REST API

Learn the foundations for using the REST API, starting with authentication and some endpoint examples.

The easiest way to familiarise yourself with the API is through cURL. For most applications however, we recommend to use a wrapper library:

- **PHP** -

The SupportPro API uses Basic Authentication via   .

Use the -u flag to provide the API token. Note, the password field is ignored, so you can use a value of your choice, in this case we're using X. Replace $token with the value of your API token.

```
$ curl -i -u '$token:X' -X GET https://www.example.com/api/selfservice/type
```

HTTP Authorisation should work out of the box on Apache using the predefined .htaccess. If you're having problems, please check the following:

- mod_rewrite is enabled on Apache.
-                     directive is set to All in your Apache configuration to permit user defined .htaccess files.

- Switch away from the cgi Apache handler to SuPHP or FPM.

Please consult the web server documentation on how to enable HTTP Authorization headers.

To view all supported endpoints, please browse to ▮▮▮▮▮▮▮▮▮▮▮▮▮▮▮.

If you use ▮▮▮▮▮▮▮▮▮▮ the API will return the default value of content and translations will be accessible as a relation in the results. You can force the API to replace default content with a specific translation (if available) by appending a lang parameter to the request.

Below is an example of fetching the Open status with and without the language param (set to French).

http://www.mydomain.com/api/ticket/status/1

{   "status": "success",   "message": null,   "data": {   "id": 1,   "name": "Open",   "colour": "#35a600",   "auto_close": 1,   "order": 1,   "created_at": 1486732738,   "updated_at": 1486732738,   "translations": [{   "status_id": 1,   "name": "Ouvrir",   "locale": "fr"   }   ]   }}

http://www.mydomain.com/api/ticket/status/1?lang=fr

{   "status": "success",   "message": null,   "data": {   "id": 1,

"name": "Ouvrir",   "colour": "#35a600",
"auto_close": 1,   "order": 1,   "created_at":
1486732738,   "updated_at": 1486732738,
"translations": [{   "status_id": 1,
"name": "Ouvrir",   "locale": "fr"   }   ]   }}