Customer FAQ

What is a sandbox key and how do I get one?

The sandbox key gives you access to the D&B Direct sandbox environment to test the API.

The sandbox environment provides users with limited access to the D&B Direct S&MS API instantly and is primarily used to test feasibility and functionality and not for production purposes. The sandbox environment will return partially unscrambled data – DUNS are still scrambled, but it can be passed into append calls and text data is truncated. The partially unscrambled data set will give users an idea of the data elements and the associated data types as well as providing an avenue to see the API in action.

There is no cost to access the sandbox environment and sandbox access does not expire.

To get a sandbox key, you will first need to register at http://dnbdirect.dnb.com/member/register

D&B Direct does offer a trial production key, which will give you access to the actual production environment and unscrambled data, but with limited amount of calls and time period. Please contact your sales rep for more details about the trial production key.

Where do I go to download the latest documentation and release notes for D&B Direct?

The latest documentation can be downloaded at http://dnbdirectapps.com/docs/

I am getting an error message when using the API, what do I do?

Submit a request using following url: http://dnbus.force.com/support?prod=DNBDirect

Include the following details:
1. End-point URL to which you are submitting this request
2. Service method you are executing
3. API-Key, User ID, Password
4. Request and Response XML / Log file

How do I contact technical support?

To receive technical assistance, you can visit us at http://developer.dnb.com/support

Who do I contact if I have questions about my contract? Can I extend my contract?

If you have questions about your contract or want to extend it, please contact your sales rep directly.

I am experiencing performance issues and/or a system outage. Who can I contact?

Please call the support hotline at 1-866-465-3829. Include the following details:
1. API-Key
2. User ID
3. Password

How do I verify that my key is working?

If you want to verify that a key is working, you can download the free version of SoapUI (http://www.soapui.org). SoapUI allows you to easily make calls using your API key. Also, there is a API-key test tool on our support site at http://developer.dnb.com/support/test that allows you to test your S&MS and SMS API credentials.

How do I add ConnectMail or get additional credits in my account?

To add ConnectMail credits, you will need to contact your sales rep. To see how many ConnectMail credits you have available, you can use the API call, GetCreditCounts.

I have a question about specific data elements within the API. Where can I get more information?

 You can find data on specific data elements in the data dictionary which is available at our documentation site: http://dnbdirectapps.com/docs/