OA 3.0: Troubleshooting errors received for API calls





48 views

**Description**: Errors received while submitting the Orders/Fulfillments/Returns/CBR/PBRs through API calls.

**Symptom:** Transactions will not be uploaded into the system and user will get error responses. Below are the details of the API call response codes.

Troubleshoot the errors according to the response code received for an API call.

**Codes**

|  |  |  |
| --- | --- | --- |
| **HttpCode** | **Message** | **Message Description** |
| **200** | **OK** | It indicates that the REST API successfully carried out whatever action the client requested |
| **400** | **BadRequest** | Invalid request message parameters, or deceptive request routing etc.  The client SHOULD NOT repeat the request without modifications. |
| **401** | **Unauthorized** | It may have provided the wrong credentials or none at all |
| **403** | **Forbidden** | The user does not have the necessary permissions for the resource. A 403 response is not a case of insufficient client credentials; that would be 401 (“Unauthorized”). |
| **404** | **NotFound** | The requested resource could not be found but may be available in the future. Subsequent requests by the client are permissible. |
| **500** | **InternalServerError** | Generic REST API error response. Most web frameworks automatically respond with this response status code whenever they execute some request handler code that raises an exception.  A 500 error is never the client’s fault and therefore it is reasonable for the client to retry the exact same request that triggered this response and hope to get a different response. |
| **502** | **BadGateway** | The server was acting as a [gateway](https://en.wikipedia.org/wiki/Gateway_%28telecommunications%29) or proxy and received an invalid response from the upstream server. |
| **503** | **Service Unavailable** | The server cannot handle the request (because it is overloaded or down for maintenance). |
| **504** | **Gateway Timeout** | The server was acting as a gateway or proxy and did not receive a timely response from the upstream server. |

**Note**: User Accounts/Roles, Certificates, Services status and uploaded files details needed to investigate.

Sometimes user will receive old fulfillment data in GetFulfillmentInfo response and these may be the orders which business raised refulfill flag and did not fulfill by OEM and when orders are cancelled those wont show up in response

Below are the sample XML files

* **Standard Order**

<OrderRequestxmlns="http://schemas.ms.it.oem/digitaldistribution/2010/10

<OrderTypeID>Z3GO</OrderTypeID>

<OEMPONumber>APITest</OEMPONumber>

<OEMPODate>2015-09-09T00:00:00</OEMPODate>

<AgreementNumber> 5000041219 </AgreementNumber>

<SoldToCustomerID>0000122836</SoldToCustomerID>

  <ShipToCustomerID>0000122836</ShipToCustomerID>

  <OrderLineItems>

    <OrderLineItem>

      <OEMPOLineNumber>10</OEMPOLineNumber>

      <LicensablePartNumber>7WT-00070</LicensablePartNumber>

      <OEMPartNumber>EMBDTEST</OEMPartNumber>

      <Quantity>1</Quantity>

      <RequestedDeliveryDate>2015-09-09T00:00:00</RequestedDeliveryDate>

    </OrderLineItem>

  </OrderLineItems>

</OrderRequest>

**Note**: - OEMPONumber must be unique and update the current test Agreement ,Soldto/shipto details , LicensablePartNumber  and RequestedDeliveryDate

* **Blanket Order**

<OrderRequestxmlns="http://schemas.ms.it.oem/digitaldistribution/2010/10">

  <OrderTypeID>Z3GB</OrderTypeID>

  <OEMPONumber>b2012-03-07T--</OEMPONumber>

  <OEMPODate>2012-03-06T00:00:00</OEMPODate>

  <AgreementNumber>5166990062</AgreementNumber>

  <SoldToCustomerID>0000074287</SoldToCustomerID>

  <ShipToCustomerID>0000074287</ShipToCustomerID>

  <OrderExpiryDate>2012-07-11T00:00:00</OrderExpiryDate>

  <OrderLineItems>

    <OrderLineItem>

      <OEMPOLineNumber>10</OEMPOLineNumber>

      <LicensablePartNumber>WN7-00616</LicensablePartNumber>

      <OEMPartNumber>ABC123</OEMPartNumber>

      <Quantity>1</Quantity>

    </OrderLineItem>

  </OrderLineItems>

</OrderRequest>

**Note**: - OEMPONumber must be unique and update the current test Agreement ,Soldto/shipto details , LicensablePartNumber  and OrderExpiryDate.

* **CallOff Order**

  Blanket order must be created before Call off order

<CallOffRequestxmlns="http://schemas.ms.it.oem/digitaldistribution/2010/10">

  <MSOrderNumber></MSOrderNumber>

  <OrderTypeID>Z3GC</OrderTypeID>

  <SoldToCustomerID>0000074287</SoldToCustomerID>

  <ShipToCustomerID>0000074287</ShipToCustomerID>

  <CallOffReferenceNumber>c8c8e7ff43cb4b40a605f07011111111</CallOffReferenceNumber>

  <CallOffLineItems>

    <CallOffLineItem>

      <CallOffLineNumber>10</CallOffLineNumber>

      <LicensablePartNumber>WN7-00616</LicensablePartNumber>

      <OEMPartNumber>abc123</OEMPartNumber>

      <Quantity>1</Quantity>

      <RequestedDeliveryDate>2012-07-03T00:00:00</RequestedDeliveryDate>

    </CallOffLineItem>

  </CallOffLineItems>

</CallOffRequest>

**Note**: - CallOffReferenceNumber must be unique and shoud be the same length.

Update the RequestedDeliveryDate.

The MsOrderNumber must be obtained from the Order Ack response.

* **CBR (Computer Build Report)**

CBR should be performed after getting the fulfillment of the order

<ComputerBuildReportRequestxmlns="<http://schemas.ms.it.oem/digitaldistribution/2010/10> ">

  <CustomerReportUniqueID>String content</CustomerReportUniqueID>

  <SoldToCustomerID>String content</SoldToCustomerID>

  <ReceivedFromCustomerID>String content</ReceivedFromCustomerID>

  <TotalLineItems>2147483647</TotalLineItems>

  <Bindings>

    <Binding>

      <ProductKeyID>800000001336831</ProductKeyID>

      <HardwareHash> JAAAAAAAAgAAAAAAAAAAAAAAAQABAAEAJJT0FRxNiIKMyf5b</HardwareHash>

      <OEMOptionalInfo>

        <OEMOptionalInfoExtendedProperty>

          <Name>String content</Name>

          <Value>String content</Value>

        </OEMOptionalInfoExtendedProperty>

        <OEMOptionalInfoExtendedProperty>

          <Name>String content</Name>

          <Value>String content</Value>

        </OEMOptionalInfoExtendedProperty>

      </OEMOptionalInfo>

      <OEMHardwareReport>

        <FRM\_FACTOR\_CL1>String content</FRM\_FACTOR\_CL1>

        <FRM\_FACTOR\_CL2>String content</FRM\_FACTOR\_CL2>

        <TOUCH\_SCREEN>String content</TOUCH\_SCREEN>

        <SCREEN\_SIZE>String content</SCREEN\_SIZE>

        <PC\_MODEL\_SKU>String content</PC\_MODEL\_SKU>

      </OEMHardwareReport>

    </Binding>

   </Bindings></ComputerBuildReportRequest>

**Note**: -  ProdutKey Id can be obtained from fulfillment response and Hard Ware Hash should be same  length as given in the above request.

* **Returns**

<ReturnRequestxmlns="http://schemas.ms.it.oem/digitaldistribution/2010/10">

  <OEMRMANumber>KT sample 3</OEMRMANumber>

  <OEMRMADate>2012-06-29</OEMRMADate>

  <SoldToCustomerID>0000074287</SoldToCustomerID>

  <ReturnNoCredit>true</ReturnNoCredit>

  <ReturnLineItems>

    <ReturnLineItem>

      <OEMRMALineNumber>b1234</OEMRMALineNumber>

      <ReturnTypeID>ZOA</ReturnTypeID>

      <ProductKeyID>800000001336845</ProductKeyID>

    </ReturnLineItem>

  </ReturnLineItems>

</ReturnRequest>

**Note**: - OEMRMANumber must be unique; ProductKeyID can be obtained from fulfillment response.

* **PBR (Product Binding Report)**

<?xml version="1.0" encoding="UTF-8"?>

<ProductBindingReportRequestxmlns="http://schemas.ms.it.oem/digitaldistribution/2010/10">

<CustomerBindingUniqueID> String content</CustomerBindingUniqueID>

<SoldToCustomerID> String content</SoldToCustomerID>

<ReceivedFromCustomerID> String content</ReceivedFromCustomerID>

<TotalLineItems> String content</TotalLineItems>

<ProductBindings>

 <ProductBindings>

 <WindowsProductKeyID> String content</WindowsProductKeyID>

 <ServiceProductKeyID> String content</ServiceProductKeyID>

 </ProductBindings>

<ProductBindings>

</ProductBindingReportRequest>

we have PBR CSV format also to submit PBR through DOC

It contains windows key ,storeproductkey,service product key columns