

How to submit a request using the Digital Workplace Catalog REST API via Postman

Use case: Customer wants to submit a request for DWPC service named “Report an issue” using Digital Workplace Catalog REST API via postman.

Before we start, you should always have the following information in mind:

Base URI

This base URI **/api/myit-sb/** is always used for calling the BMC Helix Digital Workplace Catalog server, below are some base URI examples:

Base URI format type	Example
Local machine	<code>http://localhost:8008/api/myit-sb</code>
HTTPS connection	<code>https://calbroservices.com:8008/api/myit-sb</code>
HTTP connection	<code>http://calbroservices.com:8008/api/myit-sb</code>
A server without a port assigned to it	<code>http://calbroservices.com/api/myit-sb</code>

Header

The following header is the most common used for all requests:

- **default-bundle-scope:** myit-sb
- **Content-Type:** application/json
- **X-Requested-By:** <any_value>

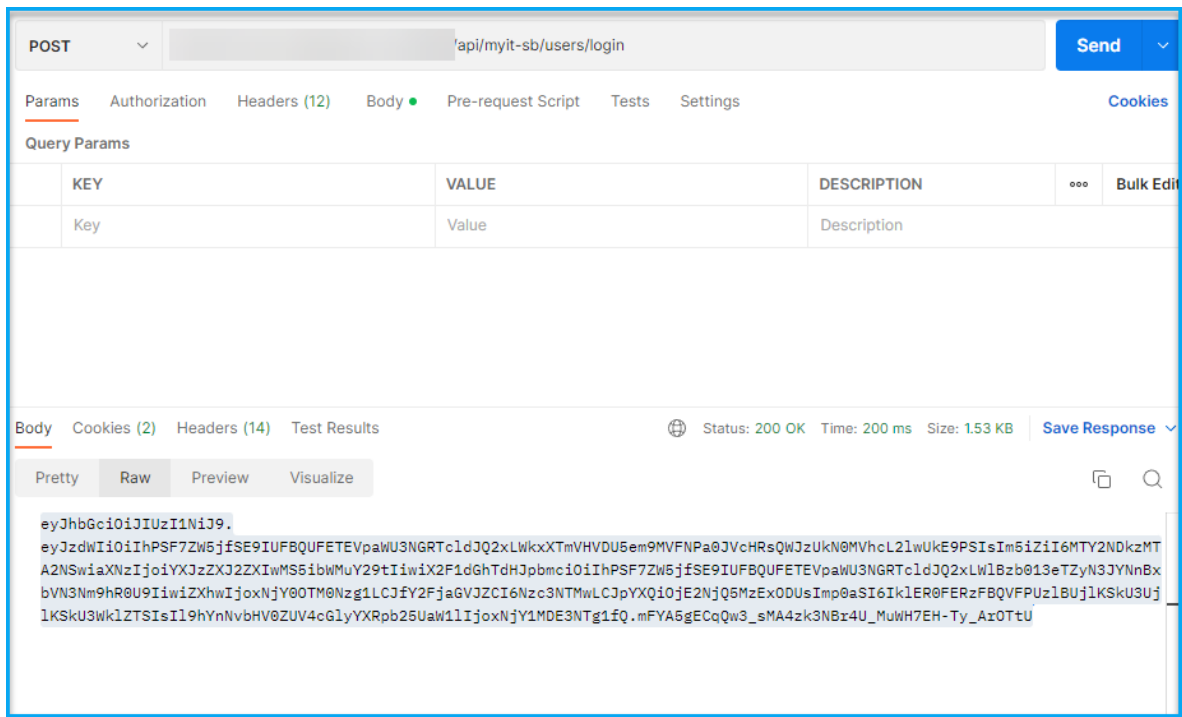
Authentication

To be able to make REST API calls, you need to log in to the application by using the **users/login** endpoint to be granted a session token, which is valid for about 30 minutes. The system-generated token must be included in all subsequent calls for the system to trust requests from the application or script that has been granted that token. This token is typically sent back and forth as an AR-JWT cookie.

Following are the request used in Postman to submit a request using Digital Workplace Catalog Rest API, it implies, since login, search for service, fill out questionnaire and submit a request.

1. Generate a token.

Activity	Generate token
Type	POST
Request URL	http://lab.bmc.com:8008/api/myit-sb/users/login
Body	{ "id":"edgar", "password":"P@ssw0rd%" }
Response	eyJhbGciOiJIUzI1NiJ9.eyJzdWUiOiIhPSF7ZW5jfSE9IUFBQUFETEVpaWU3NGR TcldJQ2xLWkxXTmVHVDU5em9MVFNPa0JVCHRrSjZlYXNjbGlhbmciOiIhPSF7ZW5jfSE9IUFBQUFETEVpaWU3NGRTcldJQ2xL PSIsIm5iZiI6MTY2NDkzMjEwMCwiaXNzIjoieXNjbGlhbmciOiIhPSF7ZW5jfSE9IUFBQUFETEVpaWU3NGRTcldJQ2xL iXZ2F1dGhTdHJpbmciOiIhPSF7ZW5jfSE9IUFBQUFETEVpaWU3NGRTcldJQ2xLWlBzb013eTZyN3JYNnBxbVN3Nm9hRU09liwiZXhwIjojY0OTM1ODIwLCJf Y2FjaGVJZCI6Nzc4MDU2LCJpYXQiOjE2NjQ5MzlyMjAsImppOjA5Si6klER0FERzF BQVFPUzIBUjIKSIhUjIKSIhJWjdOVilslI9hYnNvbHV0ZUV4cGlyYXRpb25UaW1l ljoxNjY1MDE4NjllwfQ.xzCnsEdqZgF2dWapTRQwAzNt6NOvIUL9ewIDrbRN0z Q

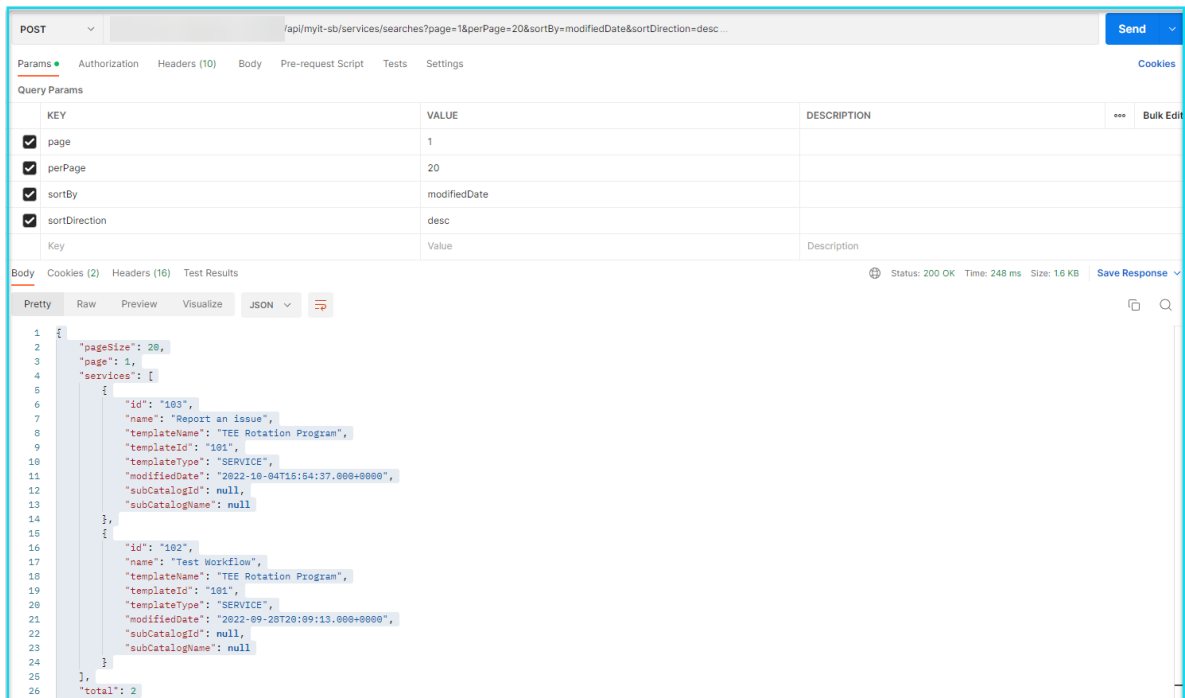


2. Search all Digital Workplace Catalog Services

For this use case i want to find DWPC service named “Report an issue”.

Activity	Search all DWPC Services	
Type	POST	
Request URL	http://lab.bmc.com:8008/api/myit-sb/services/searches?page=1&perPage=20&sortBy=modifiedDate&sortDirection=desc	
Params	Key	Value
	page	1
	perPage	20
	sortBy	modifiedDate
	sortDirection	desc

Response	<pre>{ "pageSize": 20, "page": 1, "services": [{ "id": "103", "name": "Report an issue", "templateName": "TEE Rotation Program", "templateId": "101", "templateType": "SERVICE", "modifiedDate": "2022-10-04T15:54:37.000+0000", "subCatalogId": null, "subCatalogName": null }, { "id": "102", "name": "Test Workflow", "templateName": "TEE Rotation Program", "templateId": "101", "templateType": "SERVICE", "modifiedDate": "2022-09-28T20:09:13.000+0000", "subCatalogId": null, "subCatalogName": null }], "total": 2 }</pre>
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3. Initiate a Request

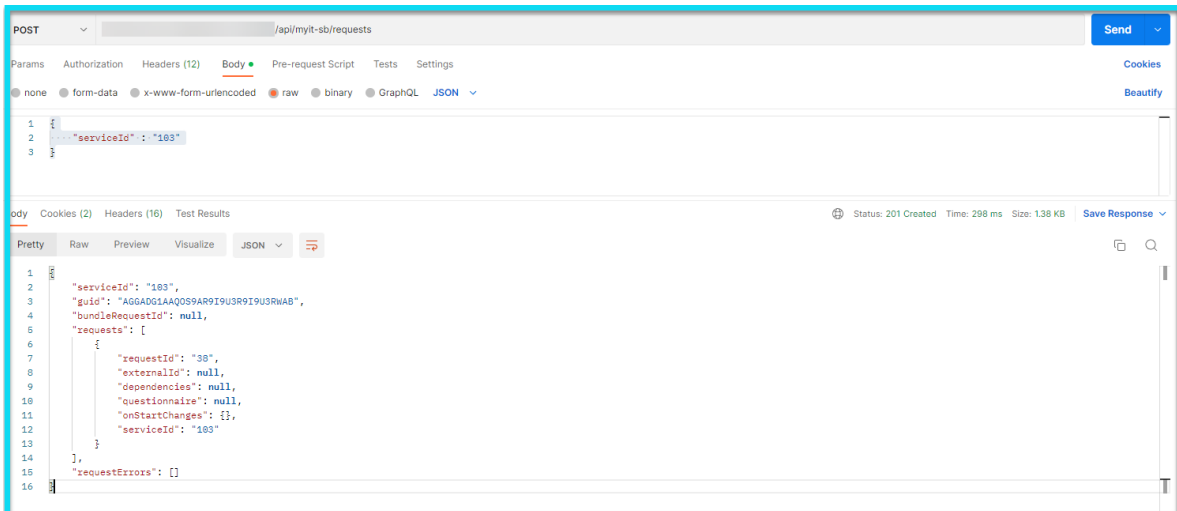
As we saw in previous activity, service named “Report an issue” has id: “103”, so will proceed to use it in the following activity:

Activity	Initiate a DWPC Request
Type	POST
Request URL	http://lab.bmc.com:8008/api/myit-sb/requests
Body	<pre> { "serviceId" : "103" } </pre>
Response	<pre> { "serviceId": "103", "guid": "AGGADG1AAQOS9AR9I9U3R9I9U3RWAB", "bundleRequestId": null, "requests": [{ "requestId": "38", "externalId": null, </pre>

```

        "dependencies": null,
        "questionnaire": null,
        "onStartChanges": {},
        "serviceId": "103"
    }
],
"requestErrors": []
}

```



Note: In the response we can see `"requestId": "38"` was created, save that value, it will be used in next activities as well.

4. Get service questionnaire

Once we initiated a dwpc request, we need to get the questionnaire related to it, so in the request url you must include the "requestId" created in the previous activity, in this use case is 38

Activity	Get service questionnaire
Type	GET
Request URL	http://lab.bmc.com:8008/api/myit-sb/requests/38/questionnaire
Response	<pre>{ "questionnaire": { "id": "21", "guid": null, "createDate": null, "modifiedDate": null, "rxId": null, "summary": null, "workflowId": null, "questionnaireGroupId": null, "name": null, "bulkRequestedForUserLimit": 1, "pages": [{ "id": "4ec3783d-82cc-0d4e-13fd-7775c065c174", "externalId": null, "perUser": false, "title": "", "pageItems": [{ "type": "TextField", "id": "83cbabc6-df74-b5c1-0ed9-c659e147b367", "externalId": null, "perUser": false, "visible": true, "useDefaultLocale": false, "label": "Issue Summary", "description": null, "required": true, "hidden": false, "readOnly": false, "readOnlyAnswerModifiableViaApi": true, "answerSource": "DEFAULT", "tags": [], "defaultAnswer": null, "maxLength": null, "enabledPasswordEncryption": false,</pre>

```

        "confidential": false
    },
    {
        "type": "TextArea",
        "id": "057aacca-da48-813a-fee5-
bde22663e086",

        "externalId": null,
        "perUser": false,
        "visible": true,
        "useDefaultLocale": false,
        "label": "Issue Details",
        "description": null,
        "required": false,
        "hidden": false,
        "readOnly": false,
        "readOnlyAnswerModifiableViaApi": true,
        "answerSource": "DEFAULT",
        "tags": [],
        "defaultAnswer": null,
        "maxLength": null,
        "numberOfRows": 254,
        "enabledPasswordEncryption": false,
        "confidential": false,
        "isRTF": false
    },
    {
        "type": "Attachment",
        "id": "69b51a25-7818-e8d0-d247-
d90c95c2e3ed",

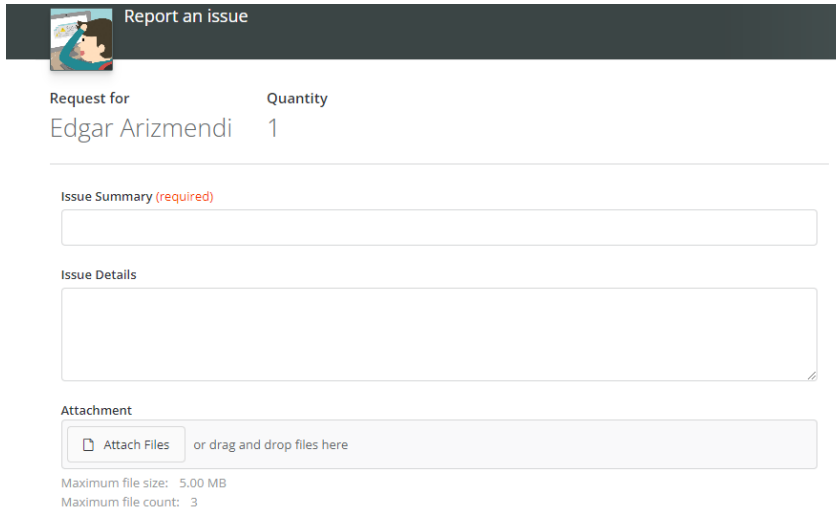
        "perUser": false,
        "visible": true,
        "useDefaultLocale": false,
        "label": "Attachment",
        "required": false,
        "hidden": false,
        "readOnly": false,
        "readOnlyAnswerModifiableViaApi": true,
        "answerSource": "DEFAULT",
        "tags": [],
        "defaultAnswers": [],
        "enabledPasswordEncryption": false
    }
]
},
"useDefaultLanguage": false
}
}

```

We can see following in questionnaire response, those values will be used in next activities.

```
"questionnaire":  
  "id": "21",
```

DWPC service has three questions which are the following:



Report an issue

Request for	Quantity
Edgar Arizmendi	1

Issue Summary (required)

Issue Details

Attachment

Attach Files or drag and drop files here

Maximum file size: 5.00 MB
Maximum file count: 3

- Question 1

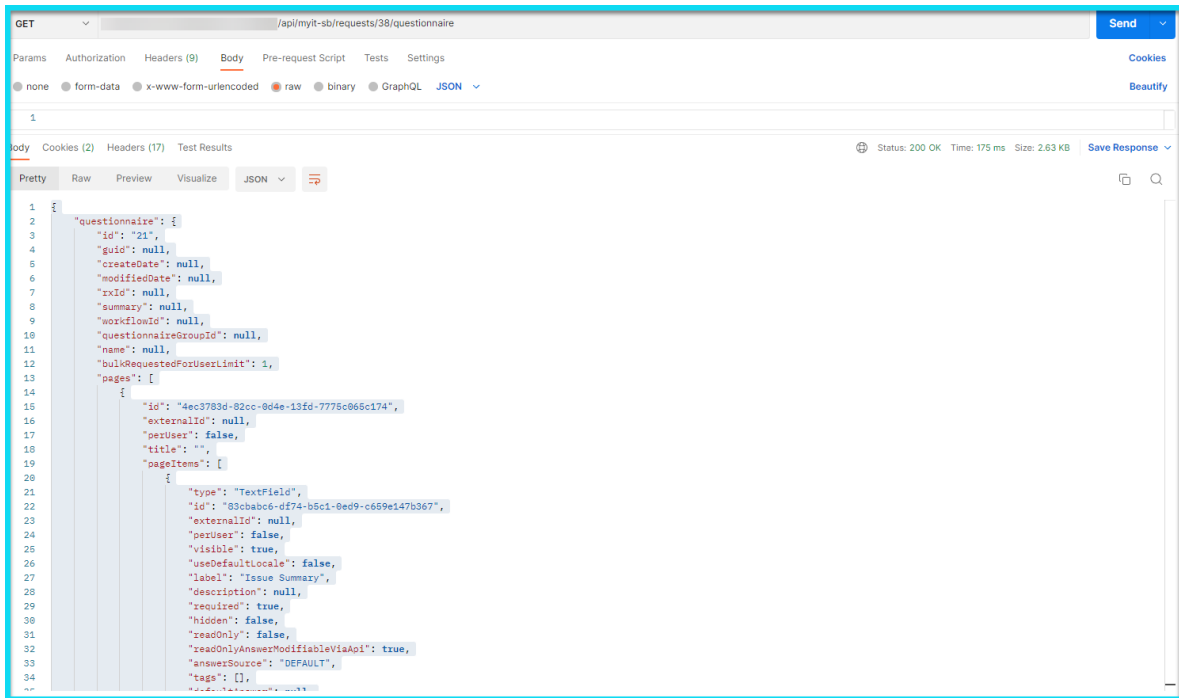
```
"type": "TextField",  
"id": "83cbabc6-df74-b5c1-0ed9-c659e147b367",  
"label": "Issue Summary",
```

- Questions 2

```
"type": "TextArea",  
"id": "057aacca-da48-813a-fee5-bde22663e086",  
"label": "Issue Details",
```

- Question 3

```
"type": "Attachment",  
"id": "69b51a25-7818-e8d0-d247-d90c95c2e3ed",  
"label": "Attachment",
```

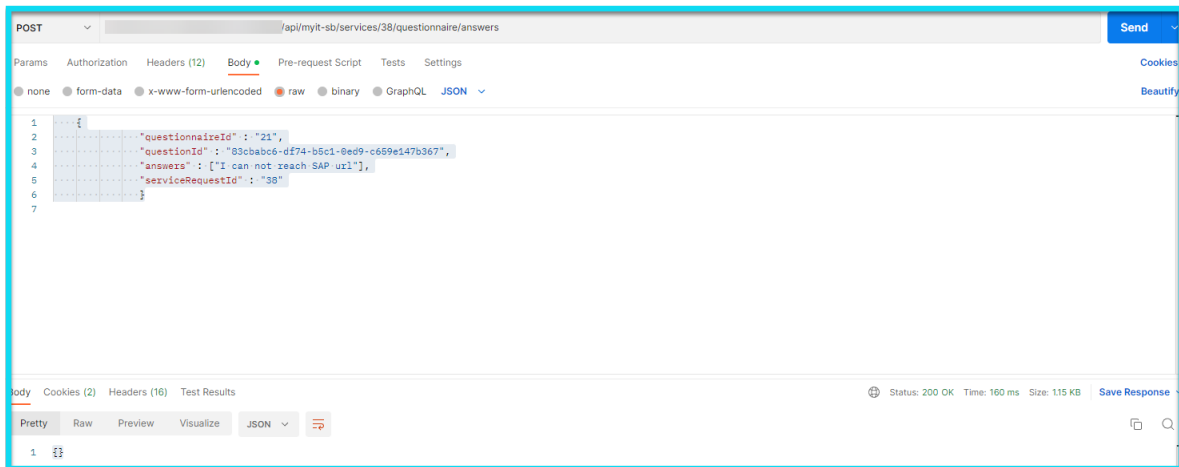


5. To send an answer to a first question

In the request url we included the “requestId”: “38” created in activity 3, in the body we included questionnaire info. We’ll send this request only for non-attachments questions, in a separate request we’ll the attachment question.

Activity	To send an answer to a question
Type	POST
Request URL	http://lab.bmc.com:8008/api/myit-sb/services/38/questionnaire/answers
Body	<pre> { "questionnaireId" : "21", "questionId" : "83cbabc6-df74-b5c1-0ed9-c659e147b367", "answers" : ["I can not reach SAP url"], "serviceRequestId" : "38" } </pre>
Response	{ }

NOTE: you must send each question in a single request.



5.1. To send an answer for a 2nd question

In the request url we included the “requestId”: “38” created in previous activities, and in the body, we included questionnaire info. We send only in this request a single non-attachments questions, in a separate request we’ll send it.

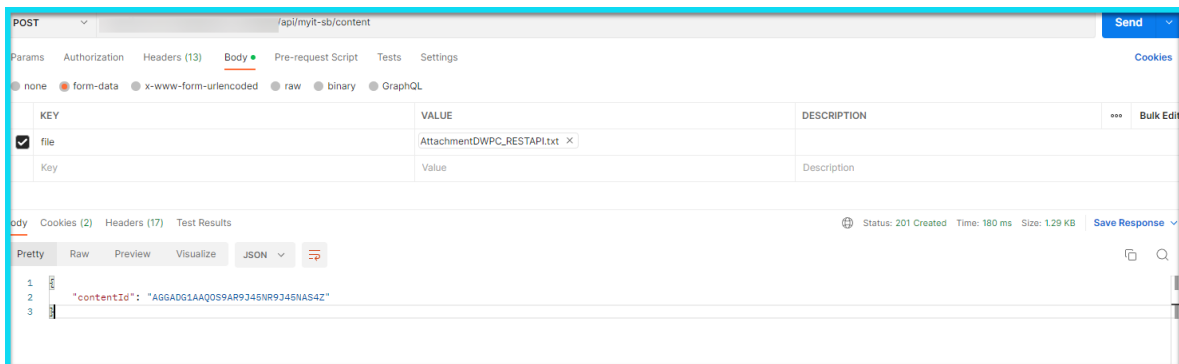
Activity	To send an answer to a 2 question
Type	POST
Request URL	http://lab.bmc.com:8008/api/myit-sb/services/38/questionnaire/answers
Body	<pre> { "questionnaireId" : "21", "questionId" : "057aacca-da48-813a-fee5-bde22663e086", "answers" : ["Please check my vpn, my peers can access SAP url without any problem"], "serviceRequestId" : "38" } </pre>
Response	{ }



6. Prepare an attachment

Activity	Prepare an attachment	
Type	POST	
Request URL	http://lab.bmc.com:8008/api/myit-sb/content	
Params	Key	Value
	file	AttachmentDWPC_RESTAPI.txt
Response	<pre>{ "contentId": "AGGADG1AAQOS9AR9J45NR9J45NAS4Z" }</pre>	

Note: The Key file type must be “File”.



7. Submit an attachment

The question id we got from activity 4 Get service questionnaire, and the “answers” is the value of previous activity “contentId”, and in the url is included the serviceRequestId.

Activity	Submit an attachment	
Type	POST	
Request URL	http://lab.bmc.com:8008/api/myit-sb/services/38/questionnaire/answers	
Body	<pre>{ "questionnaireId" : "21", "questionId" : "69b51a25-7818-e8d0-d247-d90c95c2e3ed", "answers" : ["AGGADG1AAQOS9AR9J45NR9J45NAS4Z"], "serviceRequestId" : "38" }</pre>	
Response	<pre>{ }</pre>	

POST

/api/myit-sb/services/38/questionnaire/answers

Send

Params

Authorization

Headers (12)

Body

Pre-request Script

Tests

Settings

none

form-data

x-www-form-urlencoded

raw

binary

GraphQL

JSON

Cookies

Beautify

1

2

3

4

5

6

1

2

3

4

5

6

body

Cookies (2)

Headers (16)

Test Results

Status: 200 OK

Time: 171 ms

Size: 115 KB

Save Response

Pretty

Raw

Preview

Visualize

JSON

1

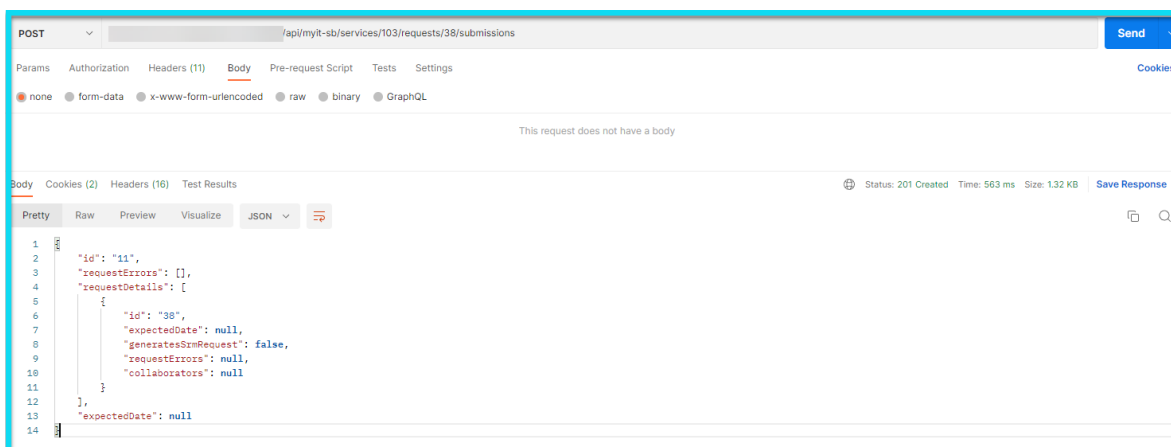
2

8. To submit a single DWPC request

As final activity, we submit a request, in the url includes values 103 & 38 which correspond to "serviceId" : "103" & "requestId": "38", obtained from activity 3.

Activity	Submit a single DWPC request
Type	POST
Request URL	http://lab.bmc.com:8008/api/myit-sb/services/103/requests/38/submissions
Response	<pre>{ "id": "11", "requestErrors": [], "requestDetails": [{ "id": "38", "expectedDate": null, "generatesSrmRequest": false, "requestErrors": null, "collaborators": null }], "expectedDate": null }</pre>

Note: id 38 corresponds to DWPC Request ID and id 11 corresponds to Order ID.



9. UI validations

Request Details

Active

Report an issue

Overview

Request Details

Survey Responses

Comments

Error Details

Activity

View process

ID	Status	Modified
INC000000004404	Assigned	Oct 4, 2022 10:25:39 PM

Requested by

Edgar Arizmendi

edgar_arizmendi2@bmc.com edarizme

Requested for

Edgar Arizmendi

edgar_arizmendi2@bmc.com edarizme

Company

Petramco

Start date

Oct 4, 2022 10:25:38 PM

Completed date

Oct 4, 2022 10:25:39 PM

Request ID

38

Order ID

11

Export to CSV

☐ Include Error Details

View Service

Close

 Report an issue

In Progress

Status

Request ID

Quantity

Request for

In Progress

38

1

 Edgar Arizmendi
edgar_arizmendi2@bmc.com

Progress

Submitted

Approval

In Progress

Completed

Submitted

Oct 4, 2022 at 10:25 PM

Last updated

Oct 4, 2022 at 10:25 PM

Requested for email

edgar_arizmendi2@bmc.com

Requested for company

Petramco

Issue Summary

I can not reach SAP url

Issue Details

Please check my vpn, my peers can access SAP url without any problem

Attachment

AttachmentDWPC_RESTAPI.txt

Fulfillment

INC000000004404

I can not reach SAP url

Modified:

Oct 4, 2022 at 10:26 PM

Status:

Assigned

