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# **VSA SOAP API**

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## **User Guide**

Version R93

English

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# VSA SOAP API

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## VSA SOAP API - Overview

The **VSA SOAP API** provides a generalized interface for a client to programmatically interface to the VSA. This API facilitates a client being able to interface a third party package. The API focuses on the following services:

- **Connect** - This service facilitates the consumer of the API to authenticate and receive a GUID to use throughout the communication. This GUID ages off similarly to how users age off.
- **Tickets** - This service provides basic facilities for the user to be notified of new tickets. This facility allows users to update fields on a ticket.
- **Alarms** - This service provides basic facilities for the user to be notified of new alarms and mark an alarms as closed.
- **Machines** - This service provides a request to collect a set of data about one or more machines.

The **VSA SOAP API** is based on the **Web Services Description Language (WSDL)**. The WSDL displays in a browser and provides an abstract description of the data being exchanged to and from a web service. A client program connecting to a web service can read the WSDL to determine what functions are available on the server. Any special datatypes used are embedded in the WSDL file in the form of XML Schema. The client can then use SOAP to actually call one of the functions listed in the WSDL.

## VSA SOAP API

The following is an example of vsaWS output:

### KaseyaWS

#### GetMachine

Returns machine detail for the submitted Machine\_GroupID.

**Test**

The test form is only available for requests from the local machine.

**SOAP 1.1**

The following is a sample SOAP 1.1 request and response. The **placeholders** shown need to be replaced with actual values.

```
POST /vsaWS/kaseyaWS.asmx HTTP/1.1
Host: 192.168.214.224
Content-Type: text/xml; charset=utf-8
Content-Length: length
SOAPAction: "KaseyaWS/GetMachine"

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  <soap:Body>
    <GetMachine xmlns="KaseyaWS">
      <req>
        <Machine_GroupID>string</Machine_GroupID>
        <SessionID>decimal</SessionID>
      </req>
    </GetMachine>
  </soap:Body>
</soap:Envelope>
```

```
HTTP/1.1 200 OK
Content-Type: text/xml; charset=utf-8
Content-Length: length

<?xml version="1.0" encoding="utf-8"?>
<soap:Envelope xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance" xmlns:xsd="http://www.w3.org/2001/XMLSchema"
  <soap:Body>
    <GetMachineResponse xmlns="KaseyaWS">
      <GetMachineResult>
        <Machine_GroupID>string</Machine_GroupID>
        <machName>string</machName>
        <groupName>string</groupName>
        <Manufacturer>string</Manufacturer>
        <ProductName>string</ProductName>
        <MachineVersion>string</MachineVersion>
```

## Enabling VSA SOAP API

To enable the VSA SOAP API:

- Display the System > Configure page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the VSA API web service using `http://<your-KServer>/vsaWS/KaseyaWS.asmx`

**Note:** The **KSD** (<http://help.kaseya.com/webhelp/EN/KSD/9030000/index.asp#5761.htm>) SOAP API describes additional **Service Desk** API operations.

## Special Fields

The following fields are included in the response to every request.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

A **Session ID** is created by the SOAP API and returned to the client the first time a method is invoked by the client. That same session ID must be returned by the client with every method invoked during the

session. The SessionID is only valid when received from the same IP address the authentication originates from.

## Sample API C# Application

A GUI test client and set of test XMLs are distributed with the VSA SOAP API to help you familiarize yourself with the various API operations. The C# source code for the [Sample API C# Application](#) is provided to you without restriction. You can use it to see how the client was constructed and incorporate any part of its code into your own application.

**Note:** A [Sample API ASP Page](#) (page 5) is also provided.

**Authenticate**

URL:

UserName:  Password:

SessionID:

Hashing Algorithm: ☐ SHA-1 ☒ SHA-256

**SendXML**

**ResponseXML**

XML Response:

```
<?xml version="1.0" encoding="utf-16"?>
<GetAlarmListResponse xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema">
  <Alarms>
    <Alarm>
      <Machine_GroupID>kidxp02.root.unnamed</Machine_GroupID>
      <agentGuid>874155145256385</agentGuid>
      <MonitorAlarmID>630725</MonitorAlarmID>
      <AlertType>0</AlertType>
      <AlarmSubject>kidxp02.root.unnamed checked in for the first time</AlarmSubject>
      <EventTime>2011-08-17T17:37:48.563-07:00</EventTime>
    </Alarm>
  </Alarms>
</GetAlarmListResponse>
```

To run the sample client:

1. Run the sample client located on your Kaseya Server:  
`<Install Dir>\vsaWs\TestClient\KaseyaWStestClient.exe`
2. Enter the **UserName** and **Password** of a user authorized to connect with the Kaseya Server.
3. Select the **Hashing Algorithm** option to use. See **Authenticate** (page 14) for details.

**Note:** This is the same username and password that an administrator uses to login into the Kaseya Server.

4. Click the **Login** button to display a value in the **SessionID** field.
5. Click the **Browse** button to select a test XML file. This populates the **SendXML** textbox with the text of the XML file.

**Note:** You do not have to enter a value between the **<SessionID>** element tags of the test XML message. The **Sample Client** automatically inserts the displayed **SessionID** into any XML message when you click the **Send** button.

6. Click the **Send** button to send the XML message to the target URL. A response XML message displays in the **ResponseXML** textbox.



## Sample API ASP Page

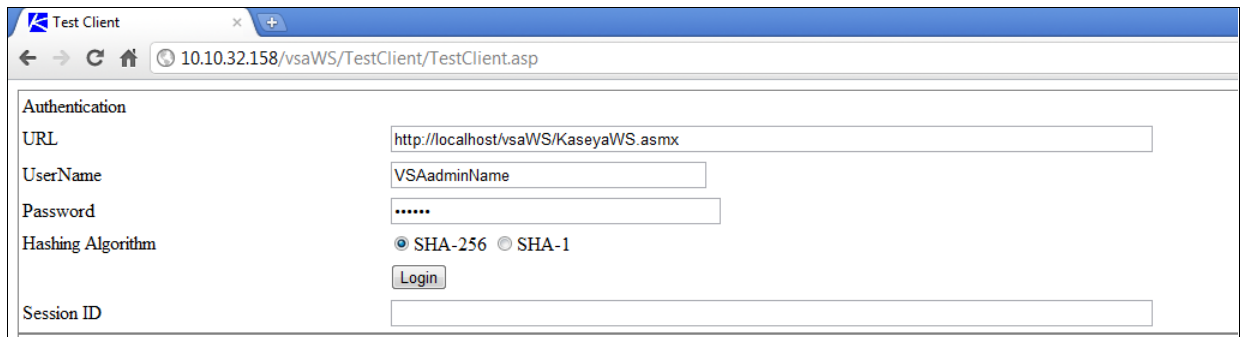
A test client ASP page is also distributed with the VSA SOAP API to help you familiarize yourself with the various API operations. You can use it to see how the ASP client was constructed and incorporate any part of its code into your own application. Users can browse to the actual /vsaWS/KaseyaWS.asmx page of any Kaseya Server, select a web method and copy and paste the exact XML SOAP request structure specified in the WSDL.

Authentication is in its own frame at the top of the page. The sessionID from a successful authentication is exposed and can be copied and pasted in subsequent XML requests.

**Note:** This page does not automatically incorporate the displayed sessionID into subsequent request statements like the **Sample API C# Application** (page 3) does.

### Example 1: Authentication

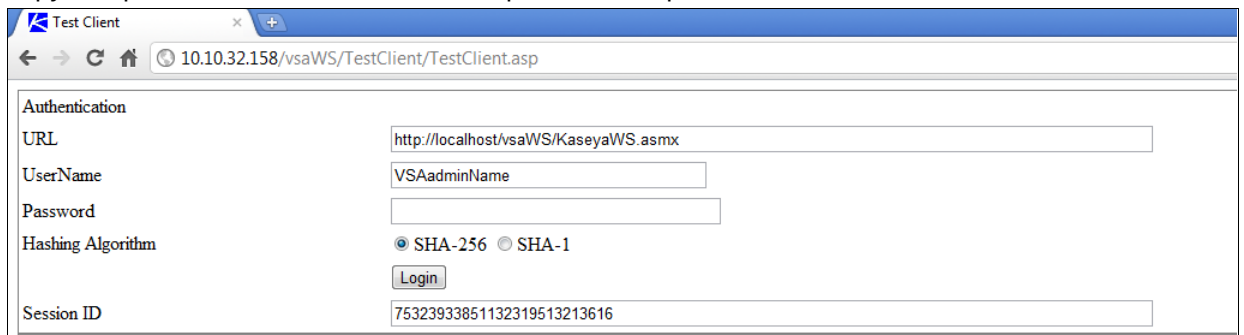
1. Access the VSA SOAP API asp test client using `http://<your-KServer>/vsaWS/TestClient/TestClient.asp`
2. Enter a valid VSA administrator UserName and Password and click Login.
3. Select the **Hashing Algorithm** option to use. See **Authenticate** (page 14) for details.



The screenshot shows a web browser window titled "Test Client" with the address bar displaying "10.10.32.158/vsaWS/TestClient/TestClient.asp". The form contains the following fields and controls:

- Authentication** (Section Header)
- URL**:
- UserName**:
- Password**:
- Hashing Algorithm**: ☒ SHA-256 ☐ SHA-1
- Login**:
- Session ID**:

The Session ID textbox is populated with the session ID generated by your login. You will need to copy and paste this session ID into subsequent XML requests.

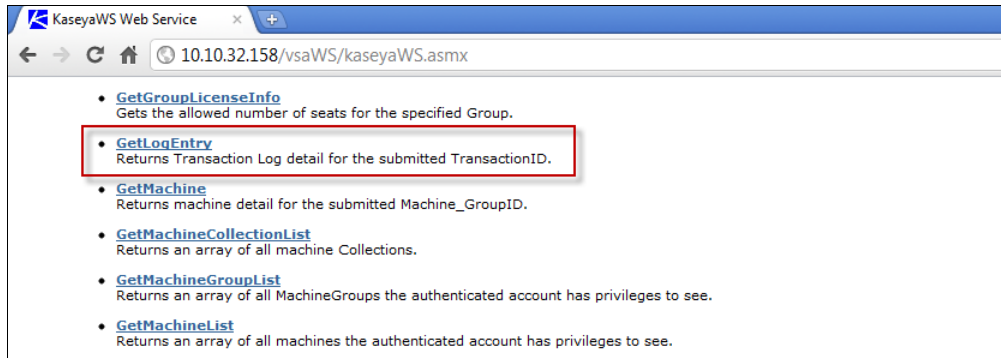


The screenshot shows the same web browser window after a successful login. The Session ID field is now populated with a long alphanumeric string.

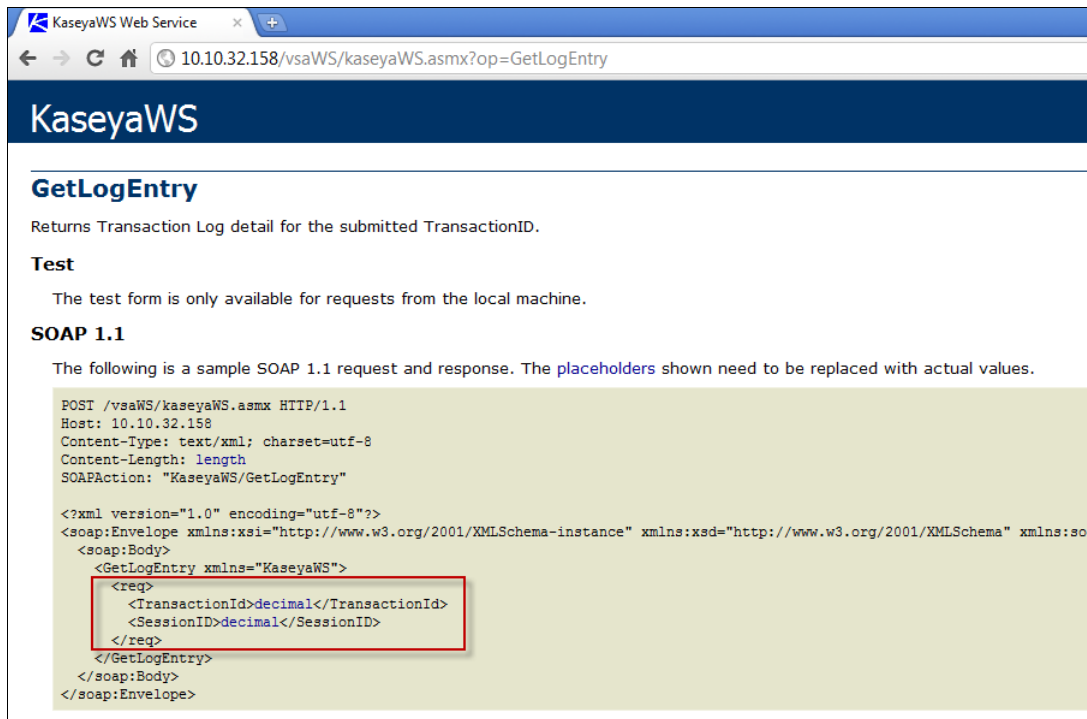
- Session ID**:

### Example 2 - Creating a Get Request

1. In a second browser window, use the /vsaWS/KaseyaWS.asmx page to select a method, such as GetLogEntry.



2. Each method displays the XML SOAP structure for that method's request. Copy just the portion of the method's request structure that starts with <req> and ends with </req>.



- Paste the request structure into the Request pane of the TestClient.asp page. Enter the name of the method in the Web Method Name field. Replace the placeholder decimal with the sessionID string you obtained during authentication. Replace any other placeholder content with valid data as required. Then click the Send button.

**Note:** The `<BrowserIP>/BrowserIP` element in any method can be ignored. See [Limiting Requests by IP Address and User](#) (page 11) for more information.

The screenshot shows the Test Client application interface. The browser address bar displays `10.10.32.158/vsaWS/TestClient/TestClient.asp`. The interface is divided into three main sections: Authentication, Request/Response, and Response.

**Authentication Section:**

- URL: `http://localhost/vsaWS/KaseyaWS.asmx`
- UserName: `VSAadminName`
- Password: (empty field)
- Hashing Algorithm: ☒ SHA-256 ☐ SHA-1
- Login: (button)
- Session ID: `75323933851132319513213616`

**Request/Response Section:**

- Service URL: `http://localhost/vsaWS/KaseyaWS.asmx`
- Web Service Name: `KaseyaWS`
- Web Method Name: `GetLogEntry`
- Request:
 

```
<req>
  <TransactionId>17</TransactionId>
  <SessionID>75323933851132319513213616</SessionID>
</req>
```
- Send: (button)

**Response Section:**

```
<?xml version="1.0" encoding="utf-8"?><soap:Envelope
xmlns:soap="http://schemas.xmlsoap.org/soap/envelope/"
xmlns:xsi="http://www.w3.org/2001/XMLSchema-instance"
xmlns:xsd="http://www.w3.org/2001/XMLSchema"><soap:Body><GetLogEntryResponse
xmlns="KaseyaWS"><GetLogEntryResult><LogTransactionId>0</LogTransactionId>
<LogErrorLocation /><LogErrorMessage /><LogMethod />
<ExecutionTimeInSeconds>0</ExecutionTimeInSeconds><SessionId>0</SessionId>
<UserName /><ClientIP /><DateSubmitted>0001-01-01T00:00:00</DateSubmitted>
<DateUpdated>0001-01-01T00:00:00</DateUpdated><TransactionXML />
<Method>GetLogEntry</Method><TransactionID>8</TransactionID><ErrorMessage />
```

The results display in the Response pane.

## VSA SOAP API Security

### General

The VSA SOAP API is accessible, by default, from any IP address in the world using any valid VSA user credentials. In this default configuration, valid username /password combinations are considered for authentication originating from any machine.

In any configuration, the `hash.dll` provided by the VSA must be used to encrypt the password for submission. Implementation details for the `hash.dll` are contained in the sample source code provided.

Once a successful **Authenticate** (page 14) request issues a SessionID, this SessionID must be submitted with every service invocation, and is only valid when received from the IP address it was issued to. The issued SessionID expires after a period of inactivity.

Security can be enhanced by preparing and deploying an `AccessRules.xml` file. This file is used by the VSA SOAP API to define access rules based on the IP addresses requests are received from. IP filtering is a mechanism commonly used in business-to-business systems to ensure that requests are honored only from the partner's servers.

The `AccessRules.xml` file is divided into three sections:

- Default Access Rules
- IP Ranges
- User Mapping

**Note:** 127.0.0.1 (localhost) always has access for any account, regardless of configuration.

### XML Structure

```
<AccessRules>
  <DefaultAccessRules>
    <GrantAnyIPToUndefinedUsers/>
    <GrantAllIPRangesToUndefinedUsers/>
    <DenyAccessToUndefinedUsers/>
  </DefaultAccessRules>
  <IPRanges>
    <IPRange RangeID="" FromIPAddress="" ToIPAddress="" RangeDescription=""/>
    <IPRange RangeID="" FromIPAddress="" ToIPAddress="" RangeDescription=""/>
  </IPRanges>
  <UserMapping>
    <User UserName="" RangeID="" GrantAllRanges="" GrantAnyIP="" DenyAccess=""/>
    <User UserName="" RangeID="" GrantAllRanges="" GrantAnyIP="" DenyAccess=""/>
  </UserMapping>
</AccessRules>
```

### Default Access Rules

The elements in this section define the access rules for those accounts that are not specifically addressed in the User Mapping section.

```
<GrantAnyIPToUndefinedUsers/> true/false
```

true: Any user not in UserMapping gets access from any IP address.

```
<GrantAllIPRangesToUndefinedUsers/> true/false
```

true: Any user not in UserMapping gets access from any IP address contained in IPRanges.

```
<DenyAccessToUndefinedUsers/> true/false
```

true: Any user not in UserMapping denied access.

### IP Ranges

This section is used to define specific machines, or ranges of machines, by IP, that are used to assign user access.

`RangeID="integer"`

An arbitrary, user assigned integer used to refer to the Range in UserMapping.

`FromIPAddress="string"`

Starting IP address, inclusive. First three positions of the quartet must match ToIPAddress.

`ToIPAddress=" string"`

Ending IP address, inclusive. First three positions of the quartet must match FromIPAddress.

`RangeDescription=" string"`

Description of the IP Range. For example: "Production Servers".

## User Mapping

`UserName="string"`

The VSA Admin name. The VSA SOAP API uses the same credentials and password encryption as VSA. So, if you change your password in VSA, be sure to change it in your VSA SOAP API client implementation, as well.

`RangeID="integer"`

Used to point to a defined IP Range in the IP Ranges section. A user can have multiple UserMapping elements to express all the IP Ranges he has access from. Not used when one of the Grant / Deny attributes below are used.

`GrantAllRanges="true/false"`

true: User has access from any range defined in the IP Ranges section.

`GrantAnyIP=" true/false"`

true: User has access from any IP address.

`DenyAccess=" true/false"`

true: User has no access at all.

## Sample Access Configuration XML

```
<AccessRules>
  <DefaultAccessRules>
    <GrantAnyIPToUndefinedUsers>false</GrantAnyIPToUndefinedUsers>
    <GrantAllIPRangesToUndefinedUsers>false</GrantAllIPRangesToUndefinedUsers>
    <DenyAccessToUndefinedUsers>true</DenyAccessToUndefinedUsers>
  </DefaultAccessRules>
  <IPRanges>
    <IPRange RangeID="1" FromIPAddress="192.168.214.01" ToIPAddress="192.168.214.10"
RangeDescription="Partner X Production Web Farm"/>
    <IPRange RangeID="2" FromIPAddress="192.168.15.102" ToIPAddress="192.168.15.102"
RangeDescription="Senior Developer Machine"/>
    <IPRange RangeID="3" FromIPAddress="192.168.15.105" ToIPAddress="192.168.15.109"
RangeDescription="Sales Demo Machines"/>
    <IPRange RangeID="4" FromIPAddress="192.168.210.35" ToIPAddress="192.168.210.35"
RangeDescription="Internal QA Machine"/>
  </IPRanges>
  <UserMapping>
    <User UserName="B2BMasterAdmin" RangeID="1" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="DevTestAccount" RangeID="2" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTestAccount" RangeID="3" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTestAccount2" RangeID="3" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="QAMasterAdmin" RangeID="4" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTravellingTestAccount" RangeID="" GrantAllRanges="false"
GrantAnyIP="true" DenyAccess="false"/>
    <User UserName="Bob" RangeID="" GrantAllRanges="true" GrantAnyIP="false" DenyAccess="false"/>
    <User UserName="Sally" RangeID="" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="true"/>
  </UserMapping>
</AccessRules>
```

&lt;/AccessRules&gt;

## Web Links - Inbound and Outbound

Aside from API operations described later in the document, the Kaseya Server also supports the following inbound and outbound links:

### Inbound

The URL to display the **Ticket** web page for a specific ticket ID is:

`http://...?ticipid=<TicketID>`

For example:

`http://demo.kaseya.com?ticipid=1234`

Ticket ID: 1041 Associate ticket with: mt-ws002 unnamed

Summary: mt-ws002.unnamed has 10.6% free space left

**Submitter Information**

Name:  Email:  Phone:

Date Created: 7:33:49 pm 12-Oct-07  
Age: 12 days 22 hrs  
Date Due: 7:33:49 pm 1-Nov-07

**Update**

Assignee: < unassigned >  
Category: Workstation configuration  
Status: Open  
Priority: High  
SLA Type: None  
Dispatch Tech: Yes  
Approval: Not required  
Hours Worked: 0.00  
On site: Yes  
Warranty Work: Yes  
Billable: Yes  
Phone Number:   
Contact Email:   
Hardware type: Laptop  
Blood type: ab-  
Number of Siblings: 0

☐ Enter new note ☐ Suppress email notifications

| Time/Admin           | Note                                                                                   | Hide                     |
|----------------------|----------------------------------------------------------------------------------------|--------------------------|
| 7:33:49 pm 12-Oct-07 | *Alert* D: on mt-ws002.unnamed has 12356MB free space (10.6%) on a 115718MB disk drive | <input type="checkbox"/> |

### Outbound

To customize **New Ticket** links on the **Live Connect (Classic)** page, fill out the `externalLink.xml` file as described in the comments section of the XML below. To activate the new ticket link, place the `externalLink.xml` file in the `\WebPages\install\` directory of your Kaseya Server.

```
<?xml version="1.0" encoding="ISO-8859-1" ?>
<externalLinks>
  <!--
  URL STRING SUBSTITUTIONS: The URL string displayed is associated
  with a particular machine ID. The string is searched for the following
  case sensitive values and substituted for the values below.
  machineNameVal - the machine name for the active machine is substituted
                    in the URL string.
  groupNameVal - the group name for the active group.
  -->
  <ticketLink displayName="Ext Ticket"
  url="http://192.168.212.52/?mname=machineNameVal&gname=groupNameVal"/>
</externalLinks>
```

## Limiting Requests by IP Address and User

Certain operations—like [AddTicRequest](#) (page 13)—include an `<BrowserIP>` element in the request.

```
<BrowserIP>string</BrowserIP>
```

This element can be used to limit requests to a specified IP address range. It can also limit requests to selected users. Otherwise this element can be ignored.

To enable this feature:

1. Locate the `AccessRights.xml` file in the `<KaseyInstallationDirectory>\vsawS` directory.
2. Update the file with specified IP ranges and optionally users.
3. Move the file to `<KaseyInstallationDirectory>\vsawS\bin` directory.
4. Restart IIS.

### AccessRights.xml

```
<AccessRules>
  <DefaultAccessRules>
    <GrantAnyIPToUndefinedUsers>false</GrantAnyIPToUndefinedUsers>
    <GrantAllIPRangesToUndefinedUsers>false</GrantAllIPRangesToUndefinedUsers>
    <DenyAccessToUndefinedUsers>true</DenyAccessToUndefinedUsers>
  </DefaultAccessRules>
  <IPRanges>
    <IPRange RangeID="1" FromIPAddress="192.168.214.01" ToIPAddress="192.168.214.10"
RangeDescription="Partner X Production Web Farm"/>
    <IPRange RangeID="2" FromIPAddress="192.168.15.102" ToIPAddress="192.168.15.102"
RangeDescription="Senior Developer Machine"/>
    <IPRange RangeID="3" FromIPAddress="192.168.15.105" ToIPAddress="192.168.15.109"
RangeDescription="Sales Demo Machines"/>
    <IPRange RangeID="4" FromIPAddress="192.168.210.35" ToIPAddress="192.168.210.35"
RangeDescription="Internal QA Machine"/>
  </IPRanges>
  <UserMapping>
    <User UserName="B2BMasterAdmin" RangeID="1" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="DevTestAccount" RangeID="2" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTestAccount" RangeID="3" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTestAccount2" RangeID="3" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="QAMasterAdmin" RangeID="4" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="false"/>
    <User UserName="SalesTravellingTestAccount" RangeID="" GrantAllRanges="false"
GrantAnyIP="true" DenyAccess="false"/>
    <User UserName="Bob" RangeID="" GrantAllRanges="true" GrantAnyIP="false" DenyAccess="false"/>
    <User UserName="Sally" RangeID="" GrantAllRanges="false" GrantAnyIP="false"
DenyAccess="true"/>
  </UserMapping>
</AccessRules>
```

## VSA SOAP API - Operations

The following operations can be performed using the [VSA SOAP API](#).

### AddMachGroupToScope

Adds a machine by `GroupName` to `ScopeName`.

A single record of the following fields is returned.

|        |        |                                             |
|--------|--------|---------------------------------------------|
| Method | string | The operation that requested this response. |
|--------|--------|---------------------------------------------|

## VSA SOAP API

|               |         |                                         |
|---------------|---------|-----------------------------------------|
| TransactionID | decimal | The unique message ID for this message. |
| ErrorMessage  | string  | If blank, no error was returned.        |
| ErrorLocation | string  | If blank, no error was returned.        |

### AddOrg

Adds an organization.

A single record of the following fields is returned.

|               |         |                                                                                                                                                                                                                                                                    |
|---------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| orgOutId      | decimal | The organization ID of the newly added organization.                                                                                                                                                                                                               |
| orgOutRef     | string  | The fully qualified name of the organization. Uses dot notation if parent or child organizations exists. Examples: <ul style="list-style-type: none"><li>▪ neworgname</li><li>▪ parentorgname.neworgname</li><li>▪ parentorgname.childorgname.neworgname</li></ul> |
| Method        | string  | The operation that requested this response.                                                                                                                                                                                                                        |
| TransactionID | decimal | The unique message ID for this message.                                                                                                                                                                                                                            |
| ErrorMessage  | string  | If blank, no error was returned.                                                                                                                                                                                                                                   |
| ErrorLocation | string  | If blank, no error was returned.                                                                                                                                                                                                                                   |

### AddOrgDepartment

Adds a department to an organization.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### AddOrgDeptStaff

Adds a staff member to the department of an organization.

#### Selected Request Fields

- **Status** - Enter 0 or leave blank. Not used by the VSA.
- **View All Tickets** - If true, the VSA user associated with this staff member can view all tickets in his or her scope as well as tickets associated with this specific staff member record. If false, this VSA user can only view tickets associated with this specific staff member record. For more information see System > Orgs/Groups/Depts/Staff > Manage > Manage - Staff tab

#### Response

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |

|               |        |                                  |
|---------------|--------|----------------------------------|
| ErrorLocation | string | If blank, no error was returned. |
|---------------|--------|----------------------------------|

## AddOrgToScope

Adds an organization to a scope.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## AddScope

Adds a scope.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| scopeOutId    | decimal | The identifier of the scope created.        |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## AddScopeOrg

Adds an organization and a scope in one pass and associates the organization to the scope.

A single record of the following fields is returned.

|               |         |                                                                                                                                                                                                                                                                  |
|---------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| orgOutId      | decimal | The identifier of the org created.                                                                                                                                                                                                                               |
| orgOutRef     | string  | The fully qualified name of the organization. Uses dot notation if parent or child organizations exists. Examples: <ul style="list-style-type: none"> <li>neworgname</li> <li>parentorgname.neworgname</li> <li>parentorgname.childorgname.neworgname</li> </ul> |
| Method        | string  | The operation that requested this response.                                                                                                                                                                                                                      |
| TransactionID | decimal | The unique message ID for this message.                                                                                                                                                                                                                          |
| ErrorMessage  | string  | If blank, no error was returned.                                                                                                                                                                                                                                 |
| ErrorLocation | string  | If blank, no error was returned.                                                                                                                                                                                                                                 |

## AddTicRequest

Adds a provisional TicketRequest.

A single record of the following fields is returned.

|        |        |                                             |
|--------|--------|---------------------------------------------|
| newId  | string | Unique identifier.                          |
| Method | string | The operation that requested this response. |

## VSA SOAP API

|               |         |                                         |
|---------------|---------|-----------------------------------------|
| TransactionID | decimal | The unique message ID for this message. |
| ErrorMessage  | string  | If blank, no error was returned.        |
| ErrorLocation | string  | If blank, no error was returned.        |

### AddUserToRole

Add a user to a user role.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### AddUserToScope

Add a user to a scope.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### Authenticate

Required to begin the VSA SOAP API session. The SessionID returned must be submitted with every method invoked during session. The SessionID is only valid when received from the same machine the authentication originates from.

A single record of the following fields is returned.

|               |         |                                                                                                                                                                                                                                                                          |
|---------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SessionID     | decimal | The unique session ID assigned to a user connection with the target URL.                                                                                                                                                                                                 |
| Method        | string  | The operation that requested this response.                                                                                                                                                                                                                              |
| TransactionID | decimal | The unique message ID for this message.                                                                                                                                                                                                                                  |
| ErrorMessage  | string  | If blank, no error was returned. Possible error messages returned include: <ul style="list-style-type: none"><li>• username/password incorrect</li><li>• API disabled</li><li>• API disabled for tenant</li><li>• user disabled</li><li>• IP address incorrect</li></ul> |
| ErrorLocation | string  | If blank, no error was returned.                                                                                                                                                                                                                                         |

### Automatic Logon During Authentication

When you authenticate through the API, you are automatically logged into VSA as well. If you are already logged into the VSA at authentication time, the 2 sessions are synchronized. Either way, the result is the same – you end up with valid sessions in both worlds.

The VSA looks for the API's 26 digit SessionID on the query string of every VSA page. If the application

redirects to a VSA page, the page displays without forcing the user to log in again. The syntax is:

```
URL?apiLogonGuid=12345678901234567890123456
```

For example:

```
http://someServer:123/Systemtab/SomePage?apiLogonGuid=12345678901234567890123456&SomeVar=SomeValue
```

API activity keeps the VSA session alive. However, since VSA does not assume there is always a need for an API session, VSA activity does not keep the API session alive.

The API uses the same timeout value as the VSA, which is maintained using the VSA's System > Logon Policy page, and has a system default value of 30 minutes.

## Hashing Algorithm

With release 6.2, K2 has adopted the SHA-256 hashing algorithm for secure authentications. Previously the standard was SHA-1. See the Changing Passwords Used by External Applications topic of System user guide for a general introduction to this enhancement.

- A newly created or reset password is hashed using SHA-256.
- Legacy passwords that have not been reset continue to require SHA-1.
- The `HashingAlgorithm` parameter in `Authenticate` defaults to SHA-1, if left blank.
- The [Sample API C# Application](#) (page 3) and [Sample API ASP Page](#) (page 5) provide an option to switch the hashing algorithm between SHA1 and SHA-256.
- VSA passwords can only be reset using the VSA application, not by the API.

**Warning:** Changing a password used by a legacy external application will disable the integration until either the external application is updated to use the required SHA-256 hashing algorithm or a new SHA-1 credential is created and implemented. Ensure passwords used by external applications are not changed before the update is implemented. See [Creating a New SHA-1 Credential for a Legacy External Application](#) below.

## Best Practices

To ensure a smooth migration from prior releases to this release, Kaseya recommends SOAP API client code be written or modified to attempt authentication using SHA-256 first, then SHA-1 second, in succession. This will ensure that the client code will be compatible with passwords created under current and prior versions of the VSA.

1. Set the `HashingAlgorithm` parameter in the `Authenticate` request to SHA-256. Ensure the password is hashed using SHA-256. Issue the `Authenticate` request. Check to see if a valid session ID was returned.
  - Authentication is successful if the `SessionID` parameter returns a non-zero value and the `ErrorMessage` parameter is blank.
  - Authentication is not successful if the `SessionID` parameter returns a zero value. Perform step 2.
2. Set the `HashingAlgorithm` parameter to SHA-1. Rehash the password value using SHA-1. Re-issue the `Authenticate` request. Check to see if a valid session ID was returned.

## Creating a New SHA-1 Credential for a Legacy External Application

If you are running VSA v6.2 or later, and need to create an SHA-1 username and password that is compatible with a legacy external application, and that has not yet been updated to be compatible with v6.2 passwords, use one of the following procedures. You can either create a new master user and password, or reset just the password of an existing master user.

**Note:** You must have administrator privileges on the Kaseya Server. For security reasons, you cannot perform the following procedure remotely.

### Creating a New Master User Account

## VSA SOAP API

1. Log in to the machine running the Kaseya Server.
2. Access the following web page:  
`http://localhost/localAuth/setAccountV61.asp`
3. Enter a new account name in the **Master User Name** field.
4. Enter a password in the **Enter Password** field and confirm it by re-typing it in the **Confirm Password** field.
5. Enter an email address in the **Email Address**.
6. Click **Create**.

The external application can now be updated to use the new user account and SHA-1 password to connect to the VSA.

### *Reset the Password of an Existing Master User Account*

**Note:** The master user account cannot be disabled.

1. Log in to the machine running the Kaseya Server.
2. Access the following web page:  
`http://localhost/localAuth/setAccountV61.asp`
3. Enter an existing, enabled master account user name in the **Master User Name** field.
4. Enter a password in the **Enter Password** field and confirm it by re-typing it in the **Confirm Password** field.
5. Skip the **Email Address**. You cannot reset the email address of an existing user using this web page.
6. Click **Create**.

The external application can now be updated to use the new SHA-1 password to connect to the VSA.

## AuthenticateWithAppSessionID

Gets API SessionID from a valid AppSession. Only available from local server.

A single record of the following fields is returned.

|               |         |                                                                                                                                                                                                                                                                          |
|---------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| SessionID     | decimal | The unique session ID assigned to a user connection with the target URL.                                                                                                                                                                                                 |
| Method        | string  | The operation that requested this response.                                                                                                                                                                                                                              |
| TransactionID | decimal | The unique message ID for this message.                                                                                                                                                                                                                                  |
| ErrorMessage  | string  | If blank, no error was returned. Possible error messages returned include: <ul style="list-style-type: none"><li>• username/password incorrect</li><li>• API disabled</li><li>• API disabled for tenant</li><li>• user disabled</li><li>• IP address incorrect</li></ul> |
| ErrorLocation | string  | If blank, no error was returned.                                                                                                                                                                                                                                         |

**Note:** See **Authenticate** (page 14) to initiate a new session.

## CloseAlarm

Closes the alarm for the submitted MonitorAlarmID. Within the VSA user interface, alarms are closed manually using the Monitor > Alarm Summary page.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## CreateAdmin

Creates a VSA user. The password must be hashed.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## CreateAgentInstallPackage

Creates an agent installation package.

### Request

```
<?xml version="1.0" encoding="utf-8"?>
<req>
  <GroupName>string</GroupName>
  <DefaultAccount>decimal</DefaultAccount>
  <AgentType>int</AgentType>
  <CommandLineSwitches>string</CommandLineSwitches>
  <PackageName>string</PackageName>
  <PackageDescription>string</PackageDescription>
  <BrowserIP>string</BrowserIP>
  <SessionID>decimal</SessionID>
</req>
```

Where:

- **GroupName** - Name of machine group, existing or new. (step 2 in Create Package wizard)
- **DefaultAccount** - Optional. Agent guid for existing agent or template to copy setting. (step 4)
- **AgentType** - -1=Auto, 0=Windows, 4=MAC, 5=Linux (step 5)
- **CommandLineSwitches** - Self explanatory. (step 3)
- **PackageName, PackageDescription** - Self explanatory. (step 7)

### Response

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## CreateMachineGroup

Creates a machine group.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| machGroupGuid | decimal | The GUID of the machine group created.      |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## CreateRole

Creates a user role.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteAdmin

Deletes the specified user.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteAgent

Deletes the agent on the target machine and corresponding machine ID account in the VSA.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteAgentInstallPackage

Deletes an agent install package.

A single record of the following fields is returned.

|        |        |                                             |
|--------|--------|---------------------------------------------|
| Method | string | The operation that requested this response. |
|--------|--------|---------------------------------------------|

|               |         |                                         |
|---------------|---------|-----------------------------------------|
| TransactionID | decimal | The unique message ID for this message. |
| ErrorMessage  | string  | If blank, no error was returned.        |
| ErrorLocation | string  | If blank, no error was returned.        |

## DeleteMachineGroup

Deletes the specified machine group.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteOrg

Deletes the specified organization.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteRole

Deletes the specified user role.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteScope

Deletes the specified scope.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DisableAdmin

Disables a specified user.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Echo

Test method for connectivity test and benchmarking. Does not require authentication. Returns the submitted string.

A single record of the following field is returned.

|            |        |                                                            |
|------------|--------|------------------------------------------------------------|
| EchoResult | string | This value should match the input included in the request. |
|------------|--------|------------------------------------------------------------|

## EchoMt

Test method for connectivity test and benchmarking into the middle-tier. Requires authentication. Returns the submitted string. Returns back (echoes) the submitted payload string.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Payload       | string  | The string submitted with the request.      |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## EnableAdmin

Enables a specified user.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetAlarm

Returns alarm detail for the submitted MonitorAlarmID.

A single record of the following fields is returned.

|                 |         |                                                                                        |
|-----------------|---------|----------------------------------------------------------------------------------------|
| Machine_GroupID | string  | A concatenated representation of the machine id and the group ID it is associated with |
| agentGuid       | decimal | A unique identifier for a machine ID.group ID account and its                          |

|                     |         |                                                                                                                                                                            |
|---------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                     |         | corresponding agent.                                                                                                                                                       |
| MachineName         | string  | Machine Name used for each agent                                                                                                                                           |
| GroupName           | string  | Group Name used for each agent                                                                                                                                             |
| MonitorAlarmID      | int     | unique monitor alarm number                                                                                                                                                |
| MonitorType         | int     | 0 - Counter<br>1 - Service<br>2 - Process<br>3 - SNMP<br>4 - Alert - Alerts are further classified using alert types.<br>5 - System Check<br>6 - EPS<br>7 - Log Monitoring |
| AlarmType           | string  | 0 - Alarm<br>1 - Trending                                                                                                                                                  |
| Message             | string  | Message created from alarm, email message body                                                                                                                             |
| AlarmSubject        | string  | Subject of alarm and email subject                                                                                                                                         |
| AlarmEmail          | string  | Email Address(es) alarm is sent to                                                                                                                                         |
| EventTime           | string  | Date and Time of alarm                                                                                                                                                     |
| TicketID            | int     | Ticket ID created from alarm                                                                                                                                               |
| AdminName           | string  | User who assigned monitor counter to machine                                                                                                                               |
| MonitorName         | string  | Name of monitor SNMP Get object                                                                                                                                            |
| LogType             |         | 1 - Application Log<br>2 - Security Log<br>3 - System Log                                                                                                                  |
| EventType           | int     | 1 - Error<br>2 - Warning<br>4 - Informational<br>8 - Success Audit<br>16 - Failure Audit                                                                                   |
| LogValue            | decimal | Value causing alarm, if the return value of the SNMP Object Get command is a string the value will be the the Message                                                      |
| SNMPName            | string  | Name returned from SNMP Device on scan                                                                                                                                     |
| SNMPCustomName      | string  | Custom name for SNMP Device                                                                                                                                                |
| SystemCheckParam1   | string  | First parameter used in system check                                                                                                                                       |
| SystemCheckParam2   | string  | (Optional) Second parameter used by system check                                                                                                                           |
| MonitorAlarmStateId | int     | 1-Open, 2-Closed                                                                                                                                                           |
| Method              | string  | The operation that requested this response.                                                                                                                                |
| TransactionID       | decimal | The unique message ID for this message.                                                                                                                                    |
| ErrorMessage        | string  | If blank, no error was returned.                                                                                                                                           |
| ErrorLocation       | string  | If blank, no error was returned.                                                                                                                                           |

## GetAlarmList

Returns an array of new alarms added since last request by default. Returns all alarms when ReturnAllRecords is set to true.

Multiple records of the following fields are returned, if applicable.

|                 |        |                                                                                        |
|-----------------|--------|----------------------------------------------------------------------------------------|
| Machine_GroupID | string | A concatenated representation of the machine id and the group id it is associated with |
|-----------------|--------|----------------------------------------------------------------------------------------|

## VSA SOAP API

|                     |          |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
|---------------------|----------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| agentGuid           | decimal  | A unique identifier for a machine ID.group ID account and its corresponding agent.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| MonitorAlarmID      | int      | unique monitor alarm number                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| AlertType           | int      | Alerts are one of several monitor types.<br>1 - Admin account disabled<br>2 - Get File change alert<br>3 - New Agent checked in for the first time<br>4 - Application has been installed or deleted<br>5 - Agent Procedure failure detected<br>6 - NT Event Log error detected<br>7 - Kaseya Server stopped<br>8 - Protection violation detected.<br>9 - PCI configuration has been changed<br>10 - Disk drive configuration change<br>11 - RAM size changed.<br>12 - Test email sent by serverInfo.asp<br>13 - Scheduled report completed<br>14 - Network scan alert type<br>15 - agent offline<br>16 - low on disk space<br>17 - disabled remote control<br>18 - agent online<br>19 - new patch found<br>20 - patch path missing<br>21 - patch install failed<br>23 - Backup Alert |
| AlarmSubject        | string   | Subject of alarm and email subject                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| EventTime           | dateTime | Date and time of alarm                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| MonitorAlarmStateId | int      | 1-Open, 2-Closed                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetLogEntry

Returns transaction log detail for the submitted TransactionID.

A single record of the following fields is returned.

|                        |          |                                                  |
|------------------------|----------|--------------------------------------------------|
| LogTransactionId       | decimal  | The log transactionID.                           |
| LogErrorLocation       | string   | The log error location.                          |
| LogErrorMessage        | string   | The log error message.                           |
| LogMethod              | string   | The log operation that requested a response.     |
| ExecutionTimeInSeconds | decimal  | The log time required to respond to the request. |
| SessionId              | decimal  | The log session ID.                              |
| UserName               | string   | The log user name.                               |
| ClientIP               | string   | The log IP address of the client.                |
| DateSubmitted          | dateTime | The log date and time the request was submitted. |
| DateUpdated            | dateTime | The log date and time the response was returned. |

|                |         |                                             |
|----------------|---------|---------------------------------------------|
| TransactionXML | string  | The XML message used to submit the request. |
| Method         | string  | The operation that requested this response. |
| TransactionID  | decimal | The unique message ID for this message.     |
| ErrorMessage   | string  | If blank, no error was returned.            |
| ErrorLocation  | string  | If blank, no error was returned.            |

## GetMachine

Returns machine detail for the submitted Machine\_GroupID.

A single record of the following fields is returned.

|                         |         |                                                                                                                                                 |
|-------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------|
| Machine_GroupID         | string  | A concatenated representation of the machine id and the group id it is associated with.                                                         |
| agentGuid               | decimal | A unique identifier for a machine ID.group ID account and its corresponding agent.                                                              |
| machName                | string  | full machine name. Everything to the left of the left-most decimal point is the machine name.                                                   |
| groupName               | string  | full group name for this account. Everything to the right of the left most decimal point is the group name.                                     |
| Manufacturer            | string  | Manufacturer string (type 1)                                                                                                                    |
| ProductName             | string  | Product Name string (type 1)                                                                                                                    |
| MachineVersion          | string  | Version string (type 1)                                                                                                                         |
| SysSerialNumber         | string  | Serial Number string (type 1)                                                                                                                   |
| ChassisSerialNumber     | string  | Chassis Serial Number (type 3)                                                                                                                  |
| ChassisAssetTag         | string  | Chassis Asset Tag number (type 3)                                                                                                               |
| ChassisType             | string  | Chassis Type (type 3)                                                                                                                           |
| BusSpeed                | string  | External Bus Speed (in MHz) (type 4)                                                                                                            |
| MaxMemorySize           | string  | Maximum Memory Module Size (in MB) (type 16 - Maximum Capacity or if type 16 not available, Maximum Memory Module Size type 5)                  |
| MaxMemorySlots          | string  | Number of Associated Memory Slots (Number of Memory Devices in type 16 or if type 16 not available Number of Associated Memory Slots in type 5) |
| ChassisManufacturer     | string  | Chassis Manufacturer (type 3)                                                                                                                   |
| ChassisVersion          | string  | Chassis Ver (type 3)                                                                                                                            |
| MotherboardManufacturer | string  | Motherboard Manufacturer (type 2)                                                                                                               |
| MotherboardProductCode  | string  | Motherboard Product Code (type 2)                                                                                                               |
| MotherboardVersion      | string  | Motherboard Version (type 2)                                                                                                                    |
| MotherboardSerialNumber | string  | Motherboard Serial Number (type 2)                                                                                                              |
| ComputerName            | string  | Name of the Computer                                                                                                                            |
| IpAddress               | string  | IP Address of the computer in a.b.c.d notation                                                                                                  |
| SubnetMask              | string  | Subnet mask in a.b.c.d notation. String is empty if data is unavailable                                                                         |
| DefaultGateway          | string  | Default gateway IP address in a.b.c.d notation. String is empty if data is unavailable.                                                         |
| DnsServer1              | string  | DNS server #1s IP address in a.b.c.d notation. String is empty if data is unavailable.                                                          |

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|                     |          |                                                                                                                                                                                                                                                            |
|---------------------|----------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DnsServer2          | string   | DNS server #2s IP address in a.b.c.d notation. String is empty if data is unavailable.                                                                                                                                                                     |
| DnsServer3          | string   | DNS server #3s IP address in a.b.c.d notation. String is empty if data is unavailable.                                                                                                                                                                     |
| DnsServer4          | string   | DNS server #4s IP address in a.b.c.d notation. String is empty if data is unavailable.                                                                                                                                                                     |
| DhcpEnabled         | int      | 0 -> Data is unavailable, 1 -> DHCP on client computer is enabled, 2 -> Disabled                                                                                                                                                                           |
| DhcpServer          | string   | DHCP servers IP address in a.b.c.d notation. String is empty if data is unavailable.                                                                                                                                                                       |
| WinsEnabled         | string   | 0 -> Data is unavailable, 1 -> WINS resolution on client computer is enabled, 2 -> Disabled                                                                                                                                                                |
| PrimaryWinsServer   | string   | Primary WINS servers IP address in a.b.c.d notation. String is empty if unavailable.                                                                                                                                                                       |
| SecondaryWinsServer | int      | Secondary WINS servers IP address in a.b.c.d notation. String is empty if unavailable.                                                                                                                                                                     |
| ConnectionGatewayIp | int      | IP Address in a.b.c.d notation obtained by the Kaseya Server as the source address of the Agent. This IP is the Agents network gateway and will be different from the IpAddress if the computer is behind NAT for example. String is empty if unavailable. |
| OsType              | string   | String contains OS type, such as NT4, 2000, NT3.51, or WIN32s. Derived from portions of MajorVersion, MinorVersion, and PlatformId.                                                                                                                        |
| OsInfo              | string   | String contains additional OS info, such as Build 1381 Service Pack 3. Derived from portions of BuildNumber and CsdVersion.                                                                                                                                |
| MajorVersion        | decimal  | Major version number from GetVersionEx() Windows function call.                                                                                                                                                                                            |
| MinorVersion        | string   | Minor version number from GetVersionEx() Windows function call. If PlatformId is Win32 for Windows, then a 0 MinorVersion indicates Windows 95. If PlatformId is Win32 for Windows, then then a MinorVersion > 0 indicates Windows 98.                     |
| MacAddr             | string   | String containing the physical address, i.e. the Media Access Control address, of the connection. A MAC address has the form of: 00-03-47-12-65-77                                                                                                         |
| LoginName           | string   | User name of the currently logged on user. This value is updated with every quick check in. The agent error log file is updated with each change.                                                                                                          |
| firstCheckin        | dateTime | timestamp recording the first time this agent checked into the system                                                                                                                                                                                      |
| lastCheckin         | dateTime | timestamp recording the most recent time this agent checked into the system                                                                                                                                                                                |
| currentUser         | string   | login name of the currently logged in user. Blank if no one logged in at this time                                                                                                                                                                         |
| lastLoginName       | string   | login name of the last user to log into this system                                                                                                                                                                                                        |
| lastReboot          | dateTime | timestamp when this system was last rebooted                                                                                                                                                                                                               |
| agentVersion        | int      | version number of agent installed on this system                                                                                                                                                                                                           |
| contactName         | string   | User contact name assigned to this agent                                                                                                                                                                                                                   |
| contactEmail        | string   | User email address assigned to this agent                                                                                                                                                                                                                  |
| contactPhone        | string   | User email address assigned to this agent                                                                                                                                                                                                                  |
| contactNotes        | string   | Notes associated with the contact information for this agent                                                                                                                                                                                               |
| enableTickets       | int      | 0 if this user does not have access to ticketing through the user interface                                                                                                                                                                                |

|                     |        |                                                                                  |
|---------------------|--------|----------------------------------------------------------------------------------|
| enableRemoteControl | int    | 0 if this user does not have access to remote control through the user interface |
| enableChat          | int    | 0 if this user does not have access to chat through the user interface           |
| credentialName      | string | The username of the credential set for this agent (if any)                       |
| primaryKServer      | string | address:port agent connects to for its primary Kaseya Server connection          |
| secondaryKServer    | string | address:port agent connects to for its secondary Kaseya Server connection        |
| quickCheckinSecs    | int    | the time to wait, in secs, before performing another agent quick check-in        |
| agentTempDir        | string | The working directory used by the agent on this system                           |

Multiple records of the following fields are returned, if applicable.

|          |        |                                            |
|----------|--------|--------------------------------------------|
| CpuDesc  | string | CPU description (e.g. Pentium III Model 8) |
| CpuSpeed | int    | CPU speed in MHz (e.g. 601)                |
| CpuCount | int    | Number of processors (e.g. 1)              |
| TotalRam | int    | Amount of RAM in MBytes (e.g. 250)         |

Multiple records of the following fields are returned, if applicable.

|             |        |                                                                                                 |
|-------------|--------|-------------------------------------------------------------------------------------------------|
| DriveLetter | string | Logical disk drive letter (e.g. C)                                                              |
| TotalSpace  | int    | Total MBytes on the disk (e.g. 28609 for 28.609 GB) May be null if unavailable.                 |
| UsedSpace   | int    | Number of MBytes used (e.g. 21406 for 21.406 GB). May be null if unavailable.                   |
| FreeSpace   | int    | Number of MBytes free (e.g. 21406 for 21.406 GB). May be null if unavailable.                   |
| DriveType   | string | Fixed = hard diskRemovable = floppy or other removable mediaCDROMNetwork = mapped network drive |
| VolumeName  | string | Name assigned to the volume                                                                     |
| FormatType  | string | NTFS, FAT32, CDFS, etc.                                                                         |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetMachineGroupList

Returns an array of all MachineGroups the authenticated account has privileges to see. Items returned can be used as arguments on GetMachineList to filter output.

Multiple records of the following field are returned, if applicable.

|           |        |                       |
|-----------|--------|-----------------------|
| groupName | string | The machine group ID. |
|-----------|--------|-----------------------|

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |

|               |        |                                  |
|---------------|--------|----------------------------------|
| ErrorLocation | string | If blank, no error was returned. |
|---------------|--------|----------------------------------|

## GetMachineList

Returns an array of all the machines that the authenticated user has access rights to see. Supports optional filtering of the return by submitted MachineGroup or MachineCollection. Multiple records of the following fields are returned, if applicable.

Multiple records of the following fields are returned, if applicable.

|                |          |                                                                                                |
|----------------|----------|------------------------------------------------------------------------------------------------|
| MachineGroupID | string   | A currently existing Machine group. If this field is left blank all machines will be returned. |
| IpAddress      | string   | the IP address of the agent machine                                                            |
| MacAddr        | string   | the MAC address of the agent machine                                                           |
| groupName      | string   | Group Name used for each agent                                                                 |
| firstCheckin   | datetime | the first time an agent checks into the VSA                                                    |
| agentGuid      | decimal  | A unique identifier for a machine ID.group ID account and its corresponding agent.             |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetMachineUptime

Returns an array of machine uptime statistics for a submitted AgentGuid or MachineGroup or all machines when ReturnAllRecords is set to true. rptDate sets the starting sample date of the calculation to current.

All outputs are subjected to security filtering, including the agentGuid singleton and MachineGroup sub grouping. So if you submit an agentGuid or MachineGroup you do not have permissions to view, you will get nothing back.

Multiple records of the following field are returned, if applicable.

|                |          |                                                                                               |
|----------------|----------|-----------------------------------------------------------------------------------------------|
| agentGuid      | decimal  | A unique identifier for a machine ID.group ID account and its corresponding agent.            |
| machineName    | string   | Full machine name. Everything to the left of the left-most decimal point is the machine name. |
| totalOnline    | int      | Total seconds system was online across the measurement time.                                  |
| measureTime    | int      | Total seconds system was measured (latest - oldest - suspend alarm times).                    |
| latestStatDate | dateTime | Latest time the system was measured, usually the last agent log entry for an offline system.  |
| olderStatDate  | dateTime | Earliest time system was measured.                                                            |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |

|               |        |                                  |
|---------------|--------|----------------------------------|
| ErrorLocation | string | If blank, no error was returned. |
|---------------|--------|----------------------------------|

## GetNotesList

Returns an array of new ticket notes added since last request. Generates a maximum of 500 records in date order and records the most recent note output. User can just keep executing this method until no records are returned.

- **AddedSince** - Including this date in the request overrides the system default "since last read" behavior.

Multiple records of the following fields are returned, if applicable.

|             |          |                                                 |
|-------------|----------|-------------------------------------------------|
| TicketID    | int      | The ticket ID.                                  |
| Author      | string   | The author of the note.                         |
| DateEntered | dateTime | The date the note was created or last modified. |
| NoteText    | string   | The text of the note.                           |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetOrgLocation

Returns an organization's street address, including its longitude and latitude.

A single record of the following fields is returned.

|               |         |                                              |
|---------------|---------|----------------------------------------------|
| orgId         | string  | Unique identifier.                           |
| orgRef        | string  | Unique name.                                 |
| partitionId   | string  | Tenant identifier.                           |
| orgName       | string  | The name of the organization.                |
| street        | string  | The street address.                          |
| city          | string  | The city.                                    |
| usState       | string  | The state.                                   |
| postalCode    | string  | The zip code.                                |
| country       | string  | The country.                                 |
| countryCode   | string  | The country code.                            |
| longitude     | string  | The longitude of the organization location.  |
| latitude      | string  | The latitude of the organization's location. |
| Method        | string  | The operation that requested this response.  |
| TransactionID | decimal | The unique message ID for this message.      |
| ErrorMessage  | string  | If blank, no error was returned.             |
| ErrorLocation | string  | If blank, no error was returned.             |

## GetOrgTypes

Returns machine detail for the submitted Machine\_GroupID.

Multiple records of the following fields are returned.

|             |         |                                           |
|-------------|---------|-------------------------------------------|
| orgTypeID   | decimal | Unique identifier.                        |
| orgTypeRef  | string  | The unique name of the organization type. |
| status      | int     | 1=Active                                  |
| description | string  | A description of the organization type.   |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetOrgs

Returns the organizations the logged on VSA user can access.

Multiple records of the following field are returned, if applicable.

|            |        |                             |
|------------|--------|-----------------------------|
| orgID      | string | Unique identifier.          |
| orgName    | string | The organization's name.    |
| orgRef     | string | Unique name.                |
| CustomerID | string | Unique customer identifier. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetOrgsByScopeID

Returns the organizations a specified scope can access.

Multiple records of the following field are returned, if applicable.

|            |        |                             |
|------------|--------|-----------------------------|
| orgID      | string | Unique identifier.          |
| orgName    | string | The organization's name.    |
| orgRef     | string | Unique name.                |
| CustomerID | string | Unique customer identifier. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetPackageURLs

Gets a list of all agent deploy package URLs available to the logged on user.

Multiple records of the following fields are returned, if applicable.

|             |        |                                                                         |
|-------------|--------|-------------------------------------------------------------------------|
| URL         | string | The URL.                                                                |
| PackageName | string | The agent deploy package name.                                          |
| Description | string | The description of the agent deploy package.                            |
| AgentType   | string | The type of agent checking in.<br>0 = Windows<br>4 = Apple<br>5 = Linux |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetPartnerUserLocation

Returns the the location of a tenant-specific VSA user, including the VSA user's longitude and latitude.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| adminId       | string  | The VSA user's unique identifier.           |
| adminName     | string  | The VSA user's name.                        |
| partitionId   | string  | The tenant identifier.                      |
| longitude     | string  | The longitude of the VSA user's location.   |
| latitude      | string  | The latitude of the VSA user's location.    |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetPublishedViewColumns

Returns an array of all columns for a published database view.

**Note:** You can review documentation for available database views in [Database Views > Views Provided](#).

Multiple records of the following fields are returned.

|          |        |                                       |
|----------|--------|---------------------------------------|
| name     | string | Name of the database view column.     |
| dataType | string | Datatype of the database view column. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |

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|               |        |                                  |
|---------------|--------|----------------------------------|
| ErrorLocation | string | If blank, no error was returned. |
|---------------|--------|----------------------------------|

### Example

**Note:** The following example was executed using the test page published with every installation, located at <http://localhost/vsaWS/testClient/testClient.asp>.

#### Request

```
<req>
  <viewName>vScriptLog</viewName>
  <SessionID>42131527423841487151422001</SessionID>
</req>
```

#### Response

```
<GetPublishedViewColumnsResponse>
  <GetPublishedViewColumnsResult>
    <PublishedViewColumns>
      <PublishedViewColumn>
        <name>AdminName</name>
        <dataType>varchar(100)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>agentGuid</name>
        <dataType>numeric(26,0)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>EventTime</name>
        <dataType>datetime</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>groupName</name>
        <dataType>varchar(100)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>Machine_GroupID</name>
        <dataType>varchar(201)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>machName</name>
        <dataType>varchar(100)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>ScriptDesc</name>
        <dataType>varchar(1000)</dataType>
      </PublishedViewColumn>
      <PublishedViewColumn>
        <name>ScriptName</name>
        <dataType>varchar(260)</dataType>
      </PublishedViewColumn>
    </PublishedViewColumns>
    <Method>GetPublishedViewColumns</Method>
    <TransactionID>3</TransactionID>
    <ErrorMessage/>
    <ErrorLocation/>
  </GetPublishedViewColumnsResult>
</GetPublishedViewColumnsResponse>
```

## GetPublishedViewRows

Returns an array of all rows for a published database view given a WHERE clause.

**Note:** You can review documentation for available database views in Database Views > Views Provided.

A single record of the following fields is returned.

|                   |         |                                             |
|-------------------|---------|---------------------------------------------|
| PublishedViewRows | string  | Array of row data.                          |
| Method            | string  | The operation that requested this response. |
| TransactionID     | decimal | The unique message ID for this message.     |
| ErrorMessage      | string  | If blank, no error was returned.            |
| ErrorLocation     | string  | If blank, no error was returned.            |

## Example

**Note:** The following example was executed using the test page published with every installation, located at <http://localhost/vsaWS/testClient/testClient.asp>.

## Request

```
<req>
  <viewName>vScriptLog</viewName>
  <columnsList>AdminName,agentGuid,EventTime,Machine_GroupID,ScriptDesc,ScriptName</columnsList>
  <whereClause>EventTime > DATEADD(hour,4,getdate())</whereClause>
  <orderByList>agentGuid,EventTime</orderByList>
  <ReturnAllRows>false</ReturnAllRows>
  <SessionID>42131527423841487151422001</SessionID>
</req>
```

## SQL Equivalent

```
select top 5000 AdminName,agentGuid,EventTime,Machine_GroupID,ScriptDesc,ScriptName
from vScriptLog
where EventTime > DATEADD(hour,-4,getdate())
order by agentGuid,EventTime
```

Selects 6 of 8 available columns from vScriptLog where activity occurred within the past 4 hours and sorts the results by machine, then activity date.

**Note:** When <ReturnAllRows> is set false, a rowset maximum of 5000 is applied to protect the database from overly large resultsets.

## Response

```
<GetPublishedViewRowsResponse>
  <GetPublishedViewRowsResult>
    <PublishedViewRows>
      <vScriptLog>
        <Row>
          <AdminName>*System*</AdminName>
          <agentGuid>517481450374694</agentGuid>
          <EventTime>20100913T09:24:1905:00</EventTime>
          <Machine_GroupID>xpprox86001.agents.hyperv.kserver</Machine_GroupID>
          <ScriptDesc>Script Summary: Success THEN</ScriptDesc>
          <ScriptName>KES Update AVG via Internet</ScriptName>
        </Row>
        <Row>
          <AdminName>*System*</AdminName>
          <agentGuid>517481450374694</agentGuid>
          <EventTime>20100913T09:24:20.00305:00</EventTime>
          <Machine_GroupID>xpprox86001.agents.hyperv.kserver</Machine_GroupID>
          <ScriptDesc>Script Summary: Success THEN</ScriptDesc>
          <ScriptName>KES Update</ScriptName>
        </Row>
        <Row>
          <AdminName>*System*</AdminName>
          <agentGuid>517481450374694</agentGuid>
          <EventTime>20100913T09:24:20.00705:00</EventTime>
```

```

    <Machine_GroupID>xpprox86001.agents.hyperv.kserver</Machine_GroupID>
    <ScriptDesc>Script Summary: Success THEN</ScriptDesc>
    <ScriptName>Run Now KES Update</ScriptName>
  </Row>
</vScriptLog>
</PublishedViewRows>
<Method>GetPublishedViewRows</Method>
<TransactionID>4</TransactionID>
<ErrorMessage/>
<ErrorLocation/>
</GetPublishedViewRowsResult>
</GetPublishedViewRowsResponse>

```

## GetPublishedViews

Returns an array of all published database views.

**Note:** You can review documentation for available database views in Database Views > Views Provided.

Multiple records of the following fields are returned.

|          |        |                            |
|----------|--------|----------------------------|
| viewName | string | Name of the database view. |
|----------|--------|----------------------------|

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Example

**Note:** The following example was executed using the test page published with every installation, located at <http://localhost/vsaWS/testClient/testClient.asp>.

Usage details for each view in this list are published in Database Views in the user guide. There may be more total views documented than the list published via the API.

### Request

```

<req>
  <SessionID>42131527423841487151422001</SessionID>
</req>

```

### Response

```

<GetPublishedViewsResponse>
  <GetPublishedViewsResult>
    <PublishedViews>
      <PublishedView>
        <viewName>vAddRemoveList</viewName>
      </PublishedView>
      <PublishedView>
        <viewName>vAdminNotesLog</viewName>
      </PublishedView>
      <PublishedView>
        <viewName>vAgentConfiguration</viewName>
      </PublishedView>
      <PublishedView>
        <viewName>vAgentLabel</viewName>
      </PublishedView>
      <PublishedView>
        <viewName>vAlertLog</viewName>
      </PublishedView>
    </PublishedViews>
  </GetPublishedViewsResult>
</GetPublishedViewsResponse>

```

```

<PublishedView>
  <viewName>vBackupLog</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBaseApplicationInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBaseCpuInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBaseDiskInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBaseDriveManufacturer</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBasePciInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vBasePrinterInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCollectionMember</viewName>
</PublishedView>
<PublishedView>
  <viewName>vConfigLog</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrApplicationInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrCpuInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrDiskInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrDriveManufacturer</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrPciInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vCurrPrinterInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vEventDetail</viewName>
</PublishedView>
<PublishedView>
  <viewName>vEventInstanceDetail</viewName>
</PublishedView>
<PublishedView>
  <viewName>vEventInstanceHistoryDetail</viewName>
</PublishedView>
<PublishedView>
  <viewName>vkadComputers</viewName>
</PublishedView>
<PublishedView>
  <viewName>vkadUsers</viewName>
</PublishedView>
<PublishedView>
  <viewName>vLicenseInfo</viewName>
</PublishedView>
<PublishedView>
  <viewName>vMachine</viewName>
</PublishedView>
<PublishedView>
  <viewName>vMonitorAlarmAlert</viewName>
</PublishedView>

```

```

    <PublishedView>
      <viewName>vMonitorAlarmCounter</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vMonitorAlarmProcess</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vMonitorAlarmService</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vMonitorAlarmSNMP</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vMonitorAlarmSystemCheck</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vNetStatsLog</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vNtEventLogs</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vOnBoardDeviceInfo</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vPatchApprovalStatus</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vPatchPolicy</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vPatchPolicyMember</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vPatchStatus</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vPortInfo</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vScriptLog</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vScriptStatus</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vSystemInfo</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vTicketField</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vTicketNote</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vTicketSummary</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vUptimeHistory</viewName>
    </PublishedView>
    <PublishedView>
      <viewName>vVproAssetDetails</viewName>
    </PublishedView>
  </PublishedViews>
</Method>GetPublishedViews</Method>
<TransactionID>2</TransactionID>
<ErrorMessage/>
<ErrorLocation/>
</GetPublishedViewsResult>

```

```
</GetPublishedViewsResponse>
```

## GetRoles

Returns the roles the logged on VSA user can access.

Multiple records of the following field are returned, if applicable.

|          |         |                             |
|----------|---------|-----------------------------|
| RoleID   | string  | Unique identifier           |
| IsActive | boolean | Role is active or inactive. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetScopes

Returns the scopes the logged on VSA user can access.

Multiple records of the following field are returned, if applicable.

|         |        |                    |
|---------|--------|--------------------|
| ScopeID | string | Unique identifier. |
|---------|--------|--------------------|

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetSessionDetails

Gets Session details from either a submitted AppSessionID or valid API SessionID. AppSessionID variant only available from local server.

A single record of the following fields is returned.

|              |         |                                  |
|--------------|---------|----------------------------------|
| adminId      | int     | VSA user identifier              |
| partitionId  | decimal | partition identifier             |
| machineIdFil | string  | session value of machine filter  |
| activeViewId | int     | session value of machine view    |
| groupIdFil   | string  | session value of group filter    |
| rowPerPage   | int     | session value of rows per page   |
| startRow     | int     | starting position in result set  |
| sortField    | string  | current data document sort field |
| sortOrder    | int     | current data document sort order |
| RoleId       | int     | role identifier                  |
| AdminRole    | string  | the name of the role             |
| ScopeId      | decimal | scope identifier                 |
| AdminScope   | string  | the name of the scope            |

|                      |          |                                             |
|----------------------|----------|---------------------------------------------|
| AppSessionExpiration | dateTime | expiration of session                       |
| adminName            | string   | VSA user name                               |
| Method               | string   | The operation that requested this response. |
| TransactionID        | decimal  | The unique message ID for this message.     |
| ErrorMessage         | string   | If blank, no error was returned.            |
| ErrorLocation        | string   | If blank, no error was returned.            |

## GetTicket

Returns ticket detail for the submitted MonitorTicketID.

|                  |         |                                                                                         |
|------------------|---------|-----------------------------------------------------------------------------------------|
| TicketID         | int     | unique trouble ticket ID number                                                         |
| Machine_GroupID  | string  | A concatenated representation of the machine id and the group id it is associated with. |
| agentGuid        | decimal | A unique identifier for a machine ID.group ID account and its corresponding agent.      |
| machName         | string  | Machine Name used for each agent                                                        |
| groupName        | string  | Group Name used for each agent                                                          |
| TicketSummary    | string  | summary string briefly describing the ticket                                            |
| Assignee         | string  | Admin name this ticket is assigned to                                                   |
| CreatedBy        | string  | admin name (or machine ID if entered by user) of the person that created this ticket    |
| CreationDate     | string  | timestamp when the ticket was created                                                   |
| DueDate          | string  | ticket due date                                                                         |
| LastModifiedDate | string  | Date of the most recent note entered for this ticket                                    |
| ResolutionDate   | string  | timestamp when the ticket was closed                                                    |
| UserName         | string  | The name of the submitter                                                               |
| UserEmail        | string  | The email address of the submitter                                                      |
| UserPhone        | string  | The phone number of the submitter                                                       |
| MonitorAlarmID   | int     | The identifier of the monitor alarm.                                                    |

Multiple records of the following fields are returned, if applicable.

|              |         |                              |
|--------------|---------|------------------------------|
| TicketLabel  | string  | The label of the field       |
| IntegerValue | int     | The value of a integer field |
| NumberValue  | decimal | The value of a number field  |
| StringValue  | string  | The value of a string field  |
| ListValue    | string  | The value of a list field    |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetTicketList

Returns an array of new tickets added since last request by default. Returns all tickets when ReturnAllRecords is set to true.

Multiple records of the following fields are returned, if applicable.

|                 |         |                                                                                         |
|-----------------|---------|-----------------------------------------------------------------------------------------|
| TicketID        | int     | unique trouble ticket ID number                                                         |
| Machine_GroupID | string  | A concatenated representation of the machine id and the group id it is associated with. |
| agentGuid       | decimal | A unique identifier for a machine ID.group ID account and its corresponding agent.      |
| TicketSummary   | string  | summary string briefly describing the ticket                                            |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetTicketNotes

Returns an array of notes belonging to the submitted ticket.

Multiple records of the following fields are returned, if applicable.

|             |          |                                                 |
|-------------|----------|-------------------------------------------------|
| TicketID    | int      | The ticket ID.                                  |
| Author      | string   | The author of the note.                         |
| DateEntered | dateTime | The date the note was created or last modified. |
| NoteText    | string   | The text of the note.                           |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetTicRequestTicket

Returns the ticketID associated with a ticket request ID.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| ticketId      | string  | unique identifier for ticket                |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetVerboseMachineGroupList

Multiple records of the following field are returned, if applicable.

|                 |        |                                                               |
|-----------------|--------|---------------------------------------------------------------|
| groupName       | string | The machine group ID.                                         |
| machGroupGuid   | string | GUID of the machine group.                                    |
| parentGroupGuid | string | GUID of the parent machine group, in one exists.              |
| orgFK           | string | Foreign key to the organization containing the machine group. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## MergeAgent

Merges an offline machine ID account with another machine ID account.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## MoveMachineToAnotherGroup

Moves machines to another group.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Primitives

The following primitive Datatype operations are also provided. Each primitive operation uses the same xml contract as their corresponding multiple-columns operation. Each primitive returns a string value that requires subsequent processing.

| Primitive                    | Result                             | Datatype |
|------------------------------|------------------------------------|----------|
| PrimitiveAddMachGroupToScope | PrimitiveAddMachGroupToScopeResult | string   |
| PrimitiveAddOrg              | PrimitiveAddOrgResult              | string   |
| PrimitiveAddOrgDepartment    | PrimitiveAddOrgDepartment          | string   |
| PrimitiveAddOrgDeptStaff     | PrimitiveAddOrgDeptStaffResult     | string   |

|                                  |                                        |        |
|----------------------------------|----------------------------------------|--------|
| PrimitiveAddOrgToScope           | PrimitiveAddOrgToScopeResult           | string |
| PrimitiveAddScope                | PrimitiveAddScopeResult                | string |
| PrimitiveAddScopeOrg             | PrimitiveAddScopeOrgResult             | string |
| PrimitiveAddTicRequest           | PrimitiveAddTicRequestResult           | string |
| PrimitiveAddUserToRole           | PrimitiveAddUserToRoleResult           | string |
| PrimitiveAddUserToScope          | PrimitiveAddUserToScopeResult          | string |
| PrimitiveAssignRole              | PrimitiveAssignRoleResult              | string |
| PrimitiveAssignScope             | PrimitiveAssignScopeResult             | string |
| PrimitiveAuthenticate            | PrimitiveAuthenticateResult            | string |
| PrimitiveCloseAlarm              | PrimitiveCloseAlarmResult              | string |
| PrimitiveCreateMachineGroup      | PrimitiveCreateMachineGroupResult      | string |
| PrimitiveCreateRole              | PrimitiveCreateRoleResult              | string |
| PrimitiveDeleteMachineGroup      | PrimitiveDeleteMachineGroupResult      | string |
| PrimitiveDeleteOrg               | PrimitiveDeleteOrgResult               | string |
| PrimitiveDeleteScope             | PrimitiveDeleteScopeResult             | string |
| PrimitiveEchoMt                  | PrimitiveEchoMtResult                  | string |
| PrimitiveGetAlarm                | PrimitiveGetAlarmResult                | string |
| PrimitiveGetAlarmList            | PrimitiveGetAlarmResult                | string |
| PrimitiveGetLogEntry             | PrimitiveGetLogEntryResult             | string |
| PrimitiveGetMachine              | PrimitiveGetMachineResult              | string |
| PrimitiveGetMachineGroupList     | PrimitiveGetMachineGroupListResult     | string |
| PrimitiveGetMachineList          | PrimitiveGetMachineListResult          | string |
| PrimitiveGetMachineUptime        | PrimitiveGetMachineUptimeResult        | string |
| PrimitiveGetNotesList            | PrimitiveGetNotesListResult            | string |
| PrimitiveGetOrgLocation          | PrimitiveGetOrgLocationResult          | string |
| PrimitiveGetOrgTypes             | PrimitiveGetOrgTypesResult             | string |
| PrimitiveGetOrgs                 | PrimitiveGetOrgsResult                 | string |
| PrimitiveGetOrgsByScopeID        | PrimitiveGetOrgsByScopeIDResult        | string |
| PrimitiveGetPartnerUserLocation  | PrimitiveGetPartnerUserLocationResult  | string |
| PrimitiveGetPublishedViewColumns | PrimitiveGetPublishedViewColumnsResult | string |
| PrimitiveGetPublishedViewRows    | PrimitiveGetPublishedViewRowsResult    | string |
| PrimitiveGetPublishedViews       | PrimitiveGetPublishedViewsResult       | string |
| PrimitiveGetRoles                | PrimitiveGetRolesResult                | string |
| PrimitiveGetScopes               | PrimitiveGetScopesResult               | string |
| PrimitiveGetTicRequestTicket     | PrimitiveGetTicRequestTicketResult     | string |

## VSA SOAP API

|                                     |                                           |        |
|-------------------------------------|-------------------------------------------|--------|
| PrimitiveGetTicket                  | PrimitiveGetTicketResult                  | string |
| PrimitiveGetTicketList              | PrimitiveGetTicketListResult              | string |
| PrimitiveGetTicketNotes             | PrimitiveGetTicketNotesResult             | string |
| PrimitiveGetVerboseMachineGroupList | PrimitiveGetVerboseMachineGroupListResult | string |
| PrimitiveMoveMachineToAnotherGroup  | PrimitiveMoveMachineToAnotherGroupResult  | string |
| PrimitiveRemoveUserFromRole         | PrimitiveRemoveUserFromRoleResult         | string |
| PrimitiveRemoveUserFromScope        | PrimitiveRemoveUserFromScopeResult        | string |
| PrimitiveRenameMachine              | PrimitiveRenameMachineResult              | string |
| PrimitiveResetPassword              | PrimitiveResetPasswordResult              | string |
| PrimitiveSetLicenseByOrg            | PrimitiveSetLicenseByOrgResult            | string |
| PrimitiveSetPartnerUserLocation     | PrimitiveSetPartnerUserLocationResult     | string |
| PrimitiveUpdateOrg                  | PrimitiveUpdateOrgResult                  | string |
| PrimitiveUpdateTicket               | PrimitiveUpdateTicketResult               | string |
| PrimitiveUpdateUser                 | PrimitiveUpdateUserResult                 | string |

### RemoveUserFromRole

Removes a VSA user from a role.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### RemoveUserFromScope

Removes a VSA user from a scope.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### RenameMachine

Renames a machine and optionally assigns it to a different machine group.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |

|               |        |                                  |
|---------------|--------|----------------------------------|
| ErrorMessage  | string | If blank, no error was returned. |
| ErrorLocation | string | If blank, no error was returned. |

## SendAdminMessage

Send a message to a user.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## SetAdminPassword

Resets the password for a specified user.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## SetLicenseByOrg

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## SetPartnerUserLocation

Sets the current longitude and latitude of the VSA user

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| AdminId       | decimal | Unique identifier of the VSA user.          |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## UpdateOrg

Updates the information for an organization.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## UpdateTicket

Updates one or more fields of a ticket. Only fields listed on the Ticketing > Edit Fields page can be updated.

### Updating List Fields

In the example below the **Origin** field is a **List** type field with four possible values. A request passes the name of the field, **Origin**, and a number representing the position of the value in the list, *counting from 1*. For example, the value **Phone** is in the second position in the list, so the value passed to change the **Origin** field to **Phone** is 2.

**Warning:** Changing the order of field drop-down list values by re-sequencing them or by entering a new value in the middle of the list will change the value selected by the **UpdateTicket** operation. Ensure users are aware of this integration constraint before changes are made to **Edit Fields** field values.

Define ticketing fields and default values

| Field Label     | Type   | Default Value       |
|-----------------|--------|---------------------|
| Status          | List   | Under Investigation |
| Category        | List   | Support Request     |
| Priority        | List   | 2-Normal            |
| Customer ID     | String |                     |
| Forum           | List   | No Article Applies  |
| Feature         | List   | Core - Agent Tab    |
| Origin          | List   | Email               |
| Related Tickets | String | Phone               |
| Current Tier    | List   | Manually Entered    |
| Resolution      | List   | Web Site            |
|                 |        | < Edit List >       |
|                 |        | <not resolved>      |

Update New

### Closing a Ticket

Updating a ticket can include closing a submitted MonitorTicketID by updating the **Status** field with a value of 3, which represents the third value in the **Status** field drop-down list. An example is shown below. Additional `<TicketField>` name/value elements could be added to the example below to update multiple fields.

```
<UpdateTicketRequest>
  <TicketID>1</TicketID>
  <TicketFields>
    <TicketField>
      <Name>Status</Name>
      <Value>3</Value>
    </TicketField>
  </TicketFields>
</UpdateTicketRequest>
```

```
<SessionID>13642146236194247244181221</SessionID>
</UpdateTicketRequest>
```

## Updating Other Types of Fields

The following other types of ticket fields can be updated:

- **String** - Can contain any text up to 500 characters in length. Best used to hold things like problem location or other variables that do not belong in the summary line.
- **Integer** - Can contain any positive or negative integer value.
- **Number (nn.d)** - A number that always shows one digit to the right of the decimal point.
- **Number (nn.dd)** - A number that always shows two digits to the right of the decimal point.
- **Number (nn.ddd)** - A number that always shows three digits to the right of the decimal point.
- **Number (nn.dddd)** - A number that always shows four digits to the right of the decimal point.
- **AddNote** - Adds a plain text note to the specified ticket.
- **HideNote** - Sets hidden property to the note being added.

Fields being modified by the fields array write a hidden audit note to the ticket specified with field name, old value and new value. For example, ~API~ [CR] Status has changed from Open to Closed.

## Returned Fields

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Ticket Attachments

The SOAP API cannot be used to get or update ticket file attachments. Ticket file attachments are typically located in C:\Kaseya\WebPages\ManagedFiles directory of the Kaseya Server. API developers are responsible for writing code to place attachment files in this directory before making SOAP API calls that reference these attachments.

## UpdateUser

Updates user information.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Hashing Algorithm

With release 6.2, K2 has adopted the SHA-256 hashing algorithm for secure authentications. Previously the standard was SHA-1. See the Changing Passwords Used by External Applications topic of System user guide for a general introduction to this enhancement.

- A newly created or reset password is hashed using SHA-256.
- Legacy passwords that have not been reset continue to require SHA-1.
- The **HashingAlgorithm** parameter in **Authenticate** defaults to **SHA-1**, if left blank.

## Agent Procedure SOAP API

- The **Sample API C# Application** (page 3) and **Sample API ASP Page** (page 5) provide an option to switch the hashing algorithm between SHA1 and SHA-256.
- VSA passwords can only be reset using the VSA application, not by the API.

**Warning:** Changing a password used by a legacy external application will **disable the integration** until either the external application is updated to use the required SHA-256 hashing algorithm or a new SHA-1 credential is created and implemented. Ensure passwords used by external applications are not changed before the update is implemented. See **Creating a New SHA-1 Credential for a Legacy External Application** below.

### Best Practices

To ensure a smooth migration from prior releases to this release, Kaseya recommends SOAP API client code be written or modified to attempt authentication using SHA-256 first, then SHA-1 second, in succession. This will ensure that the client code will be compatible with passwords created under current and prior versions of the VSA.

1. Set the `HashingAlgorithm` parameter in the **Authenticate** request to SHA-256. Ensure the password is hashed using SHA-256. Issue the **Authenticate** request. Check to see if a valid session ID was returned.
  - Authentication is successful if the `SessionID` parameter returns a non-zero value and the `ErrorMessage` parameter is blank.
  - Authentication is not successful if the `SessionID` parameter returns a zero value. Perform step 2.
2. Set the `HashingAlgorithm` parameter to SHA-1. Rehash the password value using SHA-1. Re-issue the **Authenticate** request. Check to see if a valid session ID was returned.

---

## Agent Procedure SOAP API

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| Agent Procedure SOAP API - Operations     | 44 |

---

## Enabling the Agent Procedure API SOAP API

See the **VSA SOAP API** (page 1) user guide for a general introduction to the Kaseya API.

To enable the Agent Procedure SOAP API:

- Display the System > **Configure** (<http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#248.htm>) page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the Agent Procedure SOAP API using `http://<your-KServer>/vsawS/AgentProcdWS.asmx`

---

## Agent Procedure SOAP API - Operations

The following operations can be performed using the **Agent Procedure SOAP API**.

## AddScriptAssignment

Adds a scriptAssignment row to perform a RunNow script execution. The authenticated user must have view access to the script and the current role must be allowed the Enable Scheduling function.

**Note:** You must include a SessionID as part of this request.

A single record of the following field is returned.

|                    |     |                                                                                                                          |
|--------------------|-----|--------------------------------------------------------------------------------------------------------------------------|
| ScriptAssignmentId | int | A unique identifier for a row in the scriptAssignmentTable, representing the combination of an agentGUID and a scriptID. |
|--------------------|-----|--------------------------------------------------------------------------------------------------------------------------|

## AddScriptPrompt

Adds agent procedure prompt variables to an agent procedure. Scripts that prompt for variables at schedule time store the values in a table. These variables are unique for each scheduled instance of the script (not the script). This allows different people to schedule the same script using different variable values. The authenticated user must have view access to the agent procedure to which prompts are being added.

**Note:** You must include a SessionID as part of this request.

A single record of the following field is returned.

|                       |  |                                                                  |
|-----------------------|--|------------------------------------------------------------------|
| AddScriptPromptResult |  | There is no response other than an error message, if applicable. |
|-----------------------|--|------------------------------------------------------------------|

## Echo

Test Method for connectivity test and benchmarking. Does not require Authentication. Returns the submitted string.

A single record of the following field is returned.

|      |        |                                                            |
|------|--------|------------------------------------------------------------|
| Echo | string | This value should match the input included in the request. |
|------|--------|------------------------------------------------------------|

## EchoMt

Test method for connectivity test and benchmarking into the middle-tier. Requires authentication. Returns the submitted string. Returns back (echoes) the submitted payload string.

**Note:** You must include a SessionID as part of this request.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Payload       | string  | The string submitted with the request.      |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

### GetScriptAssignmentId

Gets the scriptAssignmentId for a scriptId/agentGuid combination.

**Note:** You must include a SessionID as part of this request.

A single record of the following field is returned.

|                    |     |                                                                                                                          |
|--------------------|-----|--------------------------------------------------------------------------------------------------------------------------|
| ScriptAssignmentId | int | A unique identifier for a row in the scriptAssignmentTable, representing the combination of an agentGUID and a scriptID. |
|--------------------|-----|--------------------------------------------------------------------------------------------------------------------------|

### GetScriptIdFromScriptName

Returns an array of script objects with basic information about all scripts with the requests name. Only scripts with view access for the authenticated user are returned.

**Note:** You must include a SessionID as part of this request.

A single record of the following fields are returned.

|            |        |                                            |
|------------|--------|--------------------------------------------|
| ScriptId   | int    | Unique identifier of the script.           |
| ScriptName | string | Name of the script.                        |
| TreePath   | string | Location of the script in the folder tree. |

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## Monitoring SOAP API

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## Enabling the Monitoring API SOAP API

See the **VSA SOAP API** (page 1) user guide for a general introduction to the Kaseya API.

To enable the Monitoring SOAP API:

- Display the System > **Configure** (<http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#248.htm>) page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the Monitoring SOAP API using <http://<your-KServer>/vsaWS/monitoringWS.asmx>

---

## Monitoring SOAP API - Operations

The following operations can be performed using the **Monitoring SOAP API**.

## AssignEventAlertToMachine

Assigns an event alert to a machine.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| NewId         | int     | A unique identifier of the event alert.     |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## AssignEventLogMachineSettings

Assigns event log settings to a machine.

A single record of the following fields is returned.

|               |         |                                                          |
|---------------|---------|----------------------------------------------------------|
| NewId         | int     | A unique identifier of the event log setting assignment. |
| Method        | string  | The operation that requested this response.              |
| TransactionID | decimal | The unique message ID for this message.                  |
| ErrorMessage  | string  | If blank, no error was returned.                         |
| ErrorLocation | string  | If blank, no error was returned.                         |

## CreateEventSet

Create a new event set. Returns the new event set ID.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| NewId         | int     | A unique identifier of the new event set.   |
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## CreateEventSetDefinition

Creates an event set definition.

A single record of the following fields is returned.

|               |         |                                                      |
|---------------|---------|------------------------------------------------------|
| NewId         | int     | A unique identifier of the new event set definition. |
| Method        | string  | The operation that requested this response.          |
| TransactionID | decimal | The unique message ID for this message.              |
| ErrorMessage  | string  | If blank, no error was returned.                     |
| ErrorLocation | string  | If blank, no error was returned.                     |

## DeleteAllEventAlertsFromMachine

Deletes all event alerts assigned to a machine.

## Monitoring SOAP API

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteAllEventLogMachineSettings

Deletes all windows event log machine settings assigned to a machine.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteEventAlertFromMachine

Deletes specific event alert from machine, by event log type and category.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteEventLogMachineSettings

Deletes windows event log machine settings assigned to a machine, by event log type.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteEventSet

Deletes an event set and all of its definitions.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## DeleteEventSetDefinition

Deletes an event set definition by event set definition ID.

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetEventAlertList

Gets alert events assigned to a machine.

Multiple records of the following fields are returned.

|                        |         |                                                                                                                                                                                                                                                                                                                                                                                                                            |
|------------------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AgentGuid              | decimal | A unique identifier for a machine ID.group ID account and its corresponding agent.                                                                                                                                                                                                                                                                                                                                         |
| AlertEmail             | string  | Email addresses an alert email is sent to.                                                                                                                                                                                                                                                                                                                                                                                 |
| EventLogTypeId         | int     | Unique id number associated with this event log. For example:<br>Application -> 796450521<br>DNS Server -> 1208407329<br>Security -> 1664713117<br>System -> 1380569194<br>When the event log type is pulled from a windows machine, if it doesn't exist it will be created in this table with a unique Id. This Id will be the same across all systems, this is accomplished by using the name in the creation of the Id. |
| EventLogCategoryValue  | int     | 1 - Error<br>2 - Warning<br>4 - Informational<br>8 - Success Audit<br>16 - Failure Audit<br>256 - Critical<br>512 - Verbose                                                                                                                                                                                                                                                                                                |
| EventSetId             | int     | A unique identifier of the event set.                                                                                                                                                                                                                                                                                                                                                                                      |
| AgentProcedureId       | int     | Unique identifier of agent procedure to run if an alert is created.<br>0 or null = do not run a script                                                                                                                                                                                                                                                                                                                     |
| AgentProcedureMachGuid | decimal | The unique identifier of the machine the agent procedure is run on.                                                                                                                                                                                                                                                                                                                                                        |
| CreateTicket           | boolean | If true, a ticket is created if an alert is created.                                                                                                                                                                                                                                                                                                                                                                       |
| SendEmail              | boolean | If true, email is sent if an alert is created.                                                                                                                                                                                                                                                                                                                                                                             |
| CreateAlarm            | boolean | If true, an alarm is created if an alert is created.                                                                                                                                                                                                                                                                                                                                                                       |
| CriteriaType           | int     | The criteria to meet to trigger an alert.<br>0, null = single event<br>1 = multiple events for duration<br>2 = missing event for duration.                                                                                                                                                                                                                                                                                 |
| EventCount             | int     | Number of events to occur before an alert is triggered                                                                                                                                                                                                                                                                                                                                                                     |
| AlarmDurationSecs      | int     | Number of seconds to wait before an alert is triggered.                                                                                                                                                                                                                                                                                                                                                                    |
| AlarmRearmSec          | int     | Number of seconds to wait after an alert has occurred before a new alert is triggered for the same criteria.                                                                                                                                                                                                                                                                                                               |

A single record of the following fields is returned.

|        |        |                                             |
|--------|--------|---------------------------------------------|
| Method | string | The operation that requested this response. |
|--------|--------|---------------------------------------------|

|               |         |                                         |
|---------------|---------|-----------------------------------------|
| TransactionID | decimal | The unique message ID for this message. |
| ErrorMessage  | string  | If blank, no error was returned.        |
| ErrorLocation | string  | If blank, no error was returned.        |

## GetEventLogMachineSettingsList

Returns event log settings for a specific machine.

Multiple records of the following fields are returned.

|                  |         |                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------|---------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| MachineName      | string  | Full machine name. Everything to the left of the left most decimal point is the machine name.                                                                                                                                                                                                                                                                                                                                  |
| AgentGuid        | decimal | A unique identifier for a machine ID.group ID account and its corresponding agent.                                                                                                                                                                                                                                                                                                                                             |
| EventLogTypeId   | int     | Unique id number associated with this event log. For example:<br>Application -> 796450521<br>DNS Server -> 1208407329<br>Security -> 1664713117<br>System -> 1380569194<br><br>When the event log type is pulled from a windows machine, if it doesn't exist it will be created in this table with a unique Id. This Id will be the same across all systems, this is accomplished by using the name in the creation of the Id. |
| EventLogName     | string  | The event log type name.                                                                                                                                                                                                                                                                                                                                                                                                       |
| EventAssignValue | int     | Value determining the types of events to pull from the event log. Stored as a bitmap with the following weights:<br>1 – error<br>2 – warning<br>4 – info<br>8 – success audit<br>16 – failure audit<br>256 – critical<br>512 – verbose                                                                                                                                                                                         |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetEventSetDefinitionList

Returns an event set definition.

Multiple records of the following fields are returned.

|            |        |                                                                                                         |
|------------|--------|---------------------------------------------------------------------------------------------------------|
| EventSetId | int    | A unique identifier of the event set.                                                                   |
| Ignore     | int    | 0,null – to apply these filter settings using LIKE<br>1 – to apply these filter settings using NOT LIKE |
| Source     | string | Filter used to match the event log source field.                                                        |
| Category   | string | Filter used to match the event log category field.                                                      |
| EventId    | int    | Filter used to match the event log event ID field.                                                      |

|               |        |                                                       |
|---------------|--------|-------------------------------------------------------|
| UserName      | string | Filter used to match the event log username field.    |
| Description   | string | Filter used to match the event log description field. |
| EventSetDefId | int    | A unique identifier of the event set definition.      |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetEventSetList

Returns a list of event sets.

Multiple records of the following fields are returned.

|            |        |                                       |
|------------|--------|---------------------------------------|
| SetName    | string | The name of the event set.            |
| EventSetId | int    | A unique identifier of the event set. |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

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# KSD SOAP API

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## Enabling KSD SOAP API

See the **VSA SOAP API** (<http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#3433.htm>) user guide for a general introduction to the Kaseya API.

To enable the KSD API Web Service:

- Display the System > **Configure** (<http://help.kaseya.com/webhelp/EN/VSA/9030000/index.asp#248.htm>) page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the KSD API web service using `http://<your-KServer>/vsawS/vsaServiceDeskWS.asmx`

## KSD SOAP API Data Types

The following are the major data types used in the **KSD SOAP API**. These data types are defined in the XML schema document in the XML\Schemas\ServiceDesk\ServiceDeskDefinition.xsd file located in the directory where the Kaseya software is installed.

**Note:** In the descriptions that follow, where the name says (content) that means the value is the content of the element.

### Legend

- A - AddIncident
- G - GetIncident
- L - ListIncidents
- U - UpdateIncident

### RefItem

The **RefItem** describes an item that is a reference item in the service desk. These have an internal database ID value, an internal name, an optional description and the display value.

|   |             |        |                                                                                                                    |
|---|-------------|--------|--------------------------------------------------------------------------------------------------------------------|
| G | ref         | string | The internal name of the item. This is usually prefixed by the service desk name and   , such as Standard    Open. |
| G | id          | string | The internal database key for the item.                                                                            |
| G | description | string | The optional description for the item.                                                                             |
| G | (content)   | string | The user readable form of the item.                                                                                |

### CustomField

The **CustomField** describes the value of a custom field in an incident.

|     |           |        |                                                |
|-----|-----------|--------|------------------------------------------------|
| AGU | fieldName | string | The name of the field within the service desk. |
| AGU | (content) | string | The value of the custom field.                 |

### Note

The **Note** describes a single note attached to a ticket.

|    |                |          |                                                                                                 |
|----|----------------|----------|-------------------------------------------------------------------------------------------------|
| G  | User           | string   | The name of the user that created the note.                                                     |
| G  | Timestamp      | dateTime | The time the note was created.                                                                  |
| AG | Text           | string   | The content of the note. This may be HTML formatted, and may include references to attachments. |
| AG | Hidden         | boolean  | True if the note should be hidden.                                                              |
| AG | HoursWorked    | Decimal  | The number of hours worked in this update of the ticket.                                        |
| AG | SuppressNotify | Boolean  | True if notifications for this update should be suppressed.                                     |

### Attachment

The **Attachment** describes a single attachment for the ticket.

|   |              |              |                                                  |
|---|--------------|--------------|--------------------------------------------------|
| A | Name         | string       | A unique identifying string for this attachment. |
| A | DisplayName  | string       | The name of the attachment as seen by the user.  |
| A | FileName     | string       | The original name of the file or URL.            |
| A | DocumentType | string       | The MIME format of the attachment.               |
| A | Content      | Base64Binary | The base 64 encoded content for the attachment.  |

## RelatedIncident

The [RelatedIncident](#) is another incident that has been related to this current incident

|     |                |        |                                                   |
|-----|----------------|--------|---------------------------------------------------|
| AGU | IncidentNumber | string | The unique identifier for the incident.           |
| G   | Summary        | string | The summary of the related incident.              |
| G   | Status         | string | The user readable status of the related incident. |
| G   | Description    | string | The description field of the incident.            |

## ServiceDeskDefinition

The following [ServiceDeskDefinition](#) elements returned describe the desk definition used to edit the ticket. This provides each of the possible values for each field in the ticket.

A single record of the following elements returned.

|                       |              |                                                                                                                               |
|-----------------------|--------------|-------------------------------------------------------------------------------------------------------------------------------|
| ServiceDeskDefinition | id="decimal" | A unique identifier.                                                                                                          |
| Name                  | string       | The name of the desk definition.                                                                                              |
| Description           | string       | A brief description of the desk definition.                                                                                   |
| RequireTime           | boolean      | If true, entering hours worked is required.                                                                                   |
| DisplayMachineInfo    | boolean      | If true, machine lookup field is displayed.                                                                                   |
| RequireMachineInfo    | boolean      | If true, machine lookup association is required.                                                                              |
| DisplayOrgInfo        | boolean      | If true, organization lookup field is displayed.                                                                              |
| RequireOrgInfo        | boolean      | If true, organization lookup association is required.                                                                         |
| DisplayCI             | boolean      | obsolete                                                                                                                      |
| RequireCI             | boolean      | obsolete                                                                                                                      |
| AllAdmins             | boolean      | obsolete                                                                                                                      |
| AutoStartClock        | boolean      | If true, a clock is automatically started when the user starts to edit the ticket.                                            |
| AutoSaveClock         | boolean      | If true, when the ticket is saved, the difference between the current time and the start time is entered as the Hours Worked. |
| AutoInsertNote        | boolean      | If true, notes are automatically added to each ticket for the changes made to the ticket.                                     |
| AutoInsertNoteHidden  | boolean      | If true, automatically generated notes are made hidden.                                                                       |
| NeedStatusNote        | boolean      | obsolete                                                                                                                      |
| SDPrefix              | string       | The prefix code added to the beginning of the ticket ID.                                                                      |
| DefaultStatus         | decimal      | Default status value. Refers to one of the elements with the matching id attribute in the Status section.                     |
| DefaultStage          | decimal      | Default stage value. Refers to one of the elements with the matching id attribute in the Stage section.                       |

## KSD SOAP API

|                    |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
|--------------------|---------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| DefaultPriority    | decimal | Default priority value. Refers to one of the elements with the matching id attribute in the Priority section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| DefaultSeverity    | decimal | Default severity value. Refers to one of the elements with the matching id attribute in the Severity section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| DefaultResolution  | decimal | Default resolution value. Refers to one of the elements with the matching id attribute in the Resolution section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| DefaultCategory    | decimal | Default category value. Refers to one of the elements with the matching id attribute in the Category section.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| DefaultSubCategory | decimal | Obsolete                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| DefaultServiceDesk | boolean | If true, this is the default service desk, the first one selected when creating new tickets.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| TemplateName       | string  | The template file used to initially create the service desk. Not used otherwise.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |
| TemplateType       | int     | The type of service desk: 1=ticket, 3=knowledge base.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| SequenceName       | string  | For internal development use only.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| EditingTemplate    | string  | The name of the form used to edit tickets for the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |
| ShowNotesPane      | boolean | If true, notes pane displays in lower pane of Tickets table.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| ShowWorkOrders     | boolean | If true, display work order and work order line in ticket editor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| ShowSessionTimers  | boolean | If true, display session timers in ticket editor.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| ShowTasks          | boolean | If true, display tasks tab and task related fields.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| EstimatedHours     | double  | Total number of hours worked estimated to resolve this ticket.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| ActualHours        | double  | Total number of hours entered to resolve this ticket.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |
| EmailReader        | string  | The email reader associated with the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| Administrator      | string  | The user that is the "desk administrator" of the service desk. The desk administrator is notified of certain errors within the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| DefaultPolicy      | string  | The default policy assigned to the desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |
| Status             | RefItem | Returns a list of child elements of each Status value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |
| Priority           | RefItem | Returns a list of child elements of each Priority value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Severity           | RefItem | Returns a list of child elements of each Severity value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Resolution         | RefItem | Returns a list of child elements of each Resolution value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| TaskStatus         | RefItem | Returns a list of child elements of each TaskStatus value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                             |
| Categories         | RefItem | Returns a list of child elements of each Category value in the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
| Stages             |         | <p>Returns a list of child elements of each Stage value in the service desk. Each Stage is identified by a Begin, Middle, or End stagetype attribute. Each stage has the following child elements:</p> <ul style="list-style-type: none"> <li>• Item - The name of the stage.</li> <li>• Initialization - The Stage Entry procedure linked to the stage.</li> <li>• Escalation - The Escalation procedure linked to the stage. Time and Units are specified as attributes.</li> <li>• Goal - The Goal linked to the stage. The Goal procedure linked to the stage. Time and Units are specified as attributes.</li> <li>• NextStage – One of the next stages that this stage may transition to.</li> </ul> |
| Participants       | RefItem | The list of users as pools that may be assignees or owners for the service desk.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           |

|                 |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
|-----------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| CurrentContact  |         | <p>Contact information about the user logged on during this transaction. If the user is associated with a staff record, then the <b>CurrentContact</b> information is culled from the staff record. If the currently logged on user is a machine user using <b>Portal Access</b>, then <b>CurrentContact</b> information is culled from the Home &gt; Change Profile tab of <b>Portal Access</b>.</p> <ul style="list-style-type: none"> <li>• ContactName</li> <li>• PhoneNumber</li> <li>• Organization</li> <li>• EmailAddress</li> </ul> |
| SubmitterTypes  | string  | <p>Type of person submitting the ticket:</p> <ul style="list-style-type: none"> <li>• UNKNOWN</li> <li>• PARTICIPANT - A participant is a VSA user.</li> <li>• USER - Someone not known to VSA.</li> </ul>                                                                                                                                                                                                                                                                                                                                   |
| CustomFields    |         | <p>Returns zero or more Field elements, each with the following hierarchy:</p> <ul style="list-style-type: none"> <li>• Caption - Screen caption.</li> <li>• Title - Report title.</li> <li>• Fieldname - Name of the field.</li> <li>• FieldFormat - Data type.</li> <li>• DefaultValue - Default value, if a List data type.</li> <li>• Values - collection element, if a List data type. <ul style="list-style-type: none"> <li>○ Item - List item value.</li> </ul> </li> </ul>                                                          |
| AccessRights    |         | <p>Returns a hierarchy of child elements:</p> <ul style="list-style-type: none"> <li>• ViewHiddenNotes - true or false</li> <li>• ChangeHiddenNotes - true or false</li> <li>• Field Rights&gt;Field Right - collection elements <ul style="list-style-type: none"> <li>○ FieldName - Name of the ticket field</li> <li>○ AccessType - Required, Edit, View Only, Hidden</li> </ul> </li> </ul>                                                                                                                                              |
| NoteTemplates   |         | <p>Returns a list of note templates, each representing standard text that can be added to ticket notes.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| ChangeProcedure | string  | <p>The Change Ticket procedure associated with the service desk.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| GoalProcedure   | decimal | <p>The Goal procedure associated with the service desk.</p> <ul style="list-style-type: none"> <li>• time – the amount of time for goal</li> <li>• unit – The units of time</li> <li>• (content) – the name of the goal procedure.</li> </ul>                                                                                                                                                                                                                                                                                                |
| ResourceTypes   |         | <p>The list of resource types that can be assigned to a ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
| TaskDefinitions |         | <p>The list of task values that can be assigned to a task status.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |
| AssocPolicies   |         | <p>The list of policies that can be associated with a ticket.</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |

## Incident Summary

The **IncidentSummary** contains the basic description of a ticket.

|      |                 |        |                                  |
|------|-----------------|--------|----------------------------------|
| AGLU | ServiceDeskName | string | The name of the desk definition. |
| GLU  | IncidentNumber  | string | The ticket identifier.           |
| AGLU | Summary         | string | The ticket summary text.         |
| AGLU | Description     | string | The ticket description. text.    |
| AGLU | Status          | string | The ref status of the ticket.    |
| AGLU | Priority        | string | The ref priority of the ticket.  |

|      |                        |          |                                                                                                                                                                                               |
|------|------------------------|----------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| AGLU | Resolution             | string   | The ref resolution type of the ticket.                                                                                                                                                        |
| AGLU | Stage                  | string   | The ref stage of the ticket.                                                                                                                                                                  |
| AGLU | Severity               | string   | The ref severity of the ticket.                                                                                                                                                               |
| AGLU | Category               | string   | The ref category of the ticket.                                                                                                                                                               |
| AGLU | SubCategory            | string   | The ref subcategory of the ticket.                                                                                                                                                            |
| GL   | Policy                 | string   | The policy of the ticket.                                                                                                                                                                     |
| GL   | CreateDateTime         | dateTime | The date time the ticket was created.                                                                                                                                                         |
| GL   | LastEditDateTime       | dateTime | The date time the ticket was last edited.                                                                                                                                                     |
| GL   | CloseDateTime          | dateTime | The date time the ticket was closed.                                                                                                                                                          |
| AGLU | OrgID                  | decimal  | Unique identifier of the organization associated with the ticket.                                                                                                                             |
| AGLU | OrganizationName       | string   | The organization name associated with the ticket.                                                                                                                                             |
| AGLU | Organization           | string   | The organization ID associated with the ticket.                                                                                                                                               |
| AGLU | OrganizationStaffName  | string   | The organization staff member name associated with the ticket.                                                                                                                                |
| AGLU | OrganizationStaff      | string   | The organization staff member unique ID associated with the ticket.                                                                                                                           |
| AGLU | OrganizationStaffEmail | string   | The email of the organization staff member associated with the ticket.                                                                                                                        |
| AGLU | Machine                | string   | The machine associated with the ticket.                                                                                                                                                       |
| AGLU | MachineGuid            | decimal  | The GUID of the machine associated with the ticket.                                                                                                                                           |
| AGLU | MachineGroup           | string   | The machine group of the machine associated with the ticket.                                                                                                                                  |
| AGLU | MachineGroupGuid       | decimal  | The GUID of the machine group associated with the ticket.                                                                                                                                     |
| AGLU | Submitter              | string   | The name of the submitter who submitted the ticket.                                                                                                                                           |
| AGLU | SubmitterEmail         | string   | The email of the ticket submitter.                                                                                                                                                            |
| AGLU | SubmitterPhone         | string   | The phone of the ticket submitter.                                                                                                                                                            |
| AGLU | SubmitterType          | string   | Type of person submitting the ticket: <ul style="list-style-type: none"> <li>UNKNOWN</li> <li>PARTICIPANT - A participant is a VSA user.</li> <li>USER - Someone not known to VSA.</li> </ul> |
| GL   | IsUnread               | boolean  | If true, the ticket has not been viewed by the currently logged on user.                                                                                                                      |

## Incident

The **Incident** is derived from the **IncidentSummary** and contains all of the fields of the **IncidentSummary** in addition to these fields.

|     |                                |          |                                                                                                                        |
|-----|--------------------------------|----------|------------------------------------------------------------------------------------------------------------------------|
| G   | IsParticipant                  | boolean  | obsolete                                                                                                               |
| G   | IsClosed                       | boolean  | True if closed.                                                                                                        |
| G   | CurrentStageEscalationDateTime | dateTime | Stage escalation date and time.                                                                                        |
| G   | CurrentGoalDateTime            | dateTime | Stage goal date and time.                                                                                              |
| AGU | Owner                          | string   | Owner of the ticket.                                                                                                   |
|     | Participant                    | string   | obsolete                                                                                                               |
| AGU | AssigneeType                   | string   | Type of assignee: <ul style="list-style-type: none"> <li>UNKNOWN</li> <li>PARTICIPANT - individual assignee</li> </ul> |

|      |                        |                  |                                                                                                                                                                                                                                                                                  |
|------|------------------------|------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|      |                        |                  | <ul style="list-style-type: none"> <li>POOL - a pool of users</li> </ul>                                                                                                                                                                                                         |
| AGU  | Assignee               | string           | Assignee name.                                                                                                                                                                                                                                                                   |
| AGU  | AssigneeEmail          | string           | Assignee email.                                                                                                                                                                                                                                                                  |
| G    | ActualCompletionDate   | dateTime         | obsolete                                                                                                                                                                                                                                                                         |
| G    | ExpectedCompletionDate | dateTime         | Date time the ticket is or was expected to be closed, (the ticket goal due date).                                                                                                                                                                                                |
| G    | ActualResolutionDate   | dateTime         | Date time a resolution type was set for the ticket.                                                                                                                                                                                                                              |
| AGU  | PromisedDate           | dateTime         | Date time promise date entered by the customer representative to resolve the ticket.                                                                                                                                                                                             |
| G    | IsArchived             | boolean          | True if ticket is archived.                                                                                                                                                                                                                                                      |
| G    | IsError                | boolean          | obsolete                                                                                                                                                                                                                                                                         |
| G    | IsPoolAssignee         | boolean          | obsolete                                                                                                                                                                                                                                                                         |
|      | ErrorMessage           | string           | obsolete                                                                                                                                                                                                                                                                         |
|      | Notify                 | boolean          | obsolete                                                                                                                                                                                                                                                                         |
| G    | CurrentStage           | string           | The current stage.                                                                                                                                                                                                                                                               |
| AGU  | ResolutionNote         | string           | Descriptive text entered with the resolution type.                                                                                                                                                                                                                               |
| G    | LockTime               | dateTime         | Date time the ticket was locked by opening the ticket for editing.                                                                                                                                                                                                               |
| G    | LockUser               | string           | User locking the ticket by opening the ticket for editing.                                                                                                                                                                                                                       |
| G    | StageGoalTimeRemaining | int              | The time remaining before the stage goal timer executes the goal procedure. Rrelevant when the stage goal has been paused.                                                                                                                                                       |
| AGU  | SourceType             | string           | <p>The source type, either a system event or email, that generated a ticket request.</p> <ul style="list-style-type: none"> <li>Email</li> <li>Backup</li> <li>KES</li> <li>Patch</li> <li>Monitor</li> <li>Alarm</li> <li>Portal</li> <li>ServiceDesk</li> <li>Other</li> </ul> |
|      | OrgAddress/Address     | string           | Org address 1                                                                                                                                                                                                                                                                    |
|      | OrgAddress/Address     | string           | Org address 2                                                                                                                                                                                                                                                                    |
|      | OrgAddress/City        | string           | Org city                                                                                                                                                                                                                                                                         |
|      | OrgAddress/State       | string           | Org state                                                                                                                                                                                                                                                                        |
|      | OrgAddress/Zip         | string           | Org zip                                                                                                                                                                                                                                                                          |
|      | OrgAddress/Country     | string           | Org address                                                                                                                                                                                                                                                                      |
| AGLU | Field                  | CustomField      | Zero or more custom fields values                                                                                                                                                                                                                                                |
| AGU  | Notes                  | Note             | Zero or more notes.                                                                                                                                                                                                                                                              |
| AGU  | Attachments            | Attachment       | Zero or more attachments                                                                                                                                                                                                                                                         |
| AGU  | RelatedIncidents       | Related Incident | Zero or more related incidents                                                                                                                                                                                                                                                   |
|      | StartDate              | datetime         | start date/time of the task                                                                                                                                                                                                                                                      |
|      | EndDate                | datetime         | end date/time of the task                                                                                                                                                                                                                                                        |

## KSD SOAP API

|    |                           |                           |                                               |
|----|---------------------------|---------------------------|-----------------------------------------------|
|    | UpdateTime                | datetime                  | last date/time this task was updated          |
|    | FollowupDate              | datetime                  | date/time to followup on this task            |
|    | CompletionDate            | datetime                  | completion date/time of this task             |
|    | ApprovalDate              | datetime                  | approval date/time of this task               |
|    | PromiseDate               | datetime                  | promise date/time for this task               |
|    | PercentCompletion         | int                       | percent completion of this task               |
|    | TaskStatus                | string                    | status of this task                           |
|    | ActualHours               | double                    | total hours worked for this task              |
|    | Resource                  | Resource                  | Zero or more resources                        |
|    | Assignee                  | string                    | assignee assigned to this task                |
|    | EstimatedHours            | decimal                   | Estimated total hours worked for this ticket. |
|    | TotalHours                | decimal                   | Actual hours worked for this ticket.          |
|    | PreviousStage             | string                    | PreviousStage of this ticket.                 |
|    | WorkPerformedDateTim<br>e | datetime                  | Datetime work was performed on this ticket.   |
|    | EditingTemplate           | string                    | Editing template used to edit this ticket.    |
| GU | ServiceDeskDefinition     | ServiceDesk<br>Definition |                                               |

---

## KSD SOAP API - Operations

The following operations can be performed using the [KSD SOAP API](#).

### AddIncident

The request is:

|               |          |                                                                                                         |
|---------------|----------|---------------------------------------------------------------------------------------------------------|
| AddSDIncident | Incident | The content of the new incident to create. Only fields marked with an A in the first column can be set. |
| SessionId     | Decimal  | The session ID.                                                                                         |

A single record of the following fields is returned.

|                |         |                                             |
|----------------|---------|---------------------------------------------|
| IncidentNumber | string  | The unique identifier of the ticket.        |
| IncidentID     | decimal | The identifier of the ticket.               |
| Method         | string  | The operation that requested this response. |
| TransactionID  | decimal | The unique message ID for this message.     |
| ErrorMessage   | string  | If blank, no error was returned.            |
| ErrorLocation  | string  | If blank, no error was returned.            |

### AddServDeskToScope

The request is:

|              |         |                               |
|--------------|---------|-------------------------------|
| servDeskName | string  | The name of the service desk. |
| scopeName    | string  | The name of the scope.        |
| SessionId    | decimal | The session ID.               |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetIncident

Retrieves a single incident from the database. The request is:

|                 |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |
|-----------------|---------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IncidentRequest |         | <p>The incident to retrieve. This has the following fields:</p> <ul style="list-style-type: none"> <li>• <b>IncidentNumber</b> – The ticket ID as seen by the user, such as STD000001</li> <li>• <b>IncidentId</b> – The database ID of the ticket to retrieve.</li> <li>• <b>IncludeNotes</b> – true to include notes in the retrieved ticket</li> <li>• <b>IncludeDefinition</b> – true to include the desk definition in the response</li> <li>• <b>IncludeAttachment</b> - true to include attachments in the retrieved ticket</li> </ul> |
| SessionId       | Decimal | The SOAP API session ID.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      |

A single record of the following fields is returned.

|                  |          |                                             |
|------------------|----------|---------------------------------------------|
| IncidentResponse | Incident | The retrieved incident.                     |
| Method           | string   | The operation that requested this response. |
| TransactionID    | decimal  | The unique message ID for this message.     |
| ErrorMessage     | string   | If blank, no error was returned.            |
| ErrorLocation    | string   | If blank, no error was returned.            |

## GetIncidentList

Retrieves a list of incidents matching the request criteria.

The request is:

|                     |  |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
|---------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IncidentListRequest |  | <p>The list of incidents to retrieve. The list can be filtered using the following elements:</p> <ul style="list-style-type: none"> <li>• <b>ServiceDeskName</b> – The name of the service desk to query.</li> <li>• <b>Status</b> – One or more status values to match. If no status values are supplied, then tickets are retrieved regardless of status.</li> <li>• <b>Priority</b> – One or more priority values to match. If no priority values are supplied, then tickets are retrieved regardless of priority.</li> <li>• <b>Stage</b> – One or more stage values to match. If no stage values are supplied, then tickets are retrieved regardless of stage.</li> <li>• <b>SummarySearch</b> – a string or expression to search the summary of tickets.</li> <li>• <b>Organization</b> – The name or partial name of organizations to</li> </ul> |
|---------------------|--|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|

|                   |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |
|-------------------|---------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
|                   |         | <p>match. If not supplied, then tickets are retrieved for all organizations within the scope.</p> <ul style="list-style-type: none"> <li>• <b>OrganizationStaff</b> – The name of an organizational staff member. associated with tickets. If not supplied, then tickets are retrieved for all organizations within the scope.</li> <li>• <b>Machine</b> – The name of a machine to match. If not supplied, then tickets are retrieved for all machines within the scope.</li> <li>• <b>MachineGroup</b> – The name of a machine group to match. If not supplied, then tickets are retrieved for all machine groups within the scope.</li> <li>• <b>Assignee</b> – The name or partial name of assignees to match. If not supplied, then tickets are retrieved for all assignees within scope.</li> <li>• <b>StartingIncident</b> – When paging, this is the next incident number to retrieve. This value comes from the nextStartingIncident value of a previous GetIncidentList request.</li> <li>• <b>IncidentCount</b> – When present, specifies the number of incidents to retrieve.</li> <li>• <b>SortField</b> – When present, sorts the results on the field name.</li> </ul> |
| SessionId         | decimal | The SOAP API session ID.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| ReturnDescription | boolean | If true, the response includes a <b>Description</b> element for each incident in the list. If false, the <b>Description</b> element is not included in the response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |

The response is the following:

|               |         |                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |
|---------------|---------|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| IncidentList  |         | <p>The list of matching incidents.</p> <p>The following attributes are returned.</p> <ul style="list-style-type: none"> <li>• <b>totalIncidents</b> – The total number of incidents that match the request.</li> <li>• <b>nextStartingIncident</b> – the Id of the next incident to retrieve.</li> </ul> <p>Each incident returns the following elements:</p> <ul style="list-style-type: none"> <li>• <b>ServiceDeskName</b></li> <li>• <b>IncidentNumber</b></li> <li>• <b>Summary</b> - The summary line of the ticket.</li> <li>• <b>Description</b> - The description of the incident. Provided only if the request includes the <b>ReturnDescription</b> element set to true.</li> <li>• <b>Status</b></li> <li>• <b>Stage</b></li> <li>• <b>CreateDateTime</b></li> <li>• <b>LastEditDateTime</b></li> <li>• <b>OrgID</b></li> <li>• <b>OrganizationName</b></li> <li>• <b>Machine</b></li> <li>• <b>MachineGroup</b></li> <li>• <b>IsUnread</b> - The ticket has not yet been opened.</li> </ul> |
| Method        | string  | The operation that requested this response.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |
| TransactionID | decimal | The unique message ID for this message.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  |
| ErrorMessage  | string  | If blank, no error was returned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |
| ErrorLocation | string  | If blank, no error was returned.                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |

## GetIncidentList2

Returns all values in [GetIncidentList](#) (page 59) plus the custom fields and values per incident.

Multiple records of the following field is returned, if applicable.

|              |                |                                                                  |
|--------------|----------------|------------------------------------------------------------------|
| CustomFields | string or null | The value of the custom field that was specified in the request. |
|--------------|----------------|------------------------------------------------------------------|

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## GetServiceDesk

Retrieves the definition of a service desk. This should be called prior to creating a user interface to allow the user to enter a ticket. The request is:

|                              |         |                                                                                                                                                                                                                                                                         |
|------------------------------|---------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| ServiceDeskDefinitionRequest |         | The service desk to retrieve. This has the following elements: <ul style="list-style-type: none"> <li>ServiceDeskName – The name of the service desk to retrieve.</li> <li>ServiceDeskID – the database of the service desk to retrieve. Should not be used.</li> </ul> |
| SessionId                    | Decimal | The SOAP API session ID.                                                                                                                                                                                                                                                |

A single record of the following elements returned.

|                               |                       |                                             |
|-------------------------------|-----------------------|---------------------------------------------|
| ServiceDeskDefinitionResponse | ServiceDeskDefinition | The retrieved desk definition.              |
| Method                        | string                | The operation that requested this response. |
| TransactionID                 | decimal               | The unique message ID for this message.     |
| ErrorMessage                  | string                | If blank, no error was returned.            |
| ErrorLocation                 | string                | If blank, no error was returned.            |

## GetServiceDesks

Multiple records of the following fields are returned, if applicable. The request is:

|                 |         |                                                        |
|-----------------|---------|--------------------------------------------------------|
| IsDefault       | boolean | If true, the service desk is the default service desk. |
| ServiceDeskID   | decimal | A unique identifier.                                   |
| ServiceDeskName | string  | The name of the service desk.                          |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Primitives

The following primitive Datatype operations are also provided. Each primitive operation uses the same xml contract as their corresponding multiple-columns operation. Each primitive returns a string value that requires subsequent processing. You are strongly discouraged from using these methods.

| Primitive                   | Result                            | Datatype |
|-----------------------------|-----------------------------------|----------|
| PrimitiveAddIncident        | PrimitiveAddIncidentResult        | string   |
| PrimitiveAddServDeskToScope | PrimitiveAddServDeskToScopeResult | string   |
| PrimitiveGetIncident        | PrimitiveGetIncidentResult        | string   |
| PrimitiveGetIncidentList    | PrimitiveGetIncidentListResult    | string   |
| PrimitiveGetServiceDesk     | PrimitiveGetServiceDeskResult     | string   |
| PrimitiveGetServiceDesks    | PrimitiveGetServiceDesksResult    | string   |
| PrimitiveUpdateIncident     | PrimitiveUpdateIncidentResult     | string   |

## QueueAddIncident

Queues an [AddIncident](#) (page 58) request. This is normally used in high volume situations where many tickets are being created via the API in a small amount of time, so the system does not time out. The add incident request gets added to a table and an ongoing event will pull from this table to create tickets, so the request does not need to wait for the ticket to be created.

The request is:

|               |          |                          |
|---------------|----------|--------------------------|
| AddSDIncident | Incident | The incident to add.     |
| SessionId     | Decimal  | The SOAP API session ID. |

A single record of the following fields are returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## UpdateIncident

Updates a single incident in the database. The request is:

|                  |          |                                                                                                                 |
|------------------|----------|-----------------------------------------------------------------------------------------------------------------|
| UpdateSDIncident | Incident | The incident to update. See the first column of the Incident data type for the fields that are valid on update. |
| SessionId        | Decimal  | The SOAP API session ID.                                                                                        |

A single record of the following fields is returned.

|               |         |                                             |
|---------------|---------|---------------------------------------------|
| Method        | string  | The operation that requested this response. |
| TransactionID | decimal | The unique message ID for this message.     |
| ErrorMessage  | string  | If blank, no error was returned.            |
| ErrorLocation | string  | If blank, no error was returned.            |

## Sample Messages

Sample data is included in the following XMLs.

### GetServiceDesks Request

```
<GetServiceDesks xmlns="vsaServiceDeskWS">
  <req>
    <SessionID>62648424383576321292545755</SessionID>
  </req>
</GetServiceDesks>
```

### GetServiceDesks Response

```
<GetServiceDesksResponse xmlns="vsaServiceDeskWS">
  <GetServiceDesksResult>
    <ServiceDesks>
      <ServiceDesk>
        <IsDefault>false</IsDefault>
        <ServiceDeskID>291273277175176</ServiceDeskID>
        <ServiceDeskName>KnowledgeBase</ServiceDeskName>
      </ServiceDesk>
      <ServiceDesk>
        <IsDefault>false</IsDefault>
        <ServiceDeskID>696191121914314</ServiceDeskID>
        <ServiceDeskName>Standard</ServiceDeskName>
      </ServiceDesk>
    </ServiceDesks>
    <Method>GetServiceDesks</Method>
    <TransactionID>144</TransactionID>
    <ErrorMessage/>
    <ErrorLocation/>
  </GetServiceDesksResult>
</GetServiceDesksResponse>
```

### GetServiceDesk Request

```
<GetServiceDesk xmlns="vsaServiceDeskWS">
  <req>
    <ServiceDeskDefinitionRequest>
      <ServiceDeskName
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard</ServiceDeskName>
      <ServiceDeskID
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">696191121914314</ServiceDeskID>
    </ServiceDeskDefinitionRequest>
    <SessionID>62648424383576321292545755</SessionID>
  </req>
</GetServiceDesk>
```

### GetServiceDesk Response

```
<GetServiceDeskResponse xmlns="vsaServiceDeskWS">
  <GetServiceDeskResult>
    <ServiceDeskDefinitionResponse id="696191121914314">
      <Name xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard</Name>
      <Description xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard
SD</Description>
      <RequireTime
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</RequireTime>
      <DisplayMachineInfo
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</DisplayMachineInfo>
      <RequireMachineInfo
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</RequireMachineInfo>
      <DisplayOrgInfo
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</DisplayOrgInfo>
```

```

    <RequireOrgInfo
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</RequireOrgInfo>
    <DisplayCI xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</DisplayCI>
    <RequireCI xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</RequireCI>
    <AllAdmins xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</AllAdmins>
    <AutoStartClock
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</AutoStartClock>
    <AutoSaveClock
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</AutoSaveClock>
    <AutoInsertNote
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</AutoInsertNote>
    <AutoInsertNoteHidden
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</AutoInsertNoteHidden>
    <NeedStatusNote
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</NeedStatusNote>
    <SDPrefix xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">STD</SDPrefix>
    <DefaultStatus
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">218924116119912</DefaultStatus>
    <DefaultStage
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">831768438118427</DefaultStage>
    <DefaultPriority
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">693719171716599</DefaultPriority>
    <DefaultSeverity
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">0</DefaultSeverity>
    <DefaultResolution
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">0</DefaultResolution>
    <DefaultCategory
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">0</DefaultCategory>
    <DefaultServiceDesk
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</DefaultServiceDesk>
    <TemplateType
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">1</TemplateType>
    <SequenceName
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">SEQ129</SequenceName>
    <EditingTemplate
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Fixed_Width_Tabbed.xml</EditingTe
mplate>
    <Status xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Item ref="Standard|AwaitingHardware" id="541491145218711">Awaiting Hardware</Item>
      <Item ref="Standard|AwaitingUserFeedback" id="281767467828324">Awaiting User Feedback</Item>
      <Item ref="Standard|Closed" id="989295147216226">Closed</Item>
      <Item ref="Standard|Escalated" id="551271771474242">Escalated</Item>
      <Item ref="Standard|Hold" id="172151822788151">Hold</Item>
      <Item ref="Standard|InProgress" id="111313126312233">In Progress</Item>
      <Item ref="Standard|New" id="218924116119912">New</Item>
    </Status>
    <Priority xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Item ref="Standard|CriticalHigh" id="744512181719881">Critical High</Item>
      <Item ref="Standard|High" id="982525519923522">High</Item>
      <Item ref="Standard|Low" id="291721863176342">Low</Item>
      <Item ref="Standard|Medium" id="693719171716599">Medium</Item>
      <Item ref="Standard|Planning" id="176222131631332">Planning</Item>
    </Priority>
    <Severity xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Item ref="Standard|CompanyWide(High)" id="315477225242249">Whole Company (High)</Item>
      <Item ref="Standard|MultipleUsers(Medium)" id="262164368749722">Multiple users (Medium)</Item>
      <Item ref="Standard|OneUser(Low)" id="917688316816914">Single User (Low)</Item>
    </Severity>
    <Resolution xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Item ref="Standard|AdviceGiven" id="498162732192611">Advice Given</Item>
      <Item ref="Standard|CannotDuplicate" id="262514419248621">Cannot Duplicate</Item>
      <Item ref="Standard|ClosedbyCustomerRequest" id="525192125718333">Closed by Customer
Request</Item>
      <Item ref="Standard|HardwareReplaced" id="432262321578326">Hardware Replaced</Item>
      <Item ref="Standard|HotFixReleased" id="189239616133249">Hot Fix Released</Item>
      <Item ref="Standard|InstallationCompleted" id="139764799836252">Installation Completed</Item>
      <Item ref="Standard|NewSoftwareInstalled" id="521637923418319">New Software Installed</Item>
      <Item ref="Standard|Noreponsefromuser" id="115424612244857">No response from user</Item>
      <Item ref="Standard|OSReinstalled" id="531617444692623">OS Reinstalled</Item>

```

```

<Item ref="Standard|Other" id="711261961631328">Other</Item>
<Item ref="Standard|PassedtoSales" id="191482475814123">Passed to Sales</Item>
<Item ref="Standard|Pendingscriptcleared" id="762515513181192">Pending script cleared</Item>
<Item ref="Standard|ReapplySchema" id="525317525441497">Reapply Schema</Item>
<Item ref="Standard|Reboot" id="832182442825238">Reboot</Item>
<Item ref="Standard|ResolvedbyCustomer" id="243623591961272">Resolved by Customer</Item>
<Item ref="Standard|ResolvedbyTechnition" id="423939164212169">Resolved</Item>
<Item ref="Standard|SolvedwithKBarticle" id="272199179212412">Solved with KB article</Item>
<Item ref="Standard|TrainingGiven" id="622224812237126">Training Given</Item>
</Resolution>
<Categories xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
  <Category>
    <Item ref="Standard|Advice&Guidance" id="161211171768212">Advice & Guidance</Item>
    <SubCategory ref="Standard|Advice&Guidance|General"
id="561699795215782">General</SubCategory>
  </Category>
  <Category>
    <Item ref="Standard|Kaseya" id="641881726251641">Kaseya</Item>
    <SubCategory ref="Standard|Kaseya|AgentIcon" id="821781865922435">Agent Icon</SubCategory>
    <SubCategory ref="Standard|Kaseya|Alarm" id="481422361723261">Alarm</SubCategory>
    <SubCategory ref="Standard|Kaseya|ApplicationChanges" id="525187874623717">Application
Changes</SubCategory>
    <SubCategory ref="Standard|Kaseya|Disk" id="919621482151882">Disk</SubCategory>
    <SubCategory ref="Standard|Kaseya|Eventlog" id="814714713317798">Eventlog</SubCategory>
    <SubCategory ref="Standard|Kaseya|GetFile" id="322618792314914">Get File</SubCategory>
    <SubCategory ref="Standard|Kaseya|Hardware" id="176166136238942">Hardware</SubCategory>
    <SubCategory ref="Standard|Kaseya|Lanwatch" id="214791394922624">Lanwatch</SubCategory>
    <SubCategory ref="Standard|Kaseya|Logon_Admin"
id="943315515116292">Logon_Admin</SubCategory>
    <SubCategory ref="Standard|Kaseya|Logon_User"
id="636613429245187">Logon_User</SubCategory>
    <SubCategory ref="Standard|Kaseya|NewAgent" id="557214511134217">New Agent</SubCategory>
    <SubCategory ref="Standard|Kaseya|Other" id="631281678197153">Other</SubCategory>
    <SubCategory ref="Standard|Kaseya|PatchManagement" id="462824113621914">Patch
Management</SubCategory>
    <SubCategory ref="Standard|Kaseya|Procedure" id="274262311559714">Procedure</SubCategory>
    <SubCategory ref="Standard|Kaseya|RCDisable" id="641624812335116">RC
Disabled</SubCategory>
    <SubCategory ref="Standard|Kaseya|Script" id="471482131991414">Script</SubCategory>
    <SubCategory ref="Standard|Kaseya|SystemOffline" id="11341118222324">System
Offline</SubCategory>
    <SubCategory ref="Standard|Kaseya|SystemOnline" id="251814418923368">System
Online</SubCategory>
    <SubCategory ref="Standard|Kaseya|Unidentified"
id="617313577253122">Unidentified</SubCategory>
  </Category>
  <Category>
    <Item ref="Standard|Network" id="414766231875111">Network</Item>
    <SubCategory ref="Standard|Network|Connectivity"
id="122145211361321">Connectivity</SubCategory>
    <SubCategory ref="Standard|Network|Design" id="495611529142242">Design</SubCategory>
    <SubCategory ref="Standard|Network|Firewall" id="812515316323522">Firewall</SubCategory>
    <SubCategory ref="Standard|Network|Other" id="946227769167531">Other</SubCategory>
    <SubCategory ref="Standard|Network|Performance"
id="941891772111717">Performance</SubCategory>
  </Category>
  <Category>
    <Item ref="Standard|Printer" id="155243642251342">Printer</Item>
    <SubCategory ref="Standard|Printer|Other" id="341431321188813">Other</SubCategory>
    <SubCategory ref="Standard|Printer|PrinterProblem" id="851831547314111">Printer
Problem</SubCategory>
    <SubCategory ref="Standard|Printer|PrinterSetup" id="619395216749723">Printer
Setup</SubCategory>
    <SubCategory ref="Standard|Printer|Toner" id="161984536861723">Toner</SubCategory>
  </Category>
  <Category>
    <Item ref="Standard|ServiceRequest" id="541124124415221">Service Request</Item>
    <SubCategory ref="Standard|ServiceRequest|EquipmentMove" id="862712311517672">Equipment
Move</SubCategory>
  </Category>
</Categories>

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```

        <SubCategory ref="Standard||ServiceRequest||NewLaptop" id="266812518245792">New
Laptop</SubCategory>
        <SubCategory ref="Standard||ServiceRequest||NewServer" id="322872913227349">New
Server</SubCategory>
        <SubCategory ref="Standard||ServiceRequest||NewWorkstation" id="224115236352441">New
Workstation</SubCategory>
    </Category>
</Categories>
    <Stages xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
        <Stage stageType="End">
            <Item ref="Standard||Closed" id="213813735111171" description="Auto Generated">Closed</Item>
            <Initialization>Standard Enters Closed</Initialization>
        </Stage>
        <Stage stageType="Begin">
            <Item ref="Standard||Identified" id="831768438118427" description="New ticket is
received">Identified</Item>
            <Initialization>Standard Enters Identified</Initialization>
            <Escalation time="15" unit="MINUTE">Incident is Escalated</Escalation>
            <Goal time="1" unit="HOUR">Identified Goal</Goal>
            <NextStage ref="Standard||Tier1" id="546812745461511" description="Tier 1
Support">Tier1</NextStage>
        </Stage>
        <Stage stageType="Middle">
            <Item ref="Standard||Tier1" id="546812745461511" description="Tier 1 Support">Tier1</Item>
            <Initialization>Standard Enters Tier1</Initialization>
            <Escalation time="3" unit="HOUR">Incident is Escalated</Escalation>
            <Goal time="2" unit="HOUR">Tier1 Goal</Goal>
            <NextStage ref="Standard||Closed" id="213813735111171" description="Auto
Generated">Closed</NextStage>
            <NextStage ref="Standard||Tier2" id="318527191192719" description="Tier 2 Specialist
Support">Tier2</NextStage>
        </Stage>
        <Stage stageType="Middle">
            <Item ref="Standard||Tier2" id="318527191192719" description="Tier 2 Specialist
Support">Tier2</Item>
            <Initialization>Standard Enters Tier2</Initialization>
            <Escalation time="3" unit="HOUR">Incident is Escalated</Escalation>
            <Goal time="4" unit="HOUR">Tier2 Goal</Goal>
            <NextStage ref="Standard||Closed" id="213813735111171" description="Auto
Generated">Closed</NextStage>
        </Stage>
    </Stages>
    <Participants xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
        <Participant ref="garyw" id="67511883639135112891416313" isPool="false">garyw</Participant>
        <Participant ref="jschenck" id="72381729521421633172123416"
isPool="false">jschenck</Participant>
        <Participant ref="NickT" id="96171921315349923924634249" isPool="false">NickT</Participant>
        <Participant ref="Standard||SupportManager" id="654222596258293" isPool="true">SupportManager
(Pool)</Participant>
        <Participant ref="Standard||Tier1Support" id="352161952139188" isPool="true">Tier1Support
(Pool)</Participant>
        <Participant ref="Standard||Tier2Support" id="921522231318131" isPool="true">Tier2Support
(Pool)</Participant>
    </Participants>
    <CustomFields xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
        <Field id="221552971661261">
            <Caption>Source</Caption>
            <Title>Source</Title>
            <FieldName>Source</FieldName>
            <FieldFormat>List</FieldFormat>
            <DefaultValue>Call</DefaultValue>
            <Values>
                <Item ref="Call" id="0">Call</Item>
                <Item ref="Email" id="0">Email</Item>
                <Item ref="Text" id="0">Text</Item>
            </Values>
        </Field>
        <Field id="818831117157241">
            <Caption>Urgency</Caption>

```

```

<Title>Urgency</Title>
<FieldName>Urgency</FieldName>
<FieldFormat>List</FieldFormat>
<DefaultValue>Medium</DefaultValue>
<Values>
  <Item ref="High" id="0">High</Item>
  <Item ref="Low" id="0">Low</Item>
  <Item ref="Medium" id="0">Medium</Item>
</Values>
</Field>
<Field id="513119818455188">
  <Caption>KB Article created</Caption>
  <Title>KB Article Created</Title>
  <FieldName>KB_Article</FieldName>
  <FieldFormat>List</FieldFormat>
  <DefaultValue>No</DefaultValue>
  <Values>
    <Item ref="No" id="0">No</Item>
    <Item ref="Yes" id="0">Yes</Item>
  </Values>
</Field>
<Field id="291214644251233">
  <Caption>Dept</Caption>
  <Title>Department</Title>
  <FieldName>Dept</FieldName>
  <FieldFormat>List</FieldFormat>
  <DefaultValue>IT</DefaultValue>
  <Values>
    <Item ref="Accounting" id="0">Accounting</Item>
    <Item ref="Accounts Payable" id="0">Accounts Payable</Item>
    <Item ref="Facilities" id="0">Facilities</Item>
    <Item ref="HR" id="0">HR</Item>
    <Item ref="IT" id="0">IT</Item>
    <Item ref="Other" id="0">Other</Item>
    <Item ref="Payroll" id="0">Payroll</Item>
    <Item ref="Sales" id="0">Sales</Item>
    <Item ref="Telecom" id="0">Telecom</Item>
  </Values>
</Field>
</CustomFields>
<AccessRights xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
  <ViewHiddenNotes>true</ViewHiddenNotes>
  <ChangeHiddenNotes>true</ChangeHiddenNotes>
  <FieldRights>
    <FieldRight>
      <FieldName>ID</FieldName>
      <AccessType>Required</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Summary</FieldName>
      <AccessType>Required</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Description</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>CreationDtTm</FieldName>
      <AccessType>ViewOnly</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>SubmitterName</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>SubmitterEmailAddr</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
  </FieldRights>

```

```

        <FieldName>ContactPhone</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>OrgName</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>OrgID</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>StaffID</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>ContactEmail</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>MachineID</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>Note</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>ClosedDtTm</FieldName>
        <AccessType>ViewOnly</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>PromiseDtTm</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>DueDtTm</FieldName>
        <AccessType>ViewOnly</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>ActualCompletedDate</FieldName>
        <AccessType>ViewOnly</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>HiddenNote</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>Owner</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>LockUser</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>EditDtTm</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>current_esc_datetime</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>current_goal_datetime</FieldName>
        <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
        <FieldName>lockTime</FieldName>

```

```

        <AccessType>Edit</AccessType>
      </FieldRight>
    </FieldRight>
    <FieldRight>
      <FieldName>sourceType</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Status</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Priority</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Severity</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
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      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>SubCategory</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Stage</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Resolution</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Assignee</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Source</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Urgency</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>KB_Article</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
    <FieldRight>
      <FieldName>Dept</FieldName>
      <AccessType>Edit</AccessType>
    </FieldRight>
  </FieldRights>
</AccessRights>
<NoteTemplates xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
  <Item ref="My Note" id="196429316815241">My Note</Item>
  <Item ref="Note 2" id="167218821431219">Second note</Item>
</NoteTemplates>
<ChangeProcedure xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard is
Changed</ChangeProcedure>
  <GoalProcedure time="1" unit="DAY"
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard Goal - All
Stages</GoalProcedure>
</ServiceDeskDefinitionResponse>
<Method>GetServiceDesk</Method>
<TransactionID>146</TransactionID>
<ErrorMessage/>

```

```

    <ErrorLocation/>
  </GetServiceDeskResult>
</GetServiceDeskResponse>

```

## GetIncidentList Request

```

<GetIncidentList xmlns="vsaServiceDeskWS">
  <req>
    <IncidentListRequest>
      <ServiceDeskName
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard</ServiceDeskName>
      <IncidentCount
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">30</IncidentCount>
    </IncidentListRequest>
    <SessionID>62648424383576321292545755</SessionID>
    <ReturnDescription>true</ReturnDescription>
  </req>
</GetIncidentList>

```

## GetIncidentList Response

```

<GetIncidentListResponse xmlns="vsaServiceDeskWS">
  <GetIncidentListResult>
    <IncidentList>
      <Incident xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
        <ServiceDeskName>Standard</ServiceDeskName>
        <IncidentNumber>STD000001</IncidentNumber>
        <Summary>Monitoring generated Counter ALARM at 7:03:04 am 05-Feb-10 on
ag-yellow-w732.root.myOrg</Summary>
        <Description>Monitoring generated Counter ALARM at 7:03:04 am 05-Feb-10 on
ag-yellow-w732.root.myOrg<br/><br/>SNMP Device: N/A<br/>Monitor Set: _ZC-CM2-Disk Drive C Free
Space_Copy<br/>Type: Counter<br/>Log Object Name: DiskSpace...</Description>
        <Status>Closed</Status>
        <Priority>Low</Priority>
        <Stage>Closed</Stage>
        <CreateDateTime>2010-02-05T17:07:21.55-08:00</CreateDateTime>
        <LastEditDateTime>2010-02-05T22:59:22.64-08:00</LastEditDateTime>
        <Submitter>Kaseya Support</Submitter>
        <SubmitterEmail>noreply@kaseya.com</SubmitterEmail>
      </Incident>
    </IncidentList>
    <Method>GetIncidentList</Method>
    <TransactionID>147</TransactionID>
    <ErrorMessage/>
    <ErrorLocation/>
  </GetIncidentListResult>
</GetIncidentListResponse>

```

## GetIncident Request

```

<GetIncident xmlns="vsaServiceDeskWS">
  <req>
    <IncidentRequest>
      <IncidentNumber
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">STD000001</IncidentNumber>
      <IncludeNotes
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</IncludeNotes>
      <IncludeDefinition
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</IncludeDefinition>
    </IncidentRequest>
    <SessionID>67223225114316912673490269</SessionID>
  </req>
</GetIncident>

```

## GetIncident Response

```

<GetIncidentResponse xmlns="vsaServiceDeskWS">

```

```

<GetIncidentResult>
  <IncidentResponse id="611922114996841">
    <IncidentNumber
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">STD000001</IncidentNumber>
    <Summary xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Getting Started with
Service Desk - PLEASE READ!</Summary>
    <Description xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <p><strong>WELCOME TO SERVICE
Desk</strong><br>
      Your Service Desk module has been pre-configured with a template-driven Standard service desk, and
a Knowledge Base desk. Only a few short customization steps are required to use these desks immediately.
See <a href="http://help.kaseya.com/WebHelp/EN/KSD/1000000/index.htm?toc.htm?5982.htm">Getting
Started</a> to quickstart your implementation of Service Desk.
      </p>
    </Description>
    <Status
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard|Closed</Status>
    <Priority
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard|Low</Priority>
    <Stage
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard|Closed</Stage>
    <Category
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard|Advice&Guidance</Ca
tegory>
    <CreateDateTime
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-05T17:07:21.55-08:00</Cre
ateDateTime>
    <LastEditDateTime
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-05T22:59:22.64-08:00</Las
tEditDateTime>
    <Submitter xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Kaseya
Support</Submitter>
    <SubmitterEmail
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">noreply@kaseya.com</SubmitterEmai
l>
    <SubmitterType
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">UNKNOWN</SubmitterType>
    <IsUnread xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</IsUnread>
    <IsParticipant
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">>false</IsParticipant>
    <Owner xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">garyw</Owner>
    <AssigneeType
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">POOL</AssigneeType>
    <Assignee
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Tier1Support</Assignee>
    <ActualCompletionDate
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-05T22:59:29.28-08:00</Act
ualCompletionDate>
    <ExpectedCompletionDate
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-06T17:07:22.283-08:00</Ex
pectedCompletionDate>
    <IsArchived
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">>false</IsArchived>
    <IsError xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">>false</IsError>
    <Notify xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">>false</Notify>
    <SourceType
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">ServiceDesk</SourceType>
    <CustomFields xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Field fieldName="Source">Text</Field>
      <Field fieldName="Urgency">Low</Field>
      <Field fieldName="KB_Article">No</Field>
      <Field fieldName="Dept">Sales</Field>
    </CustomFields>
    <Notes xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
      <Note id="213494962391116">
        <Timestamp>2010-02-05T22:59:25.127-08:00</Timestamp>
        <Text>Auto Generated Note:<br>
Ticket Changed<br>
'currentStageGoalDateTime' cleared<br>
        </Text>
      </Note>
    </Notes>
  </IncidentResponse>
</GetIncidentResult>

```

```

        <Hidden>true</Hidden>
      </Note>
      <Note id="356934215185622">
        <User>garyw</User>
        <Timestamp>2010-02-05T17:07:21.55-08:00</Timestamp>
        <Text>Auto Generated Note:&lt;br/&gt;
Ticket Added&lt;br/&gt;</Text>
        <Hidden>true</Hidden>
      </Note>
    </Notes>
  </IncidentResponse>
  <Method>GetIncident</Method>
  <TransactionID>200</TransactionID>
  <ErrorMessage/>
  <ErrorLocation/>
</GetIncidentResult>
</GetIncidentResponse>

```

## AddIncident Request

```

<AddIncident xmlns="vsaServiceDeskWS">
  <req>
    <AddSDIncident>
      <ServiceDeskName
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard</ServiceDeskName>
      <Summary xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Test Ticket From Web
Service</Summary>
      <Description xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">This ticket was
created with the web service.</Description>
      <Status
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||New</Status>
      <Priority
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||Medium</Priority>
      <Category
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||Network</Category>
    </AddSDIncident>
    <SessionID>67223225114316912673490269</SessionID>
  </req>
</AddIncident>

```

## AddIncident Response

```

<AddIncidentResponse xmlns="vsaServiceDeskWS">
  <AddIncidentResult>
    <AddSDIncidentResponse>
      <IncidentNumber
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">STD000002</IncidentNumber>
      <IncidentID
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">249259141859248</IncidentID>
    </AddSDIncidentResponse>
    <Method>AddIncident</Method>
    <TransactionID>203</TransactionID>
    <ErrorMessage/>
    <ErrorLocation/>
  </AddIncidentResult>
</AddIncidentResponse>

```

## Update Incident Request

```

<UpdateIncident xmlns="vsaServiceDeskWS">
  <req>
    <UpdateSDIncident id="89421281980071930157491435">
      <ServiceDeskName
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Customer_SD_Basic</ServiceDeskName>
      <IncidentNumber
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">CSN000380</IncidentNumber>
      <Summary xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Test Ticket From Web

```

```

Service</Summary>
  <Description xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">This ticket was
  created with the web service.</Description>
  <Status
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||InProgress</Status>
  <Priority
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||Low</Priority>
  <Stage
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Standard||Identified</Stage>
  <CreateDateTime
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-03-10T21:07:31.923-08:00</Cr
  eateDateTime>
  <LastEditDateTime
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-03-10T21:07:31.923-08:00</La
  stEditDateTime>
  <Submitter xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">garyw</Submitter>
  <SubmitterType
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">UNKNOWN</SubmitterType>
  <IsUnread xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">true</IsUnread>
  <IsParticipant
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</IsParticipant>
  <CurrentStageEscalationDateTime
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-03-10T21:22:43.063-08:00</Cu
  rrentStageEscalationDateTime>
  <CurrentGoalDateTime
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-03-10T22:07:43.077-08:00</Cu
  rrentGoalDateTime>
  <Owner xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">garyw</Owner>
  <AssigneeType
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">POOL</AssigneeType>
  <Assignee
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">Tier1Support</Assignee>
  <ExpectedCompletionDate
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-03-11T21:07:43.077-08:00</Ex
  pectedCompletionDate>
  <IsArchived
  xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</IsArchived>
  <IsError xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</IsError>
  <Notify xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">false</Notify>
  <Notes xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">
    <Note id="281273717819319">
      <User>garyw</User>
      <Timestamp>2010-03-10T21:07:31.923-08:00</Timestamp>
      <Text>Auto Generated Note:<br/>Ticket Added<br/></Text>
      <Hidden>true</Hidden>
    </Note>
  </Notes>
  </UpdateSDIncident>
  <SessionID xmlns="">98782788528483188965186776</SessionID>
</req>
</UpdateIncident>

```

## UpdateIncident Response

```

<UpdateIncidentResponse xmlns="vsaServiceDeskWS">
  <UpdateIncidentResult>
    <Method>UpdateIncident</Method>
    <TransactionID>205</TransactionID>
    <ErrorMessage/>
    <ErrorLocation/>
  </UpdateIncidentResult>
</UpdateIncidentResponse>

```



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