

Technical Alert

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Algorithmic Research

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Product: PrivateServer 3.x

Symptom:

Error 157 (CSV_CERTIFICATE_EXPIRED), when trying to connect to the PrivateServer, before the expected number of days expired

Scenario:

This error means that the user's public key certificate has expired.

You could encounter this error in 2 scenarios

1. When the certificate actually expired.
2. If you created a user (User A) and defined that his certificate lifetime would be several thousands of days (longer than 7,000 days ~19 years), after a while and before the actual number of days is over, when you're trying to connect with authentication using a media (could be smartcard, key file etc...) you get an error (157= CSV_CERTIFICATE_EXPIRED)

If you didn't create users with certificate lifetime that exceeds 7,000 days – no action should be taken, but keep in mind that AR recommends not to create users with certificate life time that exceeds 7,000 days (e.g. don't use certificate lifetime of 99999 days) – If you wish to create a user that his certificate never expires – use the value 0.

Solution:

Reload User A's certified public key:

With MNG.EXE - choose option no. 4 (load certified public key from media)

With GMNG.EXE – (A.K.A PrivateServer Admin) in the Users Menu select Load public key from Media.

In order to ensure that you will have a user that is able to connect to the PrivateServer in order to load the user A certificate, create a backup user (User B) that has the same authorization mask as User A, but with a certificate life time that lasts longer, keep in mind not to exceed the recommended certificate lifetime.

For more information please contact AR tech. support - support@arx.com