



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

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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:

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

[a] <http://curl.haxx.se/>
 [b] <http://hc.apache.org/httpclient-3.x/>
 [c] http://docs.jboss.org/reteasy/docs/2.0.0.GA/userguide/html/RETEasy_Client_Framework.html

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 000000'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:
```

```
$ 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">
    <escalated>true</escalated>
  </case>'
https://api.access.redhat.com/rs/cases/0000000
```

Example 7. Add a New Case Comment

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

```
$ 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.

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


A. Revision History

Revision 2.0-1.400	2013-12-18	Rüdiger Landmann
Rebuild with publican 4.0.0		
Revision 2.0-1	Fri Nov 1 2013	Zac Dover
Publish for new site		
Revision 0.0-0	Tue Sep 24 2013	Misty Stanley-Jones
Converted existing document to Docbook		

[1] http://en.wikipedia.org/wiki/Representational_State_Transfer