



Dell Warranty V5 Status API

Technical Specification Guide

02 Aug 2019

Asset and Warranty Services

Contents

Revision History	3
Detailed Response Changes	3
1 Overview	5
2 Prerequisite	5
2.1 Client_ID & Client_Secret	5
3 API Operations	5
3.1 Asset Header	5
3.1.1 Endpoint	5
3.1.2 Query Parameters	5
3.1.3 HTTP Headers	5
3.1.4 Response Fields	6
3.1.5 Samples	6
3.2 Asset Warranty	7
3.2.1 Endpoint	7
3.2.2 Query Parameters	7
3.2.3 HTTP Headers	7
3.2.4 Response Fields	7
3.2.5 Samples	8
3.3 Asset Details	9
3.3.1 Endpoint	9
3.3.2 Query Parameters	9
3.3.3 HTTP Headers	9
3.3.4 Response Fields	10
3.3.5 Samples	10
3.4 Asset Summary	11
3.4.1 Endpoint	11
3.4.2 Query Parameters	12
3.4.3 HTTP Headers	12
3.4.4 Response Fields	12
3.4.5 Samples	12
4 HTTP Error Codes	14
4.1 HTTP Error Codes	14

Revision History

Date	Rev	Scope of Changes	Author
20-Jun-19	2.0	Initial Draft with the following updates: Section 2 Prerequisite – update to authentication and access functionality Changes in the field names in the response payload. PII fields OrderNumber, CustomerNumber and CompanyNumber completely removed from the response payload.	Nidhi Arora
21-Jun-19	2.1	Updated to Final versions	Dee Worrall
2-Aug-19	2.2	Updated with detailed response changes	Dee Worrall / Nidhi Arora
13-Aug-19	2.3	Updated with Parameter and Values in section 3.1.3, 3.2.3, 3.3.3, and 3.4.3. The parameter name was Access Token, changed to Authorization; the value was changed from Auto Generated to Bearer <Token>	Deepa Chandra Vengurlekar/ Dee Worrall
1-Jan-20	2.4	Updated section 3.1.1, 3.1.2, 3.1.3 (all methods in appropriate sections) with HTTP Method and snippets	Nidhi Arora
1-Sep-20	2.5	Inclusion of “itemDescription” as part of Asset Entitlements (Section 3.3.4) and Asset Entitlement Components (Section 3.4.4) responses	Nidhi Arora

Detailed Response Changes for Warranty API V5

V4 Response	V5 Response	Difference & Comments
Authentication - API Key	Authentication - OAuth2.0	
AssetHeaderData		
	ID	New - Unique Identifier
BUID	OrderBUID	
ServiceTag	ServiceTag	
ShipDate	ShipDate	
CountryLookupCode	CountryCode	
LocalChannel	LocalChannel	
CustomerNumber		Removed - Categorized as PII Info
ItemClassCode	ProductCode	
ImageUrl		Removed - No more applicable
IsDuplicate	Duplicated	
MachineDescription		Removed - Duplicate (same as SystemDescription)
OrderNumber		Removed - Categorized as PII Info
ParentServiceTag		Removed - No more applicable
CompanyNumber		Removed - Categorized as PII Info
ProductHeaderData		
SystemDescription	SystemDescription	
ProductId	ProductID	
ProductFamily	ProductFamily	
LOB	ProductLOBDescription	
LOBFriendlyName		Removed - Duplicate Information, same as LOB
	ProductLineDescription	New - ProductLine Information
Internal Use - Confidential	Invalid	New - Confirms if Servicetag is Valid or Not

AssetEntitlementData		
StartDate	StartDate	
EndDate	EndDate	
ServiceLevelDescription	ServiceLevelDescription	
ServiceLevelCode	ServiceLevelCode	
ServiceLevelGroup	ServiceLevelGroup	
EntitlementType	EntitlementType	
ServiceProvider		Removed - No more applicable
ItemNumber	ItemNumber	
AssetComponentData		
PartDescription	PartDescription	
PartDescriptionRefined		Removed - Duplicate Information, same as PartDescription
PartNumber	PartNumber	
Quantity	PartQuantity	
SkuNumber	itemNumber	
	itemDescription	New - Details about the item (component)

1 Overview

TechDirect asset warranty service provides information related to Asset details, warranty entitlements, current associated Warranties, and header information related to SDR response that contains, BUID CountryCode, Ship and Product details. The service also provides summary details which is a consolidated information of Asset detail, Warranty information and Part Details

2 Prerequisite

2.1 Client_ID & Client_Secret

User has retrieved “client_id” and client_secret” from TechDirect API Team - <https://techdirect.dell.com/portal.30/Login.aspx>

Please refer the OAuth document and follow steps to generate token. This token should be passed as an Https request Headers - Authorization= Bearer < token>.

Note: API Key = Client ID

3 API Operations

3.1 Asset Header

3.1.1 Endpoint

HTTP Method = GET

ENDPOINT
https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/assets

3.1.2 Query Parameters

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
servicetags (all in lower case)	A single or multiple service tags separated by comma “,”, up to 100 tags	Yes	Tag1,Tag2,...,Tag100

3.1.3 HTTP Headers

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
Accept	Response content-type	No	application/json or application/xml
Authorization	Bearer Token	Yes	Bearer <token>

GET https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/assets?servicetags=

Params Authorization Headers (8) Body Pre-request Script Tests Settings

▼ Headers (1)

KEY	VALUE
<input checked="" type="checkbox"/> Authorization	Bearer 18891e76-1a71-401d-
Key	Value

3.1.4 Response Fields

LEVEL	FIELD NAME	DESCRIPTION	DATA TYPE
1	Id	Internal Asset Id	Long
1	serviceTag	Service Tag	String
1	orderBuid	Order Buid	Long
1	shipDate	Ship Date	Timestamp
1	productCode	Product Code	String
1	localChannel	Local Channel	String
1	productId	Product Id	String
1	productLineDescription	Product Line Description	String
1	productFamily	Product Family	String
1	systemDescription	System Description	String
1	productLobDescription	Product LOB Description	String
1	countryCode	Country Code	String
1	uplicated	Duplicated	Boolean
1	Invalid	Invalid Service Tag	Boolean

3.1.5 Samples

SAMPLE JSON RESPONSE

```
[
  {
    "id":180120987,
    "serviceTag":"CARV030",
    "orderBuid":707,
    "shipDate":"2016-08-18T05:00:00Z",
    "productCode":"D)002",
    "localChannel":null,
    "productId":null,
    "productLineDescription":"LATITUDE E6540",
    "productFamily":null,
    "systemDescription":null,
    "productLobDescription":"Latitude",
    "countryCode":"CA",
    "duplicated":false,
    "invalid":false
  }
]
```

SAMPLE XML RESPONSE

```
<List>
  <item>
    <id>180120987</id>
    <serviceTag>CARV030</serviceTag>
    <orderBuid>707</orderBuid>
    <shipDate>2016-08-18T05:00:00Z</shipDate>
    <productCode>D)002</productCode>
    <localChannel/>
    <productId/>
    <productLineDescription>LATITUDE E6540</productLineDescription>
    <productFamily/>
    <systemDescription/>
    <productLobDescription>Latitude</productLobDescription>
    <countryCode>CA</countryCode>
    <duplicated>false</duplicated>
    <invalid>false</invalid>
  </item>
</List>
```

Note: Field Name <invalid> will be “True”, if the servicetag entered is invalid or incorrect. All other fields will show null value

3.2 Asset Warranty

3.2.1 Endpoint

HTTP Method = GET

ENDPOINT

<https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-entitlements>

3.2.2 Query Parameters

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
servicetags (all in lower case)	A single or multiple service tags separated by “,”, up to 100 tags	Yes	Tag1,Tag2,...,Tag100

3.2.3 HTTP Headers

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
Accept	Response content-type	No	application/json or application/xml
Authorization	Bearer Token	Yes	Bearer <token>

The screenshot shows a REST client interface with the following details:

- Method:** GET
- URL:** https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-entitlements?servicetags=
- Headers (1):**
 - Authorization:** Bearer 18891e76-1a71-401d-a815-

3.2.4 Response Fields

LEVEL	FIELD NAME	DESCRIPTION	DATA TYPE
1	Id	Internal Asset Id	Long
1	serviceTag	Service Tag	String
1	orderBuid	Order Buid	Long
1	shipDate	Ship Date	Timestamp
1	productCode	Product Code	String
1	localChannel	Local Channel	String
1	productId	Product Id	String
1	productLineDescription	Product Line Description	String
1	productFamily	Product Family	String
1	systemDescription	System Description	String
1	productLobDescription	Product LOB Description	String
1	countryCode	Country Code	String
1	duplicate	Duplicated	Boolean
1	entitlements	The entitlement list	Array
2	itemNumber	Item Number	String
2	startDate	Ship Date/Entitlement Start Date	Timestamp
2	endDate	Entitlement End Date	Timestamp
2	entitlementType	Entitlement Type	String
2	serviceLevelCode	Service Level Code	String
2	serviceLevelDescription	Service Level Description	String
2	serviceLevelGroup	Service Level Group	String

3.2.5 Samples

SAMPLE JSON RESPONSE

```
[
  {
    "id": 180120972,
    "serviceTag": "CARV007",
    "orderBuid": 11,
    "shipDate": "2016-08-22T05:00:00Z",
    "productCode": "^004",
    "localChannel": "US_19",
    "productId": null,
    "productLineDescription": "POWER EDGE R610",
    "productFamily": null,
    "systemDescription": null,
    "productLobDescription": "PowerEdge",
    "countryCode": null,
    "duplicated": false,
    "invalid": false,
    "entitlements": [
      {
        "itemNumber": "925-0200",
        "startDate": "2016-08-18T05:00:00Z",
        "endDate": "2017-08-19T04:59:59.999Z",
        "entitlementType": "INITIAL",
        "serviceLevelCode": "ND",
        "serviceLevelDescription": "C, NBD ONSITE",
        "serviceLevelGroup": 5
      }
    ]
  }
]
```

SAMPLE XML RESPONSE

```
<List>
  <item>
```

```

<id>180120972</id>
<serviceTag>CARV007</serviceTag>
<orderBuid>11</orderBuid>
<shipDate>2016-08-22T05:00:00Z</shipDate>
<productCode>^`004</productCode>
<localChannel>US_19</localChannel>
<productId/>
<productLineDescription>POWER EDGE R610</productLineDescription>
<productFamily/>
<systemDescription/>
<productLobDescription>PowerEdge</productLobDescription>
<countryCode/>
<duplicate>false</duplicate>
<invalid>false</invalid>
<entitlements>
  <entitlement>
    <itemNumber>925-0200</itemNumber>
    <startDate>2016-08-18T05:00:00Z</startDate>
    <endDate>2017-08-19T04:59:59.999Z</endDate>
    <entitlementType>INITIAL</entitlementType>
    <serviceLevelCode>ND</serviceLevelCode>
    <serviceLevelDescription>C, NBD ONSITE</serviceLevelDescription>
    <serviceLevelGroup>5</serviceLevelGroup>
  </entitlement>
</entitlements>
</item>
</List>

```

Note: Field Name <invalid> will be “True”, if the servicetag entered is invalid or incorrect. All other fields will show null value

3.3 Asset Details

3.3.1 Endpoint

HTTP Method = GET

ENDPOINT

<https://apiqtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-components>

3.3.2 Query Parameters

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
servicetag (all in lower case)	A single service tag	Yes	A valid service tag

3.3.3 HTTP Headers

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
Accept	Response content-type	No	application/json or application/xml
Authorization	Bearer Token	Yes	Bearer <token>

GET [https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-components?servicetag=\[redacted\]](https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-components?servicetag=[redacted])

Params ☒ Authorization **Headers (8)** Body Pre-request Script Tests Settings

▼ Headers (1)

KEY	VALUE
<input checked="" type="checkbox"/> Authorization	Bearer 18891e76-1a71-401d-[redacted]
Key	Value

3.3.4 Response Fields

LEVEL	FIELD NAME	DESCRIPTION	DATA TYPE
1	Id	Internal Asset Id	Long
1	serviceTag	Service Tag	String
1	orderBuid	Order Buid	Long
1	shipDate	Ship Date	Timestamp
1	productCode	Product Code	String
1	localChannel	Local Channel	String
1	productId	Product Id	String
1	productLineDescription	Product Line Description	String
1	productFamily	Product Family	String
1	systemDescription	System Description	String
1	productLobDescription	Product LOB Description	String
1	countryCode	Country Code	String
1	duplicate	Duplicate	Boolean
1	components	The components list	Array
2	itemnumber	Item Number	String
2	partNumber	Part Number	String
2	partQuantity	Part Quantity	Long
2	partDescription	Part Description	String
2	ItemDescription	Item Description	Long

3.3.5 Samples

SAMPLE JSON RESPONSE

```
{
  "id": 180120987,
  "serviceTag": "CARV030",
  "orderBuid": 707,
  "shipDate": "2016-08-18T05:00:00Z",
  "productCode": "D)002",
  "localChannel": null,
  "productId": null,
  "productLineDescription": "LATITUDE E6540",
  "productFamily": null,
  "systemDescription": null,
  "productLobDescription": "Latitude",
  "countryCode": "CA",
  "duplicated": false,
  "invalid": false,
  "components": [
    {
      "itemNumber": "210-AAFL",
      "partNumber": "6337P",
      "partQuantity": 1,
      "partDescription": "Label,Service Tag/Express CodeCorona",
      "itemDescription": "dummy"
    },
    {
      "itemNumber": "210-AAFL",
      "partNumber": "Y7CVG",
      "partQuantity": 1,
      "partDescription": null,
      "itemDescription": "dummy"
    }
  ]
}
```

SAMPLE XML RESPONSE

```
<assetComponent>
  <id>180120987</id>
  <serviceTag>CARV030</serviceTag>
  <orderBuid>707</orderBuid>
  <shipDate>2016-08-18T05:00:00Z</shipDate>
  <productCode>D)002</productCode>
  <localChannel/>
  <productId/>
  <productLineDescription>LATITUDE E6540</productLineDescription>
  <productFamily/>
  <systemDescription/>
  <productLobDescription>Latitude</productLobDescription>
  <countryCode>CA</countryCode>
  <duplicate>false</duplicate>
  <invalid>false</invalid>
  <components>
    <component>
      <itemNumber>210-AAFL</itemNumber>
      <partNumber>6337P</partNumber>
      <partQuantity>1</partQuantity>
      <partDescription>Label,Service Tag/Express CodeCorona</partDescription>
      <itemDescription/>dummy</itemDescription>
    </component>
    <component>
      <itemNumber>210-AAFL</itemNumber>
      <partNumber>Y7CVG</partNumber>
      <partQuantity>1</partQuantity>
      <partDescription/>
      <itemDescription/>dummy</itemDescription>
    </component>
  </components>
</assetComponent>
```

Note: Field Name <invalid> will be “True”, if the servicetag entered is invalid or incorrect. All other fields will show null value

3.4 Asset Summary

3.4.1 Endpoint

HTTP Method = GET

ENDPOINT

<https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-entitlement-components>

3.4.2 Query Parameters

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
servicetag (all in lower case)	A single service tag	Yes	A valid service tag

NOTE: Parameter = servicetag; ≠ servicetags

3.4.3 HTTP Headers

PARAMETER NAME	DESCRIPTION	MANDATORY	POSSIBLE VALUES
Accept	Response content-type	No	application/json or application/xml
Authorization	Bearer Token	Yes	Bearer <token>

The screenshot shows a REST client interface with a GET request to the URL `https://apigtwb2c.us.dell.com/PROD/sbil/eapi/v5/asset-entitlement-components?servicetag=`. The 'Headers' tab is selected, showing a single header: 'Authorization' with the value 'Bearer 18891e76-1a71-401d-a815-'. The interface includes tabs for Params, Authorization, Headers (8), Body, Pre-request Script, Tests, and Settings.

3.4.4 Response Fields

LEVEL	FIELD NAME	DESCRIPTION	DATA TYPE
1	Id	Internal Asset Id	Long
1	serviceTag	Service Tag	String
1	orderBuid	Order Buid	Long
1	shipDate	Ship Date	Timestamp
1	productCode	Product Code	String
1	localChannel	Local Channel	String
1	productId	Product Id	String
1	productLineDescription	Product Line Description	String
1	productFamily	Product Family	String
1	systemDescription	System Description	String
1	productLobDescription	Product LOB Description	String
1	countryCode	Country Code	String
1	duplicate	Duplicated	Boolean
1	entitlements	The entitlement list	Array
2	itemNumber	Item Number	String
2	startDate	Entitlement Start Date	Timestamp
2	endDate	Entitlement End Date	Timestamp
2	entitlementType	Entitlement Type	String
2	serviceLevelCode	Service Level Code	String
2	serviceLevelDescription	Service Level Description	String
2	serviceLevelGroup	Service Level Group	String
1	components	The components list	Array
2	itemnumber	Item Number	String
2	partNumber	Part Number	String
2	partQuantity	Part Quantity	Long
2	partDescription	Part Description	String
2	itemDescription	itemDescription	String

3.4.5 Samples

SAMPLE JSON RESPONSE

```
{
  "id": 180121966,
  "serviceTag": "CARV008",
  "orderBuid": 11,
  "shipDate": "2016-10-28T05:00:00Z",
  "productCode": "M>002",
  "localChannel": "04",
  "productId": null,
  "productLineDescription": "INSPIRON 15-3555",
  "productFamily": null,
  "systemDescription": null,
  "productLobDescription": "Personal Notebooks",
  "countryCode": "US",
  "duplicated": false,
  "invalid": false,
  "entitlements": [
    {
      "itemNumber": "801-2644",
      "startDate": "2016-10-28T05:00:00Z",
      "endDate": "2017-10-29T04:59:59.999Z",
      "entitlementType": "INITIAL",
      "serviceLevelCode": "ND",
      "serviceLevelDescription": "C, NBD ONSITE",
      "serviceLevelGroup": 5
    }
  ],
  "components": [
    {
      "itemNumber": "658-BCUN",
      "partNumber": "29GT3",
      "partQuantity": 1,
      "partDescription": "INFO,RYLTY,DROPBOX,FI"
      "itemDescription": "Dummy"
    },
    {
      "itemNumber": "658-BCUN",
      "partNumber": "7VDFT",
      "partQuantity": 1,
      "partDescription": null
      "itemDescription": "Dummy"
    }
  ]
}
```

SAMPLE XML RESPONSE

```
<assetEntitlementComponent>
  <id>180121966</id>
  <serviceTag>CARV008</serviceTag>
  <orderBuid>11</orderBuid>
  <shipDate>2016-10-28T05:00:00Z</shipDate>
  <productCode>M>002</productCode>
  <localChannel>04</localChannel>
  <productId/>
  <productLineDescription>INSPIRON 15-3555</productLineDescription>
  <productFamily/>
  <systemDescription/>
  <productLobDescription>Personal Notebooks</productLobDescription>
  <countryCode>US</countryCode>
  <duplicated>>false</duplicated>
  <invalid>>false</invalid>
  <entitlements>
    <entitlement>
      <itemNumber>801-2644</itemNumber>
      <startDate>2016-10-28T05:00:00Z</startDate>
      <endDate>2017-10-29T04:59:59.999Z</endDate>
      <entitlementType>INITIAL</entitlementType>
      <serviceLevelCode>ND</serviceLevelCode>
      <serviceLevelDescription>C, NBD ONSITE</serviceLevelDescription>
      <serviceLevelGroup>5</serviceLevelGroup>
    </entitlement>
  </entitlements>
  <components>
    <component>
      <itemNumber>658-BCUN</itemNumber>
      <partNumber>29GT3</partNumber>
      <partQuantity>1</partQuantity>
      <partDescription>INFO,RYLTY,DROPBOX,FI</partDescription>
      <itemDescription/>dummy</itemDescription>
    </component>
    <component>
      <itemNumber>658-BCUN</itemNumber>
      <partNumber>7VDFT</partNumber>
      <partQuantity>1</partQuantity>
      <partDescription/>
      <itemDescription/>dummy</itemDescription>
    </component>
  </components>
</assetEntitlementComponent>
```

Note: Field Name <invalid> will be “True”, if the servicetag entered is invalid or incorrect. All other fields will show null value

4 HTTP Error Codes

4.1 HTTP Error Codes

ERROR CODE	DESCRIPTION	SOLUTION
401	<ul style="list-style-type: none">- Failed to authenticate user- Service Profile throttle limit reached- Missing “apikey” parameter	<ul style="list-style-type: none">- Verify if the “apikey” parameter was informed- Verify the “apikey” parameter value- Try again later- Send email to APIs_TechDirect@Dell.com
404	<ul style="list-style-type: none">- No HTTP resource was found that matches the request URI- API not found	<ul style="list-style-type: none">- Verify the URL- Send email to APIs_TechDirect@Dell.com
500	<ul style="list-style-type: none">- Internal server error	<ul style="list-style-type: none">- Try again later- Send email to APIs_TechDirect@Dell.com