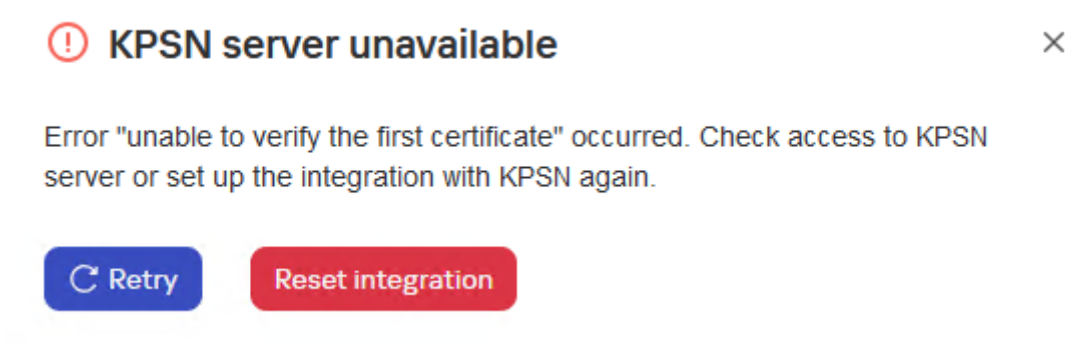
?????????? ? ??????? ????????

- Решение проблем KPSN 4.0

??????? ??????? KPSN 4.0

Unable to verify the first certificate

Описание:



Текст ошибки

KPSN server unavailable

Error "unable to verify the first certificate" occurred. Check access to KPSN server or set up the integration with KPSN again.

KSC web console log


```
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [>>>]
getConfigurationStatus in pluginServerApi start","timestamp":"2025-03-
05T16:47:16.961Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getTenantId: no tenant id","timestamp":"2025-03-
05T16:47:16.961Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue start","timestamp":"2025-03-
05T16:47:16.961Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
```

{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-05T16:47:16.986Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] tokenCache:oxWlUyvqUS6XDMnytmZi cache get: success: key \"kpsn-token\"","timestamp":"2025-03-05T16:47:16.986Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] User token was found in cache","timestamp":"2025-03-05T16:47:16.986Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getTenantId: no tenant id","timestamp":"2025-03-05T16:47:16.991Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue start","timestamp":"2025-03-05T16:47:16.991Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-05T16:47:16.999Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"warn","version":"1.1.0.33","tags":[],"message":"[KPSN] [ApiClient] https://lavkpsn4tests.vm.org:443 is unavailable.","timestamp":"2025-03-05T16:47:17.010Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getTenantId: no tenant id","timestamp":"2025-03-05T16:47:17.011Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujrzgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue start","timestamp":"2025-03-05T16:47:17.011Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr

```
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-
05T16:47:17.017Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] [<<<]
getConfigurationStatus in pluginServerApi failure","timestamp":"2025-03-
05T16:47:17.017Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zAiujr
zgzm","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
"unable to verify the first certificate"}}
```


Причина:

1. Ошибка возникает при изменении сертификата центра сертификации (CA) в KPSN после интеграции с KSC.
2. Что-то прерывает передачу данных между KSC и KPSN.

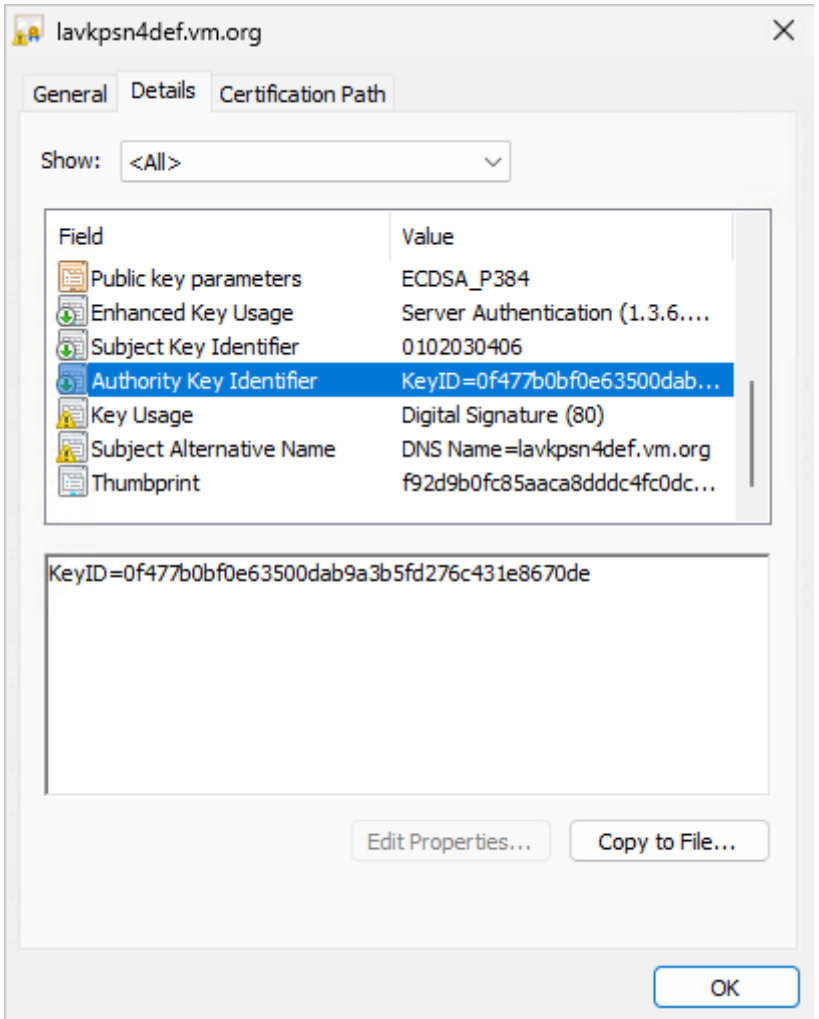
Решение:

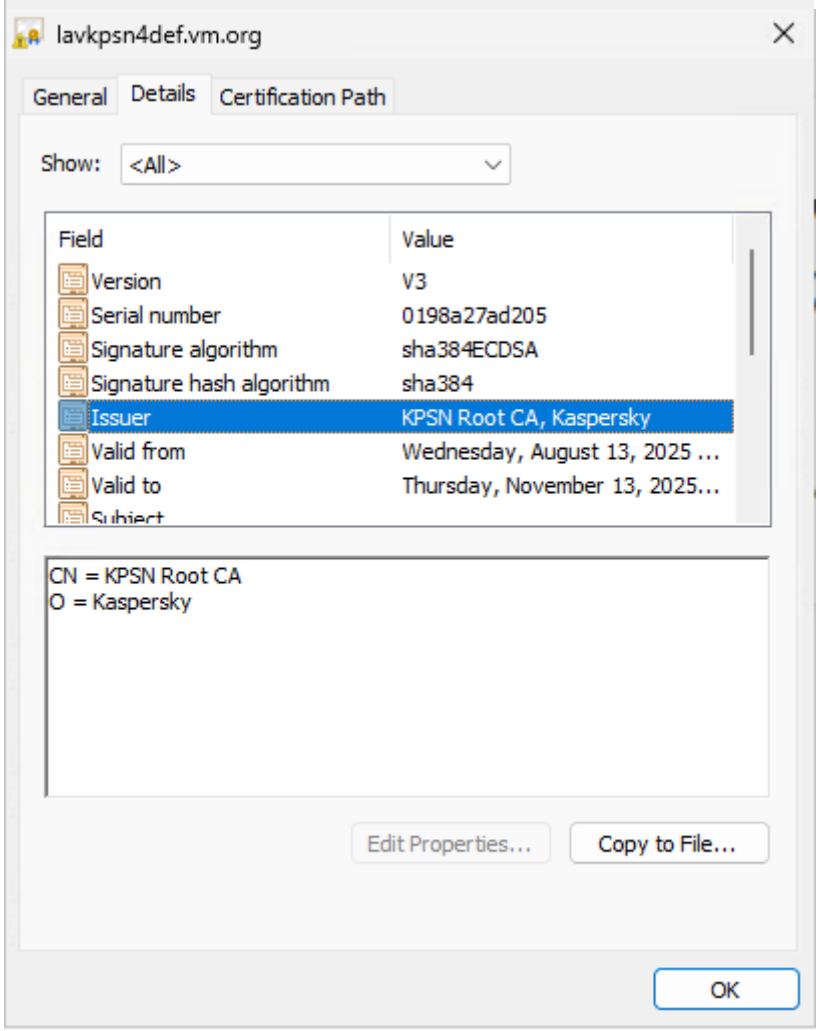
Удалите интеграцию с KPSN и повторите попытку. Если ошибка повторится, проверьте сертификат KPSN в KSC. Откройте URL-адрес KPSN (https://<FQDN_KPSN>:443) в браузере и проверьте сертификат (учитывайте настройки прокси). Проверьте **Authority Key Identifier** и **Issuer**. Затем перейдите в KPSN и запустите:

```
kpsnctl certs print server
```

и проверьте **keyid** и **Issuer** . Информация в сертификате и в выводе команды должна совпадать (в указанных разделах). **Пример:**

Сертификат в браузере


lavkpsn4def.vm.org
General
Details
Certification Path
Show:
<All>
Field
Value
Public key parameters
ECDSA_P384
Enhanced Key Usage
Server Authentication (1.3.6....
Subject Key Identifier
0102030406
Authority Key Identifier
KeyID=0f477b0bf0e63500dab...
Key Usage
Digital Signature (80)
Subject Alternative Name
DNS Name=lavkpsn4def.vm.org
Thumbprint
f92d9b0fc85aaca8dddc4fc0dc...
KeyID=0f477b0bf0e63500dab9a3b5fd276c431e8670de
Edit Properties...
Copy to File...
OK


lavkpsn4def.vm.org
General
Details
Certification Path
Show:
<All>
Field
Value
Version
V3
Serial number
0198a27ad205
Signature algorithm
sha384ECDSA
Signature hash algorithm
sha384
Issuer
KPSN Root CA, Kaspersky
Valid from
Wednesday, August 13, 2025 ...
Valid to
Thursday, November 13, 2025...
Subject
CN = KPSN Root CA
O = Kaspersky
Edit Properties...
Copy to File...
OK

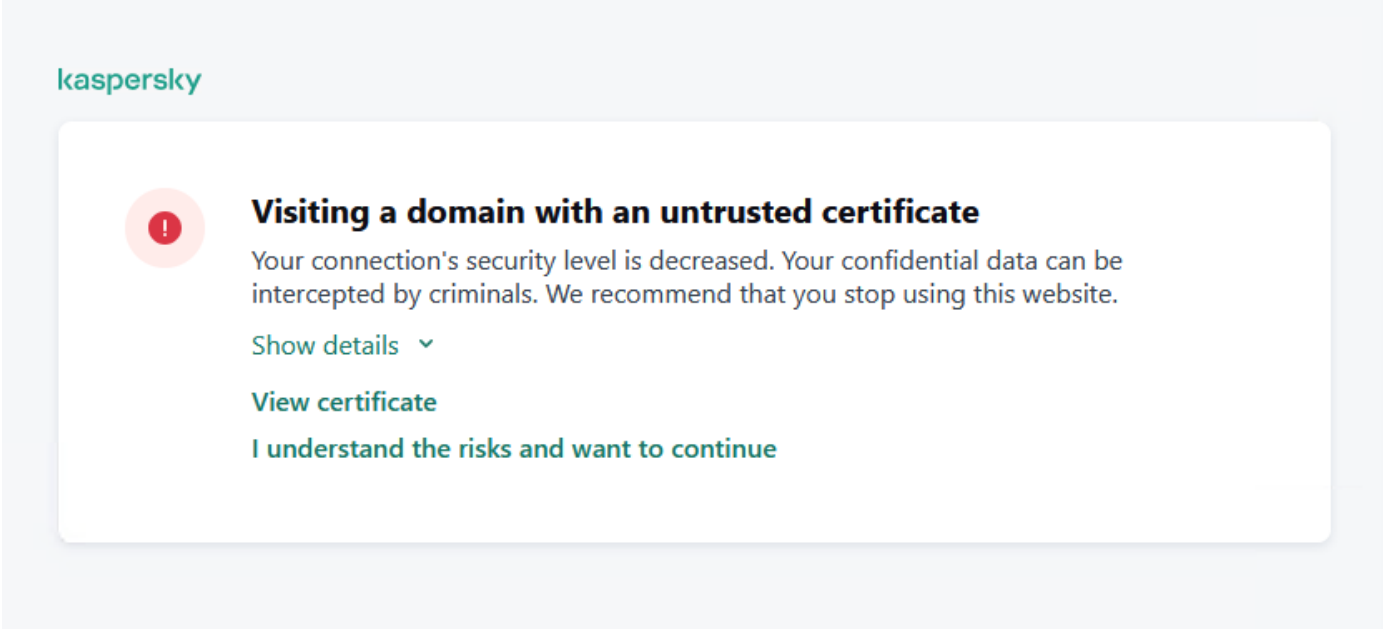
Информация о сертификации в KPSN

Информация о сертификате в KPSN

```
Certificate:
    Data:
        Version: 3 (0x2)
        Serial Number: 1755072614917 (0x198a27ad205)
    Signature Algorithm: ECDSA-SHA384
        Issuer: O=Kaspersky,CN=KPSN Root CA
        Validity
            Not Before: Aug 13 08:10:14 2025 UTC
            Not After : Nov 13 08:10:14 2025 UTC
        Subject:
        Subject Public Key Info:
            Public Key Algorithm: ECDSA
                Public-Key: (384 bit)
                X:
                    9b:1c:2f:80:75:ea:3d:ea:ba:13:50:85:ba:d7:71:
                    2b:34:da:d4:73:9e:fd:9c:bc:01:f2:43:d9:44:08:
                    ec:5f:bf:21:7d:0c:04:64:20:97:37:b0:05:1f:ab:
                    71:13:57
                Y:
                    c5:c1:0a:61:e0:69:bb:e1:5f:b8:e6:38:f2:b4:1c:
                    92:95:73:f0:cb:d2:e1:e7:63:77:50:45:12:38:45:
                    c3:ac:c7:d5:e7:54:50:02:b1:d3:e7:ea:e3:2e:da:
                    45:e9:75
                Curve: P-384
        X509v3 extensions:
            X509v3 Key Usage: critical
                Digital Signature
            X509v3 Extended Key Usage:
                Server Authentication
            X509v3 Subject Key Identifier:
                01:02:03:04:06
            X509v3 Authority Key Identifier:
                keyid:0F:47:7B:0B:F0:E6:35:00:DA:B9:A3:B5:FD:27:6C:43:1E:86:70:DE
            X509v3 Subject Alternative Name: critical
```

```
            DNS:lavkpsn4def.vm.org
    Signature Algorithm: ECDSA-SHA384
         30:64:02:30:6f:71:9d:6b:f3:9c:2e:5f:f9:46:fa:cb:c8:6c:
         4b:d8:e6:db:84:fd:e6:a6:ac:b6:68:3b:8e:77:59:fd:9c:09:
         fd:22:02:a7:99:c7:75:3f:81:07:9b:d6:27:22:db:ca:02:30:
         04:7c:af:c7:bb:ab:2b:7c:cd:17:19:88:61:d9:23:e9:c5:f2:
         54:66:d3:fc:f2:e3:0a:90:9a:6f:33:8c:8c:74:df:3d:c4:68:
         2a:2f:39:fa:b9:de:f4:9f:4d:6e:90:bd
```

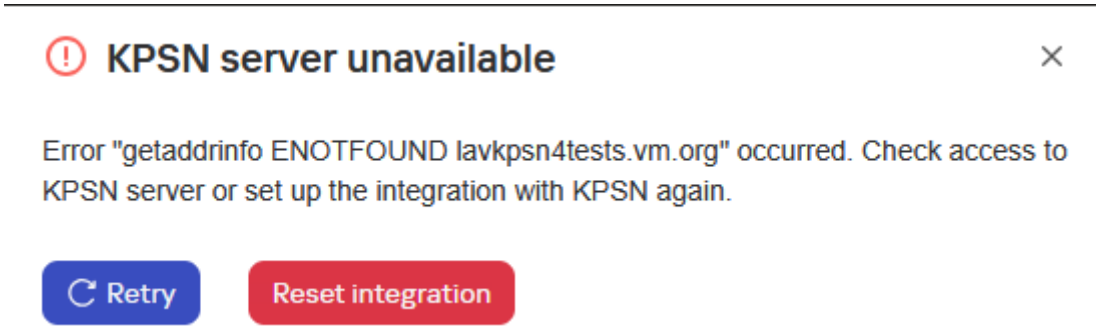
Если вы попытаетесь выполнить эту проверку с хоста, на котором установлен KES и включено сканирование трафика, вы увидите следующее:



Не принимайте, сначала проверьте сертификат. Если вы примете, вы увидите только сертификат KES.

Getaddrinfo ENOTFOUND

Описание:



Текст ошибки

KPSN server unavailable

Error "getaddrinfo ENOTFOUND lavkpsn4tests.vm.org" occurred. Check access to KPSN server or set up the integration with KPSN again.

KSC web console log


```
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [>>>]
getConfigurationStatus in pluginServerApi start","timestamp":"2025-03-
05T16:23:16.624Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getTenantId: no tenant id","timestamp":"2025-03-
05T16:23:16.624Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue start","timestamp":"2025-03-
05T16:23:16.624Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-
05T16:23:16.630Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN]
tokenCache:oxWlUyvqUS6XDMnytmZi cache get: success: key \"kpsn-
token\"","timestamp":"2025-03-
05T16:23:16.631Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
```

```
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] User token not found
in cache","timestamp":"2025-03-
05T16:23:16.631Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] Cannot resolve user
token.","timestamp":"2025-03-
05T16:23:37.288Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
{"bFinalized":true,"bSuccededFinalized":false,"lStateCode":4,"pStateData":{"KLBLAG_ERRO
R_INFO":{"type":"params","value":{"KLBLAG_ERROR_CODE":3604,"KLBLAG_ERROR_FNAME":"","KLB
LAG_ERROR_LNUMBER":-1,"KLBLAG_ERROR_MODULE":"Error: [NO_SERVER_ERROR]: getaddrinfo
ENOTFOUND lavkpsn4test.vm.org","KLBLAG_ERROR_MSG":"Error: [NO_SERVER_ERROR]:
getaddrinfo ENOTFOUND
lavkpsn4test.vm.org","KLBLAG_ERROR_SUBCODE":0}}},"lNextCheckDelay":0}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN]
tokenCache:oxWlUyvqUS6XDMnytmZi cache delete: success: key: \"kpsn-
token\"","timestamp":"2025-03-
05T16:23:37.288Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] [<<<]
getConfigurationStatus in pluginServerApi failure","timestamp":"2025-03-
05T16:23:37.288Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"zEJC2a
J1YJ","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
"Error: getaddrinfo ENOTFOUND lavkpsn4test.vm.org"}}
```


Причина:

Ошибка при разрешении имени KPSN.

Решение:

Проверьте, может ли KSC разрешить имя KPSN:

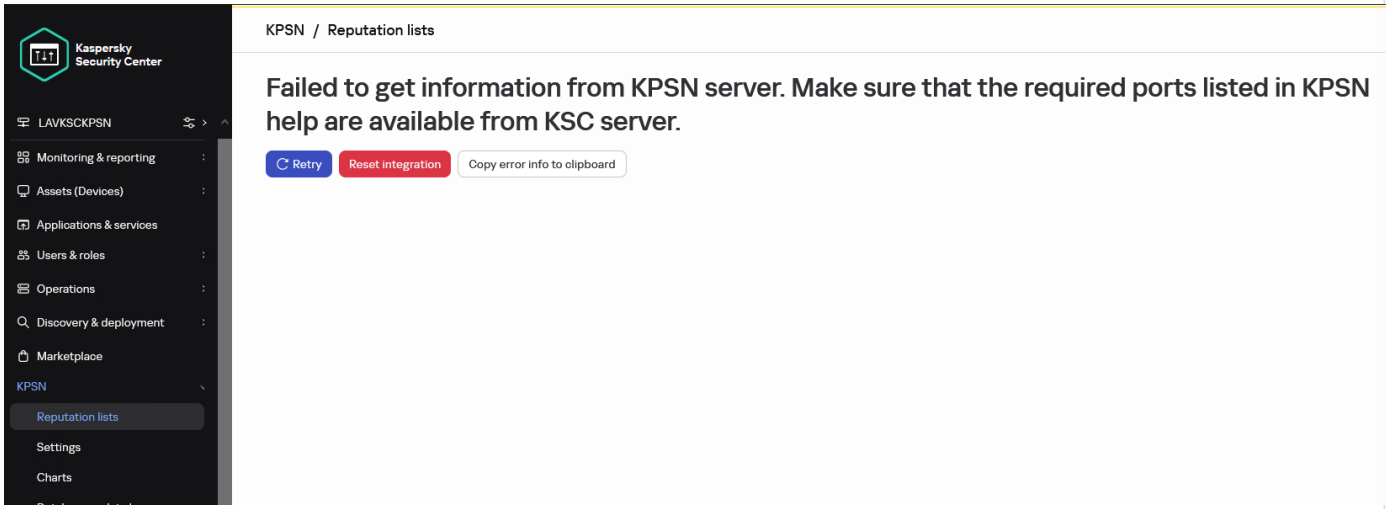
```
nslookup lavkpsn4test.vm.org
```

Измените имя **lavkpsn4test.vm.org** на фактическое имя KPSN. Также проверьте подключение к KPSN через порт 443. Это можно сделать с помощью **telnet** или **tnc** (из powershell). Пример команды:

```
tnc lavkpsn4tests.vm.org -Port 443
```

Failed to get information from KPSN server

Описание:



Текст ошибки

Failed to get information from KPSN server. Make sure that the required ports listed in KPSN help are available from KSC server.

Cannot resolve user token.

KSC web console log


```
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [>>>]
getConfigurationStatus in pluginServerApi start","timestamp":"2025-02-
11T12:53:48.094Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getTenantId: no tenant id","timestamp":"2025-02-
11T12:53:48.094Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU
","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue start","timestamp":"2025-02-
```

```
11T12:53:48.094Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]
getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-02-
11T12:53:48.107Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN]
tokenCache:7IGSh2K4ZGN5I0lbL3dd cache get: success: key \"kpsn-
token\"","timestamp":"2025-02-
11T12:53:48.108Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] User token not found
in cache","timestamp":"2025-02-
11T12:53:48.108Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] Cannot resolve user
token.","timestamp":"2025-02-
11T12:53:48.128Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN]
tokenCache:7IGSh2K4ZGN5I0lbL3dd cache delete: success: key: \"kpsn-
token\"","timestamp":"2025-02-
11T12:53:48.128Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] [<<<]
getConfigurationStatus in pluginServerApi failure","timestamp":"2025-02-
11T12:53:48.128Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"Kx5u7A
bEU4","pluginVersion":"1.1.0.33","pluginApiMethod":"getConfigurationStatus"},"payload":
"Cannot resolve user token."}}
```


Причина:

Произошла ошибка в консоли службы NWC: служба NWC была перезапущена, опция «Фоновое соединение для интеграции» (Параметры > Интеграция) была отключена.

Или KSC не может подключиться к адресу KPSN.

Решение:

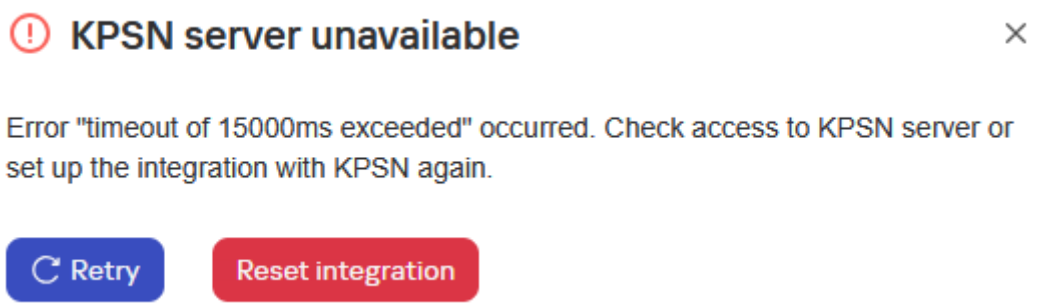
Чтобы исправить эту ошибку:

1. Перезапустите службу Kaspersky Security Center Service Web Console.
2. Откройте новую вкладку в браузере и подключитесь к веб консоли KSC.
3. Отключите **фоновое соединение для интеграции,** если оно было включено. Сохраните изменения.
4. Включите эту функцию. Примите изменения прав доступа и сохраните.

Также проверьте, можно ли разрешить имя KPSN из KSC с помощью nslookup.

Timeout of 15000ms was exceeded

Описание:



Текст ошибки

KPSN server unavailable

Error "timeout of 15000ms exceeded" occurred. Check access to KPSN server or set up the integration with KPSN again.

KSC web console log


```
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [>>>] executeCommand in productApi start","timestamp":"2025-03-05T13:37:29.721Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] executeCommand start","timestamp":"2025-03-05T13:37:29.721Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1
```

SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"},"payload":"IssueUserToken"}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] get user access token","timestamp":"2025-03-05T13:37:29.722Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"},"payload":{"serverId":"fb5e4e2c-fbfc-424e-a1c2-79d65e651239","userId":"sid_010500000000000515000000E2CA5270A67C21589095F045F4010000","userName":"LAVKSCKPSN\\Administrator","accessRights":{"FUNC_AREA_KPSN_API":4,"FUNC_AREA_KPSN_CONFIGURATION":4,"FUNC_AREA_KPSN_FILE_REPUTATION":4,"FUNC_AREA_KPSN_URL_REPUTATION":4}}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getTenantId: no tenant id","timestamp":"2025-03-05T13:37:29.722Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue start","timestamp":"2025-03-05T13:37:29.722Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"},"payload":{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-05T13:37:29.728Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"warn","version":"1.1.0.33","tags":[],"message":"[KPSN] [ApiClient] https://lavkpsn4test.vm.org:443 is unavailable.","timestamp":"2025-03-05T13:37:44.758Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getTenantId: no tenant id","timestamp":"2025-03-05T13:37:44.758Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage] getValue start","timestamp":"2025-03-05T13:37:44.758Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"},"payload":{"key":"kpsn-backend-info","fullKey":"kpsn-backend-info"}}}
{"level":"info","version":"1.1.0.33","tags":[],"message":"[KPSN] [PerServerStorage]

```
getValue success: key: \"kpsn-backend-info\"","timestamp":"2025-03-
05T13:37:44.766Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1
SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"}}}
{"level":"error","version":"1.1.0.33","tags":[],"message":"[KPSN] [<<<] executeCommand
in productApi failure","timestamp":"2025-03-
05T13:37:44.766Z","component":"plugin_kpsn","data":{"logContext":{"operationId":"wh8yi1
SepJ","pluginVersion":"1.1.0.33","pluginApiMethod":"executeCommand"},"payload":{"messag
e":"[NO_SERVER_ERROR]: timeout of 15000ms exceeded","type":"no working server"}}}
```


Причина:

KSC не может подключиться к KPSN

Решение:

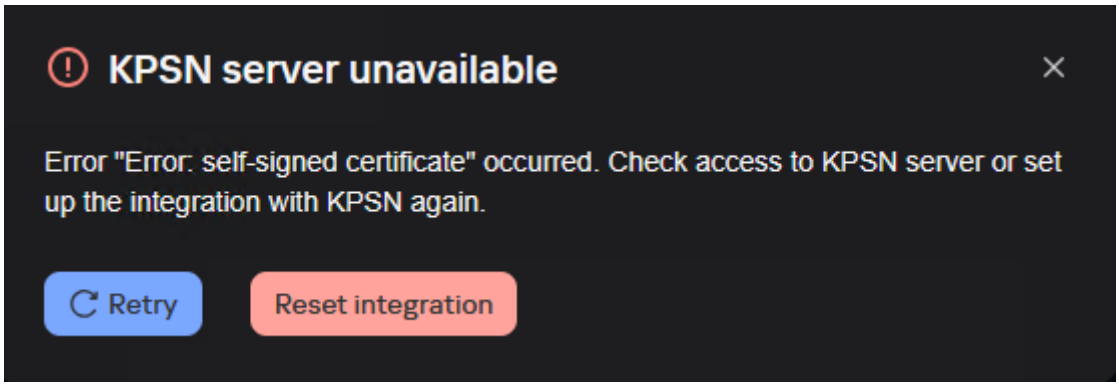
Проверьте соединение через **tnc**

```
tnc lavkpsn4tests.vm.org -Port 443
```

Если IP-адрес присутствует, но в строке PingSucceeded указано значение False, то KSC сможет разрешить имя KPSN, но не сможет подключиться к порту 443.
В таких случаях необходимо проверить сетевые настройки.

Error: self-signed certificate

Описание:



Текст ошибки

KPSN server unavailable

Error "Error: self-signed certificate" occurred. Check access to KPSN server or set up the integration with KPSN again.

Причина:

Неверный адрес в сертификате сервера.

Решение:

1. В KPSN выполните:

   ```
   kpsnctl certs print server
   ```

   Проверьте имя KPSN (например, **DNS: lavkpsn4tests**)
   Правильное имя должно быть: например, **lavkpsn4tests.vm.org** (FQDN!)
2. Измените имя в сертификате сервера, указав фактическое имя (FQDN)

   ```
   kpsnctl certs rotate server --months 12 --external-hostname <FQDN>
   ```

Configurations files not downloaded

Описание:



Текст ошибки

Configuration files not downloaded

Причина:

После интеграции, активации и настройки вам потребуются конфигурационные файлы для подключения других наших продуктов: KATA, KSMG, KSC и др.

Эта ошибка всегда означает, что KSC или KPSN не могут связаться с **ksn-pub-5.kaspersky-labs.com**

Решение:

Проверьте соединение как через TNC, так и через Telnet.

Если проверка соединения прошла успешно, проверьте аппаратное или программное обеспечение для анализа трафика. Указанный URL-адрес должен быть исключен из анализа трафика.