

IWS TECH SPT TB# 01-005	TECHNICAL BULLETIN	Page: 1 of 1
Originator/Phone #: Butch Keith / (800) 760-3205		Date: 04/11/01
TB Title: Wrong Keystore Password can disable PlaceWare Server		
System (Subsystem): IWS 2.1 Server		
CRs: N/A	Media: N/A	Version: IWS 2.1
<p>Situation: Entering the wrong keystore password from the Security Admin Panel can disable the Placeware Server until manual database changes are made.</p> <p>Enabling either Server Certificates or Client Certificates from the Security Admin Panel requires:</p> <ol style="list-style-type: none"> 1) the presence of an initialized key database for the iPlanet web server 2) the presence of the private key for the server's certificate within that database 3) the correct key database password entered into the "Password" field of the Security Admin Panel <p><u>If any of these three requirements are not met, the next server reboot will fail and cause the RMI protocol to be inoperative, thus disabling login and place awareness, among other things.</u></p> <p>The above three conditions must be met before the user enabling certificates departs the Security Admin Panel.</p> <p>Solution:</p> <p>A. If the server is inoperative because of an incorrectly entered keystore password at the Security Admin Panel, perform the following steps. If you have any questions about these procedures, contact the InfoWorkSpace HelpDesk at 1-800-760-3205.</p> <ol style="list-style-type: none"> 1) shutdown the PlaceWare server. 2) use SQL*PLUS to login to the IWS database as the "iws" user. (You will need the admin password.) 3) enter the following five statements verbatim at the sqlplus prompt (The first four statements must include the semi-colon at the end, and every character which looks like a quote is the single-quote character): <pre> update iws_security_parameters set value = " where attribute = 'keystore_password'; update iws_security_parameters set value = 'false' where attribute = 'server_certificate_required'; update iws_security_parameters set value = 'false' where attribute = 'client_certificate_required'; commit; exit </pre> 4) restart the PlaceWare server. 5) when the server boots, login as a user with the iws.admin.security privilege and re-enable the certificate settings with the correct password 6) shutdown and restart the PlaceWare server <p>B. If the server is inoperative because it was booted while the iPlanet key database or server certificate were missing, perform the following steps.</p> <ol style="list-style-type: none"> 1) reboot after these items have been properly initialized, or, 2) if unable or unwilling to initialize a server certificate for the iPlanet web server, follow the steps above for entering the wrong password (minus steps 5 and 6). 		
Software Engineer:		Date:
Support Engineer:		Date:
Configuration Control:		Date:
Project Manager:		Date:
Support Manager:		Date: