

TECHNICAL NOTE

INTEGRATING AUTHORIZED SERVICES WITH STRM

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You can configure authorized services in the STRM Administration Console to pre-authenticate a customer support service for your STRM deployment. Authenticating a customer support service allows the service to connect to your STRM interface and either update notes, dismiss, or close an offense.



Note: For information on configuring an authorized service in STRM, see the *STRM Administration Guide*.

Once you have configured an authorized service in STRM, you must configure your customer support service to access STRM offense information. For example, you can configure STRM to send an SNMP trap that includes the offense ID information. Your service must be able to authenticate to STRM using the provided authorized token by passing the information through an HTTP query string. Once authenticated, the service should interpret the authentication token as the user name for the duration of the session.

Your customer support service must use a query string to update notes, dismiss, or close an offense. This document provides the query strings including:

- [Dismissing an Offense](#)
- [Closing an Offense](#)
- [Adding Notes to an Offense](#)

Dismissing an Offense

To dismiss an offense, your customer support service must use the following query string:

```
https://<IP address>/console/do/sem/properties?appName=Sem&
dispatch=updateProperties&id=<Offense ID>&nextPageId=
OffenseList&nextForward=genericList&attribute=dismiss&daoName=
offense&value=1&authenticationToken=<Token>
```

Where:

<IP address> is the IP address of your STRM system.

<Offense ID> is the identifier assigned to the STRM offense. To obtain the offense ID, see the Offense Manager. For more information, see the *STRM Users Guide*.

<Token> is the token identifier provided to the authorized service in the STRM interface. For information on copying the token, see the *STRM Administration Guide*.

Closing an Offense

To close an offense, your customer support service must use the following query string:

```
https://<IP address>/console/do/sem/properties?appName=Sem&
dispatch=updateProperties&id=<Offense ID>&nextPageId=
OffenseList&nextForward=genericList&attribute=dismiss&daoName=
offense&value=2&authenticationToken=<Token>
```

Where:

<IP address> is the IP address of your STRM system.

<Offense ID> is the identifier assigned to the STRM offense. To obtain the offense ID, see the Offense Manager. For more information, see the *STRM Users Guide*.

<Token> is the token identifier provided to the authorized service in the STRM interface. For information on copying the token, see the *STRM Administration Guide*.

Adding Notes to an Offense

To add notes to an offense, your customer support service must use the following query string:

```
https://<IP address>/console/do/sem/properties?appName=Sem&
dispatch=updateProperties&id=<Offense ID>&nextPageId=
OffenseList&nextForward=genericList&attribute=notes&daoName=
offense&value=<NOTES>&authenticationToken=<Token>
```

Where:

<IP address> is the IP address of your STRM system.

<Offense ID> is the identifier assigned to the STRM offense. To obtain the offense ID, see the Offense Manager. For more information, see the *STRM Users Guide*.

<Token> is the token identifier provided to the authorized service in the STRM interface. For information on copying the token, see the *STRM Administration Guide*.

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