
How to Troubleshoot Network HSM Errors

<https://campus.barracuda.com/doc/77401193/>

Unable to generate HSM Client Certificate

Error Message

HSM client certificate generation failed

Overview

The error is displayed when you are unable to generate the HSM client certificate.

Cause

Management IP is not configured on the Barracuda Web Application Firewall.

Solution

Configure Management IP on Barracuda Web Application Firewall. For more information on how to configure Management IP, refer to “Configuring Access to the Barracuda Web Application Firewall”.

Unable to establish connection with Gemalto HSM

Error Message

Could not find HSM server certificate file. Failed to open connection with Network HSM

Overview

The error is displayed when the HSM Server certificate is not available in Barracuda Web Application Firewall.

Cause

The HSM Server certificate is not uploaded.

Solution

Upload the HSM Server Certificate to Barracuda Web Application Firewall using the upload option. For

more information on how to upload HSM Server certificate, refer to “Network HSM Settings “.

Unable to connect to the Gemalto HSM

Error Message

Could not find any visible slots/partitions in HSM. Failed to open connection with Network HSM

Overview

The Barracuda Web Application Firewall fails to connect with Gemalto HSM as the required prerequisites to establish the connection are not met.

Cause

- There is no partition assigned yet for the HSM Client (Barracuda WAF) in the HSM Server (Gemalto HSM).
- Partition Password may not be correct.

Solution

- Make sure if the HSM Client (Barracuda WAF) has been assigned a partition in Gemalto HSM.
- Check if you have entered the correct partition password.

Unable to establish connection with Gemalto HSM

Error Message

Connection is not completely reinitiated. Please disconnect and try connecting again

Overview

This is a temporary error that occurs when the Barracuda Web Application Firewall tries to establish the connection with Gemalto HSM.

Cause

Internal error

Solution

Disconnect and try connecting again

Unable to establish connection with Gemalto HSM

Error Message

Failed to open connection with Network HSM

Overview

The error message is displayed when the Barracuda Web Application Firewall tries to connect with Gemalto HSM and fails to establish the connection.

Cause

The connection may be already open with Gemalto HSM

Solution

Disconnect the connection and try connecting again

Unable to close connection with Gemalto HSM

Error Message

Failed to close connection with Network HSM

Overview

The error message is displayed when the Barracuda Web Application Firewall fails to close the connection with Gemalto HSM.

Cause

The connection may already be closed with Network HSM.

Solution

Connect and try disconnecting again.

Unable to send request

Error Message

Failed to send request. Please refresh the page and try again

Overview

This error message is a temporary error that occurs in Barracuda Web Application Firewall when trying to send request

Cause

Internal error

Solution

Refresh the page and try again

Invalid Certificate

Error Message

Certificate looks to be invalid. Failed to uploaded Network HSM Server Certificate

Overview

The error occurs when you attempt to submit an invalid certificate as Network HSM Server Certificate

Cause

A non-certificate file or an expired certificate file is chosen for uploading

Solution

Check if the file that you upload is an HSM server certificate. Also check if the file has not expired.

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