



# ENTRUST

## Certificate Hub 4.4

### Kubernetes Deployment Guide

**Document issue: 1.0**  
**Issue date: January 23, 2026**

© 2026, Entrust. All rights reserved

*Entrust and the hexagon design are trademarks, registered trademarks and/or service marks of Entrust Corporation in Canada and the United States and in other countries. All Entrust product names and logos are trademarks, registered trademarks and/or service marks of Entrust Corporation. All other company and product names and logos are trademarks, registered trademarks and/or service marks of their respective owners in certain countries.*

*This information is subject to change as Entrust reserves the right to, without notice, make changes to its products as progress in engineering or manufacturing methods or circumstances may warrant. The material provided in this document is for information purposes only. It is not intended to be advice. You should not act or abstain from acting based upon such information without first consulting a professional. ENTRUST DOES NOT WARRANT THE QUALITY, ACCURACY OR COMPLETENESS OF THE INFORMATION CONTAINED IN THIS ARTICLE. SUCH INFORMATION IS PROVIDED "AS IS" WITHOUT ANY REPRESENTATIONS AND/OR WARRANTIES OF ANY KIND, WHETHER EXPRESS, IMPLIED, STATUTORY, BY USAGE OF TRADE, OR OTHERWISE, AND ENTRUST SPECIFICALLY DISCLAIMS ANY AND ALL REPRESENTATIONS, AND/OR WARRANTIES OF MERCHANTABILITY, SATISFACTORY QUALITY, NON-INFRINGEMENT, OR FITNESS FOR A SPECIFIC PURPOSE.*

## Contents

<b>1</b>	<b>About this guide .....</b>	<b>6</b>
	Revision information .....	6
	Related documentation .....	6
	Documentation feedback .....	6
<b>2</b>	<b>Overview .....</b>	<b>7</b>
	Licensing model.....	7
	High-level architecture.....	7
<b>3</b>	<b>Release notes.....</b>	<b>9</b>
	Release Notes for 4.2.0 .....	9
	Release Notes for 4.2.1 .....	14
	Release Notes for 4.3.0 .....	19
	Release Notes for 4.3.1 .....	23
	Release notes for 4.4.0 .....	27
<b>4</b>	<b>Requirements .....</b>	<b>32</b>
	Database requirements.....	32
	Kubernetes requirements .....	33
	Third-party command-line tools .....	36
<b>5</b>	<b>Preparing the deployment.....</b>	<b>37</b>
	Checking entropy .....	37
	Setting a local storage in Kubernetes.....	37
	Downloading the installation files.....	38
	Verifying the downloaded files .....	40
<b>6</b>	<b>Configuring the deployment.....</b>	<b>41</b>
	CAGW_TIMEOUT .....	41
	CERT_HUB_HOSTNAME .....	41
	CLUSTER_TYPE .....	41
	DOCKER_REGISTRY .....	42
	DOCKER_REPOSITORY .....	42
	IMAGE_PULL_SECRETS_NAME .....	42

---

INITIAL_USER.....	42
INITIAL_USER_EMAIL.....	42
INITIAL_USER_PASSWORD .....	42
KUBECTL .....	42
LATEST_DISCOVERY_SCANNER_VERSION .....	43
NAMESPACE .....	43
POSTGRES_HOST_API.....	43
POSTGRES_PORT .....	43
POSTGRES_PWD.....	43
POSTGRES_SSL_ROOT_CRT .....	43
POSTGRES_SSLMODE .....	43
POSTGRES_USER.....	44
PROXY_EXCLUDE_DOMAINS .....	44
PROXY_HOST .....	44
PROXY_PORT .....	44
<b>7 Deploying.....</b>	<b>45</b>
Loading the images to Docker .....	45
Creating the Kubernetes environment.....	45
<b>8 Using the Certificate Manager console .....</b>	<b>49</b>
Logging in to the Certificate Manager console .....	49
Browsing the Certificate Manager console guide .....	49
<b>9 Upgrading to 4.4.....</b>	<b>50</b>
<b>10 Validating the installation.....</b>	<b>51</b>
Checking the process execution .....	51
Checking the online UI .....	51
<b>11 Managing the database.....</b>	<b>52</b>
Backing up the database.....	52
Restoring the database .....	53
Migrating to an external database.....	54
<b>12 Managing logs.....</b>	<b>56</b>

Viewing Certificate Hub logs in Kubernetes .....	56
Adjusting the acm-api log level.....	56
<b>13 Error reference.....</b>	<b>58</b>
Authentication and authorization errors .....	58
Administration errors .....	60
Automation errors .....	63
Control errors .....	67
Certificate errors.....	71
<b>14 Integration report.....</b>	<b>80</b>
Entrust products compatible with Certificate Hub.....	80
Supported Deployment Platforms .....	80
Supported Web Browser .....	80
Databases supported by Certificate Hub .....	81
Plugins supported by Certificate Hub .....	81
Standards supported by Certificate Hub .....	81

## 1 About this guide

This document describes how to deploy Certificate Hub 4.4 in Kubernetes.

- [Revision information](#)
- [Related documentation](#)
- [Documentation feedback](#)

### Revision information

See the following table for the issued versions of this document.

Issue	Date	Section	Changes
1.0	Jan 2026	All sections	The first release of this document

### Related documentation

See the following table for the documentation related to this guide.

Document	Contents
<a href="https://api.managed.entrust.com/csp/1.2/Using-Certificate-Manager.html">https://api.managed.entrust.com/csp/1.2/Using-Certificate-Manager.html</a>	User options of the Certificate Manager console.

### Documentation feedback

You can rate and provide feedback about product documentation by completing the online feedback form:

<https://go.entrust.com/documentation-feedback>

Any information you provide goes directly to the documentation team and is used to improve and correct the information in our guides.

## 2 Overview

Certificate Hub has three sets of capabilities:

- The **find capabilities** inventory certificates across your organization (through network discovery) and automated certificate import (from CA databases and cloud services).
- The **control capabilities** centrally manage policy, issuance & access to public and private certificates regardless of vendor. Perform manual operations as necessary to issue, renew, and revoke certificates.
- The **automation capabilities** push keys and certificates to endpoints, with fully managed rotation and certificate profile management.
- The **report capabilities** provide organizational, issue notifications, and reports to remind certificate owners of actions they need to take.

**i** Administrators can customize Certificate Hub to meet enterprise needs like access permissions, system metadata, notifications, or report branding.

- [Licensing model](#)
- [High-level architecture](#)

### Licensing model

Certificate Hub is licensed by capability tier. The find and report tier provides functionalities like the following.

- Certificate discovery with centralized management through the Certificate Hub console
- Automated and customized reporting
- Expiry notifications
- Fixed, per-year subscription
- Plugin management

The control and automate tier provides functionalities like the following.

- Find features
- Single Pane of Glass Authority management
- Certificate manual issuance and renewal
- Automated certificate renewal.
- Certificate lifecycle management
- Push certs to defined Destinations
- Open Plugin Interfaces

**i** When we refer to "you", we mean the customer who has purchased one or more PKIaaS licenses, or one of that customer's internal users, i.e., personnel. In general, the software is licensed for your internal use only. However, you are permitted to assign identities (uniquely identified endpoints) and digital certificates to Users outside your organization solely to enable communications between you and those Users concerning your business.

### High-level architecture

The high-level architecture integrates the following main components.

- [Discovery Scanners](#)
- [Entrust CA Gateway](#)
- [Certificate Hub](#)

## Discovery Scanners


Certificate Hub Discovery Scanners:

- Search your enterprise's networks or portions of networks for the most recent information about deployed certificates.
- Record each certificate's location, type, algorithms, and expiry, regardless of the certificate issuer.

Discovery Scanners are typically deployed on your premises, inside corporate firewalls, to access the internal private servers. However, only Discovery Scanners require this kind of deployment; you can deploy the other Certificate Hub components in a less restrictive environment.

When started, a Discovery Scanner:

1. Contacts Certificate Hub to get the policy and scan configuration.
2. Launches the Certificate Hub scheduling process for scanning.
3. Executes one or more configured scans according to the calendar schedule and priority.
4. Periodically polls Certificate Hub for any policy and or configuration updates.

 Discovery Scanners run a custom-built version of Nmap to scan ports, capture the returned SSL certificate chain, and transmit scan results to Certificate Hub for processing.

## Entrust CA Gateway

Through Entrust CA Gateway, Certificate Hub obtains a direct feed of issued certificates from each supported Certificate Authority (CA).

1. Entrust Authority Security Manager (on-prem and Entrust-managed).
2. Entrust Public Certificate Services (ECS).
3. Microsoft CAs.
4. Entrust PKIaaS.

Thus, Certificate Hub can request certificates from all the CAs managed by a CA Gateway instance.

## Certificate Hub

Certificate Hub is a container-based set of services amenable to either customer premises or commercial cloud hosting. Certificate Hub provides:

- An API interface to the companion Certificate Hub browser UI.
- The underlying certificate database.
- The necessary background processes.



### 3 Release notes

See below the release notes for Certificate Hub from 4.2.0 to 4.4.1.

- [Release Notes for 4.2.0](#)
- [Release Notes for 4.2.1](#)
- [Release Notes for 4.3.0](#)
- [Release Notes for 4.3.1](#)
- [Release notes for 4.4.0](#)

#### Release Notes for 4.2.0

See below for the Certificate Hub 4.2.0 release notes.

- [New features for 4.2.0](#)
- [Fixed bugs for 4.2.0](#)
- [Known issues for 4.2.0](#)

#### New features for 4.2.0

Certificate Hub 4.2.0 adds the following features.

- [Fingerprint of the destination keys displayed on creation \(ATEAM-3217\)](#)
- [Header row added to empty reports \(ATEAM-17510\)](#)
- [Key Manager selection separated from Destinations \(ATEAM-18208\)](#)
- [High availability support \(ATEAM-18346\)](#)
- [Profile ID column added to the certificates grid \(ATEAM-18472\)](#)
- [New option to close all messages \(ATEAM-18474\)](#)
- [Column sorting improved usability \(ATEAM-18475\)](#)

##### Fingerprint of the destination keys displayed on creation (ATEAM-3217)

When you click the **Verify** button, the destination creation form displays the fingerprint of the destination SSH key, allowing you to verify it before adding the destination.

##### Header row added to empty reports (ATEAM-17510)

Certificate reports without records include a row header to ensure they are not confused with failed reports.

##### Key Manager selection separated from Destinations (ATEAM-18208)

Key Management Systems are no longer included in the **Destinations** list. They are now included in an independent list, allowing users to select both a Key Management System and a destination.

##### High availability support (ATEAM-18346)

On multinode installations, each pod runs with two replicas to ensure high availability.

##### Profile ID column added to the certificates grid (ATEAM-18472)

The new **Profile ID** column on the **Certificates** page displays the name of each certificate profile and supports filtering and sorting.

### New option to close all messages (ATEAM-18474)

A new **Close all messages** button allows closing all the toasts in the breadcrumb area.

### Column sorting improved usability (ATEAM-18475)

The headers of console grids (for certificates, sources, destinations, etc.) better indicate which columns support sorting. Specifically, sortable headers display a "This column is sortable" message when the mouse hovers over them.

## Fixed bugs for 4.2.0

Certificate Hub 4.2.0 fixes the following bugs.

- [Matching tags not sorted \(ATEAM-18116\)](#)
- [Missing keyboard accessibility options \(ATEAM-18302\)](#)
- [Mandatory fields not validated \(ATEAM-18315\)](#)
- [No charts displayed on widgets \(ATEAM-18328\)](#)
- [Shared partitions not supported on path \(ATEAM-18348\)](#)
- [Certificate autorenewal cannot be disabled \(ATEAM-18470\)](#)
- [Multiple DNS in SAN not supported \(ATEAM-18674\)](#)

### Matching tags not sorted (ATEAM-18116)

When typing a tag name, the **Authorized Tag** field does not display a sorted list of the matching tags.

### Missing keyboard accessibility options (ATEAM-18302)

The user cannot select a **Destination** using the keyboard accessibility options instead of the mouse.

### Mandatory fields not validated (ATEAM-18315)

The generated public enrollment forms do not validate the mandatory fields.

### No charts displayed on widgets (ATEAM-18328)

The widgets of the **Certificates** page display the "NaN%" string instead of a chart.

 Click >> **Show Insights** on the **Certificates** page to display the widgets.

### Shared partitions not supported on path (ATEAM-18348)

Destinations of the **F5-BIG-IP-Destination-Plugin** type do not support shared partitions on the path.

### Certificate autorenewal cannot be disabled (ATEAM-18470)

When creating a certificate, the wizard does not display the renewal options if `key_client_generated` is set to `true` in the selected profile.

## Multiple DNS in SAN not supported (ATEAM-18674)

When requesting a certificate using a public enrollment form, the SAN (Subject Alternative Names) field only supports one DNS value.

## Known issues for 4.2.0

Certificate Hub 4.2.0 has the following known issues.

- [Error when taking certificates off hold \(ATEAM-1445\)](#)
- [Issues when changing the display order of custom fields \(ATEAM-15463\)](#)
- [Some endpoint filters display invalid results on report files \(ATEAM-15933\)](#)
- [Certificates without names not synced from source \(ATEAM-16039\)](#)
- [Wildcard certificates not recorded \(ATEAM-16436\)](#)
- [Buttons language not affected when switching language \(ATEAM-16920\)](#)
- [Owner grid column not populated when accessing reports \(ATEAM-16923\)](#)
- [The Verify button does not trigger a verification without additional changes \(ATEAM-16950\)](#)
- [The public key ID can refer to the private key ID \(ATEAM-16982\)](#)
- [Error when selecting the Domains widget \(ATEAM-16986\)](#)
- [Archive certificates option missing with FIND licenses \(ATEAM-16988\)](#)
- [Incomplete CA certificate chain \(ATEAM-16997\)](#)
- [Verification fails for IIS destinations \(ATEAM-17030\)](#)
- [Not found error messages during deployment \(ATEAM-17230\)](#)
- [502 status code when selecting Preview CSV for a report \(ATEAM-18121\)](#)
- [Unexpected Error When Pushing Certificate to SFTP \(ATEAM-18788\)](#)
- [Sectigo CA not supported \(ATEAM-18790\)](#)
- [Occasional blank page when renewing a Sectigo CA certificate \(ATEAM-18799\)](#)

## Error when taking certificates off hold (ATEAM-1445)

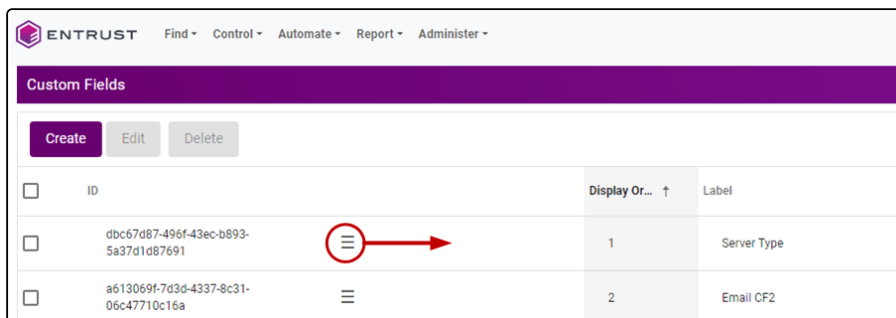
For certificates with **Revocation Reason: On Hold**, attempting to unhold the certificate may fail, or the **Unhold** option may be absent from the **Actions** dropdown.

## Issues when changing the display order of custom fields (ATEAM-15463)

In the **Custom Fields** page of the web console, administrators can change the display order of the custom fields. However:

- Reordering a custom field does not change the **Display Order** column value.
- Refreshing the **Custom Field** page reverts all changes.

**Workaround:** After dragging a custom field to a different position, move the ☰ drag icon within its row to make the changes persistent.



### Some endpoint filters display invalid results on report files (ATEAM-15933)

The following endpoint filters do not display correct results on the downloaded report files.

- is empty
- is not empty

### Certificates without names not synced from source (ATEAM-16039)

Certificates without a name are not successfully synced from Sources.

### Wildcard certificates not recorded (ATEAM-16436)

The application does not record wildcard certificates successfully scanned by the Discovery Scanner.

 Wildcard certificates are certificates containing the wildcard asterisk in the issuer and subject.

### Buttons language not affected when switching language (ATEAM-16920)

Switching the language before logging in does not affect the language of the **Delete** and **Cancel** buttons in the **Confirm Delete** popup on the **Destinations** page.

### Owner grid column not populated when accessing reports (ATEAM-16923)

The **Owner** grid column is not populated when accessing the **Report Schedules** from the **Report Designer** grid.

**Workaround:** Access the **Report Schedules** grid from the navigation bar.

### The Verify button does not trigger a verification without additional changes (ATEAM-16950)

After the failed verification of a Destination, clicking **Verify** again does not trigger a new verification.

**Workaround:** Make any change in the create form – for example, change the **Description**.

### The public key ID can refer to the private key ID (ATEAM-16982)

When issuing a certificate using the **Key Manager (KMIP)** destination, the **public key ID** is also referring to the **private key ID**

### Error when selecting the Domains widget (ATEAM-16986)

When using a FIND license, selecting the **Domains** widget on the **Dashboard** displays the following error.

Unable to show information: Forbidden. This request is not allowed.

### Archive certificates option missing with FIND licenses (ATEAM-16988)

When using a FIND license, the option to **Archive** certificates is missing in the **Actions** dropdown on the **Certificates** grid.

### Incomplete CA certificate chain (ATEAM-16997)

When creating a new certificate, the downloaded chain only includes the certificate of the CA that issued the new certificate instead of including the entire chain.

### Verification fails for IIS destinations (ATEAM-17030)

Verification fails for IIS destinations if the username includes a domain name – for example:

```
.\user
```

```
domain\user
```

### Not found error messages during deployment (ATEAM-17230)

When deploying, you can safely ignore the not found error messages like this one:

```
Error from server (NotFound): configmaps "postgres-config" not found
```

### 502 status code when selecting Preview CSV for a report (ATEAM-18121)

Certificate Hub can return a 502 status code when exporting a report to CSV. That is, when:

1. Navigating to **Report / Designer**.
2. Selecting the **Design** action for a report.
3. Selecting **Preview CSV** in the menu bar.

#### Workaround:

1. Log in to the machine hosting the appliance or the Kubernetes deployment.
2. Run the following command to edit the `acm-api` configuration file.

```
sudo kubectl edit deployment/acm-api -n certhub
```

3. Add `-Xmx4g` to the `JAVA_OPTS` setting.

```
env:  
  - name: JAVA_OPTS  
    value: -Xmx4g
```

4. Run the following command to make the changes effective.

```
sudo kubectl rollout restart deployment/acm-api -n certhub
```

5. Run the following command to edit the `scheduler` configuration file.

```
run ssudo kubectl edit deployment/scheduler -n certhub
```

6. Add `-Xmx4g` to the `JAVA_OPTS` setting.

```
env:
  - name: JAVA_OPTS
    value: -Xmx4g
```

7. Run the following command to make the changes effective.

```
sudo kubectl rollout restart deployment/scheduler-n certhub
```

### Unexpected Error When Pushing Certificate to SFTP (ATEAM-18788)

Pushing a certificate to an SFTP destination may fail with an error message that includes the following:


```
Caused by: java.lang.UnsupportedOperationException
```

**Workaround:** This error may occur if the plugin manages an outdated hash of the destination SSH key. To resolve this issue, please follow these steps:

1. Edit the SFTP destination as explained in [Editing a destination](#).
2. In the **Edit** dialog, click **Verify** to force an update of the destination SSH key hash.
3. Ensure the hash displayed by the confirmation message matches the hash of the destination public SSH key.
4. Click **Save** to confirm the changes.

### Sectigo CA not supported (ATEAM-18790)

This Certificate Hub release does not support requesting certificates from a CA Gateway instance integrated with a Sectigo CA.

 Certificate Hub 4.2.1 will support requesting certificates from a CA Gateway 3.2.1 instance integrated with a Sectigo CA.

### Occasional blank page when renewing a Sectigo CA certificate (ATEAM-18799)

The Certificate Manager console may display a blank page when manually renewing a certificate issued by a Sectigo CA.

**Workaround:**

1. Reload the page.
2. Repeat the renewal operation.

## Release Notes for 4.2.1

See below for the Certificate Hub 4.2.1 release notes.

- [Fixed bugs for 4.2.1](#)
- [Known issues for 4.2.1](#)

## Fixed bugs for 4.2.1

Certificate Hub 4.2.1 fixes the following bug.

### 502 status code when selecting Preview CSV for a report (ATEAM-18121)

Certificate Hub can return a 502 status code when exporting a report to CSV. That is, when:

1. Navigating to **Report / Designer**.
2. Selecting the **Design** action for a report.
3. Selecting **Preview CSV** in the menu bar.

#### Workaround:

1. Log in to the machine hosting the appliance or the Kubernetes deployment.
2. Run the following command to edit the `acm-api` configuration file.

```
sudo kubectl edit deployment/acm-api -n certhub
```

3. Add `-Xmx4g` to the `JAVA_OPTS` setting.

```
env:  
  - name: JAVA_OPTS  
    value: -Xmx4g
```

4. Run the following command to make the changes effective.

```
sudo kubectl rollout restart deployment/acm-api -n certhub
```

5. Run the following command to edit the `scheduler` configuration file.

```
run ssudo kubectl edit deployment/scheduler -n certhub
```

6. Add `-Xmx4g` to the `JAVA_OPTS` setting.


```
env:  
  - name: JAVA_OPTS  
    value: -Xmx4g
```

7. Run the following command to make the changes effective.

```
sudo kubectl rollout restart deployment/scheduler -n certhub
```

## Sectigo CA not supported (ATEAM-18790)

Certificate Hub 4.2.0 does not support requesting certificates from a CA Gateway 3.2.0 instance integrated with a Sectigo CA.

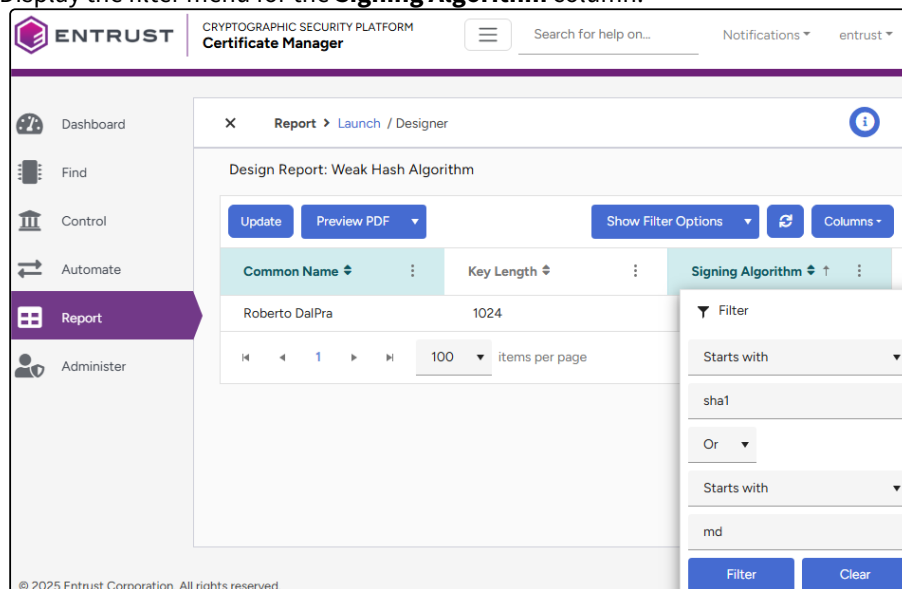
 To fix this bug, you must install Certificate Hub 4.2.1 and CA Gateway 3.2.1.

## "Weak Hash Algorithm" filter requires resetting before generating a report (ATEAM-18804)

When using the **Preview** button to export the contents of the **Weak Hash Algorithm** system report, the generated report file includes more certificates than just those with a weak hash algorithm.

### Workaround:

1. Log in to the user console of Certificate Manager.
2. Navigate to **Report > Designer**.
3. On the report grid, click on **Weak Hash Algorithm**.
4. Display the filter menu for the **Signing Algorithm** column.



5. Click **Clear** to remove all the filter settings.
6. Click the **Update** button.
7. Set again the initial filter configuration:

#### Starts with

sha1

#### Or

#### Starts with

md

8. Click the **Update** button.
9. Click **Preview** to confirm the generated report only includes certificates matching the filter.



## Known issues for 4.2.1

Certificate Hub 4.2.1 has the following known issues.

- [Error when taking certificates off hold \(ATEAM-1445\)](#)
- [Issues when changing the display order of custom fields \(ATEAM-15463\)](#)
- [Some endpoint filters display invalid results on report files \(ATEAM-15933\)](#)
- [Certificates without names not synced from source \(ATEAM-16039\)](#)
- [Wildcard certificates not recorded \(ATEAM-16436\)](#)
- [Buttons language not affected when switching language \(ATEAM-16920\)](#)
- [Owner grid column not populated when accessing reports \(ATEAM-16923\)](#)
- [The Verify button does not trigger a verification without additional changes \(ATEAM-16950\)](#)
- [The public key ID can refer to the private key ID \(ATEAM-16982\)](#)
- [Error when selecting the Domains widget \(ATEAM-16986\)](#)
- [Archive certificates option missing with FIND licenses \(ATEAM-16988\)](#)
- [Incomplete CA certificate chain \(ATEAM-16997\)](#)
- [Verification fails for IIS destinations \(ATEAM-17030\)](#)
- [Not found error messages during deployment \(ATEAM-17230\)](#)
- [Unexpected Error When Pushing Certificate to SFTP \(ATEAM-18788\)](#)

### Error when taking certificates off hold (ATEAM-1445)

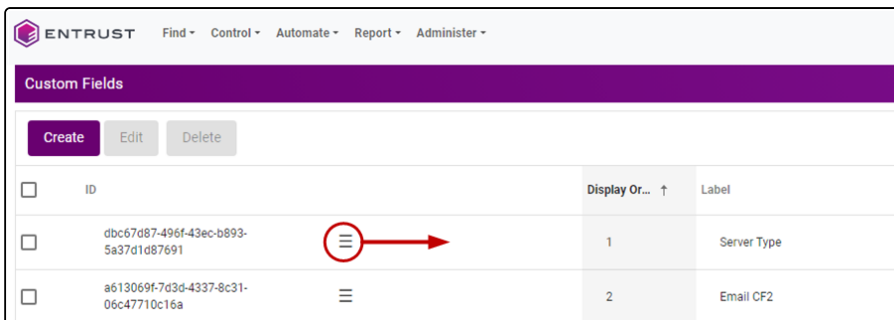
For certificates with **Revocation Reason: On Hold**, attempting to unhold the certificate may fail, or the **Unhold** option may be absent from the **Actions** dropdown.

### Issues when changing the display order of custom fields (ATEAM-15463)

In the **Custom Fields** page of the web console, administrators can change the display order of the custom fields. However:

- Reordering a custom field does not change the **Display Order** column value.
- Refreshing the **Custom Field** page reverts all changes.

**Workaround:** After dragging a custom field to a different position, move the ☰ drag icon within its row to make the changes persistent.



### Some endpoint filters display invalid results on report files (ATEAM-15933)

The following endpoint filters do not display correct results on the downloaded report files.


- is empty
- is not empty

### Certificates without names not synced from source (ATEAM-16039)

Certificates without a name are not successfully synced from Sources.

### Wildcard certificates not recorded (ATEAM-16436)

The application does not record wildcard certificates successfully scanned by the Discovery Scanner.

 Wildcard certificates are certificates containing the wildcard asterisk in the issuer and subject.

### Buttons language not affected when switching language (ATEAM-16920)

Switching the language before logging in does not affect the language of the **Delete** and **Cancel** buttons in the **Confirm Delete** popup on the **Destinations** page.

### Owner grid column not populated when accessing reports (ATEAM-16923)

The **Owner** grid column is not populated when accessing the **Report Schedules** from the **Report Designer** grid.

**Workaround:** Access the **Report Schedules** grid from the navigation bar.

### The Verify button does not trigger a verification without additional changes (ATEAM-16950)

After the failed verification of a Destination, clicking **Verify** again does not trigger a new verification.

**Workaround:** Make any change in the create form – for example, change the **Description**.

### The public key ID can refer to the private key ID (ATEAM-16982)

When issuing a certificate using the **Key Manager (KMIP)** destination, the **public key ID** is also referring to the **private key ID**

### Error when selecting the Domains widget (ATEAM-16986)

When using a FIND license, selecting the **Domains** widget on the **Dashboard** displays the following error.

Unable to show information: Forbidden. This request is not allowed.

### Archive certificates option missing with FIND licenses (ATEAM-16988)

When using a FIND license, the option to **Archive** certificates is missing in the **Actions** dropdown on the **Certificates** grid.

### Incomplete CA certificate chain (ATEAM-16997)

When creating a new certificate, the downloaded chain only includes the certificate of the CA that issued the new certificate instead of including the entire chain.

### Verification fails for IIS destinations (ATEAM-17030)

Verification fails for IIS destinations if the username includes a domain name – for example:

```
.\user
```

```
domain\user
```

### Not found error messages during deployment (ATEAM-17230)

When deploying, you can safely ignore the not found error messages like this one:

```
Error from server (NotFound): configmaps "postgres-config" not found
```

### Unexpected Error When Pushing Certificate to SFTP (ATEAM-18788)

Pushing a certificate to an SFTP destination may fail with an error message that includes the following:

```
Caused by: java.lang.UnsupportedOperationException
```

**Workaround:** This error may occur if the plugin manages an outdated hash of the destination SSH key. To resolve this issue, please follow these steps:

1. Edit the SFTP destination as explained in [Editing a destination](#).
2. In the **Edit** dialog, click **Verify** to force an update of the destination SSH key hash.
3. Ensure the hash displayed by the confirmation message matches the hash of the destination public SSH key.
4. Click **Save** to confirm the changes.

## Release Notes for 4.3.0

See below for the Certificate Hub 4.4.0 release notes.

- [New features for 4.3.0](#)
- [Fixed bugs for 4.3.0](#)
- [Known issues for 4.3.0](#)

### New features for 4.3.0

Certificate Hub 4.3.0 adds the following features.

- [Custom layout for email notification \(ATEAM-17499\)](#)
- [JWT security enhanced with cookies \(ATEAM-18693\)](#)
- [Apache restart without sudo permissions \(ATEAM-18827\)](#)

### Custom layout for email notification (ATEAM-17499)

The new **Email** configuration setting allows for the definition of a custom header and footer for the notification emails.

### JWT security enhanced with cookies (ATEAM-18693)

The security of the JSON Web Tokens (JWTs) granted to console users has been enhanced by using browser cookies.

### Apache restart without sudo permissions (ATEAM-18827)

The Apache web server destinations add support for restarting the Apache server without sudo permissions.

## Fixed bugs for 4.3.0

Certificate Hub 4.3.0 fixes the following bugs.

### Filters do not support custom rules (ATEAM-18762)

The automation rules do not support custom rules.

## Known issues for 4.3.0

Certificate Hub 4.3.0 has the following known issues.

- [Error when taking certificates off hold \(ATEAM-1445\)](#)
- [Issues when changing the display order of custom fields \(ATEAM-15463\)](#)
- [Some endpoint filters display invalid results on report files \(ATEAM-15933\)](#)
- [Certificates without names not synced from source \(ATEAM-16039\)](#)
- [Wildcard certificates not recorded \(ATEAM-16436\)](#)
- [Buttons language not affected when switching language \(ATEAM-16920\)](#)
- [Owner grid column not populated when accessing reports \(ATEAM-16923\)](#)
- [The Verify button does not trigger a verification without additional changes \(ATEAM-16950\)](#)
- [The public key ID can refer to the private key ID \(ATEAM-16982\)](#)
- [Archive certificates option missing with FIND licenses \(ATEAM-16988\)](#)
- [Incomplete CA certificate chain \(ATEAM-16997\)](#)
- [Verification fails for IIS destinations \(ATEAM-17030\)](#)
- [Not found error messages during deployment \(ATEAM-17230\)](#)
- [Unexpected Error When Pushing Certificate to SFTP \(ATEAM-18788\)](#)
- [Occasional blank page when renewing a Sectigo CA certificate \(ATEAM-18799\)](#)
- [STARTTLS not enabled when "Use TLS" option is checked \(ATEAM-18848\)](#)

### Error when taking certificates off hold (ATEAM-1445)



For certificates with **Revocation Reason: On Hold**, attempting to unhold the certificate may fail, or the **Unhold** option may be absent from the **Actions** dropdown.

### Issues when changing the display order of custom fields (ATEAM-15463)

In the **Custom Fields** page of the web console, administrators can change the display order of the custom fields. However:

- Reordering a custom field does not change the **Display Order** column value.
- Refreshing the **Custom Field** page reverts all changes.

**Workaround:** After dragging a custom field to a different position, move the ☰ drag icon within its row to make the changes persistent.

Custom Fields				
<div> <div>Create</div> <div>Edit</div> <div>Delete</div> </div>				
<input type="checkbox"/>	ID		Display Or... ↑	Label
<input type="checkbox"/>	dbc67d87-496f-43ec-b893-5a37d1d87691		1	Server Type
<input type="checkbox"/>	a613069f-7d3d-4337-8c31-06c47710c16a		2	Email CF2

### Some endpoint filters display invalid results on report files (ATEAM-15933)

The following endpoint filters do not display correct results on the downloaded report files.

- is empty
- is not empty

### Certificates without names not synced from source (ATEAM-16039)

Certificates without a name are not successfully synced from Sources.

### Wildcard certificates not recorded (ATEAM-16436)

The application does not record wildcard certificates successfully scanned by the Discovery Scanner.

 Wildcard certificates are certificates containing the wildcard asterisk in the issuer and subject.

### Buttons language not affected when switching language (ATEAM-16920)

Switching the language before logging in does not affect the language of the **Delete** and **Cancel** buttons in the **Confirm Delete** popup on the **Destinations** page.

### Owner grid column not populated when accessing reports (ATEAM-16923)

The **Owner** grid column is not populated when accessing the **Report Schedules** from the **Report Designer** grid.

**Workaround:** Access the **Report Schedules** grid from the navigation bar.

### The Verify button does not trigger a verification without additional changes (ATEAM-16950)

After the failed verification of a Destination, clicking **Verify** again does not trigger a new verification.

**Workaround:** Make any change in the create form – for example, change the **Description**.

### The public key ID can refer to the private key ID (ATEAM-16982)

When issuing a certificate using the **Key Manager (KMIP)** destination, the **public key ID** is also referring to the **private key ID**

### Archive certificates option missing with FIND licenses (ATEAM-16988)

When using a FIND license, the option to **Archive** certificates is missing in the **Actions** dropdown on the **Certificates** grid.

### Incomplete CA certificate chain (ATEAM-16997)

When creating a new certificate, the downloaded chain only includes the certificate of the CA that issued the new certificate instead of including the entire chain.

### Verification fails for IIS destinations (ATEAM-17030)

Verification fails for IIS destinations if the username includes a domain name – for example:

```
.\user
```

```
domain\user
```

### Not found error messages during deployment (ATEAM-17230)

When deploying, you can safely ignore the not found error messages like this one:

```
Error from server (NotFound): configmaps "postgres-config" not found
```

### Unexpected Error When Pushing Certificate to SFTP (ATEAM-18788)

Pushing a certificate to an SFTP destination may fail with an error message that includes the following:

```
Caused by: java.lang.UnsupportedOperationException
```

**Workaround:** This error may occur if the plugin manages an outdated hash of the destination SSH key. To resolve this issue, please follow these steps:

1. Edit the SFTP destination as explained in [Editing a destination](#).
2. In the **Edit** dialog, click **Verify** to force an update of the destination SSH key hash.
3. Ensure the hash displayed by the confirmation message matches the hash of the destination public SSH key.
4. Click **Save** to confirm the changes.

### Occasional blank page when renewing a Sectigo CA certificate (ATEAM-18799)


The Certificate Manager console may display a blank page when manually renewing a certificate issued by a Sectigo CA

**Workaround:**

1. Reload the page.
2. Repeat the renewal operation.

## STARTTLS not enabled when "Use TLS" option is checked (ATEAM-18848)

The **Use TLS** option of the SMTP plugin configuration does not enable STARTTLS.

 The STARTTLS command upgrades an SMTP communication channel to a secure, encrypted connection using TLS (Transport Layer Security).

### Workaround:

1. Log in to the Certificate Manager user console.
2. Navigate to **Administer > Settings > PLUGINS**.
3. Edit the **smtp-notification-plugin** configuration.
4. Activate the following options:
  - Use TLS
  - Use SSL
5. Click **Save**.
6. Edit the plugin configuration again.
7. Disable the **Use SSL** option.
8. Click **Save**.

## Release Notes for 4.3.1

See below for the Certificate Hub 4.3.1 release notes.

- [New features for 4.3.1](#)
- [Fixed bugs for 4.3.1](#)
- [Known issues for 4.3.1](#)

### New features for 4.3.1

Certificate Hub 4.3.1 adds the following feature.

#### New renewalSerialNumber enrollment value (ATEAM-18902)

When requesting a certificate renewal from certificate authorities like Sectigo, the enrollment API will include the new `renewalSerialNumber` value.

### Fixed bugs for 4.3.1

Certificate Hub 4.3.1 fixes the following bugs.

- [Plugin titles not properly displayed \(ATEAM-18894\)](#)
- [Error when issuing a certificate for an Apache or IIS destination \(ATEAM-18895\)](#)
- [Error when verifying access and credentials for an Apache or IIS destination \(ATEAM-18904\)](#)

#### Plugin titles not properly displayed (ATEAM-18894)

The **Title** column of the plugins grid shows the keys of the plugin titles instead of the real titles.

## Settings

### GENERAL

[Edit](#)

### IDENTITY PROVIDER

### EMAILS

### REPORTS

### LICENSE

### PLUGINS

	<input type="checkbox"/>	Name ↕ ↑	Version ↕	Active ↕	Title ↕	Plugin Type ↕
+	<input type="checkbox"/>	Apache-Webserver-Plugin	1.0.0	Yes	com.entrust.certhub.plugin.scriptrunner.apache.title	Destination
+	<input type="checkbox"/>	Aws-ACM-Destination-Plugin	1.3.0	Yes	com.entrust.certhub.plugin.destination.acm.title	Destination
+	<input type="checkbox"/>	azure-destination-plugin	1.1.0	Yes	com.entrust.certhub.plugin.destination.azure.title	Destination
+	<input type="checkbox"/>	Azure-KeyVault-Source-Plugin	1.1.0	Yes	com.entrust.certhub.plugin.source.azure.keyvault.title	Source

## Error when issuing a certificate for an Apache or IIS destination (ATEAM-18895)

Certificate Manager returns an error when issuing a certificate for an Apache or IIS web server destination.

## Error when verifying access and credentials for an Apache or IIS destination (ATEAM-18904)

Certificate Manager may return an error when verifying access and credentials for an Apache or Microsoft IIS web server destination.

## Known issues for 4.3.1

Certificate Hub 4.3.1 has the following known issues.

- [Error when taking certificates off hold \(ATEAM-1445\)](#)
- [Issues when changing the display order of custom fields \(ATEAM-15463\)](#)
- [Some endpoint filters display invalid results on report files \(ATEAM-15933\)](#)
- [Certificates without names not synced from source \(ATEAM-16039\)](#)
- [Wildcard certificates not recorded \(ATEAM-16436\)](#)
- [Buttons language not affected when switching language \(ATEAM-16920\)](#)
- [Owner grid column not populated when accessing reports \(ATEAM-16923\)](#)
- [The Verify button does not trigger a verification without additional changes \(ATEAM-16950\)](#)
- [The public key ID can refer to the private key ID \(ATEAM-16982\)](#)
- [Archive certificates option missing with FIND licenses \(ATEAM-16988\)](#)
- [Incomplete CA certificate chain \(ATEAM-16997\)](#)
- [Verification fails for IIS destinations \(ATEAM-17030\)](#)
- [Not found error messages during deployment \(ATEAM-17230\)](#)
- [Unexpected Error When Pushing Certificate to SFTP \(ATEAM-18788\)](#)
- [Occasional blank page when renewing a Sectigo CA certificate \(ATEAM-18799\)](#)
- [STARTTLS not enabled when "Use TLS" option is checked \(ATEAM-18848\)](#)

## Error when taking certificates off hold (ATEAM-1445)

For certificates with **Revocation Reason: On Hold**, attempting to unhold the certificate may fail, or the **Unhold** option may be absent from the **Actions** dropdown.

## Issues when changing the display order of custom fields (ATEAM-15463)

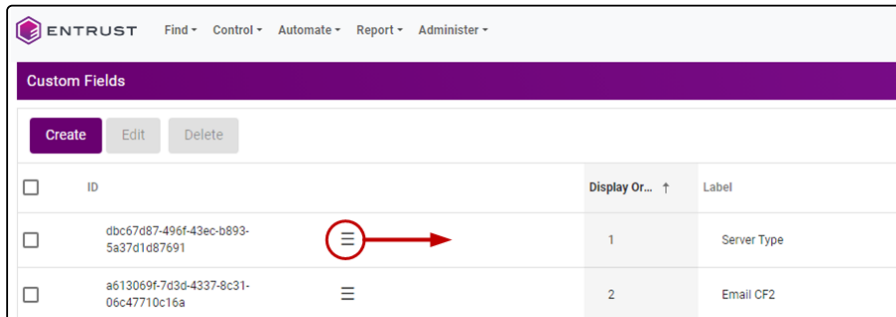
In the **Custom Fields** page of the web console, administrators can change the display order of the custom fields. However:

- Reordering a custom field does not change the **Display Order** column value.



- Refreshing the **Custom Field** page reverts all changes.

**Workaround:** After dragging a custom field to a different position, move the ≡ drag icon within its row to make the changes persistent.



Some endpoint filters display invalid results on report files (ATEAM-15933)

The following endpoint filters do not display correct results on the downloaded report files.

- is empty
- is not empty

Certificates without names not synced from source (ATEAM-16039)

Certificates without a name are not successfully synced from Sources.

Wildcard certificates not recorded (ATEAM-16436)

The application does not record wildcard certificates successfully scanned by the Discovery Scanner.

**i** Wildcard certificates are certificates containing the wildcard asterisk in the issuer and subject.

Buttons language not affected when switching language (ATEAM-16920)

Switching the language before logging in does not affect the language of the **Delete** and **Cancel** buttons in the **Confirm Delete** popup on the **Destinations** page.

Owner grid column not populated when accessing reports (ATEAM-16923)

The **Owner** grid column is not populated when accessing the **Report Schedules** from the **Report Designer** grid.

**Workaround:** Access the **Report Schedules** grid from the navigation bar.

The Verify button does not trigger a verification without additional changes (ATEAM-16950)

After the failed verification of a Destination, clicking **Verify** again does not trigger a new verification.

**Workaround:** Make any change in the create form – for example, change the **Description**.

The public key ID can refer to the private key ID (ATEAM-16982)

When issuing a certificate using the **Key Manager (KMIP)** destination, the **public key ID** is also referring to the **private key ID**

### Archive certificates option missing with FIND licenses (ATEAM-16988)

When using a FIND license, the option to **Archive** certificates is missing in the **Actions** dropdown on the **Certificates** grid.

### Incomplete CA certificate chain (ATEAM-16997)

When creating a new certificate, the downloaded chain only includes the certificate of the CA that issued the new certificate instead of including the entire chain.

### Verification fails for IIS destinations (ATEAM-17030)

Verification fails for IIS destinations if the username includes a domain name – for example:

```
.\user
```

```
domain\user
```

### Not found error messages during deployment (ATEAM-17230)

When deploying, you can safely ignore the not found error messages like this one:

```
Error from server (NotFound): configmaps "postgres-config" not found
```

### Unexpected Error When Pushing Certificate to SFTP (ATEAM-18788)

Pushing a certificate to an SFTP destination may fail with an error message that includes the following:

```
Caused by: java.lang.UnsupportedOperationException
```

**Workaround:** This error may occur if the plugin manages an outdated hash of the destination SSH key. To resolve this issue, please follow these steps:

1. Edit the SFTP destination as explained in [Editing a destination](#).
2. In the **Edit** dialog, click **Verify** to force an update of the destination SSH key hash.
3. Ensure the hash displayed by the confirmation message matches the hash of the destination public SSH key.
4. Click **Save** to confirm the changes.

### Occasional blank page when renewing a Sectigo CA certificate (ATEAM-18799)


The Certificate Manager console may display a blank page when manually renewing a certificate issued by a Sectigo CA

**Workaround:**

1. Reload the page.
2. Repeat the renewal operation.

## STARTTLS not enabled when "Use TLS" option is checked (ATEAM-18848)

The **Use TLS** option of the SMTP plugin configuration does not enable STARTTLS.

 The STARTTLS command upgrades an SMTP communication channel to a secure, encrypted connection using TLS (Transport Layer Security).

### Workaround:

1. Log in to the Certificate Manager user console.
2. Navigate to **Administer > Settings > PLUGINS**.
3. Edit the **smtp-notification-plugin** configuration.
4. Activate the following options:
  - Use TLS
  - Use SSL
5. Click **Save**.
6. Edit the plugin configuration again.
7. Disable the **Use SSL** option.
8. Click **Save**.

## Release notes for 4.4.0

See below for the Certificate Hub 4.4.0 release notes.

- [New features for 4.4.0](#)
- [Bugs fixed for 4.4.0](#)
- [Known issues for 4.4.0](#)

## New features for 4.4.0

Certificate Hub 4.4.0 adds the following features.

- [Serial number added to certificate issuing notification email \(ATEAM-18345\)](#)
- [Support for custom service names \(ATEAM-18601\)](#)
- [DORA-compliant password policy \(ATEAM-18829, ATEAM-18830 & ATEAM-18831\)](#)
- [Truststore format selector \(ATEAM-18880\)](#)

### Serial number added to certificate issuing notification email (ATEAM-18345)

Emails notifying the successful issuance of a certificate now include the certificate's serial number, allowing it to be easily tracked on the user interface.

### Support for custom service names (ATEAM-18601)

This release adds support for using custom names to differentiate `httpd` services.

### DORA-compliant password policy (ATEAM-18829, ATEAM-18830 & ATEAM-18831)

This release hardens the password policy to meet the DORA (Digital Operational Resilience Act) official EU Regulation 2022/2554.

Policy setting	DORA-compliant value
Minimum password length	15 characters
Password complexity	zxcbn score 4
Account lockout threshold reset counter	24 hours
User lockout duration	24 hours
Minimum password age	24 hours
Password history	8 passwords

### Truststore format selector (ATEAM-18880)

A new selector in the Certificate Manager user interface allows you to select the format of a truststore before importing it from a file. Supported formats are:

- PEM
- PKCS#12

### Bugs fixed for 4.4.0

Certificate Hub 4.4.0 fixes the following bugs.

- [Server details disclosed on response \(ATEAM-18719\)](#)
- [Create button only displayed on page refresh \(ATEAM-18882\)](#)
- [Truncated CN on CSR \(ATEAM-18909\)](#)
- [License issues \(ATEAM-18921 & ATEAM-18940\)](#)
- [Password-type values displayed \(ATEAM-18981\)](#)
- [Destination automatism requests for unnecessary CSR \(ATEAM-19016\)](#)

#### Server details disclosed on response (ATEAM-18719)

HTTP responses disclose internal information as the name and version of the server.

#### Create button only displayed on page refresh (ATEAM-18882)

After adding a CA Gateway instance, the **Create** button for creating a certificate is only displayed following a page refresh.

#### Truncated CN on CSR (ATEAM-18909)

When completing the CSR creation form, the **Subject DN** field updates before you can finish typing the Common Name (CN).

### License issues (ATEAM-18921 & ATEAM-18940)

The user interface may show blank pages due to license issues.

### Password-type values displayed (ATEAM-18981)

The user interface displays as plain text the values of certificate fields defined with the "password" type in the certificate profile.

### Destination automatism requests for unnecessary CSR (ATEAM-19016)

When issuing or renewing a certificate on a destination, the automation requests a CSR (Certificate Signing Request) even when the destination is configured to provide one.

## Known issues for 4.4.0

Certificate Hub 4.4.0 has the following known issues.

- [Error when taking certificates off hold \(ATEAM-1445\)](#)
- [Issues when changing the display order of custom fields \(ATEAM-15463\)](#)
- [Some endpoint filters display invalid results on report files \(ATEAM-15933\)](#)
- [Certificates without names not synced from source \(ATEAM-16039\)](#)
- [Wildcard certificates not recorded \(ATEAM-16436\)](#)
- [Buttons language not affected when switching language \(ATEAM-16920\)](#)
- [Owner grid column not populated when accessing reports \(ATEAM-16923\)](#)
- [The Verify button does not trigger a verification without additional changes \(ATEAM-16950\)](#)
- [The public key ID can refer to the private key ID \(ATEAM-16982\)](#)
- [Archive certificates option missing with FIND licenses \(ATEAM-16988\)](#)
- [Incomplete CA certificate chain \(ATEAM-16997\)](#)
- [Verification fails for IIS destinations \(ATEAM-17030\)](#)
- [Occasional blank page when renewing a Sectigo CA certificate \(ATEAM-18799\)](#)
- [STARTTLS not enabled when "Use TLS" option is checked \(ATEAM-18848\)](#)

### Error when taking certificates off hold (ATEAM-1445)



For certificates with **Revocation Reason: On Hold**, attempting to unhold the certificate may fail, or the **Unhold** option may be absent from the **Actions** dropdown.

### Issues when changing the display order of custom fields (ATEAM-15463)

In the **Custom Fields** page of the web console, administrators can change the display order of the custom fields. However:

- Reordering a custom field does not change the **Display Order** column value.
- Refreshing the **Custom Field** page reverts all changes.

**Workaround:** After dragging a custom field to a different position, move the ≡ drag icon within its row to make the changes persistent.

Custom Fields				
<div> <div>Create</div> <div>Edit</div> <div>Delete</div> </div>				
<input type="checkbox"/>	ID		Display Or... ↑	Label
<input type="checkbox"/>	dbc67d87-496f-43ec-b893-5a37d1d87691		1	Server Type
<input type="checkbox"/>	a613069f-7d3d-4337-8c31-06c47710c16a		2	Email CF2

### Some endpoint filters display invalid results on report files (ATEAM-15933)

The following endpoint filters do not display correct results on the downloaded report files.

- is empty
- is not empty

### Certificates without names not synced from source (ATEAM-16039)

Certificates without a name are not successfully synced from Sources.

### Wildcard certificates not recorded (ATEAM-16436)

The application does not record wildcard certificates successfully scanned by the Discovery Scanner.

 Wildcard certificates are certificates containing the wildcard asterisk in the issuer and subject.

### Buttons language not affected when switching language (ATEAM-16920)

Switching the language before logging in does not affect the language of the **Delete** and **Cancel** buttons in the **Confirm Delete** popup on the **Destinations** page.

### Owner grid column not populated when accessing reports (ATEAM-16923)

The **Owner** grid column is not populated when accessing the **Report Schedules** from the **Report Designer** grid.

**Workaround:** Access the **Report Schedules** grid from the navigation bar.

### The Verify button does not trigger a verification without additional changes (ATEAM-16950)

After the failed verification of a Destination, clicking **Verify** again does not trigger a new verification.

**Workaround:** Make any change in the create form – for example, change the **Description**.

### The public key ID can refer to the private key ID (ATEAM-16982)

When issuing a certificate using the **Key Manager (KMIP)** destination, the **public key ID** is also referring to the **private key ID**

### Archive certificates option missing with FIND licenses (ATEAM-16988)

When using a FIND license, the option to **Archive** certificates is missing in the **Actions** dropdown on the **Certificates** grid.

### Incomplete CA certificate chain (ATEAM-16997)

When creating a new certificate, the downloaded chain only includes the certificate of the CA that issued the new certificate instead of including the entire chain.

### Verification fails for IIS destinations (ATEAM-17030)

Verification fails for IIS destinations if the username includes a domain name – for example:

```
.\user
```

```
domain\user
```

### Occasional blank page when renewing a Sectigo CA certificate (ATEAM-18799)

The Certificate Manager console may display a blank page when manually renewing a certificate issued by a Sectigo CA

#### Workaround:

1. Reload the page.
2. Repeat the renewal operation.

### STARTTLS not enabled when "Use TLS" option is checked (ATEAM-18848)

The **Use TLS** option of the SMTP plugin configuration does not enable STARTTLS.



The STARTTLS command upgrades an SMTP communication channel to a secure, encrypted connection using TLS (Transport Layer Security).

#### Workaround:

1. Log in to the Certificate Manager user console.
2. Navigate to **Administer > Settings > PLUGINS**.
3. Edit the **smtp-notification-plugin** configuration.
4. Activate the following options:
  - Use TLS
  - Use SSL
5. Click **Save**.
6. Edit the plugin configuration again.
7. Disable the **Use SSL** option.
8. Click **Save**.

## 4 Requirements

Certificate Hub has the following requirements.

- [Database requirements](#)
- [Kubernetes requirements](#)
- [Third-party command-line tools](#)

### Database requirements

New Certificate Hub deployments no longer support an internal database. Instead, these deployments use an external database with the following requirements.

- [DBMS](#)
- [Packages](#)
- [Database storage](#)
- [Database permissions](#)
- [Database SSL connection](#)
- [Database names](#)

### DBMS

The external Certificate Hub database must be hosted on the following Database Management System (DBMS).

DBMS	Version
PostgreSQL	15 or higher

### Packages

Pre-packaged PostgreSQL packages typically include the `postgresql-contrib` subpackage. If not included, install this subpackage to obtain some of the required extensions.

<https://www.postgresql.org/docs/current/contrib.html>

### Database storage

Calculate the required database storage based on the expected certificates and reports. For example, 1G storage is enough for 25,000 certificates and a few weeks of reports.

Data	Quantity	Bytes/Item	Total
Certificates	25,000 certificates	20 KB/certificate	500 MB
Reports	200 reports	1 MB/report	200 MB
			700 MB



## Database permissions

To create an external database user with sufficient permissions, connect to PSQL using the default PostgreSQL user and execute the following commands.

```
CREATE USER ${POSTGRES_USER} WITH NOSUPERUSER CREATEDB ENCRYPTED PASSWORD '$  
{POSTGRES_PWD}';  
\c postgres ${POSTGRES_USER}  
CREATE DATABASE certhub;  
\c certhub ${POSTGRES_USER}  
CREATE EXTENSION IF NOT EXISTS pg_trgm;
```

Where:

- `${POSTGRES_USER}` is the value of the `POSTGRES_USER` configuration setting.
- `${POSTGRES_PWD}` is the value of the `POSTGRES_PWD` configuration setting.

 See [Configuring the deployment](#) for a description of both settings.

## Database SSL connection

Certificate Hub only supports SSL-protected connections with the PostgreSQL database.

## Database names

Database names should not use uppercase letters to avoid case sensitivity problems. Unquoted identifiers in SQL syntax are converted to lowercase, which can lead to problems when mapping to a name with uppercase letters.

## Kubernetes requirements

Certificate Hub runs on a Kubernetes system with the following requirements.

- [Kubernetes versions](#)
- [Kubernetes worker nodes](#)
- [Kubernetes pod instances](#)
- [Kubernetes Ingress](#)
- [Kubernetes persistent volume](#)
- [Third-party command-line tools](#)

## Kubernetes versions

Certificate Hub makes use of fairly generic Kubernetes capabilities. We endeavor to be as generic as possible in our deployment, and we do not require any special Operating System, Kubernetes, or Docker configuration that we are aware of.

- To our knowledge, Certificate Hub use of Kubernetes features is confined to open-source capabilities. Certificate Hub is supported on any active Kubernetes open-source version or commercial derivative.
- We officially support Certificate Hub operation on the current and prior two Kubernetes versions, consistent with generally accepted Kubernetes support policies. However, we have operated Certificate Hub on versions since 2018.

## Kubernetes worker nodes

The number of Kubernetes worker nodes to use is a choice for our customers and depends on Certificate Hub and the other applications sharing the Kubernetes cluster. In our AWS environment, we run multiple instances of Certificate Hub, each in its namespace. Five nodes are sufficient for our roughly 20 development, quality assurance, and special-use instances. Not sure if these numbers are still valid. CertHub has grown, and we've had to scale back the number of environments we host.

## Kubernetes pod instances

The Kubernetes deployment of Certificate Hub consists of the following pods.

Pod	Description
Entry	The external entry point into the Certificate Hub application. Certificate Hub exposes this pod as a service. You must point to a suitable Ingress at this service.
Internal API	The heart of Certificate Hub implementing all new Certificate Hub features. This pod is implemented in Java and runs inside an embedded Tomcat instance.
CertHub API	This component provides the externally accessible CertHub REST API.
Lemur	The ephemeral pod migrating and updating the legacy database.
PostgreSQL	An off-the-shelf PostgreSQL docker image.
Notification	The ephemeral pod periodically invoking the plugin automation script for the notification plugin to send out notification emails on impending expirations.
Flyway Scripts	The ephemeral pod containing the Flyway tool and bespoke scripts. This simple run-once container connects to the Certificate Hub database, applies the scripts, and is not required again until an upgrade.
User Create	The ephemeral pod bootstrapping initial users into the database.
Role Update	The ephemeral pod bootstrapping initial roles into the database.
UI	This pod hosts the static UI assets.

In most deployments, one instance of each pod will be sufficient to handle the load. Certificate Hub load is proportional to the number of active users. Background tasks, such as discovery, source certificate retrieval, reporting, and renewal, do not constitute a heavy load.

The deployment scripts instantiate a single instance of each pod. You can modify this in the Kubernetes deployment by updating the replicas settings in the following file.

```
acm-deployment.yaml
```

However, there are many other considerations for high availability.


## Kubernetes Ingress

Certificate Hub assumes that your Kubernetes deployment includes an Ingress Controller. You must point this controller to the Entry Service, for example, by simply defining an Ingress. The Certificate Hub installation script will create an Ingress entry with the following name.

```
certhub-ingress
```

That should work in most cases. But, depending on your type of Ingress Controller, you may need to replace or modify this Ingress.

Certificate Hub expects all URL paths prefixed with a namespace. Traditionally this namespace is the Kubernetes Namespace of the Certificate Hub installation, but you can use any string that contains only letters and numbers. Certificate Hub will not function without this namespace prefix. The Ingress installed by the installation scripts defines a path with such a namespace prefix.

 Your Ingress Controller must handle TLS termination. Certificate Hub does not handle TLS termination.

## Kubernetes persistent volume

Set a persistent volume for the database where Certificate Hub saves the configuration, certificate data, and reports.

- In AWS deployments, you can generally resize this volume. Kubernetes provides volume expansion support, which we have verified to be effective in our Entrust AWS deployments of Certificate Hub.
- On Kubernetes platforms such as Azure, the storage setup templates may need to be modified.
- In other deployments, like on-premises deployments or deployments using stock PostgreSQL, set the volume size in advance because you cannot resize the database.

For example, a PersistentVolume for 1G is enough storage for 25,000 certs and a few weeks of reports.

Data	Quantity	Bytes/Item	Total
Certificates	25,000 certificates	20 KB/certificate	500 MB
Reports	200 reports	1 MB/report	200 MB
			700 MB

**i** Report size is highly variable, and reports will accumulate quickly if you run them daily. It is probably best to be conservative here. By default, saved reports will be removed after one year. You can remove them earlier by changing the retention value in the report settings.

#### To set the persistent volume

1. Define a persistent volume with enough storage size when [Setting a local storage in Kubernetes](#).
2. Provide persistent volume claim size accordingly when [Creating the Kubernetes environment](#).

## Third-party command-line tools

Certificate Hub assumes the following third-party command-line tools are already installed.

Tools	Usage
htpasswd	Manage usernames and passwords of HTTP users
kubectl	Manage Kubernetes clusters
OpenSSL	Generate application secrets like the Java Web Token (JWT) signing key.

## Third-party command-line tools

Certificate Hub assumes the following third-party command-line tools are already installed.

Tools	Usage
htpasswd	Manage usernames and passwords of HTTP users
kubectl	Manage Kubernetes clusters
OpenSSL	Generate application secrets like the Java Web Token (JWT) signing key.

## 5 Preparing the deployment

Prepare the Certificate Hub deployment as explained in the following sections.

- [Checking entropy](#)
- [Setting a local storage in Kubernetes](#)
- [Downloading the installation files](#)
- [Verifying the downloaded files](#)

### Checking entropy

Certificate Hub data encryption operations require a robust entropy source to improve randomness. To check if your host system has enough entropy, run the following command.

```
head -c 8192 /dev/random | hexdump
```

If the command completes almost immediately, the server has enough entropy. However, if it takes several minutes, the server has not enough entropy, and you must install the `rngd` daemon.

```
sudo yum -y install rng-tools
sudo systemctl start rngd
sudo systemctl enable rngd
```

**i** Run the above commands in the host machine because the Docker containers use the entropy provided by the host machine.

### Setting a local storage in Kubernetes

Create the persistent volumes defined in the following file.

```
cluster/local-persistent-volume.yaml.template
```

Specifically, this template defines the following persistent volumes.

Persistent volume	Contents	Size
postgres-pv-volume-<node>	PostgreSQL	Selected on creation
plugins-pv-volume	Plugins downloaded from <a href="https://trustedcare.entrust.com">https://trustedcare.entrust.com</a> .	1 Gigabyte

To create both persistent volumes, run the following script.

```
./acmPreReqsWithLocalStorage.sh --nodes <nodes> -r <repository> --pv-volume <volume>
```

See below for the supported options.

- `-n, --nodes <nodes>`
- `--pv-volume <volume>`
- `-r, --repo <repository>`

To check that the persistent volumes are available, run:

```
kubectl get pv
```

### `-n, --nodes <nodes>`

Make persistent disks for PostgreSQL on the Kubernetes nodes with the `<nodes>` hostnames.


### `--pv-volume <volume>`

Allocate a persistent volume of `<volume>` (for example, 10Gi). This volume is for the database. It does not include the 1 Gigabyte for the plugin's persistent volume.

 See [Requirements](#) on calculating the required size of the persistent volume for the database.

### `-r, --repo <repository>`

Use the `<repository>` repository of the nginx image – for example, [quay.io](#)

 This repository option will often be different from the one you set up for the Certificate Hub images.

## Downloading the installation files


Download the Certificate Hub installation files for Docker.

### To download the installation files

1. Log in to <https://trustedcare.entrust.com>
2. Go to **PRODUCTS > PKI > Certificate Hub**.
3. Click on the Certificate Hub version you want to download.
4. Select the **SOFTWARE DOWNLOADS** tab to download the installation files, as explained below.
  - [Downloading the Docker images](#)
  - [Downloading the deployment scripts](#)
5. Select the **DOCUMENTS** tab to download the product documentation.

## Downloading the Docker images

On the **SOFTWARE DOWNLOADS** tab, click the **Download** link for the image files.

 You must download and deploy the entire set of images.

Title	File Name	Image	Notes
Entry	cm-entry-<version>.docker.tar.gz	cm/cm-entry	
Internal API	cm-api-<version>.docker.tar.gz	cm/api	Added in Certificate Hub 2.0
Certificate Hub API	cm-external-api-<version>.docker.tar.gz	cm/external-api	
Approval	cm-approval-<version>.docker.tar.gz	cm/approval	Added in Certificate Hub 4.1.0
DB Schema Management	cm-db-schema-management-<version>.docker.tar.gz	cm/acm-db-schema-management	
UI	cm-ui-<version>/docker.tar.gz	cm/ui	Added in Certificate Hub 2.0

Entrust also distributes the Discovery Scanner through [trustedcare.entrust.com](https://trustedcare.entrust.com), along with the Certificate Hub images.

Title	File Name	Image	Notes
Discovery Scanner	cm-discovery-scanner-<version>.docker.tar.gz	cm/discovery-scanner	The Discovery Scanner 2.1 collects additional endpoint information.

## Downloading the deployment scripts

On the **SOFTWARE DOWNLOADS** tab, click the **Download** link for **Kubernetes Configuration Scripts**. This compressed file contains the following installation scripts.

Script	Use
cluster/acmPreReqsWithLocalStorage.sh	<a href="#">Setting a local storage in Kubernetes</a>
environment/config.sh	<a href="#">Configuring the deployment</a>
environment/environmentCreationOrUpdate.sh	<a href="#">Creating the Kubernetes environment</a>
environment/loadImagesToDocker.sh	<a href="#">Loading the images to Docker</a>

Script	Use
environment/dbctl.sh	<a href="#">Managing the database</a>

The compressed file also contains configuration files evaluated by the installation scripts. For example, the `acmPreReqsWithLocalStorage.sh` script evaluates the following configuration files.

Configuration file	Settings
cluster/local-persistent-volume.yaml.template	Kubernetes persistent volume provisioning.
cluster/localstorageclass.yaml	Local storage class definition.

The `yaml.template` files contain placeholders for evaluating the `config.sh` parameters. The installation scripts source these parameters and deploy the `yaml.template` files as `yaml`.

## Verifying the downloaded files


Generate a digest to verify the integrity of each downloaded installation and documentation file. On a Windows machine, you can run the following command line to generate the digest of the `<file>` file.

```
certutil -hashfile <file> SHA256
```

For example:

```
>certutil -hashfile c:\Users\john\Downloads\edm-2.0.2.iso SHA256
SHA256 hash of c:\Users\john\Downloads\edm-2.0.2.iso:
d841d57c7e1433622d219a7dea405935ff593a6831c1c94ba1c9dbde763b5baa
CertUtil: -hashfile command completed successfully.
```

On the **SOFTWARE DOWNLOADS** and **DOCUMENTATION** tabs, click the **Digest** column for each downloaded file and verify the displayed SHA-256 digest matches the generated one.

 Although TrustedCare also displays the MD5 and SHA-1 digests, we recommend using only the SHA-256 algorithm, which is more secure. Further versions of TrustedCare will remove the MD5 and SHA-1 algorithms from the digest list.



## 6 Configuring the deployment

To configure Certificate Hub in Kubernetes, edit the `config.sh` file and configure the following static parameters.

- `CAGW_TIMEOUT`
- `CERT_HUB_HOSTNAME`
- `CLUSTER_TYPE`
- `DOCKER_REGISTRY`
- `DOCKER_REPOSITORY`
- `IMAGE_PULL_SECRETS_NAME`
- `INITIAL_USER`
- `INITIAL_USER_EMAIL`
- `INITIAL_USER_PASSWORD`
- `KUBECTL`
- `LATEST_DISCOVERY_SCANNER_VERSION`
- `NAMESPACE`
- `POSTGRES_HOST_API`
- `POSTGRES_PORT`
- `POSTGRES_PWD`
- `POSTGRES_SSL_ROOT_CRT`
- `POSTGRES_SSLMODE`
- `POSTGRES_USER`
- `PROXY_EXCLUDE_DOMAINS`
- `PROXY_HOST`
- `PROXY_PORT`

**i** After creating the Certificate Hub environment in Kubernetes, you can still modify the proxy settings by editing the configuration maps with `kubectl` or similar.

### CAGW\_TIMEOUT

The timeout value for the CA Gateway calls, in seconds.

**Mandatory:** No. When omitted, this value defaults to 60 seconds.

### CERT\_HUB\_HOSTNAME

The base hostname of the Kubernetes Ingress routing to the application.

**Mandatory:** Yes.

### CLUSTER\_TYPE

Make sure this parameter has an empty value.

```
CLUSTER_TYPE= ' '
```

You can also simply omit the parameter.

**Mandatory:** No.

## DOCKER\_REGISTRY

The registry from which to pull the private Entrust Docker images.

**Mandatory:** Yes.

## DOCKER\_REPOSITORY

The name in the Docker registry of the repository for pushing the Certificate Hub images. This name will be prepended as a directory to all the images. It may contain multiple path components. In an OpenShift environment, this equates to a project.

**Mandatory:** Yes.

## IMAGE\_PULL\_SECRETS\_NAME

The name of a preconfigured imagePullSecrets registry credential to use for the Entrust images.

**Mandatory:** No.

## INITIAL\_USER

The username of the initial administrator.

**Mandatory:** Yes.


## INITIAL\_USER\_EMAIL

The email address of the initial administrator.

**Mandatory:** Yes.

## INITIAL\_USER\_PASSWORD

A temporary password for the initial administrator. Ensure that this temporary password does not include special characters such as '#', '!', or '\*'.

 After the initial login, the administrator will be prompted to create a new password that meets a specific set of password strength requirements.

**Mandatory:** Yes.

## KUBECTL

The Kubernetes command-line tool. This parameter is handy in environments like OpenShift with a different command name.

**Mandatory:** No. This optional value defaults to kubectl.

## LATEST\_DISCOVERY\_SCANNER\_VERSION

The version identifier communicated to the Discovery Scanner instances. The instances will compare this value with the local version and show a local warning if an upgrade is available.

**Mandatory:** Yes.

## NAMESPACE

The Kubernetes namespace to deploy Certificate Hub under. The application will be available at:

```
https://<CERT_HUB_HOSTNAME>/<NAMESPACE>
```

**Mandatory:** Yes.

## POSTGRES\_HOST\_API

The host of an external PostgreSQL database.

**Mandatory:** No. When omitting this value, Certificate Hub uses an internal database instead.

## POSTGRES\_PORT

The connection port with the external PostgreSQL database.

**Mandatory:** When using an external database.

## POSTGRES\_PWD

The user password of the internal or external database.

**Mandatory:** Yes.

## POSTGRES\_SSL\_ROOT\_CRT

The path of the file that contains the root CA certificate for connecting with an external PostgreSQL database.

**Mandatory:** When using an external database and `POSTGRES_SSLMODE` is `verify-ca` or `verify-full`.

## POSTGRES\_SSLMODE

The SSL mode for connecting with an external PostgreSQL database. Supported values are:

- require
- verify-ca
- verify-full

See <https://www.postgresql.org/docs/current/libpq-ssl.html> for a description of each mode.

 Any of the supported PostgreSQL modes requires enabling SSL.

**Mandatory:** When using an external database.


## POSTGRES\_USER

The user name of the internal or external database.

**Mandatory:** Yes.

## PROXY\_EXCLUDE\_DOMAINS

The external hosts you want to access without the proxy, as a comma-separated list of IP addresses or domain names.

 This field does not support wildcards.

**Mandatory:** No. When omitting this value, Certificate Hub does not use a proxy.

## PROXY\_HOST

The IP or domain name of the proxy server.

**Mandatory:** No. When omitting this value, Certificate Hub does not use a proxy.

## PROXY\_PORT

The port number of the proxy server (if any).

**Mandatory:** No. When omitting this value, Certificate Hub does not use a proxy.

## 7 Deploying

Deploy Certificate Hub as explained below.

- [Loading the images to Docker](#)
- [Creating the Kubernetes environment](#)

### Loading the images to Docker

The deployment script assumes that the required [Docker images](#) are in a private Docker registry accessible by Kubernetes. If you do not log all nodes onto the Docker registry, you can configure `imagePullSecrets` when [Configuring Certificate Hub in Kubernetes](#).

You will need to manually load these images or run the following script provided with the [deployment scripts](#).

```
./loadImagesToDocker.sh -r <docker_registry> -n <docker_repository> [-a]
```

When executed, the script prompts for the location of the directory containing the Certificate Hub images. Press **ENTER** to use the parent directory. The directory path should not contain any spaces.

#### -a, --auth

Load the registry authentication from:

```
$HOME/.docker/config.json
```

When this file is not present, the script prompts the username and password. Skip this option if the docker client has already logged in on the registry.

#### -n, --docker repository <docker\_repository>

Push the Certificate Hub images to the `<docker_repository>` repository of the Docker registry. If omitted, the script assumes the `DOCKER_REPOSITORY` value set when [Configuring the deployment](#).

#### -r, --docker-registry <docker\_registry>

Push the Certificate Hub images to the `<docker_registry>` Docker registry. If omitted, the script assumes the `DOCKER_REGISTRY` value set when [Configuring Certificate Hub in Kubernetes](#).

### Creating the Kubernetes environment

To install or update Certificate Hub in Kubernetes, run the following script provided with the deployment scripts.

```
environmentCreationOrUpdate.sh
```

You can use this script as-is or modify it to fit your Kubernetes policies. The script will run through the flow below.

1. Source the parameters described in [Configuring the deployment](#).
2. Create the Kubernetes YAML files from the corresponding templates by replacing parameters.

3. Create the environment namespace.
4. Generate (optionally regenerate) the application secrets.
5. Deploy PostgreSQL 11 from public Docker. If you have a private PostgreSQL 11 image that you prefer to use, point to a private registry in the following template distributed with the Deployment scripts.

```
/environment/postgres/postgres-deployment.yaml
```

6. Wait until the PostgreSQL deployment completes.
7. Create or update the schema.
8. Deploy the Java ACM-API application.
9. Deploy the Ingress definitions.

To deploy a new environment, run the following command.

```
./environmentCreationOrUpdate.sh --tag <tag> --create --password <password> --  
postgres-pwd <postgres-pwd> --smtp-pwd <smtp-pwd> --pvc-storage <pvc-storage>
```

To upgrade a deployment, run the following command.

```
./environmentCreationOrUpdate.sh --tag <tag>
```

**i** Intellitrust is now "Entrust Identity as a Service (IDaaS)", and the redirect URL changed after the upgrade 2.0.1. Thus, if you added Intellitrust as an Identity provider in Certificate Hub, you must update the IDaaS to use the new redirect URL.

As detailed in the following sections, the script prompts for the value of some parameters when omitted.

- -a, --allow-untrusted-CAGW
- --add-namespace
- -c, --create
- -g, --generate-JWT-secret
- -k, --encryption-key-file <key-file>
- -n, --namespace <namespace>
- --password <password>
- --postgres-user <postgres-user>
- --postgres-pwd <postgres-pwd>
- --pvc storage <size>
- -t, --tag <tag>

### -a, --allow-untrusted-CAGW

Accept self-signed or private CA Gateway server certificates when consuming CA Gateway's HTTPS API.

**⚠** This option is for testing purposes, not for production mode. Will make the system vulnerable to Man in the Middle attacks if added.

Certificate Hub supports uploading separate trust stores with each CA Gateway and Source Configuration.

## --add-namespace

Generate the namespace environment when using the `--create` option. To set the namespace, you can either:

- Use the `--namespace` option.
- Set the `NAMESPACE` parameter when [Configuring the deployment](#).

Omit this option if the namespace already exists.

## -c, --create

On first execution, trigger the generation of the secrets and the database schema.

**i** If you omit this option on the first execution, delete the namespace and run again.

## -g, --generate-JWT-secret

Trigger the regeneration of the JWT secret for client session authentication. This advanced switch invalidates all existing sessions and is rarely required.

## -k, --encryption-key-file <key-file>

Use the key in the `<key-file>` file to encrypt the sensitive data of the databases. When omitting this option, the Certificate Hub deployment generates a random encryption key.

**i** If you use the embedded database option, the backup and restore operations will include the encryption key. You should only consider generating your key if you use an external database and external services for the backup and restore operations.

The `<key-file>` file must contain the base-64 encoding of a 32-byte-long key. Save the file without the newline character, for example:

```
echo -n "This is a custom encryption key." | base64 > encryption.key
```

You can also generate a securely random encryption key using:

```
openssl rand -base64 32 > encryption.key
```

## -n, --namespace <namespace>

Set the `<namespace>` environment namespace when using the `--add-namespace` option.

## --password <password>

Set `<password>` as the password of the initial administrative user. Some special characters could fail the user creation job without quoting or escaping the password. After the first login, you will be redirected to the **Change**

**Password** page for replacing this temporary one-time password with a password meeting the password strength requirements.

**Default value:** Prompted to the user.

`--postgres-user <postgres-user>`

Authenticate in the Certificate Hub database with the `<postgres-user>` user.

**Default value:** `postgres`

`--postgres-pwd <postgres-pwd>`

Authenticate in the Certificate Hub database with the `<postgres-pwd>` password.

**Default value:** Prompted to the user.

`--pvc storage <size>`

Allocate `<size>` for the Kubernetes Persistent Volume claim storage. Where `<size>` is:


- A plain integer
- A fixed-point number using one of these suffixes: E, P, T, G, M, K.
- The power-of-two equivalents: Ei, Pi, Ti, Gi, Mi, Ki.

See <https://kubernetes.io/docs/concepts/configuration/manage-resources-containers>

**Default value:** 1Gi

`-t, --tag <tag>`

Use the `<tag>` tag version of the Entrust Docker containers.

 When upgrading, the provided tag must be different from the tag of the current deployment. Kubernetes will detect a difference and deploy the new version.

**Default value:** `latest`



## 8 Using the Certificate Manager console

After deploying Certificate Hub, you can use the Certificate Manager to manage certificate issuance and lifecycle.

- [Logging in to the Certificate Manager console](#)
- [Browsing the Certificate Manager console guide](#)

### Logging in to the Certificate Manager console

See below for opening a session in the Certificate Manager console of Certificate Hub.

#### To log in to the Certificate Manager console

1. Open a web browser at the following URL.

```
https://<CERT_HUB_HOSTNAME>/certhub
```

Where `<CERT_HUB_HOSTNAME>` is the value of the `CERT_HUB_HOSTNAME` parameter described in [Configuring the deployment](#).

2. Authenticate using the `INITIAL_USER` and `INITIAL_USER_PASSWORD` credentials described in [Configuring the deployment](#).

### Browsing the Certificate Manager console guide

The Certificate Manager console user guide is published as part of the Cryptographic Security Platform documentation at:

<https://api.managed.entrust.com/csp/1.2/Using-Certificate-Manager.html>

## 9 Upgrading to 4.4

See below for upgrading your Certificate 4.1.0 installation to 4.4.0 or 4.4.1.

### To upgrade the Certificate Hub image to 4.4

1. Push to Docker the images described in [Downloading the installation files](#).
2. Set the new configuration as explained in [Configuring the deployment](#).
3. Run the `environmentCreationOrUpdate.sh` script as follows.

```
./environmentCreationOrUpdate.sh --tag <tag>
```

Where `<tag>` is either `4.4.0` or `4.4.1`, depending on the target release.

## 10 Validating the installation

Validate the Certificate Hub installation deployed or updated on Kubernetes.

- [Checking the process execution](#)
- [Checking the online UI](#)

### Checking the process execution

Run the following command.

```
kubectl get pods -n <NAMESPACE>
You should get something like the following
```

NAME	READY	STATUS	RESTARTS	AGE
acm-api-564d85889d-ttj6x	1/1	Running	0	3m
cm-entry-78784c6b44-f7kk5	1/1	Running	0	3m
external-api-9cbc67d6b-7scdt	1/1	Running	0	3m
flyway-5pch9	0/1	Completed	0	3m
lemur-864d6fdd6-qhsjj	0/1	Completed	0	3m
postgres-6dc7bb76db-tx9jh	1/1	Running	0	3m
role-update-vxvnf	0/1	Completed	0	3m
ui-556fd4dc7d-2cjx2	1/1	Running	0	3m

Optionally, run the following command to free space by deleting completed pods and any associated stopped container.

```
kubectl delete pod -n <namespace> --field-selector=status.phase=Succeeded
```

Check that the following persistent processes are running:

- cm-entry
- external-api
- ui
- acm-api
- postgres

Other pods are ephemeral.

### Checking the online UI

Open your browser in the URL defined when [Configuring the deployment](#).

```
https://CERT_HUB_HOSTNAME/NAMESPACE
```

You should see the Certificate Hub login page.

## 11 Managing the database

See below for the main database management operations.

- [Backing up the database](#)
- [Restoring the database](#)
- [Migrating to an external database](#)

**i** To backup and restore the database encryption key, the below operations use the `dbctl.sh` script obtained when [Downloading the installation files](#).

### Backing up the database

See below for backing up the Certificate Hub database.

- [Vacuuming the database](#)
- [Backing up the database contents](#)
- [Backing up the database encryption key](#)

### Vacuuming the database

Run this command once before any backup to release orphaned pages from the database and decrease its size.

```
sudo dbctl.sh vacuum -n <namespace> [--kubectl-cmd <kubectl-cmd>]
```

Where each parameter has the value described below.

Option	Value	Mandatory
<namespace>	The namespace of the Certificate Hub instance	Always
<kubectl-cmd>	The name of the <code>kubectl</code> client or equivalent command.	When the name of the command is not "kubectl"

For example:

```
sudo ./dbctl.sh vacuum -n cm --postgres-user postgres
```

### Backing up the database contents

Back up the Certificate Hub database using the tools provided by the DBMS.

### Backing up the database encryption key

Run the following command to back up the database encryption key.

 Back up the databases regularly to restore your data in case of disaster recovery.

```
sudo dbctl.sh backup -n <namespace> [--kubectl-cmd <kubectl-cmd>]
```

Where each parameter has the value described below.

Option	Value	Mandatory
<namespace>	The namespace of the Certificate Hub instance	Always
<kubectl-cmd>	The name of the <code>kubectl</code> client or equivalent command.	When the name of the command is not "kubectl"

For example:

```
sudo ./dbctl.sh backup -n cm --postgres-user postgres
```

## Restoring the database

To restore the Certificate Hub database, follow the steps below in the same Certificate Hub version used when [Backing up the database](#).

- [Restoring the database contents](#)
- [Restoring the database encryption key](#)
- [Completing the database restoration](#)

### Restoring the database contents

Restore the Certificate Hub database using the Database Management System (DBMS) tools.

### Restoring the database encryption key

Run the following command to restore the database encryption key.

```
sudo dbctl.sh restore -n <namespace> --backup-file <backup-file> [--kubectl-cmd <kubectl-cmd>]
```


Where each parameter has the value described below.

Option	Value	Mandatory
<namespace>	The namespace of the Certificate Hub instance	Always
<backup-file>	The path of the backup file.	Always

Option	Value	Mandatory
<kubectl-cmd>	The name of the <code>kubectl</code> client or equivalent command.	When the name of the command is not "kubectl"

For example:

```
sudo ./dbctl.sh restore -n cm --backup-file backup-06_19_2023.tar.gz.gpg
```

 Before running this command, you can ignore or delete the `user-creation` and `role-update` jobs in ERROR state.


## Completing the database restoration

Redeploy Certificate Hub to make effective the restoration of the database encryption key.

## Migrating to an external database

Only Certificate Hub installations migrated from older versions support an internal database—that is, a database running on the same host as the application. See below for switching from an internal database to an external one.

- [Exporting the database contents](#)
- [Restoring the database contents](#)
- [Applying the database changes to Certificate Hub](#)

 Run the steps below in the same version of Certificate Hub that will use the database.

## Exporting the database contents

Set the following environment variables in the host running the internal database.

Variable	Value
KUBECTL	The value of the <code>KUBECTL</code> parameter described in <a href="#">Configuring the deployment</a> .
NAMESPACE	The value of the <code>NAMESPACE</code> parameter described in <a href="#">Configuring the deployment</a> .
POSTGRES_DB	<code>certhub</code>
POSTGRES_PWD	The value of the <code>POSTGRES_PWD</code> parameter described in <a href="#">Configuring the deployment</a> .

Variable	Value
POSTGRES_USER	The value of the <code>POSTGRES_USER</code> parameter described in <a href="#">Configuring the deployment</a> .

Run the following commands.

```
now=$(date +"%m_%d_%Y")
```

```
$KUBECTL exec deployment/postgres -n "$NAMESPACE" -- bash -c "export  
PGPASSWORD=$POSTGRES_PWD; pg_dump -d $POSTGRES_DB -U $POSTGRES_USER" > "db-backup-  
$now.sql"
```

## Restoring the database contents

Perform the following steps on an external host to restore the database contents.

### To restore the database contents on an external host

1. Install the PostgreSQL version described in [Database requirements](#).
2. Copy the `db-backup-<date>.sql` backup file generated when [Exporting the database contents](#).
3. Set the following environment variables to the values described in [Exporting the database contents](#).
  - `POSTGRES_DB`
  - `POSTGRES_PWD`
  - `POSTGRES_USER`
4. Run the following command.

```
export PGPASSWORD=$POSTGRES_PWD; psql -d $POSTGRES_DB -U $POSTGRES_USER -f db-  
backup-<date>.sql
```

## Applying the database changes to Certificate Hub

Complete the database migration by performing the following operations on the Certificate Manager host.

### To apply the database changes to Certificate Hub

1. Update the database configuration parameters described in [Configuring the deployment](#) to match the new external database.
2. Redeploy Certificate Hub to make the changes effective.
3. Wait while the redeployment with the external database is complete.
4. Manually remove the PostgreSQL pod.

## 12 Managing logs

In the `acm-api` pod, Certificate Hub has a main container writing logs with an SLF4J logger.

- [Viewing Certificate Hub logs in Kubernetes](#)
- [Adjusting the acm-api log level](#)

### Viewing Certificate Hub logs in Kubernetes

List the pod names:

```
kubectl get pods -n <namespace>
```

Where `<namespace>` is the name of the namespace. For example:

- `qalatest`
- `dev`

View logs on Discovery, Reports, Administrators, Certificates, Sources, or Destinations:

```
kubectl logs <pod_name> -n <namespace>
```

Where `<pod_name>` is the pod name with the following prefix:

```
acm-api-
```

### Adjusting the acm-api log level

Edit the ConfigMap. You can use the tool provided by your platform or run the following command.

```
kubectl -n <namespace> edit cm acm-api-config
```

Append the log level under `jpa.hibernate.ddl-auto: none\n`.

```
"\ jpa.hibernate.ddl-auto: none\nlogging:\n  level:\n    root: <log_level>"
```

Where `<log_level>` is one of the following:

- `ERROR`
- `WARN`
- `INFO`
- `DEBUG`
- `TRACE`

Run the following command.




```
kubectl -n <namespace> rollout restart deployment acm-api
```

## 13 Error reference

When executed, Certificate Hub can print the following errors.

- [Authentication and authorization errors](#)
- [Administration errors](#)
- [Automation errors](#)
- [Control errors](#)
- [Certificate errors](#)

 See the Certificate Hub user guide for how to browse the audit logs.

### Authentication and authorization errors

The application throws the following authentication and authorization errors.

Code	Message
ERR_1006	Failed to hash the password for user: <code>&lt;Username&gt;</code>
ERR_1010	<code>hasPermission</code> unexpectedly invoked for <code>&lt;Permission&gt;</code>
ERR_1011	The util command must have a <code>--cmd</code> argument.
ERR_1012	Unknown command <code>&lt;Command&gt;</code>
ERR_1013	<code>--username</code> , <code>--password</code> , and <code>--email</code> must be supplied to the <code>createUser</code> command.
ERR_1014	Unexpected crypto error:
ERR_1015	Error creating default cert expiry rule for initial user:
ERR_1016	<code>--username</code> and <code>--role</code> must be provided.
ERR_1017	Unexpected crypto exception:

Code	Message
ERR_104 0	Unexpected parsing error while loading auth request:
ERR_104 1	Unexpected parsing error while saving auth request:
ERR_104 2	Unexpected parsing error while removing auth request:
ERR_104 6	Could not find password auth provider entry.
ERR_104 7	Failed to hash the password for user: <code>&lt;Username&gt;</code>
ERR_104 8	Cannot update non-existent user. User must have existing id.
ERR_104 9	Login denied. Tenant id not found for user <code>&lt;Username&gt;</code> .
ERR_105 6	More than one LDAP auth provider registration found ( <code>&lt;Number of registrations&gt;</code> ). Unexpected behavior may result!
ERR_105 7	More than one PASSWORD auth provider registration found ( <code>&lt;Number of registrations&gt;</code> ). Unexpected behavior may result!
ERR_107 6	Unable to create keystore: <code>&lt;CA&gt;</code>
ERR_107 7	Cryptography issue when creating user.
ERR_107 8	Cryptographic error processing password.
ERR_107 9	Unable to initialize SSLContext for LDAPS

Code	Message
ERR_1080	More than one LDAP auth provider registration present. Unexpected results may occur.
ERR_1081	LDAP authentication error.
ERR_1082	Unexpected exception during LDAP lookup.
ERR_1083	Error closing LDAP context.
ERR_1084	Could not find Active Directory user.
ERR_1085	Error creating the daemon user:
ERR_1086	Error creating the initial user:

## Administration errors

The application throws the following administration errors.

Code	Message
ERR_1100	Internal error occurred
ERR_1101	Error parsing license : <Error message>
ERR_1102	Error parsing license: Epm client could not parse license
ERR_1103	Error parsing license : <Error message>
ERR_1104	Error parsing license: Epm client could not parse license

Code	Message
ERR_11 05	Order Number of <code>&lt;Order number&gt;</code> uploaded license doesn't match the existing license <code>&lt;Customer contact reference&gt;</code>
ERR_11 06	License revision <code>&lt;Revision&gt;</code> already uploaded.
ERR_11 07	Uploaded license revision <code>&lt;Uploaded revision&gt;</code> is outdated. Current license revision : <code>&lt;Current revision&gt;</code> .
ERR_11 08	Failed to create the license expiry schedule
ERR_11 09	Failed to send email for license consumption
ERR_11 10	Failed to send email for license expiry
ERR_11 11	Failed to check the license expiry schedule
ERR_11 12	Failed to delete existing license expiry schedule
ERR_11 13	Failed to create the license expiry schedule
ERR_11 14	Invalid plugin name: <code>&lt;Plugin name&gt;</code>
ERR_11 15	Error executing plugin options for plugin: <code>&lt;Plugin name&gt;</code>
ERR_11 16	Error loading plugin jar <code>&lt;JAR file name&gt;</code> . Plugin will not be loaded!
ERR_11 17	Error loading plugin classloader.

Code	Message
ERR_11 18	Plugin <code>&lt;Canonical name&gt;</code> is missing a language bundle. Plugin will not be loaded!
ERR_11 19	Plugin <code>&lt;Canonical name&gt;</code> has invalid language bundle. No messages section found. Plugin will not be loaded!
ERR_11 20	Plugin <code>&lt;Canonical name&gt;</code> has invalid language bundle. No languages found. Plugin will not be loaded!
ERR_11 21	Plugin <code>&lt;Canonical name&gt;</code> has an invalid language bundle. Language <code>&lt;Key&gt;</code> is an invalid map. Plugin will not be loaded!
ERR_11 22	Plugin <code>&lt;Canonical name&gt;</code> has an invalid language bundle. Language <code>&lt;Name&gt;</code> , key <code>&lt;Key&gt;</code> is invalid ( <code>&lt;Value&gt;</code> ). Plugin will not be loaded!
ERR_11 23	Error initializing plugins! No <code>&lt;Plugin class name&gt;</code> plugins will be loaded until invalid plugin is removed!
ERR_11 24	updatePlugin: Error converting global options to Json string from list
ERR_11 25	validatePluginStateUpdate : cannot deactivate plugins that don't require license
ERR_11 26	validatePluginStateUpdate : cannot deactivate plugin <code>&lt;Name&gt;</code> as its in use by destination : <code>&lt;Label&gt;</code>
ERR_11 27	validatePluginStateUpdate : cannot deactivate plugin <code>&lt;Name&gt;</code> as its in use by source : <code>&lt;Label&gt;</code>
ERR_11 28	addPlugin: Error converting global options to Json string from list
ERR_11 29	Error converting global options to list from <code>Json byte[]</code>
ERR_11 30	addPlugin: Error converting global options to list from <code>Json byte[]</code>

Code	Message
ERR_11 31	Error fetching language bundle, Plugin <code>&lt;Plugin name&gt;</code> not found
ERR_11 32	Failed to add an entry to the keystore: <code>&lt;TBU&gt;</code>
ERR_11 33	Plugin update failed, plugin ID <code>&lt;Plugin ID&gt;</code>
ERR_11 49	Failed importing multiple addresses.
ERR_11 50	Failed importing single addresses.
ERR_11 53	Failed to check the events retention schedule: <code>&lt;Error&gt;</code>
ERR_11 54	Failed to create the events retention schedule: <code>&lt;Error&gt;</code>
ERR_11 99	Unhandled exception caught

## Automation errors

The application throws the following automation errors.

Code	Message
ERR_12 07	Failed to mapping existing source plugin options.
ERR_12 08	Failed to process existing source plugin options.
ERR_12 09	Failed to migrate existing source plugin options.
ERR_12 14	Failed to send email for report <code>&lt;Report name&gt;</code> , schedule id: <code>&lt;Schedule ID&gt;</code> . Error:

Code	Message
ERR_12_15	Failed to generate missing report: <Report ID>
ERR_12_16	Failed to generate missing schedule: <Schedule ID>
ERR_12_17	Failed to return report: <Report ID> . Error: <Error>
ERR_12_18	Error while retrieving report data:
ERR_12_19	Error while generating report:
ERR_12_20	User <Username> does not have permission to edit or delete report <Report name>
ERR_12_21	Error while generating report: <Error>
ERR_12_22	User <Username> does not have permission to access artifact <Artifact ID>
ERR_12_23	User <Username> does not have permission to access execution <Execution ID>
ERR_12_24	Failed to check the reports retention schedule: <Error>
ERR_12_25	Failed to create the reports retention schedule: <Error>
ERR_12_30	Field ' <Name> ' value ' <Value> ' cannot be parsed as <Type> . Field will be treated as a String.
ERR_12_31	Unexpected exception while processing rule. RULE WILL BE SKIPPED!



Code	Message
ERR_12 32	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The address field <code>&lt;Address field&gt;</code> is empty.
ERR_12 33	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The address field <code>&lt;Address field&gt;</code> is not referring to a text custom field.
ERR_12 34	Action plugins not currently supported. THIS ACTION WILL BE SKIPPED!
ERR_12 35	Exception while executing rule. RULE WILL BE SKIPPED!
ERR_12 36	Error running rules engine for certificate renewal rule.
ERR_12 37	Execution of action failed.
ERR_12 38	FAILED processing conditions. RULE WILL BE SKIPPED!
ERR_12 39	I/O issue while parsing conditions. RULE WILL BE SKIPPED!
ERR_12 40	Error running rules engine for event.
ERR_12 41	Could not parse plugin config, ACTION WILL BE SKIPPED: <code>&lt;Plugin config&gt;</code>
ERR_12 42	FAILED to create the expiration rules schedule! Expiry notifications will not be sent!
ERR_12 43	Error while processing event rule conditions. RULE WILL BE SKIPPED!
ERR_12 44	Only NOTIFICATION actions are supported! ACTION WILL BE SKIPPED!

Code	Message
ERR_12 54	Unexpected IOException while formatting the certificate. Error:
ERR_12 55	Unexpected IOException while formatting the certificate chain. Error:
ERR_12 56	Unexpected IOException while formatting the certificate. Error:
ERR_12 60	FAILED to create the key manager scan schedule! Key managers will not be scanned!
ERR_12 61	Error encountered while scanning key manager.
ERR_12 62	Error encountered while scanning source.
ERR_12 71	User <code>&lt;User ID&gt;</code> does not have permission to view, edit or delete destination <code>&lt;Label&gt;</code>
ERR_12 72	Error verifying destination config <code>&lt;Label&gt;</code>
ERR_12 73	Error verifying destination config for plugin <code>&lt;Plugin name&gt;</code>
ERR_12 74	Error while generating report.
ERR_12 75	Failed to retrieve schedule runtimes for <code>&lt;Schedule name&gt;</code>
ERR_12 76	Failed to parse schedule runtimes for <code>&lt;Schedule name&gt;</code>
ERR_12 80	Failed processing conditions for renewal success. RULE WILL BE SKIPPED!
ERR_12 81	I/O issue while parsing conditions for renewal success. RULE WILL BE SKIPPED!

Code	Message
ERR_12 82	Failed processing conditions for renewal failure. RULE WILL BE SKIPPED!
ERR_12 83	I/O issue while parsing conditions for renewal failure. RULE WILL BE SKIPPED!
ERR_12 89	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The address field <code>&lt;Address field&gt;</code> is empty.
ERR_12 90	Error running rules engine for certificate renewal rule.
ERR_12 91	Failed processing rule. RULE WILL BE SKIPPED!
ERR_12 92	I/O issue while running rule. RULE WILL BE SKIPPED!
ERR_12 93	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The custom field <code>&lt;Custom field&gt;</code> is empty.
ERR_12 94	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The address field <code>&lt;Address field&gt;</code> is not referring to a text custom field.
ERR_12 95	Expiry notification is dropped for certificate <code>&lt;Certificate name&gt;</code> . The address field <code>&lt;Address field&gt;</code> is empty.
ERR_12 96	Error running rules engine for certificate renewal rule.
ERR_12 99	Execution of rule action failed.

## Control errors

The application throws the following control errors.

Code	Message
ERR_1302	Error getting authority capabilities from CAGW
ERR_1303	Failed to check the domain sync trigger
ERR_1304	Unable to add domain sync for authority
ERR_1305	Internal error contacting CAGW.
ERR_1306	Error while reading XML stream from upload.
ERR_1307	Unexpected exception while pushing certificate:
ERR_1308	HTTP Error while uploading certificate: <code>&lt;Error&gt;</code> :\n <code>&lt;Response body&gt;</code>
ERR_1309	Error while uploading certificate: <code>&lt;Error&gt;</code>
ERR_1310	Unable to parse properties for domain: <code>&lt;Domain name&gt;</code>
ERR_1311	User <code>&lt;User ID&gt;</code> doesn't have access to authority <code>&lt;Authority ID&gt;</code>
ERR_1312	Internal error contacting CAGW.
ERR_1313	Unable to get profiles for authority
ERR_1314	Unable to get the subject DN for authority
ERR_1315	Unable to get the Capabilities for authority
ERR_1316	Unexpected error contacting CAGW: <code>&lt;Error&gt;</code>
ERR_1330	User <code>&lt;User ID&gt;</code> does not have permission to view, edit or delete key manager <code>&lt;Key manager&gt;</code>
ERR_1331	Error verifying key manager config <code>&lt;Key manager label&gt;</code>
ERR_1332	saveOrUpdateKeyManager: Error converting plugin options to Json string from list

Code	Message
ERR_1333	Error converting plugin options to list from Json byte[]
ERR_1334	Error verifying key manager config for plugin <Plugin name>
ERR_1349	Failed to sync domains, Error from CAGW: <Error>
ERR_1350	Unexpected response received from CAGW
ERR_1351	Internal error contacting CAGW
ERR_1352	Unexpected response received from CAGW: <Error>
ERR_1353	Unexpected response received from CAGW: <Error>
ERR_1354	Unexpected response received from CAGW: <Error>
ERR_1355	Error configuring the SSL client connection to the CAGW APIs.
ERR_1356	Error configuring the SSL client connection to the CAGW APIs.
ERR_1357	Error configuring the SSL client connection to the CAGW APIs
ERR_1358	Error configuring the SSL client connection to the CAGW APIs.
ERR_1359	Error configuring the SSL client connection to the CAGW APIs.
ERR_1362	Error parsing authority certificate validity period: <Certificate validity period>
ERR_1363	Error parsing authority certificate validity period: <Certificate validity period>
ERR_1374	Error response from CAGW: <Error>
ERR_1375	Unable to parse properties for domain: <Domain name>
ERR_1376	Internal error contacting CAGW: <Error>

Code	Message
ERR_1377	Internal error contacting CAGW.
ERR_1378	Internal error contacting CAGW.
ERR_1379	Internal error contacting CAGW while responding to an authority request.
ERR_1380	Failed to create the authority domain sync schedule for authority <Authority ID>
ERR_1381	Failed to delete the authority domain sync schedule for authority <Authority ID>
ERR_1382	Certificate Authority <Authority ID> not found
ERR_1383	Unable to parse plugin options for authority <Authority ID> :
ERR_1384	Error response from CAGW while getting domain: <Domain name>
ERR_1385	Failed to get domain. Error from CAGW: <Error>
ERR_1386	Failed to submit domain, Error from CAGW: <Error>
ERR_1387	Unable to fetch whois record from server <Server name> . Error:
ERR_1388	Unable to close whois client connection with server <Server name> . Error:
ERR_1389	Unable to fetch whois record from default host. Error:
ERR_1390	Unable to close whois client connection with default server. Error:
ERR_1392	Error on DNS lookup : <Error>
ERR_1394	Failed to submit domain, Error from CAGW: <Error>
ERR_1397	Certificate Authority <Authority ID> not found
ERR_1398	Unable to parse plugin options for authority <Authority ID>

Code	Message
ERR_1399	Unable to import/update domain id <code>&lt;Domain ID&gt;</code> due to Json parsing error from authority <code>&lt;Authority ID&gt;</code>

## Certificate errors

The application throws the following certificate errors.

Code	Message
ERR_1426	Renewal failed. Missing certificate id.
ERR_1427	Failed auto renewal for certificate <code>&lt;Certificate ID&gt;</code> .
ERR_1428	Automated renewal failed for certificate <code>&lt;Certificate ID&gt;</code> due to certificate processing error
ERR_1430	Automated renewal failed for certificate <code>&lt;Certificate ID&gt;</code> due to destination errors: <code>&lt;List of errors&gt;</code>
ERR_1431	Failed to find the renewal daemon user for auto renewal
ERR_1432	Failed to create the renewal schedule for cert <code>&lt;Certificate serial&gt;</code> : <code>&lt;Error&gt;</code>
ERR_1433	Failed to check the renewal schedule <code>&lt;Error&gt;</code>
ERR_1434	Failed to create the renewal schedule <code>&lt;Error&gt;</code>
ERR_1435	Adding definition for custom field with duplicate display order : <code>&lt;Label&gt;</code> of type <code>&lt;Type&gt;</code> at position <code>&lt;Display order&gt;</code>
ERR_1436	Deleting definition for custom field with Id : <code>&lt;Metadata ID&gt;</code> failed as it is in use by <code>&lt;Certificates using metadata&gt;</code> certificates

Code	Message
ERR_1 437	Updating definition for custom field with duplicate display order : <code>&lt;Label&gt;</code> of type <code>&lt;Type&gt;</code> at position <code>&lt;Display order&gt;</code>
ERR_1 438	Updating definition for custom field with Id : <code>&lt;Metadata ID&gt;</code> failed as it is in use by <code>&lt;Certificates using metadata&gt;</code> certificates
ERR_1 439	Updating definition for custom field with duplicate display order : <code>&lt;Metadata values&gt;</code>
ERR_1 440	Other certificate custom field definitions exists with same display order <code>&lt;List&gt;</code>
ERR_1 441	Updating definition for custom field with Id : <code>&lt;Metadata ID&gt;</code> failed as one of its value <code>&lt;List&gt;</code> is in use by <code>&lt;Certificates&gt;</code> certificates
ERR_1 442	Error parsing the value <code>&lt;Value&gt;</code> for custom field <code>&lt;Metadata ID&gt;</code>
ERR_1 443	Unsupported Operator <code>&lt;Operator&gt;</code> for custom field Id: <code>&lt;Metadata ID&gt;</code>
ERR_1 450	Could not unarchive certificate because entitlement limit reached.
ERR_1 452	Error response from CAGW <code>&lt;Error&gt;</code>
ERR_1 453	Error exporting a certificate: <code>&lt;Error&gt;</code>
ERR_1 454	Failed to parse certificate <code>&lt;Certificate name&gt;</code> stored in DB. Error: <code>&lt;Error&gt;</code>
ERR_1 455	Certificate Chain is not available for export
ERR_1 456	Error while exporting certificate: <code>&lt;Error&gt;</code>



Code	Message
ERR_1 457	Error saving chain to keystore for export of : <code>&lt;Certificate name&gt;</code>
ERR_1 458	Error adding P12 to response stream
ERR_1 459	Unable to parse response from CAGW to export certificate for : <code>&lt;Certificate name&gt;</code> . Error: <code>&lt;Error&gt;</code>
ERR_1 460	Certificate can not be exported since the issuing Authority is not known
ERR_1 461	Certificate Authority not found
ERR_1 462	Error adding P12 to response stream
ERR_1 463	Unexpected response received from CAGW when exporting a certificate
ERR_1 464	Internal error contacting CAGW
ERR_1 465	Failed to export certificate for <code>&lt;Certificate name&gt;</code> . Error from CAGW: <code>&lt;Error&gt;</code>
ERR_1 466	Failed to export certificate for <code>&lt;Certificate name&gt;</code> with serial number <code>&lt;Certificate serial number&gt;</code> . Certificate key is not backed up.
ERR_1 467	Unable to parse response from CAGW to export certificate for : <code>&lt;Certificate name&gt;</code> . Error: <code>&lt;Error&gt;</code>
ERR_1 468	Export private key is not supported for export type <code>&lt;Type&gt;</code> You can uncheck <code>\\\\"Include Private Key\\\\"</code> and try again, however, your exported certificate will not have the private key
ERR_1 469	Export certificate chain is not supported for export type <code>&lt;Type&gt;</code> You can uncheck <code>\\\\"Include Certificate Chain\\\\"</code> and try again, however, your exported certificate will not have certificate chain

Code	Message
ERR_1 470	Public certificate must be requested for export type <code>&lt;Type&gt;</code>
ERR_1 471	At least one of public certificate, certificate chain or private key must be requested for export type <code>&lt;Type&gt;</code>
ERR_1 472	At least one of public certificate, certificate chain or private key must be requested for export type <code>&lt;Type&gt;</code>
ERR_1 473	Unable to revoke the authority <code>&lt;Authority name&gt;</code>
ERR_1 474	Unable to unhold the authority <code>&lt;Authority name&gt;</code>
ERR_1 477	Error building certificate query with filter : <code>&lt;Filter&gt;</code> . Error <code>&lt;Error&gt;</code>
ERR_1 478	Error fetching certificates with predicate : <code>&lt;Predicate&gt;</code> . Error <code>&lt;Error&gt;</code>
ERR_1 479	Certificate Bulk Edit Error: 'certificatesFilter' missing from request body
ERR_1 480	Certificate Bulk Edit Error: If 'clearOutAccessTags' is set, 'accessTags' must be empty.
ERR_1 481	Certificate Bulk Edit Error: No updated values provided
ERR_1 482	Certificate Bulk Edit Error building certificate query with filter : <code>&lt;Filter&gt;</code> , Error : <code>&lt;Error&gt;</code> .
ERR_1 483	Certificate Bulk Edit Error building certificate query with filter : <code>&lt;Filter&gt;</code> , Error : <code>&lt;Error&gt;</code> .
ERR_1 484	Certificate Bulk Edit Error updating certificates with filter : <code>&lt;Filter&gt;</code> , Error : <code>&lt;Error&gt;</code>

Code	Message
ERR_1 486	Certificate unhold error : Could not find certificate with id: <Certificate ID> .
ERR_1 487	Certificate unhold error : No Authority Id associated with this certificate: <Certificate ID> .
ERR_1 488	Certificate unhold error : Cannot unhold certificate <Certificate ID> . Authority is not active : <Authority ID> .
ERR_1 489	Certificate unhold error : Cannot unhold certificate <Certificate ID> . No external id found.
ERR_1 490	Issue certificate error : Subject DN is required for CSR.
ERR_1 491	Issue certificate error : CAGW failed to create certificate for authority <Authority ID>
ERR_1 492	Issue certificate error : CAGW Failed to create certificate: <Key manager ID> .
ERR_1 493	Issue certificate error : Subject DN is required for CSR.
ERR_1 494	Issue certificate error : Subject DN is required for CSR.
ERR_1 495	Issue certificate error : Subject DN is required for CSR.
ERR_1 496	Issue certificate error : Subject DN is required for CSR.
ERR_1 497	Failed to save certificate: <Error>
ERR_1 498	Failed to upload certificate to the key manager <Key manager ID> . Error <Error>

Code	Message
ERR_1 499	Certificate revoke error : No Authority Id associated with this certificate. <Certificate ID>
ERR_1 500	Certificate revoke error : Cannot revoke certificate <Certificate ID> .Authority <Authority ID> is not active.
ERR_1 501	Certificate revoke error : Cannot revoke certificate <Certificate ID> . No external id found.
ERR_1 502	Failed to apply service-level filters on query <Filter>
ERR_1 503	Failed to apply service-level filters on query <Filter>
ERR_1 504	Failed to apply service-level filters on query <Filter>
ERR_1 505	Could not find certificate with id <Certificate ID>
ERR_1 506	Could not find certificate with id <Certificate ID>
ERR_1 508	Failed to issue a certificate from authority <Authority name> . Error <Error>
ERR_1 509	Failed to parse the X509 certificate <Certificate body> \n Message: <Error>
ERR_1 510	Unable to find certificate <Certificate ID>
ERR_1 511	Failed to process the certificate <Certificate import request body> \n Message: <Error>
ERR_1 512	Failed to process the certificate <Certificate body> \n External ID: <Certificate External ID> \n Message: <Error>

Code	Message
ERR_1 513	Failed to apply service-level filters on query <code>&lt;Filter&gt;</code>
ERR_1 514	Failed to run the certificate count query: <code>&lt;Error&gt;</code>
ERR_1 521	Error verifying source config <code>&lt;Source Label&gt;</code>
ERR_1 522	Error verifying source config for plugin <code>&lt;Plugin name&gt;</code>
ERR_1 523	addOrUpdateSource: Error converting plugin options to Json string from list
ERR_1 524	Error scheduling source sync, sources will not be scanned!
ERR_1 525	Error creating certificate from certificate request
ERR_1 526	Failed to send new external certificate request notification to approver(s). Error: <code>&lt;Notification message&gt;</code>
ERR_1 527	Failed to send external certificate request cancellation notification to requestor. Error: <code>&lt;Notification message&gt;</code>
ERR_1 528	Failed to send certificate request approval notification to requestor. Error: <code>&lt;Notification message&gt;</code>
ERR_1 529	Failed to send certificate request rejection notification to requestor. Error: <code>&lt;Notification message&gt;</code>
ERR_1 530	Failed to send new certificate request notification to internal requestor. Error: <code>&lt;Notification message&gt;</code>
ERR_1 531	Failed to send new internal certificate request notification to approver(s). Error: <code>&lt;Notification message&gt;</code>

Code	Message
ERR_1 533	Failed to send new certificate request notification to external requestor. Error: <Notification message>
ERR_1 534	CSR key algorithm <CSR key algorithm> does not match the required key algorithm <Allowed key algorithm>
ERR_1 536	CSR key algorithm keysize <CSR key size> does not meet minimum public key size required : <Allowed key size>
ERR_1 537	Invalid certificate signing request provided
ERR_1 540	Failed to send new certificate request notification to external requestor. SMTP Notification Plugin not found
ERR_1 541	Failed to send certificate request cancellation notification to external requestor. SMTP Notification Plugin not found
ERR_1 542	Failed to send new external certificate request notification to approver(s). SMTP Notification Plugin not found
ERR_1 543	Failed to send new certificate request notification to admin. SMTP Notification Plugin not found
ERR_1 544	Failed to send new internal certificate request notification to approver(s). SMTP Notification Plugin not found
ERR_1 545	Failed to send notification for certificate request cancellation. SMTP Notification Plugin not found
ERR_1 546	Failed to send notification for certificate request approval. SMTP Notification Plugin not found
ERR_2 010	Found invalid certificate with name <Certificate name> .
ERR_2 011	Unexpected exception while processing certificate.

Code	Message
ERR_2012	Error processing certificate.
ERR_2013	Error creating certificate factory.
ERR_2015	Failed to parse certificate <code>&lt;Certificate name&gt;</code> stored in DB. Error: <code>&lt;Error message&gt;</code>

## 14 Integration report

Certificate Hub allows you to view and manage certificates across your enterprise, regardless of the issuer.

 Certificate Hub Manager uses Entrust CA Gateway as the underlying CA interface.

- [Entrust products compatible with Certificate Hub](#)
- [Supported Deployment Platforms](#)
- [Supported Web Browser](#)
- [Databases supported by Certificate Hub](#)
- [Plugins supported by Certificate Hub](#)
- [Standards supported by Certificate Hub](#)

### Entrust products compatible with Certificate Hub

Product(s)	Version(s)	Support Notes
CA Gateway	3.x	
IDaaS	Not applicable	IDaaS (Identity as a Service) is supported as an Identity Provider for multi-factor login

### Supported Deployment Platforms

Platform	Version	Support Notes
Kubernetes	1.25	Certificate Hub has been run on Kubernetes 1.25. We expect it to operate on all supported Kubernetes and Kubernetes variants, such as RedHat OpenShift and Rancher OS. Only upgrade from older releases are supported over Kubernetes.

### Supported Web Browser

Certificate Hub administration console supports the following web browsers.

Browser	Windows	Mac OS
Apple Safari	5 or higher	5 or higher
Google Chrome	8 or higher	8 or higher



Browser	Windows	Mac OS
Microsoft Edge	The stable versions listed by Microsoft in <a href="https://learn.microsoft.com/en-us/deployedge/microsoft-edge-support-lifecycle">https://learn.microsoft.com/en-us/deployedge/microsoft-edge-support-lifecycle</a>	Not supported
Mozilla Firefox	9 or higher	9 or higher

Browser compatibility is quite high, so most versions operate without issue. If there is an issue, we will address it using the latest browser version available for the operating system.

## Databases supported by Certificate Hub

The external Certificate Hub database must be hosted on PostgreSQL 15 or higher.

## Plugins supported by Certificate Hub

Certificate Hub supports the following plugins.

Plugin	Version	Support Notes
KMIP KMS	2.0	Works for any KMS supported by a KMIP 2.0 protocol
F5 BIG IP	F5 iControl REST API version 15.1	Also compatible with newer F5 BIG-IP versions.

## Standards supported by Certificate Hub

Certificate Hub supports the following standards.

Standard	Version	Supported for external IdP providers	Notes
OpenID Connect (OIDC)	1.0	✓	OIDC 1.0 is a layer on top of OAuth 2.0.
Lightweight Directory Access Protocol (LDAP)	v3	✓	Includes Active Directory.