Amazon Web Services Support

API Reference

API Version 2013-04-15

Amazon Web Services Support: API Reference

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Welcome

The *Amazon Web Services Support API Reference* is intended for programmers who need detailed information about the Amazon Web Services Support operations and data types. You can use the API to manage your support cases programmatically. The Amazon Web Services Support API uses HTTP methods that return results in JSON format.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

You can also use the Amazon Web Services Support API to access features for [Amazon Trusted Advisor](#). You can return a list of checks and their descriptions, get check results, specify checks to refresh, and get the refresh status of checks.

You can manage your support cases with the following Amazon Web Services Support API operations:

- The [CreateCase (p. 9)](#), [DescribeCases (p. 15)](#), [DescribeAttachment (p. 13)](#), and [ResolveCase (p. 44)](#) operations create Amazon Web Services Support cases, retrieve information about cases, and resolve cases.
- The [DescribeCommunications (p. 19)](#), [AddCommunicationToCase (p. 6)](#), and [AddAttachmentsToSet (p. 3)](#) operations retrieve and add communications and attachments to Amazon Web Services Support cases.
- The [DescribeServices (p. 25)](#) and [DescribeSeverityLevels (p. 27)](#) operations return Amazon Web Service names, service codes, service categories, and problem severity levels. You use these values when you call the [CreateCase (p. 9)](#) operation.

You can also use the Amazon Web Services Support API to call the Trusted Advisor operations. For more information, see [Amazon Trusted Advisor](#) in the *Amazon Web Services Support User Guide*.

For authentication of requests, Amazon Web Services Support uses [Signature Version 4 Signing Process](#).

For more information about this service and the endpoints to use, see [About the Amazon Web Services Support API](#) in the *Amazon Web Services Support User Guide*.

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Actions

The following actions are supported:

AddAttachmentsToSet

Adds one or more attachments to an attachment set.

An attachment set is a temporary container for attachments that you add to a case or case communication. The set is available for 1 hour after it's created. The `expiryTime` returned in the response is when the set expires.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
    "attachments": [
        {
            "data": blob,
            "fileName": "string"
        }
    ],
    "attachmentSetId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters (p. 69)](#).

The request accepts the following data in JSON format.

[attachments (p. 3)](#)

One or more attachments to add to the set. You can add up to three attachments per set. The size limit is 5 MB per attachment.

In the `Attachment` object, use the `data` parameter to specify the contents of the attachment file. In the previous request syntax, the value for `data` appear as `blob`, which is represented as a base64-encoded string. The value for `fileName` is the name of the attachment, such as `troubleshoot-screenshot.png`.

Type: Array of [Attachment (p. 47)](#) objects

[attachmentSetId (p. 3)](#)

The ID of the attachment set. If an `attachmentSetId` is not specified, a new attachment set is created, and the ID of the set is returned in the response. If an `attachmentSetId` is specified, the attachments are added to the specified set, if it exists.

Type: String

Response Syntax

```
{
    "attachmentSetId": "string",
    "expiryTime": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

attachmentSetId (p. 4)

The ID of the attachment set. If an `attachmentSetId` was not specified, a new attachment set is created, and the ID of the set is returned in the response. If an `attachmentSetId` was specified, the attachments are added to the specified set, if it exists.

Type: String

expiryTime (p. 4)

The time and date when the attachment set expires.

Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

AttachmentLimitExceeded

The limit for the number of attachment sets created in a short period of time has been exceeded.

HTTP Status Code: 400

AttachmentSetExpired

The expiration time of the attachment set has passed. The set expires 1 hour after it is created.

HTTP Status Code: 400

AttachmentSetIdNotFound

An attachment set with the specified ID could not be found.

HTTP Status Code: 400

AttachmentSetSizeLimitExceeded

A limit for the size of an attachment set has been exceeded. The limits are three attachments and 5 MB per attachment.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon Command Line Interface](#)
- [Amazon SDK for .NET](#)
- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for JavaScript](#)
- [Amazon SDK for PHP V3](#)
- [Amazon SDK for Python](#)
- [Amazon SDK for Ruby V3](#)

AddCommunicationToCase

Adds additional customer communication to an Amazon Web Services Support case. Use the `caseId` parameter to identify the case to which to add communication. You can list a set of email addresses to copy on the communication by using the `ccEmailAddresses` parameter. The `communicationBody` value contains the text of the communication.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
    "attachmentSetId": "string",
    "caseId": "string",
    "ccEmailAddresses": [ "string" ],
    "communicationBody": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters (p. 69)](#).

The request accepts the following data in JSON format.

[attachmentSetId (p. 6)](#)

The ID of a set of one or more attachments for the communication to add to the case. Create the set by calling [AddAttachmentsToSet (p. 3)](#)

Type: String

[caseId (p. 6)](#)

The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

[ccEmailAddresses (p. 6)](#)

The email addresses in the CC line of an email to be added to the support case.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

[communicationBody (p. 6)](#)

The body of an email communication to add to the support case.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 8000.

Response Syntax

```
{
    "result": boolean
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

result (p. 7)

True if AddCommunicationToCase (p. 6) succeeds. Otherwise, returns an error.

Type: Boolean

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

AttachmentSetExpired

The expiration time of the attachment set has passed. The set expires 1 hour after it is created.

HTTP Status Code: 400

AttachmentSetIdNotFound

An attachment set with the specified ID could not be found.

HTTP Status Code: 400

CaseIdNotFound

The requested `caseId` couldn't be located.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++

- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

CreateCase

Creates a case in the Amazon Web Services Support Center. This operation is similar to how you create a case in the Amazon Web Services Support Center Create Case page.

The Amazon Web Services Support API doesn't support requesting service limit increases. You can submit a service limit increase in the following ways:

- Submit a request from the Amazon Web Services Support Center Create Case page.
- Use the Service Quotas RequestServiceQuotaIncrease operation.

A successful `CreateCase` request returns an Amazon Web Services Support case number. You can use the DescribeCases (p. 15) operation and specify the case number to get existing Amazon Web Services Support cases. After you create a case, use the AddCommunicationToCase (p. 6) operation to add additional communication or attachments to an existing case.

The `caseId` is separate from the `displayId` that appears in the Amazon Support Center. Use the DescribeCases (p. 15) operation to get the `displayId`.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

Request Syntax

```
{
   "attachmentSetId": "string",
   "categoryCode": "string",
   "ccEmailAddresses": [ "string" ],
   "communicationBody": "string",
   "issueType": "string",
   "language": "string",
   "serviceCode": "string",
   "severityCode": "string",
   "subject": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

attachmentSetId (p. 9)

The ID of a set of one or more attachments for the case. Create the set by using the AddAttachmentsToSet (p. 3) operation.

Type: String

categoryCode (p. 9)

The category of problem for the support case. You also use the DescribeServices (p. 25) operation to get the category code for a service. Each Amazon service defines its own set of category codes.

Type: String

ccEmailAddresses (p. 9)

A list of email addresses that Amazon Web Services Support copies on case correspondence. Amazon Web Services Support identifies the account that creates the case when you specify your Amazon credentials in an HTTP POST method or use the Amazon SDKs.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

communicationBody (p. 9)

The communication body text that describes the issue. This text appears in the **Description** field on the Amazon Web Services Support Center Create Case page.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 8000.

issueType (p. 9)

The type of issue for the case. You can specify `customer-service` or `technical`. If you don't specify a value, the default is `technical`.

Type: String

language (p. 9)

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.

Type: String

serviceCode (p. 9)

The code for the Amazon service. You can use the DescribeServices (p. 25) operation to get the possible `serviceCode` values.

Type: String

severityCode (p. 9)

A value that indicates the urgency of the case. This value determines the response time according to your service level agreement with Amazon Web Services Support. You can use the DescribeSeverityLevels (p. 27) operation to get the possible values for `severityCode`.

For more information, see SeverityLevel (p. 58) and Choosing a Severity in the *Amazon Web Services Support User Guide*.

> **Note**
> The availability of severity levels depends on the support plan for the Amazon Web Services account.

Type: String

subject (p. 9)

The title of the support case. The title appears in the **Subject** field on the Amazon Web Services Support Center Create Case page.

Type: String

Response Syntax

```
{
    "caseId": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

caseId (p. 11)

The support case ID requested or returned in the call. The case ID is an alphanumeric string in the following format: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

AttachmentSetExpired

The expiration time of the attachment set has passed. The set expires 1 hour after it is created.

HTTP Status Code: 400

AttachmentSetIdNotFound

An attachment set with the specified ID could not be found.

HTTP Status Code: 400

CaseCreationLimitExceeded

The case creation limit for the account has been exceeded.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for JavaScript](#)
- [Amazon SDK for PHP V3](#)
- [Amazon SDK for Python](#)
- [Amazon SDK for Ruby V3](#)

DescribeAttachment

Returns the attachment that has the specified ID. Attachments can include screenshots, error logs, or other files that describe your issue. Attachment IDs are generated by the case management system when you add an attachment to a case or case communication. Attachment IDs are returned in the AttachmentDetails (p. 48) objects that are returned by the DescribeCommunications (p. 19) operation.

Note

- You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.

- If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

Request Syntax

```
{
    "attachmentId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

attachmentId (p. 13)

The ID of the attachment to return. Attachment IDs are returned by the DescribeCommunications (p. 19) operation.

Type: String

Response Syntax

```
{
    "attachment": {
        "data": blob,
        "fileName": "string"
    }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

attachment (p. 13)

This object includes the attachment content and file name.

In the previous response syntax, the value for the `data` parameter appears as `blob`, which is represented as a base64-encoded string. The value for `fileName` is the name of the attachment, such as `troubleshoot-screenshot.png`.

Type: Attachment (p. 47) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

AttachmentIdNotFound

An attachment with the specified ID could not be found.

HTTP Status Code: 400

DescribeAttachmentLimitExceeded

The limit for the number of DescribeAttachment (p. 13) requests in a short period of time has been exceeded.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeCases

Returns a list of cases that you specify by passing one or more case IDs. You can use the `afterTime` and `beforeTime` parameters to filter the cases by date. You can set values for the `includeResolvedCases` and `includeCommunications` parameters to specify how much information to return.

The response returns the following in JSON format:

- One or more [CaseDetails](#) data types.
- One or more `nextToken` values, which specify where to paginate the returned records represented by the `CaseDetails` objects.

Case data is available for 12 months after creation. If a case was created more than 12 months ago, a request might return an error.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
    "afterTime": "string",
    "beforeTime": "string",
    "caseIdList": [ "string" ],
    "displayId": "string",
    "includeCommunications": boolean,
    "includeResolvedCases": boolean,
    "language": "string",
    "maxResults": number,
    "nextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

afterTime (p. 15)

The start date for a filtered date search on support case communications. Case communications are available for 12 months after creation.

Type: String

beforeTime (p. 15)

The end date for a filtered date search on support case communications. Case communications are available for 12 months after creation.

Type: String

caseIdList (p. 15)

A list of ID numbers of the support cases you want returned. The maximum number of cases is 100.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 100 items.

displayId (p. 15)

The ID displayed for a case in the Amazon Web Services Support Center user interface.

Type: String

includeCommunications (p. 15)

Specifies whether to include communications in the `DescribeCases` response. By default, communications are included.

Type: Boolean

includeResolvedCases (p. 15)

Specifies whether to include resolved support cases in the `DescribeCases` response. By default, resolved cases aren't included.

Type: Boolean

language (p. 15)

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.

Type: String

maxResults (p. 15)

The maximum number of results to return before paginating.

Type: Integer

Valid Range: Minimum value of 10. Maximum value of 100.

nextToken (p. 15)

A resumption point for pagination.

Type: String

Response Syntax

```
{
   "cases": [
      {
         "caseId": "string",
         "categoryCode": "string",
         "ccEmailAddresses": [ "string" ],
         "displayId": "string",
         "language": "string",
```

```
            "recentCommunications": {
                "communications": [
                    {
                        "attachmentSet": [
                            {
                                "attachmentId": "string",
                                "fileName": "string"
                            }
                        ],
                        "body": "string",
                        "caseId": "string",
                        "submittedBy": "string",
                        "timeCreated": "string"
                    }
                ],
                "nextToken": "string"
            },
            "serviceCode": "string",
            "severityCode": "string",
            "status": "string",
            "subject": "string",
            "submittedBy": "string",
            "timeCreated": "string"
        }
    ],
    "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

cases (p. 16)

The details for the cases that match the request.

Type: Array of CaseDetails (p. 49) objects

nextToken (p. 16)

A resumption point for pagination.

Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

CaseIdNotFound

The requested `caseId` couldn't be located.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon Command Line Interface](#)
- [Amazon SDK for .NET](#)
- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for JavaScript](#)
- [Amazon SDK for PHP V3](#)
- [Amazon SDK for Python](#)
- [Amazon SDK for Ruby V3](#)

DescribeCommunications

Returns communications and attachments for one or more support cases. Use the `afterTime` and `beforeTime` parameters to filter by date. You can use the `caseId` parameter to restrict the results to a specific case.

Case data is available for 12 months after creation. If a case was created more than 12 months ago, a request for data might cause an error.

You can use the `maxResults` and `nextToken` parameters to control the pagination of the results. Set `maxResults` to the number of cases that you want to display on each page, and use `nextToken` to specify the resumption of pagination.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
   "afterTime": "string",
   "beforeTime": "string",
   "caseId": "string",
   "maxResults": number,
   "nextToken": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters (p. 69)](#).

The request accepts the following data in JSON format.

[afterTime (p. 19)](#)

The start date for a filtered date search on support case communications. Case communications are available for 12 months after creation.

Type: String

[beforeTime (p. 19)](#)

The end date for a filtered date search on support case communications. Case communications are available for 12 months after creation.

Type: String

[caseId (p. 19)](#)

The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

maxResults (p. 19)

> The maximum number of results to return before paginating.

> Type: Integer

> Valid Range: Minimum value of 10. Maximum value of 100.

nextToken (p. 19)

> A resumption point for pagination.

> Type: String

Response Syntax

```
{
    "communications": [
        {
            "attachmentSet": [
                {
                    "attachmentId": "string",
                    "fileName": "string"
                }
            ],
            "body": "string",
            "caseId": "string",
            "submittedBy": "string",
            "timeCreated": "string"
        }
    ],
    "nextToken": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

communications (p. 20)

> The communications for the case.

> Type: Array of Communication (p. 53) objects

nextToken (p. 20)

> A resumption point for pagination.

> Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

CaseIdNotFound

> The requested `caseId` couldn't be located.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeCreateCaseOptions

Returns a list of CreateCaseOption types along with the corresponding supported hours and language availability. You can specify the `language categoryCode`, `issueType` and `serviceCode` used to retrieve the CreateCaseOptions.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

Request Syntax

```
{
    "categoryCode": "string",
    "issueType": "string",
    "language": "string",
    "serviceCode": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

categoryCode (p. 22)

The category of problem for the support case. You also use the DescribeServices (p. 25) operation to get the category code for a service. Each Amazon service defines its own set of category codes.

Type: String

issueType (p. 22)

The type of issue for the case. You can specify `customer-service` or `technical`. If you don't specify a value, the default is `technical`.

Type: String

language (p. 22)

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.

Type: String

serviceCode (p. 22)

The code for the Amazon service. You can use the DescribeServices (p. 25) operation to get the possible `serviceCode` values.

Type: String

Response Syntax

```
{
    "communicationTypes": [
        {
            "datesWithoutSupport": [
                {
                    "endDateTime": "string",
                    "startDateTime": "string"
                }
            ],
            "supportedHours": [
                {
                    "endTime": "string",
                    "startTime": "string"
                }
            ],
            "type": "string"
        }
    ],
    "languageAvailability": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

communicationTypes (p. 23)

A JSON-formatted array that contains the available communication type options, along with the available support timeframes for the given inputs.

Type: Array of CommunicationTypeOptions (p. 54) objects

Array Members: Minimum number of 1 item. Maximum number of 100 items.

languageAvailability (p. 23)

Language availability can be any of the following:

- available
- best_effort
- unavailable

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

ThrottlingException

You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeServices

Returns the current list of Amazon services and a list of service categories for each service. You then use service names and categories in your [CreateCase (p. 9)](#) requests. Each Amazon service has its own set of categories.

The service codes and category codes correspond to the values that appear in the **Service** and **Category** lists on the Amazon Web Services Support Center [Create Case](#) page. The values in those fields don't necessarily match the service codes and categories returned by the `DescribeServices` operation. Always use the service codes and categories that the `DescribeServices` operation returns, so that you have the most recent set of service and category codes.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
    "language": "string",
    "serviceCodeList": [ "string" ]
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters (p. 69)](#).

The request accepts the following data in JSON format.

[language (p. 25)](#)

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.

Type: String

[serviceCodeList (p. 25)](#)

A JSON-formatted list of service codes available for Amazon services.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Response Syntax

```
{
```

```
    "services": [
        {
            "categories": [
                {
                    "code": "string",
                    "name": "string"
                }
            ],
            "code": "string",
            "name": "string"
        }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

services (p. 25)

A JSON-formatted list of Amazon services.

Type: Array of Service (p. 57) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeSeverityLevels

Returns the list of severity levels that you can assign to a support case. The severity level for a case is also a field in the CaseDetails (p. 49) data type that you include for a CreateCase (p. 9) request.

Note

- You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.

- If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the SubscriptionRequiredException error message appears. For information about changing your support plan, see Amazon Web Services Support.

Request Syntax

```
{
    "language": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

language (p. 27)

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the language parameter if you want support in that language.

Type: String

Response Syntax

```
{
    "severityLevels": [
        {
            "code": "string",
            "name": "string"
        }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

severityLevels (p. 27)

> The available severity levels for the support case. Available severity levels are defined by your service level agreement with Amazon.
>
> Type: Array of SeverityLevel (p. 58) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

> An internal server error occurred.
>
> HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeSupportedLanguages

Returns a list of supported languages for a specified `categoryCode`, `issueType` and `serviceCode`. The returned supported languages will include a ISO 639-1 code for the `language`, and the language display name.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see [Amazon Web Services Support](#).

Request Syntax

```
{
   "categoryCode": "string",
   "issueType": "string",
   "serviceCode": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see [Common Parameters (p. 69)](#).

The request accepts the following data in JSON format.

[categoryCode (p. 29)](#)

The category of problem for the support case. You also use the [DescribeServices (p. 25)](#) operation to get the category code for a service. Each Amazon service defines its own set of category codes.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

[issueType (p. 29)](#)

The type of issue for the case. You can specify `customer-service` or `technical`.

Type: String

Length Constraints: Minimum length of 9. Maximum length of 22.

[serviceCode (p. 29)](#)

The code for the Amazon service. You can use the [DescribeServices (p. 25)](#) operation to get the possible `serviceCode` values.

Type: String

Length Constraints: Minimum length of 0. Maximum length of 100.

Response Syntax

```
{
    "supportedLanguages": [
        {
            "code": "string",
            "display": "string",
            "language": "string"
        }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

supportedLanguages (p. 30)

A JSON-formatted array that contains the available ISO 639-1 language codes.

Type: Array of SupportedLanguage (p. 60) objects

Array Members: Minimum number of 0 items. Maximum number of 100 items.

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

ThrottlingException

You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3

- [Amazon SDK for Python](#)
- [Amazon SDK for Ruby V3](#)

DescribeTrustedAdvisorCheckRefreshStatuses

Returns the refresh status of the Amazon Trusted Advisor checks that have the specified check IDs. You can get the check IDs by calling the DescribeTrustedAdvisorChecks (p. 37) operation.

Some checks are refreshed automatically, and you can't return their refresh statuses by using the `DescribeTrustedAdvisorCheckRefreshStatuses` operation. If you call this operation for these checks, you might see an `InvalidParameterValue` error.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the US East (N. Virginia) endpoint. Currently, the US West (Oregon) and Europe (Ireland) endpoints don't support the Trusted Advisor operations. For more information, see About the Amazon Web Services Support API in the *Amazon Web Services Support User Guide*.

Request Syntax

```
{
    "checkIds": [ "string" ]
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

checkIds (p. 32)

The IDs of the Trusted Advisor checks to get the status.

> **Note**
> If you specify the check ID of a check that is automatically refreshed, you might see an `InvalidParameterValue` error.

Type: Array of strings

Response Syntax

```
{
    "statuses": [
        {
            "checkId": "string",
            "millisUntilNextRefreshable": number,
            "status": "string"
```

```
        }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

statuses (p. 32)

> The refresh status of the specified Trusted Advisor checks.

> Type: Array of TrustedAdvisorCheckRefreshStatus (p. 63) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

> An internal server error occurred.

> HTTP Status Code: 500

ThrottlingException

> You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

> HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeTrustedAdvisorCheckResult

Returns the results of the Amazon Trusted Advisor check that has the specified check ID. You can get the check IDs by calling the DescribeTrustedAdvisorChecks (p. 37) operation.

The response contains a TrustedAdvisorCheckResult (p. 64) object, which contains these three objects:

- TrustedAdvisorCategorySpecificSummary (p. 61)
- TrustedAdvisorResourceDetail (p. 67)
- TrustedAdvisorResourcesSummary (p. 68)

In addition, the response contains these fields:

- **status** - The alert status of the check can be ok (green), `warning` (yellow), `error` (red), or `not_available`.
- **timestamp** - The time of the last refresh of the check.
- **checkId** - The unique identifier for the check.

  Note

  - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
  - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the US East (N. Virginia) endpoint. Currently, the US West (Oregon) and Europe (Ireland) endpoints don't support the Trusted Advisor operations. For more information, see About the Amazon Web Services Support API in the *Amazon Web Services Support User Guide*.

Request Syntax

```
{
    "checkId": "string",
    "language": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

checkId (p. 34)

The unique identifier for the Trusted Advisor check.

Type: String

The ISO 639-1 code for the language that you want your check results to appear in.

The Amazon Web Services Support API currently supports the following languages for Trusted Advisor:

- Chinese, Simplified - zh
- Chinese, Traditional - zh_TW
- English - en
- French - fr
- German - de
- Indonesian - id
- Italian - it
- Japanese - ja
- Korean - ko
- Portuguese, Brazilian - pt_BR
- Spanish - es

Type: String

Response Syntax

```
{
    "result": {
        "categorySpecificSummary": {
            "costOptimizing": {
                "estimatedMonthlySavings": number,
                "estimatedPercentMonthlySavings": number
            }
        },
        "checkId": "string",
        "flaggedResources": [
            {
                "isSuppressed": boolean,
                "metadata": [ "string" ],
                "region": "string",
                "resourceId": "string",
                "status": "string"
            }
        ],
        "resourcesSummary": {
            "resourcesFlagged": number,
            "resourcesIgnored": number,
            "resourcesProcessed": number,
            "resourcesSuppressed": number
        },
        "status": "string",
        "timestamp": "string"
    }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

result (p. 35)

The detailed results of the Trusted Advisor check.

Type: TrustedAdvisorCheckResult (p. 64) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

ThrottlingException

You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

DescribeTrustedAdvisorChecks

Returns information about all available Amazon Trusted Advisor checks, including the name, ID, category, description, and metadata. You must specify a language code.

The response contains a TrustedAdvisorCheckDescription (p. 62) object for each check. You must set the Amazon Web Services Region to us-east-1.

Note

- You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
- If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the SubscriptionRequiredException error message appears. For information about changing your support plan, see Amazon Web Services Support.
- The names and descriptions for Trusted Advisor checks are subject to change. We recommend that you specify the check ID in your code to uniquely identify a check.

To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the US East (N. Virginia) endpoint. Currently, the US West (Oregon) and Europe (Ireland) endpoints don't support the Trusted Advisor operations. For more information, see About the Amazon Web Services Support API in the *Amazon Web Services Support User Guide*.

Request Syntax

```
{
    "language": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

language (p. 37)

The ISO 639-1 code for the language that you want your checks to appear in.

The Amazon Web Services Support API currently supports the following languages for Trusted Advisor:
- Chinese, Simplified - zh
- Chinese, Traditional - zh_TW
- English - en
- French - fr
- German - de
- Indonesian - id
- Italian - it
- Japanese - ja
- Korean - ko

- Portuguese, Brazilian - `pt_BR`
- Spanish - `es`

Type: String

Response Syntax

```
{
    "checks": [
        {
            "category": "string",
            "description": "string",
            "id": "string",
            "metadata": [ "string" ],
            "name": "string"
        }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

checks (p. 38)

Information about all available Trusted Advisor checks.

Type: Array of TrustedAdvisorCheckDescription (p. 62) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

ThrottlingException

You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++

- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for JavaScript](#)
- [Amazon SDK for PHP V3](#)
- [Amazon SDK for Python](#)
- [Amazon SDK for Ruby V3](#)

DescribeTrustedAdvisorCheckSummaries

Returns the results for the Amazon Trusted Advisor check summaries for the check IDs that you specified. You can get the check IDs by calling the DescribeTrustedAdvisorChecks (p. 37) operation.

The response contains an array of TrustedAdvisorCheckSummary (p. 65) objects.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the SubscriptionRequiredException error message appears. For information about changing your support plan, see Amazon Web Services Support.

To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the US East (N. Virginia) endpoint. Currently, the US West (Oregon) and Europe (Ireland) endpoints don't support the Trusted Advisor operations. For more information, see About the Amazon Web Services Support API in the *Amazon Web Services Support User Guide*.

Request Syntax

```
{
   "checkIds": [ "string" ]
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

checkIds (p. 40)

> The IDs of the Trusted Advisor checks.
>
> Type: Array of strings

Response Syntax

```
{
   "summaries": [
      {
         "categorySpecificSummary": {
            "costOptimizing": {
               "estimatedMonthlySavings": number,
               "estimatedPercentMonthlySavings": number
            }
         },
         "checkId": "string",
         "hasFlaggedResources": boolean,
         "resourcesSummary": {
            "resourcesFlagged": number,
```

```
            "resourcesIgnored": number,
            "resourcesProcessed": number,
            "resourcesSuppressed": number
        },
        "status": "string",
        "timestamp": "string"
      }
    ]
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

summaries (p. 40)

    The summary information for the requested Trusted Advisor checks.

    Type: Array of TrustedAdvisorCheckSummary (p. 65) objects

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

    An internal server error occurred.

    HTTP Status Code: 500

ThrottlingException

    You have exceeded the maximum allowed TPS (Transactions Per Second) for the operations.

    HTTP Status Code: 400

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

RefreshTrustedAdvisorCheck

Refreshes the Amazon Trusted Advisor check that you specify using the check ID. You can get the check IDs by calling the DescribeTrustedAdvisorChecks (p. 37) operation.

Some checks are refreshed automatically. If you call the `RefreshTrustedAdvisorCheck` operation to refresh them, you might see the `InvalidParameterValue` error.

The response contains a TrustedAdvisorCheckRefreshStatus (p. 63) object.

> **Note**
>
> - You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
> - If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

To call the Amazon Trusted Advisor operations in the Amazon Web Services Support API, you must use the US East (N. Virginia) endpoint. Currently, the US West (Oregon) and Europe (Ireland) endpoints don't support the Trusted Advisor operations. For more information, see About the Amazon Web Services Support API in the *Amazon Web Services Support User Guide*.

Request Syntax

```
{
    "checkId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

checkId (p. 42)

The unique identifier for the Trusted Advisor check to refresh.

> **Note**
> Specifying the check ID of a check that is automatically refreshed causes an `InvalidParameterValue` error.

Type: String

Response Syntax

```
{
    "status": {
        "checkId": "string",
        "millisUntilNextRefreshable": number,
        "status": "string"
```

```
    }
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

status (p. 42)

The current refresh status for a check, including the amount of time until the check is eligible for refresh.

Type: TrustedAdvisorCheckRefreshStatus (p. 63) object

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

ResolveCase

Resolves a support case. This operation takes a `caseId` and returns the initial and final state of the case.

Note

- You must have a Business, Enterprise On-Ramp, or Enterprise Support plan to use the Amazon Web Services Support API.
- If you call the Amazon Web Services Support API from an account that doesn't have a Business, Enterprise On-Ramp, or Enterprise Support plan, the `SubscriptionRequiredException` error message appears. For information about changing your support plan, see Amazon Web Services Support.

Request Syntax

```
{
    "caseId": "string"
}
```

Request Parameters

For information about the parameters that are common to all actions, see Common Parameters (p. 69).

The request accepts the following data in JSON format.

caseId (p. 44)

The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

Response Syntax

```
{
    "finalCaseStatus": "string",
    "initialCaseStatus": "string"
}
```

Response Elements

If the action is successful, the service sends back an HTTP 200 response.

The following data is returned in JSON format by the service.

finalCaseStatus (p. 44)

The status of the case after the ResolveCase (p. 44) request was processed.

Type: String

initialCaseStatus (p. 44)

The status of the case when the ResolveCase (p. 44) request was sent.

Type: String

Errors

For information about the errors that are common to all actions, see Common Errors (p. 71).

CaseIdNotFound

The requested `caseId` couldn't be located.

HTTP Status Code: 400

InternalServerError

An internal server error occurred.

HTTP Status Code: 500

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon Command Line Interface
- Amazon SDK for .NET
- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for JavaScript
- Amazon SDK for PHP V3
- Amazon SDK for Python
- Amazon SDK for Ruby V3

Data Types

The Amazon Web Services Support API contains several data types that various actions use. This section describes each data type in detail.

> **Note**
> The order of each element in a data type structure is not guaranteed. Applications should not assume a particular order.

The following data types are supported:

- Attachment (p. 47)
- AttachmentDetails (p. 48)
- CaseDetails (p. 49)
- Category (p. 52)
- Communication (p. 53)
- CommunicationTypeOptions (p. 54)
- DateInterval (p. 55)
- RecentCaseCommunications (p. 56)
- Service (p. 57)
- SeverityLevel (p. 58)
- SupportedHour (p. 59)
- SupportedLanguage (p. 60)
- TrustedAdvisorCategorySpecificSummary (p. 61)
- TrustedAdvisorCheckDescription (p. 62)
- TrustedAdvisorCheckRefreshStatus (p. 63)
- TrustedAdvisorCheckResult (p. 64)
- TrustedAdvisorCheckSummary (p. 65)
- TrustedAdvisorCostOptimizingSummary (p. 66)
- TrustedAdvisorResourceDetail (p. 67)
- TrustedAdvisorResourcesSummary (p. 68)

Attachment

An attachment to a case communication. The attachment consists of the file name and the content of the file.

Contents

data

The content of the attachment file.

Type: Base64-encoded binary data object

fileName

The name of the attachment file.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

AttachmentDetails

The file name and ID of an attachment to a case communication. You can use the ID to retrieve the attachment with the DescribeAttachment (p. 13) operation.

Contents

attachmentId

The ID of the attachment.

Type: String

fileName

The file name of the attachment.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

CaseDetails

A JSON-formatted object that contains the metadata for a support case. It is contained in the response from a DescribeCases (p. 15) request. **CaseDetails** contains the following fields:

- **caseId** - The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*.
- **categoryCode** - The category of problem for the support case. Corresponds to the `CategoryCode` values returned by a call to DescribeServices (p. 25).
- **displayId** - The identifier for the case on pages in the Amazon Web Services Support Center.
- **language** - The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.
- **nextToken** - A resumption point for pagination.
- **recentCommunications** - One or more Communication (p. 53) objects. Fields of these objects are `attachments`, `body`, `caseId`, `submittedBy`, and `timeCreated`.
- **serviceCode** - The identifier for the Amazon service that corresponds to the service code defined in the call to DescribeServices (p. 25).
- **severityCode** - The severity code assigned to the case. Contains one of the values returned by the call to DescribeSeverityLevels (p. 27). The possible values are: `low`, `normal`, `high`, `urgent`, and `critical`.
- **status** - The status of the case in the Amazon Web Services Support Center. Valid values:
  - `opened`
  - `pending-customer-action`
  - `reopened`
  - `resolved`
  - `unassigned`
  - `work-in-progress`
- **subject** - The subject line of the case.
- **submittedBy** - The email address of the account that submitted the case.
- **timeCreated** - The time the case was created, in ISO-8601 format.

Contents

caseId

The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

categoryCode

The category of problem for the support case.

Type: String

ccEmailAddresses

The email addresses that receive copies of communication about the case.

Type: Array of strings

Array Members: Minimum number of 0 items. Maximum number of 10 items.

displayId

The ID displayed for the case in the Amazon Web Services Support Center. This is a numeric string.

Type: String

language

The language in which Amazon Web Services Support handles the case. Amazon Web Services Support currently supports Chinese ("zh"), English ("en"), Japanese ("ja") and Korean ("ko"). You must specify the ISO 639-1 code for the `language` parameter if you want support in that language.

Type: String

recentCommunications

The five most recent communications between you and Amazon Web Services Support Center, including the IDs of any attachments to the communications. Also includes a `nextToken` that you can use to retrieve earlier communications.

Type: RecentCaseCommunications (p. 56) object

serviceCode

The code for the Amazon service. You can get a list of codes and the corresponding service names by calling DescribeServices (p. 25).

Type: String

severityCode

The code for the severity level returned by the call to DescribeSeverityLevels (p. 27).

Type: String

status

The status of the case.

Valid values:
- `opened`
- `pending-customer-action`
- `reopened`
- `resolved`
- `unassigned`
- `work-in-progress`

Type: String

subject

The subject line for the case in the Amazon Web Services Support Center.

Type: String

submittedBy

The email address of the account that submitted the case.

Type: String

timeCreated

The time that the case was created in the Amazon Web Services Support Center.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for Ruby V3](#)

Category

A JSON-formatted name/value pair that represents the category name and category code of the problem, selected from the DescribeServices (p. 25) response for each Amazon service.

Contents

code

The category code for the support case.

Type: String

name

The category name for the support case.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

Communication

A communication associated with a support case. The communication consists of the case ID, the message body, attachment information, the submitter of the communication, and the date and time of the communication.

Contents

attachmentSet

Information about the attachments to the case communication.

Type: Array of AttachmentDetails (p. 48) objects

body

The text of the communication between the customer and Amazon Web Services Support.

Type: String

Length Constraints: Minimum length of 1. Maximum length of 8000.

caseId

The support case ID requested or returned in the call. The case ID is an alphanumeric string formatted as shown in this example: case-*12345678910-2013-c4c1d2bf33c5cf47*

Type: String

submittedBy

The identity of the account that submitted, or responded to, the support case. Customer entries include the IAM role as well as the email address (for example, "AdminRole (Role) <janedoe@example.com>"). Entries from the Amazon Web Services Support team display "Amazon Web Services," and don't show an email address.

Type: String

timeCreated

The time the communication was created.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

CommunicationTypeOptions

A JSON-formatted object that contains the CommunicationTypeOptions for creating a case for a certain communication channel. It is contained in the response from a DescribeCreateCaseOptions (p. 22) request. **CommunicationTypeOptions** contains the following fields:

- **datesWithoutSupport** - A JSON-formatted list containing date and time ranges for periods without support in UTC time. Date and time format is RFC 3339 : 'yyyy-MM-dd'T'HH:mm:ss.SSSZZ'.
- **supportedHours** - A JSON-formatted list containing time ranges when support are available. Time format is RFC 3339 : 'HH:mm:ss.SSS'.
- **type** - A string value indicating the communication type that the aforementioned rules apply to. At the moment the type value can assume one of 3 values at the moment `chat`, `web` and `call`.

Contents

datesWithoutSupport

A JSON-formatted list containing date and time ranges for periods without support

Type: Array of DateInterval (p. 55) objects

supportedHours

A JSON-formatted list containing time ranges when support is available.

Type: Array of SupportedHour (p. 59) objects

type

A string value indicating the communication type. At the moment the type value can assume one of 3 values at the moment chat, web and call.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

DateInterval

Date and time (UTC) format in RFC 3339 : 'yyyy-MM-dd'T'HH:mm:ss.SSSZZ'.

Contents

endDateTime

End Date Time (UTC). RFC 3339 format : 'yyyy-MM-dd'T'HH:mm:ss.SSSZZ'.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 30.

startDateTime

A JSON object containing start and date time (UTC). Date and time format is RFC 3339 : 'yyyy-MM-dd'T'HH:mm:ss.SSSZZ'.

Type: String

Length Constraints: Minimum length of 8. Maximum length of 30.

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for Ruby V3](#)

RecentCaseCommunications

The five most recent communications associated with the case.

Contents

communications

The five most recent communications associated with the case.

Type: Array of Communication (p. 53) objects

nextToken

A resumption point for pagination.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

Service

Information about an Amazon service returned by the DescribeServices (p. 25) operation.

Contents

categories

A list of categories that describe the type of support issue a case describes. Categories consist of a category name and a category code. Category names and codes are passed to Amazon Web Services Support when you call CreateCase (p. 9).

Type: Array of Category (p. 52) objects

code

The code for an Amazon service returned by the DescribeServices (p. 25) response. The name element contains the corresponding friendly name.

Type: String

name

The friendly name for an Amazon service. The code element contains the corresponding code.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

SeverityLevel

A code and name pair that represents the severity level of a support case. The available values depend on the support plan for the account. For more information, see Choosing a severity in the *Amazon Web Services Support User Guide*.

Contents

code

The code for case severity level.

Valid values: `low` | `normal` | `high` | `urgent` | `critical`

Type: String

name

The name of the severity level that corresponds to the severity level code.

> **Note**
> The values returned by the API are different from the values that appear in the Amazon Web Services Support Center. For example, the API uses the code `low`, but the name appears as General guidance in Support Center.
> The following are the API code names and how they appear in the console:
> - `low` - General guidance
> - `normal` - System impaired
> - `high` - Production system impaired
> - `urgent` - Production system down
> - `critical` - Business-critical system down

For more information, see Choosing a severity in the *Amazon Web Services Support User Guide*.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

SupportedHour

Time range object with `startTime` and `endTime` range in RFC 3339 format. `'HH:mm:ss.SSS'`.

Contents

endTime

End Time. RFC 3339 format `'HH:mm:ss.SSS'`.

Type: String

startTime

Start Time. RFC 3339 format `'HH:mm:ss.SSS'`.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

SupportedLanguage

A JSON-formatted object that contains the available ISO 639-1 language `code`, `language` name and langauge `display` value. The language code is what should be used in the CreateCase (p. 9) call.

Contents

code

2 digit ISO 639-1 code. e.g. en

Type: String

display

Language display value e.g. ENGLISH

Type: String

language

Full language description e.g. ENGLISH

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorCategorySpecificSummary

The container for summary information that relates to the category of the Trusted Advisor check.

Contents

costOptimizing

The summary information about cost savings for a Trusted Advisor check that is in the Cost Optimizing category.

Type: TrustedAdvisorCostOptimizingSummary (p. 66) object

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorCheckDescription

The description and metadata for a Trusted Advisor check.

Contents

category

The category of the Trusted Advisor check.

Type: String

description

The description of the Trusted Advisor check, which includes the alert criteria and recommended operations (contains HTML markup).

Type: String

id

The unique identifier for the Trusted Advisor check.

Type: String

metadata

The column headings for the data returned by the Trusted Advisor check. The order of the headings corresponds to the order of the data in the **Metadata** element of the TrustedAdvisorResourceDetail (p. 67) for the check. **Metadata** contains all the data that is shown in the Excel download, even in those cases where the UI shows just summary data.

Type: Array of strings

name

The display name for the Trusted Advisor check.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorCheckRefreshStatus

The refresh status of a Trusted Advisor check.

Contents

checkId

The unique identifier for the Trusted Advisor check.

Type: String

millisUntilNextRefreshable

The amount of time, in milliseconds, until the Trusted Advisor check is eligible for refresh.

Type: Long

status

The status of the Trusted Advisor check for which a refresh has been requested:
- `none` - The check is not refreshed or the non-success status exceeds the timeout
- `enqueued` - The check refresh requests has entered the refresh queue
- `processing` - The check refresh request is picked up by the rule processing engine
- `success` - The check is successfully refreshed
- `abandoned` - The check refresh has failed

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for Ruby V3](#)

TrustedAdvisorCheckResult

The results of a Trusted Advisor check returned by DescribeTrustedAdvisorCheckResult (p. 34).

Contents

categorySpecificSummary

Summary information that relates to the category of the check. Cost Optimizing is the only category that is currently supported.

Type: TrustedAdvisorCategorySpecificSummary (p. 61) object

checkId

The unique identifier for the Trusted Advisor check.

Type: String

flaggedResources

The details about each resource listed in the check result.

Type: Array of TrustedAdvisorResourceDetail (p. 67) objects

resourcesSummary

Details about Amazon resources that were analyzed in a call to Trusted Advisor DescribeTrustedAdvisorCheckSummaries (p. 40).

Type: TrustedAdvisorResourcesSummary (p. 68) object

status

The alert status of the check: "ok" (green), "warning" (yellow), "error" (red), or "not_available".

Type: String

timestamp

The time of the last refresh of the check.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorCheckSummary

A summary of a Trusted Advisor check result, including the alert status, last refresh, and number of resources examined.

Contents

categorySpecificSummary

Summary information that relates to the category of the check. Cost Optimizing is the only category that is currently supported.

Type: TrustedAdvisorCategorySpecificSummary (p. 61) object

checkId

The unique identifier for the Trusted Advisor check.

Type: String

hasFlaggedResources

Specifies whether the Trusted Advisor check has flagged resources.

Type: Boolean

resourcesSummary

Details about Amazon resources that were analyzed in a call to Trusted Advisor DescribeTrustedAdvisorCheckSummaries (p. 40).

Type: TrustedAdvisorResourcesSummary (p. 68) object

status

The alert status of the check: "ok" (green), "warning" (yellow), "error" (red), or "not_available".

Type: String

timestamp

The time of the last refresh of the check.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorCostOptimizingSummary

The estimated cost savings that might be realized if the recommended operations are taken.

Contents

estimatedMonthlySavings

The estimated monthly savings that might be realized if the recommended operations are taken.

Type: Double

estimatedPercentMonthlySavings

The estimated percentage of savings that might be realized if the recommended operations are taken.

Type: Double

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for Ruby V3](#)

TrustedAdvisorResourceDetail

Contains information about a resource identified by a Trusted Advisor check.

Contents

isSuppressed

Specifies whether the Amazon resource was ignored by Trusted Advisor because it was marked as suppressed by the user.

Type: Boolean

metadata

Additional information about the identified resource. The exact metadata and its order can be obtained by inspecting the TrustedAdvisorCheckDescription (p. 62) object returned by the call to DescribeTrustedAdvisorChecks (p. 37). **Metadata** contains all the data that is shown in the Excel download, even in those cases where the UI shows just summary data.

Type: Array of strings

region

The Amazon Web Services Region in which the identified resource is located.

Type: String

resourceId

The unique identifier for the identified resource.

Type: String

status

The status code for the resource identified in the Trusted Advisor check.

Type: String

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the following:

- Amazon SDK for C++
- Amazon SDK for Go
- Amazon SDK for Java V2
- Amazon SDK for Ruby V3

TrustedAdvisorResourcesSummary

Details about Amazon resources that were analyzed in a call to Trusted Advisor
[DescribeTrustedAdvisorCheckSummaries (p. 40)](#).

Contents

resourcesFlagged

The number of Amazon resources that were flagged (listed) by the Trusted Advisor check.

Type: Long

resourcesIgnored

The number of Amazon resources ignored by Trusted Advisor because information was unavailable.

Type: Long

resourcesProcessed

The number of Amazon resources that were analyzed by the Trusted Advisor check.

Type: Long

resourcesSuppressed

The number of Amazon resources ignored by Trusted Advisor because they were marked as
suppressed by the user.

Type: Long

See Also

For more information about using this API in one of the language-specific Amazon SDKs, see the
following:

- [Amazon SDK for C++](#)
- [Amazon SDK for Go](#)
- [Amazon SDK for Java V2](#)
- [Amazon SDK for Ruby V3](#)

Common Parameters

The following list contains the parameters that all actions use for signing Signature Version 4 requests with a query string. Any action-specific parameters are listed in the topic for that action. For more information about Signature Version 4, see Signing Amazon API requests in the *IAM User Guide*.

Action

> The action to be performed.
>
> Type: string
>
> Required: Yes

Version

> The API version that the request is written for, expressed in the format YYYY-MM-DD.
>
> Type: string
>
> Required: Yes

X-Amz-Algorithm

> The hash algorithm that you used to create the request signature.
>
> Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.
>
> Type: string
>
> Valid Values: AWS4-HMAC-SHA256
>
> Required: Conditional

X-Amz-Credential

> The credential scope value, which is a string that includes your access key, the date, the region you are targeting, the service you are requesting, and a termination string ("aws4_request"). The value is expressed in the following format: *access_key*/*YYYYMMDD*/*region*/*service*/aws4_request.
>
> For more information, see Create a signed Amazon API request in the *IAM User Guide*.
>
> Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.
>
> Type: string
>
> Required: Conditional

X-Amz-Date

> The date that is used to create the signature. The format must be ISO 8601 basic format (YYYYMMDD'T'HHMMSS'Z'). For example, the following date time is a valid X-Amz-Date value: 20120325T120000Z.
>
> Condition: X-Amz-Date is optional for all requests; it can be used to override the date used for signing requests. If the Date header is specified in the ISO 8601 basic format, X-Amz-Date is not required. When X-Amz-Date is used, it always overrides the value of the Date header. For more information, see Elements of an Amazon API request signature in the *IAM User Guide*.

Type: string

Required: Conditional

X-Amz-Security-Token

The temporary security token that was obtained through a call to Amazon Security Token Service (Amazon STS). For a list of services that support temporary security credentials from Amazon STS, see [Amazon Web Services that work with IAM](#) in the *IAM User Guide*.

Condition: If you're using temporary security credentials from Amazon STS, you must include the security token.

Type: string

Required: Conditional

X-Amz-Signature

Specifies the hex-encoded signature that was calculated from the string to sign and the derived signing key.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

X-Amz-SignedHeaders

Specifies all the HTTP headers that were included as part of the canonical request. For more information about specifying signed headers, see [Create a signed Amazon API request](#) in the *IAM User Guide*.

Condition: Specify this parameter when you include authentication information in a query string instead of in the HTTP authorization header.

Type: string

Required: Conditional

Common Errors

This section lists the errors common to the API actions of all Amazon services. For errors specific to an API action for this service, see the topic for that API action.

AccessDeniedException

You do not have sufficient access to perform this action.

HTTP Status Code: 400

IncompleteSignature

The request signature does not conform to Amazon standards.

HTTP Status Code: 400

InternalFailure

The request processing has failed because of an unknown error, exception or failure.

HTTP Status Code: 500

InvalidAction

The action or operation requested is invalid. Verify that the action is typed correctly.

HTTP Status Code: 400

InvalidClientTokenId

The X.509 certificate or Amazon access key ID provided does not exist in our records.

HTTP Status Code: 403

InvalidParameterCombination

Parameters that must not be used together were used together.

HTTP Status Code: 400

InvalidParameterValue

An invalid or out-of-range value was supplied for the input parameter.

HTTP Status Code: 400

InvalidQueryParameter

The Amazon query string is malformed or does not adhere to Amazon standards.

HTTP Status Code: 400

MalformedQueryString

The query string contains a syntax error.

HTTP Status Code: 404

MissingAction

The request is missing an action or a required parameter.

HTTP Status Code: 400

MissingAuthenticationToken

The request must contain either a valid (registered) Amazon access key ID or X.509 certificate.

HTTP Status Code: 403

MissingParameter

A required parameter for the specified action is not supplied.

HTTP Status Code: 400

NotAuthorized

You do not have permission to perform this action.

HTTP Status Code: 400

OptInRequired

The Amazon access key ID needs a subscription for the service.

HTTP Status Code: 403

RequestExpired

The request reached the service more than 15 minutes after the date stamp on the request or more than 15 minutes after the request expiration date (such as for pre-signed URLs), or the date stamp on the request is more than 15 minutes in the future.

HTTP Status Code: 400

ServiceUnavailable

The request has failed due to a temporary failure of the server.

HTTP Status Code: 503

ThrottlingException

The request was denied due to request throttling.

HTTP Status Code: 400

ValidationError

The input fails to satisfy the constraints specified by an Amazon service.

HTTP Status Code: 400