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- [Решение проблем KPSN 4.0](#)


# ???????? ???? KPSN 4.0

## Unable to verify the first certificate

### Описание:

#### KPSN server unavailable ✕

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

 Retry

Reset integration

### 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\":\"zAiujr
zgzm\",\"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\":\"zAiujr
zgzm\",\"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\":\"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-
05T16:47:16.991Z\",\"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-
05T16:47:16.991Z\",\"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-
05T16:47:16.999Z\",\"component\":\"plugin_kpsn\",\"data\":{\"logContext\":{\"operationId\":\"zAiujr
zgzm\",\"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\":\"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-
05T16:47:17.011Z\",\"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-
05T16:47:17.011Z\",\"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](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	f92d9b0fc85aca8dddc4fc0dc...

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: 0=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:

kaspersky



### Visiting a domain with an untrusted certificate

Your connection's security level is decreased. Your confidential data can be intercepted by criminals. We recommend that you stop using this website.

[Show details](#) ▾

[View certificate](#)

[I understand the risks and want to continue](#)

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

**Getaddrinfo ENOTFOUND**

**Описание:**

## ❗ KPSN server unavailable



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

Retry

Reset integration

### 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,"bSucceededFinalized":false,"lStateCode":4,"pStateData":{"KLBLAG_ERROR
R_INFO":{"type":"params","value":{"KLBLAG_ERROR_CODE":3604,"KLBLAG_ERROR_FNAME":"","KLBL
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: ■ ■

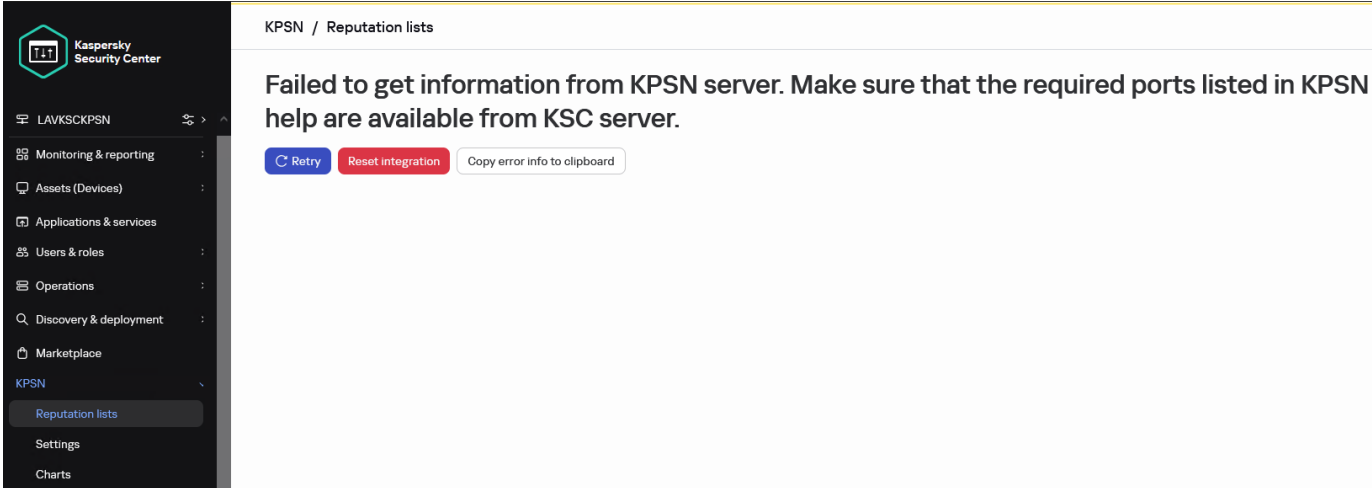
```
nslookup lavkpsn4test.vm.org
```

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:



The screenshot shows the Kaspersky Security Center (KSC) web console interface. On the left is a dark sidebar with a navigation menu. The main content area is titled "KPSN / Reputation lists" and displays an error message: "Failed to get information from KPSN server. Make sure that the required ports listed in KPSN help are available from KSC server." Below the message are three buttons: "Retry" (blue), "Reset integration" (red), and "Copy error info to clipboard" (white).

### 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:

#### KPSN server unavailable ✕

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

 Retry

Reset integration

### 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": "LAVKSKPSN\\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\": \"wh8yi1SepJ\", \"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\": \"wh8yi1SepJ\", \"pluginVersion\": \"1.1.0.33\", \"pluginApiMethod\": \"executeCommand\"}, \"payload\": {\"message\": \"[NO_SERVER_ERROR]: timeout of 15000ms exceeded\", \"type\": \"no working server\"}}}
```

### Причина:

KSC не может подключиться к KPSN

### Решение:

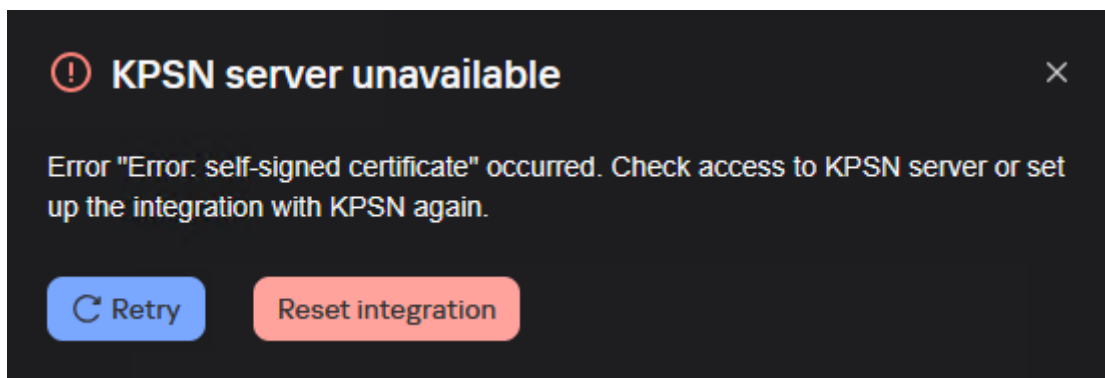
Проверьте соединение через **tnc**

```
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:

 Configuration files not downloaded

Operations / KPSN settings

[Configuration](#) [Settings](#) [API access](#) [Notifications](#) [About KPSN](#)

### KPSN configuration



[Get configuration files for this KPSN instance](#)

### 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.