



cockpit
IT Service Manager

Public API connection

FAQ document

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API access management

I. Principles

Several different APIs exist allowing external components to connect the Cockpit ITSM Portal (monitoring engine, mobile application, inventory agent, etc.).

A public API is available to allow third-party tools to connect the Cockpit ITSM Portal. This public API allows to read, modify, create, delete data from the ITSM Cockpit portal.

In order to connect to the public API, you must open an API access and create a dedicated operator account.

II. Create an API access

Menu: Administration / API Access

Objective: This menu is used to manage existing API accesses and create accesses to the public API.

Access to the public API is required to allow a third-party tool (third-party solution, script, etc.) to connect.

The connection protocol used is the "OAuth 2.0" protocol. The protocol principles are described on the website <https://oauth.net/2/>

In order to create access to the public API, you must click on the create button and fill in the following fields.

Field	Description
Client ID	Client description (Must be unique)
Client secret	Password (Required)
Scope	"public-api" value that cannot be modified
Access token exp.	Access expiration in hours and minutes
Refresh token exp.	Access renewal period in hours and minutes
Authorizations - Password	Force the use of the password when authenticating with the operator
Authorizations - Refresh token	Allow renewal of OAuth access token

III. Create an operator to connect to the API

After having created an access to the public API, it is necessary to create a dedicated operator for use with the API. The access rights configured for this operator in the portal will be the same when connecting through the API (features, teams, organizations, etc.).

The profile associated with this operator must have the right to connect to the API. This option is available in the "Settings" tab of the profile management page.

API use

I. Tests and examples

In order to test the connection and issue some test requests, it is necessary to open a terminal and execute the following "curl" requests by adapting the parameters indicated in yellow.

A. Connection test

Command to be executed:

```
curl -X POST \  
http://my-portal-url/oauth/token  
-H 'Authorization: Basic cHVibGJlLWFwaTo3RHU6SVo5cUJHFTUwRw=='  
-H 'Content-Type: application/x-www-form-urlencoded'  
-H 'cache-control: no-cache'  
-d 'grant_type=password&scope=public-api&username=my-operator-login&password=my-operator-password'
```

Parameters to be adapted:

- URL: Portal URL.
- Authorization: Encoded client ID and client secret (refer to the following site for more information: https://en.wikipedia.org/wiki/Basic_access_authentication#Client_side).
- username: Operator login.
- password: Operator password.

Returned data: OAuth access token

B. Ask a "Token refresh"

Command to be executed:

```
curl -X POST \  
http://my-portal-url/oauth/token  
-H 'Authorization: Basic cHVibGJlLWFwaTo3RHU6SVo5cUJHFTUwRw=='  
-H 'Content-Type: application/x-www-form-urlencoded'  
-H 'cache-control: no-cache'  
-d 'grant_type=refresh_token&scope=public-api&refresh_token=16567a5c-702c-41c0-9602-3f8e6136ba7'
```

Parameters to be adapted:

- URL : Portal URL.
- Authorization: Encoded client ID and client secret (refer to the following site for more information: https://en.wikipedia.org/wiki/Basic_access_authentication#Client_side).
- Refresh_token: OAuth refresh token

C. Execute an API request

For example, to collect dashboard data :

```
curl -X GET \  
http://my-portal-url/api/dashboard  
-H 'Authorization: Bearer dcb00798-e844-40b9-9fcf-fbe0b0fe7b25'  
-H 'cache-control: no-cache'
```

Parameters to be adapted:

- URL : Portal URL.
- Authorization: OAuth access token

Returned data: Dashboard data.

II. Available requests

The API documentation is available at <https://www.cockpit-itsm.com/api>

Document end