YubiEnterprise Services

Yubico

Jul 24, 2024
USER GUIDE AND RELEASE NOTES

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CHAPTER ONE

YUBIENTERPRISE SUBSCRIPTION & DELIVERY

1.1 Introduction

1.1.1 Overview

YubiEnterprise Services

YubiEnterprise Services enable organizations to procure YubiKeys efficiently, distribute them rapidly, and remotely manage YubiKey strong authentication solutions at scale. These services are the gateway to value-added service offerings.

YubiEnterprise Subscription

YubiEnterprise Subscription provides cost-effective and flexible YubiKey procurement and rollout. It simplifies the acquisition and rollout of phishing-resistant authentication, with future-proofed flexibility.

Benefits

• **Lower cost to entry**: Gain phishing-resistant multi-factor authentication for very low prices per user per month (OPEX) with additional entitlements and discounts.

• **Flexibility**: Enable user choice to select preferred YubiKeys with the option to upgrade as needs evolve.

• **Future-proofed**: Ensure security is always prioritized as your business evolves and you experience employee turnover and/or replace lost or stolen keys.

• **Faster rollouts**: Quickly deploy and protect your workforce and your brand. Stay connected to security experts via Professional Services, a dedicated Customer Success Manager, and Priority Support.

Subscription Use Cases

- **Connecting to an IDP or Authenticating only to FIDO-enabled sites**
  Choose Base Tier (FIDO-only) Security Key Series

- **Securing both legacy and modern apps and/or services**
  Choose Advanced Tier (Multi-protocol) YubiKey 5 Series

- **Achieving compliance (for example FIPS, CSPN)**
  Choose Compliance Tier (Certified) YubiKey 5 FIPS Series, YubiKey 5 CSPN Series

The tiers and their contents are described in detail in *Modes of Purchase*. 
YubiEnterprise Services

YubiEnterprise Delivery

Providing distribution and logistics for YubiKeys, YubiEnterprise Delivery is a cloud-based service for streamlined distribution of YubiKeys to end users’ offices or residential addresses, both domestic and foreign.

- Ship Yubico products to end users, tracking them through the system with seamless support from the experts at Yubico
- Access the service through the YubiEnterprise Delivery Console or integrate the service into your own IT flows using YubiEnterprise Delivery public APIs
- Place individual shipment requests or upload shipment requests in bulk using CSV files
- Check current inventory levels at a glance
- Get immediate information on product and shipping costs, as well as all other details relating to purchasing and shipment.
- Generate reports on all shipment requests over time for interdepartmental cross-charging.

To quickly get up and running with YubiEnterprise Delivery, see the following:

- This Getting Started video
- The Getting started section of this documentation

1.1.2 Workflow

In the typical use case, an enterprise or organization purchases a subscription to cover their security key needs over time. Modes of Purchase describes the options in detail.

The enterprise or organization then uses YubiEnterprise Console to ship the security keys to their end users as required. Some of the keys might be shipped to head office and/or branch offices for distribution in person, and many will be shipped to the home addresses of employees working remotely. To help perform these tasks, the YubiEnterprise account owner usually assigns privileges (roles) to others in their organization so that they too (or instead) can use YubiEnterprise Delivery to ship security keys to the end users.

1.1.3 Prerequisites

Through your Yubico sales person or a distributor, Yubico’s channel partner, your organization issues a purchase order for:

- YubiEnterprise Subscription Services (or non-subscription products)
- YubiEnterprise Delivery Services
- Delivery Services (Shipping) Credits. For details on what this covers, see Delivery Services Credits.

The YubiEnterprise Delivery Console (GUI) requires only a browser such as Chrome, Firefox, or Edge, with the popup-blocking function disabled. For the API requirements, see API Onboarding Playbook.

To file a support ticket for YubiEnterprise Delivery, click Support.
1.2 Getting Started

Welcome to YubiEnterprise Subscription & Delivery Services! This section provides an introduction to supporting documentation for common tasks performed by different user categories when working with the YubiEnterprise Console and the YubiEnterprise Delivery API.

Note: What you can do in the Console depends on your role and permissions. The descriptions below are specific to each user category. For more information, see Roles and Permissions.

1.2.1 Customers

Organization owner with CONSOLE OWNER role
You are an account owner purchasing keys for your organization. You want to get your first set of keys, add Console users from your organization, and manage their account permissions.

Understanding purchasing and delivery
• Subscriptions and key models
• Shipping costs and taxes
• Destinations, delivery types, and quantities

Onboarding and accessing the Console
• Onboarding procedure
• Viewing initial purchase
• Requesting initial shipping of (up to 10) keys

Managing your Console users
• Adding users and permissions
• Recovering accounts

Organization IT administrator with CONSOLE ADMIN role
You manage deployment of keys for your organization. You want to see the inventory, understand how many keys are available, and ship keys to various parts of your organization.

Monitoring your inventory
• Checking available inventory
• Viewing purchase orders

Managing shipment of keys
• Getting an overview of shipments
• Requesting shipment to a single address
• Requesting shipment to multiple addresses
• Correcting shipment addresses
• Editing and deleting shipments
• Managing refunds for failed shipments
Organization auditor with CONSOLE AUDITOR role
You are an auditor for an organization and want to review data like purchase orders, shipments and permission settings. You also want to download information for reporting purposes.

Viewing data for an organization
- Purchase orders
- Shipment requests
- Processed refunds
- Users and their permissions

Downloading information
- Shipment requests
- Processed refunds

1.2.2 Distributors

User with DISTRIBUTOR VIEW access
Distributors are organizations that sell Yubico products to associated resellers that in turn sell the products to end customers. As a distributor you want to see what was sold by your resellers, monitor customer inventories, and provide your resellers with access to view purchase orders.

Getting an overview
- Reseller and customer overview
- Viewing inventory for a reseller’s customer

Viewing purchase orders
- Checking what was sold per reseller and customer
- Viewing purchase order details
- Checking if a customer can use automated delivery (YE Delivery)

Managing view permissions
- Allowing resellers to view purchase orders

1.2.3 Resellers

User with RESELLER VIEW access
Resellers are organizations that sell Yubico products to end customers. As a reseller you want to see what was sold to your customers, monitor their inventories, and provide access for customers to view purchase orders.

Getting an overview
- Customer overview
- Viewing inventory for a customer

Viewing purchase orders
- Checking what was sold for a customer
- Viewing purchase order details
- Checking if a customer can use automated delivery (YE Delivery)
Managing view permissions

• Allowing customers to view purchase orders

1.2.4 Integrators

Developer with CONSOLE ADMIN role
You are a developer integrating the YubiEnterprise Delivery API into a system on behalf of a customer organization. You want to understand how to get started with the YubiEnterprise Delivery API, and how to use it for example to create shipment requests.

Getting started with the YubiEnterprise Delivery API

• API Onboarding Playbook
• Setting up an API caller with access token

Working with the YubiEnterprise Delivery API

• API best practices
• Requesting shipments
• Listing, tracking, and searching shipment requests
• Shipment status
• Managing API tokens

Integration examples

• Integrating with ServiceNow

To file a support ticket for YubiEnterprise Delivery, click Support.

1.3 Modes of Purchase

The mode of purchase affects the selections you make when using YubiEnterprise Delivery for shipment requests. You can purchase directly from Yubico or you can purchase from Yubico’s channel partners - distributors and resellers (see Purchasing Through Resellers/Distributors below).

There are two modes of purchase, Subscription or Non-subscription (Perpetual).

1.3.1 Subscription

Since the exact numbers and models of YubiKeys you will need may be difficult to predict - especially for an organization in a rapidly changing environment - Yubico offers the option of purchasing licenses that allow you to select the model and form factor you require according to need as and when it arises.

Subscriptions are charged at a fixed price per user per month for a user license, granting you access to a range of products within a tier, for a specified number of users and maximum flexibility. You and/or your end-users choose any YubiKey with the assurance that when your needs change (e.g., upgrade from computer with USB-A to USB-C) or new keys within the same tier become available, you can upgrade immediately.

The tables in Tier Options show which models of YubiKey and Security Key by Yubico are available in which tier(s).
1.3.2 Tier Options

Tier options apply to subscription modes of purchasing. The enterprise tiers are:

- **Base** - Standard, with Replacements for Primary and Backup
- **Base** - Plus, with Replacements for Primary and Backup
- **Advanced** - Standard, with Replacements for Primary and Backup
- **Advanced** - Plus, with Replacements for Primary and Backup
- **Compliance** - Standard, with Replacements for Primary and Backup
- **Compliance** - Plus, with Replacements for Primary and Backup
- **Plus**: Most services and a base level of entitlements are included.
- **Standard**: Most entitlements are available only à la carte and priced accordingly.

Key Models Per Tier

<table>
<thead>
<tr>
<th>MODEL</th>
<th>TIER</th>
<th>Base</th>
<th>Advanced</th>
<th>Compliance</th>
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Table 1: **Subscription (2.0) key models per tier**

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<th>Base</th>
<th>Advanced</th>
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<td>YubiKey 5Ci</td>
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<td>YubiKey 5 Nano FIPS/CSPN</td>
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<td>X</td>
</tr>
</tbody>
</table>

**Subscription Support Services**

As you experience employee turnover and/or need to replace lost or stolen keys you are covered. Priority Support with a Customer Success Manager to help you in your journey are included. The Plus plan even includes credits that you can use towards Professional Services to help you deploy YubiKeys quickly to protect your workforce and your brand.

The Features and Benefits of YubiEnterprise Services subscriptions provides more detail.

**Non-subscription (Perpetual)**

Outright purchase of physical keys: Purchasing set numbers of specified models of key on a perpetual basis assumes that you know exactly how many end-users you will have, as well as how many and what kinds of keys those end-users will need. It also assumes that you have accurately estimated your employee turnover rate, and the number of end-users who will lose their keys. None of the advantages of the subscription purchasing model are available to those who only purchase physical keys.

**1.3.3 Features and Benefits**

As of 24 January 2023, YubiEnterprise Services presents Subscription (2.0). If you purchased YubiEnterprise Subscription before this date, the options that came with Subscription (1.0) are shown in your Console, but that subscription version is no longer available for sale.
YubiEnterprise Services

Subscription (2.0)

All Plans

- Procurement that is fast, predictable, and cost-effective
- Organizations can upgrade to higher tiers as needs evolve
- Subscriptions available for 500 users or more
- Form factor flexibility
- Purchase backup YubiKey subscriptions at a discount to ensure your backup authentication mechanism is as strong as your primary one and to enable easy self-service account recovery.
- 24x7x365 Priority Technical Support included: easy access to Yubico security experts. Yubico Support Services Overview can be found here https://www.yubico.com/support-services/
- Extended warranty: warranties cover the initial term of the subscription plus the first renewal.

Plus Plan

- Replacement licenses allow you to cover up to 25% of subscribed users per year, with an option to add on additional users as needed a la carte, due to turnover, lost or stolen keys, and upgrades
- Maximum discount on licenses for backup subscriptions
- 5% of base purchase as funds available to apply toward Professional services
- Option for one bulk customization event per year included.

Standard Plan

- Choose the number of replacement licenses for turnover, lost or stolen keys, and upgrades.

Subscription (1.0)

- Procurement that is fast, predictable, and cost-effective
- Organizations can upgrade to higher tiers as needs evolve
- Subscriptions available for 500 or more users
- Replacement licenses allow you to cover up to 25% of subscribed users per year to cover turnover, lost or stolen keys, and upgrades.
- Maintain buffer stock to accommodate urgent needs: keep an extra stock of 5% of your order at no additional cost. If you subscribed to multiple tiers, the buffer stock is proportionately distributed across those tiers.
- Purchase backup YubiKey subscriptions at a discount to ensure your backup authentication mechanism is as strong as your primary one and to enable easy self-service account recovery.
- Technical support included: easy access to Yubico security experts. Yubico Support Services Overview can be found here.
- Extended warranty: warranties cover the duration of the subscription.
1.3.4 Terms & Conditions

For detailed information, see the terms relevant to your subscription.

Example Subscriptions

Subscription (2.0) Example

Plus Plan

Purchase a subscription for 400 users, two per user, from the Base tier (800 licenses), and for 600 users, two per user, from the Advanced tier (1200 licenses). You are entitled to upgrade annually 25% of the license units in each tier as Replacement stock, so 200 license units are automatically provided to you in the Base tier and 300 in the Advanced tier. Although you only paid for 2000 license units (800 + 1200) in your Initial order, you actually get a total of 2500 licence units in the first year of your subscription. You also get a discount on additional replacement or backup licenses.

Subscription (1.0) Example

Purchase a subscription for 400 users, two per user, from the Base tier (800 licenses), and for 600 users, two per user, from the Advanced tier (1200 licenses). You automatically get 5% more license units free as Buffer stock for each of the tiers to which you subscribed, so in this example, 40 licenses from the Base tier and 60 from the Advanced tier. You are entitled to upgrade 25% of the license units annually in each tier as Replacement stock, so 200 license units are automatically provided to you in the Base tier and 300 in the Advanced tier. Although you only paid for the 2000 license units in your Initial order, you actually get a total of 2600 license units in the first year of your subscription. In addition, you get a discount on backup licenses.

1.3.5 Purchasing Workflow

The subscription contract is a signed order form that covers Yubico terms and supersedes all other documents, followed by a purchase order (PO), which is required for invoicing and payment. The start date of the subscription determines when the annual replenishment of the Replacement stock takes place.

As soon as a PO is accepted, it is entered into the YubiEnterprise Delivery system, where it can be accessed to get information for requesting shipments, such as quantities of each product purchased and reseller and/or distributor information.

All POs must have an email address for each of the following individuals:

- The distributor
- The reseller
- The customer.

If a distributor is purchasing products for a reseller, and that reseller is selling YubiEnterprise Delivery to an end-customer, Yubico needs all three email addresses. Only if YubiEnterprise Delivery is not involved are these email addresses not required. For example, if the distributor does not want the reseller to access the Console, then no email address for the reseller is required on the PO. However, if the reseller cannot access the Console, then that reseller’s end-customer cannot access the Console either.
1.3.6 Subscription Renewal

Subscription (2.0)

The subscription automatically renews for original subscription term length unless one party provides the other party with written notice of non-renewal at least 30 days prior to the end of the current term.

Subscription (1.0)

The subscription automatically renews for a one-year term unless one party provides the other party with written notice of non-renewal at least 30 days prior to the end of the current term.

Co-Terming

Yubico supports co-terming for YubiEnterprise Delivery Subscription, allowing organizations to add users and services at any time during the term of the subscription. The added users and/or services will have the same term end date as the original subscription. Customers pay based on the pro-rated term of the remaining subscription period.

1.3.7 Purchasing Through Resellers/Distributors

The entity through which you submit a PO is always referred to as a channel partner. “Channel partner” is a term that covers distributors, resellers, and even Yubico itself. Yubico’s Channel partner ID (or ChannelPartnerId or channelpartner_id) is “1”.

Note: The deprecated /shipments API did not support indirect sales, i.e. the selection of channel partners (distributors, resellers). That API only supported direct sales in that the ChannelPartnerID was always set to 1, which means Yubico. To order inventory purchased through a distributor or reseller, use the /shipments_exact API.

Because inventory is sorted according to the source from which it was purchased, when requesting shipment, distinguish between inventory purchased directly from Yubico and inventory purchased through distributors and resellers doing business with Yubico. The Dashboard shows your total inventory of any given product, combining quantities purchased from all sources: both directly from Yubico and indirectly through channel partners. To find out what is in which inventory, check your purchase orders.

To find out what the channel partner (reseller or distributor) ID is:

BEFORE shipment

The name of the channel partner (reseller or distributor) is shown on the Purchase orders tab, and the channel partner ID is shown on the PO detail popup accessed by clicking on the Purchase order number:
YubiEnterprise Services

Purchase order #: PO01234

Order date: 07 Jul 2023
Reseller: YubiCo (direct sale)
Reseller ID: 1
123 State Street
Austin
Texas
73301
US

1.3. Modes of Purchase

AFTER shipment
The Channel partner ID (Reseller or Distributor) is shown on the shipment request detail page, accessible by clicking the ID of the shipment request on the Shipments tab.

AFTER shipment
The Channel partner ID (Reseller or Distributor) is shown on the shipment request detail page, accessible by clicking the ID of the shipment request on the Shipments tab.
When an end-customer purchases through a reseller or distributor, the customer’s view of the console shows neither the cost of the products nor the shipping costs. Only the shipment status is shown to the end-customer.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.4 Costs of Shipping and Taxes

For up-to-date shipment pricing to supported destinations, see the YubiEnterprise Delivery pricing table. The table lists destination countries and key shipment limits for each country. For bulk shipments to single-key countries, contact YubiEnterprise Delivery Support.

1.4.1 Delivery Services Credits

YubiEnterprise Delivery service customers will be invoiced for Delivery Services Credits to cover shipping and taxes after the fact.

Note: Customers with credits remaining after having paid in advance for them will continue to be able to draw them down until those credits are exhausted.

YubiEnterprise Delivery Shipping/Services Credits are shipping fees, a Shipping Credits SKU that is invoiced after shipment. For each shipment request, YubiEnterprise Delivery will automatically deduct the appropriate shipping fees and calculate the product taxes based on destination address and shipping taxes based on location from which the products are shipped.

At the end of every month in which shipment requests are made, Yubico invoices you.

The apportioning of the taxes / VAT across shipping and product is shown:

• On the invoice sent at the end of the month in which shipping was requested.

• On the Console - each shipment request that is made is assigned an ID. To display the tax or VAT charged for any given shipment, on the Shipments tab or the Dashboard tab, click on its Id in the lists of shipments and recent shipments.

1.4.2 Shipping

Shipping costs are determined at the time of shipping. They are based on:

• The weight/size of the package - this is affected by the way the keys are packaged, in trays or in blister packs. It is cheaper to ship large volumes of keys in trays than in blister packs, because the blister packs result in heavier, more voluminous packages.

• Destination

• Type of shipment, expedited or normal.
Sales Tax/VAT on Shipping

The VAT or sales tax charged for shipping is distinct from the VAT or sales tax charged for the product itself. Sales tax or VAT is charged on shipping costs at the rate imposed by the location where the shipment originates (see Delivery Policies).

1.4.3 Sales Tax/VAT on Product

Yubico calculates product taxes based on shipment destination. When the Delivery Services Credits are purchased and invoiced in advance, the rate charged is 10% for US and Canadian destinations. Products are taxed at the actual tax rates of shipping destination, and the customer is charged by aggregating individual shipments at the end of each month in a consolidated invoice. At the end of each month in which shipments are dispatched, Yubico’s invoice shows the reconciliation of the Delivery Services Credits purchased with the amounts actually charged.

Note: Sales tax/VAT on product is not calculated until the shipment has been shipped.

Method of Calculating VAT

- If you are based in the Netherlands, Yubico charges VAT on the initial invoice.
- If you are based in the EU but not in the Netherlands and you provide a valid non-Netherlands EU VAT number, no VAT is charged on the initial invoice.
- If you are based in the EU but not in the Netherlands and you do not provide a valid non-Netherlands EU VAT number, VAT is charged based on shipment source, which is the Netherlands.

1.4.4 Exemptions

Sales Tax

To claim exemption from sales tax, you must present to Yubico the sales tax exemption certificate for the location to which the product is being shipped.

VAT

To claim exemption from VAT, you must present the VAT number; treatment varies depending on the country. Yubico does VAT reconciliation at the end of the month. It will then credit the customer with the amount of the tax charged on both product and shipping.

To file a support ticket for YubiEnterprise Delivery, click Support.
1.5 Delivery Policies

1.5.1 Shipment Sources

**Shipments to EU countries**
Fulfilled out of the warehouse in the Netherlands until 3 April 2023, after which date these shipments will be fulfilled out of Yubico’s facility in Stockholm.

**Shipments to UK**
Fulfilled out of the warehouse in Great Britain.

**Shipments to US, Canada and the rest of the world**
Shipped out of Yubico’s facility in Santa Clara, California.

Each organization has business rules applying to delivery policies, some unique to the particular organization. These rules specify which combinations of parameters are allowed for the organization and are therefore fundamental to determining whether a shipment request can succeed. Business rules are applied before undeliverability and similar such issues are determined.

1.5.2 Post Office Box as Destination

Delivery to Post Office boxes (PO boxes) are acceptable for shipment requests for US destinations. Delivery to the equivalent elsewhere in the world is unlikely to succeed.

1.5.3 Key Quantities and Delivery Types

Using the YubiEnterprise Delivery service you can ship keys to many countries around the world. Each destination country has a maximum number of keys per shipment request. For some countries you can include up to 500 keys per shipment request. For other countries you can only include one key per shipment request due to custom duty regulations.

Available quantity options for different countries are listed below. Products cannot be shipped via YubiEnterprise Delivery to countries that are not listed below. Shipments are delivered using either Normal or Expedited delivery. Available options for different countries are listed below.

For more information about shipping and pricing, see the YubiEnterprise Delivery pricing table.

**Multiple Keys - Normal and Expedited Delivery**

Using the YubiEnterprise Delivery service, up to 500 keys per shipment request can be delivered to the countries listed below. Both the Normal and Expedited delivery options are supported when creating shipment requests to these countries.

**Multiple key shipments - Normal or Expedited delivery**

- Austria
- Belgium
- Bulgaria
- Canada
- Croatia
- Cyprus
- Czechia
YubiEnterprise Services

- Denmark
- Estonia
- Finland
- France
- Germany
- Greece
- Hungary
- Iceland
- Ireland
- Italy
- Latvia
- Liechtenstein
- Lithuania
- Luxembourg
- Malta
- Netherlands (the)
- Norway
- Poland
- Portugal
- Romania
- Slovakia
- Slovenia
- Spain
- Sweden
- Switzerland
- United Kingdom of Great Britain and Northern Ireland (the)
- United States of America (the)

**Single Keys - Normal Delivery**

Using the YubiEnterprise Delivery service, no more than one (1) key per shipment request can be delivered to the countries listed below. Only **Normal** delivery is supported, therefore the **Expedited** option is not available when creating shipment requests to these countries. For bulk shipments to single-key countries, contact YubiEnterprise Delivery Support.

**Single key shipments - Normal delivery only**

- Albania
- Argentina
- Australia
YubiEnterprise Services

- Bosnia and Herzegovina
- Brazil
- Chile
- Colombia
- Costa Rica
- Dominican Republic (the)
- Egypt
- Guatemala
- Guernsey
- Hong Kong
- India
- Indonesia
- Isle of Man
- Israel
- Jamaica
- Japan
- Jersey
- Korea (the Republic of)
- Malaysia
- Mexico
- Montenegro
- New Zealand
- Pakistan
- Panama
- Peru
- Philippines (the)
- Puerto Rico
- Saudi Arabia
- Serbia
- Singapore
- South Africa
- Taiwan (Province of China)
- Thailand
- Turkey
- United Arab Emirates (the)
To file a support ticket for YubiEnterprise Delivery, click Support.

1.6 Onboarding

The current guide (https://console.yubico.com/help/) is available without logging in.

1.6.1 Prior to Onboarding

After the Prerequisites have been met, Yubico does the following:

1. Creates a YubiEnterprise Delivery account for your organization.
2. Enters the purchased products and delivery shipping credits into your organization’s account.
3. Assigns Console login privileges to your organization’s enterprise account owner (Console Owner), nominated when the first purchase order (PO) is submitted.
4. Emails the login credentials to the Console Owner.

1.6.2 Onboarding Workflow

The onboarding involves these steps:

1. Initial login to the Console as Console Owner using provided credentials.
2. Verifying your first purchase order.
3. Creating an initial shipment request of maximum 10 YubiKeys.
4. Registering at least one security key for your account.
5. Adding more organization members to your organization account.

Logging in to the Console always requires a YubiKey except in the first phase of onboarding.

In this first phase, Yubico creates a new account in YubiEnterprise Delivery and the system creates a demo user with restricted permissions for the first Console Owner. Until the Console owner enrolls a security key, the permissions of that user/role remain restricted:

- Able to ship no more than ten keys
- Unable to invite new members
- Unable to generate API tokens
- Unable to edit the email template for shipment delivery information to recipients

These limitations are displayed on a banner during the initial onboarding phase instructing the user to register a WebAuthn credential (security key) to finish account enablement.

Note: If the Console Owner has not already got a YubiKey, that person should use this initial phase as demo user in the onboarding to ship keys (maximum 10) to other organization members.

Once the demo user registers a security key in the Console, that person acquires the full permissions of an Console Owner, and all capabilities of the account are fully enabled.
1. The Console Owner (demo user) logs in, and clicks the privacy policy link to accept Yubico's terms and conditions. At this point, the Console Owner can already verify that the YubiEnterprise Console dashboard displays the information corresponding to the initial purchase order(s), including the expected quantities of products in the applicable categories:

- Available subscription 2.0 licenses
- Available subscription 1.0 licenses
- Available standard products inventory
Verifying quantities purchased

To see the explanation for what products are available in each of these categories, see *Key Models Per Tier*. (The term “tier” applies to subscriptions.)
It might be necessary to adjust the view to correspond to your situation and your permissions. If you do not see what you expect to see, check Distributor and Reseller Onboarding. For a full understanding of roles in the Console, see Roles and Permissions.

2. The Console Owner uses the system to request shipment of at least one YubiKey to themself. It is recommended that you register at least one additional key to avoid losing access to the Console if the original key is lost. See Shipping to a Single Address.

3. The Console Owner receives at least one YubiKey and uses the information on the Packaging page to validate the packaging has not been tampered with (as do subsequent recipients of products shipped via YubiEnterprise Delivery). The authenticity of the YubiKey itself is validated by following the guidelines on https://www.yubico.com/genuine/. The Console Owner then registers with the system, thereby ending the first phase of onboarding and gaining access to the full capabilities accorded to a Console Owner.

4. The Console Owner configures new YubiEnterprise Delivery accounts for the other key recipients on the Settings tab by:
   - Entering the email addresses of the organization members who will be managing the YubiKeys
   - Assigning roles to those organization members. See Roles and Permissions.

5. The system automatically emails login credentials to the organization members. However, they will not be able to activate their accounts until they register their keys.

6. The organization members log in to the Console, register their keys, review the privacy policy, and accept Yubico’s terms and conditions before starting to manage and/or audit the organization’s inventory of Yubico products and shipping thereof.
1.6.3 Distributor and Reseller Onboarding

Distributors and resellers (formerly referred to as “Channel Partners”) can use YubiEnterprise Delivery to manage their own inventories, and view their customers’ inventories for related purchases.

A reseller can have Yubico enable the end-customer for which it purchased inventory to see that inventory. For example, by clicking on the Reseller role label, a reseller can change the view to verify that an associated end-customer can see the inventory purchased from that reseller.

Similarly, a Distributor can enable (and verify) inventory viewing through the Console by a Reseller for which it purchased inventory.

Yubico sets up these roles/views when it receives a PO containing an email address for each role where applicable. For example, the Reseller user must have both Reseller and Customer roles if the end customer is to use the Console, while the user in the customer organization must have a Console Owner role. That alone is sufficient to give that user the Customer view.

1.6.4 Logging In

The following instructions are for users of the YubiEnterprise Console. (Your own organization could decide to implement a very similar process for its own end users of YubiKeys and/or Security Keys by Yubico.)

Step 1
Click the link supplied in the email from YubiEnterprise Delivery, which opens in a browser. (The browser requirements are given in Prerequisites.)

Step 2
Enter the username and password supplied in the same email.
Note: Usernames must be email addresses. Any username entered without the “@” will return an error when the user tries to log in.

Note: If you allow your browser to fill in your username and password automatically, the Submit button might be grayed out. To activate the button, click in the password field.

Step 3
Click the Submit button. The browser displays a message instructing you to insert the YubiKey and touch it when it flashes its LED(s).

Step 4
When the LED(s) flash, touch the YubiKey until it stops flashing. (If you have dry skin, you may need to dampen your finger so the key recognizes your touch.)

Step 5
If your organization has more than one account—for example, the EMEA organization and the US/CAN organization—the list of accounts is displayed. Click the name of the appropriate organization.

Step 6
If the user logging in to the Console has multiple roles, the highest priority role is selected, with the top role being Console Owner, followed by Console Admin, Console Auditor, Distributor, Reseller in that order. The user then arrives at the appropriate landing page. If necessary, a different role can be selected on the Profile page (click on name of logged-in user in top right-hand corner of any Console screen).

Session Limits

Console users do not stay logged in indefinitely. After an hour of inactivity, you are automatically logged out. If the screen does not react after a period of inactivity, log out by going back to the home page and clicking the profile button at the top of the page. Then you can log in again.

After 24 hours you will need to log in again in any case.

Password Requirements

The requirements for the Console login password are:

- Must be 8-64 alphanumeric characters.
- Must not contain any part of the username.
- Must be different from the current password.
Managing Passwords with SSO

This ability is associated with the User role. Owners and Admins can manage their passwords and so on, but Auditors cannot. If your organization is using the single sign-on (SSO) method, you cannot change your password and/or your authentication method when you log in via SSO. You must use your credentials (username, password and YubiKey) to log in. Only then can you manage your credentials.

To change any of your credentials,

**Step 1**
Log in to https://console.yubico.com/ with username, password, and YubiKey. If you belong to more than one organization, select the one you want to access.

**Step 2**
Select the Settings page. To edit your profile, on the Users tab, select your own username (you might have to scroll to find it) and click the pencil icon.

**Step 3**
On the subsequent page, Edit member Somebody@company.com,

- To change your username or email address, click the Reset user button.
- To change your password, click the Reset password button.
- To change your role (a capability only available to Console Owners), select the role from the dropdown list under the Change role heading and click Save.

**Step 4**
With your YubiKey at the ready, on the login page, enter:

- The email address associated with your YubiEnterprise account
- The password (which must be between 8 and 64 characters, and must not contain any parts of your username)

Insert and touch the YubiKey when prompted.

To file a support ticket for YubiEnterprise Delivery, click Support.

### 1.7 Dashboard

The Dashboard in the YubiEnterprise Console provides an overview of available inventory, and recent shipments and purchase orders. The menu to the left provides access to different functions. What you see depends on your user role when logged in to the Console.

There are three categories of Console users: Customers, Distributors, and Resellers. Each of these have their own view providing access to functions that are specific for the type of user role. Depending on your user roles, you can have multiple view options and you can switch between them using the view selector in the upper part of the left menu of the Console.
Dashboard views available to a user with all roles

The following sections describes the functionality available through the different views.

### 1.7.1 Customer View

All users with either the Console Owner, Console Admin, or Console Auditor role can access the Customer view of the Dashboard. For more information, see *Roles and Permissions*.

The Dashboard provides an overview of your aggregated inventory, recent shipments and purchase orders (POs). If you are a distributor or a reseller, the information you see on the Dashboard using the Customer view applies to purchases for your own organization.

From the Dashboard you can do the following:

- Get an overview of your product inventory, aggregated from different resellers if applicable.
- View recent shipments and POs.
- Request shipments (only Console Owners and Console Admins) from the inventory cards.

For more information about different functions, see *Shipment Requests, Working with Shipments, Purchase Orders, and User Management* (Settings).

The screenshots below show examples of a Console Owner’s view of the **Dashboard**.
The **Dashboard** displays cards for each of the different subscription plans/tiers within the primary, backup and replacement categories. Each card shows the licenses available and the total licenses in the form of numbers and a circular graphic showing the amount of product consumed and remaining. In addition, the supported form factors for each plan/tier/category can be viewed.
To view the form factors available for each type of subscription, click the left-pointing caret on the right of the title bar on the card for each type of subscription. The Form factors available popup opens on the card. This is shown on the top card in the screenshot above; the caret of the card at the bottom is unclicked and thus does not display the available form factors.
You can put in a shipment request directly from each subscription card as well as from within the Form factors available window. For more information on creating shipment requests, see Working with Shipments.

Subscription (2.0) is differentiated from Subscription (1.0), and the standard products inventory is shown simply as form factors available.

Available subscription 1.0 licenses

In the examples shown above, we see the subscription tiers purchased plus inventory available in addition to standard product inventory. Recent Shipments is shown on the Dashboard below that, along with Recent Purchase Orders (POs). Entitlement to products for each subscription tier is given in Key Models Per Tier.

Shippable Inventory

On certain occasions, shippable quantities for a product might be allocated, for example due to limited availability. Inventory allocation is also used for shipment of customized keys to indicate the number of pre-programmed keys available for shipment.

If there is an inventory allocation set for a specific product you will see the availability on your Dashboard and in the Create shipment request form when requesting shipments.
If there are no shippable products available, you will not be able to request shipments. The allocation is removed or updated as soon as the affected products become available.

You can enable the Only show shippable inventory toggle switch on the top right of the Dashboard to see products that can be shipped through automated shipments.

If the toggle is turned on, the inventory allocation is displayed only if it has been set for a product that can be shipped using the YubiEnterprise Console (automated shipments). In that case, the remaining product volume supported by automatic shipment is smaller than the actual total remaining available allocated inventory number that can be shipped using manual and automated shipments.

Recent Shipments

Only recent shipments are displayed on the Dashboard. To view all shipments and their details, click Shipments > All shipments in the left menu. For more information, see Viewing Shipments.
Recent Purchase Orders (POs)

Only recent POs are shown on the Dashboard. To view all POs and their details, click View all purchase orders in the left menu. For more information, see Viewing Purchase Orders.

Managing Settings

From the Settings page Console Owners can add and delete users for the organization, and recover and reset user accounts if needed. For more information, see User Management.

1.7.2 Distributor View

Distributors are organizations that sell Yubico products to resellers that in turn sell the products to end customers. The Distributor role provides access to the Distributor view in the Console.

The Distributor view lets you see what was sold to end customers, monitor their inventories, and provide access to purchase order information for your resellers.
Viewing Inventories

The **Resellers** page provides an overview of your associated resellers. To view the inventory for a specific reseller customer, select **Resellers** in the left menu and click on a **Customer** link in the list.

This displays the end customer Dashboard showing the inventory that was sold by the distributor and the associated reseller to that end customer. The dashboard view is an aggregation of how much of each product was purchased, and how much inventory is available for shipping. Inventory sold to this end customer by other distributors or resellers is not shown.

The end customer dashboard view displays the following information:

- Subscription/non-subscription inventory
- Perpetual/Standard inventory
- The number of each product purchased
- The number of each product remaining to be redeemed/shipped
- For virtual tiers (Advanced/Compliance), the models that the end customer can order
- The most recent purchase orders
Viewing Purchase Orders

The **Purchase orders** page provides a list of purchase orders and associated resellers and their end customers. To see purchase order details for a specific customer, click the desired **Purchase order** link in the list of resellers.

For more information on purchase order details, see *PO Detail View*.

**Note:** If a customer is shipping custom keys, for example pre-programmed or pre-registered keys, the Customization ID and Customization label (user-friendly name) are displayed on the PO. The columns are only visible if a PO contains items from a customized inventory. For more information, see *Customizations*.

Managing Settings

From the **Settings** page you can manage settings for your resellers, for example allowing them to view purchase orders. For more information, see *Distributor Role*.

1.7.3 Reseller View

Resellers are organizations that sell Yubico products to end customers. The **Reseller role** provides access to the **Reseller** view in the Console.

The Reseller view lets you see what was sold to your customers, monitor their inventories, and provide access to purchase order information for your end customers.
Viewing Inventories

The Customers page provides an overview of your customers. To view the inventory for a specific customer, select Customers in the left menu and click on a Customer link in the list.

This displays the end customer Dashboard showing the inventory that was sold by you to that end customer. The dashboard view is an aggregation of how much of each product was purchased, and how much inventory is available for shipping. Inventory sold to this end customer by other distributors or resellers is not shown.

The end customer dashboard view displays the following information:

- Subscription/non-subscription inventory
- Perpetual/Standard inventory
- The number of each product purchased
- The number of each product remaining to be redeemed/shipped
- For virtual tiers (Advanced/Compliance), the models that the end customer can order
- The most recent purchase orders

**Viewing Purchase Orders**

The **Purchase orders** page shows a list of purchase orders and associated customers, and distributors if any. To see purchase order details for a specific customer, click the desired **Purchase order** link in the list.

For more information on purchase order details, see **PO Detail View**.

**Note:** If a customer is shipping custom keys, for example pre-programmed or pre-registered keys, the Customization ID and Customization label (user-friendly name) are displayed on the PO. The columns are only visible if a PO contains items from a customized inventory. For more information, see **Customizations**.

**Managing Settings**

From the **Settings** page you can manage settings for your customers, for example allowing them to view purchase orders. For more information, see **Reseller Role**.

To file a support ticket for YubiEnterprise Delivery, click **Support**.

**1.8 Purchase Orders**

The following describes how to view purchase orders (POs) that have been submitted for an organization. Through different views you can view POs both as a customer for your own organization, as well as a distributor and reseller for the organizations to which you are selling.

**Note:** POs are generated by contacting your Yubico sales representative or your channel partner, not from the Yubi-Enterprise Delivery Console.
1.8.1 Viewing Purchase Orders

To view purchase orders for your organization, click **Purchase orders** in the left menu to open the Purchase orders page. To locate a specific purchase order, use the search bar at the top or click **Filters** to filter the list of purchase orders by one or more fields. You can also sort on all the column headings using different criteria.

### Purchase Orders Column Headings

The **Purchase orders** page provides the following information:

- **Order date** - Date on which the PO was received by Yubico.
- **Purchase order number** - The unique number of the PO.
- **Reseller** - Name of the reseller, if reseller was involved in the purchase.
- **Contact** - Name of the contact for the PO, if available.
- **Status** - The status of the PO, for example “Available for Shipment”.
- **YE Delivery** - Indicates whether inventory can be shipped using YubiEnterprise Delivery.

View the subscription tiers and number of licenses for products you currently have in inventory by clicking on the PO number to display the PO detail view (see **PO Detail View**). For more information about subscription tiers, see **Modes of Purchase**.

**Note:** If you want to identify the PO that applies to a particular inventory, be aware that unless the PO is ONLY for that item, you will not be able to find it by filtering on the Status column. In other words, it is not possible to filter on the status of inventory that has been exhausted if its PO contains more than one product. For example, even if you do not have any keys left in a Backup subscription Premium tier, if that purchase is included in a PO with a Primary subscription Advanced tier that has not yet been exhausted, the PO status will be displayed as **Available for shipment**.
Filters and Table Controls

You can modify the appearance of the table and the data displayed using the controls at the top of the page.

- **Columns** - Determine which columns will be shown in the table. Click **Columns** and select or deselect the desired columns. Click **Reset** to return to a previous selection.

- **Filters** - Filter data to be displayed. Click **Filters**, select an **Operator** and a **Value**, and click **Apply**. Available filter fields depend on the data in the table of the Console page you are working with. Click **Clear all** to remove the selected filters.

- **Density** - Determine the space between rows in the table, for example “Compact”.

Searching Purchase Orders

The **Search** field on the upper left of the **Purchase orders** page enables you to locate any element in a purchase order, even partial words or numbers. Entering search parameters instantly filters the list of purchase orders based on those parameters.

To return to viewing the list of search results after clicking into one of the list items, click **Go back**. The list remains available even after refreshing the browser window while on a page of search results.

Change or remove the search parameters in the **Search** field to reset the search.

Advanced Search

You can perform advanced searches by using Filters. You can also use Search in combination with Filters to drill down further into the list of purchase orders. For more information, see **Filters and Table Controls**.

1.8.2 Purchase Order Views

Depending on your role and the selected view - Customer, Distributor or Reseller - you will see different information when looking at the **Purchase orders** page. Click the view selector in the upper part of the left menu to switch between views.

The **Customer** view shows purchase orders (POs) submitted on behalf of an organization. The **Distributor** and **Reseller** views are intended for distributor and reseller types of organizations, and show purchase orders associated with a distributor or reseller respectively. Console Owners for an organization always have access to the Customer view to be able to manage organization users.

You can have multiple roles within an organization. For example, as a Console Owner for a distributor type of organization you will have access to both the Customer and the Distributor views. You will then see the following information on the **Purchase orders** page:

- The **Customer** view shows information about purchase orders submitted for your own organization, for example keys you purchased for your employees.

- The **Distributor** view shows information about purchase orders submitted on behalf of your associated resellers and their end customers.

**Note:** Distributors must first allow their resellers to view PO information associated with them. Resellers must then allow their associated end customers to view their PO information. For more information, see **Roles and Permissions**.
Note: Selecting the Customer view as an end customer you can only see POs from indirect sales if the reseller has granted you access to view purchase order information. You will always be able to see POs from direct sales (through Yubico).

The Customer view provides the following purchase order information:

- **Order date** - When the order was received by Yubico.

- **Purchase order number** (PO number) - Links to a PO Detail View showing what was purchased and existing inventory related to that specific purchase order. If you purchased from a reseller, unit prices are not shown.

- **Reseller** - Name of reseller. This field is empty if you purchased directly from Yubico.

- **Contact** - Name on the PO provided to Yubico.

- **Status** - Whether available for shipping or not. As shipping requests are processed, inventory and shipping credits will be depleted.
  - **Available for Shipment** - Indicates whether there are products available for shipment.
  - **Order Consumed** - All products purchased have been shipped.
  - **Order Expired, contact sales** - The PO expired before the keys were shipped, so you should contact your Yubico sales person.

- **YE Delivery** - Indicates whether the inventory can be shipped using YubiEnterprise Delivery.

Distributor View

Distributors are organizations that sell Yubico products to resellers that in turn sell the products to end customers. For more information about Distributor view options, see Distributor View.

Purchase order information in the Distributor view includes the following:

- **Purchase order number** (PO number) - links to a PO Detail View showing what was purchased and existing inventory related to that specific purchase order.

- **Order date** - When the order was received by Yubico.

- **Reseller** - Name of the reseller for the PO.

- **Customer** - Name of the end customer for which the purchased products are intended.

- **Contact** - Name on the PO provided to Yubico.

- **YE Delivery** - Indicates whether the inventory can be shipped using YubiEnterprise Delivery.
# Reseller View

Resellers are organizations that sell Yubico products to end customers. For more information about Reseller view options, see [Reseller View](#).

Purchase order information in the **Reseller** view includes the following:

- **Purchase order number** (PO number) - links to a **PO Detail View** showing what was purchased and existing inventory related to that specific purchase order.
- **Order date** - When the order was received by Yubico.
- **Customer** - Name of the end customer for which the purchased products are intended.
- **Distributor** - Name of the distributor through whom the reseller purchased the products. If no distributor is involved in the purchase, this field is empty.
- **Contact** - Name on the PO provided to Yubico.
- **YE Delivery** - Indicates whether the inventory can be shipped using YubiEnterprise Delivery.

## 1.8.3 PO Detail View

For more information about a PO, click the **Purchase order** number to open the **Purchase order detail** view.

### 1.8. Purchase Orders
Purchase order details

Purchase order #: N/A

Order date: 16 May 2024
Reseller: Yubico (direct sale)
Reseller ID: 1
123 Some Street
Some Cityname
Florida
32176
US
Firstname Lastname
firstname.lastname@somemail.com
8135035117

Products

<table>
<thead>
<tr>
<th>Inventory</th>
<th>Cost per item</th>
<th>Customization ID(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1000 / 1000 - YubiKey 5C</td>
<td>$0.10</td>
<td>test02</td>
</tr>
<tr>
<td>1000 / 1000 - Compliance - Standard - Primary</td>
<td>$0.10</td>
<td>qweqwe</td>
</tr>
</tbody>
</table>

Customer view of PO details

The following information is displayed:

- **Purchase order #** and contact details for the PO.
- **Order date** - When the order was received by Yubico.
- **Reseller** - Name of reseller for PO (also for direct purchase from Yubico)
- **Reseller ID** - ID of the reseller (1 for Yubico).
- **Inventory** - Product inventory, for subscriptions this is expressed as the name of a tier. Bolded number indicates number of keys available out of the number of purchased keys within the subscription (number not bolded).
- **Cost per item** - If the purchase was direct (not through a channel partner), the unit price per item is shown.
- **Customization ID/Customization label** - Unique ID and its friendly name representing a specific type of key customization and its status. The columns are only visible if a PO contains items from a customized inventory. Customization IDs and Customization labels on POs are visible also to distributors and resellers if their associated customers are using custom keys. For more information, see Customizations.

**Note:** If a customer has purchased inventory directly from Yubico, and from a distributor, and from a reseller, that customer can see all three “buckets” of inventory. Similarly, a distributor can see which resellers have purchased from it as well as the respective inventories, but the distributor would not be able to see if other distributors supply those resellers through YubiEnterprise Delivery. Each “chain” (or set of relationships) “Distributor > Reseller > Customer” is unique.

To file a support ticket for YubiEnterprise Delivery, click Support.
1.9 Shipment Requests

This section describes the concept of shipment requests in YubiEnterprise Delivery services. For instructions on how to work with shipment requests, see Working with Shipments.

You can manage shipments from your inventory of purchased products on the All shipments page. Even if not all your products are being shipped through YubiEnterprise Delivery, you can track shipment requests regardless of how those shipments are processed by Yubico.

Shipments processed through YubiEnterprise Delivery (Console or API) are considered “Automatic”, whereas the shipments created by Yubico or a channel partner at your request are considered “Manual”. The Type column on the All shipments page in the Console displays the type of shipment.

You can create shipment requests from the All shipments page. You can also create shipment requests from subscription cards on the Console dashboard. For more information, see Dashboard.

Console Owners and Admins can request (create) shipments and edit the requests if the shipment is of the Automated type and has not yet been processed. The Status column shows the Shipment Request Status.

1.9.1 Shippable Inventory

On certain occasions, shippable quantities for a product might be allocated, for example due to limited availability. Inventory allocation is also used for shipment of customized keys to indicate the number of pre-programmed keys available for shipment.

If there is an inventory allocation set for a specific product you will see the availability on your Dashboard and in the Create shipment request form when requesting shipments.
If there are no shippable products available, you will not be able to request shipments. The allocation is removed or updated as soon as the affected products become available.

You can enable the **Only show shippable inventory** toggle switch on the top right of the Dashboard to see products that can be shipped through automated shipments.

If the toggle is turned **on**, the inventory allocation is displayed only if it has been set for a product that can be shipped using the YubiEnterprise Console (automated shipments). In that case, the remaining product volume supported by automatic shipment is *smaller* than the actual total remaining available allocated inventory number that can be shipped using manual and automated shipments.

### 1.9.2 Methods of Requesting Shipments

You can use any of the following methods to create shipment requests:

- From the Console to ship keys to a single address, see *Shipping to a Single Address*.
- From the Console to ship keys to multiple addresses, see *Shipping to Multiple Addresses: Bulk Shipments*.
- Using the YubiEnterprise Delivery API, see *API Shipment Requests*.

### 1.9.3 Address Validation

When Yubico’s address validation service catches a discrepancy between an address in a shipment request and post office standards, the system flags the affected shipment request. Requests with such discrepancies are shown as “Incomplete” in the **Status** column of the Console. Incompletes must be reviewed and the proposed change accepted or rejected before the request can be processed. For instructions, see *Reviewing Incompletes*. 
1.9.4 Limits and Constraints

Post Office Boxes

Although the system can deliver to Post Office (PO) Boxes within the United States, delivery to the equivalent elsewhere in the world is unlikely to succeed.

Recipient Information

Names and Addresses: First Line

First name and Last name in the Console and in the CSV file for bulk shipments, map to the first line on the shipping label.

Long recipient names can be problematic for all methods of requesting shipment, because the shipment request will fail if the contents of the First name and Last name fields and/or Company or recipient fields exceed the maximum number of characters permitted in these fields (shown in the table below).

**Workaround:** When a recipient’s full name or company name exceeds the fields’ maximum lengths, split the names across the three fields, as in this example:

<table>
<thead>
<tr>
<th>Location</th>
<th>Field (limit=15)</th>
<th>Field (limit=20)</th>
<th>Field (limit=20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>API</td>
<td>recipient_firstname</td>
<td>recipient_lastname</td>
<td>recipient</td>
</tr>
<tr>
<td>CSV</td>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
<tr>
<td>Console</td>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
</tbody>
</table>

**Example of an overly long name before adjustment to fit the fields**

<table>
<thead>
<tr>
<th>Example after adjustment</th>
<th>Johannes-Maximilian von Derschowitz-Dampfloch zu Querdenker</th>
</tr>
</thead>
</table>

<table>
<thead>
<tr>
<th>Example after adjustment</th>
<th>Joh.-Maximilian v.DerschowitzDampfloch zu Querdenker</th>
</tr>
</thead>
</table>

Company Name: Second Line

The second line on the shipping label maps to the name of the recipient’s company if the address is not residential. For example, the system’s address verification function recognizes that Yubico’s Santa Clara facility is in a commercial building, therefore the company name is expected in:

- The Company field/table cell in the Console and in the CSV file.
- The recipient field in the API

**Note:** API: Do not use the /shipments recipient field to specify the name of the individual to whom products are to be shipped. For this, use the recipient_firstname and recipient_last name fields instead.

If the address is residential, leave empty:

- The Company field/table cell in the Console and in the CSV file.
- The recipient field in the API.
Address Information

Incomplete or incorrect address information might cause validation errors. For example, entering the following information for a shipment request would result in failure because USPS recognizes that there are multiple companies in the building whose address is 530 Lytton Avenue:

Jan Lindberg  
530 Lytton Avenue  
Palo Alto, CA 94301  
USA

Similarly, entering the following information for a shipment request would result in failure because a residential address would not be associated with a company.

Jan Lindberg  
Yubico Inc.  
6 Lea Rd  
Dronfield S18 1SB  
UK

When adding address information, you can for example use the address formats provided by Google Maps, see note in Troubleshooting. The limits on the various fields and the options for the dropdown are given in Shipment Request Form Fields.

Address Validation

Every 15 minutes, the system validates addresses; therefore you might have to wait up to 15 minutes to find out if your shipment request has been queued for fulfillment. For more information, see Shipping Status Codes.

Availability of Stock/Inventory

Shipment allocations may be set. For more information, see Shippable Inventory.

Non-subscription Purchases

Shipment requests can be made for up to one year after a PO is submitted.

Subscription Purchases

Availability of products depends on the stock/inventory from which the products are drawn. For more information, see Tier Sub-categories.

Timing

Shipment Requests

Shipment requests can be edited or deleted until 2am PST (10am GMT), the day after they were entered. For more information, see Editing or Deleting a Shipment.

Delivery

Normal (standard) shipping: Typically, shipments will take 5-7 days for delivery in North America and Europe. Delivery to other parts of the world will take longer.

Expedited (rush) shipping: Typically, shipments within North America can be delivered in 1 business day. It may take longer to deliver shipments to other parts of the world, but Yubico will leverage the fastest delivery service reasonably available.
1.9.5 Shipment Status Messages

These error messages accessible via the API tell you why a given shipment request was unsuccessful. It is worth reviewing them before making any shipping requests in order to see what sort of issues might arise and thereby avoid them in the first place.

In the Explanation column, the source of the message is given: YubiEnterprise Delivery system for internal messages, US Validation for the US Postal Service, and finally, International Validation. Messages originating from the last two are simply passed on to you by YubiEnterprise Delivery.

Table 3: YubiEnterprise Delivery API status messages

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>InventoryProductId not specified for ProductId %d - ShipmentStateError</td>
<td>See Shipping to Multiple Addresses: Bulk Shipments YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Too many keys in shipment - TotalKeysShipped %d &gt; %d - ShipmentStateError</td>
<td>See Recipient Information YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Not enough Inventory for Shipment - ShipmentStateError</td>
<td>See Purchase Orders YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Re-enter the address differently; some parts of it are invalid.</td>
<td>See Troubleshooting US Validation</td>
</tr>
<tr>
<td>The address is invalid.</td>
<td>See Troubleshooting US Validation</td>
</tr>
<tr>
<td>The address is valid.</td>
<td>No further explanation required. US Validation</td>
</tr>
<tr>
<td>Remove the ‘secondary unit designator’ (apt, suite, department, etc.) because it is superfluous.</td>
<td>Remove the apartment number, unit, etc.: it is considered wrong or unnecessary. US Validation</td>
</tr>
<tr>
<td>Enter second line information (apartment, unit, etc.). The information in the primary line is not specific enough.</td>
<td>Add the apartment number, unit, etc. US Validation</td>
</tr>
<tr>
<td>The address is a valid military address.</td>
<td>No further explanation required. US Validation</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The address is a valid General Delivery address where individuals without permanent addresses can receive mail.</td>
<td>No further explanation required. US Validation</td>
</tr>
<tr>
<td>The address is valid. An organization such as a government agency can have its own zipcode because it receives a large volume of mail.</td>
<td>No further explanation required. US Validation</td>
</tr>
<tr>
<td>Enter a street number; for example, for Yubico “Lytton Ave” alone is not sufficient, it needs to be “530 Lytton Ave”.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” is missing. US Validation</td>
</tr>
<tr>
<td>Enter a valid street number.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” not valid. US Validation</td>
</tr>
<tr>
<td>Enter a PO Box, Rural Route, or Highway Contract number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a valid PO Box, Rural Route, or Highway Contract box number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter the Private Mailbox (PMB) identifier or the # sign, followed by the PMB number.</td>
<td>PMB number is Private Mailbox Number US Validation</td>
</tr>
<tr>
<td>This address is not eligible to receive mail.</td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is that of a Commercial Mail Receiving Agency (CMRA) a private business that accepts mail for recipients, and the required private mailbox information is present.</td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is missing some important secondary line information (apartment, unit, etc.).</td>
<td>No further explanation required. International Validation</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mail is unlikely to arrive at this destination - please verify input.</td>
<td>No further explanation required</td>
</tr>
<tr>
<td></td>
<td>International Validation</td>
</tr>
<tr>
<td>This street could not be found within the city or postal code.</td>
<td>No further explanation required</td>
</tr>
<tr>
<td></td>
<td>International Validation</td>
</tr>
<tr>
<td>Invalid OrganizationId for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country Code not set for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country could not be found from CountryCode2: %s</td>
<td>Country code entered is not in YubiEnterprise Delivery system list</td>
</tr>
<tr>
<td>Shipment has no shipment items</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>DeliveryType not set for Shipment, defaulting to 1 - normal</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid DeliveryType %s for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>InventoryType not set for Shipment, defaulting to 1</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>InventoryType %s not valid set for Shipment</td>
<td>You cannot use this InventoryType for this shipment - YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Negative quantity entered for ShipmentItem with ProductId=%d defaulting to 0</td>
<td>You set the quantity of the specified ProductID to be shipped to less than zero. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid ShipmentProductQuantity for ShipmentItem %d</td>
<td>You probably do not have sufficient inventory. YubiEnterprise Delivery system</td>
</tr>
</tbody>
</table>
Table 3 – continued from previous page

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invalid ShipmentProductLineCost for ShipmentItem %d</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid Shipment - Total keys in shipment greater than 500</td>
<td>You cannot ship more than 500 items at once. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment has zero total item quantity</td>
<td>The number of items to be shipped must be &gt; 0. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>US Address is missing the state name/abbreviation in region field</td>
<td>No further explanation required. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Bad ProductId in ShipmentProduct for NewShipmentProduct</td>
<td>ProductID is wrongly specified or invalid. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Input for %s exceeded limit of %d characters</td>
<td>Specified field cannot accept the number of characters that were entered. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment of these products to this country using this delivery type is not supported</td>
<td>Shipment request contravenes one or more business rules. YubiEnterprise Delivery system</td>
</tr>
</tbody>
</table>

- See the USPS FAQ.

1.9.6 Subscriptions and Inventories

The following provides an overview of different subscription and inventory options. For more information, see *Modes of Purchase*. 
## Table 4: Subscription (2.0) - full list of inventory (stock) types

<table>
<thead>
<tr>
<th>Name of Tier</th>
<th>Initial or Replacement</th>
<th>Primary or Backup</th>
<th>Console: “Product selection”, “Products” dropdown</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Base Standard tier</strong></td>
<td>Initial</td>
<td>Primary</td>
<td>Base Standard Primary</td>
</tr>
<tr>
<td>(FIDO-only key license(s))</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Security Keys only</td>
<td>Replacement</td>
<td>Primary</td>
<td>Base Standard Primary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Base Standard Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Base Standard Replacement</td>
</tr>
<tr>
<td><strong>Base Plus tier</strong></td>
<td>Initial</td>
<td>Primary</td>
<td>Base Plus Primary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Base Plus Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Base Plus Primary Replacement</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Advanced Standard tier</strong></td>
<td>Initial</td>
<td>Primary</td>
<td>Advanced Standard Primary</td>
</tr>
<tr>
<td>(Multiprotocol key license(s))</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>YubiKey 5 Series</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>including YubiKey 5 Ci</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Standard Primary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Standard Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Standard Primary Replacement</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Standard Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td><strong>Advanced Plus tier</strong></td>
<td>Initial</td>
<td>Primary</td>
<td>Advanced Plus Primary</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Plus Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Plus Primary Replacement</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Plus Backup</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td>Advanced Plus Primary Replacement</td>
</tr>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Subscription (1.0)

The full list of options that were potentially available in Subscription (1.0) is given below. The actual list depends on what you have purchased. Explanations for the terms in the list are given in the table below the list. For more details on subscription and non-subscription purchasing, see Modes of Purchase.

Subscription (1.0): Full List of Inventory Types

- Primary Subscr - Base Tier: Initial
- Primary Subscr - Base Tier: Buffer
- Primary Subscr - Base Tier: Replacement
- Primary Subscr - Adv. Tier: Initial
- Primary Subscr - Adv. Tier: Buffer
- Primary Subscr - Adv. Tier: Replacement
- Primary Subscr - Prem. Tier: Initial
- Primary Subscr - Prem. Tier: Buffer
- Primary Subscr - Prem. Tier: Replacement
- Primary Subscr - FIPS Tier: Initial
- Primary Subscr - FIPS Tier: Buffer
- Primary Subscr - FIPS Tier: Replacement
- Backup Subscr - Base Tier: Initial
- Backup Subscr - Base Tier: Buffer
- Backup Subscr - Base Tier: Replacement
- Backup Subscr - Adv. Tier: Initial
- Backup Subscr - Adv. Tier: Buffer
- Backup Subscr - Adv. Tier: Replacement
- Backup Subscr - Prem. Tier: Initial
- Backup Subscr - Prem. Tier: Buffer
- Backup Subscr - Prem. Tier: Replacement
- Backup Subscr - FIPS Tier: Initial
- Backup Subscr - FIPS Tier: Buffer
- Backup Subscr - FIPS Tier: Replacement
- Non-subscription - Base Tier
- Non-subscription - Advanced Tier
- Non-subscription - Premium Tier
- Non-subscription - FIPS Tier
- Standard Products
Standard products are physical keys purchased outright (on your PO you will not find “Standard Products”, but instead the actual products/models that you purchased).

There is a primary subscription and a backup subscription for each tier (product grouping): Base, Advanced, Premium, and FIPS. Each of those tiers has Initial, Buffer, and Replacement sub-categories, explained in the table below.

<table>
<thead>
<tr>
<th>Tier Sub-categories</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Initial</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>The stock in this category reflects the total number of users on the subscription. This lot can be drawn upon for 12 months from the start of your subscription term.</td>
</tr>
</tbody>
</table>

| **Buffer**          |
|                     |
| This category is made available to you free of charge when your subscription begins. You can draw on it throughout the term of your subscription. |

| **Replacement**     |
|                     |
| This category is intended for those who have lost their YubiKeys or want to upgrade. The stock in this category is reset each year of the subscription to the Replacement limit. |

The non-subscription tiers are for virtual keys. Unlike subscription tiers, non-subscription tiers have no sub-categories.

To file a support ticket for YubiEnterprise Delivery, click Support.
1.10 Working with Shipments

This section provides an overview of how to work with shipment requests. For an introduction to the concept of shipment requests, see *Shipment Requests*.

1.10.1 Requesting Shipments

You can use any of the following methods to create shipment requests:

- From the Console to ship keys to a single address, see *Shipping to a Single Address*.
- From the Console to ship keys to multiple addresses, see *Shipping to Multiple Addresses: Bulk Shipments*.
- Using the YubiEnterprise Delivery API, see *API Shipment Requests*.

In some cases shipment requests are also manually created by Yubico. After creation, shipment requests are displayed in the *All shipments* page. Here you can follow shipments, see their status and update information if needed.

1.10.2 Viewing Shipments

To view details for a shipment, go to the *Shipments > All shipments* page and click the shipment ID in the *ID* column. To locate a specific shipment, use the search bar at the top or click *Filters* to filter the list of shipments by one or more fields. You can also sort on all the column headings using different criteria.

**Shipments Column Headings**

The *All shipments* page provides the following information:

- **ID** - The ID of the shipment request. Click the ID number to view the shipment details, see *Shipment Details View*.
- **Date** - Date on which the shipment request was made.
- **Shipment address** - The address to which the shipment was or will be sent.
- **Recipient email** - Email address to which information about the shipment is automatically sent.
YubiEnterprise Services

- **Delivery** - Type of delivery - Normal or Expedited (rush).

- **Type** - How the shipping request was created: “MANUAL” (by Yubico), “AUTOMATED” (from Console), or “AUTO FIDO PRE-REG” (FIDO Pre-reg, see Shipping Pre-registered Keys).

- **Status** - The status of the shipment request, see Shipping Status Codes.

- **Tracking** - The tracking number with the carrier. Clicking the tracking number takes you to the site of the carrier.

- **Ship date** - Date on which the shipment was dispatched.

- **Delivery date** - Date on which the shipment arrived at its destination.

- **Reseller** - Name of the reseller, if reseller was involved in the purchase.

**Filters and Table Controls**

You can modify the appearance of the table and the data displayed using the controls at the top of the page.

- **Columns** - Determine which columns will be shown in the table. Click Columns and select or deselect the desired columns. Click Reset to return to a previous selection.

- **Filters** - Filter data to be displayed. Click Filters, select an Operator and a Value, and click Apply. Available filter fields depend on the data in the table of the Console page you are working with. Click Clear all to remove the selected filters.

- **Density** - Determine the space between rows in the table, for example “Compact”.

**Searching Shipments**

The Search field at the top of the All shipments page lets you locate any element in a shipping request, even partial words or numbers. Entering search parameters instantly filters the list of shipments based on those parameters.

To locate a specific shipment, use the search field or click Filters to filter the list of shipments by one or more fields.

**Note:** Using the search bar will search on shipment ID, External order ID, Recipient email, and Tracking number fields. To search on other fields, click Filters.

To return to viewing the list of search results after clicking into one of the list items, click Go back. The list remains available even after refreshing the browser window while on a page of search results.

**Advanced Search**

You can perform advanced searches by using Filters. You can also use Search in combination with Filters to drill down further into the list of shipments. For more information, see Filters and Table Controls.
Shipment Request Status

The shipment request Status shows the progress of the shipment request, for example “Awaiting Validation”, “Delivered”, or “Incomplete”. For more information, see Shipping Status Codes.

In case of shipment request errors, click the shipment ID to open the Shipment details view to investigate the shipment information. To edit a shipment request and correct errors, see Editing or Deleting a Shipment.

Shipment Details View

To open the Shipment details view, click the shipment ID either from the ID column on the Shipments page, or in the Recent Shipments section of the Dashboard.

1.10. Working with Shipments
The Shipment details page displays the following information:

- **SHIPMENT ID** section - The shipment ID and type of shipment request (manual/automated).
  - REQUEST DATE and REQUESTOR - The date when the shipment request was created, and the email of the user who created the shipment request.
  - RESELLER NAME and ID - Name and ID of the reseller.

- **SHIPMENT STATUS** section - Status and related status messages for the shipment request.

- **Address** section - Contact information for the shipping recipient.

- **Shipping** section - Details about type of delivery, shipping provider and tracking number, if available.

- **Costs** section:
  - **Product cost** - The total cost of purchased products included in the shipping.
  - **Product tax/VAT** - The product tax/VAT based on the total product cost.
  - **Shipping Fee** - The shipping cost based on included products and shipping destinations.
  - **Shipping tax/VAT** - The shipping tax/VAT based on the shipping cost.
  - **Total** - Total cost including shipping and taxes. See shipping costs.

- **Item details** section:
  - **Inventory product type** - Type of inventory, for example “Compliance - Plus- Primary”, see Tier Options.
  - **Product name** - Type of product, key model.
  - **Customization ID/Customization label** - Unique ID and its friendly name representing a specific type of key customization, see Customizations. The columns are only visible if a shipment contains items from a customized inventory.
  - **PO reference** - The purchase order associated with the shipment request.
  - **Quantity** - The number of keys included in the selected shipment.
  - **Cost per item** - The cost for each product of a certain type included in the shipment.
  - **Cost** - The total cost for the shipment.
– **Action** - Lets you view information associated with a specific shipment of customized keys, see *Viewing Customization Details*. The column is only visible if a shipment contains items from a customized inventory.

If the shipment request has not yet been locked for processing and fulfillment, you can edit the recipient information and product selection. To edit the shipment, scroll to the bottom of the **Shipment details** page. For more information, see *Editing or Deleting a Shipment*.

### 1.10.3 Reviewing Incompletes

The address validation service flags addresses that are problematic or defective in some way, and displays this information in the **Status** column on the **All shipments** page. For a complete list of the different statuses and what they indicate, see *Shipping Status Codes*. To ensure your shipping request is accepted and processed, always verify that it has not been flagged “Incomplete”.

To review and manage incomplete shipment requests, do the following:

1. Click **Shipments > Review incompletes** in the left menu. The list of shipping requests with incomplete addresses is displayed.

2. To edit and correct an address, click the **Edit (pencil)** icon for the desired item. The **Edit Shipment** dialog indicates the problem. In the example below, the recipient name is incorrect. Correct the issue as described in *Editing or Deleting a Shipment*.
3. The address validation process stops at the first error it finds in a given request (or in the case of a CSV file for bulk shipments, in a given row). In the example above, it stopped at the name of the recipient, but the address in the example above would not be validated either. For this reason, continue to run the Review Incompletes activity until no more errors are found in your shipment request.

### 1.10.4 Editing or Deleting a Shipment

You can update an address or delete a shipment request until it is locked for processing and fulfillment, see Timing. This applies for both Automated and Manual type of requests. However, to edit or delete a Manual shipment request, you must contact Yubico to update the shipment request.

**Note:** You can edit shipments of type Auto FIDO Pre-reg (pre-registered keys) in the same states as for other automated shipments. You can update the recipient and address information, and change the delivery type. However, you cannot change the products included in the shipment.

To edit or delete a shipment request, do the following:

1. Click the Edit [pencil] icon for the desired item in the table. The Shipment details page appears. To update the information, scroll down to the Edit Shipment section. You can edit the recipient and shipping information, or update the delivery type if needed.
2. To make changes in the product selection, scroll down further to the **Product Selection** section. Be aware that **Shippable Inventory** limits might apply.

3. Either make the required changes and click **Update** or click **Delete shipment**. The update function validates the fields, with a mouseover warning on any fields requiring input.
4. Verify that the system is able to validate all the input in your shipment requests by reviewing incompletes until there are no incomplete shipment requests left.

**Bulk Deletion of Shipment Requests**

To delete multiple shipment requests at the same time, do the following:

1. Click **Shipments > Bulk operations** in the left menu. The **Bulk Operations** page appears showing shipment requests that can be deleted (those that have not yet been processed).

2. Select the checkbox in the row you want to delete. To delete all, select the checkbox in the header row and click **Delete shipments** on the upper right. The selected shipment requests are deleted. To revert the **Select all** action, deselect all items by selecting the checkbox in the header row again.

**1.10.5 Downloading List of Shipments**

Console owners, admins, and auditors can download a list of shipment requests that have been made. To download a CSV file with general shipment data, go to the **Shipments > All shipments** page and click **Download CSV** in the top row.

When downloading the CSV file, only enabled columns and filtered rows are included. Use the **Search** field or click **Filters** to filter out desired shipments. Click **Columns** to include desired columns in the output.

**Note:** If no filtering is applied, data for ALL shipments in the list will be included in the CSV file. Ensure to filter out desired shipments before downloading to only get the data you are interested in. If your selection contains too many rows, you will be prompted to refine your search criteria.
Column Headings in Download File

The All shipments table downloaded as a CSV file combines shipment details information with what is shown on the All shipments page, plus some additional information. The column headings are described below.

**Note:** Although all currency amounts displayed by the system are in US dollars, contracts, purchase orders, and invoices, etc. use the currency applicable to the parties involved.

- **shipment_id** - Unique identifier assigned by YubiEnterprise Delivery to every shipment request.
- **shipment_request_date** - Month/day/year.
- **shipment_update_date** - Month/day/year.
- **organization_name** - Name of the customer organization on behalf of which the shipment request was made (typically the same throughout the file).
- **reseller_id** - Identifier of the reseller (Yubico’s channel partner) - this is “1” if it was a direct sale by Yubico.
- **user_email** - The email address of the YubiEnterprise Delivery user who made the shipment request.
- **country_code_2** - Two-letter country code. For more information, see *Shipping to Multiple Addresses: Bulk Shipments*.
- **inventory_type** - Depends on items entered in customer PO, for example “Standard Inventory Keys” or “Tier Perpetual Key”.
- **is_delivered** - TRUE or FALSE.
- **is_shipped** - TRUE or FALSE.
- **shipped_date** - Month/day/year - date of shipping.
- **delivered_date** - Month/day/year - date of delivery.
- **tracking_number** - Tracking number assigned by fulfillment agency.
- **recipient_company** - Name of recipient’s company.
- **recipient_email** - Recipient’s email address.
- **recipient_firstname** - First name of recipient.
- **recipient_lastname** - Last name of recipient.
- **recipient_telephone** - Recipient’s telephone number.
- **street_line1** - First line of street address.
- **street_line2** - Second line of street address.
- **street_line3** - Third line of street address (deprecated).
- **city** - Name of village, town, or city.
- **region** - Name or region, state, or province.
- **postal_code** - Postal code, post code, zip code.
- **shipment_type** - “Automated” (entered into the YubiEnterprise system by customer), “Manual” (entered into the system by Yubico), or “Fido2PreRegistered” for *FIDO Pre-reg shipments*.
- **delivery_type** - Normal or Expedited.
- **shipment_state_code** - see *Shipping Status Codes*. 

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1.10. Working with Shipments

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- **shipment_state_id** - see *Shipping Status Codes*.
- **shipment_state_message** - see *Shipping Status Codes*.
- **shipment_summary_description** - Total number of keys plus number of each type, for example *Total Keys: 2 yk5c:1, sky2:1* means two keys were shipped, one a YubiKey 5C and one a Security Key 2.
- **shipment_product_cost** - Cost of product alone, without tax, VAT, or shipping.
- **shipment_product_taxes** - Cell is populated if products are shipped to location where sales tax is applicable. Amount of sales tax levied on product.
- **shipment_product_vat** - Cell is populated if products are shipped to location where VAT is applicable. Amount of VAT levied on product.
- **shipping_service_cost** - Cost of shipping.
- **shipping_service_taxes** - Cell is populated if products are shipped to location where sales tax is applicable. Amount of sales tax levied on shipping.
- **shipping_service_vat** - Cell is populated if products are shipped to location where VAT is applicable. Amount of VAT levied on shipping.
- **total_shipment_product_cost** - Cost of product(s) with tax or VAT; does not include shipping costs or tax or VAT on them.
- **total_shipment_tax_cost** - Total sales taxes levied on product(s) plus shipping costs.
- **total_shipping_service_cost** - Total shipping costs including taxes or VAT levied on them.
- **total_keys_shipped** - Total number of products shipped.
- **purchaseorder_numbers** - If multiple POs were drawn on for a single request, they are separated by a pipe, for example *PQR_123|PO-0721a*.
- **reseller_name** - Name of the reseller from whom you purchased, Yubico’s channel partner, based on the reseller_id column.

**Note:** For *FIDO Pre-reg* type of shipments, the CSV file will also include serial number and firmware version for each custom key. The information is included after the shipment has been processed by Yubico Fulfillment Center, and the shipment is moved to state “Shipped: in Transit”.

### 1.10.6 Notifying About Shipments

The YubiEnterprise Delivery system automatically notifies recipients by email when products are sent to them (see the *SHIPPED* template below) and when they are delivered (see the *DELIVERED* template below).

If there is a problem with delivery, the system automatically sends an email notification to the person who made the shipping request (see the *DELIVERY EXCEPTIONS* template below).

The variables in angle brackets in the templates below are automatically replaced.

**SHIPPED**

Subject: YubiKeys shipped!
To: <Email address of recipient provided in shipping request>

Hello, <Name of recipient, or if absent, company name>
Your YubiKeys have been shipped. If you have any questions, please reach out to your company administrator.

YubiKeys Shipped:
<Type of YubiKey> <Quantity>
Delivered To: <Name and address of recipient>
<Name of Carrier> Tracking Number: <TrackingNumber>

Sincerely,
Your YubiEnterprise Delivery Service Team
This is an automatically generated message from Yubico.
Replies are not monitored or answered.

DELIVERED

Subject: YubiKeys Delivered!
To: <Email address of recipient provided in shipping request>

Hello, <Name of recipient, or if absent, company name>
Your YubiKeys have been delivered. If you have any questions, please reach out to your company administrator.

YubiKeys Delivered:
<Type of YubiKey> <Quantity>
Delivered To: <Name and address of recipient>
<Name of Carrier> Tracking Number: <TrackingNumber>

Sincerely,
Your YubiEnterprise Delivery Service Team
This is an automatically generated message from Yubico.
Replies are not monitored or answered.

DELIVERY EXCEPTIONS

Subject: YubiKeys Delivery Exceptions!
To: <Email address of end-user, intended recipient>

Hello <Name of end-user>

Your Shipment request for YubiKeys has delivery exceptions. Please reach out to your company administrator. You can also reach out to us at YubiEnterprise Support <https://www.yubico.com/products/yubienterprise/contact-support/>

Delivery Details:
<Type of YubiKey> <Quantity>
Deliver To:  
<Address of intended recipient>  
<Name of Carrier> Tracking Number: <TrackingNumber>  

<Error text>  

Sincerely,  
Your YubiEnterprise Delivery Service Team  

This is an automatically generated message from Yubico. Replies are not monitored or answered.

Customizing the Automated Emails

One of the primary reasons for customizing the automated emails is when you do not need your end-users to reach out directly to Yubico if they have questions. Usually it is desirable for end-users to contact your own organization’s IT department if they have issues understanding how YubiKeys fit into your organization’s services access model.

These standard emails can be customized by adding text to the existing standard email templates. Note that the SHIPPED and DELIVERED emails are sent to every recipient, so customization is not suitable for sending an individual greeting.

**Note:** If you make a mistake in the HTML code when customizing the template, you can click the Restore button to return to the default. However, if your HTML is correct and you click Update, you can no longer click Restore. For this reason, consider making a copy of the default template before you customize it.

To customize notification emails, do the following:

1. In the Console, click Settings > Email and select the Template to be customized: Shipped, Delivered, or Delivery Exceptions.
2. Insert the text into the template. It can accept any valid HTML, including scripts. Web and email links can be inserted as HTML link elements. Put the link target in the `href` attribute, and put the display text for the link between the angle brackets. For example:

```html
Please visit <a href="https://yubico.com">Yubico's webpage</a> for more information, or email <a href="mailto:someone@yourcompany.com">someone@yourcompany.com</a>.
```

3. To replace the Yubico logo image at the top of the email page, replace the existing image link with one of your choice, for example your company logo. Ensure that the image you use is stored in a publicly available space.

```html
<img alt="yubico" width="168" height="50" src="https://console.yubico.com/media/yubico_logo.png">
```

4. Your HTML code is validated as you type. If your code is correct, a green banner appears, and you can continue editing or click Update. A red banner appears if the HTML is incorrect. Correct it and click Update, or click Restore. Once you click Update, the Restore button is deactivated.

5. To view the customized email you created, click Send Sample.
1.10.7 Viewing Processed Refunds

When shipments fail to arrive at their destination, the price of product(s) plus shipping is refunded. The status of such a shipment is recorded as “Lost/Missing”. Console Owners, Admins, and Auditors can access refund details.

Click Shipments > Processed refunds in the left menu to display the Processed refunds page.

The Processed refunds table shows the following information:

- Shipment ID
- Inventory product type (shipping, subscription type, etc.)
- PO reference if applicable (link to PO from which the refunded inventory was drawn)
- Refund quantity (this value will be “0” for shipping)
- Product name
- Refund date
- Refunded amount

To see more details, click the Shipment ID of the desired shipment to view its details. For more information, see Shipment Details View. For more information about refunds, you can also download a file.

If your organization is shipping custom keys, the Customization ID and Customization label (user-friendly name) associated with a refunded shipment are displayed in the Shipment details page. For more information, see Customizations.

1.10.8 Downloading List of Refunds

To download a CSV file listing all the data shown on the list of processed refunds, click Download refund CSV in the upper right of the Processed refunds page.

The download file contains the following information for each refunded shipment request:

- shipment_id
- refund_date
- organization_name
- reseller_name
To file a support ticket for YubiEnterprise Delivery, click Support.

1.11 Shipping to a Single Address

The information in this section describes how to create shipment requests to a single recipient address from the YubiEnterprise Console. To create shipments to multiple addresses, see Shipping to Multiple Addresses: Bulk Shipments. For information about shipment request concepts, see Shipment Requests and Working with Shipments.
1.11.1 Creating a Shipment Request

To use the Console to request shipping of keys from your inventory to an individual address, click one of the following:

- **CREATE SHIPMENT REQUEST** in the card for the appropriate subscription on the Dashboard.
- The **Create shipment request** button on the Shipments tab.

The **New shipping request** form appears with the **SINGLE SHIPMENT** tab displayed by default.

**New shipping request**

![Form fields for creation of a shipment request]({})

**Recipient information**

Either the company name or recipient name is required. You may provide both if shipping to a commercial/business address.

- **First name**
  - **Firstname**

- **Last name**
  - **Lastname**

and/or

- **Company**
  - **ACME**

**Shipping information**

- **Country**
  - **United States of America (the)**

- **Address line 1**
  - **123 Street Name**

- **City**
  - **Pasadena**

- **Postal code**
  - **81818**

**Email address**

- **firstname.lastname@acme.com**

**Delivery Type**

- **Normal**
- **Expedited**

**Product selection**

Enter information in the form fields as described in the following. For detailed descriptions of form fields and their values, see **Shipment Request Form Fields**.

1. If applicable, select a **Reseller** from the dropdown list. Your selection determines the inventories from which
you can draw products from. The Reseller ID field is automatically populated depending on the selected reseller.

2. Enter the required Recipient information, either provide a company name or a recipient name, or both.

3. Enter the Shipping information. Ensure you enter a valid recipient address and phone number for a successful delivery, see Entering Shipping Information.

4. Select the Delivery Type, Normal or Expedited. Your selection determines the shipping fee, which is calculated after you complete the shipping request.

5. Under Product selection, click in the Products field to display available inventories.

6. Select one or more inventories to draw products from.

7. Select the desired products from each inventory. Note that inventory restrictions might apply, see Shippable Inventory. For explanation of subscriptions, see Subscriptions and Inventories.

1.11. Shipping to a Single Address
8. Click **Create shipment request**. The **Shipment Confirmation** popup appears.

9. Click **Confirm**. If all went well, you are notified that your request was accepted. The new shipment request will appear in the **Shipments** page.
Shipment Request Form Fields

The table below provides descriptions of fields in the **New shipping request** form. Fields not marked as **Required** are optional. The **Limit** column displays the maximum number of alphanumeric characters permitted per field. You will be notified in the Console if the number of characters you enter in a field exceeds the limit.
<table>
<thead>
<tr>
<th>Field Name</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Reseller</td>
<td>Required. Even if the selling entity was Yubico (direct sale), the Reseller name must be selected. The Reseller ID is automatically populated.</td>
<td>...</td>
</tr>
<tr>
<td>Reseller ID</td>
<td>Required if the selling entity was Yubico (direct sale), the Reseller name must be selected. The Reseller ID is automatically populated.</td>
<td>15</td>
</tr>
<tr>
<td>First name</td>
<td>Name of recipient. Required if company name is not provided. Maps to the first line on the shipping label.</td>
<td>20</td>
</tr>
<tr>
<td>Last name</td>
<td>Recipient's family name. Required if first name is provided. Maps to the first line on the shipping label.</td>
<td>20</td>
</tr>
<tr>
<td>Company</td>
<td>Required if name of recipient is not provided. Maps to the second line of the shipping label if the address is not residential. Do not provide a company name if shipping to a residential address.</td>
<td>...</td>
</tr>
<tr>
<td>Country</td>
<td>Required. Select a country from the list of destination countries that your organization is allowed to ship to.</td>
<td>...</td>
</tr>
<tr>
<td>Address 1</td>
<td>Required. First line of address.</td>
<td>60</td>
</tr>
<tr>
<td>Address 2</td>
<td>Required if address is undeliverable without, for example suite #.</td>
<td>60</td>
</tr>
<tr>
<td>City</td>
<td>Required. City, town, or township.</td>
<td>60</td>
</tr>
<tr>
<td>Region/State</td>
<td>USPS codes are required for the US and Canada, see Region/State Codes for US and Canada. Region/state is required for other countries if the address is undeliverable without it.</td>
<td>...</td>
</tr>
</tbody>
</table>
Managing Long Recipient Names

Long recipient or company names can be problematic because the shipment request will fail if the maximum number of permitted characters is exceeded for these fields.

Workaround: When a recipient’s full name or company name exceeds the fields’ maximum lengths, split the names across the three fields, as in this example:

<table>
<thead>
<tr>
<th>Field (limit=15)</th>
<th>Field (limit=20)</th>
<th>Field (limit=20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
<tr>
<td>Johannes-Maximilian</td>
<td>von Derschowitz-Dampfloch zu Querdenker</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Example after adjustment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Joh.-Maximilian v.DerschowitzDampfloch zu Querdenker</td>
</tr>
</tbody>
</table>

Entering Shipping Information

Note: When creating shipment requests and selecting destination countries, you will only see countries that are enabled for your organization in the Country dropdown list. However, you can ship to all countries that are listed in the YubiEnterprise Delivery pricing table. To ship to other countries, contact YubiEnterprise Delivery Support.

For a successful delivery of your order, always ensure that the recipient information you provide is valid. The Phone field in the shipment request form is the telephone number of the shipment recipient, and is used by the carrier to complete the last stage of delivery. Ensure you submit a valid phone number to avoid the order being returned to the sender.

Incomplete or incorrect address information might cause validation errors. For example, entering the following information for a shipment request would result in failure because USPS recognizes that there are multiple companies in the building whose address is 530 Lytton Avenue:

Jan Lindberg  
530 Lytton Avenue  
Palo Alto, CA 94301  
USA

Similarly, entering the following information for a shipment request would result in failure because a residential address would not be associated with a company.

Jan Lindberg  
Yubico Inc.  
6 Lea Rd  
Dronfield S18 1SB  
UK

When adding address information, you can for example use the address formats provided by Google Maps, see note in Troubleshooting. The limits on the various fields and the options for the dropdown are given in Shipment Request Form Fields.
**Verifying Shipment Status**

You can view the status of shipment requests on the **Shipments** page in the **Status** column. To ensure your shipping request is accepted for processing, always verify that it has not been flagged as **Incomplete** by the validation service. For more information on how to correct incomplete shipment requests, see *Reviewing Incompletes*.

**1.11.2 Editing and Deleting Shipment Requests**

You can update an address or delete a shipment request until it is locked for processing and fulfillment. Editable shipment requests are shown with a pencil icon in the list of **Shipments**. For more information, see *Editing or Deleting a Shipment*.

To file a support ticket for YubiEnterprise Delivery, click **Support**.

**1.12 Shipping to Multiple Addresses: Bulk Shipments**

You can create a request to ship a set of products to multiple addresses using the **BULK SHIPMENT** method. With this method you download an address template CSV file from the Console and fill it with recipient names and addresses.

---

**Note:** Bulk shipment is not available to “demo users”. These are users with the Console Owner role that have not yet enrolled by registering a security key, as part of the onboarding process. For more information, see *Onboarding Workflow*.

---

**Important:** Download a fresh **countries** CSV and **address template** CSV file every time you make a bulk shipment request. The templates change frequently, and any request that does not use the latest templates will fail.

You then upload the file, select from the Console the products that all recipients will get, and submit the bulk shipment request for the products to be shipped to multiple addresses. If different recipients require different product sets, create a separate CSV file for each product set.

**1.12.1 Creating the Address File**

Use the templates provided by Yubico to create your list of recipient names and addresses.

1. Click **Shipments > All shipments** in the left menu, then click **Create shipment request** in the top menu and select **BULK SHIPMENT**.
2. Click **Download countries CSV** to download the country list. This file contains the list of countries that your organization is allowed to ship to and the country code for each country.

**Important:** Download a fresh **countries CSV** and **address template CSV** file every time you make a bulk shipment request. The templates change frequently, and any request that does not use the latest templates will fail.

3. Click **Download address template CSV** to download the template for recipient information.

4. Fill out the address template. For details about the fields in the CSV file, see **Recipient Information Fields**.

5. Save the address file, it will be used when creating the actual shipment request.

**Recipient Information Fields**

When filling in the template, ensure you follow these guidelines for a successful validation later on in the process:

- The table header row from the template is included in your CSV file.
- The columns in your CSV file correspond exactly to those in the template.
- Either company name or first name and last name are required.
- If the destination country is either United States or Canada, state or region is required, see **Region/State Codes for US and Canada**.
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- Some table cells have limits on the number of alpha-numeric characters (including spaces). Ensure that content in a cell does not exceed the limits listed in the table below. For more information, see Managing Long Recipient Names.

Note: The size of the uploaded CSV file must not exceed 25 MB. If it does, split the file and create multiple shipment requests.

In the table below, fields not marked as Required are optional. The Limit column displays the maximum number of alphanumeric characters permitted per field/table cell.
<table>
<thead>
<tr>
<th>Column Heading</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Required if name of recipient is not provided. Maps to the second line of the shipping label if the address is not residential. Do not provide a company name if shipping to a residential address.</td>
<td>20</td>
</tr>
<tr>
<td>First name</td>
<td>Name of recipient. Required if company name is not provided. Maps to the first line on the shipping label.</td>
<td>15</td>
</tr>
<tr>
<td>Last name</td>
<td>Recipient’s family name. Required if first name is provided. Maps to the first line on the shipping label.</td>
<td>20</td>
</tr>
<tr>
<td>Address 1</td>
<td>Required. First line of address.</td>
<td>60</td>
</tr>
<tr>
<td>Address 2</td>
<td>Required if address is undeliverable without, for example suite #.</td>
<td>60</td>
</tr>
<tr>
<td>City</td>
<td>Required. City, town, or township.</td>
<td>60</td>
</tr>
<tr>
<td>Region/State</td>
<td>USPS codes are required for the US and Canada, see Region/State Codes for US and Canada. Region/state is required for other countries if the address is undeliverable without it.</td>
<td>50</td>
</tr>
<tr>
<td>Postcode</td>
<td>Required. Zip code or postal code.</td>
<td>50</td>
</tr>
<tr>
<td>Country Code 2</td>
<td>Required. Country code from available_countries.csv file, see Country Codes.</td>
<td>2</td>
</tr>
</tbody>
</table>

1.12. Shipping to Multiple Addresses: Bulk Shipments

Recipient Email

Recipient’s email address. 80
Managing Long Recipient Names

Long recipient or company names can be problematic because the shipment request will fail if the maximum number of permitted characters is exceeded for these fields.

Workaround: When a recipient’s full name or company name exceeds the fields’ maximum lengths, split the names across the three fields, as in this example:

<table>
<thead>
<tr>
<th>Field (limit=15)</th>
<th>Field (limit=20)</th>
<th>Field (limit=20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
</tbody>
</table>

Example of an overly long name before adjustment to fit the fields
Johannes-Maximilian von Derschowitz-Dampfloch zu Querdenker

Example after adjustment
Joh.-Maximilian v.DerschowitzDampfloch zu Querdenker

Country Codes

The downloadable available_countries.csv file contains a list of destination countries and their country codes that your organization is allowed to ship to. Use the two-letter country codes to populate the Country Code 2 field in the address template.

Note: Although the system can deliver to Post Office (PO) Boxes within the United States, delivery to the equivalent elsewhere in the world is unlikely to succeed. If possible, use a different address.

Region/State Codes for US and Canada

If the destination country is either United States or Canada, state or region is required and must confirm to the two-letter codes for states (US) or territories (CA). Use the codes provided in the following table to populate the Region/State field in the address template.

<table>
<thead>
<tr>
<th>State (US) / Province or Territory (Canada)</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>AL</td>
</tr>
<tr>
<td>Alaska</td>
<td>AK</td>
</tr>
<tr>
<td>Alberta</td>
<td>AB</td>
</tr>
<tr>
<td>Arizona</td>
<td>AZ</td>
</tr>
<tr>
<td>Arkansas</td>
<td>AR</td>
</tr>
<tr>
<td>British Columbia/Colombie-Britannique</td>
<td>BC</td>
</tr>
<tr>
<td>California</td>
<td>CA</td>
</tr>
<tr>
<td>Colorado</td>
<td>CO</td>
</tr>
<tr>
<td>Connecticut</td>
<td>CT</td>
</tr>
<tr>
<td>Delaware</td>
<td>DE</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>DC</td>
</tr>
<tr>
<td>Florida</td>
<td>FL</td>
</tr>
<tr>
<td>Georgia</td>
<td>GA</td>
</tr>
<tr>
<td>Hawaiii</td>
<td>HI</td>
</tr>
<tr>
<td>Idaho</td>
<td>ID</td>
</tr>
<tr>
<td>Illinois</td>
<td>IL</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>State (US) / Province or Territory (Canada)</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Indiana</td>
<td>IN</td>
</tr>
<tr>
<td>Iowa</td>
<td>IA</td>
</tr>
<tr>
<td>Kansas</td>
<td>KS</td>
</tr>
<tr>
<td>Kentucky</td>
<td>KY</td>
</tr>
<tr>
<td>Louisiana</td>
<td>LA</td>
</tr>
<tr>
<td>Maine</td>
<td>ME</td>
</tr>
<tr>
<td>Manitoba</td>
<td>MB</td>
</tr>
<tr>
<td>Maryland</td>
<td>MD</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>MA</td>
</tr>
<tr>
<td>Michigan</td>
<td>MI</td>
</tr>
<tr>
<td>Minnesota</td>
<td>MN</td>
</tr>
<tr>
<td>Mississippi</td>
<td>MS</td>
</tr>
<tr>
<td>Missouri</td>
<td>MO</td>
</tr>
<tr>
<td>Montana</td>
<td>MT</td>
</tr>
<tr>
<td>Nebraska</td>
<td>NE</td>
</tr>
<tr>
<td>Nevada</td>
<td>NV</td>
</tr>
<tr>
<td>New Brunswick/Nouveau-Brunswick</td>
<td>NB</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>NH</td>
</tr>
<tr>
<td>New Jersey</td>
<td>NJ</td>
</tr>
<tr>
<td>New Mexico</td>
<td>NM</td>
</tr>
<tr>
<td>New York</td>
<td>NY</td>
</tr>
<tr>
<td>Newfoundland/Terre-Neuve</td>
<td>NF</td>
</tr>
<tr>
<td>North Carolina</td>
<td>NC</td>
</tr>
<tr>
<td>North Dakota</td>
<td>ND</td>
</tr>
<tr>
<td>Northwest Territories/Territoires du Nord-Ouest</td>
<td>NT</td>
</tr>
<tr>
<td>Nova Scotia/Nouvelle-Écosse</td>
<td>NS</td>
</tr>
<tr>
<td>Nunavut</td>
<td>NU</td>
</tr>
<tr>
<td>Ohio</td>
<td>OH</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>OK</td>
</tr>
<tr>
<td>Ontario</td>
<td>ON</td>
</tr>
<tr>
<td>Oregon</td>
<td>OR</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>PA</td>
</tr>
<tr>
<td>Prince Edward Island/Ile-du-Prince-Édouard</td>
<td>PE</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>PR</td>
</tr>
<tr>
<td>Quebec/Québec</td>
<td>QC</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>RI</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>SK</td>
</tr>
<tr>
<td>South Carolina</td>
<td>SC</td>
</tr>
<tr>
<td>South Dakota</td>
<td>SD</td>
</tr>
<tr>
<td>Tennessee</td>
<td>TN</td>
</tr>
<tr>
<td>Texas</td>
<td>TX</td>
</tr>
<tr>
<td>Utah</td>
<td>UT</td>
</tr>
<tr>
<td>Vermont</td>
<td>VT</td>
</tr>
<tr>
<td>Virginia</td>
<td>VA</td>
</tr>
<tr>
<td>Washington</td>
<td>WA</td>
</tr>
<tr>
<td>West Virginia</td>
<td>WV</td>
</tr>
<tr>
<td>Wisconsin</td>
<td>WI</td>
</tr>
<tr>
<td>Wyoming</td>
<td>WY</td>
</tr>
<tr>
<td>Yukon</td>
<td>YK</td>
</tr>
</tbody>
</table>
1.12.2 Creating the Bulk Shipment Request

The steps described in the following require that you have *created a CSV file with recipient information* to be used when submitting the shipment request.

1. In the **Console** on the **Shipments** tab, click **Create shipment request** and select **BULK SHIPMENT**.

2. Drag and drop your address CSV file into the upload area, or click **Select a file** to add a file from a location of your choice. The file size must not exceed 25 MB. If it does, split the shipment request.

3. If applicable, select a **Reseller** from the dropdown list. Your selection determines the inventories from which you can draw products from.

4. Select the **Delivery Type**, Normal or Expedited. Your selection determines the shipping fee, which is calculated after you complete the shipping request.

5. Under **Product selection**, select one or more of available inventories to draw from and select the desired products. When done, click **Continue**.

   **Note:** Inventory restrictions might apply, see *Shippable Inventory*. For some countries you can request only one (1) key per address due to customs duty regulations. To see which countries this limitation applies to, see *Delivery Policies*.

6. Verify the product selection and the address file to be used.

7. Click **Create shipment request(s)**.

8. The recipient information is validated line by line to ensure there are no errors. If errors were found, you will see a notification indicating the type of errors and the lines in the file where they were found.
9. Correct the errors in the file according to the instructions and save it.

10. Click Use a different file in the upload area, upload the corrected version for a new validation, and click Create shipment request(s).

11. When the file is accepted without errors you will see a success notification. The new shipment requests will appear in the Shipments page as one request for each recipient line in the CSV file.

Note: If you have purchased directly from Yubico as well as from resellers, you will have multiple inventories to draw products from. To request shipments from multiple inventories you need to make a shipment request for each inventory separately by selecting the desired reseller in the Reseller dropdown when creating the shipment request.
1.12.3 Editing and Deleting Shipment Requests

You can update an address or delete a shipment request until it is locked for processing and fulfillment. Editable shipment requests are shown with a pencil icon in the list of Shipments. For more information, see Editing or Deleting a Shipment.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.13 Shipping Pre-registered Keys

This section describes how to install, configure, and use Yubico’s FIDO (Fast Identity Online) pre-registration service (FIDO Pre-reg) to distribute pre-registered YubiKeys to end-users, for example, employees. FIDO Pre-reg reduces the IT administrative burden and improves end-user experience by standardizing and streamlining YubiKey onboarding and account recovery.

Note: The FIDO Pre-reg integration is currently available for Early Access for the Okta IDP platform. The following YubiKeys are supported:

- YubiKey 5 NFC
- YubiKey 5C NFC
- YubiKey 5 NFC FIPS Series
- YubiKey 5C NFC FIPS Series
- Security Key Series Enterprise Edition
- All other form factors will be supported once the integration is publically released.

1.13.1 About FIDO Pre-reg

With FIDO Pre-reg the IT administrator (IT admin) for an organization can use the YubiEnterprise Delivery API together with an IDP’s WebAuthn API and automated workflows (in this case, Okta’s) to order pre-registered YubiKeys for end users. The keys are pre-registered and shipped directly to the specific end user who received a randomly generated PIN separately.

How it Works

The FIDO Pre-reg integration streamlines the deployment process with improved ease of use and enhanced security. The workflow examples below, based on Okta as IDP, illustrate the process.

FIDO Pre-reg templates, developed specifically for Okta Workflows in this case, help orchestrate the process steps. The Yubico Connector and the FIDO Pre-reg Workflow template are both integrated with the Okta Workflows console.

The flows are designed to ensure each request via the IDP (Okta) to Yubico contains all information needed to have the keys shipped to the end user. A secure and encrypted transfer process mitigates any risk of exposing sensitive information.
Workflow: IT Admin and End User

1. The IT admin initiates a shipment request for a pre-registered key from the IDP (Okta) tenant. This triggers the FIDO Pre-reg Okta Workflows template. All information needed to program and ship a key for an individual user is sent to Yubico through a YubiEnterprise Delivery API request. Note that only one key per shipment can be requested.

2. The IT admin receives updates based on the shipping status, and can monitor shipments of pre-registered keys using the YubiEnterprise Console.

3. The end user receives an email containing their PIN and their FIDO Pre-reg YubiKey is shipped to them directly. No password or registration is required. The PIN is only communicated only to the end user and is encrypted and obscured from the IDP (Okta), the IT admin, and Yubico.

4. The end user can immediately use the YubiKey and PIN to authenticate into the IDP (Okta) where they have Single Sign-On (SSO) access to all applications to which they have access provided through the IDP.

Workflow: Credential and PIN Provisioning

1. The IT admin initiates a shipment request for a pre-registered YubiKey from the IDP (Okta) tenant.

2. Yubico receives the shipment request from the IDP (Okta) through the YubiEnterprise Delivery (YED) API. YubicoprogramsaYubiKeywiththeinformationprovidedintherequest. The information contains the credential and PIN requests, end-user shipping information, and YubiKey form factor.

3. After the YubiKey is programmed, a response is sent back to YubiEnterprise Delivery (YED) API including the randomly generated PIN, serial number, and firmware version. This response is retrieved by the IDP (Okta) workflows.

4. WhentheIDP(Okta)workflowsreceivetheresponsefromtheYubiEnterpriseDelivery(YED)API, the YubiKey is enabled for usage. This triggers an email to the end user containing the PIN for the YubiKey.

5. After the programming of the YubiKey the challenge and credential data, including the PIN, is purged from Yubico systems.

Additionally, the YubiKey can be used as a recovery tool for the IDP’s complementary passwordless feature such as Okta FastPass. For example, if an end user loses their phone and gets a replacement one, they can re-enroll in the IDP service using the YubiKey without needing to call their support services.
YubiEnterprise Services

Viewing Pre-reg Shipments

You can monitor the status of pre-registered shipments for your organization in the All shipments page of the Yubi-Enterprise Console. Pre-registered shipments are indicated as AUTO FIDO PRE-REG in the Type column in the All shipments page.

To locate a specific pre-registered shipment, do the following:

1. Use the Filters function to filter out pre-registered shipments. Click Filters, select Auto FIDO Pre-reg as Type, and click Apply.
2. You can also use search in combination with filters to drill down further into the list of shipments. For more information, see Searching Shipments.

Editing Pre-reg Shipments

Just as for other types of shipments, you can update a pre-registered shipment from the Console until it is locked for processing and fulfillment. Shipments that can be edited are indicated with a pencil icon in the Status column of the All shipments page.

You can update the recipient and address information, the delivery type, or you can delete the shipment request. Note that products included in a pre-registered shipment request cannot be modified. For more information, see Editing or Deleting a Shipment.

Viewing Customization Information

When using pre-registered YubiKeys, you can use the Console to view customization information associated with your organizations’ shipment of keys from your FIDO Pre-reg inventory. You can for example see Customization IDs associated with your organization, and serial numbers and firmware version for pre-registered keys in a specific shipment. For more information, see Customizations.
Prerequisites

The following sections describe how to integrate FIDO Pre-reg with IDPs. The instructions are intended for IT admins who are setting up shipments of pre-registered YubiKeys for their end users in an environment with an IDP and SSO (in this case Okta).

The instructions assume IT administration skills and knowledge of YubiEnterprise Delivery API and the applicable IDP (in this case Okta). Listed tasks include steps both in the YubiEnterprise Console and the IDP applications. Refer to the IDP documentation for IDP-specific details.

Ensure the following is in place before you start integrating FIDO Pre-reg with your IDP:

- Your company is using a supported IDP (currently Okta).
- YubiEnterprise Delivery and a YubiEnterprise Subscription plan.
- Customization IDs and Subscription IDs for the YubiKey models you will be shipping to end users. These IDs are provided by Yubico during onboarding of your organization. For more information about Customization IDs, see Customizations.

1.13.2 FIDO Pre-reg for Okta

To get started using FIDO Pre-reg with Okta and Okta Workflows, ensure you have an Okta Identity Engine (OIE) tenant with Adaptive MFA and Okta Workflows entitlements in place. For more information, see the Okta documentation.

For a more detailed description of the Okta integration, see About the Workflow Integration.

Overview of FIDO Pre-reg setup and usage:

1. Configuring authentication:
   a. Creating authenticator groups for each YubiKey form factor you want to ship to users.
   b. Enabling WebAuthn Authenticator to allow users to authenticate with a security key.
   c. Configuring Okta policies to support the FIDO Pre-reg integration.

2. Configuring workflows:
   a. Installing the Okta workflow-specific templates for FIDO Pre-reg.
   b. Configuring workflow connections in Okta.

3. Creating shipment requests:
   a. Adding new users in Okta.
   b. Creating shipment requests in Okta.
   c. Activating users in Okta when the user has received their YubiKeys.

About the Workflow Integration

The following describes the integration between the Yubico Connector and the Okta Workflows. The integration provides the Yubico action cards used to set up the workflows in Okta for requesting shipments and retrieving shipment information. The Yubico workflow integration includes the action cards described below.
### Action: Create Shipment Request

Action card to create a new shipment request to provision a YubiKey that contains a pre-registered WebAuthn credential.

**Note:** Product ID and Inventory Product list can be found in the *Product inventory type mapping table.*

**Input - Create Shipment Request**
<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
<th>Req’d</th>
</tr>
</thead>
<tbody>
<tr>
<td>Company</td>
<td>Company name of shipment recipient</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td>Email</td>
<td>Email address of shipment recipient</td>
<td>Text</td>
<td>FALSE</td>
</tr>
<tr>
<td>First Name</td>
<td>First name of shipment recipient</td>
<td>Text</td>
<td>FALSE</td>
</tr>
<tr>
<td>Last Name</td>
<td>Last name of shipment recipient</td>
<td>Text</td>
<td>FALSE</td>
</tr>
<tr>
<td>Phone Number</td>
<td>Telephone number of shipment recipient</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>The limit is 40 of the alphanumeric characters “0-9+-()” unless the</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>country code is IN, in which case</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>the limit is 255.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>Any format is acceptable, with or without spaces.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address</td>
<td>Street address of shipment recipient</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>Note: This field can also include the apartment or unit number.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Apt or Unit Number</td>
<td>The apartment or suite or unit number or designation of shipment recipient.</td>
<td>Text</td>
<td>FALSE</td>
</tr>
<tr>
<td>City</td>
<td>City of shipment recipient</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td>Region</td>
<td>2-letter region or state code of shipment recipient.</td>
<td>Text</td>
<td>FALSE</td>
</tr>
<tr>
<td></td>
<td>Mandatory for recipients in the US or Canada.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postal Code</td>
<td>Zip code or postal code of shipment recipient.</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td>Country Code</td>
<td>ID associated with the specific Yubico customization assigned to an</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>organization.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>ID for the YubiKey model.</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td>Inventory Product ID</td>
<td>ID for the “bucket” containing credits for YubiKey ordering.</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>Note: This is not to be confused with the serial number on each</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>YubiKey.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Quantity</td>
<td>Number of keys to include in this shipment (current limit is 1).</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td>PIN Request - Encrypted</td>
<td>Customization options for YubiKey PIN generation, wrapped as a JWE string.</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>This string is the output provided by Okta’s WebAuthn pre-registration</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>enroll endpoint.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Requests</td>
<td>PublicKeyCredentialCreationOptions for WebAuthn credential creation,</td>
<td>List of</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>wrapped as a JWE string.</td>
<td>strings</td>
<td></td>
</tr>
<tr>
<td></td>
<td>Note: This input item is noted as a list. This is due to YubiEnterprise’s</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>API schema, which can accept a list of credential requests for</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>provisioning multiple pre-registered WebAuthn credentials.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Delivery Type</td>
<td>Type of delivery to be used for the request. If unspecified, its default</td>
<td>Number</td>
<td>FALSE</td>
</tr>
<tr>
<td></td>
<td>is standard.</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 1 (Standard)</td>
<td></td>
<td></td>
</tr>
<tr>
<td></td>
<td>- 2 (Expedited)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
Output - Create Shipment Request

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment ID</td>
<td>The shipment ID of the newly created shipment.</td>
<td>Text</td>
</tr>
<tr>
<td></td>
<td>Value is null for non-successful API response.</td>
<td></td>
</tr>
<tr>
<td>Shipment State ID</td>
<td>The shipment state of the newly created shipment. For values, see Shipment State Codes.</td>
<td>Number</td>
</tr>
<tr>
<td></td>
<td>Value is null for non-successful API responses.</td>
<td></td>
</tr>
</tbody>
</table>

Action: Get Shipment Details

Action card to get details about a specific shipment including the shipment state and the shipment items used for the pre-registration of a WebAuthn credential.

Input - Get Shipment Details

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
<th>Req’d</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment ID</td>
<td>ID for a specific shipment.</td>
<td>Text</td>
<td>TRUE</td>
</tr>
</tbody>
</table>

Output - Getting Shipment Details
<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment State ID</td>
<td>The shipment state of the newly created shipment. For values, see Shipment State Codes. Value is null for non-successful API responses</td>
<td>Number</td>
</tr>
<tr>
<td>Shipment Items</td>
<td>List of items included in the shipment. Underlying objects include details for each item. product_data: Details about a shipment item. Includes: - serial - version - fido_pin_response - fido_credential_response</td>
<td>List of objects</td>
</tr>
<tr>
<td></td>
<td></td>
<td>Text</td>
</tr>
<tr>
<td></td>
<td>serial: Serial number of the item</td>
<td></td>
</tr>
<tr>
<td></td>
<td>version: Firmware version of the item</td>
<td>Text</td>
</tr>
<tr>
<td></td>
<td>fido_pin_response: PIN for the item. Is encrypted as a JWE string. This string should be provided to Okta’s WebAuthn pre-registration activate endpoint.</td>
<td>Text</td>
</tr>
<tr>
<td></td>
<td>fido_credential_response: List of FIDO credentials for the item. Is encrypted as a JWE string. This string should be provided to Okta’s WebAuthn pre-registration activate endpoint.</td>
<td>List of strings</td>
</tr>
</tbody>
</table>

1.13. Shipping Pre-registered Keys
YubiEnterprise Services

**Action: Build Shipment Item**

Action card that builds a shipment item used in the Create shipment request action card.

**Input - Build Shipment Item**
<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
<th>Req’d</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customization ID</td>
<td>ID associated with the specific Yubico customization assigned to an organization.</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td>Product ID</td>
<td>ID associated with the specific YubiKey format.</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td>Inventory Product ID</td>
<td>ID for the “bucket” containing credits for YubiKey ordering.</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td>Quantity</td>
<td>Number of keys to include in this shipment (current limitation is 1).</td>
<td>Number</td>
<td>TRUE</td>
</tr>
<tr>
<td>PIN Request - Encrypted</td>
<td>Customization options for YubiKey PIN generation, wrapped as a JWE string.</td>
<td>Text</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>This string is the output provided by Okta’s WebAuthn pre-registration enroll endpoint.</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Credential Requests - Encrypted</td>
<td>PublicKeyCredentialCreationOptions for WebAuthn credential creation, wrapped as a JWE string.</td>
<td>List of strings</td>
<td>TRUE</td>
</tr>
<tr>
<td></td>
<td>This string is the output provided by Okta’s WebAuthn pre-registration enroll endpoint.</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**1.13. Shipping Pre-registered Keys**

This input item is noted as a list. This is due to YubiEnterprise’s API.
Output - Build Shipment Items

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Shipment Item</td>
<td>Object that contains configuration details for an item to include in a shipment.</td>
<td>Object</td>
</tr>
</tbody>
</table>

Action: Get Public Transport Keys and Signing Certificate

Action card to pull the current public Yubico transport and signing keys used to encrypt the PIN and credential request payloads.

Input - Get Public Transport Keys and Signing Certificate

No input required.

Output - Get Public Transport Keys and Signing Certificate

<table>
<thead>
<tr>
<th>Field</th>
<th>Definition</th>
<th>Type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Transport Keys - JWKS</td>
<td>Yubico JWKS (JSON Web Key Set) used for deriving an ECDH shared secret.</td>
<td>Object</td>
</tr>
<tr>
<td></td>
<td>Primarily used for encrypting the PIN and credential requests for the YubiEnterprise API.</td>
<td></td>
</tr>
<tr>
<td>Signing Public Keys - JWKS</td>
<td>Yubico JWKS (JSON Web Key Set) containing signing certificates used for signing PIN and credential responses from the YubiEnterprise API.</td>
<td>Object</td>
</tr>
</tbody>
</table>
Creating Authenticator Groups

Follow the steps below to create fulfillment groups for the authenticator onboarding. These groups are used when assigning form factors (types of YubiKeys) to end users when creating shipment.

In this example we will create groups with the following names based on the form factors:

• Group 1: YubiKey 5C NFC
• Group 2: YubiKey 5 NFC

To create the groups, do the following:

1. In the Okta Admin console, click Directory > Groups to open the Groups page.

2. To add the first group, click Add group.
3. Name the group YubiKey 5C NFC and click Save.

![Adding a group](image)

4. To add the second group, click Add group, name the group YubiKey 5 NFC and click Save.

**Enabling WebAuthn Authenticator**

Follow the steps below to enable the FIDO2 WebAuthn authenticator, if not already done. This lets users authenticate with a security key.

1. In the Okta Admin console, click Admin > Security.

![Okta Admin](image)

2. Click Authenticators > Add Authenticator.
3. Click **Actions** on the **FIDO2 WebAuthn** entry line and select **Edit** from the **Actions** drop-down menu.

4. On the **General Settings** tab, click **Edit** on the upper right.
5. Still on the General Settings tab, under Settings > User verification, select Preferred from the drop-down menu and click Save.

**Note:** The FIDO Alliance recommends UV=Required. However, you will need to assess the impact of UV=Required based on your organization’s current settings, as it may impact users across operating systems and browser types if a PIN is not set. Preferred is an option, if you are concerned about blocking other users.

**Important:** It is strongly recommend to immediately add a backup YubiKey, WebAuthn, or Fastpass enrollment as protection in case the YubiKey is lost.

### Configuring Okta Policies

This section describes how to configure Okta policies to support the FIDO Pre-reg integration.

### Global Session Policy

Create a Global Session Policy that is configured to establish the user session with any factor that is *not a password.*

1. In the Okta Admin console, click Security > Global session policy.
2. Click Add Policy and enter the following information in the Edit rule window:
   - **Policy Name:** Yubico MFA Required GSP rule (or name that meets your company’s standard naming requirements/conventions).
   - **Policy Description:** YubiKey session policy (or name that meets your company’s standard naming requirements/conventions).
   - **Assign to groups:** YubiKey 5 NFC, YubiKey 5C NFC
     - **Rule:**
* **Rule name:** Yubico MFA Required GSP rule (or other required name). Select **Multi Factor Authentication (MFA) = Required**. Leave the remaining settings as default.

3. Click **Create Rule**. The result should look similar to the example below.

4. Set **Priority #1** for the YubiKey session policy, **Yubico MFA Required GSP rule** you just created.
Okta Enrollment Policy

Authenticator enrollment policies let you manage how and when your end users enroll authenticators, for example to configure “WebAuthn Only”. For more information, see the Okta Authenticator documentation.

1. In the Okta Admin console, click Security > Authenticators.

2. On the Enrollment tab, click Add a policy.

3. Enter the following information in the Edit rule window:
   - Policy Name: Yubico WebAuthn rule (or name that meets your company’s standard naming requirements/conventions).
   - Policy Description: YubiKey WebAuthn Only policy (or name that meets your company’s standard naming requirements/conventions).
   - Assign to groups: YubiKey 5 NFC, YubiKey 5C NFC

   Rule:
   a. Rule name: Yubico WebAuthn Only rule (or other required name).
   b. Disable the following authenticators:
      - Email
      - Okta Verify
      - Password
   c. Set FIDO2 (WebAuthn) to Required.
   d. Select Any Authenticators.

4. Click Create Rule.
5. Set **Priority #1** for the YubiKey WebAuthn Only policy you just created.

**YubiKey Authentication Fulfillment Policy**

Create an authentication policy that applies to the previously created YubiKey fulfillment groups (two in this example).

**Important:** Ensure the Authentication Policy is assigned to the ‘Okta Dashboard’ application. This is critical because end users receive an email that directs them to your organization’s Okta Dashboard.

1. In the Okta Admin Dashboard, go to **Security > Authentication Policies**.
2. Click **Add a Policy**. Fill in the policy fields as follows:
   - **Name**: YubiKey Authentication Policy (or name that meets your organization’s naming requirements/conventions)
   - **Description**: YubiKey Authentication Policy for YubiKey fulfillment groups.
3. Click **Add Rule**. Fill in the rule fields as follows:
   - **Rule name**: YubiKey Authentication Fulfillment Policy
   - **IF** section:
     - Leave **IF user's user type is Any user type**
     - Set **AND user's group membership includes** At least one of the following groups:
     - Select the two YubiKey groups created previously, **YubiKey 5 NFC** and **YubiKey 5C NFC**. One at a time, start by typing their name in the field, then select each.
– Leave the rest of the fields in the **AND** section as default.

**THEN** section:
– Leave the first statement as default.
– Set **AND user must authenticate with** to **Possession factor**
– Set **AND Possession factor constraints are** to **Phishing resistant** and **Exclude phone and email authenticators**.
– Leave the remaining settings as default.

4. Click **Create Rule**.

![Security > Authentication Policies](image)

5. Set the Global Session Policy configuration to **Establish the user session with Any factor**. Do not use a password.

6. Assign YubiKey authentication fulfillment policy to the **Okta Dashboard** application.

7. Set **Priority #1** for the YubiKey authentication fulfillment policy you just created.

**Password Policy**

Since users will not have a password, create a password recovery policy that prevents self-service password change, password reset, and unlock account operations.

1. In the Okta Admin Dashboard, go to **Security > Password Policies**.

2. Click **Add a Policy**. Fill in the policy fields as follows:

   • **Name**: YubiKey Password Policy (or name that meets your company’s naming requirements/conventions).
   
   • **Description**: YubiKey Password Policy for YubiKey users.

3. To create a Rule that prevents self-service operations, click **Add Rule**. Fill in the rule fields as follows:

   • **Rule name**: YubiKey Password Policy
   
   • Deselect the following:
     – Password change (from account settings)
     – Password reset
4. Click Create Rule.
5. Set Priority #1 for the YubiKey password policy you just created.

Installing Workflow Templates

The workflows for ordering pre-registered YubiKeys use two templates:

- **Template 1** - Triggers authenticator user enrollment, receives authenticator activation details and sends them to Yubico, receives shipping ID from Yubico, and stores this in Workflow.
- **Template 2** - Schedules jobs, receives pending shipping IDs from Template 1, checks shipment status with Yubico, gets authenticator activation, and receives, stores and sends PIN to user via email.

Downloading the FIDO Pre-reg Templates

To add the workflow templates to your Okta instance, do the following:

1. Go to the Okta Workflows Templates catalog.
2. Locate the Yubico FIDO Pre-reg Workflow templates.
3. Download and save the templates.

Importing the FIDO Pre-reg Templates

1. In Okta Admin, click Workflow and select the Flows tab.
2. Add a new folder and name it Yubico. Click the three vertical dots next to the newly created folder and select Import.
3. Select the previously downloaded Yubico FIDO Pre-reg Workflow templates and click OK.

Configuring Workflow Connections

The following example describes how to authorize and configure the Create shipment workflow connections.

Yubico Connection Authorization

When you add a Yubico card to a flow the first time you are prompted to authorize the connection. This requires an API token generated from the YubiEnterprise Console. Once you have configured this connection and saved the API token information, you can reuse it for other YubiEnterprise-related actions. The API token is used when configuring a workflow as described below.

Creating the Okta Connection

Do the following to create the connection from the Okta org:

1. In the Okta Admin console, open Workflows and click Connections > New Connection.
2. Locate and select the Okta connector icon.
3. Add a display name for the connection in the Name field, and provide a description.
4. Enter the **Client ID** and **Client Secret** values provided in Okta Workflows OAuth.

5. In the **Domain** field, enter your Okta org domain without `https://`, for example, company.okta.com. If your org uses a custom domain, enter the custom domain.

6. Click **Create**.

---

### Creating the Yubico Connection

Do the following to create a connection from the *Yubico org*:

1. In the YubiEnterprise Console, generate an API token as described in *Managing API Tokens*. Save the API token in a location from where you can easily copy and paste it.

2. In the **Okta Admin** console, open **Workflows** and click **Connections** > **New Connection**.

3. Locate and select the **Yubico** connector icon.

4. Provide a display name for the connection in the **Connection Nickname** field, paste the previously generated API token into the **API Secret** field.
5. Click Create.

**Updating the Create Shipment Flow**

To add customization and product IDs to the Create shipment flow, do the following:

1. In the Okta Admin console, open Workflows, select Flows and open the Create shipment trigger - MFA Initiated workflow.
2. In the **Create shipment** page, open the drop-down menu on the **Edit Conditions** card.

3. Update the fields as described below using input values provided by Yubico during onboarding of your organization. Note that the `product_id` is “1” for key model *YubiKey 5 NFC* and “29” for key model *YubiKey 5C NFC*. For more information, see **Product ID and Inventory Product ID**.
   
   a. **If `product_id`** (for *YubiKey 5 NFC*): Your Customization ID.
   
   b. **If `inventory_product_id`**: Your Subscription ID.
c. Else if product_id (for YubiKey 5C NFC): Your Customization ID.

d. Else if inventory_product_id: Your Subscription ID.

4. Click Save.

Shipping Pre-reg Keys to Users

The following describes how to add new users for shipments, create shipment requests, and activate users once the pre-registered key has been received by the user.

Adding Users to Directory

To add a new user, do the following:

1. In the Okta Admin console, go to Directory > People and click Add person.
2. In the Add Person dialog, enter information as follows:
• First name, Last name, and Username.
• Primary email (work email) and Secondary email (personal email used prior to activation).
• Do not assign the user to any YubiKey groups, this is done later.
• Set Activation to “Activate later”. This creates the user in status “Staged”.

3. Click Save.
4. On the People page, go to Staged > User > Profile > Edit.
5. Enter the following information required for key shipment: Primary phone, Street address, City, State, Zip code, Country code, and Organization.
6. Click Save.

Creating Pre-reg Shipment Requests

You can create FIDO Pre-reg shipment requests either through the Okta Admin console, or using Okta Groups. The Yubico workflow templates for Okta support both methods.

In this example we will use the Okta Admin console to create a shipment request.

Note: Only one FIDO Pre-reg YubiKey at a time can be requested for an Okta tenant.

To create a shipment request, do the following:

1. In the Okta Workflows console, ensure the Create shipment trigger - MFA initiated flow is enabled.
Note: We recommend that only one flow at a time be enabled: either the **Group Add** or the **MFA Initiated** flow.

2. In the **Okta Admin** console, ensure the user to whom you want to ship the key has a profile in the user directory. If not, create a new user as described in *Adding Users to Directory*.

3. Click the profile of the desired user and do the following:
   - If using the Okta Universal Directory (UD) to source the shipping information, ensure this is populated in the user profile.
   - Alternatively, confirm the user’s shipping information is being sourced from a Human Resources Information System (HRIS) or other source of truth.

4. In the user profile, click **Pre-enrolled authenticators** and then click **+ Add**.

5. On the **YubiKey enrollment and delivery** page, enter the **Product ID**, **Inventory ID**, and **Customization ID**
provided by Yubico during onboarding. See Prerequisites.

6. On the **Yubikey enrollment and delivery** page, ensure all required fields are populated:
   - Primary and Secondary email address (PIN will be sent to both).
   - Primary Phone number
   - Organization
   - Shipping address

7. If the user’s shipping information is being sourced elsewhere, you will receive a message stating that it is missing. Ensure that the information is retrieved from another endpoint or update the profile values before continuing.
8. Click Continue.

9. The FIDO Pre-reg workflow is triggered and the fulfillment starts.

Yubico receives a request for a pre-registered YubiKey. The request contains all information needed to program and ship the key. When the request is fulfilled and the credential is activated by Okta, the randomly generated PIN associated with the YubiKey is emailed to the user’s secondary email address.

**Activating Users after Delivery**

When users are created in the Directory they are set up with Activate later. When the end user has received their YubiKey, the IT admin activates the end user who completes the activation procedure.

1. **IT Admin:** Clicks Activate for the user profile in the Okta Admin console.
2. An email with a login link and PIN is triggered and sent to the user’s secondary email address.
3. **End user:**
   a. Clicks the link in the email to log in to Okta.
   b. Enters their username in Okta.
   c. When prompted, inserts their YubiKey, enters their PIN, and taps the YubiKey.

The end user is authenticated with Okta using their YubiKey.

**Note:** Once the credential is programmed onto the YubiKey, the challenge and credential data, including PIN, is purged from Yubico systems.
FAQs - FIDO Pre-reg for Okta

- Will FIDO Pre-reg keys for EA (Early Access) be deducted from my existing YubiEnterprise Delivery production organization?

  Yes, FIDO Pre-reg YubiKeys can be deducted from an existing PO after a Customization ID is added. Please work with your CSM.

- Where can I view the status of the shipment?

  Shipment status can be viewed in the YubiEnterprise Console for your FIDO Pre-reg organization. Shipment status can also be viewed in the user’s Okta profile under “Pre-Enrolled Authenticators”. However, this information is pulled from YubiEnterprise Delivery.

- Where do I get the ProductID, InventoryProductID, and CustomizationID?

  Work with your Yubico CSM to obtain these IDs.

- Where do I view errors with the FIDO Pre-reg template?

  As an Okta Administrator, errors and successes can be viewed in the FIDO Pre-reg Workflow Execution History. For more information, see the Okta Execution History documentation.

- What if my shipment in the Okta Workflows Table is in an error state?

  - If the shipment is in an error state due to an invalid address within the Console, you can manually remove the shipment in the Console.
  
  - If the shipment is in an error state, but can be fixed, do not duplicate or re-add the entry. Manually change the state from “error” to “ongoing” in the Okta Workflows Shipments table.

- What if the shipment request submitted has an error due to a missing user object field?

  - Review the Execution History for the Create shipment card in the FIDO Pre-reg template to determine the missing object. Navigate to the user object in the Okta Universal Directory (UD) and add the missing input into the appropriate field. Once saved, remove the user object from the YubiKey group and re-add them. This will not create duplicate requests as the first one failed during the initial flow.
  
  - If using an HRIS system, ensure that the user object contains all the necessary user shipping information: address, city, state, zip code, country code, organization, primary email, secondary email, and primary phone number.

  Note: For organization, the “organization” title may need to be hardcoded in the Okta Workflow card.

- What if I have a custom Okta domain/vanity URL?

  If your Okta organization uses vanity/custom URL, the Okta Connection in Workflows should use the custom domain org URL.

- How does the user receive the PIN?

  The user receives an email with the randomly generated PIN to their primary and secondary email addresses listed in the Okta Universal Directory (UD).

- What happens if a user accidentally deletes the PIN email or they are unable to retrieve it?

  In the Okta Admin console, the Okta administrator has the option to send the PIN to the user before the user makes their first authentication into the Okta tenant. After the user authenticates with their YubiKey and PIN, the “Send PIN” option is no longer available.

- I see two trigger cards: MFA Initiated and Group Initiated. Can the group trigger still be used for EA?
Yes, the Group Initiated trigger is available in the FIDO Pre-reg Okta Workflows template. First, disable the MFA Initiated flow and enable the Group Initiated flow card.

- **If I initiate a request using the Group Trigger, will I still see it in the user’s Okta profile?**

  Yes, the request will be visible in the Okta Admin UI. In the user’s profile navigate to the “Pre-enrolled authenticators” tab.

- **What if I need to delete a FIDO Pre-reg YubiKey request?**

  A request will need to be deleted in the following places: your YubiEnterprise Delivery organization and within the user’s Okta profile on the “Pre-enrolled authenticators” tab. Additionally, it can be removed from the Okta Workflow Pre-reg Shipments table. If not removed from the Shipments Table, on the next process run, the YubiEnterprise Delivery API will return a 404 message, and set the status to “error” and not run again.

---

To file a support ticket for YubiEnterprise Delivery, click Support.

### 1.14 API Onboarding Playbook

While YubiEnterprise Delivery can be driven entirely through the prebuilt console, it also comes with an API that provides the ability to extend the functionality to custom applications. The YubiEnterprise Delivery API enables your organization’s developers to integrate the API into custom solutions that meet the specific requirements of your business.

The following points are important to master before working with the API:

- **Shipment flow**
  Make sure you understand the shipment request happy path flow and how to handle the error cases.

- **Testing**
  Use an isolated sandbox environment to reduce testing time.

- **Data model complexity**
  The API exposes the YubiEnterprise Services data model. It is crucial to understand the difference between product identifiers and form factor identifiers.

- **Low inventory**
  Prepare for initial stock running out by setting up pulling from the buffer or replacement stocks. Set up notification to admins of low inventory and automatically roll shipment requests to buffer and replacement stocks.

- **App maintenance**
  The YubiEnterprise Services API occasionally makes breaking changes. Therefore, monitor all release notes and spin up a project to prepare for migration before the change goes live.

### 1.14.1 YubiEnterprise Delivery Self-Service Web Portal

This example in YubicoLabs GitHub repository will demonstrate an end-to-end solution with the ability to integrate the YubiEnterprise Delivery API into a web application that users in your enterprise (or beyond) could use to create YubiKey shipment requests drawing on your organization’s inventory.

In this project you will:

1. Stand up an environment in Amazon Web Services (AWS) to handle the server-side operations for the YubiEnterprise Delivery API and for handling user authentication/authorization

2. Use the YubiEnterprise Delivery API to create, delete, edit, and retrieve shipment requests as well as verify a shipment address
3. Create a front-end application for your end users to request shipment of a YubiKey that has been defaulted by your organization.

**Guide**

**GitHub Repository:** This repository contains the code and steps required to stand up an application in AWS capable of sending requests to your organization’s instance of YubiEnterprise Delivery.

**Considerations**

The aim of this guide is to demonstrate a barebones application that utilizes the YubiEnterprise Delivery API. The application should not be considered “production ready”. Below are a few of the considerations to keep in mind to ensure the success of your integration.

- **Policies to prevent abuse**
  This demo will allow a user to request shipment of as many keys as they desire. Additional logic will need to be built in to limit the number of shipment requests based on your requirements.

- **Selectable security Key**
  This demo is configured to order the YubiKey 5 NFC, and can be extended a variety of ways to allow different keys.

- **Error handling**
  There is one section in this guide that describes handling methods if an error is sent during the initial order. For a production deployment, there are a variety of different error cases that should be considered such as low inventory, shipment failure, undeliverable address, etc.

- **Auto-filling address**
  Currently this guide assumes that the user will be shipping their key to the address listed in ServiceNow. The catalog item may need to be extended to allow the user to input their personal address (for example, if they are not located at one of your main offices). You may want to consider leveraging the YubiEnterprise Delivery Verify Address API to allow your users to correct any address errors prior to submitting a shipment request.

- **Configuration based on your security requirements**
  This includes swapping the system out to use your identity provider, secrets management in AWS Lambda, and other controls used by your organization.

- **People and process impacts to customer service**
  If your application is intended for external end users then your internal CX team needs to be prepared to handle inquiries relating to YubiEnterprise Delivery/YubiKey. Either an internal team should be established and trained to handle these items OR you can engage Yubico Professional Services.

- **Multi-region PO support**
  The current demo is configured for a purchase order covering a single region. You will need to use the proper API token for the user’s region, e.g. North America / Canada is one region, EMEA is a different region and each have their own associated API token.

More information can be found [here](#).
1.14.2 ServiceNow Integration

For an organization that has fully integrated YubiEnterprise Delivery into its own internal systems via the APIs, the fulfillment experience is streamlined: the end-user receives an email notifying them that they are eligible for a YubiKey and/or that they are required to use the key for specific system access. The email directs the end-user to the corporate fulfillment system (e.g., ServiceNow). For more information, see *API: ServiceNow Integrations*.

1.14.3 Setting up API Caller and Token

Consider the following regarding API tokens:

- Protect access to the API token, because whoever is in possession of the token is authorized to perform API operations for your organization.
- Accounts that use machine tokens should have the Admin role, not the Owner role. This reduces the risk if the token is compromised, since the token has only the permissions associated with its role.
- The fact that API tokens can easily be issued and revoked helps to assure the security of accounts that use machine tokens.
- To handle machine token expiry, we recommend using the API (/auth/machine-token) to renew the API token. Ideally, logic should be put in to renew by calling the API to get a new token before the existing one expires.
- If a user is removed from an organization and has a token in that organization, the token is revoked. If a user is suspended, all tokens are revoked. The tokens are left untouched if the user is reset or the password is reset.
- Before an API token expires, the system generates and sends a notification to the associated email address. The email notifies that the token will expire in 7 days/1 day and will not be accepted by our system after that.

Follow the steps below to set up an API caller user account with an associated API token.

**Step 1**

Set up a subaccount for the application that will be calling the YubiEnterprise Delivery API. For instructions regarding b and c below, see *Adding or Deleting Users*.

- a. Set up an email account for the application that will be calling the API. Ensure that you have access to it. An email with login instructions will automatically be sent to this email address by the system.
- b. In the Console, create an account only to be used by the API caller, for example, my-app@example.com.
- c. Assign the **Console Admin** role to the API caller’s account.

**Step 2**

Activate the new API caller account by clicking the login link in the email sent by the system, and follow the instructions.

**Step 3**

Associate a YubiKey for the API caller account with the YubiEnterprise login credentials:

- a. On the upper right of any **Console** page, click the user icon of the API caller and select **Manage credentials** to open the **Account** page.
- b. Register a YubiKey as a roaming credential, see *Adding WebAuthn Credentials*. Consider registering a second YubiKey in case the first one is lost.

**Step 4**

Generate the API token:
a. In the **Console**, click the organization name in the top left corner and select **Manage API token**.

b. Make a copy of the token and store it in a secure location. For more information on API tokens, see *Managing API Tokens*.

**Authenticating with HTTP**

The YubiEnterprise Delivery API supports the HTTP Bearer Authentication scheme. In order to authenticate with HTTP, you must provide your API token in the header of the request.

Copy your API token from its secure location and paste it into into a curl command in a bash script as shown below (the full token is not shown here).

```bash
curl "https://api.console.yubico.com/v1/inventory" \
--header "Authorization: Bearer eyJhb..."
```

Once you are logged into YubiEnterprise Delivery, you can view the YubiEnterprise Delivery public API at https://console.yubico.com/apidocs.

**1.14.4 Dates and Times**

All dates and times in requests from the API are UTC in the RFC-3339 format.

**1.14.5 Users, Roles, and Organizations**

Since API tokens are scoped to organizations, if an organization is shipping YubiKeys to both United States/Canada and to Europe, two API tokens are required: one for the US/CAN organization and one for the European organization.

An individual user can have one role in one organization and the same or a different role in another organization; for example, user Jan could be an owner in a company’s US/CAN organization and an Admin in the same company’s EU organization. However, because these are separate organizations, if Jan is logged in to the US/CAN YubiEnterprise, Jan cannot use that login to perform operations in the company’s EU YubiEnterprise.

Because it is possible to change the role of a user already in an organization, it is worth noting that deleting a user both:

- Deletes that user’s association with the organization, and
- Removes from that user the permissions associated with their role.

It is therefore possible in theory (though undesirable) for a user to be a member of an organization without having a role.

**1.14.6 Deprecated APIs: Overview**

The following tables list deprecated APIs and recommended replacements if available. Deprecated APIs will eventually be removed, and it is therefore recommended that existing implementations be updated. New implementations should use the recommended replacement methods.

**Shipment Request Creation: Address Information**
### YubiEnterprise Services

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>street_line3</td>
<td>Starting with release 2.8.0 this field in the recipient address information will be deprecated and will only be available until September 2024. There is no replacement API for this functionality.</td>
</tr>
</tbody>
</table>

### Shipping Requests: Bulk Shipment to Multiple Addresses

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET /v1/shipments/bulk</td>
<td>From July 2024, the only method to create bulk shipment requests is to use the YubiEnterprise Console</td>
</tr>
<tr>
<td>POST /v1/shipments/bulk</td>
<td></td>
</tr>
<tr>
<td>POST /v1/shipments/bulkvalidate</td>
<td>There is no replacement API for this functionality.</td>
</tr>
</tbody>
</table>

### Shipping Requests: Listing, Tracking, Searching, Status etc.

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET /shipments</td>
<td>GET /shipments_exact</td>
</tr>
<tr>
<td>POST /shipments</td>
<td>POST /shipments_exact</td>
</tr>
<tr>
<td>GET /shipments/{shipmentId}</td>
<td>GET /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>PUT /shipments/{shipmentId}</td>
<td>PUT /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>DELETE /shipments/{shipmentId}</td>
<td>DELETE /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>/UpdateShipmentById</td>
<td>shipments_exact/{shipment_id}</td>
</tr>
<tr>
<td>/organization/update-setting</td>
<td>None</td>
</tr>
</tbody>
</table>

### User Management

Starting with release 2.11.0 new APIs for user management were introduced. The old APIs are deprecated and will be available until November 23, 2024.
### Table: API Endpoint Mappings with Deprecation Notes

<table>
<thead>
<tr>
<th>Deprecated API</th>
<th>Replacement</th>
</tr>
</thead>
</table>
| POST /v1/users/{userId} | POST /v1/users/{userId}  
body {"roles": ["org-owner", "distributor", "reseller"]} |
| POST /v1/organization/users/reset/{email} | POST /v1/users/{userId}  
body {"action": "reset-user"} |
| POST /v1/organization/users/reset-password/{email} | POST /v1/users/{userId}  
body {"action": "reset-password"} |
| DELETE /v1/organization/users/{email} | DELETE /v1/users/{userId} |

---

To file a support ticket for YubiEnterprise Delivery, click Support.

### 1.15 API Shipment Requests

**Important:** Starting with release 2.7.0, the API for bulk shipment requests will be deprecated. Instead the recommended method for submitting bulk shipment requests to multiple addresses is to use the YubiEnterprise Console. For more information, see the Release Notes.

Before starting, it is recommended that you review the information in Working with Shipments which also applies to executing shipment requests with the API (as well as to the other methods for making shipment requests). See also the YubiEnterprise Delivery API documentation.

Using the API you can make individual shipment requests or you can make shipment requests in bulk. This latter method requires the CSV file. Many of the necessary parameters are shared by the two methods. Instructions for filling out the shared fields as the system expects are set out below in the lettered sections (corresponding to the columns in the CSV file), whereas the general instructions for individual and bulk requests are set out in separate sections.
1.15.1 Verifying Inventory Before Requesting Shipment

Verify that all the products you intend to ship are currently available in inventory.

- `/shippablekeys` returns all products associated with your organization’s account, including any products that have a current available inventory of 0.

- When `inventory_type` is 1, products that have zero inventory are not listed. The quantities of the products available are shown next to the names of the products. Therefore, even if a product is shown on a PO, if its inventory is exhausted by the time you want to request it be shipped, this API will not return it.

**Example: Inventory Output**

```
{
  "count": 3,
  "total_count": 3,
  "organization_product_inventory": [
    {
      "organization_product_inventory_id": "Cym9ypJsmVEshX9qzSQc7S",
      "is_subscription_product": true,
      "is_virtual_product": true,
      "organization_id": "UEayb8v4LTHdAsbD9n1gMd",
      "organization_product_quantity": 978,
      "product_id": 15,
      "inventory_type": 3,
      "product_name": "Primary Subscr - Adv. Tier: Initial",
      "product_tier": 2,
      "product_mapping": [
        1,
        2,
        3,
        4,
        6,
        7
      ]
    },
    {
      "organization_product_inventory_id": "Ky8VzJWpftEk2hiMsJdVW",
      "is_subscription_product": true,
      "is_virtual_product": true,
      "organization_id": "UEayb8v4LTHdAsbD9n1gMd",
      "organization_product_quantity": 10,
      "product_id": 44,
      "inventory_type": 3,
      "product_name": "Backup Subscr - Prem. Tier: Initial",
      "product_tier": 3,
      "product_mapping": [
        1,
        2,
        3,
        4,
        5,
        6,
        7
      ]
    }
  ]
}
```
1.15.2 Verifying Custom Configured Inventory

Custom configuration includes for example pre-programmed YubiKeys. If your organization is using customized YubiKeys you can ensure desired form factors are available for shipment by verifying the number of remaining custom configured keys through the API before requesting a shipment.

After Yubico configures your customized key inventory allocation, you can use `GET /inventory-allocations` to find out how many customized keys of different form factors remain in your current inventory. For information about product IDs, see `Product ID and Inventory Product ID`.

Example: Custom Configured Inventory

The `inventory-allocations` response in the example below provides a simple view of remaining inventory to ship. There is an entry for each product and the `remaining_allocated_inventory` value represents the amount of customized keys left which can be shipped.

```json
{
    "allocations": [
        {
            "product_id": 1,
            "product_name": "YubiKey 5 NFC",
            "remaining_allocated_inventory": 25
        },
        {
            "product_id": 4,
            "product_name": "YubiKey 5C Nano",
            "remaining_allocated_inventory": 25
        }
    ]
}
```
1.15.3 Individual Shipment Requests via API

To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The APIs modified to handle channel partners are:

- GET /shipments_exact
- POST /shipments_exact
- GET /shipments_exact/{shipmentId}
- PUT /shipments_exact

The corresponding deprecated /shipments have not been modified and can only handle inventory purchased directly from Yubico.

**Important:** Starting with release 2.8.0, the street_line3 field in the recipient address information will be deprecated and will only be available until September 2024. There is no replacement API for this functionality.

**Example: Without Subscription**

For example, if you do not have a subscription and simply bought outright a number of YubiKey 5C Nanos (no virtual keys, no tiers), your request for a single shipment would look like this:

```json
{
   "delivery_type": 1,
   "country_code_2": "US",
   "recipient": "string",
   "recipient_email": "string",
   "recipient_firstname": "string",
   "recipient_lastname": "string",
   "recipient_telephone": "string",
   "street_line1": "string",
   "street_line2": "string",
   "street_line3": "string",
   "city": "string",
   "region": "string",
   "postal_code": "string",
   "shipment_items": [
      {
         "product_id": 4,
         "inventory_product_id": 4,
         "shipment_product_quantity": 1
      }
   ]
}
```
Example: With Subscription

With a subscription, your `product_id` value and your `inventory_product_id` value would not coincide, and your individual shipment request would look like this:

```json
{
   "delivery_type": 1,
   "country_code_2": "US",
   "recipient": "string",
   "recipient_email": "string",
   "recipient_firstname": "string",
   "recipient_lastname": "string",
   "recipient_telephone": "string",
   "street_line1": "string",
   "street_line2": "string",
   "street_line3": "string",
   "city": "string",
   "region": "string",
   "postal_code": "string",
   "shipment_items": [
      {
         "product_id": 4,
         "inventory_product_id": 15,
         "shipment_product_quantity": 1
      }
   ]
}
```

1.15.4 Shipping Products to a Single Address

Use the `/shipments_exact` APIs for any new development and to update clients in existence prior to YubiEnterprise Delivery 1.6.0.

Specifying the stock/inventory to be used for an individual shipment request provides a much larger range of options than those available for bulk shipments.

Example: Single Shipment Input

The following Curl example sends an HTTP POST to the `shipments_exact` resource URI to ship a YubiKey 5 NFC to a fictional employee, Jan Lindberg:

```
curl "https://api.console.yubico.com/v1/shipments_exact" \
--header "Content-Type: application/json" \
--header "Authorization: Bearer eyJhb..." \
--data '{

(continues on next page)
"delivery_type": 1,
"country_code_2": "US",
"recipient": "Example Inc.",
"recipient_email": "jan.lindberg@example.com",
"recipient_firstname": "Jan",
"recipient_lastname": "Lindberg",
"recipient_telephone": "555-5555",
"street_line1": "7788 Foxrun Street",
"street_line2": "",
"street_line3": "",
"city": "Dedham",
"region": "MA",
"postal_code": "02026",
"shipment_items": [
    {"product_id": 3,
     "inventory_product_id": 15,
     "shipment_product_id": "MZ9bmEYFpKKviHe8nSiq4W",
     "shipment_product_quantity": 16}
]}

In the example above, you will notice the delivery_type is set to 1 which means it is a normal shipment. A value of 2 would request an expedited shipment. The recipient_email gives the address at which the recipient will receive an email with the tracking number of the shipment.

Example: Single Shipment Output

{
    "shipment_id": "U89bvfKKCtQfhnqaFBrAZW",
    "shipment_items": [
        {"inventory_product_id": 15,
         "shipment_product_id": "MZ9bmEYFpKKviHe8nSiq4W",
         "shipment_id": "U89bvfKKCtQfhnqaFBrAZW",
         "product_id": 3,
         "product_name": "YubiKey 5C",
         "product_sku": "5060408461488",
         "product_tier": 2,
         "shipment_product_quantity": 16}
    ],
    "organization_id": "UEayb8v4LTHdAshpnk1gMd",
    "user_id": "WMktp3sgPSft4zsgpLDF46",
    "country_code_2": "US",
    "is_delivered": false,
    "is_sent_to_fulfillment": false,
    "is_shipped": false,
    "recipient": "Example Inc.",
    "recipient_email": "jan.lindberg@example.com",
    "recipient_firstname": "Jan",
    "recipient_lastname": "Lindberg",
    "recipient_telephone": "555-5555",
    "street_line1": "7788 Foxrun Street",
    "street_line2": "",
    "street_line3": "",
    "city": "Dedham",
    "region": "MA",
    "postal_code": "02026",
}

(continues on next page)
"street_line1": "7788 Foxrun Street",
"city": "Dedham",
"region": "MA",
"postal_code": "02026",
"delivery_type": 1,
"shipment_state_code": "ShipmentStateAwaitingValidation",
"shipment_state_id": 3,
"shipment_state_message": "Awaiting Validation",
"shipment_summary_description": "Total Keys: 16 yk5c:16",
"shipment_request_date": "2020-12-10T19:56:57Z",
"shipment_updated_date": "2020-12-10T19:56:57Z",
"total_keys_shipped": 16
}

1.15.5 Shipping Products to Multiple Addresses

**Important:** Starting with release 2.7.0, the API for bulk shipment requests will be deprecated. Instead the recommended method for submitting bulk shipment requests to multiple addresses is to use the *YubiEnterprise Console*. For more information, see the [Release Notes](#).

The system chooses the stock (inventory) from which products are drawn.

**Example**

The following example of a Bash script calls Curl to upload a CSV file with multiple shipment requests. To scroll horizontally, click in the code box below.

```
#!/bin/bash

# Create a token.

# Upload a CSV file using Curl.

curl -F "file=@/path/to/file/bulk_shipment.csv" https://api.console.yubico.com/v1/shipments/bulkvalidate \
--header "x-authorization: Bearer ${{token}}"
```

For instructions on creating and populating the CSV file, see *Shipping to Multiple Addresses: Bulk Shipments*.
YubiEnterprise Services

Validating CSV Uploads

<table>
<thead>
<tr>
<th>lines-in-file</th>
<th>Lines in the file, including header.</th>
</tr>
</thead>
<tbody>
<tr>
<td>lines_read</td>
<td>Lines that were able to be read in as CSV, excluding the header. lines_read should thus be one less than lines_in_file</td>
</tr>
<tr>
<td>lines_parsable</td>
<td>Lines that passed basic validation. lines_parsable + lines_not_parsable = lines_read.</td>
</tr>
</tbody>
</table>

**Example:** If a file that is not in the CSV format is uploaded, even if it had 100 lines, 0 lines would be read, because the CSV reader function cannot read the lines in as CSV.

**Example:** If a file has too many columns - i.e., more columns than the header row has - 0 lines would be read.

**Examples of Error Messages**

- InventoryType not set for Shipment, defaulting to 1
- DeliveryType not set for Shipment, defaulting to 1 - normal
- Wrong number of fields

### 1.15.6 Bulk Shipment Requests via API

**Important:** Starting with release 2.7.0, the API for bulk shipment requests will be deprecated. Instead the recommended method for submitting bulk shipment requests to multiple addresses is to use the YubiEnterprise Console. For more information, see the Release Notes.

Bulk orders using the API are still handled through the following APIs:

- GET /shipments/bulk
- POST /shipments/bulk
- POST /shipments/bulkvalidate
- POST /shipments/bulkdelete

The API parameters and request body themselves did not change to work with channel partners. Instead, it is the content of the .csv file used in the upload that has been changed to include the new channel_partner_ID field. The channel partner ID is a non-zero integer shown as a field on the purchase order table and on the purchase order details page.
Note: To ensure you are using the latest .csv file format, download the template file each time you prepare to upload a new batch of shipment requests.

Shipment Request Fields in CSV File

Use the CSV file for bulk shipments via API.

Note: Although Console users can specify the inventory they want to draw from for individual shipment requests, this option is not available for bulk shipments. Bulk shipment requests for Subscription (1.0) allow only the selection of initial, replacement, or buffer stock. When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest purchase order first.

In the table below, all fields not marked as required are optional. The Limit column displays the maximum number of alphanumeric characters permitted per field/table cell.

<table>
<thead>
<tr>
<th>Console: Field Label</th>
<th>CSV: Column Heading</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Country code</td>
<td>country_code_2</td>
<td>Required. Country code from available_countries.csv</td>
<td>2</td>
</tr>
<tr>
<td>Company</td>
<td>recipient</td>
<td>Required if name of recipient is not provided.</td>
<td>20</td>
</tr>
<tr>
<td>First name</td>
<td>recipient_firstname</td>
<td>Name of recipient. Required if company name is not provided.</td>
<td>15</td>
</tr>
<tr>
<td>Last name</td>
<td>recipient_lastname</td>
<td>Recipient’s family name. Required, if company name is not provided.</td>
<td>20</td>
</tr>
<tr>
<td>Address 1</td>
<td>street_line1</td>
<td>Required. First line of address</td>
<td>60</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Console: Field Label CSV: Column Heading</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Address 2</td>
<td><strong>Required if address is undeliverable without (for example suite #)</strong></td>
<td>60</td>
</tr>
<tr>
<td>street_line2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Address 3</td>
<td><strong>Not supported for expedited/rush orders</strong></td>
<td>60</td>
</tr>
<tr>
<td>street_line3</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City</td>
<td><strong>Required. City, town, or township.</strong></td>
<td>60</td>
</tr>
<tr>
<td>2</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Region/State region</td>
<td><strong>For the US and Canada, USPS codes are required. See USPS Codes for US and Canada.</strong> (Console users: Select code from dropdown). For other countries, region or state is required if the address is not deliverable without it. To check address availability, see table footnote.</td>
<td>50</td>
</tr>
<tr>
<td>region</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Postcode</td>
<td><strong>Zip or postal code</strong></td>
<td>50</td>
</tr>
<tr>
<td>postal_code</td>
<td></td>
<td></td>
</tr>
<tr>
<td>RecipientEmail</td>
<td><strong>Recipient’s email address</strong></td>
<td>80</td>
</tr>
<tr>
<td>recipient_email</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Console: Field Label</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Contact Phone</strong>&lt;br&gt;RecipientTelephone&lt;br&gt;recipient_telephone</td>
<td>Required. Telephone number of the shipment recipient. The limit is 40 of the alphanumeric characters “0-9+-()” unless the country code is IN, in which case the limit is 255. Any format is acceptable, with or without spaces.</td>
<td>40</td>
</tr>
<tr>
<td><strong>DeliveryType</strong>&lt;br&gt;delivery_type</td>
<td>Type of shipping, “Normal” (1) or “Expedited” (2). Integers (required for API) OR words</td>
<td>–</td>
</tr>
<tr>
<td><strong>InventoryType</strong></td>
<td>Required. Console users select from dropdown. For bulk orders and API users, see Product ID and Inventory Product ID.</td>
<td>–</td>
</tr>
<tr>
<td><strong>ChannelPartnerId</strong>&lt;br&gt;channel_partner_ID</td>
<td>Required. If inventory was purchased directly from Yubico, enter “1”; if not, enter the ChannelPartnerId.</td>
<td>3</td>
</tr>
<tr>
<td><strong>YubiKey 5 NFC</strong></td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td><strong>YubiKey 5 Nano</strong></td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
</tbody>
</table>
Table 7 – continued from previous page

<table>
<thead>
<tr>
<th>Console: Field Label</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>YubiKey 5C</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5C Nano</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5Ci</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5Ci FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5C NFC FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5C Nano FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5C FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5 NFC FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey 5 Nano FIPS</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey C Bio - FIDO Edition</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>YubiKey Bio - FIDO Edition</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
</tbody>
</table>

continues on next page
### Table 7 – continued from previous page

<table>
<thead>
<tr>
<th>Console: Field Label CSV: Column Heading</th>
<th>Description</th>
<th>Limit</th>
</tr>
</thead>
<tbody>
<tr>
<td>Security Key NFC by Yubico (Black)</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico (Black)</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>Security Key NFC by Yubico - Enterprise Edition</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico - Enterprise Edition</td>
<td>Number of keys to be shipped</td>
<td>3</td>
</tr>
</tbody>
</table>

**Note:** To find out if an address is deliverable, make a shipment request and see what status code or message it gets. Deliverability is determined by our shipping partners, and it is their codes and messages we display when it comes to questions of deliverability. For a fuller explanation, see *Troubleshooting.*

### C. and D. Names

**Names and Addresses: First Line**

*First name* and *Last name* in the Console and in the CSV file for bulk shipments, map to the first line on the shipping label.

Long recipient names can be problematic for all methods of requesting shipment, because the shipment request will fail if the contents of the *First name* and *Last name* fields and/or *Company* or recipient fields exceed the maximum number of characters permitted in these fields (shown in the table below).

**Workaround:** When a recipient’s full name or company name exceeds the fields’ maximum lengths, split the names across the three fields, as in this example:
Company Name: Second Line

The second line on the shipping label maps to the name of the recipient’s company if the address is not residential. For example, the system’s address verification function recognizes that Yubico’s Santa Clara facility is in a commercial building, therefore the company name is expected in:

- The **Company** field/table cell in the **Console** and in the CSV file.
- The recipient field in the API

**Note:** API: Do not use the `/shipments recipient` field to specify the **name of the individual** to whom products are to be shipped. For this, use the **recipient_firstname** and **recipient_lastname** fields instead.

If the address is residential, leave empty:

- The **Company** field/table cell in the **Console** and in the CSV file.
- The recipient field in the API.

**Address Information**

Incomplete or incorrect address information might cause **validation errors**. For example, entering the following information for a shipment request would result in failure because USPS recognizes that there are multiple companies in the building whose address is 530 Lytton Avenue:

```
Jan Lindberg
530 Lytton Avenue
Palo Alto, CA 94301
USA
```

Similarly, entering the following information for a shipment request would result in failure because a residential address would not be associated with a company.

```
Jan Lindberg
Yubico Inc.
6 Lea Rd
Dronfield S18 1SB
UK
```

When adding address information, you can for example use the address formats provided by Google Maps, see note in **Troubleshooting**. The limits on the various fields and the options for the dropdown are given in **Shipment Request Form Fields**.
E. Post Office Boxes

Although the system can deliver to Post Office (PO) Boxes within the United States, delivery to the equivalent elsewhere in the world is unlikely to succeed.

I. Region/State

USPS Codes for US and Canada

For shipments going to the US and Canada, the region field requires the standardized two-letter USPS code. These codes are listed below.

Table 8: **USPS Codes for US and Canada**

<table>
<thead>
<tr>
<th>State (US) / Province or Territory (Canada)</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alabama</td>
<td>AL</td>
</tr>
<tr>
<td>Alaska</td>
<td>AK</td>
</tr>
<tr>
<td>Alberta</td>
<td>AB</td>
</tr>
<tr>
<td>Arizona</td>
<td>AZ</td>
</tr>
<tr>
<td>Arkansas</td>
<td>AR</td>
</tr>
<tr>
<td>British Columbia/Colombie-Britannique</td>
<td>BC</td>
</tr>
<tr>
<td>California</td>
<td>CA</td>
</tr>
<tr>
<td>Colorado</td>
<td>CO</td>
</tr>
<tr>
<td>Connecticut</td>
<td>CT</td>
</tr>
<tr>
<td>Delaware</td>
<td>DE</td>
</tr>
<tr>
<td>District of Columbia</td>
<td>DC</td>
</tr>
<tr>
<td>Florida</td>
<td>FL</td>
</tr>
<tr>
<td>Georgia</td>
<td>GA</td>
</tr>
<tr>
<td>Hawaii</td>
<td>HI</td>
</tr>
<tr>
<td>Idaho</td>
<td>ID</td>
</tr>
<tr>
<td>Illinois</td>
<td>IL</td>
</tr>
<tr>
<td>Indiana</td>
<td>IN</td>
</tr>
<tr>
<td>Iowa</td>
<td>IA</td>
</tr>
<tr>
<td>Kansas</td>
<td>KS</td>
</tr>
<tr>
<td>Kentucky</td>
<td>KY</td>
</tr>
<tr>
<td>Louisiana</td>
<td>LA</td>
</tr>
<tr>
<td>Maine</td>
<td>ME</td>
</tr>
<tr>
<td>Manitoba</td>
<td>MB</td>
</tr>
<tr>
<td>Maryland</td>
<td>MD</td>
</tr>
<tr>
<td>Massachusetts</td>
<td>MA</td>
</tr>
<tr>
<td>Michigan</td>
<td>MI</td>
</tr>
<tr>
<td>Minnesota</td>
<td>MN</td>
</tr>
<tr>
<td>Mississippi</td>
<td>MS</td>
</tr>
<tr>
<td>Missouri</td>
<td>MO</td>
</tr>
<tr>
<td>Montana</td>
<td>MT</td>
</tr>
<tr>
<td>Nebraska</td>
<td>NE</td>
</tr>
<tr>
<td>Nevada</td>
<td>NV</td>
</tr>
<tr>
<td>New Brunswick/Nouveau-Brunswick</td>
<td>NB</td>
</tr>
<tr>
<td>New Hampshire</td>
<td>NH</td>
</tr>
<tr>
<td>New Jersey</td>
<td>NJ</td>
</tr>
<tr>
<td>New Mexico</td>
<td>NM</td>
</tr>
<tr>
<td>New York</td>
<td>NY</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>State (US) / Province or Territory (Canada)</th>
<th>Code</th>
</tr>
</thead>
<tbody>
<tr>
<td>Newfoundland/Terre-Neuve</td>
<td>NF</td>
</tr>
<tr>
<td>North Carolina</td>
<td>NC</td>
</tr>
<tr>
<td>North Dakota</td>
<td>ND</td>
</tr>
<tr>
<td>Northwest Territories/Territoires du Nord-Ouest</td>
<td>NT</td>
</tr>
<tr>
<td>Nova Scotia/Nouvelle-Écosse</td>
<td>NS</td>
</tr>
<tr>
<td>Nunavut</td>
<td>NU</td>
</tr>
<tr>
<td>Ohio</td>
<td>OH</td>
</tr>
<tr>
<td>Oklahoma</td>
<td>OK</td>
</tr>
<tr>
<td>Ontario</td>
<td>ON</td>
</tr>
<tr>
<td>Oregon</td>
<td>OR</td>
</tr>
<tr>
<td>Pennsylvania</td>
<td>PA</td>
</tr>
<tr>
<td>Prince Edward Island/Ile-du-Prince-Édouard</td>
<td>PE</td>
</tr>
<tr>
<td>Puerto Rico</td>
<td>PR</td>
</tr>
<tr>
<td>Quebec/Québec</td>
<td>QC</td>
</tr>
<tr>
<td>Rhode Island</td>
<td>RI</td>
</tr>
<tr>
<td>Saskatchewan</td>
<td>SK</td>
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<td>South Carolina</td>
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<td>Texas</td>
<td>TX</td>
</tr>
<tr>
<td>Utah</td>
<td>UT</td>
</tr>
<tr>
<td>Vermont</td>
<td>VT</td>
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<tr>
<td>Virginia</td>
<td>VA</td>
</tr>
<tr>
<td>Washington</td>
<td>WA</td>
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</tr>
<tr>
<td>Wisconsin</td>
<td>WI</td>
</tr>
<tr>
<td>Wyoming</td>
<td>WY</td>
</tr>
<tr>
<td>Yukon</td>
<td>YK</td>
</tr>
</tbody>
</table>

L. Telephone Number

It is required that the `recipient_telephone` field be populated. This is the number at which the recipient of the shipment can be reached, designated on the Console as **Contact Phone**.

The permissible content of this, `\+[()\-0-9\s]+`, should match regular expressions.

For `/v1/shipments_exact` the API validates the existence of `recipient_telephone` in the request body. For CSV upload via `/v1/bulkvalidate`, the API validates the existence of `recipient_telephone` on each row. In both cases, if the country code is IN, the limit is 255 of the alphanumeric characters specified above while all other country codes limit `recipient_telephone` to 40.
M. Delivery Type

ShipmentDeliveryTypeEnum specifies the method of shipping:

- 1 - Normal (standard) shipping (default)
- 2 - Expedited (rush) shipping.

N. Inventory Type

The inventory_type requires one of the values given in the Inventory Types (Stock) table below.

Table 9: Product <> inventory type mapping

<table>
<thead>
<tr>
<th>Product or Inventory Name shown on Purchase Order</th>
<th>Value to use for inventory_type</th>
</tr>
</thead>
<tbody>
<tr>
<td>YubiKey Lanyard</td>
<td>1</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico (Black)</td>
<td>1</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico - Enterprise Edition</td>
<td>1</td>
</tr>
<tr>
<td>Security Key NFC by Yubico (Black)</td>
<td>1</td>
</tr>
<tr>
<td>Security Key NFC by Yubico - Enterprise Edition</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey 5 Nano</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey 5 Nano FIPS</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey 5 NFC</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey 5 NFC FIPS</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey 5C</td>
<td>1</td>
</tr>
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<td>YubiKey 5C FIPS</td>
<td>1</td>
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<tr>
<td>YubiKey 5C Nano</td>
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</tr>
<tr>
<td>YubiKey 5C Nano FIPS</td>
<td>1</td>
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<tr>
<td>YubiKey 5C NFC</td>
<td>1</td>
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<td>YubiKey 5C NFC FIPS</td>
<td>1</td>
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<tr>
<td>YubiKey 5Ci</td>
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<tr>
<td>YubiKey 5Ci FIPS</td>
<td>1</td>
</tr>
<tr>
<td>YubiKey Bio - FIDO Edition</td>
<td>1</td>
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<tr>
<td>YubiKey C Bio - FIDO Edition</td>
<td>1</td>
</tr>
<tr>
<td>Advanced - Plus - Backup</td>
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<tr>
<td>Advanced - Plus - Backup - Replacement</td>
<td>5</td>
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<tr>
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<tr>
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<tr>
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<tr>
<td>Advanced/Bio - Plus - Primary</td>
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<tr>
<td>Advanced/Bio - Standard - Backup</td>
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<tr>
<td>Advanced/Bio - Standard - Backup - Replacement</td>
<td>5</td>
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<td>Backup Subscr - Adv. Tier: Buffer</td>
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<tr>
<td>Backup Subscr - Adv. Tier: Initial</td>
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</tr>
<tr>
<td>Backup Subscr - Adv. Tier: Replacement</td>
<td>5</td>
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</table>

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Table 9 – continued from previous page

<table>
<thead>
<tr>
<th>Product or Inventory Name shown on Purchase Order</th>
<th>Value to use for inventory_type</th>
</tr>
</thead>
<tbody>
<tr>
<td>Backup Subscr - Base Tier: Buffer</td>
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<td>3</td>
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<tr>
<td>Backup Subscr - Base Tier: Replacement</td>
<td>5</td>
</tr>
<tr>
<td>Backup Subscr - FIPS Tier: Buffer</td>
<td>4</td>
</tr>
<tr>
<td>Backup Subscr - FIPS Tier: Initial</td>
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<td>Backup Subscr - FIPS Tier: Replacement</td>
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</tr>
<tr>
<td>Backup Subscr - Prem. Tier: Buffer</td>
<td>4</td>
</tr>
<tr>
<td>Backup Subscr - Prem. Tier: Initial</td>
<td>3</td>
</tr>
<tr>
<td>Backup Subscr - Prem. Tier: Replacement</td>
<td>5</td>
</tr>
<tr>
<td>Base - Plus - Backup</td>
<td>3</td>
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<tr>
<td>Base - Plus - Backup - Replacement</td>
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<tr>
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</tr>
<tr>
<td>Base - Plus - Primary - Replacement</td>
<td>5</td>
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<tr>
<td>Base - Standard - Backup</td>
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</tr>
<tr>
<td>Base - Standard - Backup - Replacement</td>
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</tr>
<tr>
<td>Base - Standard - Primary</td>
<td>3</td>
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<tr>
<td>Base/Bio - Standard - Primary - Replacement</td>
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<tr>
<td>Base/Bio - Plus - Backup - Replacement</td>
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<td>Base/Bio - Plus - Primary</td>
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<tr>
<td>Compliance - Plus - Backup - Replacement</td>
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<tr>
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<td>Compliance - Plus - Primary - Replacement</td>
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<tr>
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<tr>
<td>Non-subscription - Advanced Tier</td>
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</tr>
<tr>
<td>Non-subscription - Base Tier</td>
<td>2</td>
</tr>
<tr>
<td>Non-subscription - FIPS Tier</td>
<td>2</td>
</tr>
<tr>
<td>Non-subscription - Premium Tier</td>
<td>2</td>
</tr>
<tr>
<td>Primary Subscr - Adv. Tier: Buffer</td>
<td>4</td>
</tr>
<tr>
<td>Primary Subscr - Adv. Tier: Initial</td>
<td>3</td>
</tr>
<tr>
<td>Primary Subscr - Adv. Tier: Replacement</td>
<td>5</td>
</tr>
<tr>
<td>Primary Subscr - Base Tier: Buffer</td>
<td>4</td>
</tr>
<tr>
<td>Primary Subscr - Base Tier: Initial</td>
<td>3</td>
</tr>
<tr>
<td>Primary Subscr - Base Tier: Replacement</td>
<td>5</td>
</tr>
<tr>
<td>Primary Subscr - FIPS Tier: Buffer</td>
<td>4</td>
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<tr>
<td>Primary Subscr - FIPS Tier: Initial</td>
<td>3</td>
</tr>
<tr>
<td>Primary Subscr - FIPS Tier: Replacement</td>
<td>5</td>
</tr>
<tr>
<td>Primary Subscr - Prem. Tier: Buffer</td>
<td>4</td>
</tr>
<tr>
<td>Primary Subscr - Prem. Tier: Initial</td>
<td>3</td>
</tr>
<tr>
<td>Primary Subscr - Prem. Tier: Replacement</td>
<td>5</td>
</tr>
</tbody>
</table>

- Customers who have purchased Subscription (2.0) will select only Inventory Type 3 or 5.
• If you have purchased keys on the perpetual mode and/or lanyards, use Inventory Type 1.

• If you are not a subscription customer, but have purchased one or more tiers of virtual keys instead of physical keys, use Inventory Type 2.

• Subscription (1.0) customers: Use Inventory Types 3, 4, and/or 5.

**Table 10: Stock: Initial, Buffer, Replacement**

<table>
<thead>
<tr>
<th>Initial</th>
<th>The stock in this category reflects the total number of users on the subscription. This lot can be drawn upon for 12 months from the start of your subscription term.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Buffer</td>
<td>This category is made available to you free of charge when your subscription begins. You can draw on it throughout the term of your subscription.</td>
</tr>
<tr>
<td>Replacement</td>
<td>This category is intended for those who have lost their YubiKeys or want to upgrade. The stock in this category is reset each year of the subscription to the Replacement limit.</td>
</tr>
</tbody>
</table>

• Use up all of your Inventory Type 3, Initial, within the first year of your subscription.

• Use Inventory Type 4 at any time: Buffer stock expires only at the end of your subscription term.

• Use Inventory Type 5, Replacement, for users who have lost their keys or want to upgrade. Any keys not used in a given year are forfeited at the end of that year.

**O. Channel Partners**

To order keys via API from inventory purchased through channel partners (distributors/resellers), the new /shipments_exact APIs must be used; see *Deprecated APIs* below. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico.

The following APIs related to bulk shipments have been updated to handle channel partners:

• POST /shipments/bulk
• GET /shipments/bulk
• POST /shipments/bulkvalidate
• POST /shipments/bulkdelete - For the sake of completeness, this is included in the list, but it has not changed.

The GET /shipments/csv API will also be updated to support channel partners.
**Product ID and Inventory Product ID**

The `product_id` is the unique identifier for the product, e.g., 4 is the YubiKey 5C Nano. The `inventory_product_id` can be thought of as the ID for a “bucket” containing credits that your organization bought to cover the purchase of keys, lanyards, etc. Typically organizations with subscriptions have multiple “buckets”, while organizations without a subscription might have only a single “bucket.”

Both `product_id` and `inventory_product_id` are required fields.

Use the `inventory_product_id` to specify which inventory you are pulling from. The inventories correspond exactly to:

- The inventories shown on the YubiEnterprise Console Dashboard and
- The options in the **Choose from stock** dropdown on the **Single shipment** tab accessed by clicking **Create Shipment Request** on the **Shipments** screen.

The **Stock/Inventory** table below lists both `product_id` and `inventory_product_id` in the same column, and contains all inventories and products except custom products.

- To get the complete list of products and inventories **available to your organization**, make a call to GET `/inventory`.
- If you have custom products, calling GET `/inventory` will return a list that also contains your custom products (see also **Custom-programmed YubiKeys**).
- When making requests, use the `/inventory` end point to find the `product_id` to use for that and/or `inventory_product_id`.

**Note:** The `inventory_product_id` can have the same value as the `product_id` field in the individual `inventory_records`.

<table>
<thead>
<tr>
<th><code>inventory_product_id</code> and/or <code>product_id</code></th>
<th><code>product_name</code></th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>YubiKey 5 NFC</td>
</tr>
<tr>
<td>2</td>
<td>YubiKey 5 Nano</td>
</tr>
<tr>
<td>3</td>
<td>YubiKey 5C</td>
</tr>
<tr>
<td>4</td>
<td>YubiKey 5C Nano</td>
</tr>
<tr>
<td>5</td>
<td>YubiKey 5Ci</td>
</tr>
<tr>
<td>7</td>
<td>Security Key NFC by Yubico</td>
</tr>
<tr>
<td>8</td>
<td>YubiKey FIPS</td>
</tr>
<tr>
<td>9</td>
<td>YubiKey Nano FIPS</td>
</tr>
<tr>
<td>10</td>
<td>YubiKey C FIPS</td>
</tr>
<tr>
<td>11</td>
<td>YubiKey C Nano FIPS</td>
</tr>
<tr>
<td>12</td>
<td>Primary Subscr - Base Tier: Initial</td>
</tr>
<tr>
<td>13</td>
<td>Primary Subscr - Base Tier: Buffer</td>
</tr>
<tr>
<td>14</td>
<td>Primary Subscr - Base Tier: Replacement</td>
</tr>
<tr>
<td>15</td>
<td>Primary Subscr - Adv. Tier: Initial</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>product_id</th>
<th>product_name</th>
</tr>
</thead>
<tbody>
<tr>
<td>16</td>
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</tr>
<tr>
<td>17</td>
<td>Primary Subscr - Adv. Tier: Replacement</td>
</tr>
<tr>
<td>18</td>
<td>Primary Subscr - Prem. Tier: Initial</td>
</tr>
<tr>
<td>19</td>
<td>Primary Subscr - Prem. Tier: Buffer</td>
</tr>
<tr>
<td>20</td>
<td>Primary Subscr - Prem. Tier: Replacement</td>
</tr>
<tr>
<td>21</td>
<td>Primary Subscr - FIPS Tier: Initial</td>
</tr>
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<td>22</td>
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<td>Non-subscription - Base Tier</td>
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<td>Non-subscription - Advanced Tier</td>
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<td>26</td>
<td>Non-subscription - Premium Tier</td>
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<td>27</td>
<td>Non-subscription - FIPS Tier</td>
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<td>28</td>
<td>YubiKey Lanyard</td>
</tr>
<tr>
<td>29</td>
<td>YubiKey 5C NFC</td>
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<tr>
<td>38</td>
<td>Backup Subscr - Base Tier: Initial</td>
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<tr>
<td>39</td>
<td>Backup Subscr - Base Tier: Buffer</td>
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<td>40</td>
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<tr>
<td>42</td>
<td>Backup Subscr - Adv. Tier: Buffer</td>
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<td>43</td>
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<td>YubiKey 5 NFC FIPS</td>
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<tr>
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<tr>
<td>83</td>
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</tbody>
</table>

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Table 11 – continued from previous page

<table>
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<td>Base/Bio - Plus - Primary - Replacement</td>
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<tr>
<td>114</td>
<td>Advanced/Bio - Plus - Primary</td>
</tr>
<tr>
<td>115</td>
<td>Advanced/Bio - Plus - Backup</td>
</tr>
<tr>
<td>116</td>
<td>Advanced/Bio - Plus - Primary - Replacement</td>
</tr>
<tr>
<td>117</td>
<td>Advanced/Bio - Plus - Backup - Replacement</td>
</tr>
<tr>
<td>118</td>
<td>Compliance - Standard - Primary</td>
</tr>
<tr>
<td>119</td>
<td>Compliance - Standard - Backup</td>
</tr>
<tr>
<td>120</td>
<td>Compliance - Standard - Primary - Replacement</td>
</tr>
<tr>
<td>121</td>
<td>Compliance - Standard - Backup - Replacement</td>
</tr>
<tr>
<td>122</td>
<td>Compliance - Plus - Primary</td>
</tr>
<tr>
<td>123</td>
<td>Compliance - Plus - Backup</td>
</tr>
<tr>
<td>124</td>
<td>Compliance - Plus - Primary - Replacement</td>
</tr>
<tr>
<td>125</td>
<td>Compliance - Plus - Backup - Replacement</td>
</tr>
</tbody>
</table>
Custom-programmed YubiKeys

If your organization has custom-programmed YubiKeys, to make a shipment request, use the /inventory/products APIs to get the inventory_product_id and product_id. Using standard product_id codes in shipment requests will result in errors.

Error Messages

In the API

The following response is sent if recipient_telephone is not included in the request to create shipment at shipments_exact as per POST /v1/shipments_exact:

```
400 Bad Request {
  code: 'validation_error',
  message: 'We were unable to create the shipment',
  errors: [
    {
      field: 'recipient_telephone',
      message: 'recipient_telephone is a required field'
    }
  ]
}
```

In the CSV

When uploading a CSV file with no recipient_telephone provided in one or more rows:

```
YRIEIXLECHAT-01:shipments yrieix.lechat$ cat my-shipments.csv
Country code 2,Company,First name,Last name,Address 1,Address 2,Address 3,City,Region/State,Postal code,RecipientEmail,RecipientTelephone,DeliveryType,InventoryType,ChannelPartnerId,YubiKey 5 NFC,YubiKey 5 Nano,YubiKey 5C,YubiKey 5C Nano,YubiKey 5Ci,Security Key NFC by Yubico,YubiKey FIPS,YubiKey Nano FIPS,YubiKey C FIPS,YubiKey C Nano FIPS
US,My Company,Yrieix,LeChat,123 Home Ave,,Brooklyn,NY,11111,y.lechat@yubico.com,,Normal,1,1,0,0,0,0,0,0,0,0,0,0,YRIEIXLECHAT-01:shipments yrieix.lechat$ curl -v -s -X POST -H "Authorization: Bearer ..." -F file=@./my-shipments.csv http://api.console.local/v1/shipments/bulkvalidate | json_pp
...
> POST /v1/shipments/bulkvalidate HTTP/1.1
> Host: api.console.local
...
< HTTP/1.1 200 OK
...
{
  "csv_filename": "my-shipments.csv",
  "failed_rows": [
    {
      "fatal_messages": "recipient_telephone is a required field",
      "row_number": 2
    }
  ]
}
```

(continues on next page)
1.15.7 Deprecated APIs

The following tables list deprecated APIs related to shipment requests. For more information, see Deprecated APIs: Overview.

Shipment Request Creation: Address Information

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>street_line3</td>
<td></td>
</tr>
</tbody>
</table>

Starting with release 2.8.0 this field in the recipient address information will be deprecated and will only be available until September 2024. There is no replacement API for this functionality.

Shipping Requests: Bulk Shipment to Multiple Addresses

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET /v1/shipments/bulk</td>
<td>From July 2024, the only method to create bulk shipment requests is to use the YubiEnterprise Console</td>
</tr>
<tr>
<td>POST /v1/shipments/bulk</td>
<td></td>
</tr>
<tr>
<td>POST /v1/shipments/bulkvalidate</td>
<td>There is no replacement API for this functionality.</td>
</tr>
</tbody>
</table>

To file a support ticket for YubiEnterprise Delivery, click Support.

1.16 API Shipment Requests: Listing, Tracking, Searching and Status

1.16.1 Listing Shipment Requests

There is a 100-record limit on all API calls. To illustrate, using /shipments_exact to retrieve a list of all shipments would be unsuccessful unless there were only one hundred or fewer shipments, as only the first 100 records are returned.
Note: The /shipments_exact{id} route returns the shipment type (‘Automated’ or ‘Manual’) as part of the response. The field is sortable. The /shipments/search-description route returns the Type field as a filterable field.

Getting Further Records

In cases where there are more than 100 shipments, iterate through the shipments based on the number of shipments provided by the total_count parameter.

Use the optional parameters to obtain more records. For example:

```plaintext
// get the first 100
/shipments_exact?limit=100&offset=0

// get the second 100
/shipments_exact?limit=100&offset=100

// get the third 100
/shipments_exact?limit=100&offset=200
```

1.16.2 Tracking Shipments

Single Shipment Request Tracking

A successful response from the shipments_exact resource will include a shipment_id which can be used to get the tracking information for this shipment request.

```json
{
    "shipment_id": "U89bfKCKtQfhnqaFBrAZW",
    "shipment_items": [
        {
            "inventory_product_id": 15,
            "shipment_product_id": "MZ9bmEYFpKKviHe8nSiq4W",
            "shipment_id": "U89bfKCKtQfhnqaFBrAZW",
            "product_id": 3,
            "product_name": "YubiKey 5C",
            "product_sku": "5060408461488",
            "product_tier": 2,
            "shipment_product_quantity": 16
        }
    ],
    "organization_id": "UEayb8v4LTHdAshpnk1gMd",
    "user_id": "WMktp3sgPSFt4zsgpLDF46",
    "country_code_2": "US",
    "is_delivered": false,
    "is_sent_to_fulfillment": false,
    "is_shipped": false,
    "recipient": "Example Inc.",
    "recipient_email": "jan.lindberg@example.com",
    "recipient_firstname": "Jan",
}
```

(continues on next page)
Example

The following example describes how to track a shipment using the shipment_id.

```bash
curl "https://api.console.yubico.com/v1/shipments_exact/Bj4pfrBJ1SCvkTbTP88Ak2" \   --header "Content-Type: application/json" \   --header "Authorization: Bearer eyJhb...
```

1.16.3 Searching

Some of the lines of code are very long, so it may be necessary to click in the line and scroll horizontally.

You can get a list of shipments filtered by query parameters. We introduced /search-description on searchable resources to provide a description of the searchable fields. To look up a shipment using the parameter “Shipping error, contact support” state, for example, set the search_field to shipment_state_id and set the ID to 99, which is the ID for that shipment state. (See the Shipment Status Codes table below for explanations of the various shipment states.)
Example

```bash
curl "https://api.console.yubico.com/v1/shipments_exact?search=99&search_field=shipment_
--state_id" \
--header "Content-Type: application/json" \
--header "Authorization: Bearer eyJhb...
```

Advanced Search

To enable advanced search, add the query string parameter `&advanced_search=true`. Note that the `&search` query parameters will need to respect a different structure: `search=field_name::operation_type::value`. An example search with `curl` (`--data-urlencode` is used because many characters introduced are illegal in the old query string, such as `:` and `|`):

```bash
curl -H "$YED_AUTHORIZATION" -G --data-urlencode 'search=shipment_request_
--date::range::2020-05-10T00:00:00Z|2020-12-10T00:00:00Z' --data-urlencode
 --search=organization_name::like::alpha comp --data-urlencode 'search=organization_
--name::exact::demo_org' 'http://api.console.local/v1/shipments_exact?offset=0&limit=10&
--sort_by=shipment_request_date&sort_direction=DESC&advanced_search=true'
```

This is the encoded URL.

```
GET /v1/shipments_exact?offset=0&limit=10&sort_by=shipment_request_date&sort_
--direction=DESC&advanced_search=true&search=shipment_request_date%3A%3Arange%3A%3A2020-
--05-10T00%3A00%3A00Z%7C2020-12-10T00%3A00%3A00Z&search=organization_name%3A%3Allike%3A
--%3Aalpha%20comp&search=organization_name%3A%3Aexact%3A%3Ademo_org HTTP/1.1
```

Fields with different names will be searched in an AND, while fields with the same name will be ORed, so the resulting query fragment will be:

```
WHERE (shipment_request_date BETWEEN ? AND ?) AND ((organizations.organization_name = ?)_
--OR (organizations.organization_name LIKE ?)) ORDER BY shipment_request_date DESC LIMIT
--?
```

with the following array to fill in the ? in the fragment:

```
[2020-05-10 00:00:00 +0000 UTC 2020-12-10 00:00:00 +0000 UTC demo_org %alpha comp% 10]
```

Note: The old search will continue to work as before.

1.16.4 Filtering and Pagination

Refer to the API docs for the GetShipmentsExact operation.
1.16.5 Status

Shipment Status Codes

A shipment request can be edited at any of the states between 1 and 9. From this point on, a shipment request is either processed through to an end state, or set back to state 99.

For information on how address validation affects the success of a shipping request, see the Troubleshooting chapter.
Table 12: Shipment state codes

<table>
<thead>
<tr>
<th>shipment_state_code</th>
<th>Status description (shipment_state_description)</th>
<th>Status message in Console (shipment_state_message)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ShipmentStateIncomplete 1</td>
<td>Shipment request received by YubiEnterprise Delivery system but contained some data that could not be processed.</td>
<td>Incomplete Shipping Request</td>
</tr>
<tr>
<td>ShipmentStateDraft 2</td>
<td>Shipment request is being edited and is not ready for processing.</td>
<td>Draft</td>
</tr>
<tr>
<td>ShipmentStateAwaitingValidation 3</td>
<td>Shipment request received, no validation done yet.</td>
<td>Awaiting Validation</td>
</tr>
<tr>
<td>ShipmentStateProcessingAddress 4</td>
<td>Shipment request locked as it undergoes country check, address validation, sales tax rate lookup (US), DPL check.</td>
<td>Processing</td>
</tr>
<tr>
<td>ShipmentStateAddressValid 5</td>
<td>Shipment request address has been validated, ready to be picked up by fulfillment processor.</td>
<td>Accepted for Fulfillment</td>
</tr>
<tr>
<td>ShipmentStateAddressInvalid 6</td>
<td>Shipment request address is invalid but an alternative address has been found and suggested.</td>
<td>Incomplete</td>
</tr>
<tr>
<td>ShipmentStateAddressFail 7</td>
<td>Shipment request address could not be validated and no alternative could be found for suggesting.</td>
<td>Address is undeliverable or could not be understood</td>
</tr>
<tr>
<td>ShipmentStateError 8</td>
<td>Shipment request has failed processing due to</td>
<td>Error: Processing Error, contact Support</td>
</tr>
</tbody>
</table>
(1) Refer to *Timing* for cutoff times.

(2) Incomplete Address: Secondary line information such as apartment (apt), suite, unit is missing. Therefore it is not possible to guarantee delivery to the correct recipient.

(3) Address is Undeliverable or could not be understood: The address is either not physically deliverable or it could not be resolved to a real location.

(4) Any shipping request with a recipient name and/or address found on the US government’s DPL (Denied Parties/Persons List) cannot be fulfilled.

**Shipment Status Messages**

These error messages accessible via the API tell you why a given shipment request was unsuccessful. It is worth reviewing them before making any shipping requests in order to see what sort of issues might arise and thereby avoid them in the first place.

In the Explanation column, the source of the message is given: YubiEnterprise Delivery system for internal messages, US Validation for the US Postal Service, and finally, International Validation. Messages originating from the last two are simply passed on to you by YubiEnterprise Delivery.

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><code>InventoryProductId</code> not specified for <code>ProductId %d</code></td>
<td>See <em>Shipping to Multiple Addresses: Bulk Shipments</em></td>
</tr>
<tr>
<td><code>ProductId %d</code> - <code>ShipmentStateError</code></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Too many keys in shipment - <code>TotalKeysShipped %d &gt; %d</code></td>
<td>See <em>Recipient Information</em></td>
</tr>
<tr>
<td><code>TotalKeysShipped %d</code> - <code>ShipmentStateError</code></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Not enough Inventory for Shipment - <code>ShipmentStateError</code></td>
<td>See <em>Purchase Orders</em></td>
</tr>
<tr>
<td><code>ShipmentStateError</code></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Re-enter the address differently; some parts of it are invalid.</td>
<td>See <em>Troubleshooting</em></td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is invalid.</td>
<td>See <em>Troubleshooting</em></td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is valid.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>Remove the ‘secondary unit designator’ (apt, suite, department, etc.) because it is superfluous.</td>
<td>Remove the apartment number, unit, etc.: it is considered wrong or unnecessary.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
</tbody>
</table>

*continues on next page*
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter second line information (apartment, unit, etc.). The information in the primary line is not specific enough.</td>
<td>Add the apartment number, unit, etc.</td>
</tr>
<tr>
<td>The address is a valid military address.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td>The address is a valid General Delivery address where individuals without permanent addresses can receive mail.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td>The address is valid. An organization such as a government agency can have its own zipcode because it receives a large volume of mail.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td>Enter a street number; for example, for Yubico “Lytton Ave” alone is not sufficient, it needs to be “530 Lytton Ave”.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” is missing.</td>
</tr>
<tr>
<td>Enter a valid street number.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” not valid.</td>
</tr>
<tr>
<td>Enter a PO Box, Rural Route, or Highway Contract number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a valid PO Box, Rural Route, or Highway Contract box number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter the Private Mailbox (PMB) identifier or the # sign, followed by the PMB number.</td>
<td>PMB number is Private Mailbox Number</td>
</tr>
<tr>
<td>This address is not eligible to receive mail.</td>
<td>US Validation</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The address is that of a Commercial Mail Receiving Agency (CMRA) a private business that accepts mail for recipients, and the required private mailbox information is present.</td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is missing some important secondary line information (apartment, unit, etc).</td>
<td>No further explanation required. International Validation</td>
</tr>
<tr>
<td>Mail is unlikely to arrive at this destination - please verify input.</td>
<td>No further explanation required. International Validation</td>
</tr>
<tr>
<td>This street could not be found within the city or postal code.</td>
<td>No further explanation required. International Validation</td>
</tr>
<tr>
<td>Invalid OrganizationId for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country Code not set for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country could not be found from CountryCode2: %s</td>
<td>Country code entered is not in YubiEnterprise Delivery system list</td>
</tr>
<tr>
<td>Shipment has no shipment items</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>DeliveryType not set for Shipment, defaulting to 1 - normal</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid DeliveryType %s for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>InventoryType not set for Shipment, defaulting to 1</td>
<td>YubiEnterprise Delivery system</td>
</tr>
</tbody>
</table>

continues on next page
Table 13 – continued from previous page

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>InventoryType %s not valid set for Shipment</td>
<td>You cannot use this InventoryType for this shipment - YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Negative quantity entered for ShipmentItem with ProductId=%d</td>
<td>You set the quantity of the specified ProductID to be shipped to less than zero.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid ShipmentProductQuantity for ShipmentItem %d</td>
<td>You probably do not have sufficient inventory.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid ShipmentProductLineCost for ShipmentItem %d</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid Shipment - Total keys in shipment greater than 500</td>
<td>You cannot ship more than 500 items at once.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment has zero total item quantity</td>
<td>The number of items to be shipped must be &gt; 0.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>US Address is missing the state name/abbreviation in region field</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Bad ProductId in ShipmentProduct for NewShipmentProduct</td>
<td>ProductID is wrongly specified or invalid.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Input for %s exceeded limit of %d characters</td>
<td>Specified field cannot accept the number of characters that were entered.</td>
</tr>
<tr>
<td></td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment of these products to this country using this delivery type is</td>
<td>Shipment request contravenes one or more business rules.</td>
</tr>
<tr>
<td>not supported</td>
<td></td>
</tr>
<tr>
<td>For more information, see Delivery Policies.</td>
<td></td>
</tr>
<tr>
<td></td>
<td></td>
</tr>
</tbody>
</table>

- See the USPS FAQ.
Response Request Status Codes

The responses to your requests indicate what is happening on the server side. Below are the common status codes in responses from the YubiEnterprise Delivery API, and what they mean.

Table 14: Status codes

<table>
<thead>
<tr>
<th>Code</th>
<th>Meaning</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>200</td>
<td>OK</td>
<td>The request was successful and the response body contains the representation requested</td>
</tr>
<tr>
<td>302</td>
<td>FOUND</td>
<td>A common redirect response; this will redirect to the OAUTH login page</td>
</tr>
<tr>
<td>400</td>
<td>BAD REQUEST</td>
<td>API validation failed for the request</td>
</tr>
<tr>
<td>403</td>
<td>FORBIDDEN</td>
<td>API denied permission to fulfill the requested resource</td>
</tr>
<tr>
<td>404</td>
<td>NOT FOUND</td>
<td>The requested resource was not found</td>
</tr>
</tbody>
</table>

1.16.6 Deprecated APIs

The following table lists deprecated APIs related to listing, tracking, searching, and status for shipment requests. For more information, see Deprecated APIs: Overview.

Shipping Requests: Listing, Tracking, Searching, Status etc.

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET /shipments</td>
<td>GET /shipments_exact</td>
</tr>
<tr>
<td>POST /shipments</td>
<td>POST /shipments_exact</td>
</tr>
<tr>
<td>GET /shipments/{shipmentId}</td>
<td>GET /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>PUT /shipments/{shipmentId}</td>
<td>PUT /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>DELETE /shipments/{shipmentId}</td>
<td>DELETE /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>/UpdateShipmentById</td>
<td>shipments_exact/{shipment_id}</td>
</tr>
<tr>
<td>/organization/update-setting</td>
<td>None</td>
</tr>
</tbody>
</table>

To file a support ticket for YubiEnterprise Delivery, click Support.
1.17 API: Best Practices and FAQs

The following best practices are specific to the YubiEnterprise Delivery API. For general best practices, troubleshooting and FAQs for the YubiEnterprise Console, see *Best Practices and Troubleshooting* and *General FAQs*.

1.17.1 Controlling Access to your Accounts

API tokens are used by API caller accounts for authentication when integrating applications with the YubiEnterprise Delivery service.

- Protect access to the API token, because whoever is in possession of the token is authorized to perform API operations for your organization.

- Accounts that use machine tokens should have the Admin role, not the Owner role. This reduces the risk if the token is compromised, since the token has only the permissions associated with its role.

- The fact that API tokens can easily be issued and revoked helps to assure the security of accounts that use machine tokens.

- To handle machine token expiry, we recommend using the API (/auth/machine-token) to renew the API token. Ideally, logic should be put in to renew by calling the API to get a new token before the existing one expires.

- If a user is removed from an organization and has a token in that organization, the token is revoked. If a user is suspended, all tokens are revoked. The tokens are left untouched if the user is reset or the password is reset.

- Before an API token expires, the system generates and sends a notification to the associated email address. The email notifies that the token will expire in 7 days/1day and will not be accepted by our system after that.

1.17.2 Managing API Tokens

The following section describes how to create and delete API tokens, and regenerate them before they expire.
Generating API Tokens

1. In the Console, click the organization name in the top left corner.

:: ACME Inc

1. Select Generate API token. The Manage API token dialog appears showing the generated API token.

2. Make a copy of the token and store it in a secure location. The token is shown only at this time, if you navigate away from the dialog you will no longer be able to view it.

3. Click I have saved my token to close the dialog.

Note: The API token is tied to an account AND an organization. If a token does not exist for an account/organization, the menu option under the organization name will be Generate API token. If a token exists for an account/organization, the option will be Manage API token.

Notification of API Token Expiry

API tokens expire one year after generation. Since a user (API caller) can have only one API token at a time, you must have a plan to roll-over to a new API token before the old one expires.

The system automatically emails notification that the API token will expire:

- 7 days beforehand
- 1 day beforehand
- On the day of expiry

The notification is emailed to:

- The user (holder) of the API token
- The Console Owner (account owner, in cc)

For more information about user roles, see Roles and Permissions.

Note: API tokens are only valid for one year at the time. Generating a new API token can be done at any time, and the generation of a new token will invalidate the old one. Tokens are bound to a user within an organization. If an
application is using an API token generated by user A, then user B generating a new API token will not revoke the
token generated by user A.

Revoking and Deleting API Tokens

An account can have 0 or 1 API access (machine) tokens. Once you have a token, it must be revoked and deleted before
you can get a new one - *even if the old one has expired*.

- **From the API:** The GET /auth/machine-token request revokes any existing tokens and creates a new machine
token. Note that this could cause outages since GET in this instance is not a safe idempotent operation.

- **From the Console:** While logged in to the Console as the user with the relevant API token, click the organization
name and select Manage API token. Click Revoke and delete active API token. Once you revoke and delete
the old token, the button to generate a new token appears.

1.17.3 Deprecated APIs

Deprecated APIs are not maintained and will eventually be removed. Ensure that your implementation is not using a
deprecated version of the API. For information, see Deprecated APIs: Overview.

1.17.4 API: FAQ

Q. Who should use the API?
A. Customers of YubiEnterprise Delivery.

Q. Does Yubico charge for API calls?
A. No.

Q. How do I get access to the API?
A. Get login credentials from the YubiEnterprise Delivery account owner in your organization, and see Onboarding
Workflow.

Q. How should I set up an account to call the API?
A. After you have been given a YubiEnterprise Delivery account, follow the instructions in API Onboarding Play-
book.

Q. How do I test the API?
A. In the API Onboarding Playbook in the current guide, see YubiEnterprise Delivery Self-Service Web Portal and
API: ServiceNow Integrations.

Q. How do I revoke an API token?
A. See Revoking and Deleting API Tokens above.

Q. Where do I go if I need help?
A. Get help now from our support team: to file a support ticket for YubiEnterprise Delivery, click Support, or reach
out to the customer success representative who was assigned to your company.

Q. Can I get notification of YubiEnterprise Delivery API changes?
A. Subscribe to the Yubico Developer Program mailing list. Go to https://www.yubico.com/why-yubico/
for-developers/developer-program/. Although this page looks as if it is just for a coupon, it is actually the sign-up
page for the mailing list.
YubiEnterprise Services

Q. Does the country code look-up API return the countries to which Yubico can ship, or does it return all countries in the world?

A. It returns all the countries in the world. Currently we can ship only to the countries named in Delivery Policies.

Q. Do I need to validate addresses via the API prior to submitting them?

A. “Pre-qualifying” the address does not eliminate the address validation step. Every shipping request is sent for address validation. Status is updated when address validation is complete. Once the request reaches the “Accepted for Fulfillment” status, it has passed the address validation phase. If the status is “Incomplete Address”, edit or delete the request. See Reviewing Incompletes.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.18 API: ServiceNow Integrations

1.18.1 Introduction

ServiceNow IntegrationHub is a centralized location to build and manage integrations. It is made up of a series of “spokes,” self-contained, scoped applications that contain all of the artifacts that make up an integration, primarily “Actions”.

With the aid of the following example, we will demonstrate how to integrate the YubiEnterprise Delivery API into a ServiceNow spoke in order to enable your end users to order YubiKeys from your organization’s inventory with just a few clicks.

This guide will cover:

1. How to add a YubiKey to your service catalog
2. How to configure your form to send a request to the YED API to create a shipment
3. How to send shipment tracking information to your end user

1.18.2 Step-by-step Guide

The YubiEnterprise Delivery for ServiceNow Tutorial will walk you through configuring your custom spoke.

Considerations

The aim of this guide is not to create a production-ready prototype, but instead to familiarize you with ServiceNow and the method of integrating it with YubiEnterprise Delivery. Below are a few of the considerations to keep in mind to ensure the success of your integration.

Policies to prevent abuse
This demo will allow a user to request shipment of as many keys as they desire. Additional logic will need to be built in to limit the number of shipment requests based on your requirements.

Selectable security Key
This demo is configured to order the YubiKey 5 NFC, and can be extended a variety of ways to allow different keys.
Error handling
There is one section in this guide that describes handling methods if an error is sent during the initial order. For a production deployment, there are a variety of different error cases that should be considered such as low inventory, shipment failure, undeliverable address, etc.

Auto-filling address
Currently this guide assumes that the user will be shipping their key to the address listed in ServiceNow. The catalog item may need to be extended to allow the user to input their personal address (for example, if they are not located at one of your main offices). You may want to consider leveraging the YubiEnterprise Delivery Verify Address API to allow your users to correct any address errors prior to submitting a shipment request.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.19 Customizations

YubiKeys can be customized, for example pre-programmed to meet specific needs for an organization. YubiKeys can also be pre-registered with end-user-specific credentials using the FIDO Pre-reg service. For more information, see Shipping Pre-registered Keys. For information about customization services, contact Yubico.

When you order a YubiKey with custom configuration, a Customization ID is used to represent the applicable customization included in the final product that you will receive. The Customization ID is unique for a configuration but is not specific for a key model (form factor). You can associate a Customization ID with a more user-friendly Customization label of your own choice.

A Customization ID can be associated with multiple organizations. An organization can for example have sub-entities in different countries to which they want to ship keys with a specific configuration.

The Customization ID is needed for example when configuring the shipment request workflow for ordering shipment of pre-registered YubiKeys.

1.19.1 Viewing Customizations

To view available customizations for your organization, click Customizations in the left menu. The Customizations page appears providing an overview of customizations for your organization.

Note: The Customizations page is only visible if your organization has at least one associated Customization ID. If your organization is not using custom keys, you will not see this page.
The Customizations page displays the following information:

- **Customization ID** - The unique ID for a specific customization.

- **Customization label** - A user-friendly name associated with the Customization ID. See *Adding Customization Labels*.

- **Status** - The state of the customization record. Can be one of the following:
  - **Approved** - Custom configuration is ready to be added to sales orders.
  - **Active** - Custom configuration is in use for order fulfillment.
  - **Decommissioned** - Custom configuration is discontinued and is no longer fulfillable.

- **Actions** - Options for adding and editing customization labels and viewing the change history.

Use **Search** and **Filters** to filter the list by one or more fields to locate a specific customization ID to view its details.

### 1.19.2 Adding Customization Labels

The Customization ID consists of a string of numbers and letters. To make it easier for users to identify a specific customization, Console Owners can add user-friendly Customization labels to Customization IDs associated with their organization.

Customization labels can be shared between organizations, for example if your company has sub-entities in different countries to which you want to ship custom YubiKeys. Customization labels can be viewed by all organization members, but only organization Console Owners can add and update labels. Yubico can view but not update Customization labels.

To add or edit a Customization label for a Customization ID, do the following:

1. Click **Customizations** in the left menu to open the **Customizations** page.
2. Click the **Edit (pencil)** icon in the **Actions** column for the desire Customization ID.
3. Add the desired customization label, for example “YubiKey 5 NFC sales offices”.
4. Click **Save**.

**Note:** If a Console Owner for an organization updates a customization label, the change will be reflected in all organizations associated with that specific Customization ID.

Customization labels will also be displayed on *purchase orders*, *shipment details*, and *refunded shipments*. If no Customization label has been added, the Customization label column is empty.
Viewing Change History

To view the change history for a customization label for example for auditing purposes, click the clock icon for the desired Customization label in the Customizations page. The history information includes the date when a change was made, the updated customization label, and the email of the user that made the change.

1.19.3 Viewing Customization Details

For FIDO Pre-reg (pre-registered keys) type of shipments, you can view customization details associated with each key in a specific shipment. The information includes serial number and firmware version, and is displayed after the shipment has been processed by Yubico Fulfillment Center and the shipment is moved to state “Shipped: in Transit”.

To view customization details for custom keys in a shipment, do the following:

1. Click All shipments in the left menu.

2. Click the ID for a shipment of type “AUTO FIDO PRE-REG” for which you want to see customization details. Ensure that the selected shipment is in state “Shipped: in Transit” or later.

3. In the Shipment details page, scroll down to the Item details section and click Details in the Action column for the applicable key model to expand the view.

<table>
<thead>
<tr>
<th>Inventory product type</th>
<th>Product name</th>
<th>Customization ID</th>
<th>PO reference</th>
<th>Quantity</th>
<th>Cost per item</th>
<th>Cost</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>Advanced - Standard - Primary</td>
<td>YubiKey 5 NFC</td>
<td>test00</td>
<td>directBBB</td>
<td>1</td>
<td>$55.00</td>
<td>$55.00</td>
<td>Details</td>
</tr>
<tr>
<td>Advanced - Standard - Primary</td>
<td>YubiKey 5C NFC</td>
<td>qwere</td>
<td>directBBB</td>
<td>15</td>
<td>$55.00</td>
<td>$825.00</td>
<td>Details</td>
</tr>
</tbody>
</table>

The following information is displayed:

- **Serial No.** - A unique number identifying a pre-registered key.
- **Firmware** - The version number for the firmware used on the pre-registered key.

Each customization has its own Customization ID identifying the type of customization applied to the keys. In the example above, the shipment request contains a total of 16 keys of models “YubiKey 5 NFC” (one key) and “YubiKey 5C NFC” (15 keys).
**Finding a Customized Shipment**

To locate a shipment containing specific customizations, you can filter shipments on serial number and firmware version, if you know this information. This is useful for example to view the status of a specific shipment request.

On the **All shipments** page, click **Filters** and enter values in the **Serial No.** and/or **Firmware** fields.

![All shipments filter interface](image-url)
Viewing Customizations in Refunds

Just as for other types of shipments, you can view refunds for customized shipments. If the refunded shipment includes custom keys, the Customization IDs are listed in the **Refunds** section of the **Shipment details** page.

<table>
<thead>
<tr>
<th>Inventory product type</th>
<th>PO reference</th>
<th>Refund quantity</th>
<th>Product name</th>
<th>Customization ID</th>
<th>Cost per item</th>
<th>Tax per item</th>
<th>Wt per item</th>
<th>Refund date</th>
<th>Refunded amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard products</td>
<td>N/A</td>
<td>100</td>
<td>YubiKey 5 NFC</td>
<td>qwqwe</td>
<td>$0.30</td>
<td>$0.00</td>
<td>$0.00</td>
<td>May 7, 2024</td>
<td>$10.00</td>
</tr>
<tr>
<td>Shipping</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>--</td>
<td>May 7, 2024</td>
<td>$83.62</td>
</tr>
<tr>
<td>Refund total</td>
<td>100</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td>$93.62</td>
</tr>
</tbody>
</table>

For more information, see [Viewing Processed Refunds](#).

To file a support ticket for YubiEnterprise Delivery, click [Support](#).

### 1.20 User Management

The initial **Console Owner** for an organization using YubiEnterprise Services is set up by YubiEnterprise Services customer support during onboarding. The initial owner then sets up additional YubiEnterprise Console users for the organization.

**Note:** Ensure your organization has at least two Console Owners. That is the only role that can perform password and account resets for users who have been locked out. If your organization only has one Console Owner and that person locks themselves out or leaves your organization, you must contact Yubico to set up a new Console Owner which might delay shipment requests.

Each user in an organization has a single account, the username for which is their email address. Via email, the user is asked to complete the setup of their account by setting a password and registering a YubiKey (the WebAuthn credential). For more details, see [Onboarding Workflow](#).

In the case of a multinational organization shipping YubiKeys to both the EU and the US, two separate organizations will be set up. Even if the same person is the Console Owner for both, there is a separate account for each.

#### 1.20.1 Viewing Users

In the **Console**, click [Settings > Users](#) to open the **Users** page. What you see here depends on your role. You can only access user information through the **Customer** view with either the **Console Owner**, **Console Admin**, or **Console Auditor** role. Only Console Owners can edit or delete users, Admins and Auditors can only view the user information.

For distributor and reseller types of organizations, there are also **Distributor** and **Reseller** roles that control permissions for these users. For more information, see [Roles and Permissions](#).
Customer/Console Owner view of Settings

The following user information is displayed:

- **Email** - Email address used to log in to the Console.
- **Roles** - The role that the user has in the system, see Roles and Permissions.
- **Last login** - Date and time when the user was last logged in, for example “2024-06-12T06:20:18Z”.
- **State** - The state of the user’s account, for example “Active”, see User Account States.
- **MFA** - Indicates whether the user has enabled multi-factor authentication (tick) or not (x).
- **Password** - Indicates whether the user has set a password (tick) or not (x).
- **Actions** - Icons for editing or deleting users, only for Console Owners.

### 1.20.2 Adding or Deleting Users

**Note:** Adding or deleting users can only be done from the Customer view by a Console Owner.

Do the following to **add** a user:

1. On the Settings > Users page, click **Add new member**. The Add new member dialog appears.
1. Enter the new user’s email address and select a role - **YubiEnterprise Console Owner**, **Admin**, or **Auditor**. If your organization is a distributor or reseller you will also have options to assign **Distributor** or **Reseller** roles to your users. For more information, see [Distributor Role](#) and [Reseller Role](#).

2. Click **Save**.

For each new user, the system generates the following email inviting the user to register:

```
From: no-reply@yubico.com
Date: Sep 10, 2020, 12:34 PM -0700
To: <new-user@example.com>
Subject: Welcome to YubiEnterprise!

**Please activate your account**

Hi,

Your system administrator has created a YubiEnterprise Delivery account for you. To help you get started with YubiEnterprise Delivery Console, please see Yubico’s ‘Getting Started’ video.

Click the following link to activate your account:

**Activate your YubiEnterprise account**

This link expires in 7 days.

Your username is: <new-user@example.com>
```

(continues on next page)
This is an automatically generated message from Yubico. Replies are not monitored or answered.

Do the following to delete a user:

1. On the Settings > Users page, click the trashcan icon on the line for the user you want to delete.
2. Click Remove user in the confirmation dialog that appears.

### 1.20.3 Managing Your Account

To manage your account settings, click on your user icon in the upper right corner and select Manage credentials to open the Account page.

#### Managing Login Credentials

To change your password, enter your current password and desired new password in the Change password section of the Account page. When done, click Change password.

If you forgot your password, a Console Owner needs to reset your password. You will receive an email with a link and instructions for creating a new password.

#### Switching Organizations

If you have login credentials for more than one organization, you can switch between them from the more options menu in the top left corner. Click the organization name to open the menu, then select the name of the desired organization to open the dashboard for that organization.
Adding WebAuthn Credentials

From the WebAuthn credentials section in the Account page you can manage WebAuthn credentials and security keys for your account.

<table>
<thead>
<tr>
<th>WebAuthn credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enroll backup YubiKeys or delete an existing credential. At least one WebAuthn credential must always be present.</td>
</tr>
<tr>
<td>Your registered WebAuthn credentials:</td>
</tr>
<tr>
<td>YubiKey 5 Series with NFC</td>
</tr>
<tr>
<td>Last used: February 02 2024, 1:57 PM</td>
</tr>
<tr>
<td>YubiKey 5 Series with Lightning</td>
</tr>
<tr>
<td>Last used: October 31 2023, 4:11 PM</td>
</tr>
<tr>
<td>Add</td>
</tr>
</tbody>
</table>

To register a security key, click Add and follow the instructions in the dialog that appears. Registered keys will appear in the list of WebAuthn credentials.

To change the name of an existing key, click Edit, make your changes, and click Save. To remove a key from your account, click Remove.
Lost or Reset YubiKey

If you lose or reset your YubiKey, you can no longer log in to the Console. If this happens, you must contact a Console Owner for your organization to have your account reset as described in Account Recovery and Password Reset. When you acquire a replacement security key, you can then log in and register that second key.

Important: It is strongly recommended to register at least one other YubiKey at the same time as the first one, and to keep your YubiKeys in a safe place. For more information, see Spare YubiKeys.

Account Recovery and Password Reset

Note: Only Console Owners can manage account recovery, do password resets, and change user roles.

Do the following:

1. Go to the Settings > Users page.

2. Click the pencil icon on the line for the user you want to edit. The Edit member page appers.
3. You can do the following changes:
   - **Reset user** - Enable user account recovery, for example in case of a lost YubiKey.
   - **Reset password** - Reset a user’s password, sufficient if the user still have their YubiKey.
   - **Change role** - Update a user’s role.

4. Click **Save**.
Managing API Tokens

An API token is used by an API caller account for authentication when integrating applications with the YubiEnterprise Delivery service. For information on how to generate and manage API tokens, see Managing API Tokens.

1.20.4 Roles and Permissions

In addition to the Console Owner, Console Admin and Console Auditor roles for Customer (account) organization members, there are also Reseller and Distributor roles. These provide access to specific views for distributors and resellers to view their customers’ purchase orders and inventories.

A Console user can have one or none of the organization member roles, and may have one or both of the Distributor and Reseller roles. All organizations must always have at least one Console Owner, and can have one or more users with the Console Admin or Console Auditor roles.

An organization can for example be both a Customer ordering keys for its own employees, and a Reseller selling keys to end customers. This scenario requires at least one user with the Console Owner role for the organization, and the Reseller role for one or more users in the organization.

The following section describes the different roles and their permissions in more detail.

Customer Roles

The table below describes the permissions for the Console Owner, Console Admin and Console Auditor roles for a Customer (account) organization.

<table>
<thead>
<tr>
<th>Permission</th>
<th>Owner</th>
<th>Admin</th>
<th>Auditor</th>
</tr>
</thead>
<tbody>
<tr>
<td>Add/delete organization members</td>
<td>yes</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Change member roles</td>
<td>yes</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Reset member login credentials</td>
<td>yes</td>
<td>no</td>
<td>no</td>
</tr>
<tr>
<td>Create/edit shipment requests</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Correct shipping addresses</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>View shipments/purchase orders/org settings</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Manage personal login credentials</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>View other roles’ details</td>
<td>yes</td>
<td>yes</td>
<td>yes</td>
</tr>
<tr>
<td>Generate API token</td>
<td>yes</td>
<td>yes</td>
<td>no</td>
</tr>
<tr>
<td>Download CSV files</td>
<td>yes</td>
<td>no</td>
<td>no</td>
</tr>
</tbody>
</table>

Console Owners, Admins, and Auditors can all view the names, email addresses and assigned roles of organization members displayed on the Settings > Users page.
Note: Only the end customer can view the Personally Identifiable Information (PII) entered for creating shipment requests. Neither the distributor nor the reseller can view the PII entered by their end customers for creating shipment requests.

In order to view Personally Identifiable Information (PII), new and existing users must accept the applicable terms and conditions when they log in for the first time after the release of YubiEnterprise Services 2.4.0.

**Distributor Role**

The Distributor role is used by organizations that sell Yubico products to resellers. As a user with the Distributor role, you have access to the *Distributor view* where you can monitor end customers’ product inventory and activities in your reseller network.

Note: The Distributor role does not provide permission to view or manage user information.

The Distributor view lets you access the **Settings > Resellers** page where you can provide access for your resellers to view purchase order information.

To allow your resellers to access purchase order information for end customers, set the **View purchase orders** toggle to “on” for the desired reseller. This setting also enables resellers to allow their *end customers to access purchase order information*. To *revoke* access to purchase order information, set the toggle to “off”.

**Important:** If you disable this access for a reseller, then neither that reseller nor their end customers can see any inventory purchased through this reseller.

As a Console Owner for a distributor organization, you can assign the Distributor role to users from your organization. When adding a user as described in *Adding or Deleting Users*, you will see the option for assigning the Distributor role in the **Add new member** dialog.

1.20. User Management 165
Add new member

Email *

firstname.lastname@company.com

Distributor view
- None
- Distributor

View orders where organization is listed as “Distributor”.

Customer view
- None
- YubiEnterprise Console Owner
- YubiEnterprise Console Admin
- YubiEnterprise Console Auditor

For user management and viewing orders not subject for resale.

Save  Cancel

Select at least one view.

**Reseller Role**

The Reseller role is used by organizations that sell Yubico products to end customers. As a user with the Reseller role, you have access to the **Reseller view** where you can monitor end customers’ product inventory and purchase orders.

**Note:** The Reseller role does not provide permission to view or manage user information.

The Reseller view lets you access the **Settings > Customers** page where you can provide access for customers to view purchase order information.
To let a customer access purchase order information, set the View purchase orders toggle to “on” for the desired customer. To revoke access to purchase order information, set the toggle to “off”.

**Important:** If you disable this access for a customer, this customer will not be able to see any inventory purchased from you. If a distributor is involved, the distributor must also first enable this setting for you as a reseller, in order for your end customer to see the purchase order information.

As a Console Owner for a reseller organization, you can assign the Reseller role to users from your organization. When adding a user as described in Adding or Deleting Users, you will see the option for assigning the Reseller role in the Add new member dialog.
1.20.5 User Account States

All Console users have one of the following account states. To view a user’s account state, click Settings > Users, locate the desired user, and view the State column.

Invited
The user has been emailed a login link for the system, but they have not yet done so and thereby activated their account. Most users have this state initially.

Active (demo mode)
The user has activated their account, but they have not yet registered a WebAuthn credential such as a YubiKey. Console activity is restricted to the activities described in Onboarding Workflow.

Active
The user has activated their account and registered a WebAuthn credential.

Account Reset
A Console Owner can do this if a user’s account has been compromised. The user state remains as “Account Reset” until the user follows the instructions in the Account Reset email sent by the system.
Deactivated
The user has been removed from all organizations, and they can no longer log in to the Console. All associated access tokens have been revoked. Console Owners can add the user to the organization again at a later date.

Suspended
If a user becomes a security concern, disable system access for that user by contacting YubiEnterprise Support to have the user suspended. Any API token the user has is deleted, and their login credentials are temporarily invalidated.

• If a suspended user tries to log in, they get the “userID/password invalid” message.
• Only Yubico can suspend a user and only Yubico can lift such a suspension.
• Although all access tokens are revoked, the user remains associated with their organization, so that if the suspension is lifted, Console Owners are not required to recreate the affected user.
• All owners of the suspended user’s organization receive an email notifying them that this user is suspended and they must contact YubiEnterprise Support to have the suspension lifted.

1.20.6 SSO: Single Sign-On

Single-sign-on (SSO) is an authentication method that enables users to use a single set of credentials to access multiple applications and services securely. Employers frequently use SSO to safeguard their resources and streamline work processes by enabling employees to access a whole range or subset of applications and platforms without having to log in to each one separately. Most employees of an enterprise have already encountered SSO by logging in to a service provider using the enterprise’s Identity Provider (IdP), for example, Azure AD, Google for Workgroups, or Okta.

YubiEnterprise Services supports SSO. For an organization with SSO enabled, users do not have to register. Although they are added the same way as non-SSO-enabled users, instead of remaining in the Invited state until they follow the emailed instruction to register a security key, they are immediately added to the organization in the Active state. They can therefore use the service-provider-initiated login link to log in to the Console. For details, see Single Sign-On (SSO).

To file a support ticket for YubiEnterprise Delivery, click Support.

1.21 Single Sign-On (SSO)

Single-Sign-On (SSO) lets users log in once with a single ID to multiple related software systems. The Security Assertion Markup Language (SAML) open standard is designed to deliver a seamless user experience through SSO flows.

A service provider (SP) provides services to end users and rely on an identity provider (IDP or IdP) to verify a user’s identity. SSO through SAML can be initiated by an IDP (IDP-initiated SSO) or an SP (SP-initiated SSO).
1.21.1 Supported SSO Initiation Forms

With the release of YubiEnterprise Services 2.4.0, both IDP- and SP-initiated SSO are supported. Console Owners can enable IDP-initiated SSO from the YubiEnterprise Console. For more information, see SSO Enablement.

IDP-initiated SSO

The IDP authenticates users when they present their credentials so that those users can then access other websites and applications (relying applications). The SAML flow for an IDP-initiated SSO is as follows:

1. When the IDP and SP established SSO trust, they shared a private key.
2. The user’s identity is sent by the IDP to the SP in the form of a SAML assertion signed with the private key.
3. To retrieve the SAML Assertion securely, the IDP uses the user’s browser or a reference that the SP can use.

SP-initiated SSO

Service providers rely on an IDP to store the user’s information (including attributes for the particular service requested), and make authentication decisions based on that information.

SP-initiated SSO comes into play when a user tries to access an application at the SP end without having first authenticated with an IDP. In this case, the SAML flow is as follows:

1. In the absence of an active browser session, the SP redirects the user to the IDP to request authentication.
2. The user’s identity is sent by the IDP to the SP in the form of a SAML assertion signed with the private key.
3. If the SP supports SSO from multiple IDPs, it can determine which IDP to use by:
   - Requesting the user to enter additional information.
   - Showing the user the list of supported IdPs so the user can select the right one.
   - Using a resource URL specific to a specific IDP.
   - Restoring an IDP cookie in the user’s browser session from initial IDP login.
4. Upon receipt of the SAML assertion, the SP validates the signature using the public key and presents the user with its landing page as if the user had logged in with the usual credentials instead of SSO.

1.21.2 Logging in Using SSO Only

SSO enablement introduces a new category of user: those who are able to log in only via SSO. Users added after SSO is enabled fall into this new category, while users enrolled prior to SSO enablement will still be able to log in with username and password.

Important: Users that were enrolled before enabling SSO can still log in with their credentials but only to perform SSO management actions. For other Console actions they need to authenticate via SSO. This permission setup prevents users from locking themselves out for example if they have forgotten their password, then log in with SSO and accidentally misconfigure or disable SSO, in which case they would be locked out.

If SSO is disabled, none of the users added after SSO is enabled will be able to log in. For more information, see Disabling SSO. API tokens are not affected by SSO enablement or disablement.
**Note:** Only a single organization at a time can be logged into with SSO. A user who is a member of multiple organizations cannot use SSO-logged-in sessions to switch between organizations. If a user needs to switch from one SSO-enabled organization to another, they must log out of the first organization and use the login link supplied by the SP for the second organization.

See also *Managing Passwords with SSO*.

### 1.21.3 Permissions and SSO

#### Table 15: **Console permissions with and without SSO**

<table>
<thead>
<tr>
<th>Capability</th>
<th>Logging in with SSO</th>
<th>Logging in with credentials</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Status</strong></td>
<td>Users invited to join the Console go into the <strong>Active</strong> state and can log in immediately via the SP’s SSO login link.</td>
<td>Users invited to join the Console without SSO go into the <strong>Pending</strong> state until they enroll their credentials.</td>
</tr>
<tr>
<td><strong>Login Redirect</strong></td>
<td>None: not applicable</td>
<td>If SSO has been enabled, users who log in using credentials will be redirected to log in via SSO.</td>
</tr>
<tr>
<td><strong>Console Operations</strong></td>
<td>All are permitted (for example shipment request creation, listing POs, inviting users etc.) except configuring SSO and updating credentials.</td>
<td>No operations other than configuring SSO (by Console Owner) and updating credentials are permitted.</td>
</tr>
<tr>
<td><strong>Credential Update</strong></td>
<td>Not permitted; credential management page is inaccessible.</td>
<td>All roles can update their credentials: change password, edit, delete, and add new YubiKeys.</td>
</tr>
<tr>
<td><strong>SSO Configuration</strong></td>
<td>Not permitted for any role.</td>
<td>Console Owners may configure SSO.</td>
</tr>
</tbody>
</table>
1.21.4 SSO Enablement

The sections below describe how to configure and enable SSO for different identity providers. Console Owners can enable IDP-initiated SSO by logging in to the Console with credentials, going to Settings > SSO, and selecting Allow IDP initiated single sign-on.

**Requirements**

To enable SSO integration you need to:

- Use SAML 2.0 with Azure AD or Okta or Google Workspace as your IDP. Other IDPs are likely to be compatible, but are not supported. For more information, see Enabling SSO for Other IDPs.
- Have owner, admin, or super-admin access to the SSO app in your IDP account for permissions to manage the SAML configuration and users.
- Know how to enable, edit and disable your IDP’s SSO offering.
- Be able to share the SSO link with the Console users in your organization out-of-band after SSO is enabled, this is not something that the system does automatically.
- Be a Console Owner in the Console.
- Be able to log in to the Console with username/password and a registered YubiKey (via credentials, not SSO).
Known Limitations

- Since Console users invited after SSO enablement are not required to have username and password, they will not be able to log in if SSO access is disabled. These users must be reset to be able to log in using credentials. Resetting a user triggers the system to send the user an email directing them to reset their username/password and register a YubiKey. See Disabling SSO.

- Google Workspace cannot support both the SP-initiated and the IDP-initiated ACS URL at the same time. It is also not possible to set up two different SAML Apps in the same Google Workspace, because Google Workspace enforces SP EntityID uniqueness across all SAML Apps in the workspace.

When IDP-initiated SSO is enabled with the Google Workspace SAML application, the IDP-initiated SSO ACS URL (/realms/y4o-azad/broker/sso/endpoint/clients/idp-initiated) must be configured as the ACS URL in order for the Google Dashboard link to work. When the Google Workspace SAML application is configured with this URL, the IDP will not work with the SP-Initiated flow since the Reply URL (ACS) endpoint does not match what is configured above.

1.21.5 Enabling SSO with Azure AD

This section describes how to enable SSO between Azure AD and the YubiEnterprise Console. These instructions assume that your company’s SAML application has already been created in Azure AD.

Note: The Azure AD SAML Enterprise Application can be made to work with both the SP-initiated and IDP-initiated flows. Configure both the IDP-initiated ACS URL and the SP-initiated ACS URL as valid reply URLs. Make sure to mark the IDP-initiated URL as default.

Copy Entity ID from Console to Azure AD

Step 1
Log in to the Console as Console Owner using credentials (password and MFA), and go to Settings > SSO. The Configure SAML Single Sign-On page appears. Click the copy icon at the end of the EntityID/Identifier field in section 1.

Configure SAML Single Sign-On

Copy this information for your IDP setup. Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.
Step 2
Log in to your Azure tenant https://portal.azure.com/signin/index/.

Step 3
Set up the new application in Azure AD (note that this does not mean “create the new application”) by going to Manage Azure Active Directory and clicking View.

Step 4
From the menu on the left-hand side, select Enterprise Applications. Your company’s Overview page for all applications appears.

Step 5
From the list in the center pane, select the appropriate SAML application. The Overview page for that application appears.

Step 6
Click **Get started** in the second box **Set up single sign on**. The [Name of your organization’s enterprise application] SAML | SAML-based Sign-on page appears.

Step 7

Click the Edit icon for **1 Basic SAML Configuration**. The **Basic SAML Configuration** window appears.

Step 8

Under **Identifier (Entity ID)**, click **Add identifier**. A new field appears.
Basic SAML Configuration

Identifier (Entity ID) *

The unique ID that identifies your application to Azure Active Directory. This value must be unique across all applications in your Azure Active Directory tenant. The default identifier will be the audience of the SAML response for IDP-initiated SAML responses.

Default

https://login....url...

Add identifier

Step 9
Paste what you copied from the Console (in step 1) into the Identifier (Entity ID) field in Azure. If you select Default, this will be the primary identifier sent for IDP-initiated SAML responses.

Step 10
Save your settings by clicking Save in the top left corner of the Basic SAML Configuration Edit window.

Copy Reply URL from Console to Azure AD

Step 1
Log in to the Console as Console Owner using credentials (password and MFA), and go to Settings > SSO. The Configure SAML Single Sign-On page appears. Click the copy icon at the end of the Reply URL (ACS) field in section 1.

Configure SAML Single Sign-On

View instructions for setting up SAML SSO

Copy this information for your IDP setup. Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.

EntityID/Identifier

Reply URL (ACS)

Step 2
Unless you are already logged into Azure and on the Basic SAML Configuration Edit window, log into your Azure tenant https://portal.azure.com/signin/index/ and perform steps 2-7 in Copy Entity ID from Console to Azure AD above.
Step 3
Under Reply URL (Assertion Consumer Service URL), click Add reply URL. A new field appears.

**Basic SAML Configuration**

![Basic SAML Configuration](image)

Step 4
Paste what you copied from the Console’s Reply URL (ACS) field (in “Step 1”) into the Reply URL (Assertion Consumer Service URL) field in Azure. If you select Default, this will be primary and IDP-initiated SAML responses will be sent to this reply URL.

Step 5
In Azure, save your settings by clicking Save in the top left corner of the Basic SAML Configuration Edit window.

**Copy Login URL & Azure AD Identifier from Azure to Console**

Step 1
Unless you are already logged into Azure and on the Basic SAML Configuration Edit window, log into your Azure tenant https://portal.azure.com/signin/index/ and perform steps 2-7 in Copy Entity ID from Console to Azure AD above.

Step 2
In Azure, in section 4 Set up [your company’s] SAML, click the copy icon at the end of the Login URL field.
Step 3
Log in to the Console as Console Owner using credentials (password and MFA), and go to Settings > SSO. The Configure SAML Single Sign-On page appears. Paste the content from the Login URL field in Azure into the IDP login URL field in section 2.

PASTE THE CONTENT FROM THE IDP'S SSO SETUP INTO THE FIELDS BELOW. NOTE THAT EACH IDP HAS DIFFERENT LABELS FOR THESE FIELDS, AND THE SEQUENCE OF FIELDS VARY FROM ONE IDP TO THE NEXT.

**EntityID/Issuer**

https://sts.windows.net...

**IDP login URL**

https://login.microsoftonline.com...

**X.509 certificate (Base64)**

Step 4
Go back to Azure, and in section 4 Set up [your company’s] SAML, click the copy icon at the end of the Azure AD Identifier field.

**Set up [ ] YubiEnterprise Delivery SAML**

You’ll need to configure the application to link with Azure AD.

<table>
<thead>
<tr>
<th>Login URL</th>
<th><a href="https://login">https://login</a>.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Azure AD Identifier</td>
<td><a href="https://sts.windows.net/">https://sts.windows.net/</a></td>
</tr>
<tr>
<td>Logout URL</td>
<td><a href="https://login.microsoftonline.com/">https://login.microsoftonline.com/</a></td>
</tr>
</tbody>
</table>

Step 5
In the Console, in Settings > SSO, on the Configure SAML Single Sign-On page in section 2, paste the content from the Azure AD Identifier field in Azure into the EntityID/Issuer field.
Copy X509 Certificate from Azure AD to Console

Step 1
Unless you are already logged into Azure and on the Basic SAML Configuration Edit window, log into your Azure tenant https://portal.azure.com/signin/index/ and perform steps 2-7 in Copy Entity ID from Console to Azure AD above.

Step 2
In section 3, SAML Certificates, download the Certificate (Base64) by clicking Download.

Step 3
Open the file in a text editor and copy it. You do not need to remove the header and footer lines:
Step 4
In the Console, in **Settings > SSO**, on the **Configure SAML Single Sign-On** page in section 2, paste the certificate content into the **X.509 cert (Base64)** field. (The header and footer in the file will be automatically stripped out when you save.)

Step 5
Click the **Save settings** button at the bottom of the Console page.

**Set Attributes & Claims in Azure AD**

There is always a required claim. Ensure that the name identifier format is **Email address**.

**Step 1**
Unless you are already logged into Azure and on the **Basic SAML Configuration** Edit window, log into your Azure tenant [https://portal.azure.com/signin/index/](https://portal.azure.com/signin/index/) and perform steps 2-7 in **Copy Entity ID from Console to Azure AD** above.

**Step 2**
In section 2, **Attributes & Claims**, click the Edit icon.

**Step 3**
In the **Attributes & Claims** window that appears, click the **Unique User Identifier (Name ID)** in the **Required claim** section.
Step 4

In the Manage claim window that opens, if the Name identifier format is not Email address, select it from the dropdown list.
**Step 5**
Save your settings in Azure by clicking **Save** in the top left corner of the **Manage claim** window.
The **Attributes & Claims** window reappears.

**Step 6**
In the **Attributes & Claims** window, directly underneath the title, click **+ Add new claim**. The **Manage claim** window appears.
Step 7

In the Manage claim window, in the Name field, enter emailAddress, and for Source leave the default setting with the Attribute radio button. From the Source attribute dropdown, select user.mail. Click Save. The Attributes & Claims window reappears with your new claim listed.
Verify and Save SSO Settings in Console

Step 1
In the Console, look at Settings > SSO Configure SAML Single Sign-On to make sure that the content you pasted in is correct.

Step 2
In section 3, copy the SP Initiated Login URL by clicking the copy icon at the end of it. Save the URL so that you can send it to your Console users.

Step 3
Before enabling SSO, make sure to send all users who will be enabled for it this SP Initiated Login URL. The same link will also be shown in the login dialog after you have enabled SSO.

Add Users and Enable User Login via SSO

Add users first to Azure, then to the Console. Before you can add them to your company’s SAML application in Azure, the users must be added to your company’s Azure AD instance at the top level. If needed, ensure you have the permissions in Azure to have groups available for assignment.

Step 1
On your company’s Overview page in Azure, from the menu on the left under Manage, select Users. On the Users page, the entire list of your company’s users appears.

Step 2
To add entirely new users to Azure as opposed to adding them to the SAML organization, click New user at the top of the page and follow the directions provided in the subsequent pages. Otherwise
select the users for whom you are enabling SSO by clicking on the checkbox next to the respective Display name.

**Step 3**
From [your company’s] SAML Overview page, click Assign users and groups. The Users and groups window appears.

**Step 4**
Click Add user/group at the top of the window. The Add Assignment screen appears. Under Users, click None Selected to display a list of your total users in Azure.
Step 5
Select the checkboxes for the requisite users, then click the **Select** button.

Step 6
As Console Owner or Admin, log in to the Console, go to **Settings > Users**, and add users as needed from Azure to the Console.

### 1.21.6 Enabling SSO with Okta

This section describes how to enable SSO between Okta and the YubiEnterprise Console. These instructions assume that your company’s SAML application has already been created in Okta.

#### Create App Integration

**Step 1**
Log in to the **Console** as Console Owner with user name and password, and go to **Settings > SSO**. The **Configure SAML Single Sign-On** page appears. This is the location from which you will be copying information.
Step 2
Log in to your company’s Okta tenant https://developer.okta.com/login/ as Admin, and navigate to Applications > Applications. The Applications page appears on the right.

Step 3
Click Create App Integration. The Create a new app integration window appears.
Create a new app integration

Step 4

Select SAML 2.0 and click Next. The Create SAML Integration window appears.

Step 5

On the 1. General Settings tab, enter the appropriate name in the App name field, make any other necessary settings and click Next. The Configure SAML tab of the Create SAML Integration window appears.
Copy Entity ID from Console to Okta

1. In the Console Settings > SSO page from Step 1 in Enabling SSO with Okta, click the copy icon to copy the EntityID/Identifier from the Console.

2. Paste it into the Audience URI (SP Entity ID) field in Okta’s Configure SAML tab.

Copy Reply URL from Console to Okta

1. In the Console Settings > SSO page from Step 1 in Enabling SSO with Okta, click the copy icon to copy the Reply URL (ACS) from the Console.

2. Paste it into the Single sign-on URL field in Okta’s Create SAML Integration window on the Configure SAML tab. Enable the checkbox for Use this for Recipient URL and Destination URL.
Set Name ID Format, Application Username, and Attribute Statement

**Step 1**
In Okta, still in the General section on the A SAML Settings tab, from the Name ID format dropdown, select EmailAddress.

**Step 2**
From the Application username dropdown, select Email.
Step 3
Scroll down to the Attribute Statements (optional) section, and
• Under Name, enter emailAddress
• Leave the Name format unspecified
• Under Value enter user.email.

Step 4

1.21. Single Sign-On (SSO)
Scroll down to the bottom of the tab and click Next. The Feedback tab appears.

**Step 5**

On the Feedback tab under Create SAML Integration, select either:

- I’m an Okta customer adding an internal app
- I’m a software vendor. I’d like to integrate my app with Okta.

Provide feedback (optional) and click Finish. The Sign On tab for your application appears.

---

**Copy IDP SSO URL & X509 Certificate from Okta to Console**

**Step 1**

On the bottom right of Okta’s Sign On tab, click the View SAML setup instructions tab.
The **How to Configure SAML 2.0 for [name of your] Application** window appears.
How to Configure SAML 2.0 for [name of your] Integration Application

Note: These setup instructions include certificate information for this app’s most recently created SAML signing certificate. For users to get access to the app using these instructions, that certificate must be active.

The following is needed to configure [name of your] Integration

1. Identity Provider Single Sign-On URL:

   HTTPS://URL_X509_SSO

2. Identity Provider Issuer:

   http://www.okta.com/hostname

3. X.509 Certificate:

   Download certificate

Step 2

Still in Okta, copy the content of the Identity Provider Single Sign-On URL: to the IDP login URL field in the Console.
Step 3
From the Okta The following is needed to configure [application name] window, copy the Identity Provider Issuer to the Console’s EntityID/Issuer.

Step 4
In Okta, click Download certificate under X.509 Certificate, then paste the content to the Console’s X.509 cert (Base64) field.

Step 5
In the Console, click Save settings.

Step 6
From the Console, copy the SP Initiated Login URL and send it to your users.

Add Console Users to Okta’s SAML App Integration

Users for whom you intend to enable SSO must first be in Okta to be available for adding to the application integration. For information on how to add users, see the Okta documentation.

1. In Okta, navigate to Applications > Applications and click Assign Users to App. The [name of app] page for your app appears.
2. Assign Console organization members as a group or as individuals.

3. In the Console, enable SSO.

Enable IDP- and SP-initiated SAML Flows

This configuration enables both the IDP- and SP-initiated SAML flows for Okta. This subsection assumes that you are familiar with the instructions for IDP-initiated SAML flow with Okta.

**Step 1**

In the **Console > Settings > SSO**, select **Allow IDP initiated single sign-on** to enable, and copy the IDP initiated login URL (ACS).
Step 2
In Okta, go to App General > SAML Settings > Edit > Edit SAML Integration: General Settings > Configure SAML.

Step 3
Still in Okta, paste the IDP-initiated Login URL from the Console into the Single sign-on URL field, click Use this for Recipient URL and Destination URL, then click Next and finally Finish.

Step 4
Test: in Okta, on App General > App Embed Link, copy the IDP-initiated login link from the Embed link field into your browser to verify that the link redirects you to the Console after Okta
To start IDP-initiated login, go to the **Okta End User Apps Dashboard** (https://<account>.okta.com/app/UserHome) and click on the app for the Console SSO integration.
1.21.7 Enabling SSO with Google Workspace

This section describes how to enable SSO between Google Workspace and the YubiEnterprise Console.

Prerequisites

- Ensure that you are a Console Owner in the Console.
- System role: Your Google Workspace Administrator Seed Role must be Super Admin.
- Ensure you have access to the email account associated with that Google account.

Procedure

Add a Custom SAML App

**Step 1**
Log into the Google Admin Workspace by going to `admin.google.com/` and selecting the appropriate account.

**Step 2**
Enter username and password for the selected account. If your company has set up Google Groups to require a YubiKey, you will be prompted to plug one in and touch it. After login, the Admin page appears.
Step 3
Go to Apps > Web and mobile apps.
Step 4
Create a new SAML app by clicking on the Add app dropdown and selecting Add custom SAML app (you need be Super Admin to see this option.)

Under the Add custom SAML app banner, the 1 App details tab is displayed:
**Step 5**

In the **1 App details** tab:

- (Required) Enter a name in the **App name** field.
- (Optional) Add a description in the **Description** field.
- (Optional) Attach an icon for the app by clicking on the big blue button.

Click **CONTINUE**. Under the **Add custom SAML app**, the **2 Google Identity Provider detail** page appears.
Configure the Custom SAML App

Copy and paste information between the Google Add custom SAML app and the Console Configure SAML Single Sign-On pages, have them open side-by-side in two browser windows.

Step 1
Log in to the Console as Console Owner with username, password, and YubiKey. Go to Settings > SSO to open the SSO configuration page.
Configure SAML Single Sign-On

Copy this information for your IDP setup. Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.

- **EntityID/Identifier**
  - https://login.
- **Reply URL (ACS)**
  - https://login.
- **Allow IDP initiated single sign-on**

Paste the content from the IDP's SSO setup into the fields below. Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.

- **EntityID/Issuer**
- **IDP login URL**
- **X.509 certificate (Base64)**

Get your single sign-on URL

For org initiated SSO, save this link to share with your users. Do not paste this into your IDP initiated settings.

- **SP Initiated Login URL**
  - https://login.
Enter the following values from Google’s **2 Google Identity Provider detail** page into the Console’s SSO configuration form, transferring them from the fields listed in the table:

<table>
<thead>
<tr>
<th>Google</th>
<th>YubiEnterprise Console</th>
</tr>
</thead>
<tbody>
<tr>
<td>SSO URL</td>
<td>IDP login URL (section 2)</td>
</tr>
<tr>
<td>Entity ID</td>
<td>EntityID/Issuer (section 2)</td>
</tr>
<tr>
<td>Certificate</td>
<td>X.509 cert (Base64)(section 2)</td>
</tr>
</tbody>
</table>

On the Console’s **Configure SAML Single Sign-On** page, click **Save settings**.

**Step 3**
In Google, in the **Add custom SAML app** screen, click **CONTINUE**. The **3 Service provider details** window appears.

**Step 4**
In Google, in the **3 Service provider details** window, enter the following values from the Console into Google’s form, transferring them from the fields listed in the table:

<table>
<thead>
<tr>
<th>Google</th>
<th>YubiEnterprise Console</th>
</tr>
</thead>
<tbody>
<tr>
<td>ACS URL</td>
<td>Reply URL (ACS) (step 1)</td>
</tr>
<tr>
<td>Entity ID</td>
<td>EntityID/Identifier (step 1)</td>
</tr>
<tr>
<td>Start URL - leave blank</td>
<td></td>
</tr>
<tr>
<td>Name ID format - set <strong>EMAIL</strong></td>
<td></td>
</tr>
<tr>
<td>Name ID - leave Basic Information &gt; Primary email</td>
<td></td>
</tr>
</tbody>
</table>

**Step 5**
In Google, in the **3 Service provider details** screen, click **CONTINUE**. The **4 Attribute Map-**
ping page appears (with Attributes and Group membership (optional). Skip these steps by clicking FINISH. The page for your new SAML app appears.

Step 6
In Google, ensure that User Access is ON for everyone by clicking on the caret in the upper right corner of the User access section.

The Service Status window opens. Toggle the service status radio control to ON for everyone and click SAVE.

Step 7
In the Console, click Save settings and Enable SSO (unless already enabled).
Troubleshooting

• **Issue**: Changing the ACS URL in an existing Google IDP configuration does not appear to be successful even after waiting a significant amount of time.
  – **Workaround**: Start over. Delete your Web and mobile app and start again.

• **Issue**: Sometimes the Google site displays the 500 error after SSO configuration.
  – **Workaround**: Update the Entity ID with a trailing forward slash “/”. If you already have such a slash, remove it.

• **Issue**: Sometimes Google presents the message “Service is not configured for this user”.
  – **Workaround**: Update the Entity ID with a trailing forward slash “/”. If you already have such a slash, remove it.

1.21.8 Enabling SSO with Duo

This section describes how to enable SSO between Duo and the YubiEnterprise Console. Note that unlike the other SAML integrations described above, Duo is not the IDP for the users. The following instructions assume that Duo is configured with Azure as the IDP, so those steps are not included.

Prerequisites

• Ensure that Duo’s IDP is configured (Azure for this environment).

• Ensure that you are a Console Owner in the Console.

• As Console Owner, add the SSO users to your organization in the Console, see *Adding or Deleting Users*. Each user’s email address must match the email address used for that user in Duo and in Azure.
Procedure

To copy and paste information between the Duo and the Console configuration pages, have them open side-by-side in two browser windows.

**Step 1**
As administrator, log in to the Duo Tenant Admin portal: https://admin.duosecurity.com.

**Step 2**
Add the Console (YubiEnterprise Delivery) application in Duo.

Go to Applications > Protect an Application > YubiEnterprise Delivery > Protect.

**Step 3**
Log in to the Console with the Console Owner role.
Step 4

Configure Console SSO to IDP (Duo).

In the Console, go to Settings > SSO to open the SAML Single Sign-On page. Copy the EntityID/Identifier field from section 1 in the Console to the EntityID/Identifier field in the Duo Service Provider section.

Configure SAML Single Sign-On

View instructions for setting up SAML SSO

Copy this information for your IDP setup. Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.

EntityID/Identifier

https://login.

Console configuration section

Service Provider

Duo configuration section

Step 5

Configure IDP (Duo) to SP (Console).

- Copy the EntityID/Identifier field from the Duo application configuration Metadata section to the EntityID/Issuer field in section 2 in the Console configuration page.
- Copy the IDP login URL from Duo to the IDP login URL field in the Console.
- In Duo, download the Certificate, open the file with a text editor, copy the content and paste it into the X.509 cert (Base64) field in the Console.

Metadata

IDP login URL

Downloads

Duo configuration section

1.21. Single Sign-On (SSO)
Console configuration section

Step 6

Save settings and enable SSO in the Console.

Ensure to click Save settings and Enable SSO before closing your browser.

---

Step 7

Configure Duo application attribute mapping.

To configure a Duo attribute other than Email Address as the email address attribute sent to the Console in the SAML response, return to the Duo application configuration screen Service Provider section, check the box for Custom attributes, and then select the attribute to send as the email address attribute.
Step 8
Configure Duo application policy.

Duo policies control how users authenticate to specific applications. Steps 8 and 9 ensure that MFA is enforced, and YubiKeys are enabled as Webauthn authentication method. These policies can be configured globally, or per application. If other applications are already being protected with Duo, ensure that the following settings can apply to all applications, or consider creating a unique Application policy for the Console. See the Duo documentation.

a. To configure global policies, click Edit Global Policy in the Duo application configuration page.

b. In the New User Policy section, ensure the Require enrollment option is selected. (Optional) if the IdP is forcing 2FA, click Bypass 2FA in the Authentication Policy section. To force 2FA in Duo (not relying on the IdP), click Enforce 2FA.
Step 9
Ensure hardware tokens are selected.

In Duo, scroll down to the Authentication methods section, and ensure the Hardware tokens option is selected.
Step 10

Save the global policy.

In Duo, click Save Policy at the bottom of the Global Policy configuration page.

Step 11

Save the application configuration.

In Duo, click Save at the bottom of the application configuration page.

1.21.9 Enabling SSO for Other IDPs

To try out SSO for identity providers that Yubico does not explicitly claim to support, go to Settings > SSO > Configure SAML Single Sign-On, and fill in the configuration fields.
Note: Be aware that the field labels vary depending on the IDP. For examples of these variances, look at the instructions for supported IDPs Microsoft Azure, Okta, and Google Workspace.
1.21.10 Disabling SSO

To disable SSO, in the Console, go to Settings > SSO. In the Configure SAML Single Sign-On page click the Disable SSO button.

Users added after SSO was enabled will not be able to login once SSO is disabled. Therefore you need to determine which users need to be enabled to log in with credentials again. To see which users have credentials, log in to the Console as Console Owner with credentials and go to Settings > Users. The MFA column on the page indicates which users have credentials.

To enable users added after SSO enablement to enroll credentials and log in again, reset them as described in Account Recovery and Password Reset.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.22 Best Practices and Troubleshooting

1.22.1 Best Practices

Note: The best practices specific to YubiEnterprise APIs are in the API: Best Practices and FAQs section of API Shipment Requests.

- Have at least two Console Owners who can manage members (see User Management).

- Inform both your YubiEnterprise users and your end-users in advance of sending notifications of YubiKey delivery that they will receive email from Yubico’s YubiEnterprise Delivery. Without this advance notice, they are likely to regard these emails as phishing attempts.

- If YubiEnterprise Delivery appears to be behaving strangely, check the status of YubiEnterprise Services: http://status.yubico.com/. Subscribe to that page for updates related to YubiEnterprise Console planned maintenance and/or downtime.

- Subscription customers:
  - To ensure that you do not let keys in any of your inventories expire unused, create a spreadsheet to plan the allocation of products across users and inventory types. See Example Subscriptions.
  - When creating a shipment request, select the inventory type before selecting the item(s) to be shipped.
Limits and Constraints

When planning and executing shipment requests, keep in mind the primary limits and constraints set out in Delivery Policies, but also the following:

PO Boxes

Although the system can deliver to Post Office (PO) Boxes within the United States, delivery to the equivalent elsewhere in the world is unlikely to succeed.

Distributors and Resellers (Channel Partners)

The entity through which you submit a PO is always referred to as a channel partner. “Channel partner” is a term that covers distributors, resellers, and even Yubico itself. Yubico’s Channel partner ID (or ChannelPartnerId or channelpartner_id) is “1”.

Note: The deprecated /shipments API did not support indirect sales, i.e. the selection of channel partners (distributors, resellers). That API only supported direct sales in that the ChannelPartnerID was always set to 1, which means Yubico. To order inventory purchased through a distributor or reseller, use the /shipments_exact API.

Because inventory is sorted according to the source from which it was purchased, when requesting shipment, distinguish between inventory purchased directly from Yubico and inventory purchased through distributors and resellers doing business with Yubico. The Dashboard shows your total inventory of any given product, combining quantities purchased from all sources: both directly from Yubico and indirectly through channel partners. To find out what is in which inventory, check your purchase orders.

To find out what the channel partner (reseller or distributor) ID is:

**BEFORE shipment**

The name of the channel partner (reseller or distributor) is shown on the Purchase orders tab, and the channel partner ID is shown on the PO detail popup accessed by clicking on the Purchase order number:
AFTER shipment

The Channel partner ID (Reseller or Distributor) is shown on the shipment request detail page, accessible by clicking the ID of the shipment request on the Shipments tab.
Names and Addresses: First Line

First name and Last name in the Console and in the CSV file for bulk shipments, map to the first line on the shipping label.

Long recipient names can be problematic for all methods of requesting shipment, because the shipment request will fail if the contents of the First name and Last name fields and/or Company or recipient fields exceed the maximum number of characters permitted in these fields (shown in the table below).

Workaround: When a recipient’s full name or company name exceeds the fields’ maximum lengths, split the names across the three fields, as in this example:

<table>
<thead>
<tr>
<th>Location</th>
<th>Field (limit=15)</th>
<th>Field (limit=20)</th>
<th>Field (limit=20)</th>
</tr>
</thead>
<tbody>
<tr>
<td>API</td>
<td>recipient_firstname</td>
<td>recipient_lastname</td>
<td>recipient</td>
</tr>
<tr>
<td>CSV</td>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
<tr>
<td>Console</td>
<td>First name</td>
<td>Last name</td>
<td>Company</td>
</tr>
</tbody>
</table>

**Example of an overly long name before adjustment to fit the fields**

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Example</td>
<td></td>
<td></td>
</tr>
<tr>
<td>after adjustment</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Company Name: Second Line

The second line on the shipping label maps to the name of the recipient’s company if the address is not residential. For example, the system’s address verification function recognizes that Yubico’s Santa Clara facility is in a commercial building, therefore the company name is expected in:

- The Company field/table cell in the Console and in the CSV file.
- The recipient field in the API

Note: API: Do not use the /shipments recipient field to specify the name of the individual to whom products are to be shipped. For this, use the recipient_firstname and recipient_last name fields instead.

If the address is residential, leave empty:

- The Company field/table cell in the Console and in the CSV file.
- The recipient field in the API.

Address Information

Incomplete or incorrect address information might cause validation errors. For example, entering the following information for a shipment request would result in failure because USPS recognizes that there are multiple companies in the building whose address is 530 Lytton Avenue:

<table>
<thead>
<tr>
<th>Jan Lindberg</th>
</tr>
</thead>
<tbody>
<tr>
<td>530 Lytton Avenue</td>
</tr>
<tr>
<td>Palo Alto, CA 94301</td>
</tr>
<tr>
<td>USA</td>
</tr>
</tbody>
</table>
Similarly, entering the following information for a shipment request would result in failure because a residential address would not be associated with a company.

<table>
<thead>
<tr>
<th>Jan Lindberg</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yubico Inc.</td>
</tr>
<tr>
<td>6 Lea Rd</td>
</tr>
<tr>
<td>Dronfield S18 1SB</td>
</tr>
<tr>
<td>UK</td>
</tr>
</tbody>
</table>

When adding address information, you can for example use the address formats provided by Google Maps, see note in *Troubleshooting* The limits on the various fields and the options for the dropdown are given in *Shipment Request Form Fields*.

**Timing Constraints**

**Shipment Requests**

Shipment requests can be edited or deleted until **2am PST (10am GMT)**, the day after they were entered. For more information, see Editing or Deleting a Shipment.

**Delivery**

- **Normal (standard) shipping**: Typically, shipments will take 5-7 days for delivery in North America and Europe. Delivery to other parts of the world will take longer.

- **Expedited (rush) shipping**: Typically, shipments within North America can be delivered in 1 business day. It may take longer to deliver shipments to other parts of the world, but Yubico will leverage the fastest delivery service reasonably available.

**Address Validation**

Every 15 minutes, the system validates addresses; therefore you might have to wait up to 15 minutes to find out if your shipment request has been queued for fulfillment. For more information, see Shipping Status Codes.

**Availability of Stock/Inventory**

Shipment allocations may be set. For more information, see Shippable Inventory.

**Non-subscription Purchases**

Shipments requests can be made for up to one year after a PO is submitted.

**Subscription Purchases**

Availability of products depends on the stock/inventory from which the products are drawn. For more information, see Tier Sub-categories.

**Inventory Types: Subscription 1.0**

The full list of options that were potentially available in Subscription (1.0) is given below. The actual list depends on what you have purchased. Explanations for the terms in the list are given in the table below the list. For more details on subscription and non-subscription purchasing, see Modes of Purchase.

**Subscription (1.0): Full List of Inventory Types**

- Primary Subscr - Base Tier: Initial
- Primary Subscr - Base Tier: Buffer
- Primary Subscr - Base Tier: Replacement
- Primary Subscr - Adv. Tier: Initial
- Primary Subscr - Adv. Tier: Buffer
YubiEnterprise Services

- Primary Subscr - Adv. Tier: Replacement
- Primary Subscr - Prem. Tier: Initial
- Primary Subscr - Prem. Tier: Buffer
- Primary Subscr - Prem. Tier: Replacement
- Primary Subscr - FIPS Tier: Initial
- Primary Subscr - FIPS Tier: Buffer
- Primary Subscr - FIPS Tier: Replacement
- Backup Subscr - Base Tier: Initial
- Backup Subscr - Base Tier: Buffer
- Backup Subscr - Base Tier: Replacement
- Backup Subscr - Adv. Tier: Initial
- Backup Subscr - Adv. Tier: Buffer
- Backup Subscr - Adv. Tier: Replacement
- Backup Subscr - Prem. Tier: Initial
- Backup Subscr - Prem. Tier: Buffer
- Backup Subscr - Prem. Tier: Replacement
- Backup Subscr - FIPS Tier: Initial
- Backup Subscr - FIPS Tier: Buffer
- Backup Subscr - FIPS Tier: Replacement
- Non-subscription - Base Tier
- Non-subscription - Advanced Tier
- Non-subscription - Premium Tier
- Non-subscription - FIPS Tier
- Standard Products

<table>
<thead>
<tr>
<th>Standard Products</th>
<th>Subscription</th>
<th>Non-subscription</th>
</tr>
</thead>
<tbody>
<tr>
<td>Standard products are physical keys purchased outright (on your PO you will not find “Standard Products”, but instead the actual products/models that you purchased).</td>
<td>There is a primary subscription and a backup subscription for each tier (product grouping): Base, Advanced, Premium, and FIPS. Each of those tiers has Initial, Buffer, and Replacement sub-categories, explained in the table below,</td>
<td>The non-subscription tiers are for virtual keys. Unlike subscription tiers, non-subscription tiers have no sub-categories.</td>
</tr>
</tbody>
</table>

**Tier Sub-categories**
Table 16: **Stock: Initial, Buffer, Replacement**

<table>
<thead>
<tr>
<th>Category</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Initial</td>
<td>The stock in this category reflects the total number of users on the subscription. This lot can be drawn upon for 12 months from the start of your subscription term.</td>
</tr>
<tr>
<td>Buffer</td>
<td>This category is made available to you free of charge when your subscription begins. You can draw on it throughout the term of your subscription.</td>
</tr>
<tr>
<td>Replacement</td>
<td>This category is intended for those who have lost their YubiKeys or want to upgrade. The stock in this category is reset each year of the subscription to the Replacement limit.</td>
</tr>
</tbody>
</table>

### 1.22.2 Troubleshooting

This section addresses issues that can arise with shipping. YubiEnterprise Delivery notifies you of the situation of any given shipment via the codes in the Status column of the Shipments tab. The table below, *Shipping Status Codes*, lists the error codes and their explanations.

YubiEnterprise Delivery uses address validation services to reduce the incidence of issues, but it is important to be aware that just because an address exists in Google Maps, it does not mean that the address is deliverable. ‘Deliverable address’ is a United States Postal Service (USPS) classification for designating addresses to which the USPS has historically been able to deliver. YubiEnterprise Delivery’s ability to deliver is based on address information being input in the format acceptable to the relevant address validation service. The USPS-acceptable formats are set out in detail in the USPS’s *Postal Addressing Standards*.

**Note:** When revising an address, the best option is to use the format Google Maps presents, because it usually does use the address format preferred by the validation service. In the example below, the address format that was input appears in the upper field, and Google Maps' format is shown below the photo of the location.
Address Validation Outside the US and Canada

For parts of the world with less standardized address formats, the fact that YubiEnterprise Delivery can accept an address does not mean that it is deliverable. An address will often be classified as “partially deliverable”, which means that we rely on local couriers who are familiar with the complexities of their urban systems and their delivery routes to deliver to the intended recipient.

Typically packages sent to European addresses and some parts of Asia reach their destination. Packages sent to Southeast Asia and Eastern Europe typically arrive at the right street. In those parts of the world where there are no numbers in the postal addresses, the local courier’s capability is crucial to ensuring that the package actually arrives at its destination as opposed to ending up in its general area.

Shipping Status Codes

At any of the states between 1 and 9, a shipment request can be edited. From this point on, a shipment request is either processed through to an end state, or set back to state 99.
<table>
<thead>
<tr>
<th>shipment_state_code</th>
<th>Status description (shipment_state_description)</th>
<th>Status message in Console (shipment_state_message)</th>
</tr>
</thead>
<tbody>
<tr>
<td>ShipmentStateIncomplete</td>
<td>Shipment request received by YubiEnterprise Delivery system but contained some data that could not be processed. (2), (3)</td>
<td>Incomplete Shipping Request</td>
</tr>
<tr>
<td>ShipmentStateDraft</td>
<td>Shipment request is being edited and is not ready for processing.</td>
<td>Draft</td>
</tr>
<tr>
<td>ShipmentStateAwaitingValidation</td>
<td>Shipment request received, no validation done yet.</td>
<td>Awaiting Validation</td>
</tr>
<tr>
<td>ShipmentStateProcessingAddress</td>
<td>Shipment request locked as it undergoes country check, address validation, sales tax rate lookup (US), DPL check.</td>
<td>Processing</td>
</tr>
<tr>
<td>ShipmentStateAddressValid</td>
<td>Shipment request address has been validated, ready to be picked up by fulfillment processor.</td>
<td>Accepted for Fulfillment</td>
</tr>
<tr>
<td>ShipmentStateAddressInvalid</td>
<td>Shipment request address is invalid but an alternative address has been found and suggested. (2), (3)</td>
<td>Incomplete</td>
</tr>
<tr>
<td>ShipmentStateAddressFail</td>
<td>Shipment request address could not be validated and no alternative could be found for suggesting. suggested. (2), (3)</td>
<td>Address is undeliverable or could not be understood</td>
</tr>
</tbody>
</table>

**Table 17: Shipment state codes**

1.22. **Best Practices and Troubleshooting**

ShipmentStateError | Shipment request has failed processing due to error. | Error: Processing Error, contact Support |
|---------------------|-----------------------------------------------|-----------------------------------------------|

1.22. Best Practices and Troubleshooting 223
(1) Refer to *Timing* for cutoff times.

(2) Incomplete Address: Secondary line information such as apartment (apt), suite, unit is missing. Therefore it is not possible to guarantee delivery to the correct recipient.

(3) Address is Undeliverable or could not be understood: The address is either not physically deliverable or it could not be resolved to a real location.

(4) Any shipping request with a recipient name and/or address found on the US government’s DPL (Denied Parties/Persons List) cannot be fulfilled.

### Shipment Status Messages

These error messages accessible via the API tell you why a given shipment request was unsuccessful. It is worth reviewing them before making any shipping requests in order to see what sort of issues might arise and thereby avoid them in the first place.

In the Explanation column, the source of the message is given: YubiEnterprise Delivery system for internal messages, US Validation for the US Postal Service, and finally, International Validation. Messages originating from the last two are simply passed on to you by YubiEnterprise Delivery.

<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>InventoryProductId</strong> not specified for <strong>ProductId %d</strong> - ShipmentStateError</td>
<td>See <em>Shipping to Multiple Addresses: Bulk Shipments</em> YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Too many keys in shipment - <strong>TotalKeysShipped %d &gt; %d</strong> - ShipmentStateError</td>
<td>See <em>Recipient Information</em> YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Not enough Inventory for Shipment - ShipmentStateError</td>
<td>See <em>Purchase Orders</em> YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Re-enter the address differently; some parts of it are invalid.</td>
<td>See <em>Troubleshooting</em> US Validation</td>
</tr>
<tr>
<td>The address is invalid.</td>
<td>See <em>Troubleshooting</em> US Validation</td>
</tr>
<tr>
<td>The address is valid.</td>
<td>No further explanation required. US Validation</td>
</tr>
<tr>
<td>Remove the ‘secondary unit designator’ (apt, suite, department, etc.) because it is superfluous.</td>
<td>Remove the apartment number, unit, etc.: it is considered wrong or unnecessary. US Validation</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>Enter second line information (apartment, unit, etc.). The information in the primary line is not specific enough.</td>
<td>Add the apartment number, unit, etc.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is a valid military address.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is a valid General Delivery address where individuals without permanent addresses can receive mail.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is valid. An organization such as a government agency can have its own zipcode because it receives a large volume of mail.</td>
<td>No further explanation required.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a street number; for example, for Yubico “Lytton Ave” alone is not sufficient, it needs to be “530 Lytton Ave”.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” is missing.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a valid street number.</td>
<td>The number on the primary line, for example the “185” in “185 Berry Street” not valid.</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a PO Box, Rural Route, or Highway Contract number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter a valid PO Box, Rural Route, or Highway Contract box number.</td>
<td>US Validation</td>
</tr>
<tr>
<td>Enter the Private Mailbox (PMB) identifier or the # sign, followed by the PMB number.</td>
<td>PMB number is Private Mailbox Number</td>
</tr>
<tr>
<td></td>
<td>US Validation</td>
</tr>
<tr>
<td>This address is not eligible to receive mail.</td>
<td>US Validation</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>The address is that of a Commercial Mail Receiving Agency (CMRA) a private business that accepts mail for recipients, and the required private mailbox information is present.</td>
<td>US Validation</td>
</tr>
<tr>
<td>The address is missing some important secondary line information (apartment, unit, etc).</td>
<td>No further explanation required. International Validation</td>
</tr>
<tr>
<td>Mail is unlikely to arrive at this destination - please verify input.</td>
<td>No further explanation required International Validation</td>
</tr>
<tr>
<td>This street could not be found within the city or postal code.</td>
<td>No further explanation required International Validation</td>
</tr>
<tr>
<td>Invalid OrganizationId for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country Code not set for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Country could not be found from CountryCode2: %s</td>
<td>Country code entered is not in YubiEnterprise Delivery system list</td>
</tr>
<tr>
<td>Shipment has no shipment items</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>DeliveryType not set for Shipment, defaulting to 1 - normal</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid DeliveryType %s for Shipment</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>InventoryType not set for Shipment, defaulting to 1</td>
<td>YubiEnterprise Delivery system</td>
</tr>
</tbody>
</table>

continues on next page
<table>
<thead>
<tr>
<th>Message</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>InventoryType %s not valid set for Shipment</td>
<td>You cannot use this InventoryType for this shipment - YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Negative quantity entered for ShipmentItem with ProductId=%d defaulting to 0</td>
<td>You set the quantity of the specified ProductID to be shipped to less than zero. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid ShipmentProductQuantity for ShipmentItem %d</td>
<td>You probably do not have sufficient inventory. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid ShipmentProductLineCost for ShipmentItem %d</td>
<td>YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Invalid Shipment - Total keys in shipment greater than 500</td>
<td>You cannot ship more than 500 items at once. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment has zero total item quantity</td>
<td>The number of items to be shipped must be &gt; 0. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>US Address is missing the state name/abbreviation in region field</td>
<td>No further explanation required. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Bad ProductId in ShipmentProduct for NewShipmentProduct</td>
<td>ProductID is wrongly specified or invalid. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Input for %s exceeded limit of %d characters</td>
<td>Specified field cannot accept the number of characters that were entered. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>Shipment of these products to this country using this delivery type is not supported</td>
<td>Shipment request contravenes one or more business rules. YubiEnterprise Delivery system</td>
</tr>
<tr>
<td>For more information, see <em>Delivery Policies</em>.</td>
<td></td>
</tr>
</tbody>
</table>

- See the [USPS FAQ](#).
Insufficient Inventory

To maintain the window during which orders can be updated, edited, or recalled/deleted, orders are held and processed in batch. Therefore there might be less inventory available by the time an order is processed than what was shown in purchase order details when the request was created. For example, the person starting to create a shipment request assumes that the 50 keys the console shows they have in inventory will still be available by the time the shipment request is submitted. When this is not the case, any shipment requests processed after the inventory is exhausted will be flagged with this error message:

```
Error: Processing Error, contact support.
Reason is Not enough Inventory for Shipment
- ShipmentStateError
```

A second issue arises from the same source: when the user clicks on the shipment request ID with that error, part of the status message displayed is “Insufficient Inventory of Product X” where “X” is an integer. To find out what X means, consult the Product Name, Stock/Inventory, product_id and inventory_product_id table.

A third issue arises from the same source: it is not possible to make single shipment requests for products that are not available in inventory - which is expected if insufficient product has been purchased, but an insufficiency of inventory can also be caused by Yubico itself running out of stock. However, this issue has now been resolved by warning the user before a shipment request is made. See Shippable Inventory.

Workaround

Either contact Support to get more inventory, or edit the request to switch to another product for which inventory is available.

To file a support ticket for YubiEnterprise Delivery, click Support.

1.23 General FAQs

- Are there any limits or constraints on shipment requests? Yes:
  
  **Address Validation**
  Every 15 minutes, the system validates addresses; therefore you might have to wait up to 15 minutes to find out if your shipment request has been queued for fulfillment. For more information, see Shipping Status Codes.

  **Availability of Stock/Inventory**
  Shipment allocations may be set. For more information, see Shippable Inventory.

  **Non-subscription Purchases**
  Shipment requests can be made for up to one year after a PO is submitted.

  **Subscription Purchases**
  Availability of products depends on the stock/inventory from which the products are drawn. For more information, see Tier Sub-categories.

  The full list of options that were potentially available in Subscription (1.0) is given below. The actual list depends on what you have purchased. Explanations for the terms in the list are given in the table below the list. For more details on subscription and non-subscription purchasing, see Modes of Purchase.

  **Subscription (1.0): Full List of Inventory Types**
  - Primary Subscr - Base Tier: Initial
- Primary Subscr - Base Tier: Buffer
- Primary Subscr - Base Tier: Replacement
- Primary Subscr - Adv. Tier: Initial
- Primary Subscr - Adv. Tier: Buffer
- Primary Subscr - Adv. Tier: Replacement
- Primary Subscr - Prem. Tier: Initial
- Primary Subscr - Prem. Tier: Buffer
- Primary Subscr - Prem. Tier: Replacement
- Primary Subscr - FIPS Tier: Initial
- Primary Subscr - FIPS Tier: Buffer
- Primary Subscr - FIPS Tier: Replacement
- Backup Subscr - Base Tier: Initial
- Backup Subscr - Base Tier: Buffer
- Backup Subscr - Base Tier: Replacement
- Backup Subscr - Adv. Tier: Initial
- Backup Subscr - Adv. Tier: Buffer
- Backup Subscr - Adv. Tier: Replacement
- Backup Subscr - Prem. Tier: Initial
- Backup Subscr - Prem. Tier: Buffer
- Backup Subscr - Prem. Tier: Replacement
- Backup Subscr - FIPS Tier: Initial
- Backup Subscr - FIPS Tier: Buffer
- Backup Subscr - FIPS Tier: Replacement
- Non-subscription - Base Tier
- Non-subscription - Advanced Tier
- Non-subscription - Premium Tier
- Non-subscription - FIPS Tier
- Standard Products
Standard Products | Subscription | Non-subscription
--- | --- | ---
Standard products are physical keys purchased outright (on your PO you will not find “Standard Products”, but instead the actual products/models that you purchased). | There is a primary subscription and a backup subscription for each tier (product grouping): Base, Advanced, Premium, and FIPS. Each of those tiers has Initial, Buffer, and Replacement sub-categories, explained in the table below. | The non-subscription tiers are for virtual keys. Unlike subscription tiers, non-subscription tiers have no sub-categories.

- Can there be unexpected delays in delivery of shipments?
YubiEnterprise Delivery Service is only available during regular business days, i.e., weekdays. It is not available on weekends or official holidays, even though there are no time constraints on the creation of shipment requests, which can be generated at any time.

YubiEnterprise Delivery Service is dependent on third parties such as courier services and is therefore impacted by their scheduled holidays.

Yubico tries to provide notification on the Console for delivery delays of more than 2 business days. Please reach out to YubiEnterprise Services Support with any further queries on shipment delivery delay.

- Does YubiEnterprise Delivery track YubiKey serial numbers?
No, Yubico does not track the serial numbers.

- What Personally Identifiable Information (PII) is retained by Yubico?
Yubico retains data only as long as necessary to operate our business and to comply with statutory and regulatory requirements. We do not use this data for any purpose other than meeting our obligations to our customers (e.g. shipping YubiKeys) and to comply with applicable laws. In accordance with export controls and tax law, Yubico is required to retain shipment data for up to seven years.

- What is the data retention policy, i.e., how long is data held within the YubiEnterprise Delivery Console before being purged?
Data is kept for seven (7) years to comply with export control and financial legal requirements.

- What happens to YubiKeys purchased on a subscription basis after expiry of the corresponding PO/term?
Any keys not shipped are forfeited, but the date of forfeiture or expiry depends on their inventory type: see the first question in this FAQ, “Are there any limits or constraints on shipment requests?”

- What happens to YubiKeys purchased outright (perpetual) after one year in inventory?
YubiEnterprise Delivery enables customers to request shipments for up to 12 months after the initial PO. YubiEnterprise Delivery will hold the customer’s inventory, regular or custom keys. When the twelve-month period is up, YubiEnterprise Delivery will ship the remainder of the keys to the original customer address on file. The customer will also be notified 60 and 30 days prior to the period expiry via email.

- What taxes will be charged to the customer?
See Shipping.
• How will the customer be invoiced for the cost of shipping and taxes or VAT charged on shipping?
  See Shipping.

• How does Yubico handle customers who are exempt from VAT/sales tax?
  See Exemptions.

• What is the warranty on keys on a subscription contract?
  The warranty is extended to cover the full term of the subscription and applies as long as the subscription is active.

• Where is YubiEnterprise Delivery available?
  YubiEnterprise Delivery is available in USA, Canada, EU, UK, Norway, Switzerland, Iceland, and Liechtenstein. YubiEnterprise Delivery is not available in EU Overseas Countries or Territories.

• Can organizations that already have accounts with FedEx and UPS use those accounts with YubiEnterprise Delivery?
  No, at the moment, YubiEnterprise Delivery cannot use customer-provided shipping partner accounts.

• Can Yubico’s security keys and YubiKeys be custom programmed by Yubico for a customer?
  Yes: the minimum initial order is 10,000 or more, with subsequent orders being at least 5,000.

• What reports are available to customers to help better manage their YubiEnterprise Delivery?
  YubiEnterprise Delivery customers can log into the YubiEnterprise Delivery Console and access their purchase orders, shipment requests, address book etc. They can also download all their shipment requests and status / tracking numbers over the period.

• Our business is based in the US but has locations in Europe. Can YubiEnterprise Delivery support distribution of YubiKeys in this setup?
  Yes, this use case is supported. A business headquartered in North America, but having office locations and users in Europe will be able to receive YubiKeys at their respective locations, including residential addresses.

• We may need to have several people in the company place orders for YubiKeys. How does YubiEnterprise Delivery satisfy that requirement?
  Any individual who has administrative rights to the YubiEnterprise Delivery Console can place orders for keys through the console. Admins can be delegated across locations so that they can best gauge the numbers of users who will need YubiKeys and request shipments all at once, or over time as needed.

• What is the maximum number of YubiKeys that can be included in a shipment request?
  It depends on the country to which you are shipping. See Delivery Policies.

• Can a shipment request be cancelled?
  Yes. Shipment requests can be edited or deleted until 2am PST (10am GMT), the day after they were entered. Instructions for this procedure are given in Editing or Deleting a Shipment.

• What shipping delivery options are available?
  Depending on the country being shipped to, one or both of the following will be available:
  – Normal (standard) shipping
  – Expedited (rush) shipping
  For more details, see Timing.
YubiEnterprise Services

- **What do you do with the zip_code field if it is not applicable, for example, for Canada and the EU countries?**
  Leave the zip_code field blank and use the postal_code field instead.

- **Where do I find official Yubico product images and descriptions?**
  On Yubico’s Press room images and logos page are the logo and product images.

To file a support ticket for YubiEnterprise Delivery, click Support.

### 1.24 Release Notes

The changes reported in the release notes are cumulative. We include all customer-visible functionality updates as well as any known issues and suggested workarounds.

#### 1.24.1 Release 2.14.2 (23 July 2024)

**Resolved Issues**

- **Incorrect tracking links:** In some cases, incorrect tracking links were displayed for shipments handled by Yubico in-house fulfillment. Instead of displaying a tracking link to the associated carrier, the tracking link was pointing to a generic search for the specific tracking number. This issue has been resolved, and the tracking link now correctly points to the tracking page of the associated carrier, if this is known.

**Known Limitations**

- **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Re-sellers/Distributors.

- **India shipments:** Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

- **Google Workspace** cannot support both the Service Provider-initiated ACS URL and the Identity Provider-initiated ACS URL at the same time. Neither is it possible to set up two different SAML Apps in the same Google Workspace, because Google Workspace enforces SP EntityID uniqueness across all SAML Apps in the workspace. For more information, see **SSO: Known Limitations**.

- **Address entry - postal codes:** Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.
1.24.2 Release 2.14.1 (22 July 2024)

Resolved Issues

• **Broken links to contact Yubico Support:** The path for the “Contact Yubico Support” link was changed from /yubienterprise-subscription/ to /yubikey-as-a-service/ which caused some links in the YubiEnterprise Console user interface and the user guide to break. This issue has been resolved. The “Contact Yubico Support” links have been updated to the correct one in all instances and are now working properly.

Known Limitations

• **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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1.24.3 Release 2.14.0 (18 July 2024)

New Features & Enhancements

• **Customizations:** Console Owners can now add user-friendly Customization labels to Customization IDs to make it easier to identify specific customizations and understand what they include. Customization labels can be added and updated, and shared between multiple organizations. Console users can view Customization labels, but only Console Owners can add and edit them. For more information, see Adding Customization Labels.

• **API:** The following APIs previously listed as deprecated, will be removed:
  - /shipments. Use /shipments_exact instead.
  - /shipments/bulk. Use the Console user interface instead.
  - /shipments/bulkvalidate. Use the Console user interface instead.
  - /shipments/{shipmentId}. Use shipments_exact/{shipmentId} instead.
  - /address-validation. Use /validate-address instead.
  - /shippablekeys. Use GET /v1/inventory and GET /v1/products instead.
For more information, see *Deprecated APIs: Overview* and the [YubiEnterprise API documentation](#).

- **API**: Additional validation has now been added to the Create FPR Shipment API to verify that the FIDO2 encrypted requests use a valid Transport Key ID. Requests with an invalid Transport Key ID will fail during shipment creation with a "400 Bad Request" error.

- **Customizations**: Customization labels (friendly names) have been added to the details for *Refunded shipments* to make it easier to identify the customized inventory associated with a refund. If no Customization label exists for a customization, the Customization label column is empty.

- **Customizations**: Customization labels (friendly names) have been added to the *Shipment details* page to make it easier for users to understand which customizations are associated with a specific shipment. If no Customization label exists for a customization, the Customization label column is empty.

- **Customizations**: An audit log feature has been added so that Console users can view the changes to customization labels (friendly names). A change history icon has been added to the Actions column in the Customizations page. The history information includes the date when a change was made, the updated customization label, and the email of the user that made the change. For more information, see *Customizations*.

- **API**: The `listShipmentSearchDescription` API has been deprecated and will only be available until January 2025. The `/shipments_exact/search-description` API should be used instead.

- **API**: The deprecation messages for the deprecated `/organization/users` and `/organization/users/{email}` APIs previously displayed under the Request Body Scheme section have been moved to the Title section in the API documentation.

- **API**: A deprecation message for the `/organization/users/search-description` API planned to be removed starting November 2024, has been added in the API documentation.

- **API**: The `/purchaseorders/csv` API is being deprecated and will only be available until Jan 2025. There is no replacement API for this functionality.

### Resolved Issues

- **Disabled product filtering**: Previously when a product had been disabled for an organization, the product would not be available on the dashboard or when creating a single shipment but would still appear in the bulk shipment CSV template for the organization. If using the column for a disabled product when creating a bulk shipment, the request would be rejected due to an invalid product ID. This issue has been resolved and disabled products are filtered out.

- **Console Owner role change**: In cases where there was only one Console Owner for an organization, it was possible for this user to change their own role to for example Console Admin. Doing this removes the ability to manage organization users as only Console Owners can add and delete users. This issue has been resolved. If there is only one Console Owner for an organization, they cannot change their role without adding at least one other Console Owner first.

- **Tracking status**: Previously the “coming soon” tracking status for the shipping provider was displayed as a clickable link pointing to an irrelevant website. This issue has been resolved, and the hyperlink has been replaced with plain text in all places where it was displayed, including the Shipment summary table, the CSV file export, bulk shipment operations, and Shipment details.
Known Limitations

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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• **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter `00000` in that field.

### 1.24.4 Release 2.13.0 (20 June 2024)

**New Features & Enhancements**

• **Console**: The user interface components in the Console have been updated. The updated version includes performance improvements, new table column selection with reset option, and updated date picker when searching and filtering table data in pages.

• **Download shipments**: The `is_fido_preregistered` column has been removed from the CSV download file. This column is not needed since *FIDO Pre-reg shipments* are already included in the *shipment type* column when downloading shipment data.

**Resolved Issues**

• **Processed refunds**: When displaying refunds on the Processed refunds page in the Console, there was a mismatch between the number of rows in the table and the page size set in the pagination. In some cases, the table contained fewer rows than the total number of rows as defined in the pagination setting. This issue has been resolved, and the total number of displayed rows as set in pagination is now correct.
Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

- **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter `00000` in that field.

1.24.5 Release 2.12.0 (6 June 2024)

New Features & Enhancements

- **Console**: The “Customization” page and its navigation links were renamed from “Customization IDs” to more accurately reflect the content of the page. For more information, see the new *Customizations* section in the Console guide.

- **Console**: When downloading a CSV file with shipments in the All shipments page, the user is notified when trying to download a file that is greater than the download limit (50,000 records). When hovering over the download button, a notification is displayed informing the user that they should refine their search because the download file contains too many rows.

- **API**: Support has been added to include serial number and firmware version in the CSV file when downloading shipments from the All shipments page. New columns for description, quantity, cost, serial number and firmware version have been added for each physical product. Serial number and firmware version are only displayed for *FIDO Pre-reg shipments*.

Resolved Issues

- **Console**: Previously when a user’s password was reset, the session was not properly terminated. This issue has been resolved. When a user’s password is reset, all sessions belonging to the user whose password was reset, are destroyed. The next time the user interacts with the Console, they will be asked to log in again.

- **Console**: A user was initially invited to the Console through an email containing a mix of uppercase and lowercase letters. When the same user with the same email address was invited again, the email contained only lowercase letters which caused the system to consider the user as new, requesting a login creation. This issue has been resolved and case-insensitive checks have been added.
Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `shipments_exact` APIs must be used. The older, deprecated `/shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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- **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.

1.24.6 Release 2.11.0 (23 May 2024)

New Features & Enhancements

- **Console**: The serial number and firmware version for pre-registered keys in FIDO Pre-reg shipments (Limited Early Availability service) can now be viewed in the Shipment details page. When clicking Details in the new Action column, a list with serial numbers and firmware for the selected inventory is displayed. The list supports pagination.

- **Console**: Support has been added for searching on pre-registered keys (FIDO Pre-reg Limited Early Availability service) associated with specific serial numbers or firmware versions in the Console. Filters for serial number and firmware version have been added to the advanced search functionality.

- **Console**: Support has been added to view Customization IDs associated with shipment of custom keys in the Console. A Customization ID column has been added in the Item details section of the Shipment details page. The information is only visible if a shipment contains customized inventory.

- **Console**: A Customization IDs page has been added to the Console so that users can view all Customization IDs associated with their organization. The Customization IDs are displayed together with information about the status of the customization to show if it is in use. The Customization IDs page is only visible if an organization has associated Customization IDs.

- **Console**: The table headers in the Console have been enhanced. When displaying more than 25 rows in any table, the table header will remain visible at the top when scrolling down on a page, making it easier for users to understand the column contents.

- **API**: The User management API has been updated. New endpoints are introduced replacing the existing one, some endpoints have moved, and a new endpoint has been added. Previously the User management API was including the email of the user in the path parameter. The endpoints have been changed to include the user ID instead of the email address.

The following endpoints have been replaced:
• Change user role:
  – Old: POST /v1/organization/users/reset/{email}
  – New: PUT /v1/users/{userId}; body {"roles": ["org-owner", "distributor", "reseller"]}

• Reset user account:
  – Old: POST /v1/organization/users/reset/{email}
  – New: POST /v1/users/{userId}; body {"action": "reset-user"}

• Reset user password:
  – Old: POST /v1/organization/users/reset-password/{email}
  – New: POST /v1/users/{userId}; body {"action": "reset-password"}

• Delete user:
  – Old: DELETE /v1/organization/users/{email}
  – New: DELETE /v1/users/{userId}

The old endpoints are deprecated and will be available until November 23, 2024.

The following endpoints were added or moved:

• Gets one user for an organization:
  – New: GET /v1/users/{userId}

• Gets all users for an organization:
  – Old: GET /v1/organization/users/
  – New: GET /v1/users/

• Returns a list with searchable user fields:
  – Old: GET /v1/organization/users/search-description
  – New: GET /v1/users/search-description

• Creates new user for an organization:
  – Old: POST /v1/organization/users/
  – New: POST /v1/users/

For more information, see the YubiEnterprise Delivery API documentation.

• **Console:** A shipment’s delivery type (Normal or Expedited) for shipments of pre-registered keys (FIDO Pre-reg Limited Early Availability service) can now be edited on the Shipment details page. FIDO Pre-reg shipments can be edited in the same states as for automated shipments.

• **Console:** It is now possible to view Customization IDs associated with purchase orders for custom keys in the Console. A column has been added in the Products section of the Purchase order details page, displaying the Customization ID and its status (whether it is in use or not). The information is only visible if a purchase order contains customized inventory.

• **Console:** Users can now view Customization IDs associated with refunded customized shipments for their organization. A column displaying Customization IDs has been added to the Refunds section of the Shipment details page.
Resolved Issues

- **Console**: In the Shipping section on the Shipment details page in the Console, information is displayed about the shipping provider and tracking. Previously the status “coming soon” appeared as a clickable link pointing to an irrelevant website. This issue has been resolved, and the hyperlink has been removed.

- **Console**: When entering a login URL with a leading space in the SSO configuration form for an identity provider, the URL was not validated. This issue has been resolved, and the entered login URL is now properly validated.

- **Console**: A user with Console Owner role for an organization issued a machine token for authentication. The user’s role was then changed to Distributor (Distributor Role). After this role change the user was still able to use the previously issued machine token. This issue has been resolved. When roles in an organization are updated for a user, and the new role is not Console Owner or Console Admin, any machine tokens issued by the user will be removed.

- **Console**: Previously when clicking Create shipment request from an inventory card on the Dashboard, the create shipment form was empty instead of being pre-filled with information from the clicked inventory source card. This issue has been resolved. When creating a shipment request by clicking a card on the Dashboard, the Reseller and Product selection fields are pre-filled.

- **Console**: A shipment request was placed for a license that the organization no longer had inventory for. The shipment was accepted even though there was no inventory, and the shipment remained in status “Accepted for Fulfillment”. This issue has been resolved, and a shipment request will fail during processing if there is no available inventory.

Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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- **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.
1.24.7 Release 2.10.3 (25 April 2024)

Resolved Issues

• Previously when creating a shipment request in the Create new shipping request page, the “Shippable count” was not displayed if the remaining allocation was less than the subscription amount for a form factor. Because “Shippable count” is also used for displaying the amount of customized keys available for shipping, this caused inconsistency in the display of the amount of shippable keys. This issue has been fixed. If a form factor has an inventory allocation, “Shippable count” is always displayed when selecting products for a shipment request.

Known Limitations

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1.24.8 Release 2.10.0 (11 April 2024)

New Features & Enhancements

• **API**: The update shipment validation has been updated to support customization ID and customizable inventory. BasicShipmentValidation now verifies the following:
  – The customization has includes_fpr flag set to true.
  – The product_id product's corresponding shippable item has is_custom flag set to true.
  – The validate-by-partner check verifies that a partner is configured for FIDO Pre-reg or any shipment type for that organization.

• **Console**: The contact support link in the Console and the login page has been updated to reduce the number of clicks a user has to take to submit a support request. When clicking the support link, users are now taken directly to the YubiEnterprise Delivery support page with the support form opened. Previously a user had to click to open the form to enter data.

• **API**: validate-address has been updated to support shipments of type Auto FIDO Pre-reg (pre-registered keys). This API is used to verify addresses for shipments of pre-registered keys as part of the fulfillment process.
Resolved Issues

- **API**: When calling the POST endpoint `/v1/organization/users/reset/valid.email@yubico.com` in a scenario where the user does not exist in the organization, the API was incorrectly returning a 500 error. This issue has been resolved and the API returns the correct 404 error.

- **API**: When calling the POST endpoint `/v1/organization/users/reset/invalid-email` in a scenario where the user's email is invalid, the API was incorrectly returning a 500 error. This issue has been resolved, and if the user's email is invalid the API now returns a 400 error.

- **API**: When calling the POST endpoint `/v1/organization/users/reset/valid.user@yubico.com` in a scenario where the user had been suspended and had a + sign in their email, the API was incorrectly returning a 500 error. This issue has been resolved. The suspended user is reset and the API returns the correct 200 error.

Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](#).

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as [Ship24.com](https://www.ship24.com/couriers/india-post-tracking).

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- **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.

### 1.24.9 Release 2.9.2 (29 March 2024)

Resolved Issues

- **Inability to edit shipment request**: When a user attempted to edit a shipment request which (a) contained standard products inventory and (b) failed validation for a reason unrelated to inventory, the original standard products selection was pre-populated and could not be changed. This was caused by the inventory becoming unavailable between shipment request creation and the moment when the user attempted to modify the request. This issue has been resolved and inventory that has become unavailable in the meantime no longer pre-populates the form.
Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

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1.24.10 Release 2.9.0 (14 March 2024)

New Features & Enhancements

- **Console**: The Shipment details page has been reorganized to make better use of available space. The shipment, status, recipient, and item details information is presented in clear sections, and a new status progress bar is added for better overview.

- **Console**: The click behavior of the left navigation menu in the Console has been aligned for a more consistent user experience. Clicking on a parent menu item expands the section to display sub-items if these exist. A sub-item must be clicked on to display its page content.

- **Console**: To make it easier for users to navigate the YubiEnterprise Console, all pages now have page headers. These are located under the breadcrumb navigation at the top, informing users what page in the structure they are currently on.

Resolved Issues

- **Console**: When editing an automated shipment with inventory from a subscription or virtual product with inventory allocation “0”, the form factor quantity field was prefilled with the original quantity but could not be edited. This issue has been resolved, and the field can now be edited.
Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

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### 1.24.11 Release 2.8.4 (7 March 2024)

**Resolved Issues**

- **Console**: Shipment address validation was failing for FIDO Pre-registered shipment types (Limited Early Access feature) even if the address was correct. This issue has been fixed and the address validation for FIDO Pre-registered shipment types is now working as expected.

**Known Limitations**

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.

### 1.24.12 Release 2.8.3 (6 March 2024)

**Resolved Issues**

- **Console/bulk shipments**: When creating a shipment request and submitting a valid bulk shipment CSV file, a success message was displayed. However, due to a validation failure the shipment was not actually being generated. This issue has been resolved, and bulk shipment requests are successfully validated and generated.

**Known Limitations**

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](#).

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - ([https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking)).

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### 1.24.13 Release 2.8.1 (22 February 2024)

**Resolved Issues**

- **Console/bulk shipments**: Uploading a CSV address file containing an incorrect column header caused an error displaying a misleading and uninformative message. This issue has been fixed. Should you submit a file with an incorrect header, the error message displayed is now correct and more helpful.

- **Console**: The Address line 3 field used when creating shipment requests was removed in release 2.8.0. However, the field still appeared in some instances when editing shipments. This issue has been fixed and the Address line 3 field is removed.

- **API**: Following the removal of the Address line 3 in forms (release 2.8.0), the corresponding street_line 3 field in all parts of the API documentation where this field appears have been marked as deprecated. API responses continue to support street_line 3 for existing shipments and purchase orders that contain this information.
Known Limitations

• Channel Partners: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• India shipments: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. Workaround: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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• Address entry - postal codes: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. Workaround - For shipping to countries without postal codes, enter 00000 in that field.

1.24.14 Release 2.8.0 (15 February 2024)

New Features & Enhancements

• Console/API: The Address line 3 field in the shipment creation form has been removed for all countries. Following this removal, the corresponding street_line3 field in the shipment API will be deprecated. The field will only be available until September 2024, and there is no replacement functionality.

• Console: You can now conveniently access the functionality for managing your credentials by clicking on your user name in the upper right corner of the page when logged in to the Console. This also provides quick access to log out. The Profile page where this functionality previously existed has been removed. For more information, see Managing Your Account.

• Console: The page footer has been updated. The Yubicoco logo is removed, and the footer size has been reduced to take up less space. The footer is no longer “sticky” meaning that you only see the footer when you have reached the end of a page.

• Console: The behavior of the left menu navigation is enhanced. You can now collapse and expand the menu by using the [ key, as well as by hovering over the menu with the mouse. The entire list of a user’s organizations is now displayed without the need of vertical scrolling.

• Console: You can now conveniently access the functionality for managing API tokens from the dropdown menu at the top of the left menu. The Profile page where this functionality previously existed has been removed. For more information, see Managing API Tokens.

• Console: To highlight the recent important changes to the bulk shipment flow and the new CSV templates, a login banner message has been added to the Console. The message notifies about the changes, and provides a link to Shipping to Multiple Addresses: Bulk Shipments in the Console user guide for supporting information.
Resolved Issues

- **Console**: The role selector at the top of the left menu was showing the wrong color for Distributor and Reseller roles when these were selected. This issue has been resolved and the correct colors are now rendered for all roles when selected.

- **Console/account management**: A user had MFA registered for their account, and the password was reset but the password reset email was lost. The password was reset again but this time no email was sent. This issue has been resolved. When resetting passwords, any existing reset tokens are discarded, and a new email with a password reset link is sent to the user.

- **Console**: When trying to delete shipments that failed because of insufficient allocated inventory, this was not possible. This issue has been resolved, and you can now delete and resubmit these failing shipment requests once more inventory is allocated.

- **Console**: When selecting an organization at the top of the left menu, long organization names were truncated and could not be read. This issue has been resolved and you can now read the full organization name when switching organizations.

- **Console**: Following the removal of the Address line 3 field in the shipment creation form, the address template CSV file for creating bulk shipments no longer includes a column for Address line 3. Ensure to always download new template files when creating a bulk shipment request.

Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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- **Address entry - postal codes**: Several countries supported by YubiEnterprise Delivery do not use postal codes (for example Hong Kong, United Arab Emirates). However, postal codes are required when creating a shipment request, so a request without a postal code will not be successful. **Workaround** - For shipping to countries without postal codes, enter 00000 in that field.
1.24.15 Release 2.7.0 (18 January 2024)

New Features & Enhancements

• The list of countries supported by YubiEnterprise Delivery has been very substantially extended for single key shipments. The newly available countries are:
  – Albania
  – Argentina
  – Bosnia and Herzegovina
  – Brazil
  – Colombia
  – Costa Rica
  – Dominican Republic (the)
  – Egypt
  – Guatemala
  – Guernsey
  – Isle of Man
  – Jamaica
  – Jersey
  – Malaysia
  – Montenegro
  – Pakistan
  – Panama
  – Peru
  – Puerto Rico
  – Serbia
  – South Africa
  – Korea (the Republic of)
  – Turkey

The full list of countries available is in the YubiEnterprise Delivery Price list.

Please contact Support if your organization is interested in enabling any of these countries for single-key shipments.

• **Console**: Account security - new functionality has been added so that when a security key is removed or added by a user for an account, or when a password is changed, an email is sent to the user. The email informs about the security-related changes, allowing the user to take actions if needed.

• **Console**: Organizations - if you manage more than one organization, you can now quickly switch between them through a new menu available right next to the organization name at the top. Previously you had to navigate to your Profile page and select a different organization from there.
• **Console**: Bulk shipments - the process has been improved to make it easier when creating shipment requests to multiple addresses. The CSV template for uploading recipient information has been simplified and products can now be selected in the Console, and from all available inventories. For more information, see *Shipping to Multiple Addresses: Bulk Shipments*.

• **Console**: Previously when logging in to the Console, a notification about the recommendation to add more Console Owners was shown to all users, regardless of whether the user's organization had multiple Console Owners or not. This notification has now been adjusted so that only users belonging to organizations with a single active Console Owner will see the notification.

• **Console**: When creating shipment requests, some of the country names have been changed to match the ISO 3166 standard for country codes. For example, “United States” is renamed to “United States of America (the)”, and “United Kingdom” is renamed to “United Kingdom of Great Britain and Northern Ireland (the)”. You can see the new names for example when creating shipment requests and selecting destination countries.

• **API**: Starting with release 2.7.0, the APIs for bulk shipment requests will be deprecated. The deprecated APIs will be available only until June 2024. From July 2024, the only method for submitting bulk shipment requests is to use the *YubiEnterprise Console*. The following APIs will be removed:
  - POST /v1/shipments/bulk
  - GET /v1/shipments/bulk
  - POST /v1/shipments/bulkvalidate

**Resolved Issues**

• **Inventory/From Stock**: The option to specify the inventory to draw from was not available when using the CSV file with the API or when creating bulk shipments. This issue has now been resolved by the implementation of the new bulk shipment process in release 2.7.0.

• **Console**: When creating bulk shipment requests and uploading the CSV file, the validation processing was slow and sometimes took too long, causing the browser to time out. The issue was caused by a performance problem which has been resolved.

• **Console**: When onboarding the Console for the first time as a demo user, a notification about the recommendation to add more Console Owners was shown. However, users in demo mode are not permitted to take the actions described in the message. This issue has been resolved, and demo users will now see a different message.

• **Shipment fees**: The flat $65 fee for single-key shipments that should have been applied to the following territories and countries is not being applied correctly.
  - **US**:
    - * American Samoa
    - * Guam
    - * Federated States of Micronesia
    - * Marshall Islands
    - * Northern Mariana Islands
    - * Palau
    - * Puerto Rico
    - * The U.S. Virgin Islands
  - **International**:
    - * French Guiana: maps to France (FR) country code
Known Limitations

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- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

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### 1.24.16 Release 2.6.8 (8 January 2024)

**Resolved Issues**

- **Console**: When creating a shipment request, entering a region/state was also required for countries other than the US and Canada, when selecting a destination country. This issue has been fixed, and region/state is now only required when selecting the US or Canada as destination country.
Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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### 1.24.17 Release 2.6.7 (8 January 2024)

Resolved Issues

- **Console**: When submitting a shipment request, the country in the address field was changed to the US as default, even if the country originally entered was a different one. This has been fixed, and the correct country is now applied when submitting a shipment request.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

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1.24.18 Release 2.6.2 (7 December 2023)

Resolved Issues

• **API:** A change introduced in release 2.6.0 slightly altered the sorting functionality, breaking backwards compatibility. The correct behavior has now been restored.

Known Limitations

• **Inventory/From Stock:** Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

• **CSV:** The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround:** Use the API or the Console (from the **Dashboard** or the **Shipments** tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see **Purchasing Through Resellers/Distributors**.

• **India shipments:** Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal. tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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1.24.19 Release 2.6.1 (7 December 2023)

Resolved Issues

- **API**: Support for filtering on integer fields using the `exact` operator when performing advanced search was accidentally removed in release 2.6.0. The correct behavior has now been restored.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipment tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Re-sellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

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1.24.20 Release 2.6.0 (7 December 2023)

New Features & Enhancements

- **Console**: Customers, distributors and resellers can now get a clearer view of how many products are available for shipping. If there is an allocation set for a specific product due to limited availability, a notification showing the number of allocated shippable products is displayed on the Dashboard and when accessing the Create Shipment Request form. Users are prevented from creating shipments when their inventory selection exceeds their available shippable inventory. For more information, see Shippable Inventory.

- **Console**: The Edit Shipment functionality has been enhanced by improved design. For more information, including screenshots, see Editing or Deleting a Shipment.
Resolved Issues

- **Console**: The NetSuite sales order number field in the Purchase Order details page has been removed, as the information was superfluous.

- **Console**: In the Distributor and Reseller views of the Purchase Order details, the Distributor ID line was shown. Since it is not used in any workflows, the line has been removed.

- **API**: The API documentation has been updated for the shipments_exact APIs to indicate that the shipped_date and delivered_date fields are nullable.

- In rare situations, the tracking_link field for Royal Mail shipment details was not being populated. This issue has now been fixed.

- **API**: Because the enum subscription_type should be included in the response for GET /v1/products, the subscription_type field has been added to the /products API.

- **Console** and **API**: When creating a shipment request, the total number of selected form factors cannot exceed the shippable count. This prevents users from creating shipment requests that would otherwise fail due to insufficient allocation. For more information, see *Shippable Inventory*.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the **Dashboard** or the **Shipments** tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new / shipmnts_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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1.24.21 Release 2.5.1 (31 October 2023)

Resolved Issues

- **Console**: The search results generated by using the Console’s search function to filter on shipments were not the same in the GUI as they were in the downloaded CSV file. For example, filtering shipments by Shipment address with multiple string terms, each separated from the next by a space, as in contains: stockholm 1 might have shown 60 shipments in the Console UI, but the downloaded CSV file would have contained none at all. This issue has now been fixed, and the results displayed by the Console UI are accurately reflected in the downloaded CSV file.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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1.24.22 Release 2.5.0 (26 October 2023)

New Features & Enhancements

- **Console** Organizations now receive notification to add at least one more Console Owner if they currently have only a single owner. Console Owner is the only role that can perform password and account resets for users who have been locked out. Organizations that have only a single Console Owner who locks themselves out or leaves the organization will be obliged to contact Yubico to set up a new Console Owner.
Resolved Issues

- **API**: When getting a purchase order by its ID, extra, undocumented fields were returned. When a request for GET /v1/purchaseorders/{purchaseorderId} was sent, the response included (is_vat_valid, is_tax_exempt, is_post_pay). These extra fields are no longer returned.

- The country name “Vietnam” was wrongly spelt as two words, “Viet Nam”, in several locations, such as in the list of countries to which an organization could ship, and in the shipment creation process. This issue has now been fixed, and “Vietnam” is no longer listed as two words.

- **Console**: On the Settings tab, the Email field for adding new members is now limited to 255 alpha-numeric characters. This limit applies when adding a new user or editing an existing user.

- **API**: The public API documentation has been corrected to reflect our implementation for shipment APIs. The following were strings in the public API documentation; they have now been corrected to integer<int64>.

  - shipment_product_cost,
  - shipment_product_taxes,
  - shipment_product_vat,
  - shipping_service_cost,
  - shipping_service_taxes,
  - shipping_service_vat,
  - total_shipment_product_cost,
  - total_shipment_tax_cost,
  - total_shipment_vat_cost,
  - total_shipping_service_cost,
  - total_keys_shipped.

  Similarly, the shipment_destination_vat_rate was a string in the public API documentation; it has now been corrected to number<double>.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove
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Google Workspace, because Google Workspace enforces SP EntityID uniqueness across all SAML Apps in the
workspace. For more information, see the Known Limitations section of the SSO topic.

1.24.23 Release 2.4.3 (4 October 2023)

New Features & Enhancements

- roles, a new member of the org struct that supports multiple roles per org ID per user, has been added to the
/auth/me endpoint of the openapi spec. The roles struct member replaces the top level roles field, which has
been deprecated.

Resolved Issues

- Previously, when an enterprise console user attempted to download the shipments.csv file after sorting some of
the Shipments table columns, the following error message appeared: “Unable to download refund csv, please try
again later.” This has been fixed so that users can successfully download the shipments.csv file no matter which
columns have been sorted.

- Previously, the error message displayed during a failed attempt to download the shipments.csv file mentioned
the refunds.csv file instead of the shipments.csv file. This has been fixed.

Known Limitations

- Inventory/From Stock: Although Console users can specify the inventory they want to draw from, this option
is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods
only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot
be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- CSV: The CSV bulk upload does not support combining subscription and non-subscription products in a single
shipment. **Workaround:** Use the API or the Console (from the Dashboard or the Shipments tab, Create
shipment request > Single shipment) to create single shipment request that includes both types of products.

- API: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /
v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- Channel Partners: To order keys via API from inventory purchased through channel partners, the new /
shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering
keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Re-
sellers/Distributors.

- India shipments: Some of our shipments to India use India Post for the last mile. India Post does not support
our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays
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1.24.24 Release 2.4.2 (3 October 2023)

New Features & Enhancements

• The file size of the animated YubiKey on the YED Console login screen has been reduced.

Resolved Issues

• The IDP note on the Configure SAML Single Sign-On page under Settings in the YED Console has been updated to the following statement: “Note that each IDP has different labels for these fields, and the sequence of fields varies from one IDP to the next.”

• The YED console login page was struggling to load due to the file size of the page’s animated YubiKey. This has been fixed so the login page loads as expected.

Known Limitations

• Inventory/From Stock: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

• CSV: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. Workaround: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• API: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• Channel Partners: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• India shipments: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. Workaround: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking(trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

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1.24.25 Release 2.4.1 (28 September 2023)

Resolved Issues

- Previously, if a user toggled the Only show shippable inventory switch on the customer dashboard, but the customer did not have any remaining shippable inventory, the toggle and the inventory section of the dashboard disappeared. This has been fixed so the inventory section and toggle remain visible, and a message indicating “No shippable inventory found” is displayed.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.
- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.
- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).
- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.
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1.24.26 Release 2.4.0 (28 September 2023)

New Features & Enhancements

- **1-Tier and 2-Tier Sales**: YubiEnterprise Console now supports inventory purchase and consumption for Yubico and its channel partners - Distributors and Resellers as well as End-customers.
- **Console**: The Terms & Conditions for use of YubiEnterprise Services/Delivery have been updated and with the release of version 2.4.0, all new and returning users will need to indicate acceptance, otherwise they will not be able to log in to the Console. Each user’s acceptance will be logged with the relevant timestamp.
- **Console**: Console Owners can now assign, add, view and remove the Distributor role as needed for efficient user management within the organization.
• **Console**: Console Owners can now assign, add, view and remove the Reseller role as needed for efficient user management within the organization.

• **Console**: Distributor view of Reseller list: so that distributors can efficiently manage and monitor the resellers associated with their distributing activities, the Console displays a list of their resellers. For more information, see *Roles and Permissions*.

• **Console**: Reseller view of End Customer list: so that resellers can efficiently manage and monitor the end-customers associated with their reselling activities, the Console displays a list of their end-customers. For more information, see *Roles and Permissions*.

• **Console**: Because a user can have multiple roles/views in the same organization, the Users page lists the ones that apply for each user.

• **Console**: Automatic Selection of Login Role: If the user logging in to the Console has multiple roles, the highest priority role is selected, with the top role being Org Owner, followed by Org Admin, Org Auditor, Distributor, Reseller in that order. The user then arrives at the appropriate landing page.

• **Console**: SSO: The release of YubiEnterprise Services 2.4.0 heralds support for SSO initiated both by the Service Provider (SP-initiated SSO) and by the Identity Provider (IDP-initiated SSO).

• **Console**: IDP-initiated SSO: Org owners can now enable IDP-initiated SSO by logging in to the Console with credentials, going to the Settings > SSO tab, configuring IDP-initiated SSO, and clicking the new checkbox for it. For more information, see *Supported SSO Initiation Forms*.

• **Console**: SSO: Org owners logged into the Console via SSO are now able to see whether IDP-initiated SSO has been enabled and view the URL for IDP-initiated SSO by going to the Settings > SSO tab.

• **Console**: All users are able to see on the Purchase Orders page the YE Delivery column showing whether the PO in question is available for shipping via YubiEnterprise Delivery.

• **Console**: The Shipment Creation page displays new information on the number of items available to be delivered: subscription products plus helper text for standard products.

• **Console**: On the Dashboard, there is no Create Shipment Request button if there are no products available for delivery.

• In the refunds.csv file, the channelpartner_name column has been renamed reseller_name and the channelpartner_id column has been renamed reseller_id. The values in the columns continue to be those for the channel partner name and ID.

• In the shipmentsdownload file (shipments.csv) the channelpartner_name column has been renamed reseller_name, and the channelpartner_id column has been renamed reseller_id. The expected values in these columns remain unchanged, i.e., the channel partner name and the channel partner ID.

• In the bulk_shipment_template.csv file that is downloaded when preparing to submit shipment requests in bulk, the ChannelPartnerID column has been renamed ResellerID. The expected values for this column remain the same.

**Resolved Issues**

• **Console**: New and returning customers are now asked to read and agree to the updated YubiEnterprise Console Acceptable Use Policy. Once the policy has been agreed to, the customer may access the console.

• **Console**: In the Shipments table, the tracking number was occasionally missing even though the status showed that the shipment had been delivered; however, the detail view of such a shipment would show the tracking number. This issue has now been resolved; the tracking number always shows up on the main page as well.
Known Issues

- If a user toggles the **Only show shippable inventory** switch on the customer dashboard, but the customer does not have any remaining shippable inventory, the toggle and the inventory section of the dashboard disappear. **Workaround**: reload the page or navigate away from the page and return to it.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the **Dashboard** or the **Shipments** tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for `GET /v1/purchaseorders/{purchaseorderId}` is sent, the response includes `(is_vat_valid, is_tax_exempt, is_post_pay)`.

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see **Purchasing Through Resellers/Distributors**.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking(trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

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### 1.24.27 Release 2.3.0 (31 August 2023)

New Features & Enhancements

- **Console**: Typically the shipment carrier needs the recipient’s telephone number for delivery. The **Contact phone** field for single shipments now has a tooltip explaining its purpose and the consequences of omission. “This phone number will be used by the carrier to complete the last stage of delivery. Submitting an invalid phone number may result in the order being returned to sender.” See **Entering Shipping Information** for context.
Known Issues

- **Console**: If you are on the second page of viewing a table (showing, for example, items 101-200) and you reload your browser, that second page you were on now displays as page 1 and the items that were 101-200 now display as items 1-100. The first page of the table has thus become inaccessible. **Workaround**: Change the size of the page.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

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### 1.24.28 Release 2.2.0 (27 July 2023)

Resolved Issues

- **Console**: The Dashboard was incorrectly counting some (but not all) refunded keys as remaining inventory. This issue has now been fixed, so that no refunded keys are counted as remaining inventory.

- **Console**: When using filters on the Shipments tab or the Purchase Orders tab, the operators that offered an alternative to “contains” used to spring back to the default, which is “equals”. This behavior has now been fixed, so that it is now possible to use the “contains” operator for Country code, Recipient, and Recipient email.

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**Known Limitations**

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

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### 1.24.29 Release 2.1.4 (11 July 2023)

**Resolved Issues**

- **API**: When creating a shipment request using the API, if the delivery_type (normal or expedited) was not given, the API was not applying the default (normal) to the request as expected. For countries to which only a single key at a time can be shipped and where only the normal delivery type is supported, shipment creation was therefore failing. This issue has now been fixed.

**Known Issues**

- **Console**: The Dashboard is incorrectly counting some (but not all) refunded keys as remaining inventory.
• **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

• **India shipments:** Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

### 1.24.30 Release 2.1.2 (29 June 2023)

**Resolved Issues**

• **API:** Usage of the `validate-address` API for addresses in the following locations was failing with an undeliverable 400 response. Orders entered directly into the system and validated as part of the usual order processing were unaffected. This issue has now been resolved.
  
  - Australia
  - Japan
  - New Zealand
  - Indonesia
  - Philippines
  - Singapore
  - Thailand
  - India
  - Mexico
  - Chile

• **Console:** When filters were used, there was a problem clearing (resetting) the filter when no search results were found. For example, if advanced search was used on the *Shipments* tab or the *Purchase Orders* tab, and the search term yielded no results, the search term in the filter could not be changed - unless the browser window was reduced before clicking CLEAR ALL again. This issue has now been resolved; it is no longer necessary to shrink the browser window in order to change the search term.

**Known Issues**

• **Console:** The Dashboard is incorrectly counting some (but not all) refunded keys as remaining inventory.
Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](https://www.yubico.com/docs/v2/shipments).

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

### 1.24.31 Release 2.1.0 (22 June 2023)

#### New Features & Enhancements

- **Single Sign-on (SSO) for Google Workspace**: YubiEnterprise Console now supports SSO for Google Workspace. For further information and instructions, see [Enabling SSO with Google Workspace](https://www.yubico.com/docs/v2/single-sign-on).

- **Self-enablement for Single Sign-On (SSO)**: Using the Console, Console Owners can now enable SSO for a variety of Identity Providers (IDPs). For more information, see [Enabling SSO for Other IDPs](https://www.yubico.com/docs/v2/single-sign-on).

- **Improved Console Navigation**: To improve user experience and flow for upcoming features, the horizontal navigation menu is now a left sidebar.

#### Resolved Issues

- The `orgId` field in the response to the following APIs was deprecated by the OpenAPI specs. The following APIs no longer return values for that field. Therefore it is advisable not to write more code that depends on the `orgId` field:
  - GET v1/inventory
  - GET v1/inventory/channelpartners/{channelpartnerId}
  - GET v1/purchaseorders
  - GET v1/purchaseorders/{purchaseorderId}
  - GET/POST v1/shipments
  - GET/PUT v1/shipments/{shipmentId}
Known Issues

- **Console**: The Dashboard is incorrectly counting some (but not all) refunded keys as remaining inventory.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create a single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](#).

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website or any of the other tracking service sites that support India Post, such as Ship24.com - ([https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking)).

1.24.32 Release 2.0.4 (5 June 2023)

Known Issues

- **Console**: The Dashboard is incorrectly counting some (but not all) refunded keys as remaining inventory.

- **The orgId field**: In the response to the following APIs has been deprecated by the OpenAPI specs. Although these APIs currently return values for that field, future versions of the API will not return the orgId field. Therefore it is advisable not to write more code that depends on that field:
  - GET v1/inventory
  - GET v1/inventory/channelpartners/{channelpartnerId}
  - GET v1/purchaseorders
  - GET v1/purchaseorders/{purchaseorderId}
  - GET/POST v1/shipments
– GET/PUT v1/shipments/{shipmentId}
– GET/POST v1/shipments_exact
– GET/PUT v1/shipments_exact/{shipmentId}
– GET v1/accountbalances

Known Limitations

• **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

**1.24.33 Release 2.0.3 (2 June 2023)**

**Resolved Issues**

**Console**: Individual shipment request: Even though the Region/State line of the address had actually been entered and the shipment request submitted, that line was shown as empty in the shipment request record. Updating the request did not resolve the issue; the field remained blank. This issue has now been resolved and the data entered in the Region/State line of the address is now displayed in the record of the submitted request.

**Known Issues**

• The orgId field in the response to the following APIs has been deprecated by the OpenAPI specs. Although these APIs currently return values for that field, future versions of the API will not return the orgID field. Therefore it is advisable not to write more code that depends on that field:
  – GET v1/inventory
  – GET v1/inventory/channelpartners/{channelpartnerId}
  – GET v1/purchaseorders
- GET v1/purchaseorders/{purchaseorderId}
- GET/POST v1/shipments
- GET/PUT v1/shipments/{shipmentId}
- GET/POST v1/shipments_exact
- GET/PUT v1/shipments_exact/{shipmentId}
- GET v1/accountbalances

Known Limitations

- **Inventory/From Stock:** Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV:** The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround:** Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API:** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments:** Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx ("Evaluate the expression" means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.34 Release 2.0.0 (25 May 2023)

New Features & Enhancements

- **Console Subscription Management:** The dashboard view has been upgraded to enable a better overview of the different subscription plans/tiers within the primary, backup and replacement categories, along with the licenses available as a portion of the total licenses. In addition, the supported form factors are shown for each plan/tier/category. Not only does this improved user interface facilitate subscription management, but it also makes ordering product shipment easier in that the request can be started directly from the inventory display. For more information including screenshots and explanations, see Dashboard.

- **Enhanced Search** The search function on the Shipments tab and the Purchase orders tab in the YubiEnterprise Console has been enhanced to enable advanced search. All the columns can be displayed and/or hidden; the Filters enable use of “Contains” or “Equals” operators; and the Density option enables setting the display view to compact, standard or comfortable. For more information, see Filters and Table Controls for the Shipments tab and Filters and Table Controls for the Purchase orders tab.
• **Sub-processors**: We are pleased to notify users that we have published a sub-processor webpage located [here](#) which lists sub-processors used on Yubico’s behalf as part of Yubico’s product and service offerings. To stay up-to-date on Yubico sub-processors, users can subscribe to an RSS feed or check the webpage for updates.

**Resolved Issues**

• The API endpoints `GET /v1/inventory` and `GET /v1/inventory/:channelpartnerId` no longer return a response that includes the field `product_tier`. The API is therefore now in conformity with the documented behavior.

**Known Issues**

• The `orgId` field in the response to the following APIs has been deprecated by the OpenAPI specs. Although these APIs currently return values for that field, future versions of the API will not return the `orgID` field. Therefore it is advisable not to write more code that depends on that field:
  - `GET v1/inventory`
  - `GET v1/inventory/channelpartners/{channelpartnerId}`
  - `GET v1/purchaseorders`
  - `GET v1/purchaseorders/{purchaseorderId}`
  - `GET/POST v1/shipments`
  - `GET/PUT v1/shipments/{shipmentId}`
  - `GET/POST v1/shipments_exact`
  - `GET/PUT v1/shipments_exact/{shipmentId}`
  - `GET v1/accountbalances`

**Known Limitations**

• **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the **Dashboard** or the **Shipments** tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for `GET /v1/purchaseorders/{purchaseorderId}` is sent, the response includes (`is_vat_valid`, `is_tax_exempt`, `is_post_pay`).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](#).

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal](https://www.indiapost.gov.in/_layouts/15/dop.portal).
1.24.35 Release 1.33.0 (20 April 2023)

New Features & Enhancements

- **Console**: Shipment Recipient name OR Recipient company name: a new tooltip clarifies requirements for these fields: “At minimum, either a recipient first name and last name is required OR a recipient company name. When sending to a residential address, provide a first and last name but not a company name (can cause delivery issues). A company name should only be provided when sending to a commercial/business address.” This means that for business (corporate) addresses, both recipient name and company name can be provided, whereas for residential addresses, the company name must be left blank.

Resolved Issues

- **Login** When a WebAuthn credential nickname has more than 255 characters, a 500 error would be returned. This validation issue has now been fixed, so that the SQL exception that occurs when attempting to write the new name to the database now returns a 400.

Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).
YubiEnterprise Services

1.24.36 Release 1.32.0 (23 March 2023)

New Features & Enhancements

• **SSO**: YubiEnterprise Services now supports Single Sign-On (SSO). For details, see *Single Sign-On (SSO)*.

• **System Email Upgraded** to UTF-8 in order to support many languages and more email clients.

• **Additional YubiKey Models**
  – The YubiKey 5C NFC is available in Advanced, Premium, and FIPS tiers.
  – The Security Key C NFC by Yubico is available in Base, Advanced, Premium and FIPS tiers.

• **Demo Password Reset**: Console Owners can now reset passwords for Demo users. Those users follow the reset link from the email the system sends them and register passwords. They are not required to have YubiKeys in order to authenticate.

Resolved Issues

• Expedited shipping is not supported for certain countries. Those countries are listed in Key Quantities and Delivery Types. It is therefore no longer possible to select this option when shipping to those countries.

Known Limitations

• **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET / v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new / shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

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Known Limitations

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

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- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - [https://www.ship24.com/couriers/india-post-tracking](https://www.ship24.com/couriers/india-post-tracking).

New Features & Enhancements

- **New Products**: As of the current release, 1.30.2 on 24 January 2023, YubiEnterprise Services offers the following new products:
  - Security Key NFC by Yubico
  - Security Key C NFC by Yubico
  - Security Key NFC by Yubico - Enterprise Edition
  - Security Key C NFC by Yubico - Enterprise Edition

- **Subscription (2.0)**: YubiEnterprise Services is launching Subscription (2.0) with this release 1.30.2 on 24 January 2023. Available for 500 users or more, it provides:
  - Procurement that is fast, predictable, and cost-effective
  - The opportunity upgrade to higher tiers as needs evolve
  - Form factor flexibility
  - The option to purchase backup YubiKey subscriptions at a discount to ensure your backup authentication mechanism is as strong as your primary one and to enable easy self-service account recovery.
YubiEnterprise Services

- 24x7x365 Priority Technical Support, which offers easy access to Yubico security experts (Yubico Support Services Overview)
- Extended warranty: Warranties cover the initial term of the subscription plus the first renewal - the duration of the subscription.

**Plus Plan**

- Replacement licenses allow you to cover up to 25% of subscribed users per year, with an option to add on additional users as needed a la carte, due to turnover, lost or stolen keys, and upgrades.
- Maximum discount on backup licenses
- 5% of base purchase as funds available to apply toward Professional Services
- Option for one bulk customization event per year included.

**Standard Plan**

- Choose the number of replacement licenses for turnover, lost or stolen keys, and upgrades.

**Known Limitations**

- **Inventory/From Stock**: Although Console users can specify the inventory they want to draw from, this option is not available when using the CSV file with the API or when creating bulk shipments. These latter two methods only permit specifying the kind of stock (initial, replacement, buffer). When inventory is not specified or cannot be specified, the system uses the “first in, first out” rule, which means it will deduct from the oldest PO first.

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).
1.24.39 Release 1.30.0 (19 January 2023)

Resolved Issues

- **Console**: When a user and/or a password was reset, there was no indication whether the action had been successful. This issue has now been fixed: now a message confirming success is displayed after a user and/or a password is reset.

- **Console**: When you created a custom email and your HTML code was validated, the display of your actual code was stuck on the far right of the frame. This issue occurred whether the code had errors or not, and whether or not it exceeded the 65,000-character limit. This issue has now been fixed, and your HTML code is readable as expected, distributed evenly across the whole area of the frame.

- **Console** The Advanced Search by address did not work as expected unless you had street lines 2 and 3 in the address. The workaround was to add a space after each potential line of the address, including lines whose potential was unrealized, i.e., unoccupied fields. Therefore, when you were searching on an address that did not have a street line 2 or 3 you would have needed to add three spaces between `street_line1` and `city`. This issue has now been fixed.

Known Limitations

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET `v1/purchaseorders/{purchaseorderId}` is sent, the response includes (`is_vat_valid`, `is_tax_exempt`, `is_post_pay`).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.40 Release 1.29.2 (22 December 2022)

Resolved Issues

- The refunds CSV download button now works as expected.
Known Issues

• The .csv file created when downloading processed refunds is showing the wrong data in the inventory_product_type column. Instead of showing information such as “Standard Products”, “Shipping”, or “Primary Subscr - Adv. Tier: Initial,” it is showing the name of the product that was refunded (e.g. YubiKey 5 NFC) or in the case of Shipping, it is showing an empty field.

Known Limitations

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dopportal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.41 Release 1.29.0 (15 December 2022)

New Features & Enhancements

• **Console and API** Shipments initiated without using YubiEnterprise Services are now tracked within the Console and via the API. In order to distinguish between requests shipped using YubiEnterprise and those shipped without, we have introduced two types of shipment: “Automated,” which are those requested using YubiEnterprise Delivery, and “Manual,” which are shipments requested directly from Yubico or a Channel Partner. Therefore the table on the Shipments tab and the CSV download both now have a new column, “Type,” upon which one can filter. For more information, see Shipment Requests.

Resolved Issues

• **Console and API** The limit for the number of alphanumeric characters in the recipient email address, formerly 40, has been expanded to 80 characters. For more information, see the Shipment Request Fields table.
Known Limitations

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the **Dashboard** or the **Shipments** tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.42 Release 1.28.0 (17 November 2022)

**New Features & Enhancements**

• **Console**: A search produces a filtered list of shipments. Until now, when you investigated one of those results and then clicked the Go back button, the results of that search were no longer available. With the current release, YubiEnterprise Delivery 1.28.0, the list of search results is retained even after clicking into a particular result or refreshing the browser window while on a page of search results. (For more details, see Searching Shipments.)

• **Console**: Customization of the SHIPPED/DELIVERED/DELIVERY EXCEPTION email template - An owner or an admin can edit the templates for these emails notifying a YubiKey recipient about a shipment. The HTML code for the new template is validated as the content is entered. When the user clicks Update the Send sample button becomes active so that the user can send themselves a sample email from the customized template. For more details, see Customizing the Automated Emails.

• **Console**: When creating a new shipment, the single shipment tab is shown by default instead of the bulk shipment tab.

**Resolved Issues**

• **Console**: When logging into YubiEnterprise Delivery with the wrong email or password, the error message in the past was “Access denied.” Now the error message is “Incorrect email or password.”

• The status of some of the GB-destined shipments carried by Royal Mail was not updating promptly. Expected behavior is for the status to be shown as “Delivered” when that is the case; instead the status of shipments that had already been delivered was sometimes shown as “Shipped:In Transit”. This issue has now been fixed.
Known Limitations

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.43 Release 1.27.3 (28 October 2022)

Resolved Issues

- There was a brief period of time in which the tracking numbers in the links for Blue Dart’s India shipments pointed at nonexistent shipments. Those tracking numbers have been corrected, so the links now point to the appropriate shipments.

Known Limitations

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.
1.24.44 Release 1.27.0 (20 October 2022)

Enhancements

- The advanced search feature for shipments has been substantially enhanced (see Advanced Search).

Resolved Issues

- Prior to release 1.27.0, API calls that included saving an excessively long string to the street_line3 field such as the POST /v1/shipments_exact API received a peculiar error. Trying to save a string longer than 60 alpha-numeric characters now throws a better error.

Known Limitations

- CSV: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround:** Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

- API: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- Channel Partners: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- India shipments: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).
1.24.45 Release 1.26.1 (26 September 2022)

Resolved Issues

- Previously, if the last remaining user of an org attempted to remove themselves from that org, they were automatically logged out of the console. This has been fixed so that users attempting this operation (which is not allowed and will result in an error message) remain logged in.

Known Limitations

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.46 Release 1.26.0 (22 September 2022)

New Features & Enhancements

- Whitespace is now trimmed from the following fields in the bulk order request CSV file:
  - channel partner ID
  - inventory type
  - delivery type
  - key quantities

  Trimming will help prevent the CSV file parser from falsely rejecting these fields.

- When a user attempts to change their account password, and the new password violates any of the password requirements, an error message in red containing the first violated rule will appear on screen.
• The items in the top navigation bar (Dashboard, Shipments, Purchase orders, Settings) are now clickable from within a subpage of a particular item/tab. For example, a user can now click on Shipments from within a shipment detail page to navigate back to the main Shipments screen.

Resolved Issues

• The “Inactive” user status has been renamed as “Deactivated.”

• The unused /organization/update-setting API endpoint has been removed.

• Previously, when a console user navigated to the Users tab under Settings and reduced the number of users shown per page to 5, the delete (trash can) icon for the 4th user disappeared. This has been fixed so that the delete icon is available for all users shown on screen.

Known Limitations

• CSV: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround:** Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

• API: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• Channel Partners: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• India shipments: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.47 Release 1.25.2 (24 August 2022)

New Features & Enhancements

• API Token: Notification of token expiry is now emailed not only to the token holder but also to the org owner. (For more information on this, see Managing API Tokens.)
Known Limitations

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx ("Evaluate the expression" means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

1.24.48 Release 1.25.0 (18 August 2022)

Resolved Issues

• **CSV**: If the country code column in the CSV upload file had a space inserted in the country code, for example, a trailing space after “US” so that the system read it as “US “, upload of the CSV file would fail without an error. This issue has now been fixed.

• With shipments to the UK, in rare cases a shipment’s status was not progressing beyond Shipped: In Transit, although the carrier’s website was showing a delivery exception notice. Without a status update, no delivery exception email could be sent to the shipment recipient. This issue has now been resolved.

Known Limitations

• **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

• For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).
• **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see [Purchasing Through Resellers/Distributors](#).

• **India shipments:** Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround:** Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - [https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx](https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx) (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as [Ship24.com](https://www.ship24.com/couriers/india-post-tracking).

### 1.24.49 Release 1.24.0 (21 July 2022)

**New Features & Enhancements**

• Shipment requests that do not adhere to this standard will generate an error message, and no shipment will be created.

**Resolved Issues**

• **Console:** In the table on the Shipments tab, shipments were not sorting correctly on the `ship_date` or the `delivery_date` columns. Shipment requests should have been sorted into chronological order based on the selected column. Now the sequencing of requests in these columns is displayed correctly in chronological order when the sort icon for either of these columns is clicked.

• Some shipments sent to India have a status of “Delivered,” even though the carrier and tracking number are still showing as “coming soon.”

• Some shipments sent through India Post and delivered by the Transnet carrier made no progress through the expected statuses; they remained in the Shipped: In Transit state even after the shipment was delivered. This issue has now been fixed; all India Post shipments sent via Transnet are now tracked and therefore make the expected progress through the statuses.

**Known Issues**

• **CSV:** If the country code column in the CSV upload file has a space inserted in the country code, for example, a trailing space after “US” so that the system reads it as “US ”. upload of the CSV file will fail without an error.
Known Limitations

- **CSV**: The CSV bulk upload does not support combining subscription and non-subscription products in a single shipment. **Workaround**: Use the API or the Console (from the Dashboard or the Shipments tab, Create shipment request > Single shipment) to create single shipment request that includes both types of products.

- For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

- **India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

**1.24.50 Release 1.23.0 (23 June 2022)**

New Features & Enhancements

- Shipments destined for the US or Canada can use the USPS codes for state or province. Every shipment request method has been standardized for this input: individual shipment requests made via the Console or the API and bulk requests using the CSV file all take the USPS codes. The mappings between full names and codes are given in USPS Codes for US and Canada. As of YubiEnterprise Delivery release 1.24.0 scheduled for 21 July 2022, use of these USPS codes will be mandatory. After this date, shipment requests that do not adhere to this standard will generate an error message, and no shipment will be created.

- **Console** Each Purchase Order now has its own detail page, showing PO number, whether direct or channel sale, and if the latter, the seller’s name, the expiring date for initial or perpetual stock, address and contact information. The available inventory is shown as before.
**Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

**India shipments**: Some of our shipments to India use India Post for the last mile. India Post does not support our automated shipment tracking service, and therefore the tracking ID that YubiEnterprise Delivery displays is not actually a link. **Workaround**: Copy the India Post tracking number (typically 13 digits starting with E, R, or C) and paste it into either the India Post website - https://www.indiapost.gov.in/_layouts/15/dop.portal.tracking/trackconsignment.aspx (“Evaluate the expression” means do the arithmetic displayed in the box to prove that you are not a bot) or any of the other tracking service sites that support India Post, such as Ship24.com - (https://www.ship24.com/couriers/india-post-tracking).

### 1.24.51 Release 1.22.1 (25 May 2022)

**Resolved Issues**

- For shipments sent to India, status emails declaring that the shipment had been sent were being generated every hour. This issue has now been fixed.

**Known Limitations**

- For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

- **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see :ref:channel-partners-label.

### 1.24.52 Release 1.22.0 (20 May 2022)

**New Features & Enhancements**

- With the release of version 1.22.0, the tracking of shipments to India becomes more transparent. On the Console, clickable tracking numbers are now provided for shipments delivered by Blue Dart, one of our main carriers on the Indian subcontinent. The API too returns a tracking_link value.
Resolved Issues

• Shipments sent to GB/UK now transition relatively quickly to “Delivered” or “Delivery Exception” instead of remaining in the “Shipped: In Transit” status indefinitely.

• **Console**: The Purchase Order sorting function did not work. Clicking on a column heading did not result in the content of the column being sorted. This issue has now been fixed, and any column can now be sorted as expected.

Known Limitations

• For European shipments using Bpost, also known as the Belgium Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and paste it into the field for that purpose on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or into Parcelsapp.com’s page for Bpost tracking, https://parcelsapp.com/en/carriers/belgium-post.

• **API**: When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see :ref:channel-partners-label.

1.24.53 Release 1.21.0 (26 April 2022)

Resolved Issues

• If a field has been selected for sorting on any of the console list screens, that field title will now be shown in bold.

• Email addresses are now validated during shipment request creation for single and bulk shipments.

• The channel partner name field in the shipments .csv file is now populated for all entries, including direct sale shipments.

• Previously, when an order received a Delivery Exception status, an internal message was shown in the console. This has been fixed so the message is no longer shown.

• The API documentation has been updated to reflect that the suggested address fields (suggest_street_line1, suggest_street_line2, suggest_street_line3, suggest_city, suggest_region, and suggest_postal_code) are largely deprecated and will return an empty string. This applies to the following APIs: GET /shipments_exact, POST /shipments_exact, GET /shipments_exact{shipmentId}, and POST /shipments_exact{shipmentId}.

• The suggest_recipient field of the API, which is never returned in responses, has been removed from the API.

• On the Users screen under Settings, the alphabetic sort was not working properly when trying to sort users by email address. The sort function has been fixed and now behaves as expected.

• Role and State are no longer sortable fields on the Users screen under Settings in the console.
Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, https://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.

- **API:** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipsments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

### 1.24.54 Release 1.20.0 (24 March 2022)

**New Features & Enhancements**

- **Console/CSV/API:** Consistency in the requirement for **recipient telephone number** in shipment requests is now system-wide. When creating a single shipment request in the Console (i.e., using the GUI), phone number has always been a required field. Now bulk shipment requests via CSV upload also require phone number, as do shipment requests made via API. With the current release of YubiEnterprise Delivery - 1.20.0 - shipment requests that do not include recipient telephone number (“Contact phone”) will no longer be processed. Although the /shipments API is deprecated, this requirement will be enforced on that API too.

- **Console/CSV/API** Shipment request statuses will now be updated to reflect changes reported after requests have reached the “Delivery Exception” state.

Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, https://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.

- **API:** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipsments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

### 1.24.55 Release 1.19.0 (24 February 2022)

**New Features & Enhancements**

- **Console:** The detail view of the shipment request now displays **Total cost** and **Product cost** in the **Shipping and tax** section of the page instead of at the top, where it was previously shown.
Resolved Issues

- The POST validate-address API that is used to determine whether an address is acceptable by YED for delivery contradicted the POST shipments_exact API in that the first deemed an address without a city acceptable, while the second deemed it unacceptable, since city is a required field. The validate-address API has now been fixed; it too requires the city field and its rules are consistent with the rules of the POST shipments_exact API.

Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.

- **API:** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

- **Channel Partners:** To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

1.24.56 Release 1.18.0 (20 January 2022)

New Features & Enhancements

- **API** Holders of API tokens are notified before expiry of a token via an automatically generated email sent to the address associated with the token. The email is sent 7 days before expiry, the day before expiry, and on the day of expiry.

Resolved Issues

- When the CSV file containing shipment requests was generated, the inventory_type column was not always populated for every row in the file. This issue has now been fixed.

- In the email that the system sends to notify recipients that a shipment will arrive, the carrier field was not consistently populated, nor was the link added to the carrier’s tracking number. This issue has now been fixed, and both the carrier and the tracking link are included in the email. **API:** This also resolves the issue of the incomplete response that was returned for the shipment order in the GET /shipments_exact and GET /shipments_exact/<shipmentId> responses: they now return comprehensive information.

- In the user guide, the section entitled Using the API to Execute a Shipping Request had a typo in the second sentence, which prevented the following information from being displayed at that location. “Although the system can deliver to Post Office (PO) Boxes within the United States, delivery to PO Boxes (or the equivalent) elsewhere in the world is unlikely to succeed.” This has now been fixed, so that the information now appears in this location.
Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, [http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en](http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en) or that of their partner, [https://parcelsapp.com/en/carriers/belgium-post](https://parcelsapp.com/en/carriers/belgium-post).

- API When getting a purchase order by its ID, extra, undocumented fields are returned. When a GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes is_vat_valid, is_tax_exempt, is_post_pay.

### 1.24.57 Release 1.17.2 (10 December 2021)

**Enhancements**

- Fifteen more countries have been added to the list of deliverable shipment destinations. The lists of countries and the corresponding limitations are given in *Key Quantities and Delivery Types.*

**Resolved Issues**

- **Console:** Shipments to overseas PO boxes (non-USA) are not delivered; instead, they are returned by all carriers. The Console now displays a warning to this effect when a shipment request is created using an overseas PO box. This limitation is referenced in *Post Office Box as Destination.*

### 1.24.58 Release 1.17.0 (18 November 2021)

**New Features & Enhancements**

- **Console:** Owners, Admins, and Auditors can now view the list of refunds for lost or missing shipments, drill down into the details of each item, and download a CSV file containing this data. For more information, see *Viewing Processed Refunds.*

**Resolved Issues**

- **Console:** Including leading or following whitespace with a term entered in the Search field yielded no results, even if the search term ought to have produced results. This issue has now been resolved; the system automatically trims any whitespace of this kind before the search is performed.

- When a shipment request was made providing a company name as recipient, plus either recipient first name or recipient last name, a validation error was returned. This issue has now been resolved: no error is thrown when the company name plus either first name or last name is provided.

- **Console:** The edit icon on the shipments page redirected the user to the shipment details page instead of showing the edit view in the same page. This issue has now been resolved, and it is now possible to edit in the same view.

- The status summary for shipments that were cancelled indicated that the shipments had been delivered, even though they were not. This issue has now been fixed: the status summary correctly shows canceled shipments as such.

- **API integrations:** The API documentation for the GET /shipments_exact API (to get all shipments) erroneously said that all the items included in the shipment (shipment_items) would be returned; that was incorrect - the field (shipment_items) was not returned in the response. This is no longer the case, and the API documentation now accurately reflects that the shipment_items field is not returned in the response.
• **Console:** After login, the Dashboard did not show any data. Only when the page was refreshed or one was redirected back from another page did the page load and show relevant data. This issue has now been resolved: the Dashboard page loads upon login and displays all data.

**Known Issues**

• **API** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET `/v1/purchaseorders/{purchaseorderId}` is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

• When the CSV file containing shipment requests is generated, the `inventory_type` column is not always populated for every row in the file.

**Known Limitations**

• For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.

**1.24.59 Release 1.16.0 (21 October 2021)**

**New Features & Enhancements**

• Eight new countries are available for existing and new organizations to ship to. They are: India, Saudi Arabia, the United Arab Emirates, Mexico, Chile, Israel, Taiwan, and Hong Kong.

• Fulfillment partner [“Provider”] information is now displayed:
  – On the Console, on the shipment details page, in the **Shipping & tax** section
  – In the API, in the `carrier` field.

• **API PUT** `/shipments/makedraft` has been deprecated and is therefore no longer available.

**Known Issues**

• **API:** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET `/v1/purchaseorders/{purchaseorderId}` is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).

**Known Limitations**

• For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyperlinked. However, the delivery status does update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.
1.24.60 Release 1.15.0 (23 September 2021)

New Features & Enhancements

• **Seven new countries:** It is now possible to have shipments sent to Australia, New Zealand, Japan, Singapore, the Philippines, Indonesia, and Thailand.

Resolved Issues

• In cases when particular carriers were used to ship an order, shipments were not progressing beyond the `SentForFulfillment` state. The system now handles additional carriers correctly.

• Very occasionally, shipments did not have their `delivered_date` set. This issue has now been resolved, and all shipments that reach their target recipient have a `delivered_date`.

• On the Purchase Order popup, the channel partner name and partner ID were not shown the same way as they were in the shipment popup. The presentation of this information has now been rationalized so that it appears with the same formatting and in the same detail in both locations.

• **Disabled Update Button** When a shipment request was in the `Awaiting validation` state, it was not possible for the creator of the request to edit any field other than the `from stock/key counts` field. Even though the user was able to click the Shipment id link to open the shipment details page, the Update button remained disabled by default. This issue has now been resolved: it is possible to update all fields on the shipment details page even when the request is in the `Awaiting validation` state.

• **Insufficient inventory**
  
  – To maintain the window during which orders can be updated, edited, or recalled/deleted, orders are held and processed in batch. Therefore there might be less inventory available by the time an order is processed than what was shown in purchase order details when the request was created. For example, the person starting to create a shipment request assumes that the 50 keys the console shows they have in inventory will still be available by the time the shipment request is submitted. When this is not the case, any shipment requests processed after the inventory is exhausted will be flagged Error: Processing Error, contact support. Reason is Not enough Inventory for Shipment - ShipmentsStateError.

  – A second issue arises from the same source: when the user clicks on the shipment request ID with that error, part of the status message displayed is “Insufficient Inventory of Product X” where “X” is an integer. To find out what X means, consult the Product Name, Stock/Inventory, product_id and inventory_product_id table.

  – A third issue arises from the same source: it is not possible to make single shipment requests for products that are not available in inventory - which is expected if insufficient product has been purchased, but an insufficiency of inventory can also be caused by Yubico itself running out of stock.

**Workaround:** Either contact Support to get more inventory, or edit the request to switch to another product for which inventory is available.
Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyperlinked. However, the delivery status does, update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, [http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en](http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en) or that of their partner, [https://parcelsapp.com/en/carriers/belgium-post](https://parcelsapp.com/en/carriers/belgium-post).

1.24.61 Release 1.14.0 (19 August 2021)

New Features & Enhancements

- **Shipment requests:** The alphanumeric character limits on the Console fields and the cells in the CSV upload file and the API have been expanded. For exact details, see the table detailing these limits in *Shipment Request Form Fields*.

- The shipment request detail popup has been expanded to a full page in order to display more information.

Resolved Issues

- **API:** For POST `validate-address`, `street_line1` limit is 60 alpha-numeric characters.

- The unit price of the products is shown on the Purchase Order popup if the products were purchased directly from Yubico (as opposed to from a channel partner).

- **Single shipment request:** The product list is now filtered by the partner selected. In other words, selecting a channel partner determines which products are available for shipment and the quantities thereof.

- **Bulk shipment request:** The CSV file’s `ChannelPartnerId` column requires that the ID be explicitly entered instead of defaulting to “1” for Yubico (direct sale). This facilitates the avoidance of errors.

Known Issues

- **API** When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET `/v1/purchaseorders/{purchaseorderId}` is sent, the response includes `(is_vat_valid, is_tax_exempt, is_post_pay)`.

Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyperlinked. However, the delivery status does, update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, [http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en](http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en) or that of their partner, [https://parcelsapp.com/en/carriers/belgium-post](https://parcelsapp.com/en/carriers/belgium-post).
1.24.62 Release 1.13.0 (22 July 2021)

New Features & Enhancements

• Channel Partners: This feature enables the inclusion of Yubico’s channel partners in YubiEnterprise Delivery. Customers can distinguish between inventory purchased directly from Yubico and inventory purchased through our channel partners. This information is displayed on the Purchase Order (PO) tab by clicking on the individual PO IDs (see PO Detail View). When requesting individual shipments using the Console, the channel partner is specified via the Channel Partner dropdown (see Shipping to a Single Address), while for bulk upload of shipment requests, the ChannelPartnerId column in the CSV file must be populated see: Shipment Request Form Fields). This feature is fully described in Purchasing Through Resellers/Distributors in “Requesting Shipment” in this guide. The updated APIs are listed under a heading with the same name, Purchasing Through Resellers/Distributors, in the “API Onboarding Playbook” in this guide.

• The default Delivery Exception email no longer references and links to Yubico’s support website. This enables enterprise customers to divert any support requests from shipment recipients (end users) to their own IT team.

• Download CSV: A new field, recipient_company, is now included in the exportable .csv file containing all shipment requests. This is the equivalent of the Company field in a single shipment request.

Resolved Issues

• API: To order keys via API from inventory purchased through channel partners, the new /shipments_exact APIs must be used. The older, deprecated /shipments API only supports ordering keys from inventory purchased directly from Yubico. For more information, see Purchasing Through Resellers/Distributors.

• There was an issue where the user ID associated with a shipment request was being updated to the ID of the last user to edit the shipment. The requester ID is supposed to be the ID of the user who originated the request and should not change once the order is created. A side effect of this was that it was possible for the shipment to get into a state in which it was not viewable/editable/delete-able. The fix was to ensure that the requester ID always remains unchanged.

• API: Now suggest_postal_code returns the correct information. Previously, this was never correctly returned, which affected the following APIs:
  - GET /shipments_exact
  - GET /shipments_exact/{shipmentId}
  - PUT /shipments_exact/{shipmentId} because the response to that is the full shipment payload, which includes the suggest_postal_code field.

It had no effect on the POST /validate-address API.

Known Issues

• When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET /v1/purchaseorders/{purchaseorderId} is sent, the response includes (is_vat_valid, is_tax_exempt, is_post_pay).
Known Limitations

- **Channel Partners**: To order keys via API from inventory purchased through channel partners, the new `/shipments_exact` APIs must be used. The older, deprecated `/shipments` API only supports ordering keys from inventory purchased directly from Yubico. For more information, see *Purchasing Through Resellers/Distributors*.

### 1.24.63 Release 1.12.0 (24 June 2021)

**Resolved Issues**

- **Search function**: when a search had 0 results, you could type any page number without an error being displayed. This issue has been resolved.

**Known Issues**

- When getting a purchase order by its ID, extra, undocumented fields are returned. When a request for GET `/v1/purchaseorders/{purchaseorderId}` is sent, the response includes (is_vat_valid, is_tax_exempt, and is_post_pay).

### 1.24.64 Release 1.11.2 (26 May 2021)

**Resolved Issues**

- The status of shipment requests that had already been sent out for fulfillment was not updating as expected. The status of those orders remained stuck at “Processing: Queued for Fulfillment” instead of progressing to “Processing: Sent for Fulfillment”. This issue has now been resolved.

**Known Issues**

- Search function: when a search has 0 results, you can type any page number without an error being displayed.
- The .csv template for bulk shipment requests sometimes contains a column for a product that you do not have, e.g., the YubiKey 5 NFC might not be available to you and yet the template has a column for it. If you attempt to use this column, your bulk shipment request will be rejected for containing an invalid product ID.
Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. However, the delivery status does, update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, [http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en](http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en) or that of their partner, [https://parcelsapp.com/en/carriers/belgium-post](https://parcelsapp.com/en/carriers/belgium-post).

1.24.65 Release 1.11.0 (20 May 2021)

New Features & Enhancements

- **API Token:** timestamps for creation, last use, and expiry are now shown on the profile page for that user. This information is shown for all tokens used since YubiEnterprise Delivery release 1.10.

- **Automated emails sent by the system to end-users upon shipment / delivery / delivery-exception** are now fully customizable. Formerly an organization owner or admin could use the Console to customize a paragraph that was then inserted into the standard email template. Now the UI shows one field for the subject of the email and a second for the email body. The customization performed here will apply to all emails sent by the system for that organization.

- The ability to search shipments by recipient_email has now been enabled.

- The Shipped_date now appears on the Dashboard of the Console and on the Shipments tab, as well as in the .csv download file containing the shipment requests.

- The Delivered_date now appears on the Dashboard of the Console and on the Shipments tab, as well as in the .csv download file containing shipment requests. This field is searchable.

Resolved Issues

- CRLF characters (Carriage Return (ASCII 13, r) Line Feed (ASCII 10, n)) were allowed in the address fields of individual shipment requests made via the Console. This resulted in unexpected line breaks in the corresponding row of the download CSV file. Those characters are now stripped from the input, so the CSV file no longer shows those line breaks.

- Data contained in downloaded .csv files of shipment requests was problematic, in that it caused a lack of alignment. This issue has now been corrected.

- When the same item was ordered from different types of inventory, e.g., primary/backup subscription, advanced tier, initial/replacement/buffer, the total quantity of the item from all types of inventory did not always add up correctly. This issue has now been fixed.

- If you entered a product type or quantity that was not available or inactive in the system, the shipping request was rendered incomplete, and the status message used the numeric ID of the product instead of its name (e.g., “ProductId3 not active in the system”). This issue has now been resolved, so that the actual name of the product is shown, e.g., “YubiKey 5C not active in the system”.

- If you canceled a bulk shipment request after having uploaded a .csv file, the previously selected file name was displayed next to the Choose file button. This issue has now been resolved.

- If you hovered over your profile icon on the Console, instead of your organization name in the tooltip, you would see its ID in the YubiEnterprise Delivery system. This issue has now been resolved, and so the actual name of your organization is displayed in the tooltip.
Known Issues

- Search function: when a search has 0 results, you can type any page number without an error being displayed.

- The .csv template for bulk shipment requests sometimes contains a column for a product that you do not have, e.g., the YubiKey 5 NFC might not be available to you and yet the template has a column for it. If you attempt to use this column, your bulk shipment request will be rejected for containing an invalid product ID.

Known Limitations

- For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. The delivery status does, however, update correctly. **Workaround:** To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en or that of their partner, https://parcelsapp.com/en/carriers/belgium-post.

1.24.66 Release 1.10.0 (22 April 2021)

New Features & Enhancements

- The .csv file for bulk import has always been limited to 10MB, but now the system returns a clear error message along with the 400 response code when a user attempts to upload a file that is too large.

- **User Account Management:** The list of users on the Settings > Users tab now displays a user status column. This enables adherence to compliance procedures when reviewing which users have access to the system.

- Enhanced Security: Session login limits: YubiEnterprise Delivery users do not stay logged in indefinitely. They are automatically logged out after 24 hours.

Resolved Issues

- Console search widget: the page counter is now reset to 1 for each new search.

- Console search widget: It was not possible to enter a page number that would have contained no search results; in other words, if there were only 10 pages of search results, you could not enter 100. It is now possible to enter a page number that does not exist because there were not that many results, but an error message explaining this is now shown.

- The available inventory displayed on the Purchase Order popup is now sorted.

- Making an /auth/machine-token API request with an expired token used to fail with a 500 error. Now such a request correctly returns a 401.

- When a user created a new API token and then switched orgs, the view did not update - the new token still appeared under the other org, even though the active token reference did update correctly. This has now been fixed.

- The email address of the user who created a shipment request is now shown in the pop-up window displayed by clicking on the ID of the shipment request.

- Broken links in the documentation have now been fixed.

- Users in demo mode are no longer able to edit the email template informing new recipients that they will be receiving shipments from YubiEnterprise Delivery. This capability is reserved for org owners and admins whose accounts are fully enabled (i.e., no longer in demo mode).
1.24.67 Release 1.9.0 (18 March 2021)

The initial API documentation link on Swaggerhub (https://app.swaggerhub.com/apis/yubico/yubi-enterprise-delivery-public/v1-oas3) is no longer updated and has therefore between removed. Please refer to: https://console.yubico.com/apidocs/ for the latest API documentation.

Enhancements

• User input is validated in such a way that the user is able to confirm or change input as required before submitting shipment requests; for example:
  – Indications of the allowed input for any given field are provided
  – Character rules are now provided for each API
  – The verification results for uploaded CSV files are now provided
  – Error codes have been standardized.
• YubiEnterprise Delivery users can now give their security keys (nick) names so that a user with multiple keys can distinguish them from each other. The console displays the keys in the order in which they were registered.
• API: Validation error responses are now consistent across the APIs.
• API Security:
  – If your request body does not contain valid JSON, the system informs you that the JSON contents you presented could not be verified and were therefore discarded.
  – When a user with permissions to change user roles attempts to grant a disallowed privilege level, the requested role is checked against a list of available roles and the error displayed to the user says only “a match was not found for a valid role”.
• When selecting products during the creation of a shipment request, users can now see the entire range of custom product options available to their organization.
• Organization owners can now reset just users’ passwords in addition to the existing option of resetting users entirely.

Resolved Issues

• Telephone numbers entered in shipment requests are now validated. If a mistake is found, the user is given the opportunity to correct it before the request is processed.
• API: Submitting invalid values for the delivery_type or inventory_type fields now triggers INFO-level errors instead of 500s.
• API: A JSON unmarshall error resulting from a malformed payload for the /shipments POST CreateShipment API used to send ‘500 / “unknown error”’. This type of error now sends ‘400 / “invalid payload”’.
• When your login has expired, clicking on the Generate API token on the profile page does not work. This issue has now been fixed.
• API: The auditor role can delete API tokens as well as create them.
• Transaction rollbacks are now logged at INFO level instead of at WARNING level, which was too severe.
• When an attempt is made to delete a shipment request that does not exist, the error code returned is now 404 instead of 500, which erroneously indicated a server problem. This issue has now been fixed.
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• API: When Organization Products are returned, the TotalCount is now set.
• API: When calling InviteUserToCurrentOrganization for a user already in an organization, an AlreadyExists response is now returned.
• API: GET /shipments was missing the advanced_search parameter. This is now present.
• The CSV download was timing out. This issue has now been resolved.

Known Limitations

• For European shipments using Bpost, also known as the Belgian Post Group, the tracking number is not hyper-linked. The delivery status does, however, update correctly. **Workaround**: To find out where a Bpost shipment is, copy the tracking number and input it on Bpost’s page for that purpose, [http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en](http://www.bpost2.be/bpostinternational/track_trace/find.php?lng=en) or that of their partner, [https://parcelsapp.com/en/carriers/belgium-post](https://parcelsapp.com/en/carriers/belgium-post).

1.24.68 Release 1.8.3 (9 March 2021)

Enhancements

• Support for Transport Layer Security (TLS) v1.0 and v1.1 has been removed; the earliest version YubiEnterprise Delivery now supports is TLS 1.2. This update to the cryptographic protocols renders network communication less vulnerable to attack.

1.24.69 Release 1.8.0 (18 February 2021)

Features & Enhancements

• **Security Enhancement**: YubiEnterprise Delivery 1.8.0 implements an infrastructure enhancement that requires all users to reset their passwords. All users will have received an email from Yubico announcing this one week prior to the 1.8.0 release. The email explains the procedure to be followed: click on the link in the email, which takes you to a page enabling you to update your password. If you do not update it within one week, contact your YubiEnterprise Delivery organization owner for an account reset. If you are an Org Owner, contact YubiEnterprise Support.

• Using the API and the Console (GUI) for single shipments, it is now possible to include products from different inventory types within the same shipment. For details, see Shipping to a Single Address.

• **Advanced Search for API** Advanced search capabilities have been introduced for API users. Fields with different names will be searched in an AND, while fields with the same name will be ORed.

Resolved Issues

• When browsers truncated redirection URLs, or users manually copy-pasted incomplete URLs, the missing OAuth authorize parameters caused the login backend to crash.
Known Issues

- When your login has expired, clicking on the Generate API token on the profile page does not work. 
  Workaround: Log in to the Console again.

1.24.70 Release 1.7.0 (21 January 2021)

Features & Enhancements

- **API: Advanced search** Lists of shipment requests can be filtered by query parameters. We introduced /search-description on searchable resources to provide a description of the searchable fields.

- Timestamps for shipment requests and for orders being shipped are now provided with millisecond precision from the Console (the GUI) and via the API.

- **API** We now return “404 Not Found” response {"message":"Product Id <> could not be found"} for GET /products/{product id} on an invalid product ID, as per the API contract.

- The CSV file download containing shipment requests shows streamlined shipment status, including for shipments carried out before the 1.7.0 release. For details, see Column Headings in Download File.

- The tracking number for each shipment is now associated directly with the shipping date, just as the “Shipped - in transit” status is directly linked to the date of shipment.

Resolved Issues

- Organization names were not being displayed correctly. This issue has now been fixed.

- Some European shipments did not show the correct tracking number link. This issue has now been fixed.

- When selecting shipments for bulk deletion, the number of shipment requests listed as available for deletion may not have matched the number displayed directly underneath the Back to Shipments button (e.g., “1 - 11 of 32” and yet there would be only a single item shown in the list). The number of items listed in the table was correct, not the number shown on the upper right. This issue has now been fixed.

- When the API was used to create a shipment request against a subscription that did not include the product you wanted to ship, the shipment details page (the popup for the shipment ID) on the Console (the GUI) for that request would show that the “ghost product” request was made against Standard products inventory. This issue is now fixed.

- In the YubiEnterprise Console (the GUI), the limit on the number of characters in the “Company” field has been raised from 15 to 20, so it now matches the limits on that field in the bulk upload as a CSV file and the API.

- Shipment requests with shipment_state_id=104 (ShipmentStateDelivered) will always have is_delivered=TRUE.

- Upon completing a single shipment request using the YubiEnterprise Console (the GUI), the button for creating another shipping request did not appear to be functional. Its name is now properly displayed, and this secondary button changes from white to dark blue when you mouse over it.

- When using the Console (GUI) to create a single shipment request and selecting first Standard products from the From stock dropdown, entering a quantity for any product, then selecting another item from From stock, the quantity previously selected in conjunction with Standard products disappears from view. However, the number entered is still in the system; it shows up in the confirmation message when you click Create Shipment.

- **API** In the validate-address API, some fields in the response payload and the US Address Component did not match the LOB API. This issue is now fixed.
1.24.71 Release 1.6.0 (19 November 2020)

Features & Enhancements

• With the release of YubiEnterprise Delivery 1.6.0, customers have more granular control in determining the stock inventory from which products are shipped. Previously, the system would choose the stock from the oldest Purchase Order in the system to ensure that the customer’s stock did not expire before use.
  
  – Explicit selection is now available for single shipment requests (see Shipping to a Single Address).
  
  – Bulk shipment orders will continue to use the original method whereby the system chooses the stock. Bulk shipment ordering will convert to the exact choice method in a future release.
  
  – A new set of delivery APIs has been made available to support the exact choice method, the suite of /shipments_exact APIs. The original /shipments APIs are deprecated starting in this 1.6.0 release but they will continue to be available until at least May 2021. Customers are encouraged to use the /shipments_exact APIs for any new development and to update existing clients soon.

Shipping Requests: Listing, Tracking, Searching, Status etc.

<table>
<thead>
<tr>
<th>Deprecated</th>
<th>Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>GET /shipments</td>
<td>GET /shipments_exact</td>
</tr>
<tr>
<td>POST /shipments</td>
<td>POST /shipments_exact</td>
</tr>
<tr>
<td>GET /shipments/{shipmentId}</td>
<td>GET /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>PUT /shipments/{shipmentId}</td>
<td>PUT /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>DELETE /shipments/{shipmentId}</td>
<td>DELETE /shipments_exact/{shipmentId}</td>
</tr>
<tr>
<td>/organization/update-setting</td>
<td>shipments_exact/{shipment_id}</td>
</tr>
</tbody>
</table>

• Before adding Backup subscriptions to new Purchase Orders (POs), existing POs should be exhausted.

• Download of CSV file with shipment requests has been accelerated.

• Expedited shipments in the US will no longer use USPS Priority (for 1-99 items) and UPS Ground (for 100-500 items) but instead will be using UPS Overnight for 1-500 products. The cost of shipping has been adjusted accordingly.

• A new version of the original /address-validation API checks addresses more closely to ensure acceptance by the system. The deprecated API is /address-validation and the new one is /validate-address. The deprecated API will continue to be available until at least May 2021. Users are encouraged to use the /validate-address API for any new development and to update existing clients soon.

• The online Help can now be accessed from the login screen; it is not necessary to log in to access Help.

• Better navigation: When reviewing Incompletes, a new Go Back to Shipments button facilitates acceleration of the workflow.

• The Dashboard view more accurately reflects modes of purchase and stock in inventory. The new sections are Standard products inventory, Non-subscription inventory, and Subscription inventory.
Resolved Issues

- It is now possible to create a single shipment request combining different types of stock/inventory, for example both a lanyard from the Standard products option and a key from the Primary Subscr. Advanced Tier - Init option in the From stock dropdown.

- The Search function for the online help (User Guide and Release Notes) has now been fixed.

- Purchase Order (PO) display: Inventory counts of zero on POs are no longer shown as just a forward slash, but instead as expected, for example “0/100 - YubiKey 5C”.

- The detail view of Purchase Orders with “ghost” inventory is now available. “Ghost” inventory was caused by Yubico adding a product to an Organization and then removing it.

1.24.72 Release 1.5.0 (22 October 2020)

Features

- It is now possible to delete multiple shipment requests simultaneously. This is useful when the system is unable to validate multiple addresses or when the wrong CSV file was uploaded by mistake.

- The CSV file upload now accepts alternative values for DeliveryType: instead of just 1 for Normal and 2 for Expedited, the words Normal and Expedited are now acceptable input. Integer parsing will be retained for backwards compatibility.

API

- GET /inventory has been extended so that it always returns product_mapping.

Resolved Issues

- Outstanding error messages are now cleared between shipment updates.

- Products no longer in inventory cannot be selected from the New shipping request page in the Console for a single shipment request. In the API, /shippablekeys returns only products still in inventory for inventory_type = 1.

Known Issues

When selecting shipments for bulk deletion, the number of shipment requests listed as available for deletion may not match the number displayed directly underneath the Back to Shipments button (e.g., “1 - 11 of 32” and yet there is only a single item shown in the list). The number of items listed in the table is correct, not the number shown on the upper right.
1.24.73 Release 1.4.0 (24 September 2020)

Features

- Improved /products API endpoint behavior: GET /products returns the list of products that are both a) in inventory and b) shippable.
- The delivery exceptions email feature has been completed.

Resolved Issues

- Inventory type in shipment requests always displays correctly now.
- The product images for multiple subscription tiers concurrently displayed are now consistent.

1.24.74 Release 1.3.1 (10 September 2020)

Known Issue

- When requesting shipment for a YubiKey Lanyard, the Inventory Type must be set at type 1, YubiKey Shipment, even if you are a subscription customer. This means that if you want to send a person both a lanyard and a key from subscription stock, you must make two separate shipment requests. Set the other inventory types as follows:

<table>
<thead>
<tr>
<th>Product or Inventory Name shown on Purchase Order</th>
<th>Value to use for inventory_type</th>
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</thead>
<tbody>
<tr>
<td>YubiKey Lanyard</td>
<td>1</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico (Black)</td>
<td>1</td>
</tr>
<tr>
<td>Security Key C NFC by Yubico - Enterprise Edition</td>
<td>1</td>
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<tr>
<td>Security Key NFC by Yubico (Black)</td>
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<tr>
<td>Security Key NFC by Yubico - Enterprise Edition</td>
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<tr>
<td>YubiKey 5 Nano</td>
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<tr>
<td>YubiKey 5 Nano FIPS</td>
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<td>YubiKey Bio - FIDO Edition</td>
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<td>Advanced - Plus - Backup</td>
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<td>Advanced - Plus - Backup - Replacement</td>
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<td>Advanced - Plus - Primary</td>
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<td>Advanced/Bio - Standard - Primary - Replacement</td>
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<tr>
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<tr>
<td>Backup Subscr - Adv. Tier: Initial</td>
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<tr>
<td>Backup Subscr - Base Tier: Buffer</td>
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<td>Compliance - Standard - Primary - Replacement</td>
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<tr>
<td>Non-subscription - Advanced Tier</td>
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<td>Non-subscription - Base Tier</td>
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<td>Non-subscription - FIPS Tier</td>
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<td>Non-subscription - Premium Tier</td>
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<tr>
<td>Primary Subscr - Adv. Tier: Buffer</td>
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Table 19 – continued from previous page

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<td>3</td>
</tr>
<tr>
<td>Primary Subscr - Prem. Tier: Replacement</td>
<td>5</td>
</tr>
</tbody>
</table>

- Use Inventory Type 1 if you have purchased keys on the perpetual mode and/or for lanyards.
- Use Inventory Type 2, YubiKey Tier SKU Shipment, if you are not a subscription customer, but have purchased tiers of keys instead of physical keys.
- Inventory Types 3, 4, and 5 are for subscription customers only.
  * Make sure to use up all of your Inventory Type 3, Initial, within the first year of your subscription.
  * Use Inventory Type 4 at any time: Buffer stock expires only at the end of your subscription term.
  * Use Inventory Type 5, Replacement, for users who have lost their keys or want to upgrade.

1.24.75 Release 1.3.0 (28 August 2020)

Features

- Enhanced and extended address validation status messages: error messages displayed as a result of failed address validation now give instructions for achieving successful validation.
- Improvements to the downloadable shipments CSV. It now shows for each shipment:
  - Organization name as well as org-ID
  - Purchase Order number
  - User email as well as user-ID
  - Delivery type indicating “normal” or “expedited”
  - Both shipment state ID and actual shipment state message
  - Both shipment product cost and shipment product taxes.
- Added YubiKey Lanyard to the product list.
- Begin preview of API to retrieve the available subscriptions.
Resolved Issues

- The customized email for DELIVERY EXCEPTIONS can now be sent as a preview sample to the logged-in YubiEnterprise Delivery user.

1.24.76 Release 1.2.0 (23 July 2020)

Features

- **Updated Pricing**
  - Introducing flat-fee shipping for up to 2 keys:
  - Introducing support for expedited shipping (1-3 days)

- **Email customization and preview**: The notification emails automatically sent to YubiKey recipients can be customized, and can also be previewed. Clicking the *Send Sample* button below the *Customize Email* field sends a sample of the customized email to the email ID logged into YubiEnterprise Delivery. For more details, see *Notifying About Shipments*.

- **PREVIEW: Ability to download shipments table**: Organization owners, admins, and auditors can download the information on the *Shipments* tab as a CSV file. There are two options:
  - The entire contents can be downloaded - i.e., all the rows in the table, even if there are multiple pages.
  - Search results. If a search term is entered into the Search field, the rows containing the search term will be downloaded as a CSV file.

- **Subscription Shipping through YubiEnterprise Delivery**: Subscription customers can view their inventory on the *Dashboard*, with:
  - Premium Tier Subscription
  - Premium Tier Subscription Replacement
  - Premium Tier Subscription Buffer.

Subscription customers can specify shipment types:

- Initial shipment
- Buffer stock shipments
- Replacement YubiKey shipment

Subscription customers can download a CSV file with the contents of the shipments table (see “Ability to download shipments table” above), showing all the YubiKeys in the subscription tier and Subscription-Fulfillment-Type.

Known Issues

- The customized email for DELIVERY EXCEPTIONS cannot be sent as a preview sample to the logged-in YubiEnterprise Delivery user.
1.24.77 Release 1.0.0 (18 June 2020)

Features

YubiEnterprise Delivery enables organizations to manage orders of Yubico’s security keys (including YubiKeys), encompassing:

• Ordering shipment of a key or keys to a single address through the YubiEnterprise Delivery Console (the GUI) or the API
• Bulk upload of shipping orders for fulfillment using CSV files
• Shipping orders via the API
• Inventory management
• Tracking shipping costs
• Tracking shipment of the security keys you purchase from Yubico to the end-user
• Customizing auto-generated delivery notification emails
• Support for Virtual Product Tiers.

Known Limitations

• The following character limitations (including spaces) apply to all three methods of requesting shipment: Console (GUI), CSV, and API:
  – First Name: 15
  – Last Name: 20
  – Company: 20
  – Address lines 1, 2, 3: 40
  – City: 20

• In certain situations, if your computer has a platform FIDO authenticator such as Windows Hello and you want to enroll a YubiKey, the Windows UI displayed may ask you to enroll that other platform authenticator. Workaround: Hit Cancel to get to the YubiKey enrollment option.

Known Issue

• A shipment request whose status is indicated as ShipmentStateError must be recreated and resubmitted.

To file a support ticket for YubiEnterprise Delivery, click Support.
1.25 Copyright

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1.25.1 Trademarks

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1.25.3 Contact Information

Yubico AB
Kungsgatan 44
111 35 Stockholm
Sweden

1.25.4 Getting Help

Documentation is continuously updated on https://docs.yubico.com/ (this site). Additional support resources are available in the Yubico Knowledge Base.

Click the links to:

- Submit a support ticket for YubiEnterprise Delivery
- Submit other support requests
- Contact our sales team
1.25.5 Feedback

Yubico values and welcomes your feedback. If you think you may have discovered a flaw in our product, please submit a support request at https://support.yubico.com/hc/en-us and provide as much detail as you can.

1.25.6 Document Updated

2024-07-24 07:44:08 UTC