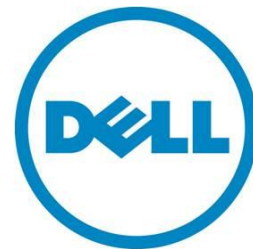


---

# Dell Support Services API

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*Version 2.0*  
*Dell Asset and Warranty Services*



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## Introduction

Dell Support Services APIs are a set of Web Services developed to support programmatic interaction with Dell for checking Asset details and Warranty information.

Dell Support Services APIs - Asset and Warranty Services is the Solution for on-premise and SaaS based systems management applications to access Dell maintained asset information.

The Service is designed to return two types of information about assets.

- Original system configuration, including the list of parts
- Warranty entitlements for 1 to 100 assets

## URIs

The base URI for all Dell Support Services APIs is `https://api.dell.com` and the test URI is `https://sandbox.api.dell.com`

The detailed URI for live server is:

`https://api.dell.com/support/v2/assetinfo/{method}/tags{.xml or .json}?svctags={svctags}&apikey={apikey}`

The detailed URI for sandbox server is:

`https://sandbox.api.dell.com/support/v2/assetinfo/{method}/tags{.xml or .json}?svctags={svctags}&apikey={apikey}`

### General Format

`https://{baseurl}/support/v2/assetinfo/{method}/tags{.xml or .json}?svctags={svctags}&apikey={apikey}`, where,

- `/support/v2/assetinfo/` represents naming convention in the path of the URI that matches the asset API families that Dell has disclosed.
- `{method}` represents the specific asset or warranty operation.
- `{.xml or .json}` represents an option for selecting the response format.
- `apikey={apikey}` represents the unique api key to securely access the API.



## Operations

Dell Support Services - Asset and Warranty APIs conforms to Representational State Transfer (REST) format. They are read-only services, accepting only the GET keyword.

Keyword	Operations	URI
GET	GetAssetHeaders	<i>https://{{baseurl}}/support/v2/assetinfo/header/tags{.xml or .json}?svctags={up to 100   delimited service} tags as a string}&amp;apikey={apikey}</i>
GET	GetAssetDetail	<i>https://{{baseurl}}/support/v2/assetinfo/detail/tags{.xml or .json}?svctags={single service tag}&amp;apikey={apikey}</i>
GET	GetAssetWarranty	<i>https://{{baseurl}}/support/v2/assetinfo/warranty/tags{.xml or .json}?svctags={up to 100   delimited service tags as a string}&amp;apikey={apikey}</i>
GET	GetCodeMappingByType	<i>https://{{baseurl}}/support/v2/assetinfo/codemapping/ctype{.xml or .json}?ctype={ctype}&amp;apikey={apikey}</i>

## Parameters

The table describes the parameters used by the API. The parameters apply primarily to the Support Services API.

Name	Description	Asset Specific	Mandatory	Placement	Values	Sample
svcTags	List of service tags	Yes	Yes, on asset methods	QueryString	separates the list of service tags	?svcTags=9HX123 8VG456
apiKey	Key to use API	No	Yes	QueryString	Valid API key	&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa

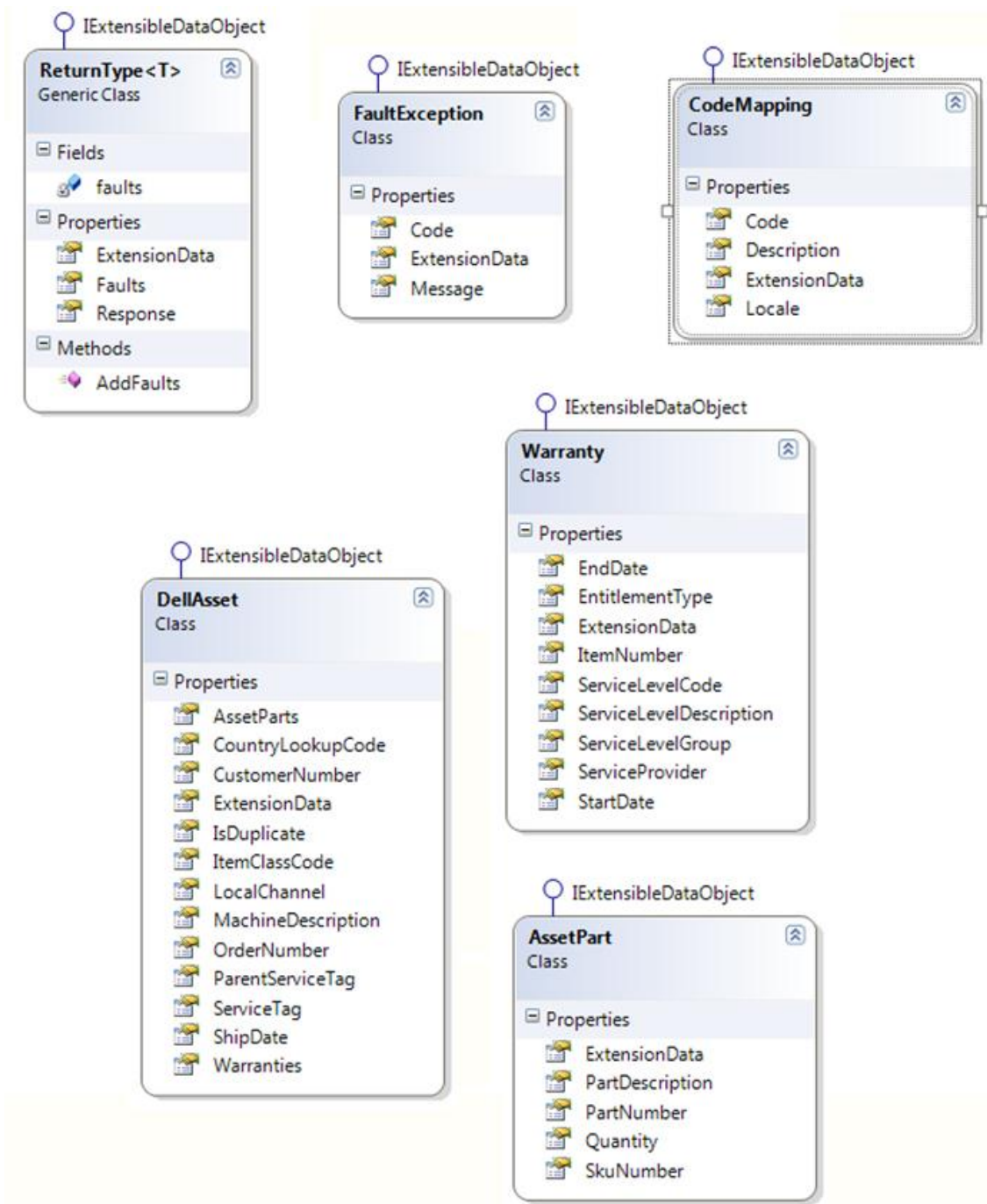
## Response Formats

In R2.0, the data is returned in (Plain Old XML) and JSON (Java Script Object Notation) formats. The format can be requested as part of the URI request header.



## Data Model

The Dell Support Services data model contains the following objects:



## ReturnType Class

The ReturnType is a generic name given for the main object that returns Asset information, Warranty information, or Code Mapping information. The actual name for the ReturnType depends on the requested operation. For example, the returned name for the operation GetAssetHeaders is GetAssetHeadersResponse.

## Properties

The following properties are included:

- ExtensionData - Allows expansion of the object when versioning.
- Faults - Collection of error codes.
- Response
  - Collection of Dell Assets
  - Collection of Code Mapping

## Faults Property

The Faults property contains an object to return series of faults for exceptions or errors. Specific types of faults include:

- Service failures or timeouts - Issues with the service returning data.
- Faults affecting all response objects
  - For example, throttling exception or while requesting redundant data at one time.
- Individual faults for response objects
  - For example, cannot find a specific service tag.

For more information, refer to the Errors-GetAssetHeader, Errors-GetAssetWarranty, Errors-GetAssetDetail, and Errors-GetCodeMapping sections under individual operations.

High level exceptions are also generated to indicate general failures. The table provides the exception code and the related description.

Exception Code	Description
40102	Failed to Authenticate User
40122	Service Profile Throttle Limit Reached





### Sample exception (POX Format)

```
- <Fault xmlns="http://api.dell.com/faults">  
<Code>eAPI-40102</Code>  
<Url>http://developer.dell.com/faults#eAPI-40102</Url>  
<Message>Failed to Authenticate User</Message>  
<Reason>User Identification failed in Key Management Service</Reason>  
<Source>KMS</Source>  
<StackTrace />  
</Fault>
```

### Response Property

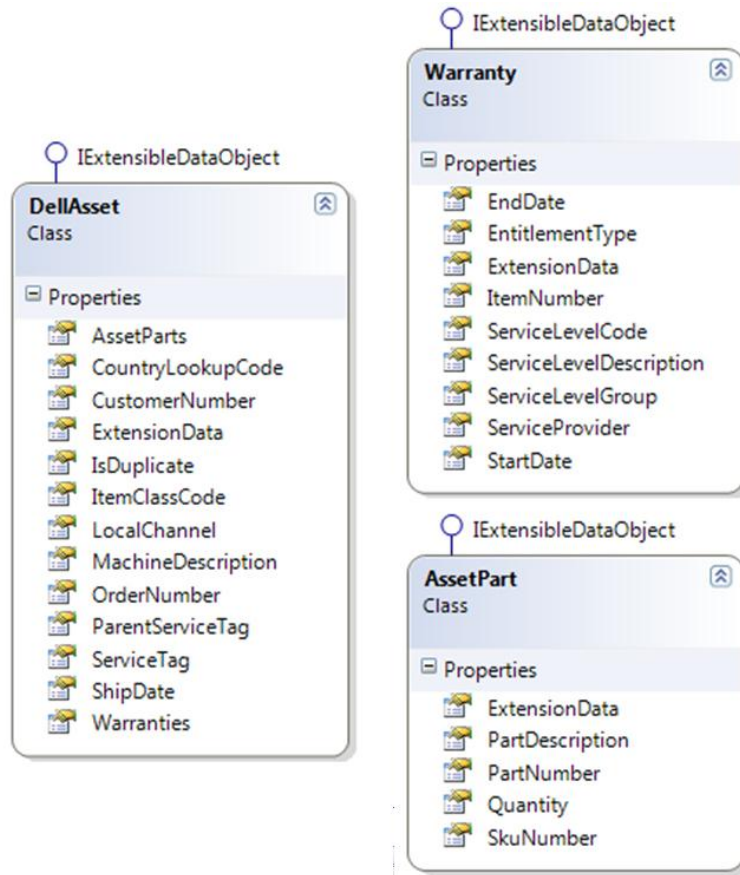
The response property has the following objects:

- **DellAsset** – The parent class returned in response to GetAssetHeaders, GetAssetWarranty, and GetAssetDetails operations.
  - **AssetPart** – A single asset that returns a collection of parts in the Dell system to the AssetParts property in the DellAsset object.
  - **Warranty** – A single warranty that returns a collection of warranties in the Dell systems to the Warranties property in the DellAsset object.
- **CodeMapping** - The parent class returned in response to GetCodeMapping operation.



## DellAsset Class

The class contains the original “as-shipped” system configuration of an asset.



## Properties

- `AssetParts` – Collection of asset parts.
- `CountryLookupCode` – Code of the country the asset was shipped to.  
**Note:** This field can be used to look up a country with the code mapping service.
- `CustomerNumber` – Dell customer number.
- `ExtensionData` – Allows expansion of the object when versioning.
- `IsDuplicate` – Indicates whether a particular asset originally had a duplicate service tag.
- `ItemClassCode` – Code that indicates the type of asset.  
**Note:** This field can be used to look up the asset type description with the code mapping service.
- `LocalChannel` – Used to identify the customer segment for the asset. For example, Consumer, Small to Medium Business (SMB), Large Enterprise (LE), and Public.
- `MachineDescription` – English only description of the asset.
- `OrderNumber` – The order number under which the asset was procured.



- ParentServiceTag – Original service tag associated with the asset.

**Note:** The data is found only when Is Duplicate is true.

- ServiceTag – Service tag for the present asset.
- ShipDate – Date the asset was shipped.
- Warranties – Collection of warranties

#### *AssetPart Class*

The class contains the individual parts included in the asset that is shipped to the customer.

#### **Properties**

- PartNumber - Part Number
- PartDescription - Description of the part.
- Quantity - Quantity of the present part in the asset.
- SKUNumber - Stock Keeping Unit (SKU) number for the part.

#### *Warranty Class*

The class contains the warranty information for the asset.

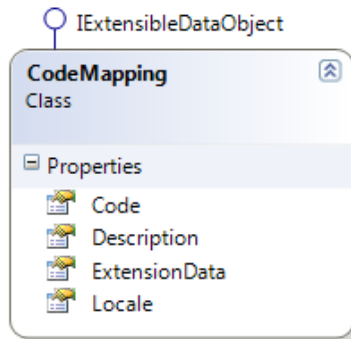
#### **Properties**

- EndDate - Date when the warranty ends.
- EntitlementType - Type of warranty. For example, INITIAL and EXTENDED.
- ItemNumber - Dell item number for this type of warranty (similar to a SKU number)
- ServiceLevelCode - Code for the type of warranty.
- ServiceLevelDescription - English only description of the type of warranty.
- ServiceLevelGroup - Identifies the type of Service. For example: ProSupport and Next Business Day.
- ServiceProvider - Provider for warranty service and fulfillment.
- StartDate - Date when the warranty begins.



## CodeMapping Class

Code mapping is a collection listing the country code with the name of the country.



### Properties

- Code - Code returned from the service.
- Description - Mapped value.
- ExtensionData – Allows expansion of the object when versioning.
- Locale – Used for localization

**Note:** Localization is slated for a later release (will always be 'US' in R2.0)

### Response Format

In R2.0, the data is returned in POX and JSON formats. The format can be requested as part of the URI request header.

*<https://{{baseurl}}/support/v2/assetinfo/warranty/tags.xml> or  
[.json](https://{{baseurl}}/support/v2/assetinfo/warranty/tags.json)?svctags={svctags}&apikey={apikey}*

### Sample XML format

*<https://api.dell.com/support/v2/assetinfo/warranty/tags.xml?svctags={svctags}&apikey={apikey}>*

```
<?xml version="1.0" encoding="utf-8"?>
```

```
<GetAssetHeadersResponse xmlns="http://tempuri.org/">
```

```
  <GetAssetHeadersResult
```

```
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
```

```
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
```

```
      <a:Faults/>
```

```
      <a:Response>
```

```
        <a:DellAsset>
```



```

    <a:AssetParts i:nil="true"/>
    <a:CountryLookupCode>11</a:CountryLookupCode>
    <a:CustomerNumber>656</a:CustomerNumber>
    <a:IsDuplicate>>false</a:IsDuplicate>
    <a:ItemClassCode>`0008</a:ItemClassCode>
    <a:LocalChannel>08</a:LocalChannel>

<a:MachineDescription>LatE6500,T9800,CPEN,Maybach</a:MachineDescription>
    <a:OrderNumber>0</a:OrderNumber>
    <a:ParentServiceTag i:nil="true"/>
    <a:ServiceTag>STE0382</a:ServiceTag>
    <a:ShipDate>2008-08-01T00:00:00</a:ShipDate>
    <a:Warranties i:nil="true"/>
  </a:DellAsset>
</a:Response>
</GetAssetHeadersResult>
</GetAssetHeadersResponse>

```

### Sample JSON format

<https://{{baseurl}}/support/v2/assetinfo/warranty/tags.json?svctags={svctags}&apikey={apikey}>

```

{
  "GetAssetHeadersResponse": {
    "@xmlns": "http://tempuri.org/",
    "GetAssetHeadersResult": {
      "@a": "http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset",
      "@i": "http://www.w3.org/2001/XMLSchema-instance",
      "Faults": null,
      "Response": {

```



```
"DellAsset":{
  "AssetParts":{
    "@nil":"true"
  },
  "CountryLookupCode":7465,
  "CustomerNumber":770265037,
  "IsDuplicate":"false",
  "ItemClassCode":"^#010",
  "LocalChannel":30163,
  "MachineDescription":"LatE6500,T9800,CPEN,Maybach",
  "OrderNumber":7700013740,
  "ParentServiceTag":{
    "@nil":"true"
  },
  "ServiceTag":"2SQS3BS",
  "ShipDate":"2009-08-17T14:00:00",
  "Warranties":{
    "@nil":"true"
  }
}
}
}
}
}
```



## API Operations

### GetAssetHeaders

The GetAssetHeaders operation can be performed on either a single service tag or multiple service tags (up to a maximum of 100) to retrieve the asset information. This operation only provides a summary of asset details.

### Request Headers

The following section lists the header format for the URI and samples for usage:

Header	Mandatory
Content-Type: application/xml	Y
GET <i>support/v2/assetinfo/header/tags.xml?svctags=a1b2c3d HTTP/1.1</i>	N
Host: <i>api.dell.com</i>	N
Accept: text/xml	N
Date: Wed, 15 Fe 2011 18:07:24 GMT	N
apikey: a0753a615f7c578f67daf5c318595e0b	N (if used in the request parameters)

### Request Parameters

Query Parameter	Description	Mandatory	Possible Values
svctags	Single or Multiple Service tags <b>Note:</b> Each tag must be separated by " ".	Y	1A2B3C4



## Response Parameters

The returned Asset summary data information is shown in the table.

The namespaces mentioned in the table can be found in the following locations:

- ns1 – <http://tempuri.org/>
- ns2 – <http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset>

Level	Query Parameter	Description	Data Type	Possible Values
1	ns1:GetAssetHeadersResponse	Root Element of the response	-	-
2	ns1:GetAssetHeadersResult	Wraps the Success and Failure responses within	-	-
3	ns1:Faults	Array of FaultException elements <b>Note:</b> This is null in case of no exceptions.	-	-
4	<a href="#">ns1:FaultException</a>	Group to identify a single faulting reason	-	-
5	<a href="#">ns1:Code</a>	Fault Code	char	<a href="#">See Errors</a>
5	<a href="#">ns1:Message</a>	Fault Message	char	<a href="#">See Errors</a>
3	<a href="#">ns2:Response</a>	Array of DellAsset elements	-	-
4	<a href="#">ns2:DellAsset</a>	Contains information for a single Asset	-	-
5	<a href="#">ns2:AssetParts</a>	Array of AssetPart elements	-	NIL
5	<a href="#">ns2:CountryLookupCode</a>	Code mapped to every country	char (0-20)	0
5	<a href="#">ns2:CustomerNumber</a>	Dell Customer identification number	int (64 bit)	1234567
5	<a href="#">ns2:IsDuplicate</a>	Indicates if the	Boolea	true/false





		service tag is duplicated. This is true on an asset that is assigned a new service tag.	n	
5	<a href="#">ns2:ItemClassCode</a>	Code mapped to a machine description	char (0-20)	002
5	<a href="#">ns2:LocalChannel</a>	Code mapped to a customer segment.	char (0-20)	28
5	<a href="#">ns2:MachineDescription</a>	Description of the Dell asset.	char (0-200)	PWS M4400,T9600,CPEN, AVIA N
5	<a href="#">ns2:OrderNumber</a>	Order Identification Number under which the asset was purchased.	int (64-bit)	123456789
5	<a href="#">ns2:ParentServiceTag</a>	This contains the old service tag. Exists when an asset has a duplicated service tag, else the value is null.	char (0-20)	1A2B3C4
5	<a href="#">ns2:ServiceTag</a>	<a href="#">What is a service tag?</a>	char (0-20)	1A2B3C4
5	<a href="#">ns2:ShipDate</a>	Date when the asset was shipped to the customer.	date-time	2008-08-01T00:00:00
5	<a href="#">ns2:Warranties</a>	Array of warranty elements.	-	NIL



## Errors-GetAssetHeader

The table includes the error code and description for GetAssetHeader operation.

Error Code	Description
400	Missing API Key
401	Invalid API Key / API Key not found
403	Access Denied / Rate Limit Exceeded
500	Invalid URI / Internal Server Error / Request count exceeded maximum permissible limit / Missing version number / REST Verb not valid
4001	The number of tags that returned no data exceeded the maximum percentage of incorrect tags. / The tag you sent is not present. Check your separator character and ensure it is  .
4002	The code mapping requested is invalid.
4003	Service Tag a1b2c3d does not exist in our records.

### Sample

The sample includes the request and the response. The returned data is in POX and JSON format. The given sample shows an error code 4001 on the requested tags.

#### Sample Request

Single Service Tag:

<https://api.dell.com/support/v2/assetinfo/header/tags.xml?svctags=ste0382}&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa>

Multiple Service Tags:

<https://api.dell.com/support/v2/assetinfo/header/tags.xml?svctags=ste0382|ste0383|ste0384}&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa>



## Sample Response

**Note:** The samples given are for single service tag.

### XML Format

```
<?xml version="1.0" encoding="utf-8"?>
<GetAssetHeadersResponse xmlns="http://tempuri.org/">
  <GetAssetHeadersResult
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults/>
    <a:Response>
      <a:DellAsset>
        <a:AssetParts i:nil="true"/>
        <a:CountryLookupCode>11</a:CountryLookupCode>
        <a:CustomerNumber>656</a:CustomerNumber>
        <a:IsDuplicate>>false</a:IsDuplicate>
        <a:ItemClassCode>`0008</a:ItemClassCode>
        <a:LocalChannel>08</a:LocalChannel>
        <a:MachineDescription>LatE6500,T9800,CPEN,Maybach</a:MachineDescription>
        <a:OrderNumber>0</a:OrderNumber>
        <a:ParentServiceTag i:nil="true"/>
        <a:ServiceTag>STE0382</a:ServiceTag>
        <a:ShipDate>2008-08-01T00:00:00</a:ShipDate>
        <a:Warranties i:nil="true"/>
      </a:DellAsset>
    </a:Response>
  </GetAssetHeadersResult>
</GetAssetHeadersResponse>
```



## JSON Format

```
{
  "GetAssetHeadersResponse": {
    "@xmlns": "http://tempuri.org/",
    "GetAssetHeadersResult": {
      "@a": "http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset",
      "@i": "http://www.w3.org/2001/XMLSchema-instance",
      "Faults": null,
      "Response": {
        "DellAsset": {
          "AssetParts": {
            "@nil": "true"
          },
          "CountryLookupCode": 7465,
          "CustomerNumber": 770265037,
          "IsDuplicate": "false",
          "ItemClassCode": "^#010",
          "LocalChannel": 30163,
          "MachineDescription": "LatE6500, T9800, CPEN, Maybach",
          "OrderNumber": 7700013740,
          "ParentServiceTag": {
            "@nil": "true"
          },
          "ServiceTag": "2SQS3BS",
          "ShipDate": "2009-08-17T14:00:00",
          "Warranties": {
```





## GetAssetWarranty

The GetAssetWarranty operation can be performed on a single service tag or multiple service tags (up to a maximum of 100) to retrieve warranty information.

### Request Headers

The following section lists the header format for the URI and samples for usage:

Header	Mandatory
Content-Type: application/xml	Y
GET <i>support/v2/assetinfo/warranty/tags.xml?svctags=a1b2c3d HTTP/1.1</i>	N
Host: <i>api.dell.com</i>	N
Accept: text/xml	N
Date: Wed, 15 Feb 2011 18:07:24 GMT	N
apikey: a0753a615f7c578f67daf5c318595e0b	N (if used in the request parameters)

### Request Parameters

Query Parameter	Description	Mandatory	Possible Values
<i>svctags</i>	Single or Multiple Service Tags <b>Note:</b> Each tag must be separated by " ".	Y	1A2B3C4



## Response Parameters

The returned Asset summary and warranty data is shown in the table.

The namespaces mentioned in the table can be found in the following locations:

- ns1 – <http://tempuri.org/>
- ns2 – <http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset>

Level	Query Parameter	Description	Data Type	Possible Values
1	<a href="#">ns1:GetAssetHeadersResponse</a>	Root Element of the response	-	-
2	<a href="#">ns1:GetAssetHeadersResult</a>	Wraps the Success and Failure responses within	-	-
3	<a href="#">ns1:Faults</a>	Array of FaultException elements. It is null in case of no exceptions.	-	-
4	<a href="#">ns1:FaultException</a>	Group to identify a single faulting reason.	-	-
5	<a href="#">ns1:Code</a>	Fault Code	char	<a href="#">See Errors</a>
5	<a href="#">ns1:Message</a>	Fault Message	char	<a href="#">See Errors</a>
3	<a href="#">ns2:Response</a>	Array of DellAsset elements	-	-
4	<a href="#">ns2:DellAsset</a>	Contains information for a single asset	-	-
5	<a href="#">ns2:AssetParts</a>	Array of AssetPart elements	-	NIL
5	<a href="#">ns2:CountryLookupCode</a>	Code mapped to every country	char (0-20)	0
5	<a href="#">ns2:CustomerNumber</a>	Dell Customer identification number	int (64 bit)	1234567
5	<a href="#">ns2:IsDuplicate</a>	Indicates if the service tag is duplicated. This is true on an asset that	boolean	true/false



		is assigned a new service tag.		
5	<a href="#">ns2:ItemClassCode</a>	Code mapped to a machine description.	char (0-20)	002
5	<a href="#">ns2:LocalChannel</a>	Code mapped to a customer segment.	char (0-20)	28
5	<a href="#">ns2:MachineDescription</a>	Description of the Dell asset.	char (0-200)	PWS M4400,T9600,C PEN,AVIA N
5	<a href="#">ns2:OrderNumber</a>	Order Identification Number under which the asset was purchased.	int (64-bit)	123456789
5	<a href="#">ns2:ParentServiceTag</a>	This contains the old service tag. Exists when an asset has a duplicated service tag, else the value is null.	char (0-20)	1A2B3C4
5	<a href="#">ns2:ServiceTag</a>	<a href="#">What is a service tag?</a>	char (0-20)	1A2B3C4
5	<a href="#">ns2:ShipDate</a>	Date when the asset was shipped to customer	date-time	2008-08-01T00:00:00
5	<a href="#">ns2:Warranties</a>	Array of warranty elements	-	-
6	<a href="#">ns2:Warranty</a>	Contains information for a single warranty entity.	-	-
7	<a href="#">ns2:EndDate</a>	End date for the warranty	date-time	2011-02-23T00:00:00
7	<a href="#">ns2:EntitlementType</a>	Entitlement type for the warranty.	char (0-20)	INITIAL
7	<a href="#">ns2:ItemNumber</a>	Warranty type identification key.	char (0-25)	123-1234
7	<a href="#">ns2:ServiceLevelCode</a>	Code mapped to the warranty's service level.	char (2)	ND
7	<a href="#">ns2:ServiceLevelDescription</a>	Description of the warranty's service	char (0-200)	Next Day OnSite





		level.		
7	<a href="#">ns2:ServiceLevelGroup</a>	Group of the warranty's service level.	int (64-bit)	5
7	<a href="#">ns2:ServiceProvider</a>	Code mapped to the service provider name.	char (3)	UNY
7	<a href="#">ns2:StartDate</a>	Start date for the warranty.	date-time	2010-01-23T00:00:00

## Errors-GetAssetWarranty

Error Code	Error Description
400	Missing API Key
401	Invalid API Key / API Key not found
403	Access Denied / Rate Limit Exceeded
500	Invalid URI / Internal Server Error / Request count exceeded maximum permissible limit / Missing version number / REST Verb not valid
4001	The number of tags that returned no data exceeded the maximum percentage of incorrect tags. / The tag you sent is not present. Check your separator character and ensure it is  .
4002	The code mapping requested is invalid.
4003	Service Tag a1b2c3d does not exist in our records.



## Sample

The sample includes the sample request and the sample response. The returned data is in POX or JSON format. The given sample shows an error code 4001 on the requested tags.

### Sample Request

Single Service Tag:

```
https://api.dell.com/support/v2/assetinfo/warranty/tags.xml?svctags=ste0382&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa
```

Multiple Service Tag:

```
https://api.dell.com/support/v2/assetinfo/warranty/tags.xml?svctags=ste0382|ste0383&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa
```

### Sample Response

NOTE: The samples given are for single service tag.

#### XML Format

```
<?xml version="1.0" encoding="utf-8"?>
<GetAssetWarrantyResponse xmlns="http://tempuri.org/">
  <GetAssetWarrantyResult
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults />
    <a:Response>
      <a:DellAsset>
        <a:AssetParts i:nil="true" />
        <a:CountryLookupCode>1234</a:CountryLookupCode>
        <a:CustomerNumber>1234567</a:CustomerNumber>
        <a:IsDuplicate>>false</a:IsDuplicate>
        <a:ItemClassCode>^#001</a:ItemClassCode>
        <a:LocalChannel>30233</a:LocalChannel>
```



```

<a:MachineDescription>LatE6500,T9800,CPEN,Maybach</a:MachineDescription>
<a:OrderNumber>1113740</a:OrderNumber>
<a:ParentServiceTag i:nil="true" />
<a:ServiceTag>1S2S3S4</a:ServiceTag>
<a:ShipDate>2009-08-17T14:00:00</a:ShipDate>
<a:Warranties>
  <a:Warranty>
    <a:EndDate>2012-08-18T13:59:59</a:EndDate>
    <a:EntitlementType>INITIAL</a:EntitlementType>
    <a:ItemNumber>WXPW213-LC-I</a:ItemNumber>
    <a:ServiceLevelCode>PROSUPIT</a:ServiceLevelCode>
    <a:ServiceLevelDescription>Pro Support for IT
TechSupport&amp;Assistant</a:ServiceLevelDescription>
    <a:ServiceLevelGroup>9999</a:ServiceLevelGroup>
    <a:ServiceProvider i:nil="true" />
    <a:StartDate>2009-08-17T14:00:00</a:StartDate>
  </a:Warranty>
  <a:Warranty>
    <a:EndDate>2012-08-18T13:59:59</a:EndDate>
    <a:EntitlementType>INITIAL</a:EntitlementType>
    <a:ItemNumber>WXSP111-LC-I</a:ItemNumber>
    <a:ServiceLevelCode>POW</a:ServiceLevelCode>
    <a:ServiceLevelDescription>Parts Only
Warranty</a:ServiceLevelDescription>
    <a:ServiceLevelGroup>99999</a:ServiceLevelGroup>
    <a:ServiceProvider i:nil="true" />
    <a:StartDate>2011-08-17T14:00:00</a:StartDate>

```



```

        </a:Warranty>
        ...
        ...
        ...
    </a:Warranties>
</a:DellAsset>
</a:Response>
</GetAssetWarrantyResult>
</GetAssetWarrantyResponse>

```

### JSON Format

```

{
  "GetAssetWarrantyResponse": {
    "@xmlns": "http://tempuri.org/",
    "GetAssetWarrantyResult": {
      "@a": "http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset",
      "@i": "http://www.w3.org/2001/XMLSchema-instance",
      "Faults": null,
      "Response": {
        "DellAsset": {
          "AssetParts": {
            "@nil": "true"
          },
          "CountryLookupCode": 1234,
          "CustomerNumber": 1234567,
          "IsDuplicate": "false",
          "ItemClassCode": "^#001",

```



```

"LocalChannel":30233,
"MachineDescription":"LatE6500,T9800,CPEN,Maybach",
"OrderNumber":123456789,
"ParentServiceTag":{
  "@nil":"true"
},
"ServiceTag":"1S2S3S4",
"ShipDate":"2009-08-17T14:00:00",
"Warranties":{
  "Warranty":[
    {
      "EndDate":"2012-08-18T13:59:59",
      "EntitlementType":"INITIAL",
      "ItemNumber":"WXPW213-LC-I",
      "ServiceLevelCode":"PROSUPIT",
      "ServiceLevelDescription":"Pro Support for IT Tech
Support&Assistant",
      "ServiceLevelGroup":99999,
      "ServiceProvider":{
        "@nil":"true"
      },
      "StartDate":"2009-08-17T14:00:00"
    },
    {
      "EndDate":"2012-08-18T13:59:59",
      "EntitlementType":"INITIAL",
      "ItemNumber":"WXS111-LC-I",

```



```
response",
    "ServiceLevelCode": "NBD",
    "ServiceLevelDescription": "Next Business Day",
    "ServiceLevelGroup": 99999,
    "ServiceProvider": {
        "@nil": "true"
    },
    "StartDate": "2011-08-17T14:00:00"
},
...
...
...
]
}
}
}
}
}
}
```



## Sample Error

```
<?xml version="1.0" encoding="utf-8"?>
<GetAssetWarrantyResponse xmlns="http://tempuri.org/">
  <GetAssetWarrantyResult
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
      xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults>
      <a:FaultException>
        <a:Code>4001</a:Code>
        <a:Message>The tag you sent is not present. Check your separator
character and ensure it is |. </a:Message>
      </a:FaultException>
    </a:Faults>
    <a:Response />
  </GetAssetWarrantyResult>
</GetAssetWarrantyResponse>
```



## GetAssetDetail

The GetAssetDetail operation can be performed only on a single service tag to retrieve detailed asset information. The details of all the asset parts included in the original system configuration except software and documentation is retrieved.

## Request Headers

The following section lists the header format for the URI and samples for usage:

Header	Mandatory
Content-Type: application/xml	Y
GET <i>support/v2/assetinfo/detail/tags.sml?svctags=a1b2c3d</i> HTTP/1.1	N
Host: api.dell.com	N
Accept: text/xml	N
Date: Wed, 15 Feb 2011 18:07:24 GMT	N
apikey: a0753a615f7c578f67daf5c318595e0b	N (if used in the request parameters)

## Request Parameters

Query Parameter	Description	Mandatory	Possible Values
svctags	Single Service Tag	Y	1A2B3CD





## Response Parameters

Asset summary and parts data are returned, as shown in the following table and figure:

The namespaces mentioned in the table can be found in the following locations:

- ns1 – <http://tempuri.org>
- ns2 – <http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset>

Level	Query Parameter	Description	Data Type	Possible Values
1	<a href="#">ns1:GetAssetDetailResponse</a>	Root Element of the response	-	-
2	<a href="#">ns1:GetAssetDetailResult</a>	Wraps the Success and Failure responses within	-	-
3	<a href="#">ns1:Faults</a>	Array of FaultException elements. It is null in case of no exceptions.	-	-
4	<a href="#">ns1:FaultException</a>	Group to identify a single faulting reason	-	-
5	<a href="#">ns1:Code</a>	Fault Code	char	<a href="#">See Errors</a>
5	<a href="#">ns1:Message</a>	Fault Message	char	<a href="#">See Errors</a>
3	<a href="#">ns2:Response</a>	Array of DellAsset elements	-	-
4	<a href="#">ns2:DellAsset</a>	Contains information for a single asset.	-	-
5	<a href="#">ns2:AssetParts</a>	Array of AssetPart elements	-	-
6	<a href="#">ns2:AssetPart</a>	Contains information for a single AssetPart.	-	-
7	<a href="#">ns2:PartDescription</a>	Description of the asset part.	char (0-200)	Processor, T9600, 2.8, 6MB, Core Penryn, 35W, E0
7	<a href="#">ns2:PartNumber</a>	Part identification	char (0-	Y644C



		key for the asset part.	20)	
7	<a href="#">ns2:Quantity</a>	Number of parts in the asset.	int (64 bit)	1
7	<a href="#">ns2:SkuNumber</a>	Identification number of the Store Keeping Unit (SKU) for the asset part.	char (0-25)	Y664
5	<a href="#">ns2:CountryLookupCode</a>	Code mapped to every country.	char (0-20)	0
5	<a href="#">ns2:CustomerNumber</a>	Dell Customer identification number.	int (64 bit)	1234567
5	<a href="#">ns2:IsDuplicate</a>	Indicates if the service tag is duplicated. This is true on an asset that is assigned a new service tag.	boolean	true/false
5	<a href="#">ns2:ItemClassCode</a>	Code mapped to a machine description.	char (0-20)	002
5	<a href="#">ns2:LocalChannel</a>	Code mapped to a customer segment.	char (0-20)	28
5	<a href="#">ns2:MachineDescription</a>	Description of the Dell asset	char (0-200)	PWS M4400,T9600,CPEN, AVIA N
5	<a href="#">ns2:OrderNumber</a>	Order Identification Number under which the asset was purchased	int (64-bit)	123456789
5	<a href="#">ns2:ParentServiceTag</a>	This contains the old service tag value. Exists when an Asset has a duplicated service tag, else the value is null.	char (0-20)	1A2B3C4
5	<a href="#">ns2:ServiceTag</a>	<a href="#">What is a service tag?</a>	char (0-20)	1A2B3C4
5	<a href="#">ns2:ShipDate</a>	Date when the asset was shipped	date-time	2008-08-01T00:00:00



		to customer.		
5	<a href="#">ns2:Warranties</a>	Array of warranty elements	-	NIL

## Errors-GetAssetDetail

Error Code	Error Description
400	Missing API Key
401	Invalid API Key / API Key not found
403	Access Denied / Rate Limit Exceeded
500	Invalid URI / Internal Server Error / Request count exceeded maximum permissible limit / Missing version number / REST Verb not valid
4000	The number of tags (n) exceeds the maximum for the Asset Detail service method.
4001	The number of tags that returned no data exceeded the maximum percentage of incorrect tags. / The tag you sent is not present. Check your separator character and ensure it is  .
4002	The code mapping requested is invalid.
4003	Service Tag a1b2c3d does not exist in our records.



## Sample

The sample includes the sample request and the sample response. The returned data is in POX or JSON format. The given sample shows an error code 4001 on the requested tags.

### Sample Request

<https://api.dell.com/support/v2/assetinfo/warranty/tags.xml?svctags=ste0382&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa>

### Sample Response

#### XML Format

```
<?xml version="1.0" encoding="utf-8"?>
<GetAssetDetailResponse xmlns="http://tempuri.org/">
  <GetAssetDetailResult
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults />
    <a:Response>
      <a:DellAsset>
        <a:AssetParts>
          <a:AssetPart>
            <a:PartDescription>Base, Notebook, Core Penryn
T9800, E6500</a:PartDescription>
            <a:PartNumber>R615M</a:PartNumber>
            <a:Quantity>1</a:Quantity>
            <a:SkuNumber i:nil="true" />
          </a:AssetPart>
          <a:AssetPart>
            <a:PartDescription>Processor, T9800, 2.93, 6MB, Core
Penryn, 35W, E0</a:PartDescription>
            <a:PartNumber>F804K</a:PartNumber>
```



```
<a:Quantity>1</a:Quantity>

<a:SkuNumber>R615M</a:SkuNumber>

</a:AssetPart>

...

...

...

</a:AssetParts>

<a:CountryLookupCode>7465</a:CountryLookupCode>

<a:CustomerNumber>770265037</a:CustomerNumber>

<a:IsDuplicate>>false</a:IsDuplicate>

<a:ItemClassCode>^#010</a:ItemClassCode>

<a:LocalChannel>30163</a:LocalChannel>

<a:MachineDescription>LatE6500,T9800,CPEN,Maybach</a:MachineDescription>

<a:OrderNumber>7700013740</a:OrderNumber>

<a:ParentServiceTag i:nil="true" />

<a:ServiceTag>2SQS3BS</a:ServiceTag>

<a:ShipDate>2009-08-17T14:00:00</a:ShipDate>

<a:Warranties i:nil="true" />

</a:DellAsset>

</a:Response>

</GetAssetDetailResult>

</GetAssetDetailResponse>
```



## JSON Format

```
{
  "GetAssetDetailResponse": {
    "@xmlns": "http://tempuri.org/",
    "GetAssetDetailResult": {
      "@a": "http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset",
      "@i": "http://www.w3.org/2001/XMLSchema-instance",
      "Faults": null,
      "Response": {
        "DellAsset": {
          "AssetParts": {
            "AssetPart": [
              {
                "PartDescription": "Base, Notebook, Core Penryn
T9800, E6500",
                "PartNumber": "R615M",
                "Quantity": 1,
                "SkuNumber": {
                  "@nil": "true"
                }
              },
              {
                "PartDescription": "Processor, T9800, 2.93, 6MB, Core
Penryn, 35W, E0",
                "PartNumber": "F804K",
                "Quantity": 1,
                "SkuNumber": "R615M"
              }
            ]
          }
        }
      }
    }
  }
}
```



```
    },
    ...
    ...
    ...
  ]
},
"CountryLookupCode":7465,
"CustomerNumber":770265037,
"IsDuplicate":"false",
"ItemClassCode":"^#010",
"LocalChannel":30163,
"MachineDescription":"LatE6500,T9800,CPEN,Maybach",
"OrderNumber":7700013740,
"ParentServiceTag":{
  "@nil":"true"
},
"ServiceTag":"2SQS3BS",
"ShipDate":"2009-08-17T14:00:00",
"Warranties":{
  "@nil":"true"
}
}
}
}
}
```



## Sample Error

```
<?xml version="1.0" encoding="utf-8"?>
<GetAssetDetailResponse xmlns="http://tempuri.org/">
  <GetAssetDetailResult
xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
          xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults>
      <a:FaultException>
        <a:Code>4001</a:Code>
        <a:Message>The tag you sent is not present. Check your separator
character and ensure it is |.</a:Message>
      </a:FaultException>
    </a:Faults>
    <a:Response />
  </GetAssetDetailResult>
</GetAssetDetailResponse>
```





## GetCodeMapping

The GetCodeMapping operation retrieves the description for codes returned by asset oriented operations. In R2.0, the values accepted for code lookup is to only find the countries. For example, CountryLookup - maps country code to a country

## Request Headers

The following section lists the header format for the URI and samples for usage:

Header	Mandatory
Content-Type: application/xml	N
GET <i>support/v2/assetinfo/codemapping/type.xml?ctype=type1 HTTP/1.1</i>	N
Host: api.dell.com	N
Accept: text/xml	N
Date: Wed, 15 Feb 2011 18:07:24 GMT	N
apikey: a0753a615f7c578f67daf5c318595e0b	N (if it is used in request parameters)

## Request Parameters

Query Parameter	Description	Mandatory	Possible Values
Ctype	Type of code mapping lookup	Y	type1 (region)



## Response Parameters

The returned Code Mapper data is shown in the table.

The namespaces mentioned in the table can be found in the following locations:

- ns1 – <http://tempuri.org>
- ns2 – <http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset>

Level	Query Parameter	Description	Data Type	Possible Values
1	ns1:GetCodeMappingByTypeResponse	Root Element of the response	-	-
2	ns1:GetCodeMappingByTypeResult	Wraps the Success and Failure responses within	-	-
3	ns1:Faults	Array of FaultException elements (will be null in case of no exceptions)	-	-
4	ns1:FaultException	Group to identify a single faulting reason	-	-
5	ns1:Code	Fault Code	char	<a href="#">See Errors</a>
5	ns1:Message	Fault Message	char	<a href="#">See Errors</a>
3	ns2:Response	Array of CodeMapping elements	-	-
4	ns2:Code	Code corresponding to a Dell lookup entity	char	999904
4	ns2:Description	Value which the code maps to	char	EMEA
4	ns2:Locale	Locale for mapping - Will be used once service is globalized	char	-



## Errors-GetCodeMapping

Error Code	Description
400	Missing API Key
401	Invalid API Key / API Key not found
403	Access Denied / Rate Limit Exceeded
500	Invalid URI / Internal Server Error / Request count exceeded maximum permissible limit / Missing version number / REST Verb not valid

### Sample

The sample includes the sample request and the sample response. The returned data is in POX or JSON format.

#### Sample Request

<https://api.dell.com/support/v2/assetinfo/codemapping/type.xml?ctype=type1&apikey=2e66d16c-23fd-4dce-ad97-39853a4259aa>

#### Sample Response

**Note:** If Locale is empty, the code applies to all localizations.

#### XML Format

```
<?xml version="1.0" encoding="UTF-8"?>
<GetCodeMappingByTypeResponse xmlns="http://tempuri.org/">
  <GetCodeMappingByTypeResult
    xmlns:a="http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset"
    xmlns:i="http://www.w3.org/2001/XMLSchema-instance">
    <a:Faults />
    <a:Response>
      <a:CodeMapping>
        <a:Code>11</a:Code>
        <a:Description>us</a:Description>
        <a:Locale i:nil="true" />
      </a:CodeMapping>
    </a:Response>
  </GetCodeMappingByTypeResult>
</GetCodeMappingByTypeResponse>
```



```
</a:CodeMapping>
<a:CodeMapping>
  <a:Code>20</a:Code>
  <a:Description />
  <a:Locale i:nil="true" />
</a:CodeMapping>
<a:CodeMapping>
  <a:Code>202</a:Code>
  <a:Description>uk</a:Description>
  <a:Locale i:nil="true" />
</a:CodeMapping>
<a:CodeMapping>
  <a:Code>999904</a:Code>
  <a:Description>EMEA</a:Description>
  <a:Locale i:nil="true" />
</a:CodeMapping>
<a:CodeMapping>
  <a:Code>999960</a:Code>
  <a:Description>LATIN AMERICA</a:Description>
  <a:Locale i:nil="true" />
</a:CodeMapping>
...
...
...
</a:Response>
</GetCodeMappingByTypeResult>
</GetCodeMappingByTypeResponse>
```



## JSON Format

```
{
  "GetCodeMappingByTypeResponse": {
    "@xmlns": "http://tempuri.org/",
    "GetCodeMappingByTypeResult": {
      "@a": "http://schemas.datacontract.org/2004/07/Dell.AWR.Domain.Asset",
      "@i": "http://www.w3.org/2001/XMLSchema-instance",
      "Faults": null,
      "Response": {
        "CodeMapping": [
          {
            "Code": 11,
            "Description": "us",
            "Locale": {
              "@nil": "true"
            }
          },
          {
            "Code": 202,
            "Description": "uk",
            "Locale": {
              "@nil": "true"
            }
          },
          {
            "Code": 999904,
```



```
    "Description": "EMEA",
    "Locale": {
      "@nil": "true"
    }
  },
  {
    "Code": 999960,
    "Description": "LATIN AMERICA",
    "Locale": {
      "@nil": "true"
    }
  }
  ...
  ...
  ...
]
}
}
}
}
```



## Duplicate Service Tags

For service tags created prior to 2009, there were a small number of tags that were duplicated across regions. For example, an asset in North or South America (Americas Region) could be duplicated in Europe and the Middle East (EMEA) and/or Asia Pacific (AP) and/or Japan (J). The incidence of duplicate tags is slightly higher than ½ of 1 percent.

When a duplicate exists, all of the data for the tag will be returned, including duplicates, which will be retagged with a new service tag. The retagged item will have the `IsDuplicate` property set to true and contain the original service tag in the `ParentServiceTag` property.

There are a couple of ways to determine which asset is the correct asset.

- If the company using the API is present in a single country, the `CountryLookupCode` field can be examined against the code mapping for country lookup code and determine which asset is correct.
- For multi-national companies, the machine description can be examined and compared to the information already gathered for the asset.
- Alternately, the `ItemClassCode` can be used, with its mapping, to compare against information already gathered for the asset.

If the API is being used for asset management purposes, the new service tag should be stored for the item for any future calls to the Asset Service.



## FAQs

**Q: Is the service localized?**

A: In R2.0, none of the data is localized. Localization is initially achieved through the code mapping service method after implementation.

**Q: Is there an alert mechanism for changed data?**

A: There is no alert mechanism for changed data in R2.0.

**Q: What data is subject to change?**

A: In R2.0, the only item that changes with any regularity is the service provider for warranties. The clients do not use this information as the calls for service go to Dell and the information must be current.

**Q: Is there a unique key returned for a warranty?**

A: There is no unique key for a specific warranty in R2.0.

**Q: Can a single asset have more than one warranty line?**

A: Yes, this is common when any warranty purchased is other than standard. For example, on a two year warranty, there is a warranty line marked INITIAL for the first year and another marked EXTENDED for the second year.

**Q: Can a single warranty cover more than one asset?**

A: In the current state, this is not possible, as warranties are related to a single service tag.

**Q: Why is the limit set to only 100 tags for the asset service?**

A: In R2.0, the limitations are set to 100 tags and will be assessed and expanded in future revisions.

**Q: Does the ItemNumber (Warranty) serve as a key for the actual warranty?**

A: ItemNumber is a key for the warranty type, not the individual warranty.

**Q: Is there a lookup for SKU numbers?**

A: No. The information may be provided in future releases.

**Q: Is there a mapping for Service Provider (Warranty)?**

A: The mapping is available on the Code Mapping service.

**Q: Do you have a method in place to handle 100 tags on the query string?**

A: This has been handled technically with the RESTful service operations.

