

Cloud Fax Messaging REST API Reference Guide

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1 Introduction

This document is a reference manual for the OpenText Cloud Fax RESTful API.

2 Authentication

The OpenText REST API uses HTTP 'Basic' authentication for all requests.

Authorization: Basic QUNULUFTLVRXTzoxMjMONTY=

3 Request headers

Header Name	Optional / Mandatory header	Header Type	Description	Example
X-MRA-SubmitID	optional	string	Optional string identifying request which echoes in the response.	SampleSubmit

4 Send a Fax

Submitting a request to send a fax requires use of pure JSON request body wherein the fax metadata (recipient fax numbers and user-specified options) and the document(s) to be faxed are part of the same JSON construct.

4.1 Request

Method: POST

URL: <https://t2api.us.cloudmessaging.opentext.com/mra/v1/outbound/faxes>

The following is the complete JSON construct for the request body. Note: All JSON data must be UTF-8 encoded.

```
{
  "options": {
    "message_id": "",
    "billing_code": "",
    "customer_reference": "",
    "end_time": "",
    "coversheet": {
      "enabled": "",
      "from": ""
      "name": "",
      "subject": ""
    },
    "translation_options": {
      "fax_mode": "",
      "page_orientation": ""
    },
    "pilot_line": {
      "text": ""
    },
  ],
  "reports": {
    "type": "",

    "report_destinations": [
      {
        /* one-of the following */
        "fax": "",
        "url": "",
        "email": "",
      }
    ]
  },

  "destinations": [
    {
      "ref": "",
      "fax": "",
      "inserts": [
        {
          "id": "",
          "value": ""
        }
      ]
    },
  ],

  "documents": [
    {
```

```

        "name": "temp.tif",
        "type": "tiff",
        "charset": "",
        "data": "{Base64 Encoded data}"
    }
  ]
}

```

EXAMPLE

The following is a simple example to send a TIFF file named multipage.tif file to the number 2025550123.

```

curl -u 'user@example.org:password' \
-H 'Content-type: application/json' \
--data-binary '{
"options":
{
  "billing_code":"temp_bill_code",
  "customer_reference":"temp_cust"
},
"destinations":
[
  {
    "fax": "2025550123"
  }
],
"documents": [
  {
    "name": "multipage.tif",
    "type": "tiff",
    "data": "{BASE64 ENCODED DATA}"
  }
]
}' \
'https://t2api.us.cloudmessaging.opentext.com/mra/v1/outbound/faxes'

```

4.1.1 Options (optional)

Key	Optional / Mandatory	Type	Description
message_id	optional	string	A client-supplied globally unique identifier of no more than 80 characters used to help prevent duplicate requests. A case-insensitive comparison is used to determine a duplicate value.
customer_reference	optional	string	A client-supplied metadata string of up to 40 characters.
billing_code	optional	string	A client-supplied string of up to 40 characters that can appear on an invoice.
end_time	optional	string	Specifies a time after which no more delivery attempts (initial or retry) are made. (ISO 8601 format)

4.1.2 coversheet (optional)

Key	Optional / Mandatory	Type	Description
enabled	required	boolean	Enables/disables the use of a stored coversheet.
name	optional	string	The name of a cover sheet stored in the OpenText messaging service.
subject	optional	string	A client-supplied string to be used on the subject line of an OpenText system-generated coversheet.
from	optional	string	Value to appear on the "From" line of the OpenText coversheet. Maximum length is 256 characters.

4.1.3 pilot_line (optional)

Key	Optional / Mandatory	Type	Description
text	optional	string	A client-supplied string that is to appear on the pilot line.

4.1.4 translation_options (optional)

Key	Optional / Mandatory	Type	Description
fax_mode	optional	string	Indicates the vertical image resolution to be used for fax deliveries. Legal values are: standard or fine
page_orientation	optional	string	Indicates the page orientation to be used when preparing the document for fax delivery. Legal values are portrait or landscape.

4.1.5 reports (optional)

Key	Optional / Mandatory	Type	Description
type	required	string	Specifies the type of report to be generated. Legal values are: detail, exception, conditional, or summary.

4.1.6 report_destinations (optional)

Note: Any of the following address types is required.

Key	Optional / Mandatory	Type	Description
fax	required	string	Contains report destination for fax address type. US domestic numbers should use the following format: 2025550123. International numbers should use the following format: +44123456789
email	required	string	Contains report destination for email address type. Example: "example@example.org"
URL	required	string	Contains report destination for URL address type. Example: "http://data.example.com/"

4.1.7 destinations (required)

Key	Optional / Mandatory	Type	Description
ref	optional	string	A client-supplied string of up to 20 characters used to identify the recipient.
fax	required	string	The recipient fax number. US domestic numbers should use the following format: 2025550123. International numbers should use the following format: +44123456789

4.1.8 inserts (optional)

Key	Optional / Mandatory	Type	Description
id	required	integer	An integer between 1 and 999 indicating the ordinal value of the insert.
value	required	string	A client-supplied string of up to 255 characters.

4.1.9 documents (required)

Key	Optional / Mandatory	Type	Description
name	optional	string	A client-supplied filename. This value should be unique within a given request.
type	required	string	Indicates the format of the document. Supported document types are PDF, TIFF, Microsoft (MSW, XLS), HTML, and text.

charset	optional	string	The language encoding (character set) of the document, if needed, for proper interpretation.
data	required	string	The document contents; base64 encoded.

4.2 Response

A Successful Request returns HTTP status code 200 and the response body contains the following JSON construct

```
{
  "job_id": "{unique job identifier}"
}
```

Key	Optional / Mandatory	Type	Description
job_id	required	string	Unique job identifier

Example:

```
{
  "job_id": "xsi-0123456789"
}
```

5 Requesting Fax Status

Once a fax request has been successfully accepted and a job ID is returned, this method allows users to request the information about the “job” as it is being processed by the OpenText messaging service.

5.1 Request

Method: GET

URL:

https://t2api.us.cloudmessaging.opentext.com/mra/v1/outbound/faxes/status?job_id={job_id}

Key	Optional / Mandatory	Type	Description
job_id	required	string	Unique job identifier

Example:

```
curl -u 'user@example.org:password' \  
'https://t2api.us.cloudmessaging.opentext.com/mra/v1/outbound/faxes/s  
tatus?job_id=xsi-1234567'
```

5.2 Response

A successful status request returns an HTTP 200 status code and the response body contains the following JSON construct (sample) with information about the job.

Example:

```
{  
  "job_id": "xsi-1234567",  
  "billing_code_base64": "dGVtcF9iaWxsX2NvZGU=",  
  "entry_time": "2020-04-21T10:50:51.000Z",  
  "job_state": [  
    "Complete",  
    "Posted"  
  ],  
  "deliveries": [  
    {  
      "ref_base64": "RkFYT1VU",  
      "fax": "2023242526",  
      "delivery_attempts": [  
        {  
          "state": "Sent",  
          "first_attempt": "2020-04-21T10:51:00.000Z",  
          "delivery_time": "2020-04-21T10:56:29.000Z",  
          "delivery_sec": 28,  
          "pages_delivered": 3,  
          "baud_rate": 9600  
        }  
      ]  
    }  
  ]  
}
```

Key	Optional / Mandatory	Type	Description
job_id	required	string	Unique job identifier
billing_code_base64	optional	string	A client-supplied string of up to 40 characters in base64 encoded format that can appear on an invoice.
customer_reference_base64	optional	string	A client-supplied metadata string of up to 40 characters in base64 encoded format.
entry_time	optional	string	The date/time job entered the system. (ISO 8601 format)
job_state	required	string array	<p>Indicates the current state of the job. Valid values for the job_state element are:</p> <p>AwaitingSetup, Setup, Processing, AwaitingDelivery, Delivering, Posted, Delivered, Reporting, Complete, Error, Cancelled, Held, Preview, Paused, AwaitingCompliance and Purged.</p> <p>Note: A job may be in more than one of these states simultaneously - the states Cancelled, Error, Posted, Reporting, Held, Preview, Paused and AwaitingCompliance may occur in combination with other states.</p>

5.2.1 deliveries (optional)

Key	Optional / Mandatory	Type	Description
ref_base64	optional	string	A client-supplied string of up to 20 characters in base64 encoded format used to identify the recipient.
fax	required	string	<p>The recipient fax number. US domestic numbers should use the following format: 2025550123.</p> <p>International numbers should use the following format: +44123456789</p>

5.2.2 delivery_attempts (required)

Key	Optional/ Mandatory	Type	Description
state	required	string	<p>Indicates the current state of the fax delivery.</p> <p>Valid values for state are:</p> <p>Pending, Submitted, InProcess, Error, Cancelled, Held, Sent and Expired</p>

gamma_code	optional	integer	A code that may provide more detailed status information, mainly applicable to the Error state. For a list of codes and their respective meanings, visit: https://apiforums.easylink.com/system/files/gamma_codes.pdf
first_attempt	optional	string	The date/time of the first delivery attempt (ISO 8601 format)
delivery_time	optional	string	Ending date/time of this delivery attempt (ISO 8601 format)
delivery_sec	optional	integer	Number of seconds it took for this delivery attempt to complete.
pages_delivered	optional	integer	Page number of the last page delivered of the input document. Note: Does not include OT cover page
baud_rate	optional	integer	Indicates the delivery baud rate
rcsid	optional	string	The Customer Subscriber Identification (CSID) of the receiving fax machine

6 Receiving a Fax

Inbound faxes can be retrieved using this method.

6.1 Request

Method: GET

URL: <https://t2api.us.cloudmessaging.opentext.com/mra/v1/inbound/documents/next>

Example:

```
curl -u 'user@example.org:password' \
'https://t2api.us.cloudmessaging.opentext.com/mra/v1/inbound/documents/next'
```

6.2 Response

The Response has the following JSON construct with HTTP status code 200. A successful document request returns HTTP 200 status code and the response body contains the following JSON construct (sample) with information about the received fax.

Example:

```
{
  "doc_id": "ZGV99996666",
  "document_class": "Inbound Fax",
  "job_id": "xsi-1234567",
  "user_id": "",
  "customer_reference_base64": "Nzg5NjY=",
  "billing_code_base64": "Nzg5NjY=",
  "transaction_info": {
    "fax_mode": "FINE",
    "tsid": "TSID",
    "ani": "ANI",
    "dnis": "DNIS",
    "call_date": "2020-03-17T11:27:34.000Z",
    "connect_time": 45,
    "baud_rate": 9600,
    "page_count": 2,
    "internal_fax_id": "qasiplgc1-0120000000000001-12345678"
  },
  "document": {
    "type": "TIFF",
    "name_base64": "dGVzdF9maWxlLmRvYw==",
    "data": "QSB0ZXh0IGRvYyBmb3IgdGVsaXZlcnkgdmlhIHFkb2M="
  }
}
```

Key	Optional / Mandatory	Type	Description
doc_id	required	string	An identifier for the document being retrieved in base64 encoded format.
document_class	required	string	Represents the document delivery type. Example: Inbound Fax
job_id	required	string	Unique job identifier
user_id	optional	string	User ID associated with the job. This is the system's formal user ID and not an alias such as a phone number or email address.
customer_reference_base64	optional	string	A client-supplied metadata string of up to 40 characters in base64 encoded format.
billing_code_base64	optional	string	A client-supplied string of up to 40 characters in base64 encoded format that can appear on an invoice.
previous_retrieval	optional	string	If this document has been previously retrieved, this element provides information about one such prior retrieval. It consists of X-MRA-ProcessingID identifying the previous retrieval transaction.

6.2.1 transaction_info (optional)

Key	Optional/ Mandatory	Type	Description
fax_mode	optional	string	The fax mode used - STANDARD or FINE.
tsid	optional	string	The TSID of the sending fax machine.
ANI	optional	string	The ANI (sender) used when receiving the document.
DNIS	optional	string	The DNIS (receiver) used when receiving the document.
call_date	optional	string	The time the document was received (ISO 8601 format).
connect_time	optional	integer	The duration in seconds of the connection during which the document was received.
baud_rate	optional	integer	The baud rate of the connection.
page_count	optional	integer	The actual number of pages received.
internal_fax_id	optional	string	The unique ID of the "faxin" device that received the document.

6.2.2 Documents (required)

Key	Optional / Mandatory	Type	Description
type	optional	string	Indicates the format of the document. Examples: TIFF, PDF
name_base64	required	string	Filename associated with document being retrieved.
data	required	string	The document contents; base64 encoded.

7 Delete a received fax

A received fax can be deleted from the system after retrieval.

7.1 Request

Method: DELETE

URL: https://t2api.us.cloudmessaging.opentext.com/mra/v1/inbound/documents/{doc_id}

Key	Optional/ Mandatory	Type	Description
doc_id	required	string	Value returned in the response of retrieve fax request.

Example:

```
curl -X DELETE -u 'user@example.org:password' \
'https://t2api.us.cloudmessaging.opentext.com/mra/v1/inbound/document
s/ZGV99996666'
```

7.2 Response

The response has empty response body with HTTP status code 204.

8 Error Responses

Any Invalid or malformed API request results in an HTTP 400 or 500 series response status code.

The response body contains a JSON construct (sample) with additional information about the errors encountered.

Example:

```
{
  "error_code": "41002",
  "error_message": "Bad Request, missing required input"
}
```

Key	Optional/ Mandatory	Type	Description
error_code	required	string	A value indicating the type of error that occurred.
error_message	required	string	Description of the error occurred.

9 Response headers

Name	Description
X-MRA-ProcessingID	String that uniquely identifies a request.
X-MRA-SubmitID	Is returned in the response header if provided in request headers.
X-MRA-Duplicate-MessageID	In the cases where a previously used message_id is detected, the job_id of the original job shall be returned, and this HTTP header value is set to true to indicate that a duplicate job submission occurred.

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