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

2.1 DeskAlerts API – send alerts to Users / Groups / Computers / OUs / IP Groups

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 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"?>
<darquest>
  <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>
</darquest>
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" />
<recipient type="ipgroup" name="ipgroup.name1" />
<recipient type="ipgroup" name="ipgroup.name2" />
</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>
2.2 DeskAlerts API – send instant alerts

You can now send Instant Alert 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 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
<?xml version="1.0" encoding="utf-8"?>
<darequest>
  <alert>
    <instant>
      <alertId>1</alertId>
    </instant>
  </alert>
</darequest>
```

To get the emergency alert id for API, hover your mouse over the alert title.

2.3 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 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
<?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
<?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>
```

2.4 DeskAlerts API – add/remove Groups

Groups API is located at:  [http://yourserver/deskalerts/api_request.asp](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/modify/remove groups

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

Example response:

```xml
<?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>
```
2.5 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"?>
<task request="darequest">
  <members>
    <domain name="domain.name">
      <group name="group1.name">
        <add>
          <user username="user1.name" />
          <user username="user2.name" />
          <user username="user3.name" />
        </add>
        <remove>
          <user username="user3.name" />
          <user username="user4.name" />
        </remove>
      </group>
    </domain>
  </members>
</task>

Example response:

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

2.6 DeskAlerts API – Get Alert

API Groups Method URL:  [http://yourserver/deskalerts/api_request.asp](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
<?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:
3. COMMAND LINE API

3.1 Synopsis

[/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] [/group=string]
### 3.2 The following options are available

<table>
<thead>
<tr>
<th>Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>/url=text</td>
<td>Set URL to server API script. For example: <a href="http://yourserver/deskalerts/api_request.asp">http://yourserver/deskalerts/api_request.asp</a></td>
</tr>
<tr>
<td>/key=text</td>
<td>Set API secret key for request signing. You can find it on DeskAlerts Control Panel system configuration page.</td>
</tr>
<tr>
<td>/conf=text</td>
<td>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.</td>
</tr>
<tr>
<td>/body=text</td>
<td>Set alert text.</td>
</tr>
<tr>
<td>/bodyfile=text</td>
<td>Set path to file with alert text.</td>
</tr>
<tr>
<td>/title=text</td>
<td>Set alert title.</td>
</tr>
<tr>
<td>/plaintext</td>
<td>Start working with alert text as plain text without HTML formatting.</td>
</tr>
<tr>
<td>/titlefrombody</td>
<td>Cut first line from alert body and use it as alert title.</td>
</tr>
<tr>
<td>/user=name</td>
<td>Specify user(s) as recipient(s).</td>
</tr>
<tr>
<td>/group=name</td>
<td>Specify group(s) as recipient(s).</td>
</tr>
<tr>
<td>/domain=name</td>
<td>Next recipients will be parsed as members of this domain. Use as &quot;/d=yourdomain.local&quot;.</td>
</tr>
<tr>
<td>/domain(name=d)</td>
<td></td>
</tr>
<tr>
<td>/ou=ou_path</td>
<td>Specify OU(s) as recipient(s). Use OU path as &quot;/o=yourdomain.local/FirstOU/SubOU&quot;.</td>
</tr>
<tr>
<td>/comp=name</td>
<td>Specify computer(s) as recipient(s).</td>
</tr>
<tr>
<td>/desktop</td>
<td>Send alert to desktop.</td>
</tr>
<tr>
<td>/desktop=1</td>
<td></td>
</tr>
<tr>
<td>/sms</td>
<td>Send SMS alert (only if you have SMS add-on installed).</td>
</tr>
<tr>
<td>/sms=1</td>
<td></td>
</tr>
<tr>
<td>/email</td>
<td>Send email alert (only if you have email add-on installed).</td>
</tr>
<tr>
<td>/email=1</td>
<td></td>
</tr>
<tr>
<td>/email_sender</td>
<td>Set sender name of email alert.</td>
</tr>
<tr>
<td>/email_sender=text</td>
<td></td>
</tr>
<tr>
<td>Command</td>
<td>Description</td>
</tr>
<tr>
<td>-------------</td>
<td>-----------------------------------------------------------------------------</td>
</tr>
<tr>
<td>/urgent</td>
<td>Send urgent alert. It appears even if user disabled DeskAlerts Client, always on top of any other alerts.</td>
</tr>
<tr>
<td>/urgent=1</td>
<td></td>
</tr>
<tr>
<td>/ticker</td>
<td>Send scrolling in ticker alert.</td>
</tr>
<tr>
<td>/ticker=1</td>
<td></td>
</tr>
<tr>
<td>/fullscreen</td>
<td>Send full screen alert.</td>
</tr>
<tr>
<td>/fullscreen=1</td>
<td></td>
</tr>
<tr>
<td>/width=integer</td>
<td>Set alert window width.</td>
</tr>
<tr>
<td>/height=integer</td>
<td>Set alert window height.</td>
</tr>
<tr>
<td>/acknow</td>
<td>Send acknowledgement alert. Alert will require reading confirmation.</td>
</tr>
<tr>
<td>/lifetime=integer</td>
<td>Set alert lifetime. Alert can be received for specified period of time in minutes from now.</td>
</tr>
<tr>
<td>/template_id=integer</td>
<td>Set style template id. You can find it on DA Control Panel style templates page.</td>
</tr>
<tr>
<td>/autoclose=integer</td>
<td>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 &quot;manualclose&quot; is ability to close the alert manually in case of auto-close setting active.</td>
</tr>
<tr>
<td>/manualclose</td>
<td></td>
</tr>
<tr>
<td>/xml=text</td>
<td>Set entire XML. Just sign it and send request.</td>
</tr>
<tr>
<td>/xmlfile=text</td>
<td>Set path to a file with entire XML. Just sign its data and send request.</td>
</tr>
<tr>
<td>/bodyisxml</td>
<td>Body entire is XML. Just sign it and send request.</td>
</tr>
<tr>
<td>/utf8</td>
<td>Set encoding for all reading files. Where &quot;acp&quot; is system defined ANSI, &quot;utf8&quot; is UTF8=65001, &quot;utf16&quot; is UTF16LE=1200.</td>
</tr>
<tr>
<td>/utf16</td>
<td></td>
</tr>
<tr>
<td>/encode=integer</td>
<td>Set encoding for all reading files. Where &quot;acp&quot; is system defined ANSI, &quot;utf8&quot; is UTF8=65001, &quot;utf16&quot; is UTF16LE=1200.</td>
</tr>
<tr>
<td>/bodyacp</td>
<td></td>
</tr>
<tr>
<td>/bodyutf8</td>
<td></td>
</tr>
<tr>
<td>/bodyutf16</td>
<td></td>
</tr>
<tr>
<td>/bodyencode=integer</td>
<td>Set encoding for reading alert body or xml data from stdin(0) or &quot;bodyfile&quot; or &quot;xmlfile&quot;. Where &quot;bodyacp&quot; is system defined ANSI, &quot;bodyutf8&quot; is UTF8=65001, &quot;bodyutf16&quot; is UTF16LE=1200.</td>
</tr>
<tr>
<td>/confacp</td>
<td></td>
</tr>
<tr>
<td>/confutf8</td>
<td></td>
</tr>
<tr>
<td>/confutf16</td>
<td></td>
</tr>
<tr>
<td>/confencode=integer</td>
<td>Set encoding for reading configuration file. Where &quot;confacp&quot; is system defined ANSI, &quot;confutf8&quot; is UTF8=65001, &quot;confutf16&quot; is UTF16LE=1200.</td>
</tr>
<tr>
<td>/?</td>
<td>Show entire help or help for specified command.</td>
</tr>
<tr>
<td>/? command</td>
<td></td>
</tr>
<tr>
<td>/alertid=id</td>
<td>Set instant alert for sending instant message. To get the emergency alert id for API, hover your mouse over the alert title.</td>
</tr>
</tbody>
</table>

### 3.3 Example

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

```bash
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 plaintext text to desktop only for specified user and group in domain:

```bash
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"
```

c) Example on how to send sample instant alert:

```bash
DeskAlertsAPI.exe /url= http://yourserver/deskalerts/api_request.asp /key=Hnsa73qa4 " /alertid=518"
```