The power to do more

Dell Warranty Status API

Technical Specification Guide

Version 4.0

Rev 1.1 – 27 May 2016

Asset and Warranty Services 4.0

Contents

1. API Operations

GetAssetHeader

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getassetheader/{id}?apikey={apikey}

Request Query Parameters

REQUEST HEADER OR QUERY PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES
ID	Single service tag	Y	A valid service tag
API Key	APIKEY	Y	A valid key
Accept	Response Content-Type	N	Application/json or Application/xml
Method	Method type	Y	GET

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	AdditionalInformation	Additional Information	String	
2	AssetHeaderResponse	Asset Header Response		
3	AssetHeaderResponse	Asset Header Response		
4	AssetHeaderData	Asset Header Data		
5	BUID	BUID	Integer	11

5	CountryLookupCode	Country Lookup Code	String	CA
5	CustomerNumber	Customer Number	String	A valid customer number
5	IsDuplicate	Is Duplicate	Boolean	FALSE
5	ItemClassCode	Item Class Code	String	S}003
5	LocalChannel	Local Channel	String	1
5	MachineDescription	Machine Description	String	Dimension E521
5	OrderNumber	Order Number	String	A valid order number
5	ParentServiceTag	Parent Service Tag	String	
5	ServiceTag	Service Tag	String	A valid service tag
5	ShipDate	Ship Date	Date Time	2006-10-25T00:00:00
4	ProductHeaderData	Product Header Data		
5	LOB	LOB	String	Dimension
5	LOBFriendlyName	LOB Friendly Name	String	Dimension
5	ProductFamily	Product Family	String	Desktops All-in-Ones
5	ProductId	Product Id	String	dimension-e521
5	SystemDescription	System Description	String	Dimension E521
2	ExcessTags	Excess Tags		
3	BadAssets	Bad Assets	String	
2	InvalidBILAssets	Invalid BIL Assets	String	
3	BadAssets	Bad Assets	String	
2	InvalidFormatAssets	Invalid Format Assets	String	
3	BadAssets	Bad Assets	String	

Samples

Sample URL

https://api.dell.com/support/assetinfo/v4/getassetheader/<valid tag>?apikey=<valid API key>

Sample XML Response

```
<AssetHeaderDTO xmlns:i="http://www.w3.org/2001/XMLSchema-
instance" xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsE
xternalAPI.Web.Models.V1.Response">
<AdditionalInformation i:nil="true"/>
<AssetHeaderResponse>
<AssetHeaderResponse>
```

```xml
<AssetHeaderData>
<BUID>11</BUID>
<CountryLookupCode>CA</CountryLookupCode>
<CustomerNumber>*******</CustomerNumber>
<IsDuplicate>false</IsDuplicate>
<ItemClassCode>S}003</ItemClassCode>
<LocalChannel>01</LocalChannel>
<MachineDescription>Dimension E521</MachineDescription>
<OrderNumber>*******</OrderNumber>
<ParentServiceTag i:nil="true"/>
<ServiceTag>*******</ServiceTag>
<ShipDate>2006-10-25T00:00:00</ShipDate>
</AssetHeaderData>
<ProductHeaderData>
<LOB>Dimension</LOB>
<LOBFriendlyName>Dimension</LOBFriendlyName>
<ProductFamily>Desktops & All-in-Ones</ProductFamily>
<ProductId>dimension-e521</ProductId>
<SystemDescription>Dimension E521</SystemDescription>
</ProductHeaderData>
</AssetHeaderResponse>
</AssetHeaderResponse>
<ExcessTags>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</ExcessTags>
<InvalidBILAssets>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</InvalidBILAssets>
<InvalidFormatAssets>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</InvalidFormatAssets>
</AssetHeaderDTO>
```

Sample JSON Response

```json
{"AssetHeaderResponse":[{"AssetHeaderData":{"BUID":"11","ServiceTag":"*******","
ShipDate":"2006-10-
25T00:00:00","CountryLookupCode":"CA","LocalChannel":"01","CustomerNumber":"*
******","ItemClassCode":"S}003","IsDuplicate":false,"MachineDescription":"Dim
ension
E521","OrderNumber":"*******","ParentServiceTag":null},"ProductHeaderData":{"
SystemDescription":"Dimension E521","ProductId":"dimension-
e521","ProductFamily":"Desktops & All-in-
Ones","LOB":"Dimension","LOBFriendlyName":"Dimension"}}],"InvalidFormatAssets
":{"BadAssets":[]},"InvalidBILAssets":{"BadAssets":[]},"ExcessTags":{"BadAsse
ts":[]},"AdditionalInformation":null}
```

GetAssetHeader (POST)

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getassetheader

Request Query Parameters

REQUEST HEADER OR QUERY PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES
ID	Single or Multiple service tags separated by ','	Y	Tag1,Tag2,…,TagN
Content-type	Request Content-Type	Y	application/x-www-form-urlencoded
API Key	APIKEY	Y	A valid key
Accept	Response Content-Type	N	Application/json or Application/xml
Method	Method Type	Y	POST

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	AdditionalInformation	Additional Information	String	
2	AssetHeaderResponse	Asset Header Response		
3	AssetHeaderResponse	Asset Header Response		
4	AssetHeaderData	Asset Header Data		
5	BUID	BUID	Integer	11
5	CountryLookupCode	Country Lookup Code	String	CA

5	CustomerNumber	Customer Number	String	A valid customer number
5	IsDuplicate	Is Duplicate	Boolean	FALSE
5	ItemClassCode	Item Class Code	String	S}003
5	LocalChannel	Local Channel	String	1
5	MachineDescription	Machine Description	String	Dimension E521
5	OrderNumber	Order Number	String	A valid order number
5	ParentServiceTag	Parent Service Tag	String	
5	ServiceTag	Service Tag	String	Tag1,Tag2,…,TagN
5	ShipDate	Ship Date	Date Time	2006-10-25T00:00:00
4	ProductHeaderData	Product Header Data		
5	LOB	LOB	String	Dimension
5	LOBFriendlyName	LOB Friendly Name	String	Dimension
5	ProductFamily	Product Family	String	Desktops All-in-Ones
5	ProductId	Product Id	String	dimension-e521
5	SystemDescription	System Description	String	Dimension E521
2	ExcessTags	Excess Tags		
3	BadAssets	Bad Assets	String	
2	InvalidBILAssets	Invalid BIL Assets	String	
3	BadAssets	Bad Assets	String	
2	InvalidFormatAssets	Invalid Format Assets	String	
3	BadAssets	Bad Assets	String	

Samples

Sample URL

https://api.dell.com/support/assetinfo/v4/getassetheader

Request Header

Content-Type: application/x-www-form-urlencoded
apikey: {apikey}

Request Body

ID=Tag1,Tag2,…,TagN

Sample XML Response

```xml
<AssetHeaderDTO xmlns:i="http://www.w3.org/2001/XMLSchema-
instance" xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsE
xternalAPI.Web.Models.V1.Response">
<AdditionalInformation i:nil="true"/>
<AssetHeaderResponse>
<AssetHeaderResponse>
<AssetHeaderData>
<BUID>11</BUID>
<CountryLookupCode>CA</CountryLookupCode>
<CustomerNumber>*******</CustomerNumber>
<IsDuplicate>false</IsDuplicate>
<ItemClassCode>S}003</ItemClassCode>
<LocalChannel>01</LocalChannel>
<MachineDescription>Dimension E521</MachineDescription>
<OrderNumber>*******</OrderNumber>
<ParentServiceTag i:nil="true"/>
<ServiceTag>*******</ServiceTag>
<ShipDate>2006-10-25T00:00:00</ShipDate>
</AssetHeaderData>
<ProductHeaderData>
<LOB>Dimension</LOB>
<LOBFriendlyName>Dimension</LOBFriendlyName>
<ProductFamily>Desktops & All-in-Ones</ProductFamily>
<ProductId>dimension-e521</ProductId>
<SystemDescription>Dimension E521</SystemDescription>
</ProductHeaderData>
</AssetHeaderResponse>
</AssetHeaderResponse>
<ExcessTags>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</ExcessTags>
<InvalidBILAssets>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</InvalidBILAssets>
<InvalidFormatAssets>
<BadAssets xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arr
ays"/>
</InvalidFormatAssets>
</AssetHeaderDTO>
```

Sample JSON Response

```
{"AssetHeaderResponse":[{"AssetHeaderData":{"BUID":"11","ServiceTag":"*******","
ShipDate":"2006-10-
25T00:00:00","CountryLookupCode":"CA","LocalChannel":"01","CustomerNumber":"*
******","ItemClassCode":"S}003","IsDuplicate:false,"MachineDescription":"Dim
ension
E521","OrderNumber":"*******","ParentServiceTag":null},"ProductHeaderData":{"
SystemDescription":"Dimension E521","ProductId":"dimension-
e521","ProductFamily":"Desktops & All-in-
Ones","LOB":"Dimension","LOBFriendlyName":"Dimension"}}],"InvalidFormatAssets
":{"BadAssets":[]},"InvalidBILAssets":{"BadAssets":[]},"ExcessTags":{"BadAsse
ts":[]},"AdditionalInformation":null}
```

GetAssetWarranty

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getassetwarranty/{id}?apikey={apikey}

Request Query Parameters

REQUEST Query PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES
ID	Single or multiple service tags	Y	Tag1,Tag2,…,TagN
Content-type	Request Content-Type	N	Application/json or Application/xml
API Key	APIKEY	Y	A valid key
Accept	Response Content-Type	N	Application/json or Application/xml
Method	GET	Y	Request Body

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	AdditionalInformation	Additional Information	String	
2	AssetWarrantyResponse	Asset Warranty Response		
3	AssetWarrantyResponse	Asset Warranty Response		
4	AssetEntitlementData	Asset Entitlement Data	String	
4	AssetHeaderData	Asset Header Data		
5	BUID	BUID	Integer	11
5	CountryLookupCode	Country Lookup Code	String	CA
5	CustomerNumber	Customer Number	String	A valid customer number
5	IsDuplicate	Is Duplicate	Boolean	FALSE
5	ItemClassCode	Item Class Code	String	S}003
5	LocalChannel	Local Channel	String	1
5	MachineDescription	Machine Description	String	Dimension E521
5	OrderNumber	Order Number	String	A valid order number
5	ParentServiceTag	Parent Service Tag	String	
5	ServiceTag	Service Tag	String	Tag1,Tag2,…,TagN
5	ShipDate	Ship Date	Date Time	2006-10-25T00:00:00
4	ProductHeaderData	Product Header Data		
5	LOB	LOB	String	Dimension
5	LOBFriendlyName	LOB Friendly Name	String	Dimension
5	ProductFamily	Product Family	String	Desktops All-in-Ones
5	ProductId	Product Id	String	dimension-e521
5	SystemDescription	System Description	String	Dimension E521
2	ExcessTags	Excess Tags		
3	BadAssets	Bad Assets	String	
2	InvalidBILAssets	Invalid BIL Assets	String	
3	BadAssets	Bad Assets	String	
2	InvalidFormatAssets	Invalid Format Assets	String	
3	BadAssets	Bad Assets	String	

Samples

Sample URLs

Single Tag Request

[https://api.dell.com/support/assetinfo/v4/getassetwarranty/<valid service tag>?apikey=<valid API key>](https://api.dell.com/support/assetinfo/v4/getassetwarranty/)

Multiple Tag Request

Sample XML Response

```
<AssetWarrantyDTO
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance"

xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsExternalAPI.Web.Models.V1
.Response">
    <AdditionalInformation i:nil="true" />
    <AssetWarrantyResponse>
        <AssetWarrantyResponse>
            <AssetEntitlementData />
            <AssetHeaderData>
                <BUID>707</BUID>
                <CountryLookupCode>CA</CountryLookupCode>
                <CustomerNumber>******</CustomerNumber>
                <IsDuplicate>false</IsDuplicate>
                <ItemClassCode>S}003</ItemClassCode>
                <LocalChannel>01</LocalChannel>
                <MachineDescription>Dimension E521</MachineDescription>
                <OrderNumber> ******</OrderNumber>
                <ParentServiceTag i:nil="true" />
                <ServiceTag> ******* </ServiceTag>
                <ShipDate>2006-10-25T00:00:00</ShipDate>
            </AssetHeaderData>
            <ProductHeaderData>
                <LOB>Dimension</LOB>
                <LOBFriendlyName>Dimension</LOBFriendlyName>
                <ProductFamily>Desktops &amp; All-in-Ones</ProductFamily>
                <ProductId>dimension-e521</ProductId>
                <SystemDescription>Dimension E521</SystemDescription>
            </ProductHeaderData>
        </AssetWarrantyResponse>
    </AssetWarrantyResponse>
    <ExcessTags>
        <BadAssets
            xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arrays" />
    </ExcessTags>
    <InvalidBILAssets>
        <BadAssets
            xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arrays" />
    </InvalidBILAssets>
    <InvalidFormatAssets>
        <BadAssets
            xmlns:d3p1="http://schemas.microsoft.com/2003/10/Serialization/Arrays"
/>
        </InvalidFormatAssets>
    </AssetWarrantyDTO>
```

Sample JSON Response

```
{
    "AssetWarrantyResponse": [
        {
            "AssetHeaderData": {
                "BUID": "707",
                "ServiceTag": "******* ",
                "ShipDate": "2006-10-25T00:00:00",
                "CountryLookupCode": "CA",
                "LocalChannel": "01",
                "CustomerNumber": " ******",
                "ItemClassCode": "S}003",
                "IsDuplicate": false,
                "MachineDescription": "Dimension E521",
                "OrderNumber": " ******",
                "ParentServiceTag": null
            },
            "ProductHeaderData": {
```

```
                "SystemDescription": "Dimension E521",
                "ProductId": "dimension-e521",
                "ProductFamily": "Desktops & All-in-Ones",
                "LOB": "Dimension",
                "LOBFriendlyName": "Dimension"
            },
            "AssetEntitlementData": []
        }
    ],
    "InvalidFormatAssets": {
        "BadAssets": []
    },
    "InvalidBILAssets": {
        "BadAssets": []
    },
    "ExcessTags": {
        "BadAssets": []
    },
    "AdditionalInformation": null
}
```

GetAssetWarranty (POST)

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getassetwarranty

Request Query Parameters

REQUEST Query PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES
ID	Single or Multiple service tags separated by ','	Y	Tag1,Tag2,…,TagN
Content-type	Request Content-Type	Y	application/x-www-form-urlencoded
API Key	APIKEY	Y	A valid key
Accept	Response Content-Type	N	Application/json or Application/xml
Method	Method Type	Y	POST

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	AdditionalInformation	Additional Information	String	
2	AssetWarrantyResponse	Asset Warranty Response		
3	AssetWarrantyResponse	Asset Warranty Response		
4	AssetEntitlementData	Asset Entitlement Data	String	
4	AssetHeaderData	Asset Header Data		
5	BUID	BUID	Integer	707
5	CountryLookupCode	Country Lookup Code	String	CA
5	CustomerNumber	Customer Number	String	A Valid Customer Number
5	IsDuplicate	Is Duplicate	Boolean	FALSE
5	ItemClassCode	Item Class Code	String	S}003
5	LocalChannel	Local Channel	String	1
5	MachineDescription	Machine Description	String	Dimension E521
5	OrderNumber	Order Number	String	A valid order number
5	ParentServiceTag	Parent Service Tag	String	
5	ServiceTag	Service Tag	String	Tag1,Tag2,…,TagN
5	ShipDate	Ship Date	Date Time	2006-10-25T00:00:00
4	ProductHeaderData	Product Header Data		
5	LOB	LOB	String	Dimension
5	LOBFriendlyName	LOB Friendly Name	String	Dimension
5	ProductFamily	Product Family	String	Desktops All-in-Ones
5	ProductId	Product Id	String	dimension-e521
5	SystemDescription	System Description	String	Dimension E521
2	ExcessTags	Excess Tags		
3	BadAssets	Bad Assets	String	
2	InvalidBILAssets	Invalid BIL Assets	String	
3	BadAssets	Bad Assets	String	
2	InvalidFormatAssets	Invalid Format Assets	String	
3	BadAssets	Bad Assets	String	

Samples

Sample URL

https://api.dell.com/support/assetinfo/v4/getassetwarranty

Request Header

Content-Type: application/x-www-form-urlencoded
apikey: {apikey}

Request Body

ID= *Tag1,Tag2,...,TagN*

Sample XML Response

Warranty_Response-
Xml.txt

Sample JSON Response

Warranty_Response-J
son.txt

GetAssetSummary

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getassetsummary/{id}?apikey={apikey}

Request Query Parameters

REQUEST Query PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES

ID	type	Y	A valid service tag
apikey	APIKEY	Y	A valid key
Accept	Response Type	N	Application/xml or Application/json
Method	Method Type	Y	GET

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	AdditionalInformation	Additional Information	String	
2	AssetSummaryResponse	Asset Summary Response		
3	AssetEntitlementData	Asset Entitlement Data	String	
3	AssetHeaderData	Asset Header Data		
4	BUID	BUID	Integer	707
4	CompanyNumber	Company Number	String	12
4	CountryLookupCode	Country Lookup Code	String	CA
4	CustomerNumber	Customer Number	String	A Valid Customer Number
4	ImageUrl	Image Url	String	
4	IsDuplicate	Is Duplicate	Boolean	FALSE
4	ItemClassCode	Item Class Code	String	S}003
4	LocalChannel	Local Channel	String	1
4	MachineDescription	Machine Description	String	Dimension E521
4	OrderNumber	Order Number	String	A Valid Order Number
4	ParentServiceTag	Parent ServiceTag	String	
4	ProductLine	Product Line	String	4ID
4	Segment	Segment	String	
4	ServiceTag	ServiceTag	String	A Valid Service Tag
4	ShipDate	Ship Date	Date Time	2006-10-25T00:00:00
3	AssetPartsData	Asset Parts Data	String	
3	ProductHeaderData	Product Header Data		
4	LOB	LOB	String	Dimension
4	LOBFriendlyName	LOB Friendly Name	String	Dimension
4	ProductFamily	Product Family	String	Desktops All-in-Ones
4	ProductId	Product Id	String	dimension-e521
4	SystemDescription	System Description	String	Dimension E521
2	InvalidBILAssets	Invalid BIL Assets	String	
2	InvalidFormatAssets	Invalid Format Assets	String	

Samples

Sample URL

https://api.dell.com/support/assetinfo/v4/getassetsummary/<valid service tag>?apikey=

Sample XML Response

```
<AssetSummaryDTO
   xmlns:i="http://www.w3.org/2001/XMLSchema-instance"
   xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsExternalAPI.Web.Models.V1.Response">
   <AdditionalInformation i:nil="true" />
   <AssetSummaryResponse>
      <AssetEntitlementData />
      <AssetHeaderData>
         <BUID>707</BUID>
         <CompanyNumber> *******</CompanyNumber>
         <CountryLookupCode>CA</CountryLookupCode>
         <CustomerNumber> *******</CustomerNumber>
         <ImageUrl>http://i.dell.com/das/dih.ashx/169x169/das/xa_____/global-site-design%20WEB/0631b594-
8c13-6e4e-34ca-
ec97aab16cfa/1/OriginalPng?id=Dell/Product_Images/eSupport/desktops/inspiron_desktops/e521/global_spi/deskt
op-e521-right-relativesize-500-ng.psd</ImageUrl>
         <IsDuplicate>false</IsDuplicate>
         <ItemClassCode>S}003</ItemClassCode>
         <LocalChannel>01</LocalChannel>
         <MachineDescription>Dimension E521</MachineDescription>
         <OrderNumber> *******</OrderNumber>
         <ParentServiceTag i:nil="true" />
         <ProductLine>4ID</ProductLine>
         <Segment i:nil="true" />
         <ServiceTag>  *******</ServiceTag>
         <ShipDate>2006-10-25T00:00:00</ShipDate>
      </AssetHeaderData>
      <AssetPartsData />
      <ProductHeaderData>
         <LOB>Dimension</LOB>
         <LOBFriendlyName>Dimension</LOBFriendlyName>
         <ProductFamily>Desktops &amp; All-in-Ones</ProductFamily>
         <ProductId>dimension-e521</ProductId>
         <SystemDescription>Dimension E521</SystemDescription>
      </ProductHeaderData>
   </AssetSummaryResponse>
   <InvalidBILAssets i:nil="true" />
   <InvalidFormatAssets i:nil="true" />
</AssetSummaryDTO>
```

Sample JSON Response

```
{
   "AssetSummaryResponse": {
      "AssetHeaderData": {
         "BUID": "707",
         "ServiceTag": " *******",
         "Segment": null,
         "ShipDate": "2006-10-25T00:00:00",
         "CountryLookupCode": "CA",
         "CompanyNumber": " ******",
         "LocalChannel": "01",
         "CustomerNumber": " *******",
         "ItemClassCode": "S}003",
         "ImageUrl": "http://i.dell.com/das/dih.ashx/169x169/das/xa_____/global-site-design%20WEB/0631b594-
8c13-6e4e-34ca-
```

ec97aab16cfa/1/OriginalPng?id=Dell/Product_Images/eSupport/desktops/inspiron_desktops/e521/global_spi/deskt op-e521-right-relativesize-500-ng.psd",
        "ProductLine": "4ID",
        "IsDuplicate": false,
        "MachineDescription": "Dimension E521",
        "OrderNumber": " ********",
        "ParentServiceTag": null
    },
    "ProductHeaderData": {
        "SystemDescription": "Dimension E521",
        "ProductId": "dimension-e521",
        "ProductFamily": "Desktops & All-in-Ones",
        "LOB": "Dimension",
        "LOBFriendlyName": "Dimension"
    },
    "AssetEntitlementData": [],
    "AssetPartsData": []
},
"InvalidFormatAssets": null,
"InvalidBILAssets": null,
"AdditionalInformation": null
}

GetCodeMappingByType

Data Model

Endpoint

ENDPOINT
https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/country?apikey={apikey}
https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/servicelevel?apikey={apikey}
https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/businessgroup?apikey={apikey}

Request Query Parameters

REQUEST Query PARAMETER	DESCRIPTION	MANDATORY	POSSIBLE VALUES

codemap	type	Y	country/servicelevel/ businessgroup
apikey	APIKEY	Y	A valid key
Accept	Response Type	N	Application/xml or Application/json
Method	Method Type	Y	GET

Response Parameters

LEVEL	RESPONSE PARAMETER	DESCRIPTION	Data Type	POSSIBLE VALUES
2	CodeMappingByTypeResponse	Code Mapping By Type Response		
3	CodeMappingDataResponse	Code Mapping Data Response		
4	Code	Code	String	2+4HR(24X7)
4	Description	Description	String	6HR(24X7) Repair Service
4	Locale	Locale	String	6HR(24X7) Repair Service

Samples

Sample URL

https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/country?apikey=

https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/servicelevel?apikey=

https://api.dell.com/support/assetinfo/v4/getcodemappingbytype/businessgroup?apikey=

Sample Response for type country

```
<CodeMappingByTypeDTO xmlns:i="http://www.w3.org/2001/XMLSchema-
instance" xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsE
xternalAPI.Web.Models.V1.Response">
<CodeMappingByTypeResponse>
<CodeMappingDataResponse>
<Code>11</Code>
<Description>United States</Description>
<Locale>US</Locale>
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>20</Code>
<Description>Inter-Company</Description>
<Locale/>
</CodeMappingDataResponse>
```

```
<CodeMappingDataResponse>
<Code>105</Code>
<Description>Inter-Company</Description>
<Locale/>
</CodeMappingDataResponse>
</CodeMappingByTypeResponse>
</CodeMappingByTypeDTO>
```

Sample Response for type servicelevel

```
<CodeMappingByTypeDTO xmlns:i="http://www.w3.org/2001/XMLSchema-
instance" xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsE
xternalAPI.Web.Models.V1.Response">
<CodeMappingByTypeResponse>
<CodeMappingDataResponse>
<Code>1D</Code>
<Description>Next Business Day Support</Description>
<Locale>US</Locale>
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>1P</Code>
<Description>
Distributor 1Y 5BD Parts Only~HUB Countries Only - Distributor 3Y Parts Only
</Description>
<Locale>EMEA</Locale>
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>1P</Code>
<Description>Next Business Day Support</Description>
<Locale>US</Locale>
</CodeMappingDataResponse>
</CodeMappingByTypeResponse>
</CodeMappingByTypeDTO>
```

Sample Response for type businessgroup

```
<CodeMappingByTypeDTO xmlns:i="http://www.w3.org/2001/XMLSchema-
instance" xmlns="http://schemas.datacontract.org/2004/07/Dell.Support.AssetsE
xternalAPI.Web.Models.V1.Response">
<CodeMappingByTypeResponse>
<CodeMappingDataResponse>
<Code>2+4HR(24X7)</Code>
<Description>6HR(24X7) Repair Service</Description>
<Locale>6HR(24X7) Repair Service</Locale>
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>24X7</Code>
<Description>PRIORITY USER PHONE SUPPORT (24X7)</Description>
<Locale>PRIORITY USER PHONE SUPPORT (24X7)</Locale>
```

```
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>2HR</Code>
<Description>2HR (2 hrs response on-site)</Description>
<Locale>2HR (2 hrs response on-site)</Locale>
</CodeMappingDataResponse>
<CodeMappingDataResponse>
<Code>2HR(24X7)</Code>
<Description>2HR(24x7) (2 hrs response on-site 24x7)</Description>
<Locale>2HR(24x7) (2 hrs response on-site 24x7)</Locale>
</CodeMappingDataResponse>
</CodeMappingByTypeResponse>
</CodeMappingByTypeDTO>
```

2. Http Error Codes

Error Code	Message
401	Failed to Authenticate User
	Service Profile Throttle Limit Reached
	Missing 'apikey' parameter
404	No HTTP resource was found that matches the request URI
	API Not Found
405	Incorrect HTTP method used in the request
415	Unsupported Media Type used in the request
500	Internal Server Error

Sample 401 error message

<SOAP-ENV:Envelope xmlns:env="http://schemas.xmlsoap.org/soap/envelope/" xmlns:SOAP-ENV="http://schemas.xmlsoap.org/soap/envelope/" xmlns:xsi="http://www.w3.org/1999/XMLSchema-instance" xmlns:xsd="http://www.w3.org/1999/XMLSchema"><SOAP-ENV:Body><SOAP-ENV:Fault><faultcode xsi:type="xsd:string">SOAP-ENV:Server</faultcode><faultstring xsi:type="xsd:string">User Identification failed in Key Management Service</faultstring><faultactor>https://api.dell.com</faultactor><detail><eDellFault><Code>eAPI-40102</Code><Url>http://developer.dell.com/faults#eAPI-40102</Url><Message>User Identification failed in Key Management Service</Message><Reason>Failed to Authenticate User</Reason><Source>Gateway</Source><StackTrace/></eDellFault></detail></SOAP-ENV:Fault></SOAP-ENV:Body></SOAP-ENV:Envelope>

Sample 404 error message

<?xml version="1.0" encoding="UTF-8"?>
<Fault xmlns:env="http://schemas.xmlsoap.org/soap/envelope/" xmlns="http://api.dell.com/faults"><Code xmlns="">eAPI-40400</Code><Url xmlns="">http://developer.dell.com/faults#eAPI-40400</Url><Message xmlns="">API Not Found</Message><Reason xmlns="">
        Failed to resolve the service for the request:

/support/assetinfo/v/getassetheader/jbccc31?apikey=aacf8d8746d7de3e18eef4f8c0c732a7</Reason><Source xmlns="">Gateway</Source><StackTrace xmlns=""/></Fault>

Sample 415 error message

```
  <?xml version="1.0" encoding="UTF-8"?>
<fault xmlns:i="http://www.w3.org/2001/XMLSchema-instance"
xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
xmlns="http://tempuri.org/"><faultstring>Unsupported Media Type used in the
request</faultstring><detail><errorcode>AWR415</errorcode><trace>
                                    Fault Name: UnsupportedMediaType
                                    Error Type: MediaTypeValidationFailure
                                    Description: Unsupported Media Type used in the request
                                    Service: AWR_V4
                                    Endpoint: Asset_V4_client_Versioned
                                    Operation (Client): getassetheader</trace></detail></fault>
```

3. Invalid Service Tags

ExcessTags	Provides a list of service tags which exceeds the limit 80
	This is returned as a part of response for the API Operations
	Getassetheader
	Getassetwarranty
InvalidBILAssets	Provides a list of service tags which does'nt exists in BIL
	This is returned as a part of response for the API Operations
	Getassetheader
	Getassetwarranty
	Getassetsummary
	Getassetdetail
	Getassetsummarydetails
InvalidFormatAssets	Provides a list of service tags which are invalid in formats
	Getassetheader
	Getassetwarranty
	Getassetsummary
	Getassetdetail
	Getassetsummarydetails

4.C# Code Snippet to consume

Get Http Method

```csharp
using (var client = new HttpClient())
{
    client.BaseAddress = new Uri("https://uat.api.dell.com/support/assetinfo/v4/");
    client.DefaultRequestHeaders.Accept.Clear();
    client.DefaultRequestHeaders.Accept.Add(new MediaTypeWithQualityHeaderValue("application/xml"));

    HttpResponseMessage response = await client.GetAsync("getassetheader/jbccc31?apikey=          ");
    if (response.IsSuccessStatusCode)
    {
        Console.WriteLine("Success- Process the Response");
    }
    else if(response.StatusCode == System.Net.HttpStatusCode.Unauthorized)
    {
        Console.WriteLine("Unauthorized");
    }
    else if (response.StatusCode == System.Net.HttpStatusCode.NotFound)
    {
        Console.WriteLine("Resource Not found");
    }
}
```

Post Http Method

```csharp
using (var client = new HttpClient())
{
    client.BaseAddress = new Uri("https://uat.api.dell.com/support/assetinfo/v4/");
    client.DefaultRequestHeaders.Accept.Clear();
    client.DefaultRequestHeaders.Accept.Add(new MediaTypeWithQualityHeaderValue("application/xml"));
    client.DefaultRequestHeaders.Add("apikey", "          ");
    var serviceTags = new Dictionary<string, string>{{ "ID", "          " }};
    HttpResponseMessage response = await client.PostAsync("getassetheader", new FormUrlEncodedContent(serviceTags));
    if (response.IsSuccessStatusCode)
    {
        string postResponse = await response.Content.ReadAsStringAsync();
        Console.WriteLine("Success- Process the Response");
    }
    else if (response.StatusCode == System.Net.HttpStatusCode.Unauthorized)
    {
        Console.WriteLine("Unauthorized");
    }
    else if (response.StatusCode == System.Net.HttpStatusCode.NotFound)
    {
        Console.WriteLine("Resource Not found");
    }
}
```

eference: http://www.asp.net/web-api/overview/advanced/calling-a-web-api-from-a-net-client

5.Java Code Snippet to consume

Get Http Method

```java
CloseableHttpClient httpClient = HttpClientBuilder.create().build();
HttpGet getRequest = new HttpGet("https://uat.api.dell.com/support/assetinfo/v4/getassetheader/jbccc31?apikey=
getRequest.addHeader("accept", "application/xml");
HttpResponse response;
try {
    response = httpClient.execute(getRequest);

    if (response.getStatusLine().getStatusCode() == 200)
    {
        System.out.println("Success- Process the Response");
    }
    else if (response.getStatusLine().getStatusCode() == 401)
    {
        System.out.println("Unauthorized-Process the Response");
    }
    else if (response.getStatusLine().getStatusCode() == 404)
    {
        System.out.println("Resource Not Found-Process the response");
    }
    else
    {
        System.out.println("handle any other errors");
    }
```

POST Http Method

```java
CloseableHttpClient httpClient = HttpClientBuilder.create().build();
HttpPost postRequest = new HttpPost("https://uat.api.dell.com/support/assetinfo/v4/getassetheader");
postRequest.setHeader("accept", "application/xml");
postRequest.setHeader("apikey", "5aa2648b2581c0fc2194f843c0755cc5");
postRequest.setHeader("Content-Type", "application/x-www-form-urlencoded");

List <NameValuePair> nvps = new ArrayList <NameValuePair>();
nvps.add(new BasicNameValuePair("ID", "a7b83412aba2e19,4079245"));
postRequest.setEntity(new UrlEncodedFormEntity(nvps, HTTP.UTF_8));

HttpResponse response;
try {
    response = httpClient.execute(postRequest);

    if (response.getStatusLine().getStatusCode() == 200)
    {
        System.out.println("Success- Process the Response");
    }
    else if (response.getStatusLine().getStatusCode() == 401)
    {
        System.out.println("Unauthorized-Process the Response");
    }
    else if (response.getStatusLine().getStatusCode() == 404)
    {
```

Reference :
http://www.codeproject.com/Articles/827669/NET-Web-API-Service-with-a-Java-Client
http://www.mkyong.com/webservices/jax-rs/restful-java-client-with-apache-httpclient