

Alibaba Cloud 工单系统API文档

API Reference

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Document conventions

Style	Description	Example
	A danger notice indicates a situation that will cause major system changes, faults, physical injuries, and other adverse results.	 Danger: Resetting will result in the loss of user configuration data.
	A warning notice indicates a situation that may cause major system changes, faults, physical injuries, and other adverse results.	 Warning: Restarting will cause business interruption. About 10 minutes are required to restart an instance.
	A caution notice indicates warning information, supplementary instructions, and other content that the user must understand.	 Notice: If the weight is set to 0, the server no longer receives new requests.
	A note indicates supplemental instructions, best practices, tips, and other content.	 Note: You can use Ctrl + A to select all files.
>	Closing angle brackets are used to indicate a multi-level menu cascade.	Click Settings > Network > Set network type .
Bold	Bold formatting is used for buttons, menus, page names, and other UI elements.	Click OK .
Courier font	Courier font is used for commands.	Run the <code>cd /d C:/window</code> command to enter the Windows system folder.
Italic	Italic formatting is used for parameters and variables.	<code>bae log list --instanceid Instance_ID</code>
[] or [a b]	This format is used for an optional value, where only one item can be selected.	<code>ipconfig [-all -t]</code>

Style	Description	Example
{ } or {a b}	This format is used for a required value, where only one item can be selected.	switch {active stand}

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1 CreateTicket

Creates a ticket.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	CreateTicket	The operation that you want to perform. Set the value to CreateTicket.
Category	String	Yes	157	The product ID.
Content	String	Yes	I cannot connect to my ECS instance . Please help check.	The question description.
Email	String	Yes	support@aliyun.com	The mailbox that you use to receive ticket messages, for example, a ticket progress message.
ProductCode	String	Yes	ecs	The code of the specified product .
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.

Parameter	Type	Required	Example	Description
Title	String	No	ECS Connection Failure	The ticket title.
SecretContent	String	No	The instance ID is XXXXXX.	The confidential details, including your ECS instance information and personal information. This parameter has a high data security level.
Phone	String	No	13288888888	The mobile phone number that you use to receive SMS messages about the progress of ticket processing.
NotifyTime Range	String	No	all	The time range during which ticket messages can be received . Valid values: normal, all, and never. The value normal indicates that the messages can be received from 09:00:00 to 18:00:00 every day. The value all indicates no time limit, and the messages can be received anytime. The value never indicates that the messages are never received. Default value: all.

Response parameters

Parameter	Type	Example	Description
Code	String	200	The status code.
Data	String	ACB8WY2	The ticket number returned after the ticket is created.
Message	String	success	The prompt message.

Parameter	Type	Example	Description
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=CreateTicket
&Content=I cannot connect to my ECS instance. Please help check.
&CustomerCommonQuestion=12
&Email=support@aliyun.com
&ProductCode=ecs
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Data>ETARNPP</Data>
<Code>200</Code>
<Success>true</Success>
```

JSON format

```
{
  "Message": "success",
  "Data": "ETARNPP",
  "Code": 200,
  "Success": true
}
```

```
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.
400	illegalParam. emailOrPhone	The specified contact email or mobile phone number must be the data received by the account messenger.	The email or mobile phone number you entered must be the data in the account message recipient.

For a list of error codes, visit the [API Error Center](#).

2 ListProducts

Queries product information.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request Parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	ListProducts	The operation that you want to perform. Set the value to ListProducts.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Data	Struct		The data returned after the call succeeds.
ConsultationMore	Array		The category of products for which more consultation questions are submitted.
Description	String	Questions related to changing the bound mobile phones or mailboxes, real-name verification , and retrieving usernames and passwords	The product description.
Name	String	Account Support	The product name.

Parameter	Type	Example	Description
ProductCode	String	account	The product code.
HotConsultation	Array		The category of products for which hot consultation questions are submitted.
Description	String	Questions related to agents	The product description.
Name	String	Agent	The product name.
ProductCode	String	agent	The product code.
HotTech	Array		The category of products for which hot technical questions are submitted.
Description	String	Server consultation or technical questions, such as failures in remote server access, website access, and security	The product description.
Name	String	Elastic Compute Service	The product name.
ProductCode	String	ecs	The product code.
TechMore	Array		The category of products for which more technical questions are submitted.
GroupName	String	Storage And Cdn	The group in the TechMore category.
ProductList	Array		The list of products in the group.
Description	String	OSS	The product description.
Name	String	Object Storage Service	The product name.

Parameter	Type	Example	Description
ProductCode	String	oss	The product code.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=ListProducts
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Data>
  <ConsultationMore>
    <Description>Questions related to ICP filing, compensation, and refund</Description>
  >
    <Id>76</Id>
    <Name>ICP Filing</Name>
  </ConsultationMore>
  <HotConsultation>
    <Description>Questions related to orders, withdrawal, invoices, remittance, and vouchers</Description>
    <Id>1193</Id>
    <Name>Financial Support</Name>
  </HotConsultation>
  <HotConsultation>
    <Description>Questions related to changing the bound mobile phones or mailboxes, real-name verification, and retrieving usernames and passwords</Description>
    <Id>1194</Id>
    <Name>Account Support</Name>
  </HotConsultation>
  <HotConsultation>
    <Description>Questions related to client configuration, client usage, email sending, email receiving, bounce emails, postmaster, and spam</Description>
    <Id>88</Id>
    <Name>Alibaba Mail</Name>
  </HotConsultation>
  <TechMore>
    <GroupName>Elastic Calculation</GroupName>
```

```

<ProductList>
  <Description>Questions related to SLB configuration, uneven load distribution, and
health check</Description>
  <Id>86</Id>
  <Name>Server Load Balancer</Name>
</ProductList>
<ProductList>
  <Description>OSS consultation or technical questions, such as bucket creation,
bucket usage, and API key questions</Description>
  <Id>22</Id>
  <Name>Object Storage Service</Name>
</ProductList>
<ProductList>
  <Description>Questions related to dedicated host reboot, remote connection
failures, password initialization, and system initialization</Description>
  <Id>101</Id>
  <Name>Dedicated Hosting</Name>
</ProductList>
<ProductList>
  <Description>Questions related to simple application servers, such as control
panel, FTP usage, database, and website access</Description>
  <Id>1205</Id>
  <Name>Simple Application Server</Name>
</ProductList>
<ProductList>
  <Description>Questions related to virtual hosts, dedicated hosts, simple applicatio
n servers, and shared servers (former HiChina)</Description>
  <Id>1215</Id>
  <Name>Host (former HiChina)</Name>
</ProductList>
</TechMore>
<TechMore>
  <GroupName>More</GroupName>
  <ProductList>
    <Description>Questions related to competition rules and technical consultation</
Description>
    <Id>1209</Id>
    <Name>Tianchi</Name>
  </ProductList>
</TechMore>
</Data>
<Code>200</Code>
<Success>true</Success>

```

JSON format

```

{
  "Message": "success",
  "Data": {
    "ConsultationMore": [
      {
        "Description": "Questions related to ICP filing, compensation, and refund",
        "Id": 76,
        "Name": "ICP Filing"
      }
    ],
    "HotTech": [
      {
        "Description": "Questions related to orders, withdrawal, invoices, remittance, and
vouchers",

```

```

        "Id":1193,
        "Name":"Financial Support"
    },
    {
        "Description":"Questions related to changing the bound mobile phones or
        mailboxes, real-name verification, and retrieving usernames and passwords",
        "Id":1194,
        "Name":"Account Support"
    },
    {
        "Description":"Questions related to client configuration, client usage, email
        sending, email receiving, bounce emails, postmaster, and spam",
        "Id":88,
        "Name":"Alibaba Mail"
    }
],
"TechMore":[
    {
        "GroupName":"Elastic Calculation",
        "ProductList":[
            {
                "Description":"Questions related to SLB configuration, uneven load distributi
                on, and health check",
                "Id":86,
                "Name":"Server Load Balancer"
            },
            {
                "Description":"OSS consultation or technical questions, such as bucket
                creation, bucket usage, and API key questions",
                "Id":22,
                "Name":"Object Storage Service"
            },
            {
                "Description":"Questions related to dedicated host reboot, remote
                connection failures, password initialization, and system initialization",
                "Id":101,
                "Name":"Dedicated Hosting"
            },
            {
                "Description":"Questions related to simple application servers, such as
                control panel, FTP usage, database, and website access",
                "Id":1205,
                "Name":"Simple Application Server"
            },
            {
                "Description":"Questions related to virtual hosts, dedicated hosts, simple
                application servers, and shared servers (former HiChina)",
                "Id":1215,
                "Name":"Host (former HiChina)"
            }
        ]
    },
    {
        "GroupName":"More",
        "ProductList":[
            {
                "Description":"Questions related to competition rules and technical
                consultation",
                "Id":1209,
                "Name":"Tianchi"
            }
        ]
    }
]
}

```

```
    ]
  },
  "Code":200,
  "Success":true
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).

3 ListTicketNotes

Queries the communication records of a ticket.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	ListTicketNotes	The operation that you want to perform. Set the value to ListTicketNotes.
TicketId	String	Yes	G2BKRWG	The ticket ID.
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Data	Struct		The data returned after the call succeeds.
List	Array		The list of communication records.
Content	String	I have a question.	The communication content.

Parameter	Type	Example	Description
FromOfficial	Boolean	false	Indicates whether the reply is sent by a user or an after-sales support engineer. The value true indicates a reply from an after-sales support engineer. The value false indicates a reply from a user.
GmtCreated	Integer	1586920240	The timestamp when the reply was sent. This value is a UNIX timestamp representing the number of milliseconds that have elapsed since the epoch time January 1, 1970, 00:00:00 UTC.
NotelId	String	CT24GHXT	The reply ID.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=ListTicketNotes
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Data>
  <List>
    <NotelId>CT24GHXT</NotelId>
    <FromOfficial>>false</FromOfficial>
```

```
<Content>I have a question.</Content>
<GmtCreated>1586920240</GmtCreated>
</List>
</Data>
<Code>200</Code>
<Success>true</Success>
```

JSON format

```
{
  "Message": "success",
  "Data": {
    "List": [
      {
        "NotelId": "CT24GHXT",
        "FromOfficial": false,
        "Content": "I have a question.",
        "GmtCreated": 1586920240
      }
    ]
  },
  "Code": 200,
  "Success": true
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).

4 ListTickets

Queries the tickets that you created.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request Parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	ListTickets	The operation that you want to perform. Set the value to ListTickets.
Ids	String	No	ETARNPP, RTARNP	The ticket IDs for filtering. Separate multiple IDs with commas (,).
CreatedAfterTime	Long	No	1585790280	The start time of ticket creation.
CreatedBeforeTime	Long	No	1586049480	The end time of ticket creation.
ProductCode	String	No	ecs	The product code.
PageSize	Integer	No	20	The number of entries to return on each page. Default value: 20. Maximum value: 100.

Parameter	Type	Required	Example	Description
TicketStatus	String	No	wait_confirm, dealing	The ticket states for filtering. Separate multiple states with commas (.). A ticket can be in one of the following states: in_progress : The ticket is being processed . wait_feedback: The ticket is waiting for your feedback . wait_confirm: The ticket is waiting for your confirmation. completed: The ticket is closed.
PageStart	Integer	No	1	The number of the page to return .
SubUserId	String	No	2524480850 32933023	The RAM user ID for filtering.
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Data	Struct		The data returned after the call succeeds.
CurrentPage	Integer	1	The number of the current page.
List	Array		The list of tickets.

Parameter	Type	Example	Description
AddTime	Integer	1585818240	The timestamp when the ticket was created (unit: second).
CreatorId	String	2524480850 32933023	The UID of the ticket creator.
Id	String	CAB327A	The ID of the ticket.
TicketStatus	String	assigned	The state of the ticket. A ticket can be in one of the following states: in_progress: The ticket is being processed. wait_feedback: The ticket is waiting for your feedback. wait_confirm: The ticket is waiting for your confirmation. completed: The ticket is closed.
Title	String	Test ticket	The title of the ticket.
PageSize	Integer	15	The number of entries returned per page.
Total	Integer	99	The total number of lists.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=ListTickets
```

&<Common request parameters>

Sample success responses

XML format

```
<Message>success</Message>
<Data>
  <PageSize>20</PageSize>
  <CurrentPage>1</CurrentPage>
  <Total>2</Total>
  <List>
    <Title>POP test</Title>
    <TicketStatus>assigned</TicketStatus>
    <Id>CAB327A</Id>
    <AddTime>1585818240</AddTime>
  </List>
  <List>
    <Title>POP test</Title>
    <TicketStatus>assigned</TicketStatus>
    <Id>2HB89DX</Id>
    <AddTime>1585818240</AddTime>
  </List>
</Data>
<Code>200</Code>
<Success>true</Success>
```

JSON format

```
{
  "Message": "success",
  "Data": {
    "PageSize": 20,
    "CurrentPage": 1,
    "Total": 2,
    "List": [
      {
        "Title": "POP test",
        "TicketStatus": "assigned",
        "Id": "CAB327A",
        "AddTime": 1585818240
      },
      {
        "Title": "POP test",
        "TicketStatus": "assigned",
        "Id": "2HB89DX",
        "AddTime": 1585818240
      }
    ]
  },
  "Code": 200,
  "Success": true
}
```

```
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).

5 ReplyTicket

Replies to a ticket.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	ReplyTicket	The operation that you want to perform. Set the value to ReplyTicket.
TicketId	String	Yes	3EBYRY7	The ticket ID.
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.
Content	String	No	This is a reply to the ticket.	The reply content.
SecretContent	String	No	The instance ID is XXXXXX.	The confidential details, including your ECS instance information and personal information. This parameter has a high data security level.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=ReplyTicket
&TicketId=3EBYRY7
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Code>200</Code>
<Success>true</Success>
<RequestId>CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC</RequestId>
```

JSON format

```
{
  "Message": "success",
  "Code": 200,
  "Success": true,
  "RequestId": "CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC"
```

```
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).

6 CloseTicket

Closes a ticket.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request Parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	CloseTicket	The operation that you want to perform. Set the value to CloseTicket.
TicketId	String	Yes	3EBYRY7	The ticket ID.
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.

Parameter	Type	Example	Description
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=CloseTicket
&TicketId=3EBYRY7
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Code>200</Code>
<Success>true</Success>
<RequestId>CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC</RequestId>
```

JSON format

```
{
  "Message": "success",
  "Code": 200,
  "Success": true,
  "RequestId": "CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC"
}
```

Error codes

HTTP status code	Error code	Error message	Description
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).

7 ListCategories

Queries the categories of questions that are submitted for a specific product.

Debugging

OpenAPI Explorer automatically calculates the signature value. For your convenience, we recommend that you call this operation in OpenAPI Explorer. OpenAPI Explorer dynamically generates the sample code of the operation for different SDKs.

Request Parameters

Parameter	Type	Required	Example	Description
Action	String	Yes	ListCategories	The operation that you want to perform. Set the value to ListCategories.
ProductCode	String	Yes	ecs	The product code.
Language	String	No	zh	The language that you use, supporting English, Chinese, and Japanese. Valid values: en, zh, and jp, which indicate English, Chinese, and Japanese, respectively.

Response parameters

Parameter	Type	Example	Description
Code	Integer	200	The status code.
Data	Struct		The data returned after the call succeeds.
List	Array		The list of categories.
Id	Integer	793	The category ID.

Parameter	Type	Example	Description
Name	String	Remote ECS connection failure	The category name.
Message	String	success	The prompt message.
RequestId	String	CA6204AC-6AA9-4CFA-9310-7DFD20C19EBC	The ID of the request.
Success	Boolean	true	Indicates whether the request is successful. The value true indicates a success. The value false indicates a failure.

Examples

Sample requests

```
http(s)://[Endpoint]/? Action=ListCategories
&ProductCode=ecs
&<Common request parameters>
```

Sample success responses

XML format

```
<Message>success</Message>
<Data>
  <List>
    <Id>793</Id>
    <Name>Remote ECS connection failure</Name>
  </List>
  <List>
    <Id>794</Id>
    <Name>Server connection failure</Name>
  </List>
</Data>
<Code>200</Code>
<Success>true</Success>
```

JSON format

```
{
  "Message": "success",
  "Data": {
    "List": [
      {
        "Id": 793,
        "Name": "Remote ECS connection failure"
      },
      {
```

```
{
  "Id": 794,
  "Name": "Server connection failure"
},
{
  "Code": 200,
  "Success": true
}
```

Error codes

HTTP status code	Error code	Error message	Description
400	param.illegal	The specified parameter is invalid. Please check the parameter.	The error message returned because there are invalid parameters. Modify the parameter settings as required.
500	System.error	An error occurred while processing your request.	The error message returned because an internal error has occurred. Try again later.

For a list of error codes, visit the [API Error Center](#).