



Upcoming API Changes Affecting Xolphin Customers and Resellers of Sectigo Products

1.1

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1 Introduction

Xolphin is now part of Sectigo. To improve Xolphin customers' validation times, Sectigo is updating the Xolphin platform and APIs. This is part of an on-going strategy to bring the latest technology into validation processes. This means, however, that API changes are coming to Resellers who sell OV/EV SSL and Code Signing certificates issued by Sectigo.

1.1 Audience

This document is intended for Xolphin/Sectigo resellers and their customers to assist them with the platform changes coming early in 2024.

This document may be helpful for customers who only sell DV certificates, but no action is required.

1.2 Scope

This document includes a high-level outline of the upcoming changes and the details of the API fields that will be affected.

1.3 Versions

V 1.0	November 2023: The initial version of this document described the platform changes that would be coming in early 2024: Xolphin validation processes changing for channel partners, including required new API fields for OV/EV.
V 1.1	January 2024: We have revised our API rules: we may substitute the "approverEmail" value as "ApproverRepresentativeEmail" if "ApproverRepresentativeEmail" is not present in the API order.

2 API changes

Important: SOAP and Rest API Changes will require an email to be provided for all OV/EV Sectigo orders to orchestrate telephone validation calls. This field is "ApproverRepresentativeEmail".

2.1 Milestone dates

- November 2023** Xolphin SOAP/REST APIs, SDKs and API documentation have all been updated to help you start to adjust your systems. All changes can be implemented and deployed immediately without issue. However, some new validation features will not be available until the next phase.
- 15 February 2024** Sectigo's validation tools are launched on Xolphin. We **must** receive an end customer's email address for the organizations' telephone callback process for OV/EV validation. Channel customers who do not provide this shall find the affected certificate orders rejected when using the ordering API.
- 29 February 2024** Xolphin Validation Notes via API and customer control panel will cease operation for our customers. Validation communication will be conducted through the end users' email now provided in all orders. Your customers can reach us via <https://www.sectigo.com/support-ticket>.

2.2 Alternative: joining Sectigo channel partner programme

Channel customers of Xolphin can use Sectigo APIs by becoming Sectigo channel partners. Benefits will include pre-validation, where subsequent orders only need DCV to be issued, and email order verification (no phone number or call is needed for validation).

Speak with your account manager about creating a new channel account with WebHost reseller account for future orders.

For Technical API Reference information see the [Sectigo Partner API documentation](#).

Key SSL API Endpoints

- [AutoApplyOrder.pdf](#) – Ordering SSL, Products.
- [CollectSSL.pdf](#) – Downloading SSL Certificates and obtaining Validation information.
- [AutoRevokeSSL.pdf](#) – Revocation of SSL Certificate

3 Changes affecting all customers

- 1) Sectigo order numbers will be visible on your control panel and on the Restful/SOAP API. Use the order number whenever you have support and validation inquiries. Xolphin certificate request and certificate numbers will remain and continue to be used for all API calls.
- 2) Upload documents will be sent out of the EU, the data being held in line with EU Regulatory requirements (GDPR). Feel free to speak with our compliance team about how we manage customer and reseller data.
- 3) Resellers using the Xolphin Public API may experience increased certificate order requests being rejected by the API. When these rejections occur, they will receive error messages in line with the Sectigo Web Host reseller platform.
- 4) End customers will experience the following improved OV verification call service:
 - Customer sent link
 - Customer triggers live call back
 - Bot rings customer's official telephone number
 - Customers picks up call
 - Customer hears an automated message with code
 - Customer enters codes on page.
- 5) End Customers with access to the Xolphin control panel will be able to access Sectigo's post-payment Validation Manager. This will provide the ability to:
 - Upload document
 - Resend subscriber agreement
 - Re-send change DCV approver email
 - See the current DNS/html values and/or change DCV method
 - See individual validation statuses for each step.

4 API change guide

4.1 REST API Changes

The API documentation has been revised and can be found at its usual location <https://api.xolphin.com/docs/v1>. This section highlights the critical updates for ordering OV/EV certificates around required fields.

4.1.1 REST [POST] /requests

REST [POST] /certificates/{id}/reissue

REST [POST] /certificates/{id}/renew

The parameter “**approverRepresentativeEmail**” **must** be provided on all OV/EV orders from **15 January 2024** within the Xolphin API, for all OV/EV SSL, code signing, and PDF signing requests. Please update these variables as soon as possible.

Note, as of January 2024:

Please be aware that any email address sent via the API must be a valid configured email address with public DNS records published. Orders found to contain dummy data of this kind will be rejected.

If an OV/EV order does not contain an approverRepresentativeEmail but does contain an approverEmail, the approverEmail will be used for Domain Control Validation and validation team organization correspondence.

OV/EV API orders with no approverRepresentativeEmail or approverEmail shall be rejected as of 15 February 2024.

We will be deprecating some parameters within our API. For the time being, legacy parameters will be linked to new parameter names. However, we recommend that customers update to the new parameters for best practices and future events.

Legacy Parameter	New Parameter
sa_email	approverRepresentativeEmail
N/A	approverRepresentativePosition
approverFirstName	approverRepresentativeFirstName
approverLastName	approverRepresentativeLastName
approverPhone	approverRepresentativePhone
approverEmail	dcv (now available in JSON/Single email string)



When making API calls to get data, the new parameter names will appear alongside the legacy terms with the following endpoints.

4.1.2 REST [GET] /requests

REST [GET] /requests/{id}

Validation data will be provided centrally from our Sectigo Validation systems. Legacy Xolphin validation status fields have all been updated to draw data from their corresponding fields on Sectigo. We are simplifying where required. You do not need to make any changes to your API here.

4.1.3 REST [POST] /requests/{id}/schedule-validation-calls

From **15 February 2024**, Schedule Validation Calls will be upgraded with several new features, please be aware we will no longer provide manual call back service. This endpoint should not be updated until this date.

Field	Change	Notes
id	No change	The unique identifier (ID) of the certificate request
date	No change	No longer required for all actions but by default is required
time	No change	No longer required for all actions but by default is required
timezone	No change	Still optional
action	New	Optional for backward compatible, defaulting to ScheduledCallback. See table below.
phoneNumber *	New	New customer's phone number (required for action 'ReplacePhone', optional for other actions)
emailAddress	New	New customer's email address (required for action 'replaceEmailAddress', optional for other actions)
extensionNumber	New	Phone extension number (may be used only for actions 'ManualCallback', 'ScheduledCallback')
language	New	Language for callback (default is 'en-us', for action 'ScheduledCallback') available values are ('en-us','ru-ru','de-de','es-es','pt-br','nl-nl','fr-fr')
comments	New	Comments for Sectigo Support (may be used only for actions 'ManualCallback', 'ReplacePhone')

New action field: The following are the possible values for the new field mentioned above.

Available	Action	Descriptions
Now	ScheduledCallback	[Default] Schedule automatic callback for customer
February 2024	ReplacePhone	Notify Sectigo support that current phone number is invalid and suggest a new one, or that the callback method needs to be changed from Email to Telephone
February 2024	replaceEmailAddress	Notify Sectigo support that the callback method needs to be changed from Telephone to Email.
February 2024	sendCallbackEmail	Request re-sending callback email to customer

4.1.4 REST [GET] /requests/{id}/validation-calls

This call is deprecated. It will no longer be accurate unless the scheduled call request is made via the Xolphin UI or API. Customers using Sectigo Validation Manager will not see changes reflected here.

4.2 Restful API SDKs

The Xolphin SDKs found at <https://github.com/xolphin> have been updated based on the changes of the Xolphin API. For guidance on deprecations please see the appropriate Readme.md for the SDK you use.

4.3 SOAP API Change Guide

Soap is our legacy API technology; however, we have made steps to upgrade all currently available functions.

New Fields added to the **Request**:

```
<xsd:element name="Province" type="xsd:string"/>
<xsd:element name="ApproverRepresentativeFirstName" type="xsd:string"/>
<xsd:element name="ApproverRepresentativeLastName" type="xsd:string"/>
<xsd:element name="ApproverRepresentativePosition" type="xsd:string"/>
<xsd:element name="ApproverRepresentativePhone" type="xsd:string"/>
<xsd:element name="ApproverRepresentativeEmail" type="xsd:string"/>
```

Legacy xsd element	New xsd element
N/A	approverRepresentativeEmail
N/A	approverRepresentativePosition
approverFirstName	approverRepresentativeFirstName
approverLastName	approverRepresentativeLastName
approverPhone	approverRepresentativePhone
approverEmail	dcv

Note, as of January 2024:

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If an OV/EV order does not contain an approverRepresentativeEmail but does contain an approverEmail, the approverEmail will be used for Domain Control Validation and validation team organization correspondence.

OV/EV API orders with no approverRepresentativeEmail or approverEmail shall be rejected as of 15 February 2024.



5 Frequently Asked Questions

Is my billing changing?

Currently, your billing is unaffected. The customer will continue to be invoiced Xolphin NL.

How is my customer's email address managed?

Your customer's data, including their email, is safe. It is stored following industry standards and global regulatory requirements, including GDPR. Its use is strictly for operational purposes. Neither Sectigo nor Xolphin will contact end customers with any promotional or marketing materials.

What happens if I miss the deadline to update our use of the API?

Your orders of Sectigo OV and EV products will be rejected by the API.

Can I deploy the changes prior to the deadline?

Yes, sending additional/switching names currently can be deployed without issue. Full functionality of the REST API Schedule Validation Calls will become available from 15 February 2024.

Can Xolphin/Sectigo Verify that the changes are completed, accurately?

Yes, we have monitoring tools in place to track what data is being sent.

Does Xolphin have a test API endpoint?

Yes: <https://test-api.xolphin.com/v1/requests>

Do you have the latest API documentation?

Yes: <https://api.xolphin.com/docs/v1>



6 Technical Support

Sectigo support is available 24/7 for help with the Sectigo Products.

Visit <https://sectigo.com/knowledge-base> for additional product-related details and support.

When communicating with our support team, please provide the following details for immediate action:

- Account Details
- Contact Name and Telephone Number
- Sectigo order number
- Product Name
- Description of the problem encounters, error messages, steps to reproduce the problem (if possible) and log files (if possible).
- For API issues we will need your request and response so our engineers can investigate (please remove sensitive credentials from any request header)