**Technical Queries Form: Software Vendor to complete**

|  |  |
| --- | --- |
| **Technical contact details:** | **Our technical staff may contact the person(s) listed below to discuss this issue further.** **Name:****Role:****Phone/mobile number:****Email:**  |
| **Detailed description of the issue you are experiencing:** |  |
| **Http request details:** | **Include in json text format the API http request details this issue relates to. See example below.** Request:GET https://gateway.api.np.prisms.education.gov.au/test/Testing/v1/b2c/tokens/client/attended?clientId=d1fba456-a1a9-&verifierCode=qiO2oMWFKISRFUQ HTTP/1.1Cache-Control: no-cacheOcp-Apim-Subscription-Key: 688150c559f4497bbb57afd7ab17a4c1 |
| **Http response details:** | **Include in json text format the API http response details this issue relates to. Ensure the x-correlation-id is captured in the json text so we can quickly find the transaction in our logs. For example:****Actual outcome:** HTTP/1.1 500 Internal Server Errorcache-control: no-cache,no-storecontent-encoding: brcontent-security-policy: default-src 'self'content-type: application/json; charset=utf-8date: Mon, 11 Sep 2023 00:36:20 GMTexpires: -1pragma: no-cacheprocessing\_time: 100015 millisecondsprocessing\_time\_ms: 100015server-timing: total;dur=100015vary: Accept-Encodingx-appdelivery: F5x-content-type-options: nosniffx-correlation-id: 018a81a9-7192-0ef9-31ee-3e8e7b3271c6x-deliveredby: 10.11.58.122x-frame-options: SAMEORIGINx-request-time: 2023-09-11T00:34:40.1469807Zx-xss-protection: 1; mode=block{ "meta": { "x-correlation-id": "018a81a9-7192-0ef9-31ee-3e8e7b3271c6", "x-request-time": "2023-09-11T00:34:40.1469807Z", "server-timing": "total;dur=100015", "processing\_time": "100015 milliseconds", "processing\_time\_ms": 100015.0 }, "title": "Unexpected error.", "errors": [{ "id": "018a81a9-7192-0ef9-31ee-3e8e7b3271c6", "detail": "{\"ClassName\":\"Prisms.Services.ServiceException\",\"Message\":\"Unexpected error.\",\"Data\":{\"Id\":\"018a81a9-7192-0ef9-31ee-3e8e7b3271c6\",\"StatusCode\":500,\"Time\":\"2023-09-11T00:34:40.1469807Z\",\"Environment\":\"Test\",\"RequestMethod\":\"GET\",\"RequestUrl\":\"http://api.prisms.idc.hosts.testnetwork/Testing/v1/b2c/tokens/client/attended?clientId=d1fba456-a1a9-4275-bfd2-5d5fe5ede9dd&authenticationCode=eyJraWQNQWy4-A&verifierCode=qiO2oMWFKISRFUQ\_zOok4bvQBOhhq2-RYO4SfZN4hjE\",\"x-request-time\":\"2023-09-11T00:34:40.1469807Z\",\"x-correlation-id\":\"018a81a9-7192-0ef9-31ee-3e8e7b3271c6\"},\"InnerException\":{\"ClassName\":\"System.Threading.Tasks.TaskCanceledException\",\"Message\":\"The request was canceled due to the configured HttpClient.Timeout of 100 seconds elapsing.\",\"Data\":null,\"InnerException\":{\"ClassName\":\"System.TimeoutException\",\"Message\":\"The operation was canceled.\",\"Data\":null,\"StatusCode\":500}", "code": "500" }]} |
| **Severity:** | **In your own words, tell us how this issue is affecting you:** |
| **Comments:** | **Include any other comments or suggestions related to the issue:** |
| **Screen shots or video:** | **Attach any emails, screen shots or videos that helps to explain what the issue is (more information is better than less):** |