



FAQ

How to use third-party certificates with Anaplan

As the Anaplan platform evolves, we are always looking to provide our customers with more features and ways to integrate with Anaplan. The new Anaplan APIs and integration connectors leverage certificates issued by a Certificate Authority (CA).

Anaplan has implemented support for public CA-issued certificates to authenticate against Anaplan v2.0 APIs and integration clients using v2.0 APIs.

These CA-issued certificates must be used by new versions of clients authenticating against the Anaplan platform. The feature provides an interface for Tenant Administrators to register, manage, and control how CA-issued certificates can be used by their user community to access Anaplan.

Anaplan Connect (AC) 1.4, which uses CA certificate functionality, was released in September 2018. Customers who wish to use AC 1.4.x versions will need to use CA-issued certificates in order to use this connector. If customers are using any other integration options, such as MuleSoft, Informatica, DELL Boomi, or SnapLogic connectors for Anaplan, they will need to use CA-issued certificates to authenticate with updated connectors.



General

Available certificate options for Anaplan customers

To avoid any disruptions in Anaplan integrations, customers can:

- Upgrade to the latest integration options supporting CA-issued certificates.
- Switch to Basic Authentication on older integration options.

As a best practice, integration clients should use certificates generated with a [Certificate Authority](#). We recommend that Anaplan customers upgrade their clients to make use of the latest functionality.

We are also excited to announce that a new, easy-to-procure certificate is now available to Anaplan customers. **Sectigo**, a world-renowned public Certificate Authority, is now one of the convenient options available for Anaplan customers who require CA-issued client certificates to authenticate against our public Integration APIs (v2.0). Please see the “Common Sectigo questions” section for more specific information on using Sectigo.

Please note: Customers are not obligated to use Sectigo. They can use any vendor certificate that is part of the “chain of trust” against these [supported root CA certificates](#).

General certificate questions


When do I need to update my clients to use the new certificates?

Certificate authentication for APIs is now available for all Anaplan public APIs. We encourage Anaplan customers to procure CA-issued certificates and update their Integrations with these certificates as soon as possible. This gives customers time to set up and test their Anaplan integrations.

Is Certificate Authentication a mandatory feature?

Customers need to register and use their CA-issued certificates against the new Anaplan Connect Version 1.4 as well as other integration clients. This new version leverages the new certificate authentication service. Customers that wish to use this version of Anaplan Connect must register and use CA-issued certificates.

Where do customers start with the certificate procurement process?

1. Anaplan’s Community blog post directs customers to a URL that links them to a Sectigo-hosted order form to purchase a client certificate. The Community blog includes directions on how to complete the form.
 2. Once customers complete the purchase, a file will be emailed to them. The blog also includes instructions about how to upload the file into their supported browser and extract the public certificate and private keys.
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3. Customers will be guided through the registration of the public certificate in the Tenant Administration Certificate interface and how to configure the certificate for use with Anaplan Connect and other clients.

- [Anaplan Connect 1.4.x user guide.](#)
- [Informatica v2 connector user guide.](#)
- [Mulesoft v2 connector user guide.](#)
- Snaplogic connector user guide: Refer to Snaplogic Anaplan Snap pack help pages.
- DELL Boomi connector user guide: Refer to DELL Boomi Anaplan connector help pages.

New tenant administration feature for certificates

Tenant Administration provides at-a-glance views of customer certificates and their statuses. It enables a Tenant Administrator to easily highlight certificates that need immediate action, including certificates that have expired or may have been compromised and are no longer valid.

Rather than users discovering authentication issues at log-in time, this feature enables a more proactive approach by allowing administrators to address certificate lifecycles and other maintenance issues prior to a status impact on the certificate. It offers the following capabilities:

- **Self-service:** Sort capabilities to easily flag expiring certificates. Search capabilities to search by Certificate or User Identity.
- **Compliance:** Easily register, disable, and delete your certificates in accordance with your compliance policies.
- **Control:** Easily disable usage of compromised certificates or expired certificates.
- **Secure:** Leverage a PKI infrastructure to ensure the integrity of certificates and digital signatures.

How do customers access Certificate Authentication to register the certificate?

Users assigned the Tenant Administration role can go into the Tenant Administration module and see a Certificates Option under “Security.”

Common Sectigo questions

What is the cost of a Sectigo Certificate?

Sectigo Certificates cost \$40 or more, depending on the length of the certificate validity (one or more years).

How does Certificate Authentication work for APIs using Sectigo?

- Procure Sectigo certificates for all clients authenticating against Anaplan’s public APIs.
- Register the certificates within Anaplan Tenant Administration.
- Configure the client accessing Anaplan to submit the public certificate during authentication.
- Run the data integration job.

Related resources and tools

- [Getting started with certificates](#)
- [Manage your certificates](#)

Additional support services

The option to procure a Sectigo certificate involves a direct relationship with Sectigo. Issues relating to the procurement and use of the certificate should be addressed directly with Sectigo.

With regard to support services for Anaplan's certificate authentication feature, customers have a number of options, as listed below, to connect with Anaplan in this regard.

- Customers send an email to support@anaplan.com.
- Customers engage in live chat (community.anaplan.com).
- Customers call a regional support phone number.

For additional guidance, please contact security.product@anaplan.com.

About Anaplan

Anaplan, Inc. (NYSE: PLAN) is a cloud-native enterprise SaaS company helping global enterprises orchestrate business performance. Leaders across industries rely on our platform—powered by our proprietary Hyperblock® technology—to connect teams, systems, and insights from across their organizations to continuously adapt to change, transform how they operate, and reinvent value creation. Based in San Francisco, Anaplan has over 20 offices globally, 175 partners and approximately 1,600 customers worldwide.

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