

StaffAPI - Fetching Ticket Attachments

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Client request

To retrieve file attachment(s), perform an [HTTP POST@wikipedia](#) request to the following URL:

```
staffapi/index.php?/Tickets/Retrieve/Attachment
```

POST arguments

Argument name	Value
sessionid	The unique session identifier sent in the log in response from the server
ticketid	The unique numeric identifier of the ticket to which this attachment belongs.
attachmentid	The unique numeric identifier of the attachment that you wish to retrieve.

Server response

A standard [server response](#) containing a UTF-8 encoded XML payload in the following format:

Root node

The parent node for the entire XML payload. If you do not locate this node at the top level, it is likely that the server returned an error response. See [error codes](#) for further information. If an error response is returned, your application should report the error to the user and immediately abandon the request.

```
1 <kayako_staffapi>
```

Attachment data

```
1 <attachment id="..." filename="..." filetype="..." filesize="...">
2 (base-64 encoded file contents)
3 </attachment>
```

Node name	Value	Attributes
attachment	The base64@wikipedia -encoded contents of the attachment.	id : The unique numeric identifier of the attachment; this should match the one sent in the request. filename : The short file name of the attachment, (e.g. 'QuarterlyReport.docx') filetype : The MIME file type. Example: image/png filesize : The file size in bytes

Closing root node

```
1 </kayako_staffapi>
```