Issues API

This chapter describes the Issues API.

- Using the Issues API, on page 1
- Issues API Method Calls, on page 1

Using the Issues API

In your IoT FND NB API client application, use this IoT FND server URL to access the Issues API WSDL:

http://<*server_address*> /nbapi/issue?wsdl

Issues API Method Calls

searchIssues

This call searches for issues in the IoT FND database based on the provided criteria and returns a list of those issues.

Prototype

```
 <even:searchIssues
>
  <query>deviceType:cgmesh issue:lowBattery</query>
  <count>4</count>
  <offset>0</offset>
 </even:searchIssues>
```

Parameters

Table 1: searchIssues Parameters

Parameter	Type	Option	Description
query	string	deviceType name issue issueStatus lastUpdateTime occurTime issueSeverity	Search query string. Table 2: Query Option Parameters , on page 2 lists valid parameters for these options.
count	integer	–	Number of results to retrieve.
offset	integer	–	Position of the first result.

Table 2: Query Option Parameters

Option Name	Device	Parameter	Description
deviceType	db asr1000 cgmesh IoT FND cgr1000 ir500 c800 ir800	db asr1000 cgmesh cgnms cgr1000 ir500 c800 ir800	The type of device.
name		User-defined entry.	
issue	db	criticallyLowFRASpace	The database Flash Recovery Area (FRA) free space is critically low. Run database backup immediately or risk IoT FND and database failure.
	db	criticallyLowTableSpace	Database “USERS” tablespace is critically low. Contact your DBA immediately to add more space or risk IoT FND and database failure.

Option Name	Device	Parameter	Description
	asr1000 cgmesh cgr1000 c800 ir800 ir500	deviceDown	The device is down.
	cgmesh c800 ir800 ir500	deviceTimeMismatch	The device time and NMS time are not in sync.
	cgr1000 c800 ir800	doorOpen	The device door was tampered with. Check corresponding event for details.
	asr1000 cgmesh cgr1000 c800 ir800 ir500	down	The device is down.
	cgr1000 c800 ir800	linePowerFailure	The line power supply of the CGR failed.
	cgr1000 c800 ir800	linecardFailure	Linecard failure detected.
	cgr1000 c800 ir800	lowBattery	The device is running on a low battery.
	cgr1000 c800 ir800	lowFlashSpace	The device is low on flash space.

Option Name	Device	Parameter	Description
	cgr1000 c800 ir800	lowMemory	The device is low on memory space.
	cgr1000 c800 ir800	majorTemperature	Major temperature alarm triggered.
	cgr1000 c800 ir800	minorTemperature	Minor temperature alarm triggered.
	cgr1000 c800 ir800	portDown	The Ethernet interface {0}/{1} is down.
	cgr1000 c800 ir800	portFailure	Device port failure detected.
	cgr1000 c800 ir800	powerSourceAlarm	One or more input power sources are not connected. Check the related event for details.
	cgr1000 c800 ir800	rplTreeSizeMajor	More than the expected nodes joined the RPL tree.
	cgr1000 c800 ir800	rplTreeSizeCritical	More than the maximum number of nodes joined the RPL tree.
	asr1000 cgmesh cgr1000 c800 ir800 ir500	signatureFailure	Invalid signature reported by mesh nodes. If this issue occurs, you must verify the certificate setup and that the mesh node and IoT FND are time synchronized.

Option Name	Device	Parameter	Description
	asr1000 cgmesh IoT FND cgr1000 c800 ir800 ir500	unknown	The issue does not have a defined issue type.
	cgr1000 c800 ir800	wpanWatchdogReload	The WatchDog is reloading the WPAN module. The bridge was unresponsive for more than 5 minutes and the WatchDog is enabled.
issueStatus	N/A	OPEN CLOSED	
lastUpdateTime	N/A	UTC date and time in the format: yyyy-MM-dd HH:mm:ss:SSS. Delimiters are: >|<|>=|<=	
occurTime	N/A	UTC date and time in the format: yyyy-MM-dd HH:mm:ss:SSS. Delimiters are: >|<|>=|<=	
issueSeverity	db asr1000 cgmesh IoT FND cgr1000 c800 ir800 ir500	CRITICAL MAJOR MINOR INFO	

Results

This call returns a list of issueDetail structures.

Table 3: searchIssues Results

Name	Type	Description
eid	string	Device ID.
issueLastUpdateTime	dateTime	Last time the issue was updated.
issueMessage	string	Issue description.
issueOccurTime	dateTime	Issue occurrence time.
issueStatus	string	Issue status.
issueTypeName	string	Issue type.
meterId	string	Meter ID.