



## Fieldnames, properties and mappings for using GGUS webservice

Version	Author	Date	Comment
3.0	Guenter Grein	2012-07-10	Updated all operations according to new SOAP interface
2.3	Guenter Grein	2011-08-11	Updated all operations
2.2	Guenter Grein	2010-04-13	Updated operations OpCreate, TicketModify, TicketGet, TicketGetList
2.1	Guenter Grein	2009-10-07	Added page on attachments
2.0	Guenter Grein	2009-09-22	Minor updates
1.9	Guenter Grein	2008-12-23	Update of web services with release 7_3_0
1.8	Guenter Grein	2008-02-26	Update referring to GGUS release 6_1_1
1.7	Guenter Grein	2008-01-21	Update referring to GGUS release 6_1_0
1.6	Guenter Grein	2007-10-08	Update referring to GGUS release 6_0_0
1.5	Guenter Grein	2007-06-28	Update referring to GGUS release 5_7_8
1.4	Guenter Grein	2007-05-24	Update referring to GGUS release 5_7_7
1.3	Guenter Grein	2007-03-29	Update referring to GGUS release 5_7_5
1.2	Guenter Grein	2007-02-22	Update according to several minor changes
1.1	Guenter Grein	2005-11-22	Update referencing GGUS release 5_4_3
1.0	Guenter Grein	2005-09-08	Update referencing GGUS release 5_4_2

	A	B	C	D
1	<b>OpCreate</b>			
2	<b>Field name in GGUS</b>	<b>XML element in webservice</b>	<b>XML Info</b>	<b>Entry Mode</b>
3	GHD_Affected Site	GHD_Affected_Site	String; max. length 50	no
4	GHD_Affected VO	GHD_Affected_VO	String; max. length 30	no
5	GHD_CarbonCopy	GHD_CarbonCopy	String; max. length 255	no
6	GHD_Date/Time Of Problem	GHD_Date_Time_Of_Problem	String; max. length 50;	no
7	GHD_Description	GHD_Description	String; max.length 4000	no
8	GHD_E-Mail	GHD_E-Mail	String; max. length 255	yes
9	GHD_Internal Diary	GHD_Internal_Diary	String; max. length 4000	no
10	GHD_Last Login	GHD_Last_Login	String; max. length 30	yes
11	GHD_Last Modifier	GHD_Last_Modifier	String; max. length 60	yes
12	GHD_Loginname	GHD_Loginname	String; max. length 128	no
13	GHD_Name	GHD_Name	String; max. length 80	yes
14	GHD_Origin SG	GHD_Origin_SG	String; max. length 20	yes
15	GHD_Origin-ID	GHD_Origin_ID	String; max. length 15	yes
16	GHD_Phone	GHD_Phone	String; max. length 50	no
17	GHD_Priority	GHD_Priority	String;	no
18	GHD_Related Issue	GHD_Related_Issue	String; max. length 125	no
19	GHD_Responsible Unit	GHD_Responsible_Unit	String; max. length 50	yes
20	GHD_Short Description	GHD_Short_Description	String; max. length 254	yes
21	GHD_Status	GHD_Status	String; max. length 50	no
22	GHD_Type Of Problem	GHD_Type_Of_Problem	String; max. length 50	no
23				
24	Return value: GHD_Request_ID			
25				
26	wsdl_url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS</a>			

E	
1	<b>OpCreate</b>
2	<b>Comments</b>
3	Name of the affected site; only sites registered in GOCDB or OIM are possible
4	Name of the VO affected by the problem; see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a> for getting a list of supported VOs
5	Field for adding mail addresses of people who should be informed about the submission of this ticket. Several mail addresses have to be separated by semicolon.
6	Date and time the problem occurred. Please use ISO format: yyyy-MM-dd hh:mm:ss; Default: current system time
7	Detailed description of problem
8	Mail address of the ticket submitter
9	For internal comments; not shown to users
10	Webservice login: roczyz -> please contact <a href="mailto:support@ggus.org">support@ggus.org</a> for getting a login for your system!
11	Name of person who modified the ticket
12	DN string of the submitter's certificate
13	Name of the submitter
14	Name of the remote system
15	ID of ticket in remote system
16	Phone number of the submitter
17	possible values: less urgent, urgent, very urgent, top priority
18	Reference to a system not interfaced e.g. a savannah bug number
19	Possible values: please see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a>
20	Subject
21	Possible values: new   assigned; defaults to new
22	Possible values: please see <a href="https://wiki.egi.eu/wiki/GGUS:Type_Of_Problem">https://wiki.egi.eu/wiki/GGUS:Type_Of_Problem</a>
23	
24	
25	
26	

<b>OpCreateChild</b>			
<b>Field name in GGUS</b>	<b>XML element in webservice</b>	<b>XML Info</b>	<b>Entry Mode</b>
GHD_Affected Site	GHD_Affected_Site	String; max. length 50	no
GHD_Affected VO	GHD_Affected_VO	String; max. length 30	no
GHD_CarbonCopy	GHD_CarbonCopy	String; max. length 255	no
GHD_Date/Time Of Problem	GHD_Date_Time_Of_Problem	String; max. length 50;	no
GHD_Description	GHD_Description	String; max.length 4000	no
GHD_E-Mail	GHD_E-Mail	String; max. length 255	yes
GHD_Experiment	GHD_Experiment	String; max. length 50;	no
GHD_Experiment_Specific_Problem	GHD_VO Specific	String	no
GHD_Internal Diary	GHD_Internal_Diary	String; max. length 4000	no
GHD_Last Login	GHD_Last_Login	String; max. length 30	yes
GHD_Last Modifier	GHD_Last_Modifier	String; max. length 60	yes
GHD_Loginname	GHD_Loginname	String; max. length 128	no
GHD_Name	GHD_Name	String; max. length 80	yes
GHD_Origin SG	GHD_Origin_SG	String; max. length 20	yes
GHD_Origin-ID	GHD_Origin_ID	String; max. length 15	yes
GHD_Phone	GHD_Phone	String; max. length 50	no
GHD_Priority	GHD_Priority	String;	no
GHD_Related Issue	GHD_Related_Issue	String; max. length 125	no
GHD_Responsible Unit	GHD_Responsible_Unit	String; max. length 50	yes
GHD_Short Description	GHD_Short_Description	String; max. length 254	yes
GHD_Status	GHD_Status	String; max. length 50	no
GHD_Type Of Problem	GHD_Type_Of_Problem	String; max. length 50	no
GHD_Parent ID	GHD_Parent_ID	String; max length 15	yes
GHD_Parent Child Relation	GHD_Parent_Child_Relation	String	yes

Return value: GHD\_Request\_ID

wSDL\_url = <https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS>

<b>OpCreateChild</b>
<b>Comments</b>
Name of the affected site; only sites registered in GOCDB or OIM are possible
Name of the VO affected by the problem; see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a> for getting a list of supported VOs
Field for adding mail addresses of people who should be informed about the submission of this ticket. Several mail addresses have to be separated by semicolon.
Date and time the problem occurred. Please use ISO format: yyyy-MM-dd hh:mm:ss; Default: current system time
Detailed description of problem
Mail address of the ticket submitter
Name of VO the submitter belongs to
Flag indicating a problem is VO specific; possible values are "No" and "Yes"; defaults to "No"
For internal comments; not shown to users
Webservice login: roxyz -> please contact support@ggus.org for getting a login for your system!
Name of person who modified the ticket
DN string of the submitter's certificate
Name of the submitter
Name of the remote system
ID of ticket in remote system
Phone number of the submitter
possible values: less urgent, urgent, very urgent, top priority
Reference to a system not interfaced e.g. a savannah bug number
Possible values: please see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a>
Subject
Possible values: new   assigned; defaults to new
Possible values: please see <a href="https://wiki.egi.eu/wiki/GGUS&gt;Type_Of_Problem">https://wiki.egi.eu/wiki/GGUS&gt;Type_Of_Problem</a>
ID of parent ticket
Possible values are "None", "Parent", "Child"; defaults to "None"

	A	B	C	D
1	<b>TicketModify</b>			
2	<b>Field name in GGUS</b>	<b>XML element in webservice</b>	<b>XML Info</b>	<b>Entry Mode</b>
3	GHD_Affected Site	GHD_Affected_Site	String; max. length 50	no
4	GHD_Affected VO	GHD_Affected_VO	String; max. length 30	no
5	GHD_Assign To	GHD_Assign_To	String; max. length 254;	no
6	GHD_Detailed Solution	GHD_Short_Solution	String; max. length 4000	no
7	GHD_Incident-ID	GHD_Incident_ID	String; max. length 15	no
8	GHD_Internal Diary	GHD_Internal_Diary	String; max. length 4000	no
9	GHD_Last Login	GHD_Last_Login	String; max. length 30	yes
10	GHD_Last Modifier	GHD_Last_Modifier	String; max. length 60	yes
11	GHD_Priority	GHD_Priority	String;	no
12	GHD_Public Diary	GHD_Public_Diary	String; max. length 4000	no
13	GHD_Related Issue	GHD_Related_Issue	String; max. length 125	no
14	GHD_Request-ID	GHD_Request-ID	String; max. length 15	yes
15	GHD_Responsible Unit	GHD_Responsible_Unit	String; max. length 50	no
16	GHD_Short Description	GHD_Short_Description	String; max. length 254	no
17	GHD_Status	GHD_Status	String; max. length 50	no
18	GHD_Target-ID	GHD_Target_ID	String; max. length 15	no
19	GHD_Ticket Category	GHD_Ticket_Category	String	no
20	GHD_Type Of Problem	GHD_Type_Of_Problem	String; max. length 50	no
21	GHD_VO Specific	GHD_Experiment_Specific_Problem	String; Default: No;	no
22				
23				
24	Return value: GHD_Request_ID			
25				
26	wsdl_url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS</a>			

E	
1	<b>TicketModify</b>
2	<b>Comments</b>
3	Name of the affected site; only sites registered in GOCDB or OIM are possible
4	Name of the VO affected by the problem; see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a> for getting a list of supported VOs
5	Only <b>valid mail addresses</b> are allowed here. Field could be used to assign a ticket directly to one person. Multiple mail addresses should be separated by semicolon.
6	Detailed solution text
7	Incident ID of remote system
8	For internal comments; not shown to users
9	Webservice login: rocxyz -> please contact support@ggus.org for getting a login for your system!
10	Name of person who modified the ticket
11	DN string of the submitter's certificate
12	Public comment triggering an email to the ticket submitter
13	Reference to a system not interfaced e.g. a savannah bug number
14	ID of ticket in GGUS
15	Possible values: please see <a href="https://ggus.eu/pages/resp_unit_info.php">https://ggus.eu/pages/resp_unit_info.php</a>
16	Subject
17	Possible values: <a href="https://wiki.egi.eu/wiki/GGUS:Status_Values">https://wiki.egi.eu/wiki/GGUS:Status_Values</a>
18	ID of ticket in remote system
19	Possible values: "Incident", "Change Request", "Documentation"; defaults to "Incident"
20	Possible values: please see <a href="https://wiki.egi.eu/wiki/GGUS:Type_Of_Problem">https://wiki.egi.eu/wiki/GGUS:Type_Of_Problem</a>
21	Flag indicating a problem is VO specific; possible values are "No" and "Yes"; defaults to "No"
22	
23	
24	
25	
26	

	A	B	C
1	<b>TicketGet</b>		
2	<b>Field name in GGUS</b>	<b>XML element in webservice</b>	<b>XML Info</b>
3	GHD_Affected Site	GHD_Affected_Site	String; max. length 50
4	GHD_Affected VO	GHD_Affected_VO	String; max. length 30
5	GHD_Date Of Change	GHD_Date_Of_Change	dateTime
6	GHD_Date Of Creation	GHD_Date_Of_Creation	dateTime
7	GHD_Description	GHD_Description	String; max.length 4000
8	GHD_Detailed Solution	GHD_Detailed_Solution	String; max. length 4000
9	GHD_E-mail	GHD_E-Mail	String; max. length 255
10	GHD_Experiment Specific Problem	GHD_Experiment_Specific_Problem	String;
11	GHD_Internal Diary	GHD_Internal_Diary	String; max. length 4000
12	GHD_Last Modifier	GHD_Last_Modifier	String; max. length 60
13	GHD_Loginname	GHD_Loginname	String; max. length 128
14	GHD_Name	GHD_Name	String; max. length 80
15	GHD_Phone	GHD_Phone	String; max. length 50
16	GHD_Priority	GHD_Priority	String;
17	GHD_Product_Name	GHD_Product_Name	String
18	GHD_Product_Version	GHD_Product_Version	String
19	GHD_Public Diary	GHD_Public_Diary	String; max. length 4000
20	GHD_Request-ID	GHD_Request-ID	String; max. length 15
21	GHD_Responsible Unit	GHD_Responsible_Unit	String; max. length 50
22	GHD_Short Description	GHD_Short_Description	String; max. length 254
23	GHD_Status	GHD_Status	String; max. length 50
24	GHD_Ticket Type	GHD_Ticket_Type	String
25	GHD_Type Of Problem	GHD_Type_Of_Problem	String; max. length 50
26			
27			
28		wsdl_url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/tra">https://train-ars.ggus.eu/arsys/WSDL/public/tra</a>	



D	
1	<b>TicketGet</b>
2	<b>Comments</b>
3	Name of the affected site
4	Name of the VO affected by the problem; this field is not necessarily equal to field GHD_Experiment, which is the VO the user belongs to.
5	Int value which gives seconds since 1970-01-01
6	Int value which gives seconds since 1970-01-01
7	Detailed description of problem
8	Detailed description of the solution
9	E-mail address of user
10	Possible values: No, Yes; Default: No;
11	For internal comments; never shown to the user
12	Name of supporter who modified the ticket
13	Often the DN string of the user
14	Name of the user
15	Phone number of the user
16	possible values: less urgent, urgent, very urgent, top priority
17	EMI specific value
18	EMI specific value
19	Every update on this field triggers an email to the user if ticket is originally from GGUS; should replace "Mail to submitter" feature in GGUS portal
20	Primary key
21	Possible values: please see table "Responsible Unit" in this spreadsheet
22	Short description of problem
23	Possible values: assigned, in progress, waiting for reply, on hold, reopened, solved, unsolved
24	Shows the type of the ticket; possible values are USER   TEAM   ALARM
25	Possible values: please see table "Type of problem" in this spreadsheet
26	
27	
28	h-ars/GGUS

### TicketGetList

Field name in GGUS	XML element in webservice	XML Info
GHD_Affected Site	GHD_Affected_Site	String; max. length 50
GHD_Affected VO	GHD_Affected_VO	String; max. length 30
GHD_Date Of Change	GHD_Modified_Date	dateTime
GHD_Date Of Creation	GHD_Create_Date	dateTime
GHD_Description	GHD_Description	String; max.length 4000
GHD_Detailed Solution	GHD_Detailed_Solution	String; max. length 4000
GHD_E-mail	GHD_E-Mail	String; max. length 255
GHD_VO Specific	GHD_VO_Specific	String;
GHD_Internal Diary	GHD_Internal_Diary	String; max. length 4000
GHD_Last Modifier	GHD_Last_Modifier	String; max. length 60
GHD_Loginname	GHD_Loginname	String; max. length 128
GHD_Name	GHD_Name	String; max. length 80
GHD_Priority	GHD_Priority	String;
GHD_Product_Name	GHD_Product_Name	String
GHD_Product_Version	GHD_Product_Version	String
GHD_Public Diary	GHD_Public_Diary	String; max. length 4000
GHD_Request-ID	GHD_Request-ID	String; max. length 15
GHD_Responsible Unit	GHD_Responsible_Unit	String; max. length 50
GHD_Short Description	GHD_Short_Description	String; max. length 254
GHD_Status	GHD_Status	String; max. length 50
GHD_Ticket Type	GHD_Ticket_Type	String
GHD_Type Of Problem	GHD_Type_Of_Problem	String; max. length 50
<b>wSDL url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/GGUS</a></b>		
The maximum number of returned records is limited to 500 records.		

<b>TicketGetList</b>	
<b>Comments</b>	
Name of the affected site	
Name of the VO affected by the problem; this field is not necessarily equal to field GHD_Experiment, which is the VO the	
Int value which gives seconds since 1970-01-01	
Int value which gives seconds since 1970-01-01	
Detailed description of problem	
Detailed description of the solution	
E-mail address of user	
Possible values: No, Yes; Default: No;	
For internal comments; never shown to the user	
Name of supporter who modified the ticket	
Often the DN string of the user	
Name of the user	
possible values: less urgent, urgent, very urgent, top priority	
EMI specific value	
EMI specific value	
Every update on this field triggers an email to the user if ticket is originally from GGUS; should replace "Mail to submitter" feature in GGUS portal	
Primary key	
Possible values: please see table "Responsible Unit" in this spreadsheet	
Short description of problem	
Possible values: assigned, in progress, waiting for reply, on hold, reopened, solved, unsolved	
Shows the type of the ticket; possible values are USER   TEAM   ALARM	
Possible values: please see table "Type of problem" in this spreadsheet	

OpGetTicketHist			OpGetTicketHist	
Field name in GGUS	XML name in webservice	XML Info	Comments	
GHI_Affected Site	GHI_Affected_Site	String; max. length 50		
GHI_Affected VO	GHI_Affected_VO	String; max. length 30		
GHI_Assigned To	GHI_Assigned_To	String; max. length 254		
GHI_Creation Date	GHI_Creation_Date	Integer	Seconds since 1970-01-01	
GHI_Description	GHI_Description	String; max. length 4000		
GHI_Detailed Solution	GHI_Detailed_Solution	String; max. length 4000		
GHI_Diary Of Steps	GHI_Diary_Of_Steps	String; max. length 4000		
GHI_Internal Diary	GHI_Internal_Diary	String; max. length 4000		
GHI_Last Modifier	GHI_Last_Modifier	String; max. length 254		
GHI_Priority	GHI_Priority	String	Possible values: less urgent, urgent, very urgent, top priority	
GHI_Public Diary	GHI_Public_Diary	String; max. length 4000		
GHI_Related Issue	GHI_Related_Issue	String; max. length 254		
GHI_Remind On	GHI_Remind_On	String		
GHI_Share With	GHI_Share_With	String; max. length 254		
GHI_Status	GHI_Status	String; max. length 50		
GHI_Support Unit	GHI_Support_Unit	String; max. length 254		
GHI_Ticket-ID	GHI_Ticket-ID	String; max. length 15		
GHI_Type Of Problem	GHI_Type_Of_Problem	String; max. length 50		
GHI_VO	GHI_VO	String; max. length 15		
GHI_VO Specific	GHI_VO_Specific	String	Possible values: No, Yes	
The maximum number of returned records is limited to 200 records.				

**AddAttachment**

	<b>XML name in webservice</b>	<b>XML Info</b>	<b>Entry Mode</b>	<b>Comments</b>
	GAT_Attachment_Data	base64Binary; max. Size 2MB	Required	
	GAT_Attachment_Name	String;	Required	
	GAT_Attachment_Orig_Size	Integer	Required	
	GAT_Last_Login	Char; max. length 30	Required	Login of remote system
	GAT_Last_Modifier	Char; max. length 60	Required	Name of person adding the attachment
	GAT_Request-ID	Char; max. length 15	Required	GGUS ticket ID
	GAT_Target-ID	Char; max. length 15		ID of ticket in target (remote) system
	GAT_Origin-ID	Char; max. length 15		ID of ticket in origin (remote) system
	GAT_Origin_SG	Char; max. length 20		Name of SU submitting ticket
	GAT_Priority			
	<b>wSDL url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment</a></b>			

### GetAllAttachments

	<b>XML name in webservice</b>	<b>XML Info</b>	<b>Comments</b>
Input	GAT_Attachment-ID	Char; max. length 15	ID of attachment in database
Output	GAT_Attachment_Data	base64Binary; max. Size 2MB	
	GAT_Attachment_Name	String;	
	GAT_Attachment_Orig_Size	Integer	
	GAT_Request-ID	Char; max. length 15	GGUS ticket ID
	GAT_Last_Modifier	Char; max. length 60	Name of person adding the attachment
	GAT_Attachment-ID	Char; max. length 15	ID of attachment in database
	Returns one attachment related to a dedicated GGUS ticket		
	<b>wsdl_url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment</a></b>		

### GetAllAttachments

	XML name in webservice	XML Info	Comments
Input	GAT_Request-ID	Char; max. length 15	GGUS ticket ID
Output	GAT_Attachment_Data	base64Binary; max. Size 2MB	
	GAT_Attachment_Name	String;	
	GAT_Attachment_Orig_Size	Integer	
	GAT_Request-ID	Char; max. length 15	GGUS ticket ID
	GAT_Last_Modifier	Char; max. length 60	Name of person adding the attachment
	GAT_Attachment-ID	Char; max. length 15	ID of attachment in database
	The maximum number of returned records is limited to 500 records.		
	Returns all attachments related to a dedicated GGUS ticket		
	<b>wSDL url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment</a></b>		

**GetAllAttachments**

	<b>XML name in webservice</b>	<b>XML Info</b>	<b>Entry Mode</b>	<b>Comments</b>
Input	GAT_Attachment-ID	Char; max. length 15	Required	ID of attachment in database
	GAT_Delete	Yes   No	Required	Delete flag
Output	GAT_Delete	Yes   No		Delete flag
	GAT_Attachment-ID	Char; max. length 15		ID of attachment in database
	<b>The attachment will not be deleted immediately. It is just flagged for removing. The removing itself is done via a cron job every night.</b>			
	<b>wsdl_url = <a href="https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment">https://train-ars.ggus.eu/arsys/WSDL/public/train-ars/Grid_Attachment</a></b>			