



Call Detail Record API in the Cloud Connected Audio Portal

Files Download API v7.1



Total pages: 26

**Call Detail Record API
Files Download API v7**

CDRAPI-062019
Rev. 7.00, 1 September 2019

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Change History

Version	Author	Date	Changes
V3	Yuri Tkachenko	Mar 17, 2019	Baseline
V4	Bing Song	Apr 23, 2019	<ol style="list-style-type: none"> 1. Reformatted Section 3 for easier readability. 2. Section 3.1 Max Download Attempts for each CDR file from 20 to 999 3. Section 3.1 Max Concurrent Connection from 10 to 20. 4. Added section 3.2 Base URL 5. Under Section 3.5, added API 2.1 List all new CDR files (Files that are not previously downloaded), added API 2.2 list archived CDR file by meeting end date. 6. Removed Section 4 and 5 since those are now covered by Section 3.
V5	Bing Song	May 5, 2019	<ol style="list-style-type: none"> 1. Add section 3.5.2.3 new API List archived CDR file by CDR creation date.
V6	Bing Song	Aug 11, 2019	<ol style="list-style-type: none"> 1. Added section 3.6 new Peak Port File Discover and Download API 2. Added section 3.2 Download Files Link
V7	Bing Song	Sept 1, 2019	<ol style="list-style-type: none"> 1. Added section 3.5.5 List Compressed CDR files by creation date 2. Added section 3.5.7 Download Compressed CDR Files
V7.1	Bing Song	May 20, 2020	<ol style="list-style-type: none"> 1. Added Section 3.7 Download all active CCA site list (CSV Format)

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1 Preface

1.1 Purpose of This Document

The Call Detail Record (CDR) API provides an interface to programmatically discover and download CDR files (reports) and Peak Port files (reports).

This document describes various API capabilities to discover and download.

1.2 Using This Document

Use this document as an API Reference guide to build various CDR/Peak Port API clients that have the primary focus to download a CDR/Peak Port file.

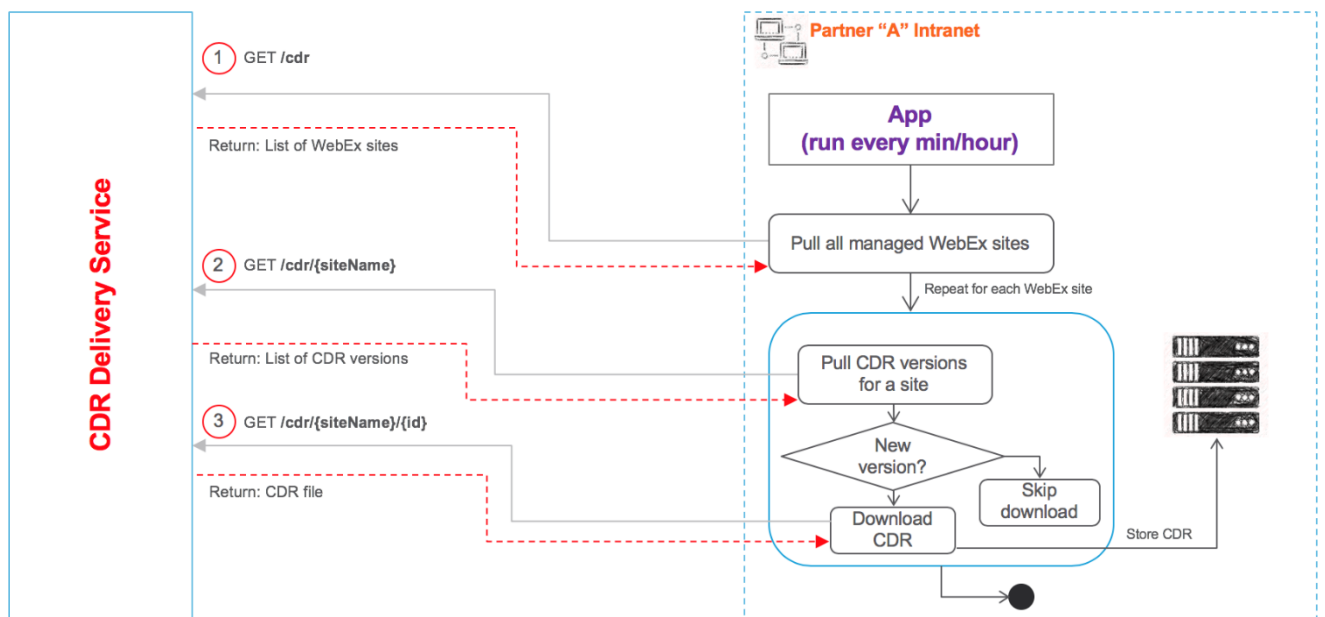
2 Supported integration flows

2.1 Overview

There are three typical types of CDR/Peak Port API clients you can build:

- Client to seek CCA CDR files and download CDR files
- Client to seek Peak Port files and download Peak Port files
- Client to seek PSTN CDR files and download CDR files

2.2 Reference implementation of the file download application (pull approach)



3 API

3.1 Limits

API enforces the following limits upon clients:

Max Download Attempts for each CDR file	999
CDR File Retention	365 days
Max Concurrent Connection per token	20

3.2 Base URL

Base URL	https://pcsprod.webex.com/pcs/api
Download File URL	After calling the List CDR API, a download link for the CDR file will be generated. The Base URL within this download link is dynamically distributed by Cisco, so it may not always be the same.

3.3 Security

The client needs to obtain a username and password of the API Machine account using the CCA Portal, follow the steps here: [Manage the Machine Account for the Call Detail Record API](#).

With the Machine Account user name and password, the client app should log into API server and obtain an Authorization token:

API 1: Get OAuth token using machine account

Request (example):

```
POST https://pcsprod.webex.com/pcs/api/v1/oauth/token
```

Header:

```
Content-Type: application/json
```

```
Cache-Control: no-cache
```

Body:

```
{
  "accountName": "my.account.partnerA",
  "accountPassword": "ASDF.dsfgds.67.DSFG.fsdfs.89.NMUMY.sdfs.45646"
}
```

Response:

```
{
  "tokenType": "Bearer",
  "accessToken": "ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWVzPF84c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5",
  "expiresIn": 43199
}
```




This accessToken from response need to be passed in the Request Header of future API calls.

Request Header Name	Value
Authorization	Bearer ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWVzPF84c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

3.4 List of available APIs

The following API calls will be available:

API Call	Description
https://pcsprod.webex.com/pcs/api/v1/cdr	List all available sites
https://pcsprod.webex.com/pcs/api/v1/cdr/{sitename}	List CDR Files
https://{DynamicDNS}/pcs/api/v1/cdr/{sitename}/{id}	Download CDR Files
https://{DynamicDNS}/pcs/api/v1/cdr/zip/{id}	Download ZIP Files
https://{DynamicDNS}/pcs/api/v1/peakport/files/{id}	Download Peak Port Files

 **TIP** DynamicDNS: System dynamically assigned DNS for files download, please don't hard cord for this download, system will return the whole download URL.

3.5 CDR File Discover and Download API

3.5.1 List all available sites

Request (example):

```
GET https://pcspod.webex.com/pcs/api/v1/cdr?from=0&size=30
```

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: application/json

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGltODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_
PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

Name	Type	Required	Description
from	integer	N	Pagination: start from. Default is 0.
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000

Response:

```
{
  "total": 2,
  "from": 0,
  "size": 2,
  "items": [
    {
      "siteName": "sitename1",
      "lastSiteUpdate": "04/23/2019T00:00:00+0000"
    }, {
      "siteName": "sitename2",
      "lastSiteUpdate": "04/23/2019T00:00:00+0000"
    }
  ]
}
```

Exception:

Error Code	Description
401	Unauthorized
406	Invalid parameter. Please check the parameter.

3.5.2 List all new CDR files (Files that are not previously downloaded)

Note: with the release of daily compressed CDR file, this API is no longer recommended.

Request (example):

```
GET https://pcsprod.webex.com/pcs/api/v1/cdr/{sitename}?from=0&size=30
```

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: application/json

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWZz_Pf84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

Name	Type	Required	Description
sitename	string	Y	Site name managed by partner
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000
from	integer	N	Pagination: start from. Default 0.
type	string	N	Type of CDR files, supported value is daily, default value is daily.

Response:

```
{
  "total": 133,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "createdOn": "12/14/2018T07:24:24+0000",
      "a": "https://{DynamicDNS}/pcs/api/v1/cdr/{sitename}/c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
    }
  ]
}
```

```

    "fileSize": 10101,
    "checksum": "89e68fa233398deace2300ea6b4e2b48",
    "type": "daily",
    "expiredOn": "04/22/2020T08:43:18+0000",
    "downloadAttempts": 0,
    "metadata": [
      {
        "key": "lastConferencaDate",
        "value": "12-13-2018"
      },
      {
        "key": "humanReadableFileName",
        "value": "{sitename}_CCA_SP_CDR_Daily_20181213.csv"
      }
    ]
  }
]
}

```

Exception:

Error Code	Description
401	Unauthorized
406	Invalid parameter. Please check the parameter.
412	The daily CDR report for this site is still processing, try again later.



Notice: the access token from response will have to be passed in the Request header of future API calls.

3.5.3 List Archived CDR file by meeting end date

Request (example):

GET https://pcspod.webex.com/pcs/api/v1/cdr/{sitename}?from=0&size=30&startDate=04012019&endDate=04012019

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: application/json

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_Pf84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

Name	Type	Required	Description
sitename	string	Y	Site name managed by partner
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000
from	integer	N	Pagination: start from. Default 0.
type	string	N	Type of CDR files, supported value is daily, default value is daily.
startDate	string	N	Filter last meeting end date field with greater or equal value, date format is MMDDYYYY(e.g. 02242018)
endDate	string	N	Filter last meeting end date field with lesser or equal value, date format is MMDDYYYY(e.g. 02242018)

Response:

```
{
  "total": 1,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "a9d77d43-8bc6-4e35-a32e-9b009a090c29",
      "createdOn": "04/02/2019T07:11:18+0000",
      "downloadLink": "https://{DynamicDNS}/pcs/api/v1/cdr/{sitename}/a9d77d43-8bc6-4e35-a32e-9b009a090c29",
      "fileSize": 24981,
    }
  ]
}
```

```

    "checksum": "b968201cb557d1852e87a7e11006f662",
    "type": "daily",
    "expiredOn": "04/22/2020T06:49:20+0000",
    "downloadAttempts": 0,
    "metadata": [
      {
        "key": "lastConferencaDate",
        "value": "04-01-2019"
      },{
        "key": "humanReadableFileName",
        "value": "{sitename}_CCA_SP_CDR_Daily_20190401.csv"
      }
    ]
  }
]
}

```

Exception:

Error Code	Description
401	Unauthorized
406	Invalid parameter. Please check the parameter.

3.5.4 List Archived CDR file by file creation date

Request (example):

```
GET https://pcspod.webex.com/pcs/api/v1/cdr/{sitename}?from=0&size=30&creationStartDate=04012019&creationEndDate=04012019
```

Header:

```

Content-Type: application/json
Cache-Control: no-cache
Accept: application/json
Authorization: Bearer
ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWWEz_
PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

```

Parameter:

Name	Type	Required	Description
sitename	string	Y	Site name managed by partner
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000
from	integer	N	Pagination: start from. Default 0.
type	string	N	Type of CDR files, supported value is daily, default value is daily.
creationStartDate	string	N	Filter CDR creation date field with greater or equal value, date format is MMDDYYYY(e.g. 02242018)
creationEndDate	string	N	Filter CDR creation date field with lesser or equal value, date format is MMDDYYYY(e.g. 02242018)

Response:

```
{
  "total": 1,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "a9d77d43-8bc6-4e35-a32e-9b009a090c29",
      "createdOn": "04/02/2019T07:11:18+0000",
      "downloadLink": "https://{DynamicDNS}/pcs/api/v1/cdr/{sitename}/a9d77d43-8bc6-4e35-a32e-9b009a090c29",
      "fileSize": 24981,
      "checksum": "b968201cb557d1852e87a7e11006f662",
      "type": "daily",
      "expiredOn": "04/22/2020T06:49:20+0000",
      "downloadAttempts": 0,
      "metadata": [
        {
          "key": "lastConferencaDate",
          "value": "04-01-2019"
        }
      ]
    }
  ]
}
```

```

    },{
      "key": "humanReadableFileName",
      "value": "{sitename}_CCA_SP_CDR_Daily_20190401.csv"
    }
  ]
}
]
}

```

Exception:

Error Code	Description
401	Unauthorized
406	Invalid parameter. Please check the parameter.

3.5.5 List Compressed CDR files by creation date

Request (example):

```
GET https://pcspod.webex.com/pcs/api/v1/cdr/daily/compression/files?from=0
&size=30&creationStartDate=04012019&creationEndDate=04022019
```

Header:

Content-Type: application/json
Cache-Control: no-cache
Accept: application/json
Authorization: Bearer
 ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_
 PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

Name	Type	Required	Description
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000
from	integer	N	Pagination: start from. Default 0.
creationStar tDate	string	Y	Filter CDR creation date field with greater or equal value, date format is MMDDYYYYY(e.g. 02242018)

creationEnd Date	string	Y	Filter CDR creation date field with lesser or equal value, date format is MMDDYYYY(e.g. 02242018)
------------------	--------	---	---

Response:

```
{
  "total": 2,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "createdOn": "03/31/2019T07:24:24+0000",
      "downloadLink":
      "https://{DynamicDNS}/pcs/api/v1/cdr/daily/compression/files/c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "fileSize": 1101234,
      "fileName": "CCA_SP_CDR_Daily_20190401.zip",
      "checksum": "89e68fa233398deace2300ea6b4e2b49",
      "type": "daily",
      "expiredOn": "03/31/2020T07:43:18+0000",
      "downloadAttempts": 0
    },
    {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13d",
      "createdOn": "04/01/2019T07:24:24+0000",
      "downloadLink":
      "https://{DynamicDNS}/pcs/api/v1/cdr/daily/compression/files/c7779fb1-3cd6-472d-9ef0-cfbee945d13d",
      "fileSize": 1101235,
      "fileName": "CCA_SP_CDR_Daily_20190402.zip",
      "checksum": "89e68fa233398deace2300ea6b4e2b49",
      "type": "daily",
    }
  ]
}
```

```

    "expiredOn": "04/01/2020T07:43:18+0000",
    "downloadAttempts": 0
  }
]
}

```

Exception:

Error Code	Description
401	Unauthorized
403	<ol style="list-style-type: none"> 1. File not available for download when daily generation in progress 2. File expired for download 3. File download times exceeds the maximum File Download attempts
406	Invalid site name or site id
429	Too many requests (the Peak Port file download threads cannot exceed the Max Concurrent Connection.)

3.5.6 Download Archived Individual CDR File

Request (example):

```
GET {You can get whole download link from API response of downloadLink node}
```

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: text/csv

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWWEz_
PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

N/A

Response:

CDR File Content

Exception:

Error Code	Description
401	Unauthorized
403	<ol style="list-style-type: none"> 1. File not available for download when daily CDR generation in progress 2. File expired for download 3. File download times exceeds the maximum CDR File Download attempts
406	Invalid site name or site id
429	Too many requests (the file download threads cannot exceed the Max Concurrent Connection.)

3.5.7 Download Compressed CDR Files

Request (example):

GET {You can get whole download link from API response of downloadLink node}

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: application/zip

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWZz_Pf84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

N/A

Response:

The Zip file contains all of daily and recovered CDR csv file.

Exception:

Error Code	Description
401	Unauthorized
403	<ol style="list-style-type: none"> 1. File not available for download when daily generation in progress 2. File expired for download 3. File download times exceeds the maximum File Download attempts

429	Too many requests (the Peak Port file download threads cannot exceed the Max Concurrent Connection.)
-----	--

3.6 Peak Port File Discover and Download API

3.6.1 List all Site/Customer/Partner Peak Port files by creation date

Request (example):

```
GET https://pcspod.webex.com/pcs/api/v1/peakport/daily?from=0&size=30
&level={level}&creationStartDate=04012019&creationEndDate=04012019
```

Header:

```
Content-Type: application/json
Cache-Control: no-cache
Accept: application/json
Authorization: Bearer
ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGltODUwMzlmODdhZDIyYTc4YTk5M2MtYWZz_
PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5
```

Parameter:

Name	Type	Required	Description
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000
from	integer	N	Pagination: start from. Default 0.
level	string	Y	Peak Port file have 3 levels: <ol style="list-style-type: none"> level=site, list all of partner managed sites level peak port files, filename format: Annuity_CCA_SP_Peak_Port_Usage_Site_Daily_YYYYMMDD.csv level=customer, list all of partner managed customer level peak port files, filename format: Annuity_CCA_SP_Peak_Port_Usage_Customer_Daily_YYYYMMDD.csv level=partner, list partner level peak port files, filename format: Annuity_CCA_SP_Peak_Port_Usage_Partner_Daily_YYYYMMDD.csv

creationStartDate	string	Y	Filter CDR creation date field with greater or equal value, date format is MMDDYYYY(e.g. 02242018)
creationEndDate	string	Y	Filter CDR creation date field with lesser or equal value, date format is MMDDYYYY(e.g. 02242018)

Response:

```
{
  "total": 133,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "createdOn": "03/30/2019T07:24:24+0000",
      "downloadLink":
      "https://{DynamicDNS}/pcs/api/v1/peakport/files/c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "fileSize": 10101,
      "fileName":
      "Annuity_CCA_SP_Peak_Port_Usage_Customer_Daily_20190331.csv",
      "checksum": "89e68fa233398deace2300ea6b4e2b48",
      "type": "daily",
      "expiredOn": "03/29/2020T07:43:18+0000",
      "downloadAttempts": 0
    }
  ]
}
```

Exception:

Error Code	Description
401	Unauthorized
403	1. Peak Port file expired for download

	2. Peak Port file download times exceeds the maximum File Download attempts
406	Invalid site name or site id
412	File not available for download when daily generation in progress
429	Too many requests (the Peak Port file download threads cannot exceed the Max Concurrent Connection.)

3.6.2 List all Site/Customer/Partner Peak Port files by calendar month

Request (example):

```
GET https://pcspod.webex.com/pcs/api/v1/peakport/monthly?from=0&size=30
&level={level}&creationStartMonth=032019&creationEndMonth=042019
```

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: application/json

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_ PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

Name	Type	Required	Description
size	integer	N	Pagination: size of page. Default is 30, maximum is 1000.
from	integer	N	Pagination: start from. Default 0.
level	string	Y	Peak Port file have 3 levels: <ol style="list-style-type: none"> level=site, list all of partner managed sites level of peak port files, filename format: Annuity_CCA_SP_Peak_Port_Usage_Site_Calendar_Monthly_YYYYMM.csv level=customer, list all of partner managed customer level of peak port files, filename format: Annuity_CCA_SP_Peak_Port_Usage_Customer_Calendar_Monthly_YYYYMM.csv level=partner, list all of partner managed customer level of peak port files, filename format:

			Annuity_CCA_SP_Peak_Port_Usage_Partner_Calendar_Monthly_YYYYMM.csv
creationStartMonth	string	Y	Filter Peak Port creation month field with greater or equal value, date format is MMYYYY(e.g. 022018)
creationEndMonth	string	Y	Filter Peak Port creation month field with lesser or equal value, date format is MMYYYY(e.g. 022018)

Response:

```
{
  "total": 133,
  "from": 0,
  "size": 1,
  "items": [
    {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "createdOn": "03/03/2019T07:24:24+0000",
      "downloadLink":
      "https://{DynamicDNS}/pcs/api/v1/peakport/files/c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
      "fileSize": 10101,
      "fileName":
      "Annuity_CCA_SP_Peak_Port_Usage_Customer_Calendar_Monthly_201902.csv",
      "checksum": "89e68fa233398deace2300ea6b4e2b48",
      "type": "monthly",
      "expiredOn": "03/02/2020T08:43:18+0000",
      "downloadAttempts": 0
    }, {
      "id": "c7779fb1-3cd6-472d-9ef0-cfbee945d13d",
      "createdOn": "04/03/2019T07:24:24+0000",
      "downloadLink":
      "https://{DynamicDNS}/pcs/api/v1/peakport/files/c7779fb1-3cd6-472d-9ef0-cfbee945d13c",
```

```

        "fileSize": 10101,
        "fileName":
"Annuity_CCA_SP_Peak_Port_Usage_Customer_Calendar_Monthly_201903.csv",
        "checksum": "89e68fa233398deace2300ea6b4e2b48",
        "type": "monthly",
        "expiredOn": "04/03/2019/2020T08:43:18+0000",
        "downloadAttempts": 0
    }
]
}

```

Exception:

Error Code	Description
401	Unauthorized
403	<ol style="list-style-type: none"> 1. Peak Port file expired for download 2. Peak Port file download times exceeds the maximum File Download attempts
406	Invalid site name or site id
412	File not available for download when daily generation in progress
429	Too many requests (the Peak Port file download threads cannot exceed the Max Concurrent Connection.)

3.6.3 Download Peak Port Files**Request (example):**

```
GET https://{DynamicDNS}/pcs/api/v1/peakport/files/{fileid}
```

Header:

```

Content-Type: application/json
Cache-Control: no-cache
Accept: text/csv
Authorization: Bearer
ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGItODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_
PF84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

```

Parameter:

Name	Type	Required	Description
------	------	----------	-------------

fileid	string	Y	Peak Port file unique UUID
--------	--------	---	----------------------------

Response:

Peak Port File Content

Exception:

Error Code	Description
401	Unauthorized
403	<ol style="list-style-type: none"> 1. Peak Port file not available for download when daily generation in progress 2. Peak Port file expired for download 3. Peak Port file download times exceeds the maximum File Download attempts
429	Too many requests (the Peak Port file download threads cannot exceed the Max Concurrent Connection.)

3.7 Download all active CCA site list (CSV Format)

Note: The CSV file downloaded is the same as the one you can manually download through CCA Portal, and FedRAMP sites are not included in the CCA Site List.

Request (example):

GET https://pcspod.webex.com/pcs/api/v1/cca-site

Header:

Content-Type: application/json

Cache-Control: no-cache

Accept: text/csv

Authorization: Bearer

ZjNIYTk4ZGMtOWJkNy00YzlyLTlkOGltODUwMzlmODdhZDIyYTc4YTk5M2MtYWEz_Pf84_c6a03369-6f3c-4bbf-9bc9-c7a73fd918b5

Parameter:

N/A

Response:

File name convention: CCA_SITES_LIST_{YYYYMMDD}.csv

SITENAME|SITEURL|SITEID|SITEUUID|SUBSCRIPTIONREFID|SUBSCRIPTIONSTARTTIME|SUBSCRIPTIONENDTIME|LASTSITEUPDATE

sitename1|sitename1.webex.com|12345678|4C671234560AB136E053AB06FC0A3F65|SUB1234567|4/23/2019T00:00:00+0000|04/23/2020T00:00:00+0000|04/23/2019T00:00:00+0000
 sitename2|sitename2.webex.com|12345679|4C671234560AB136E053AB06FC0A3F66|SUB1234567|4/23/2019T00:00:00+0000|04/23/2020T00:00:00+0000|04/23/2019T00:00:00+0000
 Total:2

Exception:

Error Code	Description
401	Unauthorized
406	Invalid parameter. Please check the parameter.