Cisco Support APIs

https://apiconsole.cisco.com/

Cisco Support APIs allows PSS Partners and SNTC Customers to programmatically access and consume Cisco data in the cloud in a simple, secure and scalable manner.

The Cisco API Console provides a simplified, guided experience, through which partners and customers can easily learn about these services and integrate them within their internal tools, systems and applications.

Using industry standard authentication and role based authorization, Cisco Support APIs provide a trusted, scalable platform to support diverse consumption models like mobile apps, smart devices, and Web based applications.

"We are very supportive of what you're doing with APIs. By exposing to us more information outside of Cisco, you will allow us to be more competitive and bring more services and value to our customers." - Cisco Partner

Automated Software Distribution API (*PSS,SNTC*) provides software information and download URLs to assist you in upgrading your device/application to a specified software release (version).

Bug API (*PSS, SNTC*) provides access to Cisco software defect (bug) information by Bug ID, or a list of bugs associated with a Product ID (PID) filtered by keywords, affected software release, or fixed-in software release.

Case API (*PSS*) used by Cisco's Support Case Manager, provides read access to TAC Support Case information based on Support Case ID, user CCOID, Contract ID or Customer ID.

EoX API (*PSS, SNTC*) provides End of Life (EoX) information for both hardware and software based Cisco products.

Product Information API (*PSS*) is used along with the Serial Number to Information API and the EoX API to power Cisco's My Devices - a simple, but powerful and effective utility to manage your Cisco Devices.

Service Order Return API (*PSS, SNTC*) provides access to Cisco Return Material Authorization (RMA) information for a specific return, or several returns for a given user.

Serial Number to Information API (*PSS, SNTC*) is used within Cisco's Device Coverage Checker to provide warranty and support coverage information for a given set of serial numbers.

Software Suggestion API (*PSS, SNTC*), often used with Automated Software Distribution API, provides suggested software releases (based on stability, reliability and adoption rate) for a given product identifier and software attributes.

Trends API (*PSS*) provides access to aggregate and contextual trending information related to Cisco bugs, webpages, software downloads and product ids present in either Cisco support cases or Cisco Support website.

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