



AutoInstall SSL™

FAQs for The SSL Store™ Resellers

AutoInstall SSL™ FAQs

1. **What is AutoInstall SSL™?**

AutoInstall SSL™ is a revolutionary new plugin that allows your customers to install their SSL certificate(s) with just a few clicks of the mouse. This plugin *automatically* generates their CSR, validates their domain, installs their certificate, and verifies that the installation is complete.

2. **What control panels does AutoInstall SSL™ work with?**

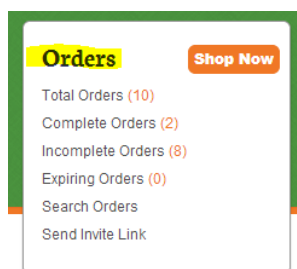
Currently, AutoInstall SSL™ is available only with cPanel and Plesk. We are also going to be developing AutoInstall SSL™ for Linux and Windows Desktop. AutoInstall SSL™ has also been developed to work seamlessly with our WHMCS plugin, but your customers can still use AutoInstall SSL™ without having to purchase through WHMCS. You can manage it directly within the reseller control panel or utilize our API to build a custom solution for your business.

3. **What is the Token?**


The Token is the unique identifying number that come with *every* SSL certificate ordered from The SSL Store™ no matter where you may have found it. This Token tie a certificate to a customer's order and are a necessity during the AutoInstall SSL™ process.

4. **How do I find the Token for my customer?**

As a reseller of The SSL Store™, you can retrieve the Token for your customers in a couple ways. One, via your reseller control panel. First, login to your reseller control panel and click on "Orders" on the top left of your screen.



Next, find the order that you are looking for and click on the paper/magnifying glass icon under "View".

Date ▼	OrderID/Domain	Product Name	Expire Date ▲	Status ▲	Price	View
3/11/2014	Generate Cert Now Installation Invite ?	Comodo PositiveSSL Certificate Invoice ID: THESSL76760340	-	Pending	\$6.00 Cancel	

This will take you to the “Order Details” page, and you can find the Token listed at the bottom.

Certificate Info
Admin Details
Technical Details
Certificate Options

Certificate Details

Product Name: **Thawte Code Signing Certificate**
Domain Name: -

Vendor OrderID: -
Order Type: **New**
Order Date: **12/9/2014**
Start Date: -
Expires On: -
Re-issue Protection: **Yes**
Order Status: **InComplete**

Invoice Number: **THESSL76612004**
Validity: **24 Months**
Licensed Servers: **Unlimited**
Amount: **\$191.00**
Coupon Code: -
Installation Support: **No**
Support Detail: -

Vendor Status: - ?
Verification Email: - ?

Token: **36AD0DB404MjM0Mjk1#c6a664bb8186c3d2c8ee** ?

OR

Token Code: **c6a664bb8186c3d2c8ee** ?
Token ID: **36AD0DB404MjM0Mjk1** ?

Two, if you're using AutoInstall SSL™ in conjunction with our WHMCS plugin, when your customer purchases an SSL certificate from your website, they will receive a confirmation email that displays their Token. It will be a completely white labeled email directing your customer to the next step(s) of the AutoInstall SSL™ process. The email will look something like this:

Dear Bill Gruening,

You've successfully completed the purchasing process for an SSL Certificate! But wait, your SSL still requires a few more steps which can be easily done at the following URL:

<http://whmcs.site2max.com/configuressl.php?cert=9bf31c7ff062936a96d3c8bd1f8f2ff3>

OR

If you are using AutoInstall SSL then please follow the below steps:

Now that your SSL purchase is complete, it's time to set up and install your new SSL certificate automatically!

To use our AutoInstall SSL technology, the fastest and easiest way to get your new SSL certificate set up, please login to your cPanel/Plesk control panel, click on the AutoInstall SSL icon. Then use the following Token for the automatic installation of Store Order ID:23293.

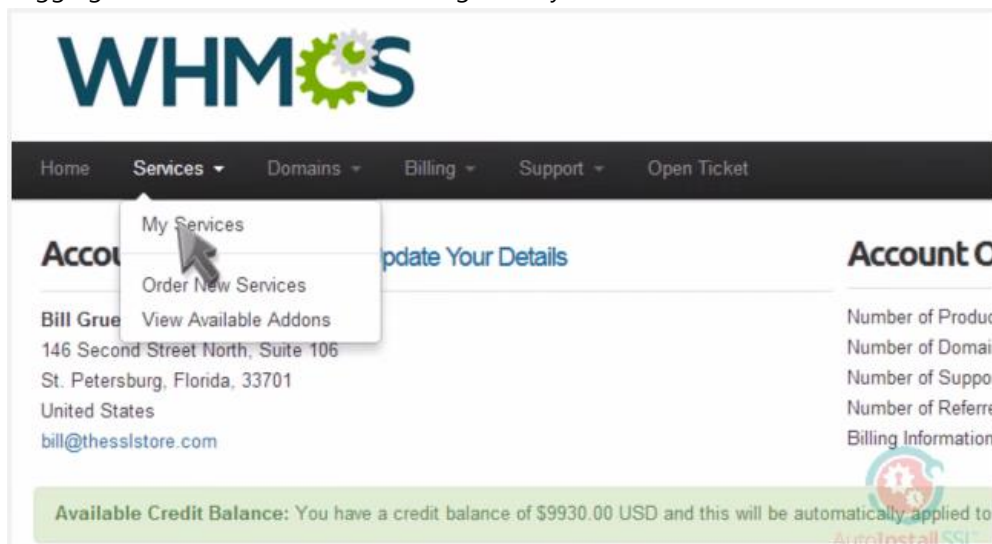
Token: 3602E8F921MjMyOTM1#fc599d82278e875340e0

You'll be guided through the entire process from there, and it should only take a few minutes.

If you experience any problems or have any questions throughout the process, please feel free to open a support ticket, we know all the ins and outs of SSL and can quickly help you with any issues. Thank you for trusting us with your web security needs.

Also, your customers can retrieve the Token directly from their WHMCS control panel. They can do this by:

1. Logging into their WHMCS and clicking on "My Services" under the "Services" tab.



2. On the next page, they simply need to locate the order they need the Token for and click on "View Details" on the right-hand side of the screen.

Billing ▾ Support ▾ Open Ticket Hello, Bill! ▾

es These are all the services you have registered in this account.

Enter Domain to Find

	Price	Billing Cycle	Next Due Date	Status	
ick	\$10.00 USD	One Time	-	Active	<input type="button" value="View Details"/> ▾
	\$10.00 USD	One Time	-	Active	<input type="button" value="View Details"/> ▾
	\$10.00 USD	One Time	-	Active	<input type="button" value="View Details"/> ▾
	\$10.00 USD	One Time	-	Active	<input type="button" value="View Details"/> ▾

3. The Token will be displayed at the bottom of the next page.

Registration Date:

03/12/2014

Product/Service:SSL Testing - RapidSSL Certificate Active**Recurring Amount:**

\$9.00 USD

Next Due Date:

03/12/2014

Billing Cycle:

Annually

Payment Method:

Bank Transfer

Order Status:

Awaiting Configuration -

Store Order ID:

277724

Token: ?

44FA42D3EFMjc5MzEz0#lc1153e6113d673f659c7

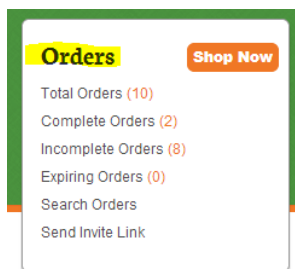
Three, if you're not using AutoInstall SSL™ with WHMCS or don't want to manage manually, you could always grab this Token from our RESTFUL API. We created custom API calls so that you can deliver this Token to your customers whenever and wherever you would like within your very own interface:

Just go to: <https://www.thessslstore.com/api/invite-order> and you can see the call related to the Token.

OrderResponse.Token	Response	String	This call is only used with our AutoInstall SSL™ plugin. Your customer will need this Token to initiate the AutoInstall SSL™ process after their SSL purchase has been made. This will need to be input into the Token field within the AutoInstall SSL™ interface. If you pass Token then our system will ignore TokenCode and TokenID.
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5. *How can I retrieve the Token for my customers' active orders?*

To retrieve the Token for your customers on active orders, simply login to your reseller control panel. Then, click on "Orders" on the top left of your screen.



Next, find the active order in question and click on the Order ID number.

Date ▼	OrderID/Domain	Product Name	Expire Date ▲	Status ▲	Price	View
4/28/2014	11089926 www.....com	Thawte SSL123 Certificates Invoice ID: THESSL7677_3	4/28/2015	Active	\$29.00 Cancel	

That link will take you to the Order Details page, where you can find the Token listed at the bottom. You can copy/paste this Token.

Certificate Info	Admin Details	Technical Details	Certificate Options
Certificate Details			
Product Name: Thawte Code Signing Certificate			
Domain Name: -			
Vendor OrderID: -		Invoice Number: THESL76612004	
Order Type: New		Validity: 24 Months	
Order Date: 12/9/2014		Licensed Servers: Unlimited	
Start Date: -		Amount: \$191.00	
Expires On: -		Coupon Code: -	
Re-issue Protection: Yes		Installation Support: No	
Order Status: InComplete		Support Detail: -	
Vendor Status: -		?	
Verification Email: -		?	
Token: 36AD0DB404MjM0Mjk1#!c6a664bb8186c3d2c8ee		?	
OR			
Token Code: c6a664bb8186c3d2c8ee		?	
Token ID: 36AD0DB404MjM0Mjk1		?	

6. How much does AutoInstall SSL™ cost?

AutoInstall SSL™ is completely free of charge to our resellers. It will only cost your business if you do not use ☺.

7. Where can I locate AutoInstall SSL™?

You can download AutoInstall SSL™ from your TheSSLstore.com reseller control panel. Here is the direct link (must be logged in to your resellers account to access this link):

<https://www.thesslstore.com/partner/ssl-integration.aspx>.

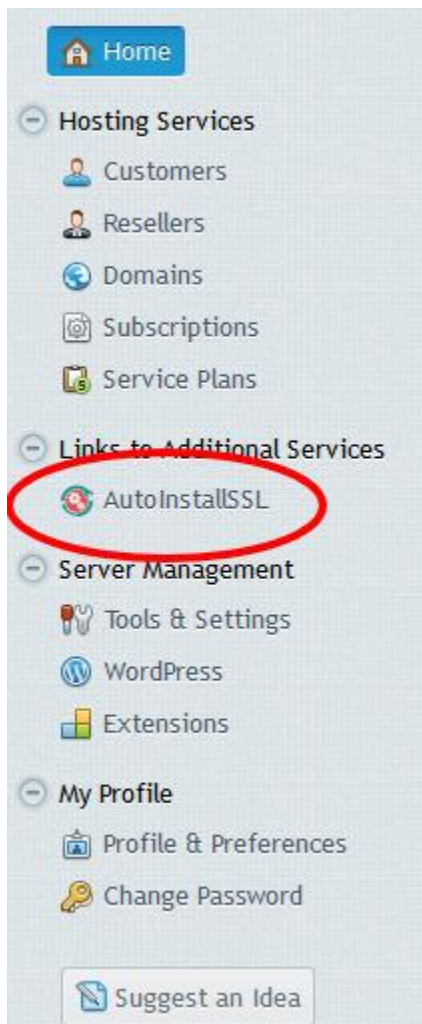
You can also find it yourself by clicking on "API & Plug-in Integration" under the Support tab on the top right of your screen.



FOR YOUR cPanel CUSTOMER: They can locate AutoInstall SSL™ through their cPanel under the "Security" tab.



FOR YOUR Plesk CUSTOMER: They can locate AutoInstall SSL™ through their Plesk inside the sidebar after you install it properly.



8. Which SSL certificates does AutoInstall SSL™ work with?

AutoInstall SSL™ works with every SSL certificate brand we offer, except for Certum. So, you can use AutoInstall SSL™ for certificates from Symantec, GeoTrust, Thawte, RapidSSL, and Comodo.

9. How does AutoInstall SSL™ work with OV/EV certificates?

AutoInstall SSL™ works with both OV and EV certificates, but the customer must go through the validation process before installation can be complete. If a customer has not completed the full validation process for these certificates and attempts to use AutoInstall SSL™, the process will pause during the installation process and the customer will be informed that there are manual validation steps that still need to be completed and that they must work with the issuing Certificate Authority (CA). Our system will trigger the next steps with the CA and the customer will need to check their email.

10. Your customer has purchased an SSL certificate. How do they start the process of using AutoInstall SSL™?

Once a customer has purchased their SSL certificate from you, they need to retrieve their Token. If they purchased their certificate through WHMCS using our WHMCS plugin, the system will automatically send an email to your customer, from a white label email address, thanking them for their purchase and including the Token along with next step instructions.

Also, if they're using WHMCS, they can retrieve their Token directly from the WHMCS panel itself. A customer just needs to click on the "Services" tab at the top and click on "My Services". On the next page, the customer can locate the SSL certificate they purchased and click on the "View Details" button. The Token is listed at the bottom of the next page.

You can also manually retrieve their Token from your reseller control panel and provide it to the customer via email or however you see fit. Just click on the order and they are in the Order Details of that order.

You can also utilize the new API call we made for the Token. You can leverage these to customize the delivery of this Token to your own system.

11. Your customer has not received an email after purchasing my SSL certificate. What should they do next?

If for whatever reason your customer does not receive their AutoInstall SSL™ email with their Token listed, they will be instructed to contact their provider directly, which will be you. This is when you can retrieve

their Token from your reseller control panel and send it to them, along with instructions on their next steps.

Also, be sure and notify us if this happens via support@theSSLstore.com so that we can take a look and find out what happened and fix any issue.

12. How can your customer(s) secure sub-domain(s)?

For a customer to secure their sub-domains along with their main domain, they will need to purchase a Wildcard certificate. Fortunately, these can be installed via AutoInstall SSL™ and the process is mostly the same ☺.

Once the customer has purchased the Wildcard certificate and gets their Token, they can login to their hosting control panel (i.e. cPanel, Plesk etc.), click on the AutoInstall SSL™ icon, and insert the Token. Once they do, the Domain/webpace bar will appear, and under it will be a button that reads, "Retrieve Sub-Domains".

Domain/webpace

☒ Would you like to use 'www' during the CSR generation?
If generated as [www.name-of-site.com](#), it will cover both www and non-www URLs.

Retrieve Sub-Domains

Click here to see all of the sub-domains associated with this domain.

Once the customer clicks on "Retrieve Sub-Domains" button, a list of all of the sub-domains associated with that domain will appear. The customer has the option to select all of their subdomains or pick and choose which ones they want to secure.

Domain/webpace

☒ Would you like to use 'www' during the CSR generation?
If generated as [www.name-of-site.com](#), it will cover both www and non-www URLs.

Retrieve Sub-Domains

Click here to see all of the sub-domains associated with this domain.

Select Sub-Domains to Secure:

- ☒ [Select All](#)
- ☒ 10.onlysslcertificates.com
- ☒ 11.onlysslcertificates.com
- ☒ 12.onlysslcertificates.com
- ☒ 13.onlysslcertificates.com
- ☒ 14.onlysslcertificates.com
- ☒ 15.onlysslcertificates.com
- ☒ 16.onlysslcertificates.com

After the sub-domains have been selected, the rest of the AutoInstall SSL™ process is exactly the same ☺.

13. How can your customer(s) secure multiple domains with just one certificate?

For this, a customer needs to buy a multi-domain certificate, which is also compatible with AutoInstall SSL™. Once the customer has purchased the Multi-Domain SSL certificate and gets their Token, they can login to their hosting control panel (i.e. cPanel, Plesk etc.), click on the AutoInstall SSL™ icon, and insert the Token.

Once they select their Domain/webpace they can click on the “Add Domain” button underneath.

The screenshot shows the AutoInstall SSL interface. At the top, there is a 'Domain/webpace' field containing 'fastestssl.com' and a search icon. To its right is a 'SAN:' field containing '1.fastestssl.com' and a search icon. Further right is a green circular button with a white plus sign. To the right of this button is a button labeled 'Click to Add Domain'. Below the 'Domain/webpace' field, there is a checkbox that is checked, with the text 'Would you like to use 'www' during the CSR generation?'. Below this text is a small note: 'If generated as www.name-of-site.com, it will cover both www and non-www URLs.'

After clicking “Add Domain”, the customer can then add whichever additional domain they wish to cover in the new field.

The screenshot shows the AutoInstall SSL interface after adding a second domain. The 'Domain/webpace' field still contains 'fastestssl.com'. The 'SAN:' field now contains two domains: '1.fastestssl.com' and 'kingoffssl.com'. There is a green circular button with a white plus sign next to the first domain and a red circular button with a white minus sign next to the second domain. To the right of these buttons is a button labeled 'Click to Remove Domain'. Below the 'Domain/webpace' field, there is a checkbox that is checked, with the text 'Would you like to use 'www' during the CSR generation?'. Below this text is a small note: 'If generated as www.name-of-site.com, it will cover both www and non-www URLs.'

The customer can click the “Add Domain” button for as many domains as they purchased and then proceed as normal throughout the rest of the process.

14. How can a customer add domains to an existing order via AutoInstall SSL™?

You can add domains to any Multi-Domain SSL order, as long as it does not exceed the total number of allowable domains. To do this via AutoInstall SSL™, a customer must retrieve the Token for that order, which you can provide them or they may still have in their records. Once they retrieve the Token, the customer can login to their hosting control panel (i.e. cPanel, Plesk etc), click on the AutoInstall SSL™ icon, and input the Token.

Once they do this, a “Manage Your Active Certificate” tab will appear below with a list of options. The customer just needs to click on “Re-issue Certificate”.

Manage Your Active Certificate

Your certificate status is ACTIVE. Select from the following:



After this has been clicked, the customer has the option to change/add domain names and go back through the installation process.

15. How long does the AutoInstall SSL™ process take?

The AutoInstall SSL™ process varies in time, as it is largely dependent on the API response time of the vendor. In our testing, both RapidSSL and Comodo certs typically take just under one minute to install, while the more premium brands like Symantec, Thawte, and GeoTrust, can take around 5 minutes to complete the installation. However, it is important to note that, while response time varies, it typically takes just minutes and is significantly quicker than performing manual installation. The time elapsed is dependent on CA responsiveness.

16. Does AutoInstall SSL™ support SSL certificates purchased from other vendors?

AutoInstall SSL™ only works for certs purchased through The SSL Store™ (or you, as a reseller), since only our system generates the unique Token to tie everything together within our plugin.

17. Does a customer still need to generate a CSR?

Nope! Your customer will not have to generate a CSR from their server – AutoInstall SSL™ does this for them (and you)😊. Talk about a time-saver!

18. How can a customer retrieve their Private Key?

To do this via AutoInstall SSL™, a customer must retrieve the Token for that order, which you can provide them. Once they retrieve the Token, the customer can login to their hosting control panel (i.e. cPanel, Plesk etc), click on the AutoInstall SSL™ icon, and input the Token.

Once they do this, a “Manage Your Active Certificate” tab will appear below with a list of options. The customer just needs to click on “Retrieve Private key for backup”.

Manage Your Active Certificate

Your certificate status is ACTIVE. Select from the following:



19. How can a customer re-install their SSL certificate?

To do this via AutoInstall SSL™, a customer must retrieve the Token for that order, which you can provide them. Once they retrieve the Token, the customer can login to their hosting control panel (i.e. cPanel, Plesk etc.) click on the AutoInstall SSL™ icon, and input the Token.

Once they do this, a “Manage Your Active Certificate” tab will appear below with a list of options. The customer just needs to click on “Re-install Certificate”.

Manage Your Active Certificate

Your certificate status is ACTIVE. Select from the following:



20. How can a customer download their SSL certificate?

To do this via AutoInstall SSL™, a customer must retrieve the Token for that order, which you can provide them. Once they retrieve the Token, the customer can login to their hosting control panel (i.e. cPanel, Plesk etc), click on the AutoInstall SSL™ icon, and input the Token.

Once they do this, a "Manage Your Active Certificate" tab will appear below with a list of options. The customer just needs to click on "Download Certificate".

Manage Your Active Certificate

Your certificate status is ACTIVE. Select from the following:



21. How can a customer check installation?

To do this via AutoInstall SSL™, a customer must retrieve the Token for that order, which you can provide them. Once they retrieve the Token, the customer can login to their hosting control panel (i.e cPanel, Plesk etc) click on the AutoInstall SSL™ icon, and input the Token.

Once they do this, a "Manage Your Active Certificate" tab will appear below with a list of options. The customer just needs to click on "Check Installation".

Manage Your Active Certificate

Your certificate status is ACTIVE. Select from the following:



22. Does AutoInstall SSL™ work with Code Signing Certificates?

Sorry, AutoInstall SSL™ does not work with Code Signing Certificates at this time. Who knows what the future holds, we get creative!

23. *Can a customer use AutoInstall SSL™ to renew their SSL certificate(s)?*

Yes, a customer can use AutoInstall SSL™ to renew an SSL certificate. Technically, renewing an SSL certificate is the same as buying a new certificate. So, if your customer has an active certificate they wish to renew, they can go through the purchasing process using AutoInstall SSL™ and our system will recognize the purchase as a renewal and add the appropriate time remaining in the old certificate to the new certificate.

24. *Can AutoInstall SSL™ install an SSL certificate on a server without a dedicated IP, like a server main shared IP?*

Yes! AutoInstall SSL™ will work if your web servers are SNI compliant, which is most likely the case. The only instance where this wouldn't work would be on older browsers like IE 6, Android 2.x, etc.

25. *Can I use AutoInstall SSL™ from my master account?*

For cPanel User - No, AutoInstall SSL™ only works if you are logged in as a customer due to certain permission issues.

For Plesk User – Yes AutoInstall SSL™ works with master account too.