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# **AWS Support**

## **API Reference**

### **API Version 2013-04-15**



## AWS Support: API Reference

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# Welcome

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The AWS Support API reference is intended for programmers who need detailed information about the AWS Support operations and data types. This service enables you to manage your AWS Support cases programmatically. It uses HTTP methods that return results in JSON format.

The AWS Support service also exposes a set of [Trusted Advisor](#) features. You can retrieve a list of checks and their descriptions, get check results, specify checks to refresh, and get the refresh status of checks.

The following list describes the AWS Support case management operations:

- **Service names, issue categories, and available severity levels.** The [DescribeServices](#) (p. 20) and [DescribeSeverityLevels](#) (p. 22) operations return AWS service names, service codes, service categories, and problem severity levels. You use these values when you call the [CreateCase](#) (p. 7) operation.
- **Case creation, case details, and case resolution.** The [CreateCase](#) (p. 7), [DescribeCases](#) (p. 13), [DescribeAttachment](#) (p. 11), and [ResolveCase](#) (p. 34) operations create AWS Support cases, retrieve information about cases, and resolve cases.
- **Case communication.** The [DescribeCommunications](#) (p. 17), [AddCommunicationToCase](#) (p. 5), and [AddAttachmentsToSet](#) (p. 3) operations retrieve and add communications and attachments to AWS Support cases.

The following list describes the operations available from the AWS Support service for Trusted Advisor:

- [DescribeTrustedAdvisorChecks](#) (p. 28) returns the list of checks that run against your AWS resources.
- Using the `CheckId` for a specific check returned by [DescribeTrustedAdvisorChecks](#) (p. 28), you can call [DescribeTrustedAdvisorCheckResult](#) (p. 26) to obtain the results for the check you specified.
- [DescribeTrustedAdvisorCheckSummaries](#) (p. 30) returns summarized results for one or more Trusted Advisor checks.
- [RefreshTrustedAdvisorCheck](#) (p. 32) requests that Trusted Advisor rerun a specified check.
- [DescribeTrustedAdvisorCheckRefreshStatuses](#) (p. 24) reports the refresh status of one or more checks.

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

See [About the AWS Support API](#) in the *AWS Support User Guide* for information about how to use this service to create and manage your support cases, and how to call Trusted Advisor for results of checks on your resources.

This document was last updated on September 3, 2015.

# Actions

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The following actions are supported:

- [AddAttachmentsToSet](#) (p. 3)
- [AddCommunicationToCase](#) (p. 5)
- [CreateCase](#) (p. 7)
- [DescribeAttachment](#) (p. 11)
- [DescribeCases](#) (p. 13)
- [DescribeCommunications](#) (p. 17)
- [DescribeServices](#) (p. 20)
- [DescribeSeverityLevels](#) (p. 22)
- [DescribeTrustedAdvisorCheckRefreshStatuses](#) (p. 24)
- [DescribeTrustedAdvisorCheckResult](#) (p. 26)
- [DescribeTrustedAdvisorChecks](#) (p. 28)
- [DescribeTrustedAdvisorCheckSummaries](#) (p. 30)
- [RefreshTrustedAdvisorCheck](#) (p. 32)
- [ResolveCase](#) (p. 34)

## AddAttachmentsToSet

Adds one or more attachments to an 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.

An attachment set is a temporary container for attachments that are to be added to a case or case communication. The set is available for one hour after it is created; the `ExpiryTime` returned in the response indicates when the set expires. The maximum number of attachments in a set is 3, and the maximum size of any attachment in the set is 5 MB.

### Request Syntax

```
{
  "Attachments": [
    {
      "Data": blob,
      "FileName": "string"
    }
  ],
  "AttachmentSetId": "string"
}
```

### Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

#### Attachments

One or more attachments to add to the set. The limit is 3 attachments per set, and the size limit is 5 MB per attachment.

Type: array of [Attachment \(p. 36\)](#) objects

Required: Yes

#### AttachmentSetId

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

Required: No

### 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

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

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 \(p. 50\)](#).

### 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 3 attachments and 5 MB per attachment.

HTTP Status Code: 400

### InternalServerError

An internal server error occurred.

HTTP Status Code: 500

# AddCommunicationToCase

Adds additional customer communication to an AWS Support case. You use the `CaseId` value to identify the case to add communication to. You can list a set of email addresses to copy on the communication using the `CcEmailAddresses` value. The `CommunicationBody` value contains the text of the communication.

The response indicates the success or failure of the request.

This operation implements a subset of the features of the AWS Support Center.

## Request Syntax

```
{
  "AttachmentSetId": "string",
  "CaseId": "string",
  "CcEmailAddresses": [
    "string"
  ],
  "CommunicationBody": "string"
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

### AttachmentSetId

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

Required: No

### CaseId

The AWS 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

Required: No

### CcEmailAddresses

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

Type: array of Strings

Length constraints: Minimum of 0 item(s) in the list. Maximum of 10 item(s) in the list.

Required: No

### CommunicationBody

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

Type: String

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

Required: Yes

## 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

True if [AddCommunicationToCase \(p. 5\)](#) succeeds. Otherwise, returns an error.

Type: Boolean

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### 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` could not be located.

HTTP Status Code: 400

### InternalServerError

An internal server error occurred.

HTTP Status Code: 500

## CreateCase

Creates a new case in the AWS Support Center. This operation is modeled on the behavior of the AWS Support Center [Create Case](#) page. Its parameters require you to specify the following information:

1. **IssueType.** The type of issue for the case. You can specify either "customer-service" or "technical." If you do not indicate a value, the default is "technical."
2. **ServiceCode.** The code for an AWS service. You obtain the `ServiceCode` by calling [DescribeServices](#) (p. 20).
3. **CategoryCode.** The category for the service defined for the `ServiceCode` value. You also obtain the category code for a service by calling [DescribeServices](#) (p. 20). Each AWS service defines its own set of category codes.
4. **SeverityCode.** A value that indicates the urgency of the case, which in turn determines the response time according to your service level agreement with AWS Support. You obtain the `SeverityCode` by calling [DescribeSeverityLevels](#) (p. 22).
5. **Subject.** The **Subject** field on the AWS Support Center [Create Case](#) page.
6. **CommunicationBody.** The **Description** field on the AWS Support Center [Create Case](#) page.
7. **AttachmentSetId.** The ID of a set of attachments that has been created by using [AddAttachmentsToSet](#) (p. 3).
8. **Language.** The human language in which AWS Support handles the case. English and Japanese are currently supported.
9. **CcEmailAddresses.** The AWS Support Center **CC** field on the [Create Case](#) page. You can list email addresses to be copied on any correspondence about the case. The account that opens the case is already identified by passing the AWS Credentials in the HTTP POST method or in a method or function call from one of the programming languages supported by an [AWS SDK](#).

### Note

To add additional communication or attachments to an existing case, use `AddCommunicationToCase`.

A successful [CreateCase](#) (p. 7) request returns an AWS Support case number. Case numbers are used by the [DescribeCases](#) (p. 13) operation to retrieve existing AWS Support cases.

## 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 common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

### AttachmentSetId

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

Type: String

Required: No

### CategoryCode

The category of problem for the AWS Support case.

Type: String

Required: No

### CcEmailAddresses

A list of email addresses that AWS Support copies on case correspondence.

Type: array of Strings

Length constraints: Minimum of 0 item(s) in the list. Maximum of 10 item(s) in the list.

Required: No

### CommunicationBody

The communication body text when you create an AWS Support case by calling [CreateCase \(p. 7\)](#).

Type: String

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

Required: Yes

### IssueType

The type of issue for the case. You can specify either "customer-service" or "technical." If you do not indicate a value, the default is "technical."

Type: String

Required: No

### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

### ServiceCode

The code for the AWS service returned by the call to [DescribeServices \(p. 20\)](#).

Type: String

Pattern: [0-9a-z\-\_]+

Required: No

### SeverityCode

The code for the severity level returned by the call to [DescribeSeverityLevels](#) (p. 22).

#### Note

The availability of severity levels depends on each customer's support subscription. In other words, your subscription may not necessarily require the urgent level of response time.

Type: String

Required: No

### Subject

The title of the AWS Support case.

Type: String

Required: Yes

## 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.

### Caseld

The AWS 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

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).

### 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

# DescribeAttachment

Returns the attachment that has the specified ID. 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. 37) objects that are returned by the [DescribeCommunications](#) (p. 17) operation.

## Request Syntax

```
{
  "AttachmentId": "string"
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### AttachmentId

The ID of the attachment to return. Attachment IDs are returned by the [DescribeCommunications](#) (p. 17) operation.

Type: String

Required: Yes

## 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

The attachment content and file name.

Type: [Attachment](#) (p. 36) object

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).



**AttachmentIdNotFound**

An attachment with the specified ID could not be found.

HTTP Status Code: 400

**DescribeAttachmentLimitExceeded**

The limit for the number of [DescribeAttachment \(p. 11\)](#) requests in a short period of time has been exceeded.

HTTP Status Code: 400

**InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

## DescribeCases

Returns a list of cases that you specify by passing one or more case IDs. In addition, you can filter the cases by date by setting values for the `AfterTime` and `BeforeTime` request parameters. You can set values for the `IncludeResolvedCases` and `IncludeCommunications` request parameters to control how much information is returned.

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.

The response returns the following in JSON format:

1. One or more [CaseDetails](#) (p. 37) data types.
2. One or more `NextToken` values, which specify where to paginate the returned records represented by the `CaseDetails` objects.

## 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 common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### AfterTime

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

Type: String

Required: No

### BeforeTime

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

Type: String

Required: No

### CaseldList

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

Type: array of Strings

Length constraints: Minimum of 0 item(s) in the list. Maximum of 100 item(s) in the list.

Required: No

### DisplayId

The ID displayed for a case in the AWS Support Center user interface.

Type: String

Required: No

### IncludeCommunications

Specifies whether communications should be included in the [DescribeCases \(p. 13\)](#) results. The default is *true*.

Type: Boolean

Required: No

### IncludeResolvedCases

Specifies whether resolved support cases should be included in the [DescribeCases \(p. 13\)](#) results. The default is *false*.

Type: Boolean

Required: No

### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

### MaxResults

The maximum number of results to return before paginating.

Type: Number

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

Required: No

### NextToken

A resumption point for pagination.

Type: String

Required: No

## 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

The details for the cases that match the request.

Type: array of [CaseDetails](#) (p. 37) objects

### NextToken

A resumption point for pagination.

Type: String

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).

**CaseIdNotFound**

The requested `CaseId` could not be located.

HTTP Status Code: 400

**InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

# DescribeCommunications

Returns communications (and attachments) for one or more support cases. You can use the `AfterTime` and `BeforeTime` parameters to filter by date. You can use the `CaseId` parameter to restrict the results to a particular 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 result set. Set `MaxResults` to the number of cases you want displayed on each page, and use `NextToken` to specify the resumption of pagination.

## Request Syntax

```
{
  "AfterTime": "string",
  "BeforeTime": "string",
  "CaseId": "string",
  "MaxResults": number,
  "NextToken": "string"
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

### AfterTime

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

Type: String

Required: No

### BeforeTime

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

Type: String

Required: No

### CaseId

The AWS 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

Required: Yes

### MaxResults

The maximum number of results to return before paginating.

Type: Number

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

Required: No

#### NextToken

A resumption point for pagination.

Type: String

Required: No

## 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

The communications for the case.

Type: array of [Communication \(p. 40\)](#) objects

#### NextToken

A resumption point for pagination.

Type: String

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

#### CaseIdNotFound

The requested `CaseId` could not be located.

HTTP Status Code: 400

**InternalServerError**

An internal server error occurred.

HTTP Status Code: 500



## DescribeServices

Returns the current list of AWS services and a list of service categories that applies to each one. You then use service names and categories in your [CreateCase \(p. 7\)](#) requests. Each AWS service has its own set of categories.

The service codes and category codes correspond to the values that are displayed in the **Service** and **Category** drop-down lists on the AWS Support Center [Create Case](#) page. The values in those fields, however, do not necessarily match the service codes and categories returned by the `DescribeServices` request. Always use the service codes and categories obtained programmatically. This practice ensures that you always have the most recent set of service and category codes.

### Request Syntax

```
{
  "Language": "string",
  "ServiceCodeList": [
    "string"
  ]
}
```

### Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

#### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

#### ServiceCodeList

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

Type: array of Strings

Length constraints: Minimum of 0 item(s) in the list. Maximum of 100 item(s) in the list.

Required: No

### 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

A JSON-formatted list of AWS services.

Type: array of [Service \(p. 41\)](#) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### InternalServerError

An internal server error occurred.

HTTP Status Code: 500

## DescribeSeverityLevels

Returns the list of severity levels that you can assign to an AWS Support case. The severity level for a case is also a field in the [CaseDetails](#) (p. 37) data type included in any [CreateCase](#) (p. 7) request.

### Request Syntax

```
{  
  "Language": "string"  
}
```

### Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

#### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

### 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

The available severity levels for the support case. Available severity levels are defined by your service level agreement with AWS.

Type: array of [SeverityLevel](#) (p. 42) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### **InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

# DescribeTrustedAdvisorCheckRefreshStatuses

Returns the refresh status of the Trusted Advisor checks that have the specified check IDs. Check IDs can be obtained by calling [DescribeTrustedAdvisorChecks](#) (p. 28).

## Request Syntax

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

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### CheckIds

The IDs of the Trusted Advisor checks.

Type: array of Strings

Required: Yes

## 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

The refresh status of the specified Trusted Advisor checks.

Type: array of [TrustedAdvisorCheckRefreshStatus](#) (p. 43) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### **InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

# DescribeTrustedAdvisorCheckResult

Returns the results of the Trusted Advisor check that has the specified check ID. Check IDs can be obtained by calling [DescribeTrustedAdvisorChecks](#) (p. 28).

The response contains a [TrustedAdvisorCheckResult](#) (p. 44) object, which contains these three objects:

- [TrustedAdvisorCategorySpecificSummary](#) (p. 42)
- [TrustedAdvisorResourceDetail](#) (p. 46)
- [TrustedAdvisorResourcesSummary](#) (p. 47)

In addition, the response contains these fields:

- **Status.** The alert status of the check: "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.

## Request Syntax

```
{  
  "CheckId": "string",  
  "Language": "string"  
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### CheckId

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

## 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

The detailed results of the Trusted Advisor check.

Type: [TrustedAdvisorCheckResult](#) (p. 44) object

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).

### InternalServerError

An internal server error occurred.

HTTP Status Code: 500



# DescribeTrustedAdvisorChecks

Returns information about all available Trusted Advisor checks, including name, ID, category, description, and metadata. You must specify a language code; English ("en") and Japanese ("ja") are currently supported. The response contains a [TrustedAdvisorCheckDescription \(p. 42\)](#) for each check.

## Request Syntax

```
{  
  "Language": "string"  
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: Yes

## 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

Information about all available Trusted Advisor checks.

Type: array of [TrustedAdvisorCheckDescription](#) (p. 42) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).

### **InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

# DescribeTrustedAdvisorCheckSummaries

Returns the summaries of the results of the Trusted Advisor checks that have the specified check IDs. Check IDs can be obtained by calling [DescribeTrustedAdvisorChecks](#) (p. 28).

The response contains an array of [TrustedAdvisorCheckSummary](#) (p. 45) objects.

## Request Syntax

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

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### CheckIds

The IDs of the Trusted Advisor checks.

Type: array of Strings

Required: Yes

## 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

The summary information for the requested Trusted Advisor checks.

Type: array of [TrustedAdvisorCheckSummary \(p. 45\)](#) objects

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### InternalServerError

An internal server error occurred.

HTTP Status Code: 500

# RefreshTrustedAdvisorCheck

Requests a refresh of the Trusted Advisor check that has the specified check ID. Check IDs can be obtained by calling [DescribeTrustedAdvisorChecks](#) (p. 28).

The response contains a [TrustedAdvisorCheckRefreshStatus](#) (p. 43) object, which contains these fields:

- **Status.** The refresh status of the check: "none", "enqueued", "processing", "success", or "abandoned".
- **MillisUntilNextRefreshable.** The amount of time, in milliseconds, until the check is eligible for refresh.
- **CheckId.** The unique identifier for the check.

## Request Syntax

```
{
  "CheckId": "string"
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters](#) (p. 48).

The request requires the following data in JSON format.

### CheckId

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

## 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

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

Type: [TrustedAdvisorCheckRefreshStatus](#) (p. 43) object

## Errors

For information about the errors that are common to all actions, see [Common Errors](#) (p. 50).

### **InternalServerError**

An internal server error occurred.

HTTP Status Code: 500

# ResolveCase

Takes a `CaseId` and returns the initial state of the case along with the state of the case after the call to [ResolveCase \(p. 34\)](#) completed.

## Request Syntax

```
{  
  "CaseId": "string"  
}
```

## Request Parameters

For information about the common parameters that all actions use, see [Common Parameters \(p. 48\)](#).

The request requires the following data in JSON format.

### CaseId

The AWS 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

Required: No

## 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

The status of the case after the [ResolveCase \(p. 34\)](#) request was processed.

Type: String

### InitialCaseStatus

The status of the case when the [ResolveCase \(p. 34\)](#) request was sent.

Type: String

## Errors

For information about the errors that are common to all actions, see [Common Errors \(p. 50\)](#).

### **CaseIdNotFound**

The requested `CaseId` could not be located.

HTTP Status Code: 400

### **InternalServerError**

An internal server error occurred.

HTTP Status Code: 500



# Data Types

---

The AWS 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 the response is not guaranteed. Applications should not assume a particular order.

The following data types are supported:

- [Attachment](#) (p. 36)
- [AttachmentDetails](#) (p. 37)
- [CaseDetails](#) (p. 37)
- [Category](#) (p. 39)
- [Communication](#) (p. 40)
- [RecentCaseCommunications](#) (p. 41)
- [Service](#) (p. 41)
- [SeverityLevel](#) (p. 42)
- [TrustedAdvisorCategorySpecificSummary](#) (p. 42)
- [TrustedAdvisorCheckDescription](#) (p. 42)
- [TrustedAdvisorCheckRefreshStatus](#) (p. 43)
- [TrustedAdvisorCheckResult](#) (p. 44)
- [TrustedAdvisorCheckSummary](#) (p. 45)
- [TrustedAdvisorCostOptimizingSummary](#) (p. 45)
- [TrustedAdvisorResourceDetail](#) (p. 46)
- [TrustedAdvisorResourcesSummary](#) (p. 47)

## Attachment

### Description

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: Blob

Required: No

### FileName

The name of the attachment file.

Type: String

Required: No

## AttachmentDetails

### Description

The file name and ID of an attachment to a case communication. You can use the ID to retrieve the attachment with the [DescribeAttachment \(p. 11\)](#) operation.

## Contents

### AttachmentId

The ID of the attachment.

Type: String

Required: No

### FileName

The file name of the attachment.

Type: String

Required: No

## CaseDetails

### Description

A JSON-formatted object that contains the metadata for a support case. It is contained the response from a [DescribeCases \(p. 13\)](#) request. **CaseDetails** contains the following fields:

1. **CaseID**. The AWS 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`.
2. **CategoryCode**. The category of problem for the AWS Support case. Corresponds to the `CategoryCode` values returned by a call to [DescribeServices \(p. 20\)](#).
3. **DisplayId**. The identifier for the case on pages in the AWS Support Center.

4. **Language.** The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.
5. **RecentCommunications.** One or more [Communication \(p. 40\)](#) objects. Fields of these objects are `Attachments`, `Body`, `CaseId`, `SubmittedBy`, and `TimeCreated`.
6. **NextToken.** A resumption point for pagination.
7. **ServiceCode.** The identifier for the AWS service that corresponds to the service code defined in the call to [DescribeServices \(p. 20\)](#).
8. **SeverityCode.** The severity code assigned to the case. Contains one of the values returned by the call to [DescribeSeverityLevels \(p. 22\)](#).
9. **Status.** The status of the case in the AWS Support Center.
10. **Subject.** The subject line of the case.
11. **SubmittedBy.** The email address of the account that submitted the case.
12. **TimeCreated.** The time the case was created, in ISO-8601 format.

## Contents

### CaseId

The AWS 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

Required: No

### CategoryCode

The category of problem for the AWS Support case.

Type: String

Required: No

### CcEmailAddresses

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

Type: array of Strings

Required: No

### DisplayId

The ID displayed for the case in the AWS Support Center. This is a numeric string.

Type: String

Required: No

### Language

The ISO 639-1 code for the language in which AWS provides support. AWS Support currently supports English ("en") and Japanese ("ja"). Language parameters must be passed explicitly for operations that take them.

Type: String

Required: No

### RecentCommunications

The five most recent communications between you and AWS 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. 41) object

Required: No

**ServiceCode**

The code for the AWS service returned by the call to [DescribeServices](#) (p. 20).

Type: String

Required: No

**SeverityCode**

The code for the severity level returned by the call to [DescribeSeverityLevels](#) (p. 22).

Type: String

Required: No

**Status**

The status of the case.

Type: String

Required: No

**Subject**

The subject line for the case in the AWS Support Center.

Type: String

Required: No

**SubmittedBy**

The email address of the account that submitted the case.

Type: String

Required: No

**TimeCreated**

The time that the case was case created in the AWS Support Center.

Type: String

Required: No

## Category

### Description

A JSON-formatted name/value pair that represents the category name and category code of the problem, selected from the [DescribeServices](#) (p. 20) response for each AWS service.

### Contents

**Code**

The category code for the support case.

Type: String

Required: No

**Name**

The category name for the support case.

Type: String

Required: No

## Communication

### Description

A communication associated with an AWS Support case. The communication consists of the case ID, the message body, attachment information, the account email address, and the date and time of the communication.

### Contents

**AttachmentSet**

Information about the attachments to the case communication.

Type: array of [AttachmentDetails](#) (p. 37) objects

Required: No

**Body**

The text of the communication between the customer and AWS Support.

Type: String

Required: No

**Caseld**

The AWS 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

Required: No

**SubmittedBy**

The email address of the account that submitted the AWS Support case.

Type: String

Required: No

**TimeCreated**

The time the communication was created.

Type: String

Required: No

# RecentCaseCommunications

## Description

The five most recent communications associated with the case.

## Contents

### Communications

The five most recent communications associated with the case.

Type: array of [Communication \(p. 40\)](#) objects

Required: No

### NextToken

A resumption point for pagination.

Type: String

Required: No

# Service

## Description

Information about an AWS service returned by the [DescribeServices \(p. 20\)](#) 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 AWS Support when you call [CreateCase \(p. 7\)](#).

Type: array of [Category \(p. 39\)](#) objects

Required: No

### Code

The code for an AWS service returned by the [DescribeServices \(p. 20\)](#) response. The `Name` element contains the corresponding friendly name.

Type: String

Required: No

### Name

The friendly name for an AWS service. The `Code` element contains the corresponding code.

Type: String

Required: No

## SeverityLevel

### Description

A code and name pair that represent a severity level that can be applied to a support case.

### Contents

#### Code

One of four values: "low," "medium," "high," and "urgent". These values correspond to response times returned to the caller in `SeverityLevel.name`.

Type: String

Required: No

#### Name

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

Type: String

Required: No

## TrustedAdvisorCategorySpecificSummary

### Description

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. 45) object

Required: No

## TrustedAdvisorCheckDescription

### Description

The description and metadata for a Trusted Advisor check.

### Contents

#### Category

The category of the Trusted Advisor check.

Type: String

Required: Yes

**Description**

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

Type: String

Required: Yes

**Id**

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

**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 \(p. 46\)](#) 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

Required: Yes

**Name**

The display name for the Trusted Advisor check.

Type: String

Required: Yes

## TrustedAdvisorCheckRefreshStatus

### Description

The refresh status of a Trusted Advisor check.

### Contents

**CheckId**

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

**MillisUntilNextRefreshable**

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

Type: Long

Required: Yes

**Status**

The status of the Trusted Advisor check for which a refresh has been requested: "none", "enqueued", "processing", "success", or "abandoned".



Type: String

Required: Yes

# TrustedAdvisorCheckResult

## Description

The results of a Trusted Advisor check returned by [DescribeTrustedAdvisorCheckResult](#) (p. 26).

## 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. 42) object

Required: Yes

### CheckId

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

### FlaggedResources

The details about each resource listed in the check result.

Type: array of [TrustedAdvisorResourceDetail](#) (p. 46) objects

Required: Yes

### ResourcesSummary

Details about AWS resources that were analyzed in a call to Trusted Advisor [DescribeTrustedAdvisorCheckSummaries](#) (p. 30).

Type: [TrustedAdvisorResourcesSummary](#) (p. 47) object

Required: Yes

### Status

The alert status of the check: "ok" (green), "warning" (yellow), "error" (red), or "not\_available".

Type: String

Required: Yes

### Timestamp

The time of the last refresh of the check.

Type: String

Required: Yes

# TrustedAdvisorCheckSummary

## Description

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 \(p. 42\)](#) object

Required: Yes

### CheckId

The unique identifier for the Trusted Advisor check.

Type: String

Required: Yes

### HasFlaggedResources

Specifies whether the Trusted Advisor check has flagged resources.

Type: Boolean

Required: No

### ResourcesSummary

Details about AWS resources that were analyzed in a call to Trusted Advisor [DescribeTrustedAdvisorCheckSummaries \(p. 30\)](#).

Type: [TrustedAdvisorResourcesSummary \(p. 47\)](#) object

Required: Yes

### Status

The alert status of the check: "ok" (green), "warning" (yellow), "error" (red), or "not\_available".

Type: String

Required: Yes

### Timestamp

The time of the last refresh of the check.

Type: String

Required: Yes

# TrustedAdvisorCostOptimizingSummary

## Description

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

## Contents

### **EstimatedMonthlySavings**

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

Type: Double

Required: Yes

### **EstimatedPercentMonthlySavings**

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

Type: Double

Required: Yes

## TrustedAdvisorResourceDetail

### Description

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

### Contents

#### **IsSuppressed**

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

Type: Boolean

Required: No

#### **Metadata**

Additional information about the identified resource. The exact metadata and its order can be obtained by inspecting the [TrustedAdvisorCheckDescription](#) (p. 42) object returned by the call to [DescribeTrustedAdvisorChecks](#) (p. 28). **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

Required: Yes

#### **Region**

The AWS region in which the identified resource is located.

Type: String

Required: Yes

#### **ResourceId**

The unique identifier for the identified resource.

Type: String

Required: Yes

#### **Status**

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

Type: String

Required: Yes

## TrustedAdvisorResourcesSummary

### Description

Details about AWS resources that were analyzed in a call to Trusted Advisor [DescribeTrustedAdvisorCheckSummaries](#) (p. 30).

### Contents

#### **ResourcesFlagged**

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

Type: Long

Required: Yes

#### **ResourcesIgnored**

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

Type: Long

Required: Yes

#### **ResourcesProcessed**

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

Type: Long

Required: Yes

#### **ResourcesSuppressed**

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

Type: Long

Required: Yes

# Common Parameters

---

This section lists the request parameters that all actions use. Any action-specific parameters are listed in the topic for the action.

**Action**

The action to be performed.

Default: None

Type: string

Required: Yes

**AuthParams**

The parameters that are required to authenticate a Conditional request. Contains:

- `AWSAccessKeyID`
- `SignatureVersion`
- `Timestamp`
- `Signature`

Default: None

Required: Conditional

**AWSAccessKeyID**

The access key ID that corresponds to the secret access key that you used to sign the request.

Default: None

Type: string

Required: Yes

**Expires**

The date and time when the request signature expires, expressed in the format `YYYY-MM-DDThh:mm:ssZ`, as specified in the ISO 8601 standard.

Condition: Requests must include either *Timestamp* or *Expires*, but not both.

Default: None

Type: string

Required: Conditional

**SecurityToken**

The temporary security token that was obtained through a call to AWS Security Token Service. For a list of services that support AWS Security Token Service, go to [Using Temporary Security Credentials to Access AWS](#) in **Using Temporary Security Credentials**.

Default: None

Type: string

Required: No

**Signature**

The digital signature that you created for the request. For information about generating a signature, go to the service's developer documentation.

Default: None

Type: string

Required: Yes

**SignatureMethod**

The hash algorithm that you used to create the request signature.

Default: None

Type: string

Valid Values: HmacSHA256 | HmacSHA1

Required: Yes

**SignatureVersion**

The signature version you use to sign the request. Set this to the value that is recommended for your service.

Default: None

Type: string

Required: Yes

**Timestamp**

The date and time when the request was signed, expressed in the format YYYY-MM-DDThh:mm:ssZ, as specified in the ISO 8601 standard.

Condition: Requests must include either *Timestamp* or *Expires*, but not both.

Default: None

Type: string

Required: Conditional

**Version**

The API version that the request is written for, expressed in the format YYYY-MM-DD.

Default: None

Type: string

Required: Yes

# Common Errors

---

This section lists the common errors that all actions return. Any action-specific errors are listed in the topic for the action.

**IncompleteSignature**

The request signature does not conform to AWS 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 AWS 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

**InvalidQueryStringParameter**

The AWS query string is malformed or does not adhere to AWS 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) AWS 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

**OptInRequired**

The AWS 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

**Throttling**

The request was denied due to request throttling.

HTTP Status Code: 400

**ValidationError**

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

HTTP Status Code: 400