Hewlett Packard Enterprise

InfoSight Wellness API Technical Specification

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WEL-API-004, January 2021

Introduction

HPE InfoSight provides a representational state transfer (REST) application programming interface (API) to manage wellness information, and to enable the synchronization of this information with service desks and other tools outside HPE InfoSight. It consists of a set of 2 API endpoints:

1. **/Issues:** Retrieve a list of wellness issues with filters for severity, date range, etc.
2. **/Issue:** Get details for a specific wellness issue

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Scope

The Wellness APIs currently only support HPE Nimble Storage.

Prerequisites

Before you can use the APIs with the HPE InfoSight, the following conditions must be met:

- A valid token must be generated using the authentication flow to connect to the API.
- You must be an administrator of the organization to access the API Access menu item in the InfoSight Settings.
- The organization should have at least one nimble array with an associated active support contract.

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Quick Guide to Using the APIs

1. Log in to https://infosight.hpe.com
2. Select the correct Organization and navigate to Settings/API Access
3. Add a new Application, select the Wellness API, and generate a Client Key and Client Secret pair. These will be required when making Wellness API calls.
4. Integrate the Wellness APIs into your application.

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Setting up & Obtaining the token

- To obtain the token, refer to Setting Up HPE InfoSight: https://support.hpe.com/hpesc/public/docDisplay?docLocale=en_US&docId=a00067798en_us

- You must be an administrator of the organization to access the API Access menu item in InfoSight Settings.

- Obtain the Client Key and Client Secret following the steps from the document and use it to generate the access token as shown below.

  Example: curl 'https://infosight.hpe.com/apis/oauth/token' \
  -H 'Content-Type: application/x-www-form-urlencoded' \
  -d 'grant_type=client_credentials' \
  -d 'client_id=<CLIENT_KEY>' \
  -d 'client_secret=<CLIENT_SECRET>'

- Copy the access_token from the result object. The token will be used in all subsequent API calls.

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Validation

After you have completed the initial setup you can verify that everything has been done correctly.

Simple verification of API

API can be verified by sending a ‘Test Alert’ from the array and checking if issue(s) are received using a GET request.

Steps to send a ‘Test Alert’

On an array, you run the following command at the CLI:

- alert --test

You can also specify the severity:

- alert --test --severity warning
  - INFO: Valid severity levels are info, notice, warning, critical

This functionality is also available in the GUI via *Administration* > *Alerts and Monitoring* > *Email* > *Test.*

Refer to the GUI Administration Guide for more details in the link below:
https://infosight.hpe.com/InfoSight/media/cms/active/public/pubs_GUI_Administration_Guide_NOS_50x.pdf

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API Definitions

Object Sets

An object set is a collection of managed objects of the same type. For example, issues is an object set that consists of a list of wellness issues. Each object set supports one or more standard read operation and custom actions.

For the full list of object sets and their associated actions, see Object Sets .

Standard RESTful Operations

The following standard RESTful operations are supported, along with their corresponding HTTP verb:

CRUD Operations	HTTP Verbs	Supported
Create	POST	No
Read	GET	Yes
Update	PUT	No
Delete	DELETE	No

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API URI Syntax and Advanced Search

GET Syntax Details

GET https://infosight.hpe.com/apis/wellness/<version_number>/<object_set><query_parameter>
Authorization: Bearer <access_token>

- <version_number> = v1
- <object_set> = supported object set name. eg: issues
- <query_parameter> = the? character appened to <object_set_name> or <query_parameter> to filter for specific rows or fields.
- <qualifiers> = optional parameters, such as /<UUID> to narrow down an object set results to only one object.
- <access_token> = Token obtained here

Examples:

- Return wellness issues

  GET https://infosight.hpe.com/apis/wellness/v1/issues

  By default, the fetch returns 200 documents

- Return wellness issue by uuid of the issue

  GET https://infosight.hpe.com/apis/wellness/v1/issue/<UUID>
  Example response: v1/issue/<UUID>

- Return wellness issue filtered by query parameters

  GET
  https://infosight.hpe.com/apis/wellness/v1/issues?domain=nimble&object.urn=urn:nimble:array:<array_sn_number>&limit=1&condition.severity=critical&fields=object.urn,asset,status,condition

  Example response: v1/issues/withfilters

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- Return wellness issue

  GET https://infosight.hpe.com/apis/wellness/v1/issue/<UUID>

  UUID is mandatory field for /issue endpoint

- Return issues by session id enabled

  GET https://infosight.hpe.com/apis/wellness/v1/issues?asset.urn=urn:nimble:array:<ARRAY-NAME>&condition.urn=urn:nimble:ssdfailed&sort="condition.category asc"&session_enabled=true

  Example response: session

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Object Sets

Issue

Description
Get wellness issue

Normal Response Codes
200

HTTP Error Codes
400

Read
GET v1/issue/<uuid>

Query Parameters

Parameter	JSON Type	Description
uuid	string	Identifier for the wellness issue record. A 24-digit hexadecimal number. Example: '5d9eb55a28c7eb0001f472eb '.

Issues

Description
Get list of wellness issues

Normal Response Codes
200

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HTTP Error Codes
400

Read

GET v1/issues

Query Parameters

Parameter	JSON Type	Description
uuid	string	Identifier for the wellness issue record. A 24-digit hexadecimal number. Example: '5d9eb55a28c7eb0001f472eb '.
status.value	string	Event's current status values Available values: open, acknowledged, closed, resolved, expired, escalated
domain	string	Domain Available values: nimble Default value: nimble
asset.urn	string	Asset urn Eg: urn:nimble:array:AF-12345

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asset.name	string	Asset human-readable name Eg: AF-12345
object.urn	string	object urn to which issues applies (e.g. an array, a volume, etc.)
object.name	string	Object's human-readable name
condition.severity	string	Severity of an issue: Available values: critical, error, warning, notice, non-critical
condition.urn	string	Unique identifier of a condition Eg: urn:nimble:testalert
escalation.caseId	string	ID of the support case Eg: Salesforce Case Id
start_time	string	Start timestamp in UTC Eg: 2020-05-29T02:58:53.643Z
end_time	string	End timestamp in UTC Eg: 2020-05-30T02:58:53.643Z
skip	number	Skip value for pagination purpose The number of documents to skip in the ordered result set.
limit	number	Limit the results to this many records. Default limit is 200 When limit is set to 0, the limit is set to cap of 500.
fields	string	A comma separated list of field names for response.

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		For example: uuid,condition,status,asset,escalation etc Full list of options are the fields available in the example
sort	string	Single field and multi field sorting specified in SQL-like notion: <field_name> asc|desc For example: condition.severity asc, status.timestamp desc
session_enabled	Boolean	When the param is given and set to true, a session is created for client to continuous monitoring/polling with no need to specify filters in the subsequent API calls Please see details in section: session
session_id	UUID	A session_id created and returned to client in previous API calls. Client is responsible for keeping track of session ID.

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Examples

v1/issue

v1/issue/<ID>


```
{
    "request": {
        "id": "<ID>"
    },
    "data": {
        "uuid": "<UUID>",
        "automationuuid": "<AUTOMATION UUID>",
        "domain": "nimble",
        "tenant": null,
        "condition": {
            "urn": "urn:nimble:<AUTOMATION CODE>",
            "name": "Array Evolution-Nimble has reported that the drive in slot 1.A on head shelf
<ARRAY SERIAL NUMBER> failed.",
            "severity": "non-critical",
            "category": "<CATEGORY>"
        },
        "object": {
            "urn": "urn:nimble:array:<UUID>",
            "name": "Evolution-Nimble"
        },
        "asset": {
            "urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>",
            "name": "<ARRAY SERIAL NUMBER>"
        },
        "title": "Array Evolution-Nimble has reported that the drive in slot 1.A on head shelf
"<ARRAY SERIAL NUMBER>"failed.",
        "body": {
            "type": "embedded",
            "mediatype": "text/plain",
            "content": "Array Evolution-Nimble has reported that the drive in slot 1.A on head
shelf <ARRAY SERIAL NUMBER> failed."
        },
        "status": {
            "value": "new",
            "timestamp": "2020-05-29T02:58:53.643Z",
            "user": "",
            "initialoccurence": "2020-05-29T02:58:53.643Z",
            "latestoccurence": "2020-05-29T02:58:53.643Z",
            "occurences": 1,
            "expiresat": "2020-05-30T02:58:53.643Z "
        },
        "escalation": [
            {
                "trigger": "support case",
                "user": "",
                "timestamp": "0001-01-01T00:00:00.000Z",
                "lastupdatedat": "0001-01-01T00:00:00.000Z",
                "crm": "",
                "caseid": "<CASE_ID>",
                "href": "<URL>",
                "casestatus": "new",
                "caseaction": "",
                "casehistory": null
            }
        ],
        "nimbledata": {
            "automationcode": "ssdfailed",
            "groupname": "",
            "groupid": "",
            "severity": "non-critical",
            "value": "new"
        }    },
    "status": {
        "message": "Success"
    }
```

v1/issues

v1/issues?domain=nimble&object.urn=urn:nimble:array:<ARRAY_SN_NUMBER>
&limit=1&condition.severity=critical&fields=subject.urn,asset,status,condition


```
{
    "request": {
        "filters": {
            "domain": "nimble",
            "object.urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>",
            "condition.severity": "critical",
            "fields": "subject.urn,asset,status,condition"
        },
        "paging": {
            "limit": 1
        }
    },
    "data": [
        {
            "_id": "<ID>",
            "asset": {
                "urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>",
                "name": "MJ-SAN1"
            },
            "object": {
                "urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>"
            },
            "condition": {
                "urn": "urn:nimble:pachinko:svcfretainedss",
                "name": "VM host snapshot cleanup required",
                "category": "Data_Protection",
                "severity": "critical"
            },
            "status": {
                "value": "open",
                "timestamp": "2018-08-20T19:08:55.000Z",
                "initialoccurence": "2018-08-20T19:08:55.000Z",
                "latestoccurence": "2018-08-20T19:08:55.000Z",
                "occurrences": 1,
                "expiresat": "2018-08-21T19:08:55.000Z"
            }
        }
    ],
    "status": {
        "message": "success"
    }
```


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Session

The Session mechanism is used by the client application to continuously monitor issues by creating a session and polling for new issues since the last poll. The Server keeps track of the original request and all the filters that are used. The server then moves the time filter to provide the API client with new data.

First, the client instructs the server to create a session by specifying that session_enabled is set to true.

GET https://infosight.hpe.com/apis/wellness/v1/issues?asset.urn=urn:nimble:array:<ARRAY SERIAL NUMBER >&condition.urn=urn:nimble:ssdfailed&sort="condition.category asc"&**session_enabled=true**

The status block of response will include sessionInfo, where session_id is returned to the client for future polling.

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```
{
   …
    "status": {
        "message": "Success",
        "sessionInfo": {
            "session_id": "5f46f2fe-fb30-4f7f-82ce-ce50e941df70",
            "sessionStartTime": 1591747569994,
            "sessionLatestAccessTime": 1591747569995,
            "sessionTimeToLive": 31536000,
            "sessionStatus": "active",
            "sessionFilters": {
                "asset.urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>",
                "condition.urn": "urn:nimble:ssdfailed"
            }
        }
}
}
```

From this point on, the client can send new requests, without specifying filters. This will behave like a streaming subscription. Each time the client polls with the same session id, the server keeps track of the timestamp and only returns the new applicable records.

Limit rule for session:

The default limit is 200. If the limit is set to 0, the session returns a maximum of 500 records or the total number of records if it is less than 500. If the limit is set to a number greater than zero (e.g.: limit = X), the session returns a maximum of X or the total number records if the count is less than X. Any records that are missed (e.g. If the count was > X) from the current polling will not be returned in the subsequent polling.

Note that end_time is not supported along with session_enabled. If end_time is specified, it would be specified in the option parameter where it would be ignored, in which case the current time would be used.

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sessionFilters is persisted in the backend. sessionStartTime keeps track of session starting time. sessionLatestAccessTime keeps track of most recent timestamp and is used as the time filter for future queries.

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Examples of continuous polling using session_id:

GET https://infosight.hpe.com/apis/wellness/v1/issues?session_id=5f46f2fe-fb30-4f7f-82ce-ce50e941df70

Session Status and SessionTimeToLive are reserved for future use.

Sample response:

```
{
    "data": […],
    "status": {
        "message": "Success",
        "sessionInfo": {
            "session_id": "5f46f2fe-fb30-4f7f-82ce-ce50e941df70",
            "sessionFilters": {
                "asset.urn": "urn:nimble:array:<ARRAY SERIAL NUMBER>",
                "condition.urn": "urn:nimble:ssdfailed"
            },
            "sessionLatestAccessTime": 1591756912940,
            "sessionStartTime": 1591747569994,
            "sessionStatus": "active",
            "sessionTimeToLive": 31536000
        }
    }
}
```

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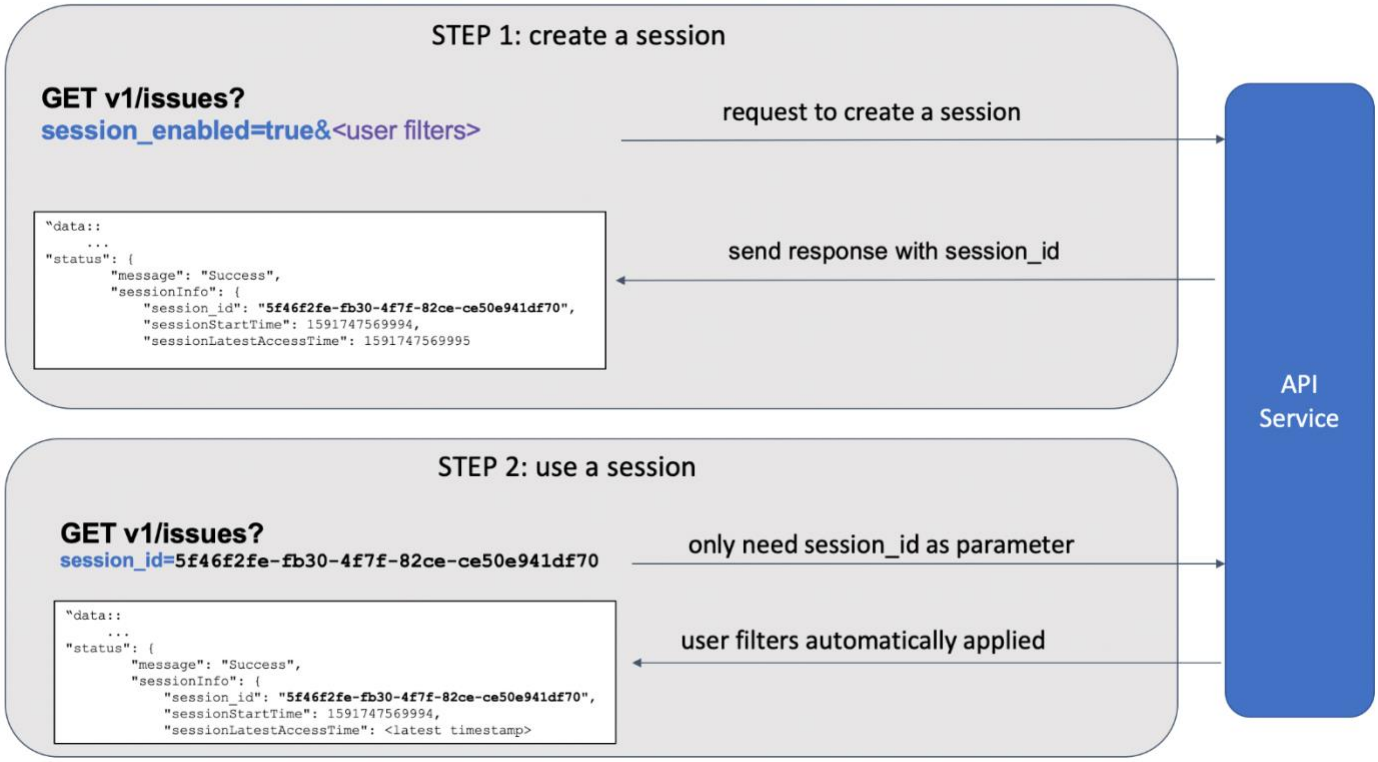
Flow diagram for how a session works:



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Frequently Asked Questions

What are the Wellness APIs?
HPE InfoSight provides a representational state transfer (REST) application programming interface (API) to manage and access wellness information, and to enable the synchronization of this information with service desks and other operational tools outside HPE InfoSight. It consists of a set of 2 API endpoints:

1. /Issues: Retrieve a list of wellness issues with filters for severity, date range, etc.
2. /Issue: Get details for a specific wellness issue

Why should I care about the APIs?
We know it can be hard to keep track of ITSM/BI tools. These APIs will enable you to access the InfoSight Wellness Information for your Nimble devices from within your own such tool, providing one pane of glass and enabling you to use this information for your respective use scenarios, such as creating tickets, case management, or setting up any other logic for your business support and operations.

What Information can be pulled through these APIs?
Currently, these APIs only support Wellness information, such as issues, severity, conditions related to your arrays.

Will the APIs ever support other information than wellness information?
Yes, the InfoSight team is working on accessing other information, such as the asset information and performance metrics through the APIs that will be created in the future. Right now, only wellness information is supported.

Do I need to pay for the APIs?
No, the APIs are free and accessible if you have set up an InfoSight account.

What do I need to Access these APIs?
You need the following prerequisites to set up these APIs:

- You must be an administrator of the organization and be able to pull device information in order to access the API Access menu item in the InfoSight Settings.
- The organization should have at least one Nimble Storage Array with an associated active support contract.

How will I get the token?
Refer to the information provided in adding API access under ‘Managing API access for applications’ in the ‘Setting Up HPE InfoSight Guide’ Setting up & Obtaining the token

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Which organization should I choose in InfoSight portal to access the API?
Any organization with a Nimble Storage device.

I am not seeing Test Alerts in current InfoSight portal Wellness Dashboard, is that normal?
Yes. Test Alerts don't generate InfoSight Portal Wellness Events (InfoSight -> Dashboards -> Wellness), so they won't be visible in the wellness dashboard in the InfoSight Portal.

I don't have a Nimble device, can I still use the API?
No. Right now, only Nimble Storage devices are supported. However, in the future, more device types would be supported.

What do I do: Getting this error "Invalid or empty Nimble customer ID in access token. It could be due to the customer has no associated Nimble devices."?
The organization does not have any Nimble Storage array associated. You need to add an array in this organization.

Can I create wellness events for an array with out active support contract?
No, an array should be in the active support contract for wellness issues to be created.

Where do I go if I face a glitch setting up the APIs?
Please contact Nimble Support in case of a glitch at infosightsupport@hpe.com.

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