

# KB 180036

## Unable to configure IDENTIKEY Authentication Server with Thales nShield HSM: CrossModule

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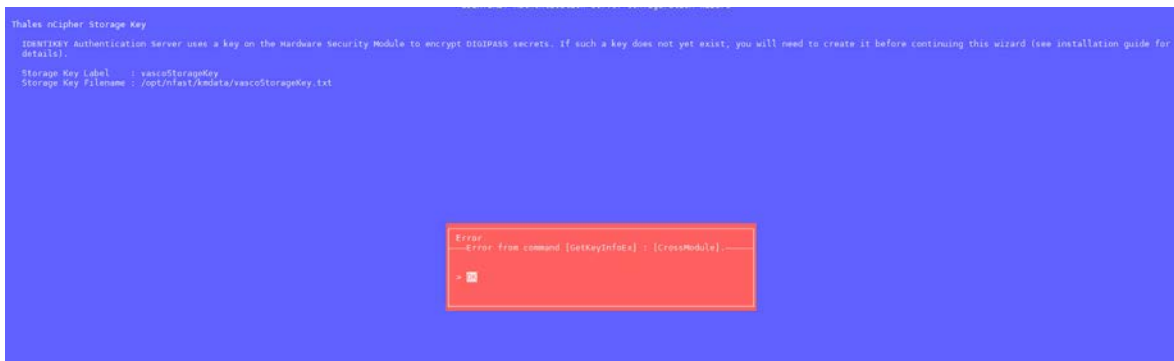
### Summary

When configuring IDENTIKEY Authentication Server with Thales nShield HSM, the IDENTIKEY configuration wizard fails with the error “Error from command [GetKeyInfoEx] : [CrossModule]”

Keywords: performDummyMigration; SEEMachine; Publish; Thales; CrossModule

### Problem symptoms / details.

When initially going through the IDENTIKEY configuration wizard, you may run into an error at the step where the Thales nCipher Storage key needs to be configured:



The error states: “Error from command [GetKeyInfoEx] : [CrossModule]”.

When in that case:

- The IDENTIKEY configuration wizard trace file (/var/log/vasco/identikkey/ikconfigwizard.trace) contains logs like:

```
[2017/01/23|19:40:34.755017UTC][140439440844608][INFO]
][HSMBlobCryptoSubsystem::performDummyMigration] > Found to publish storage key with label
[vascoStorageKey].
```

```
[2017/01/23|19:40:34.755226UTC][140439440844608][VINFO][HSMBlobCryptoSubsystem::performDumm
yMigration] > Destroy see world ID result <{ Status Code: 'Call completed successfully (0)'
; Return Code: 'Success (0)' }>.
[2017/01/23|19:40:34.755834UTC][140439440844608][MAJOR][nCipherToolkit::nCipherTransaction]
```

**Applies to:** IDENTIKEY Authentication Server – Thales nShield HSM

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> Error from command [GetKeyInfoEx] : [CrossModule].

```
[2017/01/23|19:40:34.756041UTC][140439440844608][MAJOR][nCipherToolkit::getKeyInfo] >
Failed to perform nCipher transaction.
[MAJOR][nCipherToolkit::nCipherTransaction] > Error from command [GetKeyInfoEx] :
[CrossModule].
```

- The Thales hardserver logfile (/opt/nfast/logs/hardserver.log) on the IDENTIKEY Authentication server host contain logs like:
  - 2017-02-22 17:26:29 t00d74e94657f0000: Hardserver [FP]: Notice: CreateClient (v1) pid: 15505, process name: /opt/nfast/bin/hsc\_loadseemachine  
17:26:29 ERROR: Module #1: SetSEEMachine (SetSEEMachine) failed: ObjectInUse  
hsc\_loadseemachine: /opt/nfast/kmdata/seemach\_ppc.sar could not be loaded on module 1: ObjectInUse
  - And / or  
  
2017-03-01 16:49:04 t00d71f14407f0000: Hardserver [FP]: Notice: CreateClient (v1) pid: 17393, process name: /opt/nfast/bin/hsc\_loadseemachine  
16:49:05 ERROR: Module #1: CreateSEEWORLD (CreateSEEWORLD) failed: NoModuleMemory  
hsc\_loadseemachine: /opt/nfast/kmdata/seemach\_ppc.sar could not be loaded on module 1: NoModuleMemory
- The hardserver logs on another Thales client (RFS or another IDENTIKEY Authentication server) contain traces like:

```
Mar 1 15:38:00 nethsm hardserver[1120]: 2017-03-01 15:38:00: nFast server: Remote
server error: NST Ni2 was unexpectedly disconnected whilst transferring
Mar 1 15:38:00 nethsm hardserver[1120]: 2017-03-01 15:38:00: nFast server: Notice:
freeing NST Ni2 with error NSTBadMessage
Mar 1 15:38:00 nethsm hardserver[1120]: 2017-03-01 15:38:00: nFast server: Notice:
Parking client hardserver session for Rs2
Mar 1 15:38:00 nethsm hardserver[1120]: 2017-03-01 15:38:00: nFast server: Notice:
RemoteSource Rs2 closing with error (RemoteServerFailed, <us> (NSTBadMessage))
Mar 1 15:38:04 nethsm hardserver[1120]: 2017-03-01 15:38:04: nFast server: Notice:
Exporting module #1 nFast PCI device, bus 2, slot 0. to RemoteSource Rs6
Mar 1 15:38:04 nethsm hardserver[1120]: 2017-03-01 15:38:04: nFast server: Notice:
New session Rs6 trumping parked session Rs2
```

Then this most probably means that you have configured multiple Thales clients to load and publish the VACMAN Controller SEEMachine to the HSM.

## Problem Solution.

Only one Thales client should be in charge of loading the SEEMachine into the HSM. Typically, this will be a dedicated RFS server. On all other clients, ensure to disable SEEMachine loading and restart the HSM afterwards.

To do so, open the Thales hardserver's configuration file found in:

- /opt/nfast/kmdata/config/config on Linux
- C:\ProgramData\nCipher\Key Management Data\config\config on Windows.

... and comment out the contents of the section [load\_seemachine] (keep the header).

```
[load_seemachine]
#module=1
#machine_file=/opt/nfast/kmdata/seemach_ppc.sar
#userdata=/opt/nfast/kmdata/userdata.sar
#worldid_pubname= IDENTIKEY_SEE_Machine
```