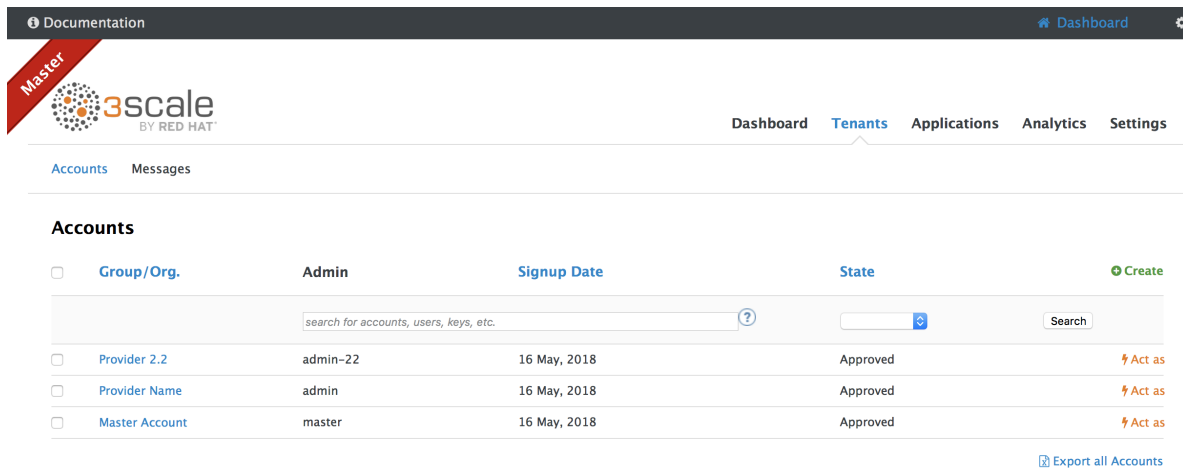
Create

4. Select the **Create** button to create the user

Once you select **Create**, Red Hat 3scale creates a tenant subdomain for your tenant based on the Organization/Group name.

11.4. MANAGING TENANT ACCOUNTS THROUGH THE MASTER ADMIN PORTAL

1. Log in to the [master admin portal](#)
2. Navigate to the **Tenants** page



The screenshot shows the 3scale Master Dashboard. The top navigation bar includes 'Documentation', 'Dashboard', and a settings icon. The main navigation bar has 'Dashboard', 'Tenants', 'Applications', 'Analytics', and 'Settings'. Below this, there are links for 'Accounts' and 'Messages'. The 'Accounts' section is active, displaying a table of accounts. The table has columns for 'Group/Org.', 'Admin', 'Signup Date', and 'State'. There are three accounts listed: 'Provider 2.2', 'Provider Name', and 'Master Account'. Each account has an 'Act as' link. A search bar is present above the table, and a 'Create' button is in the top right corner.

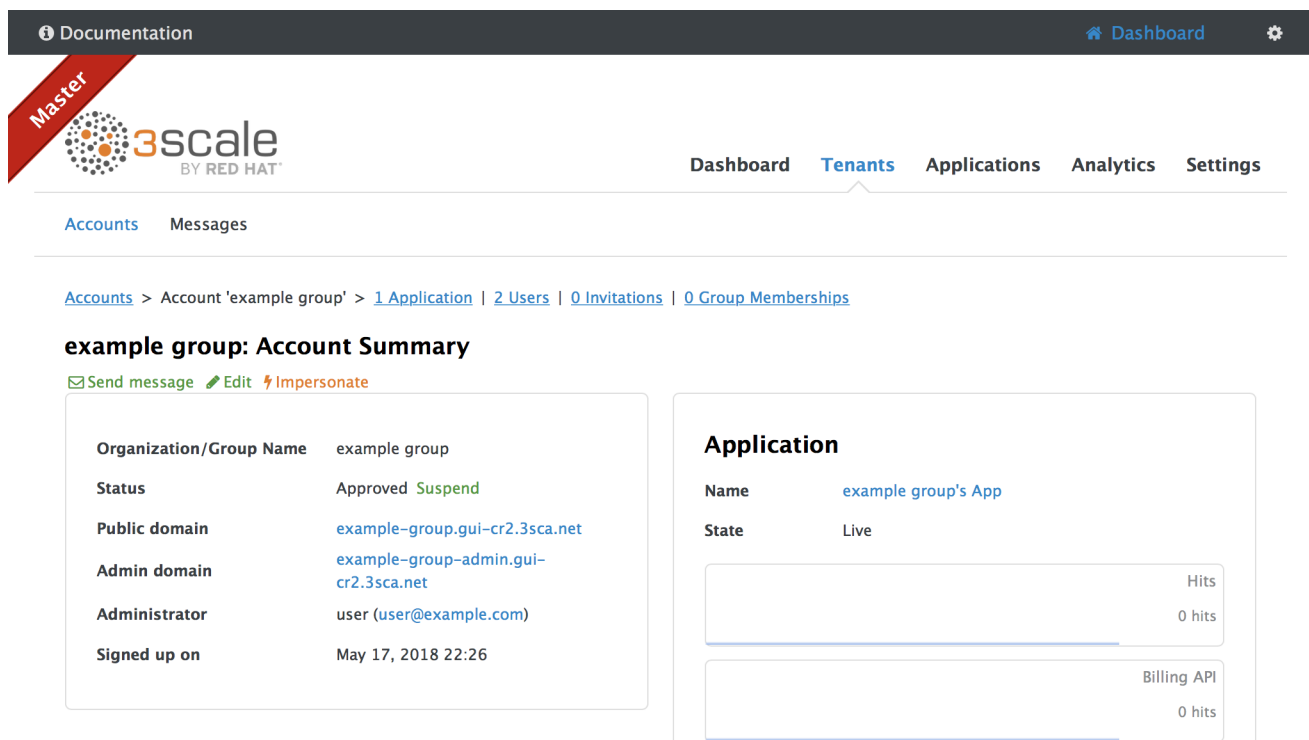
Group/Org.	Admin	Signup Date	State	
Provider 2.2	admin-22	16 May, 2018	Approved	Act as
Provider Name	admin	16 May, 2018	Approved	Act as
Master Account	master	16 May, 2018	Approved	Act as

[Export all Accounts](#)

3. Select the group or organization you wish to manage

From the **Tenants** page, you can perform administrative actions, such as impersonating a tenant admin or suspending a tenant account. You can also manage the following tenant account attributes:

- applications
- users
- invitations
- group memberships
- organization/group name



The screenshot shows the 3scale Master Dashboard with the 'Tenants' tab selected. The 'Accounts' link is active, showing a breadcrumb: 'Accounts > Account 'example group' > 1 Application | 2 Users | 0 Invitations | 0 Group Memberships'. The 'example group: Account Summary' page is displayed, featuring a 'Send message', 'Edit', and 'Impersonate' link. The account details are shown in two columns. The left column lists attributes like 'Organization/Group Name', 'Status', 'Public domain', 'Admin domain', 'Administrator', and 'Signed up on'. The right column shows the 'Application' details, including 'Name' and 'State'. There are also sections for 'Hits' and 'Billing API' with '0 hits' each.

Organization/Group Name	example group
Status	Approved Suspend
Public domain	example-group.gui-cr2.3sca.net
Admin domain	example-group-admin.gui-cr2.3sca.net
Administrator	user (user@example.com)
Signed up on	May 17, 2018 22:26

Application	
Name	example group's App
State	Live
Hits 0 hits	
Billing API 0 hits	

11.5. MANAGING TENANT ACCOUNTS THROUGH API CALLS

You can manage tenant accounts through master admin API calls. For information on master admin API calls, Refer to the **Master API** section of the **3scale API Docs**, available in the upper left corner of the master admin portal.

Master API

Trigger Billing by Account

/master/api/providers/{provider_id}/accounts/{account_id}/billing_jobs.xml **POST**

Trigger Billing

/master/api/providers/{provider_id}/billing_jobs.xml **POST**

Tenant Create

/master/api/providers.xml **POST**

Tenant Update

/master/api/providers/{id}.xml **PUT**

Tenant Delete

/master/api/providers/{id}.xml **DELETE**

11.6. UNDERSTANDING MULTITENANCY SUBDOMAINS

As a result of multiple tenants existing under the same OpenShift cluster domain, individual tenant names prepend the OpenShift cluster domain name as subdomains. For example, the route for a tenant named **user** on a cluster with a domain of **example.com** appears as:

```
user.example.com
```

A standard multitenant deployment will include:

- A master admin user
- A master admin portal route, defined by the **MASTER_NAME** parameter:

```
<MASTER_NAME>-admin.<OCP_DOMAIN>
```

- A tenant admin user
- A tenant admin portal route, defined by the **TENANT_NAME** parameter:

```
<TENANT_NAME>-admin.<OCP_DOMAIN>
```

- A tenant AMP route:

```
<TENANT_NAME>.<OCP_DOMAIN>
```

- Tenant routes for the production and staging built-in APIcast gateway:

```
<TENANT_NAME>-<!!! Not sure>-apicast-staging.<OCP_DOMAIN>
<TENANT_NAME>-<!!! Not sure>-apicast-production.<OCP_DOMAIN>
```

This example illustrates the output users and routes of a standard multitenant deployment of 3scale:

```
----
--> Deploying template "3scale-project/3scale-api-management" for
"amp.yml" to project project
```

3scale API Management

3scale API Management main system

Login on <https://user-admin.3scale-project.example.com> as
admin/xXxXyz123

```
...
* With parameters:
* ADMIN_PASSWORD=xXxXyz123 # generated
* ADMIN_USERNAME=admin
* TENANT_NAME=user
...
* MASTER_NAME=master
* MASTER_USER=master
* MASTER_PASSWORD=xXxXyz123 # generated
...
--> Success
    Access your application via route 'user-admin.3scale-
project.example.com'
    Access your application via route 'master-admin.3scale-
project.example.com'
    Access your application via route 'backend-user.3scale-
project.example.com'
    Access your application via route 'user.3scale-
project.example.com'
    Access your application via route 'api-user-apicast-
staging.3scale-project.example.com'
    Access your application via route 'api-user-apicast-
production.3scale-project.example.com'
    Access your application via route 'apicast-wildcard.3scale-
project.example.com'
    ...
----
```

Additional tenants [added by the master admin](#) will be assigned a subdomain based on their names.

CHAPTER 12. WEBHOOKS

By the end of this section, you'll be able to configure and take action on the webhooks for your 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.

12.1. INTRODUCING WEBHOOKS

A webhook is a custom HTTP callback triggered by an event. In the 3scale system, all the possible events are displayed as in the screenshot below.

Webhooks

Web hooks let you define a URL to be called with a notification when events in the 3scale management system happen.

URL *

URL that will be notified about all the events selected below.

Webhooks are

☐ Dashboard actions fire web hooks (if unchecked, only user actions in the portal trigger events)

☐ API key changed

Settings

Accounts	Users	Applications	Keys
<input type="checkbox"/> Create	<input type="checkbox"/> Create	<input type="checkbox"/> Create	<input type="checkbox"/> Key created
<input type="checkbox"/> Update	<input type="checkbox"/> Update	<input type="checkbox"/> Update	<input type="checkbox"/> Key deleted
<input type="checkbox"/> Plan Changed	<input type="checkbox"/> Delete	<input type="checkbox"/> Suspended	<input type="checkbox"/> Key updated
<input type="checkbox"/> Delete		<input type="checkbox"/> Plan Changed	
		<input type="checkbox"/> API key changed	

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.

12.2. 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 **Documentation** → **3scale API Docs** section.

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.

12.3. 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