



ACRO API Production

Checklist

- ☐ Please ensure all **new Sectigo certificates have been applied** to all production and lower environments.
- ☐ When sending production requests, be sure to use:
 1. The **production URL**,
 - Legacy STS Production endpoint: <https://api.equifax.com/business/sts-reports/v1/report>
 - Consumer Credit endpoint: <https://api.equifax.com/business/consumer-credit/v1/reports/credit-report>
 2. Your **production member number and corresponding security code**. If you do not have a production member number or security code please reach out to your API Integration Specialist by calling 1-888-407-0359, select option 2, then option 5 or email BT.ACRO.Tech@equifax.com.
- ☐ Ensure you're sending the new **Production Client ID** and **Secret** for all production requests.
- ☐ **Validate that the Application has been promoted to production** (Current Environment = Live) and/or the API shows "Approved" in green.
- ☐ Prior to sending any production traffic, we recommend that you **perform a smoke test using production test cases** found within the additional API Docs tab of the API you're integrating with. When submitting a request, use your **test member number** and **corresponding security code**. Please do not use @U1, @U2, @U3 codes as those codes are applicable in the testing environment only.

Congratulations!

You should now be successfully reintegrated into the new API! Once you start sending production traffic to the new endpoint, the API Integration Support Team will provide warranty support for 2-weeks post implementation.

If you have questions or need help after the warranty support window has concluded please contact our 24-hour Support Team at **1-888-407-0359**, select **option 3**, then **option 7** or email ESD@equifax.com.



If you experience any **failed responses when sending production traffic**, please reference these instructions below:



400 Errors:

- 400 (Bad Request)** — This response code indicates that the outbound request cannot be processed as it is perceived to be a client error (e.g., malformed request syntax).
- 401 (Not Authorized)** — The Production Client ID and Secret must be used or the client will receive an unauthorized error status response code indicating the request has not been applied.
- 403 (Forbidden)** — This response code indicates the server understood the request but refuses to authorize it. This status is similar to 401, but in this case, the access is permanently forbidden and tied to the application logic, such as insufficient rights to a resource. Please ensure that you properly whitelisted your Gateway IP.
- 404 (Not found)** — This response code indicates that the request was unable to communicate with a given server as the server could not find what was requested.
- 415 (Unsupported media type)** — This response code indicates that the server refused to accept the request as the payload format was not in the supported format. The format problem might be due to the requests indicated Content-Type or Content-Encoding.

500 Errors:

Please call our 24-hour Support Team at **1-888-407-0359**, select **option 3**, then **option 7** or email **ESD@equifax.com** to open a trouble ticket. Also, please alert your API Integration Specialist to expedite resolution for the following 500 errors:



500 - Internal Server Error



501 - Not Implemented



**503 - Equifax Services
are not available**



504 - Gateway timeout