

# SafeNet ProtectServer Network HSM

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## SECURE PACKAGE UPDATE PATCH

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## Patch Description

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The SafeNet ProtectToolkit 5.7 factory release included PSESH commands allowing the appliance administrator to install secure package updates on the SafeNet ProtectServer Network HSM and Network HSM Plus. This allows the administrator to upgrade the ProtectServer appliance software image. This patch adds the necessary PSESH commands to ProtectServer appliances purchased prior to the SafeNet ProtectToolkit 5.7 factory release.

Future SafeNet ProtectToolkit releases will include a secure package file that will upgrade the ProtectServer appliance image to the latest version. To install these upgrades, you must first install this patch (**SPKG-0.1-1.i386.rpm**).

## Supported HSM Hardware

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The Secure Package Update patch can be installed on SafeNet ProtectServer Network HSM and Network HSM Plus with any of the following appliance software versions:

- > 5.2.0
- > 5.3.0
- > 5.4.0
- > 5.6.0

## Installing the Secure Package Update Patch

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The following procedure allows you to install the secure package update patch on your SafeNet ProtectServer Network HSM or Network HSM Plus appliance. The procedure is different depending on your appliance's current software version.

### Appliance Software Version 5.2.0 or 5.3.0

#### Prerequisites

- > Download the patch (**SPKG-0.1-1.i386.rpm**) from the Gemalto Customer Support Portal (see ["Support Contacts" on page 5](#)).
- > Ensure that you have **root** access to the SafeNet ProtectServer Network HSM or Network HSM Plus.

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### To install the secure package update patch on a Network HSM with appliance software 5.2.0 or 5.3.0

1. Use **scp** (Linux/UNIX) or **pscp** (Windows) to securely transfer the patch file to the appliance filesystem. Enter the **root** password when prompted.

- **Windows:**

```
pscp <filepath>\SPKG-0.1-1.i386.rpm root@<appliance_hostname/IP>:
```

```
pscp SPKG-0.1-1.i386.rpm root@192.168.0.123:
admin@192.168.0.123's password:
```

```
SPKG-0.1-1.i386.rpm | 0 kB | 0.4 kB/s | ETA: 00:00:00 | 100%
```

- **Linux/UNIX:**

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```
scp <filepath>/SPKG-0.1-1.i386.rpm root@<appliance_hostname/IP>:
```

```
scp SPKG-0.1-1.i386.rpm root@192.168.0.123:
admin@192.168.0.123's password:
```

```
SPKG-0.1-1.i386.rpm          | 0 kB | 0.4 kB/s | ETA: 00:00:00 | 100%
```

2. Connect to the appliance using a monitor and keyboard, serial connection, or SSH, and log in as **root**.
3. Update the RPM package (optionally, specify **--nodeps**).  

```
# rpm -Uvh "SPKG-0.1-1.i386.rpm" [--nodeps]
```
4. Log out as **root**.

## Appliance Software Version 5.4.0 or 5.6.0

### Prerequisites

- > Download the patch (**SPKG-0.1-1.i386.rpm**) from the Gemalto Customer Support Portal (see ["Support Contacts" on page 5](#)).
- > Ensure that you have **admin** access to the SafeNet ProtectServer Network HSM or Network HSM Plus.

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### To install the secure package update patch on a Network HSM with appliance software 5.4.0 or 5.6.0

1. Use **scp** (Linux/UNIX) or **pscp** (Windows) to securely transfer the patch file to the appliance filesystem. Enter the **admin** password when prompted.

- **Windows:**

```
pscp <filepath>\SPKG-0.1-1.i386.rpm admin@<appliance_hostname/IP>:
```

```
pscp SPKG-0.1-1.i386.rpm admin@192.168.0.123:
admin@192.168.0.123's password:
```

```
SPKG-0.1-1.i386.rpm          | 0 kB | 0.4 kB/s | ETA: 00:00:00 | 100%
```

- **Linux/UNIX:**

```
scp <filepath>/SPKG-0.1-1.i386.rpm admin@<appliance_hostname/IP>:
```

```
scp SPKG-0.1-1.i386.rpm admin@192.168.0.123:
admin@192.168.0.123's password:
```

```
SPKG-0.1-1.i386.rpm          | 0 kB | 0.4 kB/s | ETA: 00:00:00 | 100%
```

2. Connect to the appliance using a monitor and keyboard, serial connection, or SSH, and log in as **admin**.
3. [Optional] Confirm that the package is available by listing all packages on the appliance.

```
psesh:>package list all
```

4. Install the secure package update patch.

```
psesh:>package update -file SPKG-0.1-1.i386.rpm
```

5. Exit PSESH.

```
psesh:>exit
```

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## Updated PSESH Commands

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When you log back in to PSESH, the **package update** command has been removed and two new commands allow you to install future secure packages from Gemalto:

- > **package install**
- > **package listfile**

### Syntax

#### package

**list** {**all** | **ptk**}

**install -s** <spkg\_file> **-a** <auth\_code>

**listfile**

Argument(s)	Shortcut	Description
<b>list</b> { <b>all</b>   <b>ptk</b> }	<b>l</b> { <b>a</b>   <b>p</b> }	List the packages currently installed on the appliance. Use the <b>all</b> flag to list all packages. Use the <b>ptk</b> flag to list the SafeNet ProtectToolkit packages only.
<b>install -s</b> <spkg_file> <b>-a</b> <auth_code>	<b>i -s -a</b>	Install the update contained in the specified secure package file (*. <b>spkg</b> ). You must include the authorization code string found in the included <b>authcode.txt</b> file. Specify the string itself; you cannot specify the <b>.txt</b> file with the <b>-a</b> parameter. Use <b>scp/pscp</b> to securely transfer the secure package file to the appliance.
<b>listfile</b>	<b>listf</b>	Display a list of all the secure package files you have transferred to the appliance.

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## Support Contacts

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If you encounter a problem while installing, registering, or operating this product, please refer to the documentation before contacting support. If you cannot resolve the issue, contact your supplier or [Gemalto Customer Support](#).

Gemalto Customer Support operates 24 hours a day, 7 days a week. Your level of access to this service is governed by the support plan arrangements made between Gemalto and your organization. Please consult this support plan for further information about your entitlements, including the hours when telephone support is available to you.

### Customer Support Portal

The Customer Support Portal, at <https://supportportal.gemalto.com/csm>, is where you can find solutions for most common problems. The Customer Support Portal is a comprehensive, fully searchable database of support resources, including software and firmware downloads, release notes listing known problems and workarounds, a knowledge base, FAQs, product documentation, technical notes, and more. You can also use the portal to create and manage support cases.



**NOTE** You require an account to access the Customer Support Portal. To create a new account, go to the portal and click on the **REGISTER** link.

### Telephone Support

If you have an urgent problem, or cannot access the Customer Support Portal, you can contact Gemalto Customer Support by telephone at [+1 410-931-7520](tel:+14109317520). Additional local telephone support numbers are listed on the support portal.

### Email Support

You can also contact technical support by email at [technical.support@gemalto.com](mailto:technical.support@gemalto.com).