

DESKALERTS API GUIDE

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1. INTEGRATION WITH THIRD-PARTY SOFTWARE

In addition to its other features, DeskAlerts offers a flexible platform that can be integrated with your internal software to meet virtually any business requirement.

In addition to our standard add-ons, we also offer extensive custom add-ons. We can customize an add-on that integrates your DeskAlerts solution with any internal system.

Ask sales for more information.

2. REST API

1.1 DeskAlerts API – send alerts to Users/Groups/Computers/OUs

You can now send alerts to users and groups from within your programs using Send Alert API which is located at : http://yourserver/deskalerts/api_request.asp

Supported formats: Xml

Supported request methods: POST

Parameters Required:

xml_data

XML data in proper format that will be used by server API to send an alert.

api_signature

MD5 of xml_data and API secret that can be found in DeskAlerts Control panel settings.

Example of XML for request:

Broadcast alert

```
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <alert>
    <data>
      <title><![CDATA[Alert title]]></title>
      <text><![CDATA[Alert text]]></text>
      <template_id>123</template_id>
      <desktop>1</desktop>
      <sms>0</sms>
      <email>1</email>
    </data>
  </alert>
</darequest>
```

```
<broadcast/>
</alert>
</darequest>
```

You can use “desktop”, “sms” and “email” tags in alert/data to specify the type of the alert. You can use “sms” and “email” tags only if you have such addons installed.

Recipients alert

```
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <alert>
    <data>
      <title><![CDATA[Alert title]]></title>
      <text><![CDATA[Alert text]]></text>
      <template_id>123</template_id>
      <desktop>1</desktop>
    </data>
    <recipients>
      <domain name="domain.name">
        <recipient type="group" name="group.name1" />
        <recipient type="group" name="group.name2" />
        <recipient type="user" name="user.name1" />
        <recipient type="user" name="user.name2" />
        <recipient type="computer" name="computer.name1" />
        <recipient type="computer" name="computer.name2" />
        <recipient type="ou" name="/Admin/Admin Accounts/Top Level" />
        <recipient type="ou" name="/Users/Service Accounts" />
      </domain>
    </recipients>
  </alert>
</darequest>
```

Example response:

```
<?xml version="1.0" encoding="utf-8"?>
<response>
  <method>send_alert</method>
  <result>SUCCESS</result>
  <id>id of sent alert</id>
  <description>Here is the description of error or empty on success</description>
</response>
```

1.2 DeskAlerts API – add Users

Users API is located at http://yourserver/deskalerts/api_request.asp

Supported formats: Xml

Supported request methods: POST

Parameters Required:

xml_data

XML data in proper format that will be used by server API to send an alert.

api_signature

MD5 of xml_data and API secret that can be found in DeskAlerts Control panel settings.

Example of XML for request:

Add/remove users

```
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <users>
    <domain name="domain.name">
      <add>
        <user username="user1" password="password1" email="sample@domain.com" phone="1-800-555-1234" displayname="Mike Lamber" />
        <user username="user2" password="password1"/>
        <user username="user3" password="password1"/>
      </add>
      <modify>
        <user oldname="user1" username="user7" password="password1" email="sample@domain.com" phone="1-800-555-1234" displayname="Mike Lamber" />
      </modify>
      <remove>
        <user username="user5"/>
        <user username="user6"/>
      </remove>
    </domain>
  </users>
</darequest>
```

Example response:

```
<?xml version="1.0" encoding="utf-8"?>
<response>
  <method>users</method>
```

```
<result>SUCCESS</result>  
<description>Here is the description of error or empty on success</description>  
</response>
```

1.3 DeskAlerts API – add/remove Groups

Groups API is located at : http://yourserver/deskalerts/api_request.asp

Supported formats: Xml

Supported request methods: POST

Parameters Required:

xml_data

XML data in proper format that will used by server API to send an alert.

api_signature

MD5 of xml_data and API secret that can be found in DeskAlerts Control panel settings.

Example of XML for request:

Add/modify/remove groups

```
<?xml version="1.0" encoding="utf-8"?>  
<darequest>  
  <groups>  
    <domain name="domain.name">  
      <add>  
        <group name="group.name1" />  
        <group name="group.name2" />  
        <group name="group.name3" />  
      </add>  
      <modify>  
        <group oldname="group.name1" name="group.name6" />  
      </modify>  
      <remove>  
        <group name="group.name4" />  
        <group name="group.name5" />  
      </remove>  
    </domain>  
  </groups>  
</darequest>
```

Example response:

```
<?xml version="1.0" encoding="utf-8"?>
<response>
  <method>groups</method>
  <result>SUCCESS</result>
  <description>Here is the description of error or empty on success</description>
</response>
```

1.4 DeskAlerts API – add Users into Groups

Group Members API is located at : http://yourserver/deskalerts/api_request.asp

Supported formats: Xml

Supported request methods: POST

Parameters Required:

xml_data

XML data in proper format that will used by server API to send an alert.

api_signature

MD5 of xml_data and API secret that can be found in DeskAlerts Control panel settings.

Example of XML for request:

Add/remove group members

```
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <members>
    <domain name="domain.name">
      <group name="group1.name">
        <add>
          <user username="user1.name" />
          <user username="user2.name" />
          <user username="user3.name" />
        </add>
      </group>
    </domain>
  </members>
</darequest>
```

```
<user username="user3.name" />
  <user username="user4.name" />
</remove>
</group>
</domain>
</members>
</darequest>
```

Example response:

```
<?xml version="1.0" encoding="utf-8"?>
<response>
  <method>group_members</method>
  <result>SUCCESS</result>
  <description>Here is the description of error or empty on success</description>
</response>
```

1.5 DeskAlerts API – Get Alert

API Groups Method URL: http://yourserver/deskalerts/api_request.asp

Supported formats: Xml

Supported request methods: POST

Parameters Required:

xml_data

XML data in proper format that will be used by server API to get an alert.

api_signature

MD5 of xml_data and API secret that can be found in DeskAlerts Control panel settings.

Example of XML for request:

Get alert

```
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <getalert>
    <username>UserName</username>
    <hash>32c9193dba2a72e4605916007759486f</hash>
    <computer>ComputerName</computer>
    <domain>yourdomain.net</domain>
```



```
<count>2</count>
<ticker>0</ticker>
</getalert>
</darequest>
```

Username - name of user

Hash - MD5 of username+API secret (if there are computer and domain parameters, then MD5 of username+computer+domain+API secret)

Computer - name of computer

Domain - name of domain

Count - number of alerts in response

Ticker - 0 means "get popup type of alerts", 1 means "get ticker type of alerts"

Example response:

```
<TOOLBAR>
<ALERT id="alert" href="http://yourserver/deskalerts/get_alert.asp?id=2&user_id=2"
timeout="-1" expire="" plugin="alert:ID3" priority="1" acknown="0" autoclose="0" alert_id="2"
user_id="2" create_date="1308044751" utc="1" title="Test alert" position="" width="500"
height="400" ticker="0" survey="0" schedule="0" urgent="0" history="1"/>
</TOOLBAR>
```

Href – URL to get alert html body

3. COMMAND LINE API

3.1 Synopsis

```
DeskAlertsAPI.exe [/url=text] [/key=text] [/conf=text] [/body=text] [/bodyfile=text] [/title=text] [/plaintext]
[/titlefrombody] [/desktop|/desktop=1] [/sms|/sms=1] [/email|/email=1] [/email_sender=text] [/urgent|/urgent=1]
[/ticker|/ticker=1] [/fullscreen|/fullscreen=1] [/width=integer] [/height=integer] [/acknow] [/lifetime=integer]
[/template_id=integer] [/autoclose=integer [/manualclose]] [/xml=text] [/xmlfile=text] [/bodyisxml]
[/acp|/utf8|/utf16|/encode=integer] [/bodyacp|/bodyutf8|/bodyutf16|/bodyencode=integer]
[/confacp|/confutf8|/confutf16|/confencode=integer] [/user=string [/user=string [/u=string ...]]] [/group=string
[/group=string [/g=string ...]]] [/comp=string [/comp=string [/c=string ...]]] [/ou=string [/ou=string [/o=string ...]]]
[[/u|g|c|o=string] [/domain=string [/u|g|c|o=string]]] [/pause] [/help|/h|/? [command]]
```

3.2 The following options are available

/url=text	Set URL to server API script. For example: http://yourserver/deskalerts/api_request.asp
/key=text	Set API secret key for request signing. You can find it on DeskAlerts Control Panel system configuration page.
/conf=text	Set path to configuration file. Any other options can be read from this file. Without this option application will try to read DeskAlertsAPI.conf file.
/body=text	Set alert text.
/bodyfile=text	Set path to file with alert text.
/title=text	Set alert title.
/plaintext	Start working with alert text as plain text without HTML formatting.
/titlefrombody	Cut first line from alert body and use it as alert title.
/user=name /u=name	Specify user(s) as recipient(s).
/group=name /g=name	Specify group(s) as recipient(s).
/domain=name /d=name	Next recipients will be parsed as members of this domain. Use as "/d=yourdomain.local".
/ou=ou_path /o=ou_path	Specify OU(s) as recipient(s). Use OU path as "/o=yourdomain.local/FirstOU/SubOU".
/comp=name /c=name	Specify computer(s) as recipient(s).
/desktop /desktop=1	Send alert to desktop.
/sms /sms=1	Send SMS alert (only if you have SMS add-on installed).
/email /email=1	Send email alert (only if you have email add-on installed).
/email_sender=text	Set sender name of email alert.
/urgent	Send urgent alert. It appears even if user disabled DeskAlerts Client, always on top of

/ticker=1	any other alerts.
/ticker /ticker=1	Send scrolling in ticker alert.
/fullscreen /fullscreen=1	Send full screen alert.
/width=integer	Set alert window width.
/height=integer	Set alert window height.
/acknow	Send acknowledgement alert. Alert will require reading confirmation.
/lifetime=integer	Set alert lifetime. Alert can be received for specified period of time in minutes from now.
/template_id=integer	Set style template id. You can find it on DA Control Panel style templates page.
/autoclose=integer /manualclose	Set auto-close time in minutes. The alert will appear on the screen for the given time period and then it will disappear automatically. And "manualclose" is ability to close the alert manually in case of auto-close setting active.
/xml=text	Set entire XML. Just sign it and send request.
/xmlfile=text	Set path to a file with entire XML. Just sign its data and send request.
/bodyisxml	Body entire is XML. Just sign it and send request.
/acp /utf8 /utf16 /encode=integer	Set encoding for all reading files. Where "acp" is system defined ANSI, "utf8" is UTF8=65001, "utf16" is UTF16LE=1200.
/bodyacp /bodyutf8 /bodyutf16 /bodyencode=integer	Set encoding for reading alert body or xml data from stdin(0) or "bodyfile" or "xmlfile". Where "bodyacp" is system defined ANSI, "bodyutf8" is UTF8=65001, "bodyutf16" is UTF16LE=1200.
/confacp /confutf8 /confutf16 /confencode=integer	Set encoding for reading configuration file. Where "confacp" is system defined ANSI, "confutf8" is UTF8=65001, "confutf16" is UTF16LE=1200.
/? /? command	Show entire help or help for specified command.

3.3 Example

a) Example on how to send sample plaint text to desktop, sms, email for all users:

```
DeskAlertsAPI.exe /url= http://yourserver/deskalerts/api_request.asp /key=Hnsa73qa4 "/body=Example alert text"  
"/title=Example alert title" /plaintext /desktop /sms /email /email_sender=admin /broadcast
```

b) Example on how to send sample plaint text to desktop only for specified user and group in domain:

```
DeskAlertsAPI.exe /url= http://yourserver/deskalerts/api_request.asp /key=Hnsa73qa4 "/body=Example alert text"  
"/title=Example alert title" /plaintext /desktop /sms /email /email_sender=admin /domain=domain.local /user  
Administrator " /group=Domain Admins"
```