

# Cohesity and Entrust KeyControl

with nShield® HSM Integration Guide

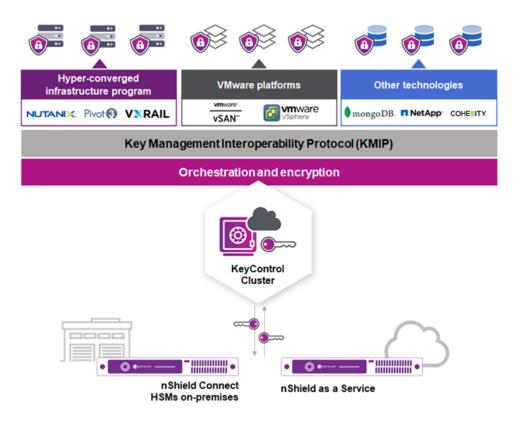
24 Nov 2021

#### Contents

| 1. Introduction   | 3 |
|---|---|
| 1.1. Requirements   | 3 |
| 1.2. High-availability considerations   | 4 |
| 1.3. Product configuration  | 4 |
| 2. Procedures   | 5 |
| 2.1. Install the Entrust KeyControl server                                      | 5 |
| 2.2. Configure the KeyControl server  | 5 |
| 2.3. Configure the KeyControl server as a KMIP server                           | 5 |
| 2.4. Configure the nShield HSM in the KeyControl server                         | 6 |
| 2.5. Deploy Cohesity Virtual Edition using VMware vCenter                       | 0 |
| 2.6. Create Cohesity client certificates in KeyControl                          | 3 |
| 2.7. Configure Cohesity for encryption with an external Key Management System 1 | 4 |
| 2.8. Create a Cohesity storage domain that uses KeyControl for encryption 1     | 9 |
| 2.9. Check KeyControl for Cohesity keys   | 0 |
| 3. Cohesity DataPlatform CLI  | 2 |
| 3.1. Log in to the Cohesity server  | 2 |
| 3.2. Create a KMIP KMS  | 2 |
| 3.3. List current KMS settings  | 2 |
| 3.4. Modify Cohesity DataPlatform KMS settings                                  | 3 |
| 4. Troubleshooting  | 4 |
| 4.1. KMS validation error with KMS configuration                                | 4 |
| 4.2. KMS unreachable error during storage domain creation                       | 5 |

#### 1. Introduction

This document describes how to configure and integrate Entrust KeyControl (KMS) with a Cohesity DataPlatform using KMIP. Communication between the Cohesity cluster and the Entrust KeyControl Key Management Server (KMS) cluster is enabled via the Key Management Interoperability Protocol (KMIP). Mutual authentication of each entity is performed using X.509 certificates over a Transport Layer Security (TLS) secure channel. After deploying and configuring Entrust KeyControl, a KMS certificate is automatically generated and signed by the internal Certificate Authority (CA). It is this CA that generates the X.509 client certificate that is uploaded to the Cohesity cluster for authentication. If your organization mandates all certificates to be signed by a specific CA, KeyControl can use your organization's CA to sign its certificate.



Once configured, the Cohesity cluster will request a Key Encryption Key (KEK) from KeyControl for the entire cluster. This KEK securely wraps (encrypt/decrypt) the Data Encryption Keys (DEKs) created and stored locally in the Cohesity cluster. The DEKs are used to encrypt and decrypt the data in the Cohesity cluster. Cohesity retrieves the KEKs from KeyControl after a reboot or a restart of the keychain service. If KeyControl is unavailable, the data in the Cluster and Storage Domains will remain encrypted and inaccessible.

#### 1.1. Requirements

• Entrust KeyControl version 5.4 or later.

An Entrust KeyControl license is required for the installation. You can obtain this license from your Entrust KeyControl account team or through Entrust KeyControl customer support.

• Cohesity Virtual Edition version 6.5.1.

A Cohesity license is required for the installation. You can obtain this license from your Cohesity account team or through Cohesity customer support.

#### 1.2. High-availability considerations

Entrust KeyControl uses an active-active deployment, which provides high-availability capability to manage encryption keys. Entrust recommends this deployment configuration. In an active-active cluster, changes made to any KeyControl node in the cluster are automatically reflected on all nodes in the cluster. For information about Entrust KeyControl, see the Entrust KeyControl Product Overview.

#### 1.3. Product configuration

The integration between the Cohesity DataPlatform, Entrust KeyControl, and nShield HSM has been successfully tested in the following configurations:

| Product                  | Version                |
|--------------------------|------------------------|
| Cohesity Virtual Edition | 6.5.1                  |
| Entrust KeyControl       | 5.4                    |
| nShield client software  | 12.60.11               |
| nShield Connect XC       | 12.50.11               |
|                          | image version 12.60.10 |

#### 2. Procedures

#### 2.1. Install the Entrust KeyControl server

The Entrust KeyControl server is a software solution deployed from an OVA or ISO image. Entrust recommends that you read the HyTrust KeyControl Installation Overview. To configure a KeyControl cluster (active-active configuration is recommended), Entrust recommends the OVA installation method, as described in HyTrust KeyControl OVA Installation.

The KeyControl OVA must be deployed from the vCenter server. Do not deploy from an ESXi host.

After the KeyControl server is deployed, configure the first KeyControl node as described in the HyTrust Configuring the First KeyControl Node installation guide.

After completing this procedure, create the recommended active-active cluster. To do this, add a second node as described in the HyTrust Adding a New KeyControl Node to an Existing Cluster (OVA Installation)

Entrust recommends deploying the solution with a minimum of four nodes for an activeactive cluster solution that instantiates a high availability architecture. However, an active-active cluster is not a requirement and a single KeyControl node can be deployed to perform the functions of KMIP.

Your KeyControl license determines how many KeyControl nodes you can have in a cluster. For full information about the KeyControl licensing, see the HyTrust Managing the KeyControl License admin page.

#### 2.2. Configure the KeyControl server

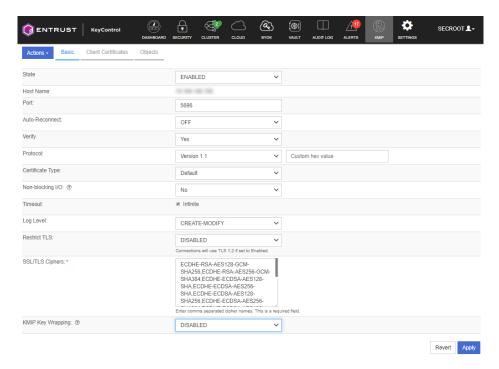
After the Entrust KeyControl server is deployed and the initial installation is complete, you can configure the network settings, e-mail server preferences, and certificate configuration. For these procedures, see the *HyTrust KeyControl System Configuration admin guide*.

#### 2.3. Configure the KeyControl server as a KMIP server

This integration uses external key management. To use external key management, the Cohesity cluster requires an external key management server such as the Entrust KeyControl server. The KeyControl server is the KMIP server and the Cohesity cluster is the KMIP client.

To configure the KeyControl server as a KMIP server, see the HyTrust Configuring a KeyControl KMIP Server section of the admin guide.

- 1. Log in to the Entrust KeyControl server.
- 2. Select the **KMIP** icon on the top bar and configure the KMIP settings according to image below:



- 3. Select **ENABLED** from the State drop-down menu.
- 4. Select **Version 1.1** from the Protocol drop-down menu.
- 5. Select **Apply**.

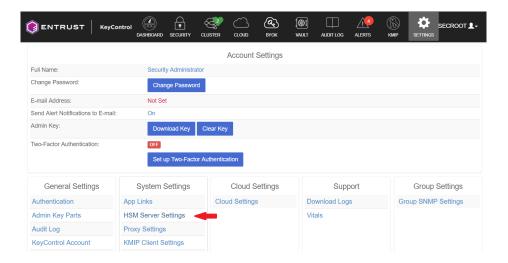
#### 2.4. Configure the nShield HSM in the KeyControl server

For instructions on how to integrate an nShield HSM with KeyControl, see the *Entrust KeyControl nShield HSM Integration Guide*.

If you want to use an HSM to be used with KeyControl and have not yet configured one, please follow the procedures in this section.

#### 2.4.1. Initialize the HSM on KeyControl

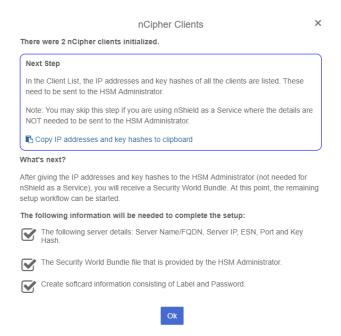
- 1. Log in to the KeyControl web user interface using Security Admin privileges.
- 2. In the top menu bar, select **Settings**.
- 3. In Account Settings, select HSM Server Settings.



4. In Actions, select nCipher nShield Connect HSM.



5. In nCipher Clients, select Copy IP address and key hashes to clipboard.



6. Paste the contents of the clipboard into a file. Your HSM administrator will need the IP addresses and hash pairs to add the KeyControl nodes as HSM clients.

The following is an example data file for a 2-node KeyControl cluster:

10.194.148.159, 4dc3acd8763a80ceac412d1c4aadb382e41ab073 10.194.148.161, 4dba62cbbbe2f5a21f121e7132558db8aa592596

#### 2.4.2. Add the KeyControl node(s) to the HSM

Send the IP address and hash pair for each KeyControl node in the cluster to the HSM administrator. The HSM administrator adds each KeyControl node as a client to the HSM and sends back the following information:

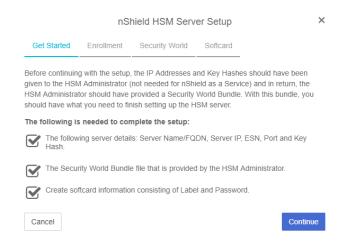
- A zipped file that contains the nShield Security World and HSM module files.
- The FQDN of the HSM.
- The IP address of the HSM.
- The Electronic Serial Number (ESN) and the key hash of the HSM. This can also be obtained by running the following command on the nShield RFS server:

```
% anonkneti <HSM IP address>
```

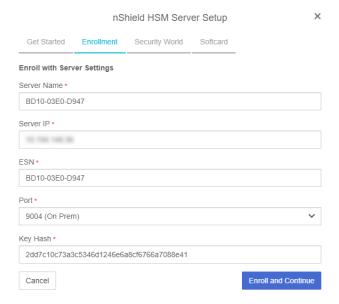
• The network port number that the HSM uses.

#### 2.4.3. Set up the nShield HSM Server

- 1. After you have copied the IP address and key hashes and added the KeyControl nodes as clients to the HSM, select **OK** in the **nCipher Clients** dialog.
- 2. In the **nShield HSM Server Setup** dialog, select **Continue**.



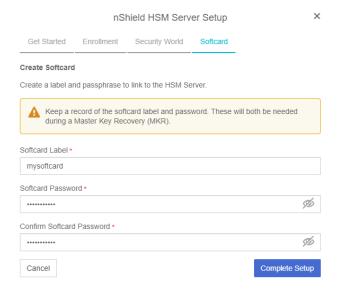
3. In the **Enrollment** step of the configuration:



- a. in **Server Name**, enter the server FQDN of the HSM.
- b. In Server IP, enter the IP address of the HSM.
- c. In **ESN**, enter the ESN of the HSM.
- d. In Port, enter the port number if it is different from 9004.
- e. In **Key Hash**, enter the key hash of the HSM.
- 4. Select Enroll and Continue.
- 5. In the **Security World** step of the configuration, select **Browse** and browse to the zipped file that you received from the HSM administrator.



- 6. Select Upload and Continue.
- 7. In the **Softcard** step of the configuration:



- a. In **Softcard Label**, enter a unique name. This value is user-defined.
- b. In **Softcard Password**, enter a password. This value is user-defined. Then, confirm the password.
- 8. Select Complete Setup.
- 9. The nShield Connect HSM is now configured to work with Entrust KeyControl.

#### 2.4.4. Enable KMIP service and KMIP key wrapping

- 1. In the top menu bar, select **KMIP** and then select **Basic**.
- 2. In KMIP Key Wrapping, select System HSM (nShield Connect HSM: xxx.xxx.xxx.xxx). For example:



- 3. In **HSM Root Key Label**, enter a unique name for the HSM Root Key.
- 4. In **KEK Cache Timeout**, enter how long you want KeyControl to cache the HSM-derived Key Encryption Keys (KEKs). The maximum length is 24 hours. During integration, this was set to **0** so that no cache was used, and KeyControl had to use the HSM every time.
- 5. Select Apply.

### 2.5. Deploy Cohesity Virtual Edition using VMware vCenter

1. Obtain the single node Virtual Edition for VMware OVA file from the Cohesity Download Site.

- 2. Using the VMware vSphere Web Client, log in to the vCenter Server that will host the Virtual Edition Virtual Machine.
- 3. In the inventory located in the left panel, navigate to your vCenter server, right-click on the vCenter root and select **Deploy OVF Template**.
- 4. Enter the URL or a local file location for the Cohesity Virtual Edition OVA file and select **Next**.
- 5. In **Virtual Machine Name**, enter a unique name for the Virtual Machine.
- 6. In **Select a computer resource**, select the ESXi to host the Cohesity Virtual Machine. Then, select **Next**.
- 7. Review the details and select **Next**.
- 8. In **Deployment Configuration**, select an appropriate deployment configuration provided by Cohesity:
  - a. The **SMALL** configuration supports a Virtual Machine with a minimum of 4 vCPUs, 32 GB of memory and a 64 GB virtual disk to store the operating system.
  - b. The **LARGE** configuration supports a Virtual Machine with a minimum of 8 vCPUs, 64 GB of memory and a 64 GB virtual disk to store the operating system.
- 9. Select **Next**.
- 10. Select the storage location for the deployed template.
- 11. Select a VM storage policy.
- 12. In Virtual Disk Format, select Thick Provision Lazy Zeroed.
- 13. Select **Next**.
- 14. Select a destination network for the **Data Network** and for the **Secondary Network**.
- 15. Select the IP address allocation type, either dynamic DHCP or static (manual).
- 16. Select Next.
- 17. If you are using static (manual) networking, specify the following Data Network properties:
  - Network IP Address
  - Network Netmask
  - Default Gateway
- 18. Leave the Secondary Network properties blank.
  - If a Secondary Network interface is configured, the Secondary Network is used as the default gateway for the Cohesity cluster. For more information, see **Default Gateway for Virtual Edition** in the *Cohesity Setup Guide (Cohesity Virtual Edition for VMware)*.
- 19. If you are using DHCP networking, leave the **Network IP Address**, **Network Netmask**, and **Default Gateway** properties blank.

- 20. Select Next.
- 21. Review all the settings.
- 22. Select Finish.

The process to deploy the VM starts. The **Recent Tasks** panel displays the status of the deployment of the Cohesity template. Wait until the VM is deployed before continuing to the next procedure. Do not power on the VM as you still need to add disks to it.

#### 2.5.1. Attach the Metadata Disk and the Data Tier Disk to the VM

You will need to attach two disks to the Cohesity VM. These disks have specific requirements in a production environment. Please refer to the *Cohesity Setup Guide* (Cohesity Virtual Edition for VMware) for more details.

Use the following configuration:

Metadata Disk 50GB

Data Tier Disk 100GB

Use the procedure below to add the disks. For the first disk:

- 1. Attach the disk to the Virtual Machine using the VMware vSphere Web Client.
- 2. In the left panel, browse for the new Virtual Machine. Right-click the new Virtual Machine and select **Edit Settings**.
- 3. Select **ADD NEW DEVICE**.
- 4. Under Disk, Drives and Storage, Select Hard Drive.

A new hard disk is created.

- 5. Specify an appropriate disk size, either 50GB or 100GB. The Metadata drive size must be smaller than the Data Tier drive size.
- 6. To view and edit the rest of the hard disk settings, expand **New Hard disk**.
- 7. In **Disk Provisioning**, select **Thick Provision Lazy Zeroed**.
- 8. In **Disk Mode**, select **Independent Persistent**.
- 9. Select **OK** to create the disk.

Repeat the process for the second disk.

#### 2.5.2. Start the new Cohesity Virtual Machine

1. In the left pane, find the new Virtual Machine.

2. Right-click the Virtual Machine and select Power On.

Wait until the VM is powered on. The process of bringing up all of the services and getting the IP address may take several minutes. Once the VM has an IP address, try to open up a browser and access it. For example:

```
https://IP_ADDRESS.
```

The web server can take some time to be available. If the web server does not respond, keep trying.

#### 2.6. Create Cohesity client certificates in KeyControl

Before we can enable encryption, Cohesity and the KeyControl server must establish a mutual trust relationship. Client certificates are required to facilitate two-way KMIP communications between the KeyControl server and Cohesity. To perform this operation, create the certificate bundle as described in the Creating KMIP Client Certificate Bundles section of the Entrust KeyControl Admin Guide.

The configuration was tested using certificates without password protection. This client certificate is used to securely authenticate with the Entrust KeyControl server. After you create and download these certificates, you need to upload or import them into the Cohesity appliance.

- 1. Log in to the Entrust KeyControl server.
- Select the KMIP icon on the top bar, then select Client Certificates > Actions > Create Certificate.
- 3. In the Create a New Client Certificate dialog, enter the Certificate Name and Expiration Date.
- 4. Leave the **Password** field blank.

This integration requires a password-less client certificate.

- 5. Select **Create**.
- 6. After the certificate has been created, select it, and select **Action > Download**Certificate.
- 7. This downloads a zip file that contains:
  - A <cert\_name>.pem file that includes both the client certificate and private key.

In our scenario this file is called COHESITY.pem.

The client certificate section of the <cert\_name>.pem file includes the lines "
-----BEGIN CERTIFICATE-----" and "-----END CERTIFICATE-----" and all text
between them.

The private key section of the <cert\_name>.pem file includes the lines "----BEGIN PRIVATE KEY----" and "-----END PRIVATE KEY----" and all text in between them.

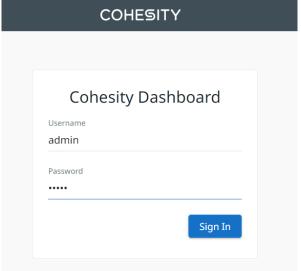
 A cacert.pem file, which is the root certificate for the KMS cluster. It is always named cacert.pem.

You will use these files in the Cohesity configuration.

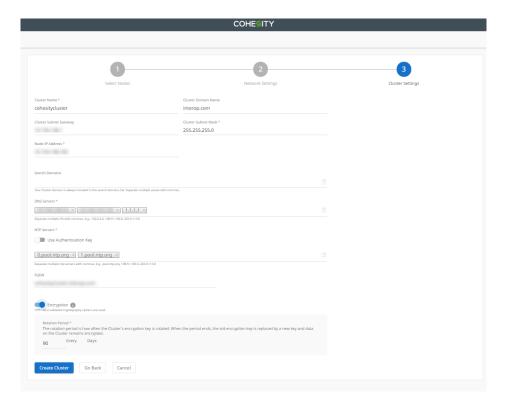
# 2.7. Configure Cohesity for encryption with an external Key Management System

- 1. Log in to the Cohesity Web UI:
  - a. Point your browser to the Cohesity Appliance IP Address.
  - b. Log into the Cohesity Web UI with the default username and password (admin/admin).

https://IP\_ADDRESS.



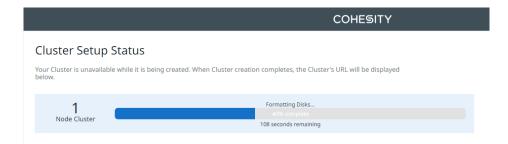
- 2. On Virtual Edition Cluster Setup, select Get Started.
- 3. Enter cluster information.



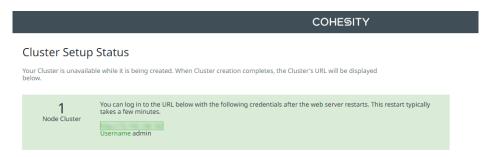
- a. In **Cluster Name**, enter the name of the cluster.
- b. In Cluster Domain Name, enter the name of the domain.
- c. In Cluster Subnet Gateway, enter the subnet gateway IP address.
- d. In Cluster Subnet Mask, enter the subnet mask.
- e. In **Node IP Address**, enter the node IP address.
- f. In **DNS Servers**, enter the IP addresses for all required DNS servers. Separate DNS servers with commas. For example: 192.0.2.0, 198.51.100.0, 203.0.113.0
- g. In **NTP Servers**, enter the IP addresses for all required NTP servers. Separate NTP servers with commas. For example: 0.pool.ntp.org, 1.pool.ntp.org
- h. In **FQDN**, enter the full qualified domain name of the cluster.
- i. Optionally, enable **Encryption** at the cluster level. If you enable encryption at the cluster level, all storage domains created in the cluster will be automatically encrypted with FIPS 140.2 validated cryptography ciphers. You must also set a **Rotation Period** for the cluster's encryption key. At the end of each rotation period, the cluster encryption key is replaced, and all data remains encrypted.

If encryption is not enabled at the cluster level, you can enable encryption during the Storage Domain creation process if required.

4. Wait until the cluster setup completes.



Once the setup is complete, wait a few minutes until the web services are restarted.



- 5. Log in again to the cluster.
- 6. Accept the End User License Agreement.
- 7. In Management Options, select either SaaS or On Prem.



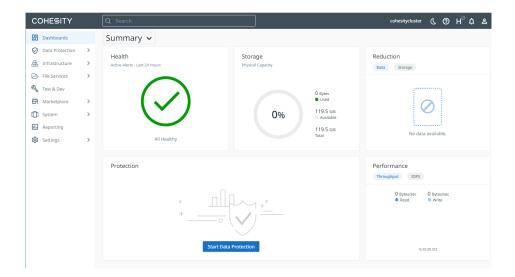
8. On **Select preferred mode for licensing**, select Helios licensing or manual licensing.



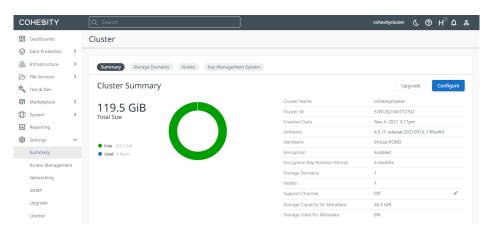
Obtain the license from your Cohesity account team or through Cohesity customer support.

9. Change the **admin** password.

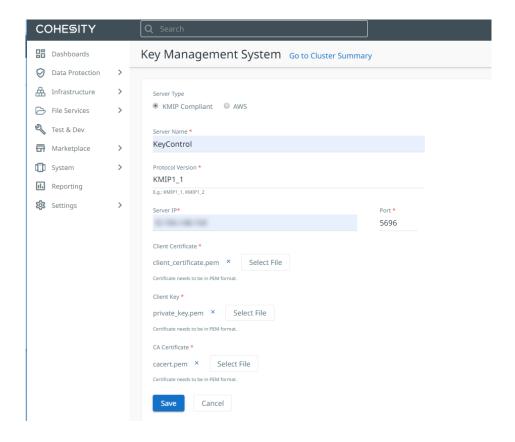
The Cluster Dashboard appears. For example:



10. Select **Settings > Summary** in the left side bar to view the **Cluster Summary**. For example:



11. Select **Key Management System**.



- 12. In Key Management System, create the external Key Management System:
  - a. In Server Type, select KMIP Compliant.
  - b. In Server Name, enter KeyControl.
  - c. In **Protocol Version**, enter the protocol version set when Entrust KeyControl was configured. Versions supported by Cohesity and KeyControl are **KMIP1\_1**, **KMIP1\_2**, and **KMIP1\_3**.
  - d. In Server IP, enter the IP address of the server.
  - e. In Port, enter 5696.
  - f. For the Certificates do the following:
    - These will be the certificates created in KeyControl that have been downloaded before.
    - Certificates must be in PEM format.
    - There should be two files: COHESITY.pem and cacert.pem.
    - Break up the COHESITY.pem file into two separate files. One file to contain the public key. The other file to contain the private key.
    - In Client Certificate, select the public key file created from COHESITY.pem.
    - In Client Key, select the private key file created from COHESITY.pem.
    - In CA Certificate, select the cacert.pem file.
    - For example, the client\_certificate.pem file contains the public key from inside COHESITY.pem file.

```
----BEGIN CERTIFICATE----
MIIEITCCA32gAwIBAgIFAJ/aNcYwDQYJKoZIhvcNAQELBQAwVzELMAkGA1UEBhMC
3sYrq6XZjm3aZv8MnK6aroZFww5QWcwUQIEONThwOuQvP7FanSbIejEaqwk3LWlW
.
.
.
8Uy4Xel5zMMjMrR5F1XLRDHaQa9ZSWUDmc9sPmzyv0e99LBz5EL+bCwlxYQ/7Wqn
ugyrDuL7B62OpYmurGeaQ3Z7FfQnhkJmnA==
----END CERTIFICATE-----
```

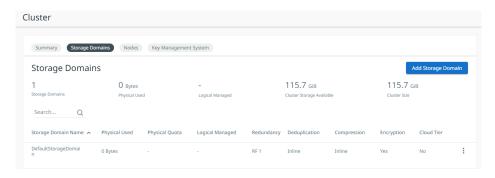
 For example, the private\_key.pem file contains the private key from inside COHESITY.pem file.

```
----BEGIN PRIVATE KEY----
MIIJQwIBADANBgkqhkiG9w0BAQEFAASCCS0wggkpAgEAAoICAQCjjmh5g0Z9vtWq
lGL9ZMSLjnmRy9k0Usgb5YYyR48d89m32QfN6B5n037p/OUzUp2b0k3WZ8uOWiRq
.
.
.
yo0CGhGw6Y0LTygoTdyE2mr+h665KEK0ew8lKuHPAGfwlL0cNSy4mgnwYGs8Xadb
kkkVSC4PfxLD5zKJ4tpDapRP7oigv9Q=
-----END PRIVATE KEY-----
```

13. Select **Save** to save the settings.

#### 2.8. Create a Cohesity storage domain that uses KeyControl for encryption

1. In **Settings > Summary**, select **Storage Domains**.

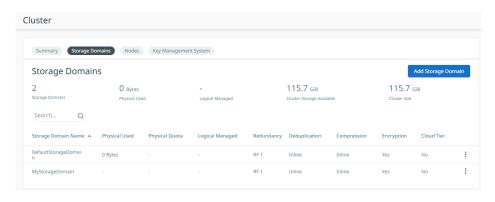


2. Select Add Storage Domain.

# Storage Domain Name\* MyStorageDomain Deduplication In line Deduplication If on, deduplication occurs as the Cluster saves blocks to the Partition. If off, deduplication occurs after the Cluster writes data to the Partition. Compression In line Compression If on, compression occurs as the Cluster saves blocks to the Partition. If off, compression occurs after the Cluster writes data to the Partition. Encryption Encryption is on at the Cluster level and therefore the Storage Domain is automatically encrypted. Show Advanced Settings Create Storage Domain Cancel

- 3. In the Add Storage Domain dialog, enter the Storage Domain Name.
- 4. Select **Encryption**. This enables encryption at the cluster level.
- 5. Select Create Storage Domain.

The new storage domain is created and added to the Storage Domains list.



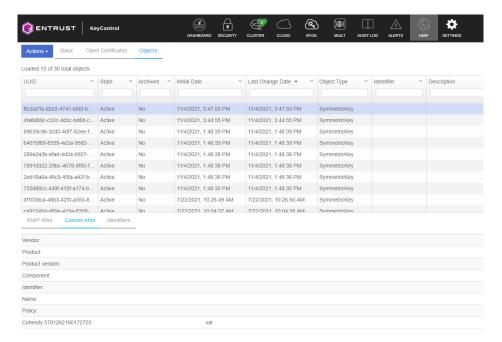
#### 2.9. Check KeyControl for Cohesity keys

Now that the Cohesity Storage Domain has been created, there should be new keys in KeyControl.

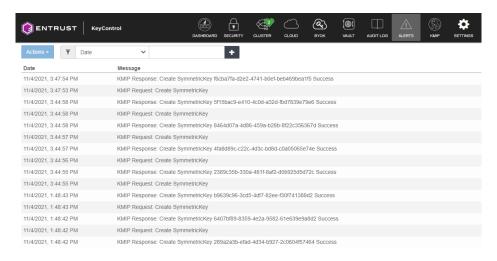
- 1. Log in to the KeyControl server.
- 2. Go to the KMIP page and select the Objects tab.

There should be new keys listed that were created when the storage domain was created in the Cohesity cluster. Select one of the keys and validate that it is from

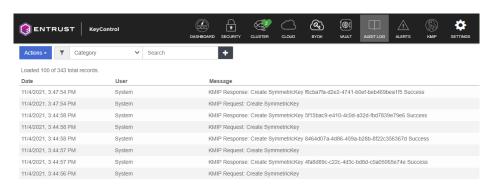
Cohesity by selecting the **Custom Attributes** tab. For example:



3. Go to the **Alerts** page and validate the keys that were created when you created the storage domain in Cohesity. For example:



4. Go to the **Audit Log** page in KeyControl and validate the keys that were created when you created the storage domain in Cohesity. For example:



#### 3. Cohesity DataPlatform CLI

You may also configure Entrust KeyControl KMS using the Cohesity DataPlatform CLI. Here are some examples of CLI commands that can be used to configure the KMS.

#### 3.1. Log in to the Cohesity server

```
% iris_cli -server xx.xxx.xxx -username=admin -password=xxxxxx

Cohesity Command Line Interface.
Version: 1.0
This command line tool helps to run any cluster management operations.
admin@xx.xxx.xxx.xxx>
```

#### 3.2. Create a KMIP KMS

```
admin@xx.xxx.xxx.xxx> kms create-kmip
 DESCRIPTION
   Create a new kmip KMS.
 PARAMS
   ca-certificate-path
                                 [string]
                                                      required File path to ca-certificate.
   client-certificate
                                                       required File path to client-certificate.
                                 [string]
   client-key
                                 [string]
                                                       required File path to client-key.
                                 [string]
                                                       required IP address of the KMS.
                                                       required kmip-protocol-version
   kmip-protocol-version
                                 [string]
                                                       optional Name of the KMS.
   name
                                 [string]
   port
                                 [int]
                                                       required KMS Port. Default KMIP port is 5696.
```

#### 3.3. List current KMS settings

```
admin@xx.xxx.xxx.xxx> kms list
KMS ID
                            : kInternalKMS
KMS TYPE
KMS NAME
                            : Internal KMS
KMS CONNECTION STATUS
                            : false
KMS ID
                            : 5287
KMS TYPE
                            : kCryptsoftKMS
                            : KeyControl
KMS NAME
KMS CONNECTION STATUS
                            : true
KMS IP
                            : XX.XXX.XXX.XXX
KMS PORT
                            : 5696
KMIP PROTOCOL VERSION
                          : KMIP1_1
CLIENT CERTIFICATE EXPIRY DATE: Wednesday, 02-Nov-22 10:13:59 EDT
```

#### 3.4. Modify Cohesity DataPlatform KMS settings

If you update the Key Management settings after initial configuration, the keychain service must be restarted for the new settings to take effect. This restart is done using the CLI using the following steps.



For instructions on accessing and general use of the Cohesity CLI, please see the **Cohesity CLI** section of the *Cohesity Virtual Edition Setup Guide*.

```
admin@xx.xxx.xxx.xxx> cluster restart service-names="keychain"
Success: Restarting the cluster services [keychain] ...
admin@xx.xxx.xxx.xxx> cluster status
              : 5781262160172702
: cohesitycluster
CLUSTER ID
CLUSTER NAME
CLUSTER INCARNATION ID : 1636053457920
SERVICE STATE SYNC : DONE
CLUSTER ACTIVE OPERATION : RESTARTING SERVICES
CLUSTER HEAL STATUS
                           : NORMAL
CLUSTER IP Preference
                            : 1
NODE ID
                            : 2639329736857246
NODE IPS
                           : xx.xxx.xxx.xxx
SOFTWARE VERSION
                          : 6.5.1f_release-20210913_13f6a4bf
ACTIVE OPERATION
                           : kClusterRestart
SERVICE NAME
                           : 29301, 29322
   alerts
                           : 29378, 29395
   apollo
   athena
                           : 34581, 34610
   atom
                           : 34580, 34596
                         : 23858, 23865
   bifrost_broker
                           : 30906, 38313
: 34731, 34870
: 23790, 41368
   bridge
   bridge_proxy
   eagle_agent
                           : 60546, 60549
   gandalf
   groot
                           : 42065, 42068
                           : 7240, 7262
   iris
                           : 540, 22376
   iris_proxy
   keychain
                            : 17784, 17844
                           : 25926, 25944
   librarian
   logwatcher
                           : 63390
                           : 40109, 40165
   magneto
                          : 23755, 23777
   newscribe
                           : 54968
   nexus
   nexus_proxy
                          : 61200, 61203
: 17875, 18107
   patch
                           : 17874, 17895
   rtclient
                          : 17782, 17852
   smb2_proxy
                           : 17877, 17924
   smb_proxy
                           : 29337, 29345
   stats
                            : 63389
   statscollector
   storage_proxy
                            : 17873, 18215
   tricorder
                            : 23694
   vault_proxy
                            : 17876, 17909
   yoda
                            : 37198, 37226
```

#### 4. Troubleshooting

You might encounter errors while configuring Entrust KeyControl KMS or Storage Domain settings in Cohesity DataPlatform. The error might be caused by invalid input parameters or communications errors.

The most common errors are:

- 1. A KMS validation error while configuring the KMS.
- 2. A KMS unreachable error while creating a Storage Domain.

#### 4.1. KMS validation error with KMS configuration

If the Cohesity cluster cannot communicate with Entrust KeyControl when configuring the Key Management settings, the following generic KMS validation error appears:

KMS Validation error.

If it does, take the following steps:

- 1. Verify correct addressing and basic network connectivity between Entrust KeyControl and the Cohesity cluster.
- 2. Verify port 5696 is configured on the Cohesity DataPlatform KMS settings page and that firewalls are open for that port.
- 3. If any of the uploaded certificate files or private key file on the Cohesity DataPlatform KMS settings page were created on a Windows system, recreate them on a Linux system.



The Cohesity KMS client only accepts an SSL certificate in PEM format that contains a Unix-style newline character, which is '\n'. Format your certificates accordingly — in Windows, replace '\r' with '\n' and on Mac OS, replace '\r' with '\n' — and then load the certificates.

- 4. Verify that the CA certificate uploaded on the Cohesity DataPlatform KMS settings page is the internal root CA certificate from Entrust KeyControl. The Cohesity cluster needs the root CA certificate to validate the server certificate that is delivered to it while establishing a TLS session.
- 5. Proper licensing must be in place.

## 4.2. KMS unreachable error during storage domain creation

When you create a new Storage Domain, the Cohesity cluster immediately sends a key generation request to Entrust KeyControl. If a TLS session is not established or if Entrust KeyControl is unreachable, the Storage Domain will not be created, and you will see the following error:

KMS is unreachable. Try again.

A possible cause of this error is that the TLS session with Entrust KeyControl has been dropped due to inactivity. The Cohesity cluster will immediately take action to reestablish the connection. You may see an error message indicating that the KMS is unreachable before the connection is re-established. In this case, select **Create Storage Domain** to try again. If the problem was a dropped TLS session, the connection should then re-establish.

If the problem was not just the lack of a TLS session, and there is indeed a connectivity issue of some type, you will either continue to see the KMS is unreachable error or possibly the internal error message below. To resolve this, try the steps in KMS Validation Error above.