



VSA API Web Service

User Guide

Version R92

English

October 23, 2015

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VSA API Web Service

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VSA API Web Service - Overview

The VSA [API Web Service](#) 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 [API Web Service](#) 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.

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 API Web Service

To enable the VSA API Web Service:

- 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 API Web Service** (<http://help.kaseya.com/webhelp/EN/KSD/9020000/index.asp#5761.htm>) 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 web service 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 API Web Service 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.

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 15) 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

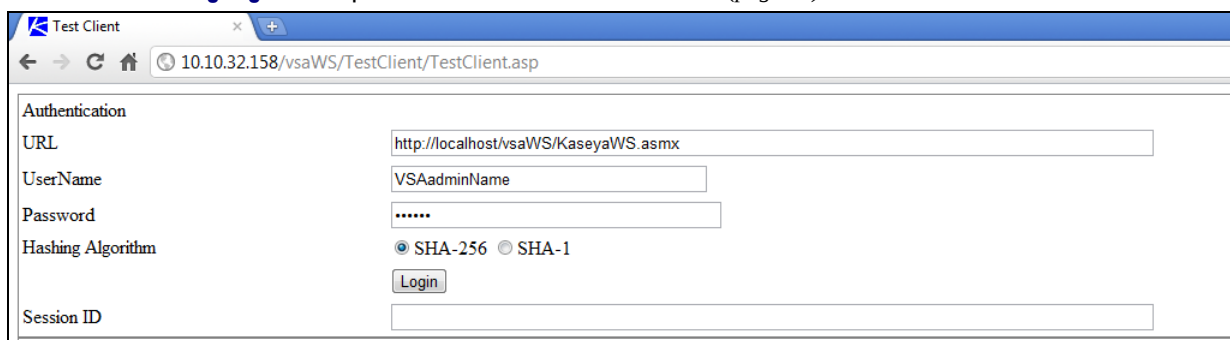
A test client ASP page is also distributed with the VSA API Web Service to help you familiarize yourself with the various API operations. You can use it to see how the ASP client was constructed and incorporate any part of its code into your own application. Users can browse to the actual /vsaWS/KaseyaWS.asmx 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

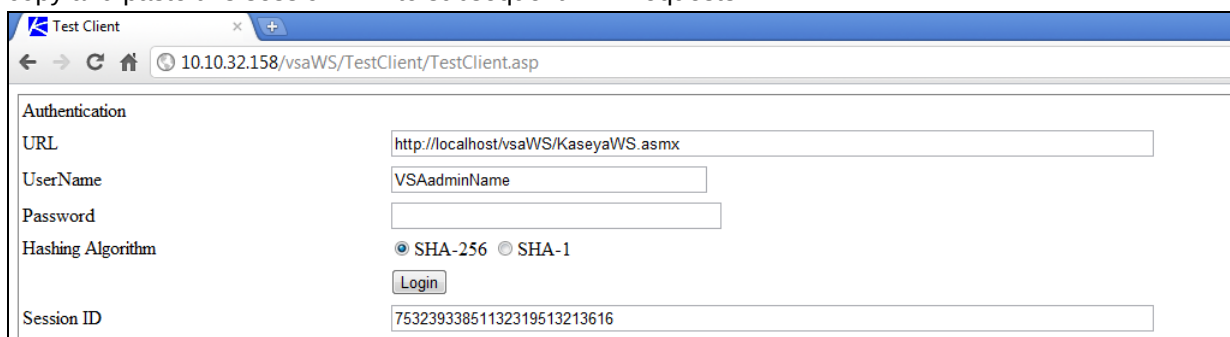
1. Access the VSA API web service asp test client using `http://<your-KServer>/vsaWS/TestClient/TestClient.asp`
2. Enter a valid VSA administrator UserName and Password and click Login.
3. Select the **Hashing Algorithm** option to use. See **Authenticate** (page 15) for details.



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.

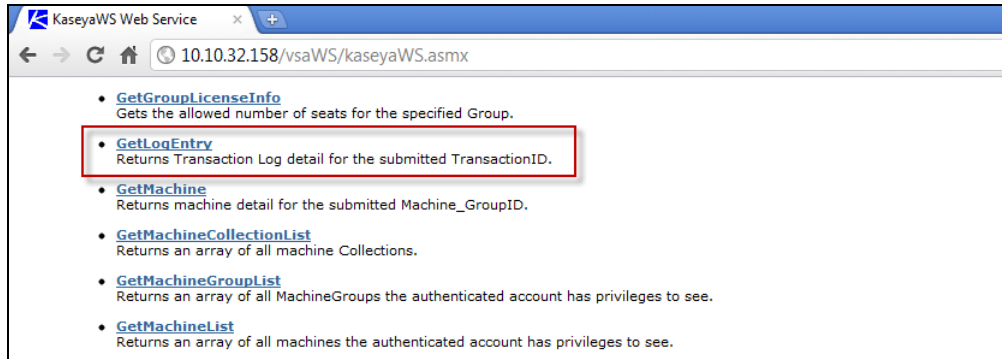


The screenshot shows the same web browser window after a successful login. The Session ID field is now populated with a long alphanumeric string.

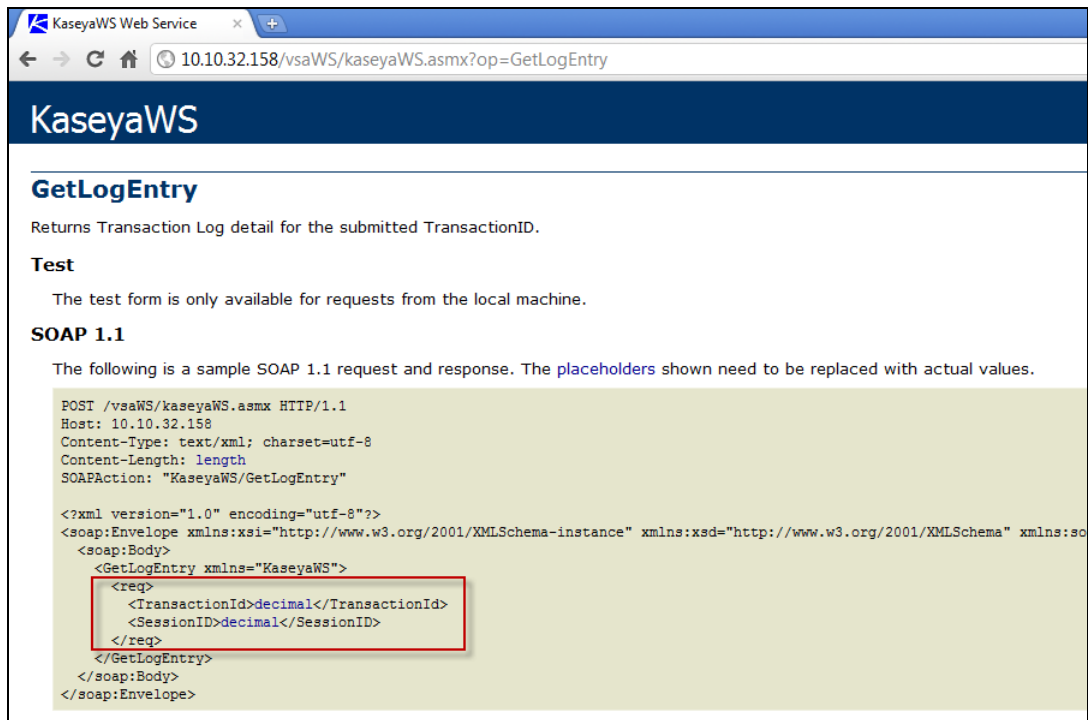
- Session ID**:

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 web 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 API Web Service Security

General

The VSA API Web Service is accessible, by default, from any IP address in the world using any valid VSAuser 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 15) 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 API Web Service 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 API Web Service 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 API Web Service 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>
```

</AccessRules>

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://...?ticip=<TicketID>`

For example:

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

Outbound

To customize **New Ticket** links on the **Live Connect** 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 API Web Service - Operations

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

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.
--------	--------	---

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: - neworgname - parentorgname.neworgname - parentorgname.childorgname.neworgname
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: - neworgname - parentorgname.neworgname - parentorgname.childorgname.neworgname
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.

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.

AdminGroupAccess

Assigns a machine group 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.

AssignRole

Assigns or removes 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.

AssignScope

Assigns or removes 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 API Web Service 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: • username/password incorrect • API disabled • API disabled for tenant • user disabled • IP address incorrect
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 online help 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 web services 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

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: • username/password incorrect • API disabled • API disabled for tenant • user disabled • IP address incorrect
ErrorLocation	string	If blank, no error was returned.

Note: See **Authenticate** (page 15) 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 1 - Service 2 - Process 3 - SNMP 4 - Alert - Alerts are further classified using alert types. 5 - System Check 6 - EPS 7 - Log Monitoring
AlarmType	string	0 - Alarm 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 2 - Security Log 3 - System Log
EventType	int	1 - Error 2 - Warning 4 - Informational 8 - Success Audit 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
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. 1 - Admin account disabled 2 - Get File change alert 3 - New Agent checked in for the first time 4 - Application has been installed or deleted 5 - Agent Procedure failure detected 6 - NT Event Log error detected 7 - Kaseya Server stopped 8 - Protection violation detected. 9 - PCI configuration has been changed 10 - Disk drive configuration change 11 - RAM size changed. 12 - Test email sent by serverInfo.asp 13 - Scheduled report completed 14 - Network scan alert type 15 - agent offline 16 - low on disk space 17 - disabled remote control 18 - agent online 19 - new patch found 20 - patch path missing 21 - patch install failed 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.

GetGroupLicenseInfo

Gets the allowed number of seats for the specified group.

A single record of the following fields is returned.

MaxAgents	int	The maximum number of agents that can be installed for this machine group.
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.
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.

GetMachineCollectionList

Returns an array of all machine collections. Items returned can be used as arguments on GetMachineList to filter output.

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

collectionName	string	The name of the collection.
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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.
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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.
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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. 0 = Windows 4 = Apple 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.
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>
    </PublishedViewColumns>
  </GetPublishedViewColumnsResult>
</GetPublishedViewColumnsResponse>
```

```

    <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 online help and 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>
      <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
ScopId	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.

LockFunctionAccess

Locks function access of the submitted user role to the submitted base 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.

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
PrimitiveGetMachineCollectionList	PrimitiveGetMachineCollectionListResult	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
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.

ResetPassword

Resets the specified user's password.

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.

RoleMembership

Assigns 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.

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.

SetGroupLicenseInfo

Sets the maximum number of agents allowed for a specified 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.

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 API Web Service 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 Web Service 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 online help 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 web services 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 API Web Service

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Enabling the Agent Procedure API Web Service

See the [VSA API Web Service](#) (page 1) online help or user guide for a general introduction to the Kaseya API.

To enable the Agent Procedure API Web Service:

- Display the System > **Configure** (<http://help.kaseya.com/webhelp/EN/VSA/9020000/index.asp#248.htm>) page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the Agent Procedure API web service using `http://<your-KServer>/vsaWS/AgentProcWS.asmx`

Agent Procedure API Web Service - Operations

The following operations can be performed using the [Agent Procedure API Web Service](#).

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. 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.

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.

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.

Monitoring API Web Service

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.

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.

Monitoring API Web Service

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Enabling the Monitoring API Web Service

See the [VSA API Web Service](#) (page 1) online help or user guide for a general introduction to the Kaseya API.

To enable the Monitoring API Web Service:

- Display the System > **Configure** (<http://help.kaseya.com/webhelp/EN/VSA/9020000/index.asp#248.htm>) page in the VSA.
- Check the **Enable VSA API Web Service** checkbox.
- Access the Monitoring API web service using `http://<your-KServer>/vsawS/monitoringWS.asmx`

Monitoring API Web Service - Operations

The following operations can be performed using the [Monitoring API Web Service](#).

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.

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: Application -> 796450521 DNS Server -> 1208407329 Security -> 1664713117 System -> 1380569194 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 2 - Warning 4 - Informational 8 - Success Audit 16 - Failure Audit 256 - Critical 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. 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. 0, null = single event 1 = multiple events for duration 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: Application -> 796450521 DNS Server -> 1208407329 Security -> 1664713117 System -> 1380569194 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: 1 – error 2 – warning 4 – info 8 – success audit 16 – failure audit 256 – critical 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 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.

KSD API Web Service

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Enabling KSD API Web Service

See the **VSA API Web Service** (<http://help.kaseya.com/webhelp/EN/VSA/9020000/index.asp#3433.htm>) online help or 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/9020000/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 API Web Service Data Types

The following are the major data types used in the **KSD API Web Service**. 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 <code> </code> , such as <code>Standard Open</code> .
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.
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.

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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		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: • Item - The name of the stage. • Initialization - The Stage Entry procedure linked to the stage. • Escalation - The Escalation procedure linked to the stage. Time and Units are specified as attributes. • Goal - The Goal linked to the stage. The Goal procedure linked to the stage. Time and Units are specified as attributes. • NextStage – One of the next stages that this stage may transition to.
Participants	RefItem	The list of users as pools that may be assignees or owners for the service desk.
CurrentContact		Contact information about the user logged on during this transaction. If the user is associated with a staff record, then the CurrentContact information is culled from the staff record. If the currently logged on user is a machine user using Portal Access, then CurrentContact information is culled from the Home > Change Profile tab of Portal Access. • ContactName • PhoneNumber • Organization • EmailAddress

SubmitterTypes	string	Type of person submitting the ticket: - UNKNOWN - PARTICIPANT - A participant is a VSA user. - USER - Someone not known to VSA.
CustomFields		Returns zero or more Field elements, each with the following hierarchy: - Caption - Screen caption. - Title - Report title. - Fieldname - Name of the field. - FieldFormat - Data type. - DefaultValue - Default value, if a List data type. - Values - collection element, if a List data type. - Item - List item value.
AccessRights		Returns a hierarchy of child elements: - ViewHiddenNotes - true or false - ChangeHiddenNotes - true or false - Field Rights>Field Right - collection elements - FieldName - Name of the ticket field - AccessType - Required, Edit, View Only, Hidden
NoteTemplates		Returns a list of note templates, each representing standard text that can be added to ticket notes.
ChangeProcedure	string	The Change Ticket procedure associated with the service desk.
GoalProcedure	decimal	The Goal procedure associated with the service desk. - time – the amount of time for goal - unit – The units of time (content) – the name of the goal procedure.
ResourceTypes		The list of resource types that can be assigned to a ticket.
TaskDefinitions		The list of task values that can be assigned to a task status.
AssocPolicies		The list of policies that can be associated with a ticket.

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: - UNKNOWN - PARTICIPANT - A participant is a VSA user. - USER - Someone not known to VSA.
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: - UNKNOWN - PARTICIPANT - individual assignee - POOL - a pool of users
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	StageGoalTime Remaining	int	The time remaining before the stage goal timer executes the goal procedure. Rrelevant when the stage goal has been paused.
AGU	SourceType	string	The source type, either a system event or email, that generated a ticket request. - Email - Backup - KES - Patch - Monitor - Alarm - Portal - ServiceDesk - Other
	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
	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 e	datetime	Datetime work was performed on this ticket.
	EditingTemplate	string	Editing template used to edit this ticket.
GU	ServiceDeskDefinition	ServiceDesk Definition	

KSD API Web Service - Operations

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

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 web service 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 web service 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		The incident to retrieve. This has the following fields: IncidentNumber – The ticket ID as seen by the user, such as STD000001 IncidentId – The database ID of the ticket to retrieve. IncludeNotes – true to include notes in the retrieved ticket IncludeDefinition – true to include the desk definition in the response IncludeAttachment - true to include attachments in the retrieved ticket
SessionId	Decimal	The web service 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		The list of incidents to retrieve. The list can be filtered using the following elements: ServiceDeskName – The name of the service desk to query. Status – One or more status values to match. If no status values are supplied, then tickets are retrieved regardless of status. Priority – One or more priority values to match. If no priority values are supplied, then tickets are retrieved regardless of priority. Stage – One or more stage values to match. If no stage values are supplied, then tickets are retrieved regardless of stage. SummarySearch – a string or expression to search the summary of tickets. Organization – The name or partial name of organizations to match. If not supplied, then tickets are retrieved for all organizations within the scope. OrganizationStaff – The name of an organizational staff member. associated with tickets. If not supplied, then tickets are retrieved for all organizations within the scope. Machine – The name of a machine to match. If not supplied, then tickets are retrieved for all machines within the scope. MachineGroup – The name of a machine group to match. If not supplied, then tickets are retrieved for all machine groups within the scope.
---------------------	--	--

		• Assignee – The name or partial name of assignees to match. If not supplied, then tickers are retrieved for all assignees within scope. • StartingIncident – When paging, this is the next incident number to retrieve. This value comes from the nextStartingIncident value of a previous GetIncidentList request. • IncidentCount – When present, specifies the number of incidents to retrieve. • SortField – When present, sorts the results on the field name.
SessionId	decimal	The web service session ID.
ReturnDescription	boolean	If true, the response includes a Description element for each incident in the list. If false, the Description element is not included in the response.

The response is the following:

IncidentList		The list of matching incidents. The following attributes are returned. • totalIncidents – The total number of incidents that match the request. • nextStartingIncident – the Id of the next incident to retrieve. Each incident returns the following elements: • ServiceDeskName • IncidentNumber • Summary - The summary line of the ticket. • Description - The description of the incident. Provided only if the request includes the ReturnDescription element set to true. • Status • Stage • CreateDateTime • LastEditDateTime • OrgID • OrganizationName • Machine • MachineGroup • IsUnread - The ticket has not yet been opened.
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 61) 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.
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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: - ServiceDeskName – The name of the service desk to retrieve. - ServiceDeskID – the database of the service desk to retrieve. Should not be used.
SessionId	Decimal	The web service 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
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QueueAddIncident

Queues an **AddIncident** (page 60) 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 web service 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 web service 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>
  </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|RCDisabled" 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>
    <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>
    <FieldRight>
      <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>
  </FieldRights>

```

```

<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>
  <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>
        <FieldName>Category</FieldName>
        <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>
    </req>

```

```

    <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">
        <strong>Getting Started</strong>
        <br/>
        <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.
      </Description>
    </IncidentResponse>
  </GetIncidentResult>
</GetIncidentResponse>

```

```

    </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</Category>
    <CreateDateTime
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-05T17:07:21.55-08:00</CreateDateTime>
    <LastEditDateTime
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-05T22:59:22.64-08:00</LastEditDateTime>
    <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</SubmitterEmail>
    <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</ActualCompletionDate>
    <ExpectedCompletionDate
xmlns="http://www.kaseya.com/vsa/2007/12/ServiceDeskDefinition.xsd">2010-02-06T17:07:22.283-08:00</ExpectedCompletionDate>
    <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>
    <Hidden>true</Hidden>
    </Note>
    <Note id="356934215185622">
    <User>garyw</User>
    <Timestamp>2010-02-05T17:07:21.55-08:00</Timestamp>
    <Text>Auto Generated Note:<br/>Ticket Added<br/></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>
    </UpdateSDIncident>
  </req>
</UpdateIncident>

```

```

    <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:&lt;br/&gt; Ticket Added&lt;br/&gt;</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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