



Integration Guide

1 Table of contents

1	Table of contents	2
2	Introduction	4
3	Service Overview	5
3.1	Authentication	5
3.2	Synchronisation services	5
3.3	Get services	6
3.4	Dashboard Services	6
3.5	Task Services	7
3.6	Notes Services	7
3.7	Admin Services	7
3.8	Notification Services	7
3.9	Return Values	7
4	Service Usage	8
4.1	Synchronisation Services	8
4.1.1	sync_application	8
4.1.2	sync_change	9
4.1.3	sync_datastore	10
4.1.4	sync_device	11
4.1.5	sync_device_interface	13
4.1.6	sync_incident	13
4.1.7	sync_location	15
4.1.8	sync_network	16
4.1.9	sync_person	16
4.1.10	sync_softwareproduct	17
4.2	Get Services	19
4.2.1	get_application	19
4.2.2	get_change	19
4.2.3	get_datastore	20
4.2.4	get_device	20
4.2.5	get_device_interface	21
4.2.6	get_incident	21
4.2.7	get_location	22
4.2.8	get_network	22
4.2.9	get_person	23
4.2.10	get_softwareproduct	23
4.3	Link Services	24
4.3.1	LinkCI	24
4.3.2	UnlinkCI	25
4.4	Dashboard Services	25
4.4.1	Incident Counters	25
4.4.2	Change Counters	26
4.5	Task Services	27
4.5.1	Add_task	27
4.6	Notes Services	28
4.6.1	Add_note	28
4.7	Notification Services	29
4.7.1	Escalate	29
4.8	Admin Services	30
4.8.1	Backupdb	30
4.8.2	Importcsv	30
4.9	E-mail Services	32
4.9.1	Readmail	32

4.10	Examples	34
4.10.1	PHP Example Client	34
4.10.2	Perl Example Clients.....	35
4.10.3	Example Request.....	36
4.10.4	Example Response.....	36
5	Command-line Agent	38
5.1	Installation	38
5.2	Usage	38
5.3	Examples.....	39
5.3.1	Updating Device attributes.....	39
5.3.2	Listing Application attributes	39
5.3.3	Storing a configuration file	41
5.3.4	Linking a Software Product with a Device	41
6	Direct database access.....	42