Red Hat Customer Portal

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Customer Portal Integration Guide

Guidance for integrating your application with the Red Hat Customer Portal

Red Hat, Inc
Guidance for integrating your application with the Red Hat Customer Portal
Abstract

This document provides information about using APIs exposed by the Red Hat Customer Portal in order to query and update customer cases.
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1. Introduction

It is now possible to integrate with the Customer Portal at http://access.redhat.com using an XML-based REST API [1]. This document outlines common use cases including examples in common clients and frameworks. The official API documentation can be found on the Customer Portal at https://access.redhat.com/site/documentation/Red_Hat_Customer_Portal/ and includes both XML Schema and RESTful resource information.

2. Clients

The Customer Portal API is, by nature, client-agnostic. It is expressed as a set of resource URLs which send and receive XML data. Some common clients and platforms include, but are not limited to, the following:

<table>
<thead>
<tr>
<th>Client</th>
<th>Platform/Environment</th>
<th>Comments</th>
</tr>
</thead>
<tbody>
<tr>
<td>cURL [a]</td>
<td>Command Line (Linux, UNIX, Mac OS X, Microsoft Windows)</td>
<td>Easy and transparent way to test commands and do simple integration</td>
</tr>
<tr>
<td>Apache HTTP Client [b]</td>
<td>Java</td>
<td>Most common Java library with which to talk HTTP; offers little semantic value beyond simple HTTP; no intrinsic binding of XML Full Java model integration; no need to think about HTTP or XML; uses Apache HTTP Client underneath</td>
</tr>
<tr>
<td>RESTeasy Client [c]</td>
<td>Java</td>
<td></td>
</tr>
</tbody>
</table>

[a] http://curl.haxx.se/  

3. Common Usage

For clarity, this document includes cURL examples for all use cases and includes examples using other frameworks as a courtesy from Red Hat. cURL most clearly illustrates the nature of interacting with RESTful resources. Authentication code is omitted from all examples. When using cURL, the -u username switch is expected. For more information, see the man page for cURL by using the command man curl.

4. Examples

Example 1. List Cases

This example returns all cases from the logged-in user's account.

$ curl https://api.access.redhat.com/rs/cases

Example 2. Filter by last update date

$ curl https://api.access.redhat.com/rs/cases?startDate=2010-01-01&endDate=2010-12-31
Example 3. List Case Comments

This example lists case comments for case 0000000.

Replace 0000000 with the number of a case to which you have access.

$ curl https://api.access.redhat.com/rs/cases/0000000/comments

Example 4. Create a Case

The POST operation is used in this example, which creates a case under the RHEL 6 product using the default group, severity level, and type.

$ curl -X POST -H 'Content-Type: application/xml' --data
  '<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
    <case xmlns="http://www.redhat.com/gss/strata">
      <summary>Example Case</summary>
      <description>Example created with cURL</description>
      <product>Red Hat Enterprise Linux</product><version>6.0</version>
    </case>'
  https://api.access.redhat.com/rs/cases

Example 5. Update a Case

The PUT method is used here to update data on an existing case. Most fields can be updated in this way.

Case 0000000's product is changed to GFS.

$ curl -X PUT -H 'Content-Type: application/xml' --data
  '<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
    <case xmlns="http://www.redhat.com/gss/strata">
      <product>GFS</product><version>6.0</version>
    </case>'
  https://api.access.redhat.com/rs/cases/0000000

Example 6. Escalate a Case for Management Attention

This will escalate a case for management attention:
Example 7. Add a New Case Comment

This example uses the POST method to add a new comment to case 0000000.

```bash
$ curl -X POST -H 'Content-Type: application/xml' --data
'<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
<comment xmlns="http://www.redhat.com/gss/strata">
    <text>Test comment! This can contain lots of information, etc.</text>
</comment>'
https://api.access.redhat.com/rs/cases/0000000/comments
```

Example 8. Add a File Attachment to a Case

File attachments are unique because they carry no XML payload. This example uses a form-encoded POST to transmit a file named `test.txt` to case 0000000.

```bash
$ curl -X POST -F 'file=@test.txt'
https://api.access.redhat.com/rs/cases/0000000/attachments
```
# A. Revision History

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<th>Revision</th>
<th>Date</th>
<th>Author</th>
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<td>2013-12-18</td>
<td>Rüdiger Landmann</td>
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<td>Fri Nov 1 2013</td>
<td>Zac Dover</td>
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<tr>
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<td></td>
<td>Publish for new site</td>
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<tr>
<td>0.0-0</td>
<td>Tue Sep 24 2013</td>
<td>Misty Stanley-Jones</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Converted existing document to Docbook</td>
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