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| Cireson |
| Cireson Web API User Guide – V3 |
| Instruction and examples for using the Web API services |

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| Carrie Medine7/14/2016 |

Cireson Web API User Guide

# REST Services

All services provided have a response format of JSON and require **either** that the call be made from within the Cireson Portal after authenticating or by requesting and providing an Authorization Token in the request header.

A successful response will have a Status Code of 200 and will return an array of JSON objects.

If an error occurs the response will have a Status Code of 500 with an error message in the content, perhaps containing a stack trace.

If the user credentials are invalid or the token has expired the response code will be 401 - Unauthorized.

All API methods are discoverable by accessing /Help from the portal.

# Authorization Token

## Requesting an Authorization Token

This service takes in user credentials and provides an encrypted token that is required for all other requests when calling from outside the Cireson Portal.

HTTP Method: POST
URL: /api/V3/Authorization/GetToken

Parameters:

|  |  |
| --- | --- |
| UserName | This is the AD username it can be preceded by domain if necessary |
| Password | The AD user password |
| LanguageCode | The three letter language code. |

### Example #1:

{

 "UserName": "jsmith",

 "Password": "MyPassword",

 "LanguageCode": "ENU"

}

### Example #2 (with domain - \*the backslash must be escaped using \ ):

{

 "UserName": "mydomain\\jsmith",

 "Password": "MyPassword",

 "LanguageCode": "ENU"

}

## Using the Authorization Token

When making calls outside of the Cireson portal you must include an Authorization Header containing the token in the following format:

**Authorization**: Token GNCdjWUpo0ckU60h+Zv7gh1c1HwvTpOL0+BiP3+r23xPTukVC+WphzofJqCO5R1ttFP+iic/rBGhue9KS56IdJhOirO2pVIeyO1fXIkngiOCdQENbgM9HzdDUpxRTbclR5JNCWpr0oXW0dnY2LnfNnPHtGdAhsro4ukSQZKW+PpSY5C67n4hnR/9bSzbpcqDCIsATqr/1Pnegeb2icLq53lPWpvRj+qOEeBhjkvshecPUWnbSVLVa75GiDD3oC4stJbi/kaXnF8ntfI8AmW5PfMbRLyib8T+RjsAb1bcIDnq13f0iFMtzApnU/XYg+WE2xqMoraHbSqpNHlMs0RfzD4gabGtK1f9irv7GK+Xig3QZCiPAC0Vo/xBl0nC0LpfQ2Xh1OiSFLqRii6nyk6g5oGxVcoq5y8Kdx0KH9zpdnyfvjG260u9AS3ymZuFDsVWi78UcR8Ez64tEQoEhTsp0fnWAtJrAO4SEAz2OTdMmJS+rpRdcqnndL9/W/ehZgJG

# Search Criteria

## Using the projection criteria

The service Projection/GetProjectionByCriteria takes in a projection Id and criteria object and performs a query on the Service Manager Database returning an array of all matching projections.

The criteria json uses that same structure as the SCSM XML Criteria format. Using the Cireson View Builder you have the option to display the XML format of the view:



After you have the xml you can make any modification to replace Alias names with actual GUIDs and then use an XML to JSON converter to get the appropriate criteria.

Here are some links for reference:

XML to JSON Converter: <http://www.freeformatter.com/xml-to-json-converter.html>

JSON Viewer: <http://jsonviewer.stack.hu/>

JSON Validator: <http://jsoneditoronline.org/>

Following are some examples of criteria:

### Example #1 (retrieves incident by WorkItem ID):

{

 "Id": "2d460edd-d5db-bc8c-5be7-45b050cba652",

 "Criteria": {

 "Base": {

 "Expression": {

 "SimpleExpression": {

 "ValueExpressionLeft": {

 "Property": "$Context/Property[Type='a604b942-4c7b-2fb2-28dc-61dc6f465c68']/28b1c58f-aefa-a449-7496-4805186bd94f$"

 },

 "Operator": "Equal",

 "ValueExpressionRight": {

 "Value": "IR14239"

 }

 }

 }

 }

 }

}

### Example #2 (retrieves system users where display name contains specified text):

{

 "Id": "0e1313ab-dc5c-cf9d-d6b0-e2e9835a132a",

 "Criteria": {

 "Base": {

 "Expression": {

 "SimpleExpression": {

 "ValueExpressionLeft": {

 "GenericProperty": "DisplayName"

 },

 "Operator": "Like",

 "ValueExpressionRight": {

 "Value": "%Joe%"

 }

 }

 }

 }

 }

}

### Example #2 (retrieves Incident by specified Status):

{

 "Id": "2d460edd-d5db-bc8c-5be7-45b050cba652",

 "Criteria": {

 "Base": {

 "Expression": {

 "SimpleExpression": {

 "ValueExpressionLeft": {

 "Property": "$Context/Property[Type='a604b942-4c7b-2fb2-28dc-61dc6f465c68']/Status$"

 },

 "Operator": "Equal",

 "ValueExpressionRight": {

 "Value": "5e2d3932-ca6d-1515-7310-6f58584df73e"

 }

 }

 }

 }

 }

}

### Example #2 (using an OR expression):

{

 "Id": "0e1313ab-dc5c-cf9d-d6b0-e2e9835a132a",

 "Criteria": {

 "Base": {

 "Expression": {

 "Or": {

 "Expression": [

 {

 "SimpleExpression": {

 "ValueExpressionLeft": {

 "GenericProperty": "DisplayName"

 },

 "Operator": "Like",

 "ValueExpressionRight": {

 "Value": "%Joe%"

 }

 }

 },

 {

 "SimpleExpression": {

 "ValueExpressionLeft": {

 "GenericProperty": "DisplayName"

 },

 "Operator": "Like",

 "ValueExpressionRight": {

 "Value": "%John%"

 }

 }

 }

 ]

 }

 }

 }

 }

}

# Updating a Projection

## Updating a Projection Using the Projection/Commit

This service takes in a projection object and performs an update on the object. The projection object must contain a top level key “**formJson**” which then includes the key “**original**” which holds the original json object (null for new object) and also the “**current**” key which holds the updated json. The method will run a comparison and only update the necessary properties and relationships.

### Example #2 (Updates projection for a new Incident including a user comment):

{ "formJson":

 {

 "isDirty": true,

 "current": {

 "ClassTypeId": "a604b942-4c7b-2fb2-28dc-61dc6f465c68",

 "BaseId": "53b992fd-28e7-f73c-a9cc-1a3cbe57552d",

 "DisplayName": "IR1680 - test",

 "FullName": "IR1680",

 "Path": null,

 "ClassName": "System.WorkItem.Incident",

 "TimeAdded": "0001-01-01T00:00:00",

 "LastModified": "0001-01-01T00:00:00",

 "LastModifiedBy": null,

 "AccountNumber": null,

 "ActualCost": null,

 "ActualDowntimeEndDate": null,

 "ActualDowntimeStartDate": null,

 "ActualEndDate": null,

 "ActualStartDate": null,

 "ActualWork": null,

 "AppVersionNumber": null,

 "BillingDate": null,

 "Classification": {

 "Id": null,

 "Name": ""

 },

 "ClosedDate": null,

 "ContactMethod": null,

 "Cost": null,

 "CostCenter": {

 "Id": null,

 "Name": ""

 },

 "CreatedDate": "2014-11-25T20:10:35.88",

 "CreatedWorkItem": {

 "ClassTypeId": "eca3c52a-f273-5cdc-f165-3eb95a2b26cf",

 "BaseId": "91a401f9-7954-e7a7-ab93-60bc9c6a7e34",

 "DisplayName": "Carrie Medine",

 "FullName": "System.Domain.User:CLOUD.carrie",

 "Path": null,

 "ClassName": "System.Domain.User",

 "TimeAdded": "2014-06-02T18:32:18.0876958",

 "LastModified": "2014-11-06T19:22:57.723",

 "LastModifiedBy": "af9b9f3b-bc8f-434a-b796-51eaa5d97372",

 "AssetStatus": {

 "Id": null,

 "Name": ""

 },

 "BusinessPhone": null,

 "BusinessPhone2": null,

 "City": null,

 "Company": null,

 "Country": null,

 "Department": null,

 "DistinguishedName": "CN=Carrie Medine,CN=Users,DC=cloud,DC=local",

 "Domain": "CLOUD",

 "EmployeeId": "12345",

 "Fax": null,

 "FirstName": "Carrie",

 "FQDN": "cloud.local",

 "HomePhone": null,

 "HomePhone2": null,

 "Initials": null,

 "LastName": "Medine",

 "Mobile": null,

 "Notes": null,

 "ObjectGuid": "e70581cc-c166-4c4f-929b-0b3e3570e2d7",

 "ObjectStatus": {

 "Id": "acdcedb7-100c-8c91-d664-4629a218bd94",

 "Name": "Active"

 },

 "Office": null,

 "OrganizationalUnit": "",

 "Pager": null,

 "SID": "S-1-5-21-2596432806-954369335-2243585033-57995",

 "State": null,

 "StreetAddress": null,

 "Title": null,

 "UPN": "carrie@cloud.local",

 "UserName": "carrie",

 "Zip": null

 },

 "Description": null,

 "Escalated": false,

 "ExternalID": null,

 "FirstAssignedDate": null,

 "FirstResponseDate": null,

 "HasCreatedKnowledgeArticle": false,

 "Id": "IR1680",

 "Impact": {

 "Id": "80cc222b-2653-2f68-8cee-3a7dd3b723c1",

 "Name": "Team"

 },

 "IsDowntime": null,

 "IsParent": null,

 "LastModifiedSource": {

 "Id": null,

 "Name": ""

 },

 "NeedsKnowledgeArticle": false,

 "PlannedCost": null,

 "PlannedWork": null,

 "Priority": "5",

 "RequiredBy": null,

 "ResolutionCategory": {

 "Id": null,

 "Name": ""

 },

 "ResolutionDescription": null,

 "ResolvedBySupport": null,

 "ResolvedDate": null,

 "ScheduledDowntimeEndDate": null,

 "ScheduledDowntimeStartDate": null,

 "ScheduledEndDate": null,

 "ScheduledStartDate": null,

 "Source": {

 "Id": null,

 "Name": ""

 },

 "SourceID": null,

 "Status": {

 "Id": "5e2d3932-ca6d-1515-7310-6f58584df73e",

 "Name": "Active"

 },

 "TargetResolutionTime": null,

 "TierQueue": {

 "Id": "cd712f91-a26b-8ff8-133d-36f9f4b40d46",

 "Name": "Tier 1"

 },

 "Title": "test",

 "TroubleshootingNotes": null,

 "Urgency": {

 "Id": "02625c30-08c6-4181-b2ed-222fa473280e",

 "Name": "Minor Loss of Productivity"

 },

 "UserInput": null,

 "ObjectId": "a604b942-4c7b-2fb2-28dc-61dc6f465c68",

 "NameRelationship": [

 {

 "Name": "RelatesToIncident",

 "RelationshipId": "42179172-3d24-cfc8-3944-b0a18f550214"

 },

 {

 "Name": "RequestedWorkItem",

 "RelationshipId": "dff9be66-38b0-b6d6-6144-a412a3ebd4ce"

 },

 {

 "Name": "AssignedWorkItem",

 "RelationshipId": "15e577a3-6bf9-6713-4eac-ba5a5b7c4722"

 },

 {

 "Name": "CreatedWorkItem",

 "RelationshipId": "df738111-c7a2-b450-5872-c5f3b927481a"

 },

 {

 "Name": "RelatesToTroubleTicket",

 "RelationshipId": "f7d9b385-a84d-3884-7cde-e2c926d931a5"

 },

 {

 "Name": "AppliesToTroubleTicket",

 "RelationshipId": "a860c62e-e675-b121-f614-e52fcbd9ef2c"

 },

 {

 "Name": "Activity",

 "RelationshipId": "2da498be-0485-b2b2-d520-6ebd1698e61b"

 },

 {

 "Name": "WorkItem",

 "RelationshipId": "2da498be-0485-b2b2-d520-6ebd1698e61b"

 },

 {

 "Name": "HasRelatedWorkItems",

 "RelationshipId": "b73a6094-c64c-b0ff-9706-1822df5c2e82"

 },

 {

 "Name": "RelatesToWorkItem\_",

 "RelationshipId": "cb6ce813-ea8d-094d-ee5a-b755701f4547"

 },

 {

 "Name": "RelatesToWorkItem",

 "RelationshipId": "cb6ce813-ea8d-094d-ee5a-b755701f4547"

 },

 {

 "Name": "RelatesToConfigItem",

 "RelationshipId": "d96c8b59-8554-6e77-0aa7-f51448868b43"

 },

 {

 "Name": "KnowledgeDocument",

 "RelationshipId": "ec8a256b-cc89-6f18-af6a-e9cdc38cc573"

 },

 {

 "Name": "FileAttachment",

 "RelationshipId": "aa8c26dc-3a12-5f88-d9c7-753e5a8a55b4"

 },

 {

 "Name": "AddedBy",

 "RelationshipId": "ffd71f9e-7346-d12b-85d6-7c39f507b7bb"

 },

 {

 "Name": "AppliesToWorkItem",

 "RelationshipId": "33835caa-05f9-f881-7bbe-e407dfdb6c55"

 }

 ],

 "RequestedWorkItem": {

 "DisplayName": null,

 "BaseId": null

 },

 "view": [],

 "AssignedWorkItem": {

 "DisplayName": null,

 "BaseId": null

 },

 "RelatesToIncident": {

 "DisplayName": null,

 "BaseId": null

 },

 "HasRelatedWorkItems": [],

 "RelatesToConfigItem": [],

 "ChildWorkItem": [],

 "RelatesToWorkItem": [],

 "RelatesToTroubleTicket": {

 "DisplayName": null,

 "BaseId": null

 },

 "AppliesToWorkItem": [

 {

 "EnteredBy": "Carrie Medine",

 "Title": "Analyst Comment",

 "IsPrivate": false,

 "EnteredDate": "2014-11-25T20:13:56",

 "LastModified": "2014-11-25T20:13:56",

 "Description": "test",

 "Image": "/Content/Images/Icons/ActionLogIcons/comment.png",

 "ActionType": "AnalystComment",

 "BillableTime": {

 "BasedId": null,

 "DisplayName": null

 },

 "LastUpdatedDisplay": null

 }

 ],

 "Hour": 0,

 "Minute": 0,

 "TotalTime": 10,

 "TotalTimeInString": "Total time : 10 minutes",

 "IsVisible": false,

 "guid": 902,

 "Activity": [],

 "FileAttachment": []

 },

 "original": {

 "ClassTypeId": "a604b942-4c7b-2fb2-28dc-61dc6f465c68",

 "BaseId": "53b992fd-28e7-f73c-a9cc-1a3cbe57552d",

 "DisplayName": null,

 "FullName": "IR1680",

 "Path": null,

 "ClassName": "System.WorkItem.Incident",

 "TimeAdded": "0001-01-01T00:00:00",

 "LastModified": "0001-01-01T00:00:00",

 "LastModifiedBy": null,

 "AccountNumber": null,

 "ActualCost": null,

 "ActualDowntimeEndDate": null,

 "ActualDowntimeStartDate": null,

 "ActualEndDate": null,

 "ActualStartDate": null,

 "ActualWork": null,

 "AppVersionNumber": null,

 "BillingDate": null,

 "Classification": {

 "Id": null,

 "Name": ""

 },

 "ClosedDate": null,

 "ContactMethod": null,

 "Cost": null,

 "CostCenter": {

 "Id": null,

 "Name": ""

 },

 "CreatedDate": "2014-11-25T20:10:35.88",

 "CreatedWorkItem": {

 "ClassTypeId": "eca3c52a-f273-5cdc-f165-3eb95a2b26cf",

 "BaseId": "91a401f9-7954-e7a7-ab93-60bc9c6a7e34",

 "DisplayName": "Carrie Medine",

 "FullName": "System.Domain.User:CLOUD.carrie",

 "Path": null,

 "ClassName": "System.Domain.User",

 "TimeAdded": "2014-06-02T18:32:18.0876958",

 "LastModified": "2014-11-06T19:22:57.723",

 "LastModifiedBy": "af9b9f3b-bc8f-434a-b796-51eaa5d97372",

 "AssetStatus": {

 "Id": null,

 "Name": ""

 },

 "BusinessPhone": null,

 "BusinessPhone2": null,

 "City": null,

 "Company": null,

 "Country": null,

 "Department": null,

 "DistinguishedName": "CN=Carrie Medine,CN=Users,DC=cloud,DC=local",

 "Domain": "CLOUD",

 "EmployeeId": "12345",

 "Fax": null,

 "FirstName": "Carrie",

 "FQDN": "cloud.local",

 "HomePhone": null,

 "HomePhone2": null,

 "Initials": null,

 "LastName": "Medine",

 "Mobile": null,

 "Notes": null,

 "ObjectGuid": "e70581cc-c166-4c4f-929b-0b3e3570e2d7",

 "ObjectStatus": {

 "Id": "acdcedb7-100c-8c91-d664-4629a218bd94",

 "Name": "Active"

 },

 "Office": null,

 "OrganizationalUnit": "",

 "Pager": null,

 "SID": "S-1-5-21-2596432806-954369335-2243585033-57995",

 "State": null,

 "StreetAddress": null,

 "Title": null,

 "UPN": "carrie@cloud.local",

 "UserName": "carrie",

 "Zip": null

 },

 "Description": null,

 "Escalated": false,

 "ExternalID": null,

 "FirstAssignedDate": null,

 "FirstResponseDate": null,

 "HasCreatedKnowledgeArticle": false,

 "Id": "IR1680",

 "Impact": {

 "Id": "80cc222b-2653-2f68-8cee-3a7dd3b723c1",

 "Name": "Team"

 },

 "IsDowntime": null,

 "IsParent": null,

 "LastModifiedSource": {

 "Id": null,

 "Name": ""

 },

 "NeedsKnowledgeArticle": false,

 "PlannedCost": null,

 "PlannedWork": null,

 "Priority": null,

 "RequiredBy": null,

 "ResolutionCategory": {

 "Id": null,

 "Name": ""

 },

 "ResolutionDescription": null,

 "ResolvedBySupport": null,

 "ResolvedDate": null,

 "ScheduledDowntimeEndDate": null,

 "ScheduledDowntimeStartDate": null,

 "ScheduledEndDate": null,

 "ScheduledStartDate": null,

 "Source": {

 "Id": null,

 "Name": ""

 },

 "SourceID": null,

 "Status": {

 "Id": "5e2d3932-ca6d-1515-7310-6f58584df73e",

 "Name": "Active"

 },

 "TargetResolutionTime": null,

 "TierQueue": {

 "Id": "cd712f91-a26b-8ff8-133d-36f9f4b40d46",

 "Name": "Tier 1"

 },

 "Title": null,

 "TroubleshootingNotes": null,

 "Urgency": {

 "Id": "02625c30-08c6-4181-b2ed-222fa473280e",

 "Name": "Minor Loss of Productivity"

 },

 "UserInput": null,

 "ObjectId": "a604b942-4c7b-2fb2-28dc-61dc6f465c68",

 "NameRelationship": [

 {

 "Name": "RelatesToIncident",

 "RelationshipId": "42179172-3d24-cfc8-3944-b0a18f550214"

 },

 {

 "Name": "RequestedWorkItem",

 "RelationshipId": "dff9be66-38b0-b6d6-6144-a412a3ebd4ce"

 },

 {

 "Name": "AssignedWorkItem",

 "RelationshipId": "15e577a3-6bf9-6713-4eac-ba5a5b7c4722"

 },

 {

 "Name": "CreatedWorkItem",

 "RelationshipId": "df738111-c7a2-b450-5872-c5f3b927481a"

 },

 {

 "Name": "RelatesToTroubleTicket",

 "RelationshipId": "f7d9b385-a84d-3884-7cde-e2c926d931a5"

 },

 {

 "Name": "AppliesToTroubleTicket",

 "RelationshipId": "a860c62e-e675-b121-f614-e52fcbd9ef2c"

 },

 {

 "Name": "Activity",

 "RelationshipId": "2da498be-0485-b2b2-d520-6ebd1698e61b"

 },

 {

 "Name": "WorkItem",

 "RelationshipId": "2da498be-0485-b2b2-d520-6ebd1698e61b"

 },

 {

 "Name": "HasRelatedWorkItems",

 "RelationshipId": "b73a6094-c64c-b0ff-9706-1822df5c2e82"

 },

 {

 "Name": "RelatesToWorkItem\_",

 "RelationshipId": "cb6ce813-ea8d-094d-ee5a-b755701f4547"

 },

 {

 "Name": "RelatesToWorkItem",

 "RelationshipId": "cb6ce813-ea8d-094d-ee5a-b755701f4547"

 },

 {

 "Name": "RelatesToConfigItem",

 "RelationshipId": "d96c8b59-8554-6e77-0aa7-f51448868b43"

 },

 {

 "Name": "KnowledgeDocument",

 "RelationshipId": "ec8a256b-cc89-6f18-af6a-e9cdc38cc573"

 },

 {

 "Name": "FileAttachment",

 "RelationshipId": "aa8c26dc-3a12-5f88-d9c7-753e5a8a55b4"

 },

 {

 "Name": "AddedBy",

 "RelationshipId": "ffd71f9e-7346-d12b-85d6-7c39f507b7bb"

 },

 {

 "Name": "AppliesToWorkItem",

 "RelationshipId": "33835caa-05f9-f881-7bbe-e407dfdb6c55"

 }

 ]

 }

}

}

### Example #2 (Adding Action Log Entries):

In order to add an action log entry you will add to the AppliesToWorkItem array of the projection.

**JSON excerpt:**

"AppliesToWorkItem": [
 {
 "ActionType": {
 "Id": "5ca2cfee-6740-1576-540B-ce17222840b8",
 "Name": "Record Resolved"
 },
 "Description": "cancell",
 "EnteredBy": "Carrie Medine",
 "EnteredDate": "2014-11-25T20:22:57",
 "LastModified": "2014-11-25T20:22:57",
 "Title": "Record Resolved",
 "Image": "/Content/Images/Icons/ActionLogIcons/recordresolved.png",
 "BillableTime": {
 "BasedId": null,
 "DisplayName": null
 },
 "LastUpdatedDisplay": null
 }
 ]

### Example #3 (Changing an Enumeration):

When updating an enumeration you need only update the Id to the appropriate enum GUID to make the change or update it to null to remove the current selection.
 **Original JSON excerpt:**
HardwareAssetStatus": {

 "Id": "6e3af0fb-38ee-a227-536d-4fcd26506854",

 "Name": "In Stock"

 },

**Update JSON excerpt:**
HardwareAssetStatus": {

 "Id": " 48607c47-bbcf-71bd-ed24-3ad99d6e50b1 ",

 "Name": "In Stock"

 },

### Example #4 (Changing a relationship):

When updating an enumeration you need only update the BaseId to the appropriate object BaseID to make the change all other properties will be pulled from the new object.
 **Original JSON excerpt:**
"OwnedBy": {

 "AssetStatus": null,

 "BusinessPhone": null,

 "BusinessPhone2": null,

 "City": null,

 "Company": null,

 "Country": null,

 "Department": null,

 "DisplayName": "Cireson DevAnalystB",

 "DistinguishedName": "CN=AnalystB,OU=Development,DC=cloud,DC=local",

 "Domain": "CLOUD",

 "EmployeeId": null,

 "Fax": null,

 "FirstName": "AnalystB",

 "FQDN": "cloud.local",

 "HomePhone": null,

 "HomePhone2": null,

 "Initials": null,

 "LastName": "Cireson",

 "Mobile": null,

 "Notes": null,

 "ObjectGuid": "c488456c-b284-b245-9392-213b3a87723e",

 "ObjectStatus": {

 "Id": "acdcedb7-100c-8c91-d664-4629a218bd94",

 "Name": "Active"

 },

 "Office": null,

 "OrganizationalUnit": "Development",

 "Pager": null,

 "SID": "S-1-5-21-2596432806-954369335-2243585033-58607",

 "State": null,

 "StreetAddress": null,

 "Title": null,

 "UPN": "AnalystB@cloud.local",

 "UserName": "AnalystB",

 "Zip": null,

 "ClassTypeId": "eca3c52a-f273-5cdc-f165-3eb95a2b26cf",

 "BaseId": "073910f8-a2a0-92c5-f8a8-8c0d4e78857c",

 "FullName": "System.Domain.User:CLOUD.AnalystB",

 "Path": null,

 "ClassName": "System.Domain.User",

 "TimeAdded": "2013-12-01T23:33:19.873",

 "LastModified": "2014-03-12T17:48:28.193",

 "LastModifiedBy": "cdf30ece-b252-4110-8803-6e3a6e09f0b0"

 }

**Update JSON excerpt:**
"OwnedBy": {

 "AssetStatus": null,

 "BusinessPhone": null,

 "BusinessPhone2": null,

 "City": null,

 "Company": null,

 "Country": null,

 "Department": null,

 "DisplayName": "Cireson DevAnalystB",

 "DistinguishedName": "CN=AnalystB,OU=Development,DC=cloud,DC=local",

 "Domain": "CLOUD",

 "EmployeeId": null,

 "Fax": null,

 "FirstName": "AnalystB",

 "FQDN": "cloud.local",

 "HomePhone": null,

 "HomePhone2": null,

 "Initials": null,

 "LastName": "Cireson",

 "Mobile": null,

 "Notes": null,

 "ObjectGuid": "c488456c-b284-b245-9392-213b3a87723e",

 "ObjectStatus": {

 "Id": "acdcedb7-100c-8c91-d664-4629a218bd94",

 "Name": "Active"

 },

 "Office": null,

 "OrganizationalUnit": "Development",

 "Pager": null,

 "SID": "S-1-5-21-2596432806-954369335-2243585033-58607",

 "State": null,

 "StreetAddress": null,

 "Title": null,

 "UPN": "AnalystB@cloud.local",

 "UserName": "AnalystB",

 "Zip": null,

 "ClassTypeId": "eca3c52a-f273-5cdc-f165-3eb95a2b26cf",

 "BaseId": "4837c921-23c4-27f3-fbb1-a7f5ce2e28c2",

 "FullName": "System.Domain.User:CLOUD.AnalystB",

 "Path": null,

 "ClassName": "System.Domain.User",

 "TimeAdded": "2013-12-01T23:33:19.873",

 "LastModified": "2014-03-12T17:48:28.193",

 "LastModifiedBy": "cdf30ece-b252-4110-8803-6e3a6e09f0b0"

 }

### Example #5 (Adding a new relationship):

When adding a new relationship you need to provide the BaseId and ClassTypeId.
 **Update JSON excerpt:**"OwnedBy": {

 "ClassTypeId": "eca3c52a-f273-5cdc-f165-3eb95a2b26cf",

 "BaseId": "4837c921-23c4-27f3-fbb1-a7f5ce2e28c2"

 }

### Example #6 (Removing a relationship):

When removing a relationship you can set the BaseId to null.
 **Update JSON excerpt:**"OwnedBy": {

 "BaseId": null

 }

# Updating a Knowledge Article

## Updating a Knowledge Article Using the api/v3/KnowledgeBase/ AddOrUpdateHTMLKnowledgeApi

This service takes in a json representation of a knowledge article and performs an update\add on the object. The object must contain a top level key “**formJson**” which then includes the key “**original**” which holds the original json object (null for new object) and also the “**current**” key which holds the updated json. The method will run a comparison and only update the necessary properties and relationships.

### Example #1 (Adds a new Knowledge Article):

{

 "formJson": {

 "isDirty": "True",

 "current": {

 "IsNew": true,

 "ArticleId": 0,

 "Title": "New Article",

 "Abstract": null,

 "Keywords": null,

 "EndUserContent": null,

 "EndUserContentType": null,

 "AnalystContent": null,

 "AnalystContentType": null,

 "ExternalURLSource": null,

 "ExternalURL": null,

 "LocaleID": 0,

 "LanguageLocaleID": {

 "Id": "383a4678-5a4a-faa4-d5fa-73e2f506ecfc",

 "Name": "English",

 "HierarchyLevel": 0,

 "HierarchyPath": null

 },

 "VendorArticleID": null,

 "Popularity": 100,

 "KAOwner": null,

 "Type": null,

 "KAType": {

 "Id": null,

 "Name": "",

 "HierarchyLevel": 0,

 "HierarchyPath": null

 },

 "Category": null,

 "KACategory": {

 "Id": null,

 "Name": "",

 "HierarchyLevel": 0,

 "HierarchyPath": null

 },

 "CreatedBy": "db6ccee2-a5d1-40af-1ce9-264b6997e7d7",

 "CreatedDate": "0001-01-01T00:00:00.000Z",

 "LastModifiedBy": "db6ccee2-a5d1-40af-1ce9-264b6997e7d7",

 "LastModifiedDate": "0001-01-01T00:00:00.000Z",

 "NameRelationship": [

 {

 "Name": "RelatesToIncident",

 "Class": "943d298f-d79a-7a29-a335-8833e582d252",

 "RelationshipId": "42179172-3d24-cfc8-3944-b0a18f550214"

 }

 ],

 "RelatesToIncident": {

 "DisplayName": null,

 "BaseId": null,

 "ObjectGuid": null

 },

 "Activity": null,

 "Status": {

 "Id": "9508797e-0b7a-1d07-9fa3-587723f09908",

 "Name": "Published",

 "HierarchyLevel": 0,

 "HierarchyPath": null

 },

 "IsImported": false,

 "RelatesToServiceOffering": [],

 "RelatesToRequestOffering": [],

 "Rating": 0,

 "ViewCount": 0,

 "Comments": [],

 "CategoryBreadcrumbs": null,

 "ExternalId": "00000000-0000-0000-0000-000000000000"

 },

 "original": null

 }

}