

**F5**

**BIG-IP**

17.5.1

## **Integration Guide**

**General Purpose HSM as a Service**

6.2.0

## Imprint

Copyright 2026	Utimaco IS GmbH Krefelder Straße 220 52070 Aachen Germany
Phone	AMERICAS +1-844-UTIMACO (+1 844-884-6226) EMEA +49 800-627-3081 APAC +81 800-919-1301
Internet	<a href="https://support.hsm.utimaco.com/">https://support.hsm.utimaco.com/</a>
e-mail	<a href="mailto:support@utimaco.com">support@utimaco.com</a>
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# 1 Introduction

## 1.1 About This Guide

This guide provides an integration guide explaining how to integrate Utimaco CryptoServer Hardware Security Module (HSM) as a Service with F5 BIG-IP. Utimaco HSM securely generates and stores the private key of SSL certificates and offloads the cryptographic operations onto the HSM.

## 1.2 Target Audience

This guide is intended for administrators of F5 BIG-IP and of Utimaco HSMs.

## 1.3 Purpose of the Integration

The integration of F5 BIG-IP with Utimaco SecurityServer serves a critical role in enhancing the security, compliance, and performance of cryptographic operations by utilizing a centrally managed, cloud-based HSM service.

## 1.4 Abbreviations

Abbreviation	Meaning
HSM	Hardware Security Module
CSADM	CryptoServer Command-line Administration Tool
CSR	Certificate Signing Request
GUI	Graphical User Interface
PKCS#11	PKCS Part 11: The Cryptographic Token Interface Standard

Abbreviation	Meaning
SO	Security Officer
MBK	Master backup key
P11CAT	The PKCS#11 graphical interface tool
TMSH	Traffic Management Shell
SSL/TLS	Secure Socket Layer / Transport Layer Security
CXI	Cryptographic eXtended Interface
FIPS	Federal Information Processing Standards
HSMaaS	Hardware Security Module as a Service
TLS/SSL	Transport Layer Security / Secure Sockets Layer
PKI	Public Key Infrastructure

Table 1: Abbreviations

## 1.5 Document Conventions

The following conventions are used in this guide:

Convention	Use	Example
<b>Bold</b>	Items of the Graphical User Interface (GUI), e.g., menu options	Click <b>Add</b> button

Convention	Use	Example
Monospaced	Code that is given for explanation or as an example, file paths	<code>./p11tool2</code> <code>LoginUser=12345678</code> <code>GetSlotInfo</code>
<i>Italic</i>	References and important terms	Visit the official <a href="#">Utimaco Portal</a> .

Table 2: Document Conventions

We use special icons to highlight the most important notes and information.



Here you will find important safety information that should be followed.



Here you will find additional notes or supplementary information.



This message marks the result expected after the successful execution of an instruction.

## 2 Product Overview

### 2.1 Overview of F5 BIG-IP

F5 BIG-IP is an application service that covers software and hardware designed around application availability, access control, and security solutions. The product specializes in application delivery networking, network security, access, and authorization. It also encrypts traffic that passes through networks. Using Utimaco HSM with F5 BIG-IP provides the user with an additional layer of security that independently manages the keys, certificates, and many other items. It also provides encryption and decryption functionality, which is an add-on to the existing system.

### 2.2 Overview of Utimaco CryptoServer HSMaaS

Utimaco CryptoServer HSM as a Service (HSMaaS) is a cloud-based hardware security module solution that delivers the same high level of security and compliance as Utimaco's on-premises CryptoServer HSMs, without requiring customers to deploy or manage physical hardware. It enables secure generation, storage, and lifecycle management of cryptographic keys in a centrally managed, highly available cloud environment, while maintaining strong logical isolation of customer keys. CryptoServer HSMaaS is designed to meet strict regulatory and compliance requirements and is suitable for use cases such as TLS/SSL, PKI, database encryption, application security, and code signing.

From an integration perspective, CryptoServer HSMaaS supports standard cryptographic interface PKCS#11, allowing seamless integration with enterprise applications, security appliances, and cloud workloads. The service supports secure client authentication (mTLS-based access), consistent cryptographic behavior with on-premises CryptoServer HSMs, and flexible deployment models for hybrid and cloud-native architectures, making it well suited for organizations migrating existing HSM-based integrations to the cloud.

### 2.3 Joint Value Proposition

The integration of Utimaco CryptoServer HSM as a Service (HSMaaS) with F5 BIG-IP delivers a secure, scalable, and cloud-ready solution for protecting cryptographic keys used in SSL/TLS and application security workflows. By leveraging Utimaco's certified, hardware-based key protection through a cloud-hosted HSM service and F5 BIG-IP's industry-leading traffic management and security capabilities, the joint solution ensures that private keys are generated, stored, and used within a hardened HSM environment while F5 BIG-IP performs high-performance encryption,

decryption, and traffic processing. This approach enhances overall security posture and helps organizations meet strict regulatory and compliance requirements without the operational burden of managing physical HSM appliances.

From an operational and architectural perspective, the joint solution enables seamless integration using standard cryptographic interfaces such as PKCS#11, allowing F5 BIG-IP to offload sensitive cryptographic operations to Utimaco CryptoServer HSMaaS with minimal changes to existing configurations. Customers benefit from centralized key management, high availability, and elastic scalability provided by the HSMaaS model, while F5 BIG-IP delivers advanced application delivery, SSL/TLS termination, and security services. Together, Utimaco CryptoServer HSMaaS and F5 BIG-IP provide a future-proof foundation for securing applications in hybrid and cloud environments, accelerating cloud adoption while maintaining strong control over cryptographic keys and digital trust assets.

### 3 Integration Requirements and Prerequisites

Ensure that the system environment you will be using meets the following hardware and software requirements. This guide assumes that the user has already installed and configured F5 BIG-IP.

#### 3.1 Tested Versions

The following integrations have been successfully tested between the Utimaco HSM and F5 BiG-IP.

F5 BIG-IP	Utimaco Security Server Version	Utimaco HSM
17.5.1	SecurityServer 6.2.0	General Purpose HSM

Table 3: List of Tested Versions

#### 3.2 Hardware and Software Requirements

##### 3.2.1 Hardware Requirements

Hardware	Hardware Requirements
Utimaco LAN HSM	u.trust GP HSM Se-Series LAN with firmware SecurityServer 6.2.0 or higher
Utimaco PCI-e HSM	u.trust GP HSM Se-Series PCI-e with firmware SecurityServer 6.2.0 or higher

Table 4: List of Hardware Requirements

### 3.2.2 Software Requirements

Software	Software Requirements
HSM Utility	SecurityServer / CryptoServer Administration (csadm)
HSM Utility	SecurityServer PKCS#11 Tool (p11tool2)
HSM Interfaces	SecurityServer PKCS#11 Provider
Java	Version 8, Update 271 or higher

Table 5: List of Software Requirements

### 3.3 Prerequisites

Before you begin, please ensure that you have:

- Installed the SecurityServer version listed in [Tested Versions](#).
- Raise an IP whitelisting change request on the <https://portal.myhsm.com> portal.
- Copied the admin private key, CA, client certificate and key from the <https://portal.myhsm.com> portal.
- The BIG-IP license External Interface and Network HSM in an active module.
- Set up the user with admin privileges on the BIG-IP server.

## 4 Installation and Configuration

### 4.1 Setting Up BIG-IP

F5 BIG-IP must be installed on the target machine to carry on with the integration process. For a detailed installation procedure of BIG-IP, refer to the F5 documentation according to the desired version of BIG-IP (refer to [BIG-IP 17.5.1-Install Steps](#) for installation steps).

If the license is not configured during installation and setup, please follow these steps:

1. Open and log in to the BIG-IP Configuration utility (GUI).
2. Navigate to **System->License**.
3. Enter the license key in **Base Registration Key** and select **Manual** (if there are no network connections for the BIG-IP).
4. Click the **Next** button.

System >> License >> Re-activate...	
Summary	
<b>General Properties</b>	
Base Registration Key	<input type="text"/> <input type="button" value="Revert"/>
Add-On Registration Key List	Add-On Key <input type="text"/> <input type="button" value="Add"/>
	<input type="text"/>
	<input type="button" value="Edit"/> <input type="button" value="Delete"/>
Activation Method	<input type="radio"/> Automatic (requires outbound connectivity) <input checked="" type="radio"/> Manual
License Comparison	<input type="checkbox"/> Enable License Comparison
<input type="button" value="Cancel"/> <input type="button" value="Next..."/>	

Figure 1 : License screen

- Copy the dossier details to F5 Licensing Server and create a License. Paste the License details and click **Next** . Check the instructions given on the screen.

Registration Key List	
Manual Method	<input checked="" type="radio"/> Copy/Paste Text <input type="radio"/> Download/Upload File
Step 1: Dossier	<pre>542b3ed3f934a7c913618f06e1df27ec4725ac1b5aeeb649de6632f9d312f3cd19b88cc75c6fccdc5a6d96f 88639fa3fdbcc329d5c5afff1c18f3382e9c77bed1f0a646b590851e089a45f2a9b6522cc320fada97d831c 7515b7d359edcf9ca9c5e5b079c7d77d24e27ca38ab152e136cc4692d8d520aa5ae8ece6f83f8486d2fad9e 3a547d3a0339f310007e8ed99599cfec5af37a71d779fbb200592144e80eb9824804a451c8f8c318ae7f11f 97169e22fc00d0bdb8509d4802ee8c71a463c1a67ce7ba37a47b2e5c2e383e7fe8e8bc5622fbb9f5d9fce6e 66174818ebfa0211e6dc1f0a3d07abd5caa7001b99a6e1f56ad2a8feb82b9f08c7aea366599a3712a5eaa9f 235e6ad1625b3271dfe296cb24b6f97646984703b2b97853dceaaee82c136e40ddb415d3065f4067c4377f1f cdafc00bd502fc401aa052c70bf8262934b5fd169bd9ba4dd93e99911368e12ec25bcd22982991cc70c2b9f 2f3fc8d20cfd8f68748250b841e6cd938ad0d857eb5ec266a1a433cffcb1800585658badad144b36accf1e c350fde0e8f639f6a8d029ec2e3850059606f96a5a72fbb1256312c65893e5b548861ead76e7c5def3bfcc2</pre>
Step 2: Licensing Server	<a href="#">Click here to access F5 Licensing Server</a>
Step 3: License	<pre>----- # Outbound License Authorization Signature # # Authorization : bdc011020087be069efa4d0236c3f68b12c7c9c729c0ddcce23f # # ----- # Copyright 1996-2025, F5 Networks, Inc. # All rights reserved. # -----</pre>
<input type="button" value="Cancel"/> <input type="button" value="Next..."/>	

Figure 2 : License generated

- Check that the license has External Interface and Network HSM under Active Modules.



System » License	
	Summary
	Module Allocation 
<b>General Properties</b>	
License Type	Evaluation
Licensed Date	Aug 4, 2025
License Expiration Date	Sep 19, 2025
Active Modules	<ul style="list-style-type: none"> <li>• APM, Base, VE GBB (500 CCU) (NOIKCXJ-QMLOUQH)               <ul style="list-style-type: none"> <li>◦ Anti-Virus Checks</li> <li>◦ Base Endpoint Security Checks</li> <li>◦ Firewall Checks</li> <li>◦ Network Access</li> <li>◦ Secure Virtual Keyboard</li> <li>◦ APM, Web Application</li> <li>◦ Machine Certificate Checks</li> <li>◦ Protected Workspace</li> <li>◦ Remote Desktop</li> <li>◦ App Tunnel</li> </ul> </li> <li>• Best Bundle, VE-1G (QVMECZX-SVWPSHV)               <ul style="list-style-type: none"> <li>◦ External Interface and Network HSM, VE</li> <li>◦ FIPS 140, BIG-IP VE-1G to 10G</li> <li>◦ Rate Shaping</li> <li>◦ DNSSEC</li> </ul> </li> </ul>

Figure 3 : Network HSM available in Active Module

## 4.2 Setting Up GP HSMaaS Connection

1. Copy the downloaded software to the appropriate location on the BIG-IP machine.
2. Create a directory `/etc/utimaco`. Copy the Utimaco PKCS#11 configuration file `cs_pkcs11_R3.cfg` into this directory. It is located in `Linux/Crypto_APIS/PKCS11_R3/sample`.
3. Edit the `cs_pkcs11_R3.cfg` file located at `"/etc/utimaco/"` and update the Device value to the HSM IP.

```
[Global]
# Path to the logfile (name of logfile is attached by the API)
# For Unix:
```

```
Logpath = /tmp
# Loglevel (0 = NONE; 1 = ERROR; 2 = WARNING; 3 = INFO; 4 = TRACE)
Logging = 1
# Maximum size of the logfile in bytes (file is rotated with a backup file if
  full)
Logsize = 10mb

# If true, every session establishes its own connection
SlotMultiSession = true

# If false, multiple users are allowed to log in as one session, leading to the
  permissions being added up
SlotLoginRestriction = true

# Maximum number of slots that can be used
SlotCount = 10

# If true, leading zeroes of decryption operations will be kept
KeepLeadZeros = false

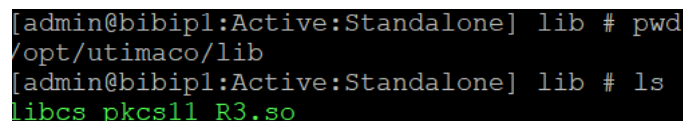
# Prevents expiring session after inactivity of 15 minutes
KeepAlive = true

# Timeout of the open connection command in ms
ConnectionTimeout = 5000

# Timeout of command execution in ms
CommandTimeout = 60000

# Set the Device to connect with
#[CryptoServer]
# Device specifier
Device = TLS:<port>@<HSMaaS_IP>
```

4. Create **utimaco** folder under **/opt** directory and further create two directories: **/etc/utimaco/bin** and **/etc/utimaco/lib**.
5. Copy pkcs11 library file **libcs\_pkcs11\_R3.so** from **Linux\Crypto\_APIs\PKCS11\_R3\lib** directory to the **/opt/utimaco/lib** directory and make the file executable.



```
[admin@bibipl:Active:Standalone] lib # pwd
/opt/utimaco/lib
[admin@bibipl:Active:Standalone] lib # ls
libcs pkcs11 R3.so
```

Figure 4 : libcs\_pkcs11\_R3.so file and path

6. Copy the **csadm** and **p11tool2** files from **Linux\Administration** directory to **/opt/utimaco/bin** directory and make both the files executable.

```
[admin@bibipl:Active:Standalone] bin # pwd
/opt/utimaco/bin
[admin@bibipl:Active:Standalone] bin # ls
cat.ico  cat.jar  cmd_sample.cfg  csadm  cxitoole  gladm  key  p11cat.ico  p11cat.jar  p11tool2  pcsadm  slf
```

Figure 5 : csadm and p11tool2 files

7. Copy the CA certificate, client certificate and key to `/etc/utimaco`
8. Create a script named `startup_script_pkcs11d_fix.sh` under the `/config` directory and update with the content provided below. Make sure to replace the client certificate, CA certificate, and client key filenames according to the files downloaded from the HSM portal.

```
#!/bin/bash
source /usr/lib/bigstart/bigip-ready-functions
wait_bigip_ready

PKCS11D_SCRIPT="/etc/bigstart/scripts/pkcs11d"

sed -i '/^export TLS_CLIENT_CERT=/d' "$PKCS11D_SCRIPT"
sed -i '/^export TLS_CLIENT_KEY=/d' "$PKCS11D_SCRIPT"
sed -i '/^export TLS_CA_BUNDLE=/d' "$PKCS11D_SCRIPT"
sed -i '/^export TLS_SKIP_DN_VERIFY=/d' "$PKCS11D_SCRIPT"
sed -i '/^export TLS_VERBOSE=/d' "$PKCS11D_SCRIPT"
sed -i '/^export TLS_DEBUG=/d' "$PKCS11D_SCRIPT"
sed -i '/^export CS_PKCS11_R3_CFG=/d' "$PKCS11D_SCRIPT"

sed -i '/^service=pkcs11d/a \
export TLS_CLIENT_CERT=/etc/utimaco/<GPHSMaaS-TLS-client certificate>.crt\n\
export TLS_CLIENT_KEY=/etc/utimaco/<GPHSMaaS-TLS-clientkey>.pem\n\
export TLS_CA_BUNDLE=/etc/utimaco/<GPHSMaaS-chain>.crt\n\
export TLS_SKIP_DN_VERIFY=1\n\
export TLS_VERBOSE=1\n\
export TLS_DEBUG=1\n\
export CS_PKCS11_R3_CFG=/etc/utimaco/cs_pkcs11_R3.cfg\n' \
"$PKCS11D_SCRIPT"

bigstart restart pkcs11d >/dev/null 2>&1
```

9. Make the script executable.
10. Append the following line to the bottom of the `/config/startup` file

```
/config/startup_script_pkcs11d_fix.sh
```

11. Update the `.bashrc` file with the following content, or define these environment variables locally on the BIG-IP machine. Make sure to replace the client certificate, CA certificate, and client key filenames according to the files downloaded from the HSM portal.

```
export TLS_CLIENT_CERT=/etc/utimaco/<GPHSMaaS-TLS-client certificate>.crt
export TLS_CLIENT_KEY=/etc/utimaco/<GPHSMaaS-TLS-clientkey>.pem
export TLS_CA_BUNDLE=/etc/utimaco/<GPHSMaaS-chain>.crt
export TLS_SKIP_DN_VERIFY=1
export TLS_VERBOSE=1
export TLS_DEBUG=1
export CS_PKCS11_R3_CFG=/etc/utimaco/cs_pkcs11_R3.cfg
```

12. Restart `pkcs11d` service.

```
#bigstart restart pkcs11d
#bigstart restart
```

13. Run below command to check the connection established or not.

```
#!/csadm dev=TLS:<port>@<HSMaaS IP> GetState
```



Update the certificate names according to the received certificates.



To simplify your testing process, it's recommended that you enable the PKCS#11 log file by adjusting the logging settings. Specifically:

- Set the `LogPath` to a writable directory (not a specific file).
- Set the `Logging LogLevel` to 1 for basic logging. Increase it to 4 for more detailed output during testing.

This will generate a log file named `cs_pkcs11_R3.log` within the specified `LogPath` directory. Reviewing this log can help with troubleshooting if you encounter issues.

Once testing is complete, it's advisable to reduce `Logging LogLevel` to 1 or 2 to limit output to only critical or important messages.

## 5 Integration Steps

### 5.1 Configuration on u.trust GP HSMaaS

#### 5.1.1 Initialize a Slot

To initialize a slot with a custom label, use the following commands on the machine where you installed the p11tool2 tool.

1. Create a security officer (SO) and initialize a new token.

```
#!/p11tool2 slot=0 Label=BIGIPDEMO Login=ADMIN,./key/ADMIN.key Force=1  
InitToken=87654321
```

2. Change the pin of the security officer (SO).

```
#!/csadm dev=TLS:<port>@<HSM IP> Logonpass=SO_0000,87654321  
changeuser=SO_0000,12345678
```

3. Initialize a crypto user with a pin.

```
#!/p11tool2 slot=0 LoginSO=12345678 InitPin=87654321
```

4. Change the pin of the crypto user.

```
#!/csadm dev=TLS:<port>@<HSM IP> logonpass=USR_0000,87654321  
changeuser=USR_0000,12345678
```

5. Check the user list.

```
#!/csadm dev=<port>@<HSM IP> LogonSign=ADMIN,./key/ADMIN.key ListUsers  
Name      Permission  Mechanism  Attributes  
ADMIN     22000000   RSA sign  Z[0]I[0]  
SO_0000   00000200   HMAC passwd  
Z[0]I[0]A[CXI_GROUP=SLOT_0000]L[BIGIPDEMO ]
```

```
USR_0000 00000002 HMAC passwd Z[0]I[0]A[CXI_GROUP=SLOT_0000]
```

6. Check the slot info.

```
#./p11tool2 LoginUser=12345678 GetSlotInfo
CK_SLOT_INFO (slot ID: 0x00000000):

slotDescription          33303031 40313237 2e302e30 2e31202d |3001@127.0.0.1 -|
                          20434c55 53544552 5f303030 30202d20 | CLUSTER_0000 -|
                          534c4f54 5f303030 30202020 20202020 |SLOT_0000      |
                          20202020 20202020 20202020 20202020 |                |

manufacturerID          5574696d 61636f20 49532047 6d624820 |Utimaco IS GmbH |
                          20202020 20202020 20202020 20202020 |                |

flags: 0x00000005
  CKF_TOKEN_PRESENT      : CK_TRUE
  CKF_REMOVABLE_DEVICE   : CK_FALSE
  CKF_HW_SLOT            : CK_TRUE

hardwareVersion          : 5.02
firmwareVersion          : 6.01
```

7. Check the token details.

```
#./p11tool2 LoginUser=12345678 GetTokenInfo
CK_TOKEN_INFO (slot ID: 0x00000000):
  label          42494749 5044454d 4f202020 20202020 |BIGIPDEMO      |
                  20202020 20202020 20202020 20202020 |                |

manufacturerID  5574696d 61636f20 49532047 6d624820 |Utimaco IS GmbH |
                  20202020 20202020 20202020 20202020 |                |

model           43727970 746f5365 72766572 20202020 |CryptoServer   |

serialNumber    53493030 33303031 5f303030 30202020 |SI003001_0000 |
```



F5 BIG-IP uses the token label to identify and specify the slot to be used during cryptographic operations with the HSM. It is strongly recommended that you assign a unique token label to ensure smooth integration and avoid conflicts.

## 5.2 Configuration on BIG-IP

1. To start, log in to the Configuration utility of F5 BIG-IP from the browser.
2. On the Left Pane, go to **System > Certificate Management > HSM Management > External HSM**.
3. In the General Properties, click on the dropdown and select the Vendor as auto, and set the **PKCS11 Library Path** to `/opt/utimaco/lib/libcs_pkcs11_R3.so`.
4. In the Partitions, create a new Partition with the **Name** as auto and **Password** as 12345678.
5. Click on **Add** to save credentials button and then click on the **Finished** button at the bottom.

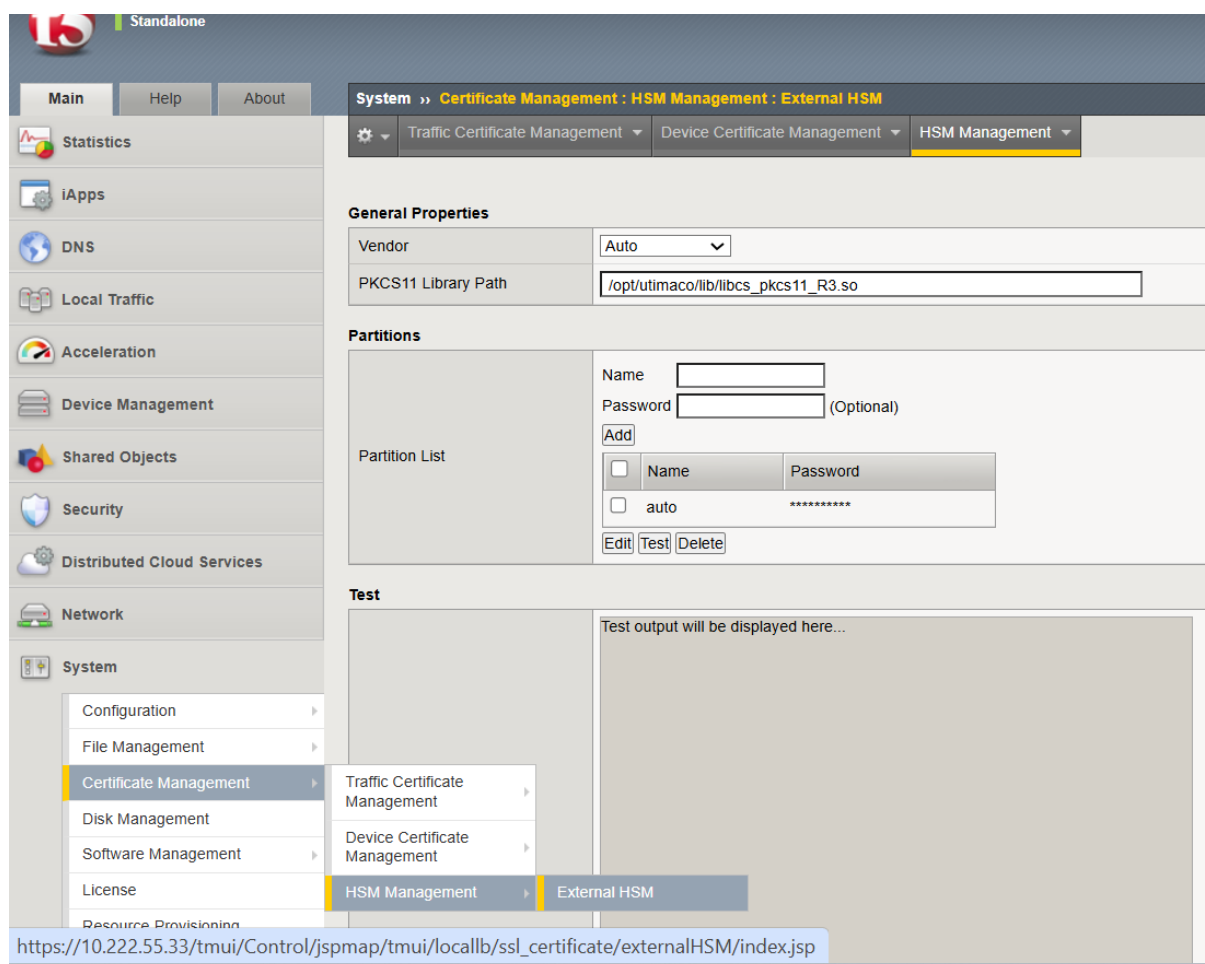


Figure 6 : External HSM Management

## 5.2.1 Generate a Certificate & Key Into HSM

There are two ways to create a self-signed certificate and key:

1. By using the BIG-IP Configuration Utility (GUI).
2. By Traffic Management Shell (tmsh).

### 5.2.1.1 Generate a Key & Certificate Using GUI

1. Log in to the BIG-IP Configuration utility.
2. In the Main tab, select System > Certificate Management > Traffic Certificate Management. The Traffic Certificate Management screen will be displayed.
3. Click on the **Create** button.
4. Enter a name for the SSL certificate in the **Name** field.
5. Select Self from the **Issuer** drop-down.
6. Enter the other details from the Certificate Properties section as required.
7. In Key Properties, select NetHSM from the **Security Type** drop-down.
8. Select auto from the **NetHSM Partition** drop-down.
9. Select the Algorithm from the **Key Type** drop-down.
10. Select a key size from the **Size** drop-down.
11. Click on the **Finished** button.

System » Certificate Management : Traffic Certificate Management : SSL Certificate List » New SSL Certificate...

### General Properties

Name	<input type="text" value="BIGIPTest1"/>
------	---

### Certificate Properties

Issuer	<input type="text" value="Self"/>
Common Name	<input type="text" value="utimaco.bigip.com"/>
Division	<input type="text" value="Security"/>
Organization	<input type="text" value="Utimaco"/>
Locality	<input type="text" value="Campbell"/>
State Or Province	<input type="text" value="CA"/>
Country	<input type="text" value="United States"/> <input type="text" value="US"/>
E-mail Address	<input type="text"/>
Lifetime	<input type="text" value="365"/> days
Subject Alternative Name	<input type="text"/>

### Key Properties

Security Type	<input type="text" value="NetHSM"/>
NetHSM Partition	<input type="text" value="auto"/>
Key Type	<input type="text" value="RSA"/>
Size	<input type="text" value="2048"/> bits

### Certificate Order Properties

Certificate Order Manager	<input type="text" value="None"/>
---------------------------	-----------------------------------

Figure 7 : Generate a Self-Signed Certificate

- Click on the generated certificate name. A screen will open with the **Certificate** and **Key** tabs. Click on the **Key** tab to see the generated key details.

System » Certificate Management : Traffic Certificate Management : SSL Certificate List » BIGIPTest1	
Certificate Management : Key	
<b>Key Properties</b>	
Name	BIGIPTest1
Partition / Path	Common
Key Type	RSA
Key ID	801711d5e22e68918430f7c403c9f2fd
Security Type	NethSM
NethSM Partition	
Size	2048 bits
<b>Certificate Order Properties</b>	
Manager:	None
Certificate Order	<input type="button" value="Update"/> <input type="button" value="Refresh"/> <input type="button" value="Download Certificate(s) Now"/>
<input type="button" value="Import"/> <input type="button" value="Delete"/>	

Figure 8 : Key Details

### 5.2.1.2 Generate a Key & Certificate Using TMSH

1. Generate a key and certificate.

```
(tmos)# create sys crypto key f5-testkey gen-certificate common-name
utimaco.bigip.com nethsm-partition-name auto security-type nethsm
```

2. Verify that the key was created.

```
(tmos)# list sys crypto key f5-testkey
sys crypto key f5-testkey {
  key-id 9745a1d81e2b84a36eee720aa05505a8
  key-size 2048
  key-type rsa-private
  nethsm-partition auto
  security-type nethsm
}
```

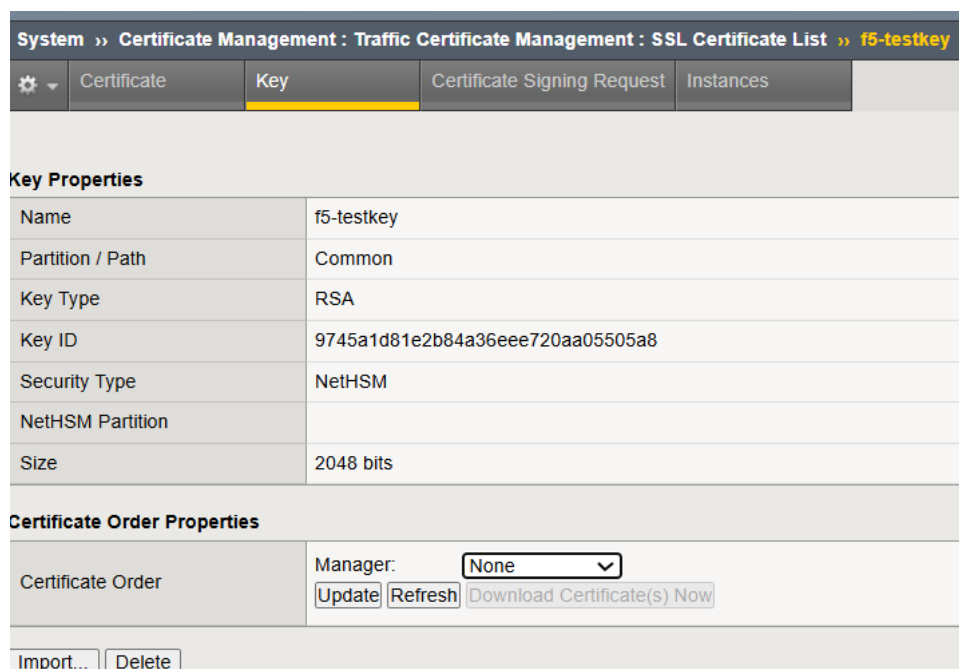
3. Save the configuration.

```
(tmos)# save sys config

Saving running configuration...
 /config/bigip.conf
 /config/bigip_base.conf
 /config/bigip_user.conf
Saving Ethernet map ...done
Saving PCI map ...
```

```
- verifying checksum .../var/run/f5pcimap: OK
done
- saving ...done
```

4. Verify the key available in the configuration GUI.



The screenshot shows the 'Certificate Management' GUI. The breadcrumb trail is 'System » Certificate Management : Traffic Certificate Management : SSL Certificate List » f5-testkey'. The 'Key' tab is selected. Below the tabs, the 'Key Properties' section displays the following information:

Name	f5-testkey
Partition / Path	Common
Key Type	RSA
Key ID	9745a1d81e2b84a36eee720aa05505a8
Security Type	NetHSM
NetHSM Partition	
Size	2048 bits

Below the key properties, the 'Certificate Order Properties' section shows a 'Manager' dropdown set to 'None', and buttons for 'Update', 'Refresh', and 'Download Certificate(s) Now'. At the bottom, there are 'Import...' and 'Delete' buttons.

Figure 9 : Generated Key available in GUI

## 5.2.2 Verify Key Availability on the HSM

Login to BIG-IP CLI and use p11tool to verify if the Keys are available on the HSM.

```
#!/p11tool2 LoginUser=12345678 ListObjects
CKA_KEY_TYPE           = CKK_RSA
CKA_UNIQUE_ID          = 709BEDBE-5200-47CC-92E7-4A639C9AB0BC
CKA_SENSITIVE          = CK_TRUE
CKA_EXTRACTABLE        = CK_FALSE
CKA_LABEL              = BIGIPTest1___03c9f2fd
CKA_ID                 =
                        0x38303137 31316435 65323265 36383931 |801711d5e22e6891|
                        38343330 66376334 30336339 66326664 |8430f7c403c9f2fd|

CKA_KEY_TYPE           = CKK_RSA
CKA_UNIQUE_ID          = 74E283EC-82A4-4587-8F84-C3A7C8847578
CKA_SENSITIVE          = CK_TRUE
```

```

CKA_EXTRACTABLE          = CK_FALSE
CKA_LABEL                 = f5-testkey____a05505a8
CKA_ID                   =
                          0x39373435 61316438 31653262 38346133 |9745a1d81e2b84a3|
                          36656565 37323061 61303535 30356138 |6eee720aa05505a8|

```

When keys are created on the HSM through F5 BIG-IP, the last eight digits of the CKA\_ID of the keys are appended to the CKA\_LABEL as described above.

## 5.2.3 Importing a pre-existing Key to the BIG-IP

There are two ways to import keys:

1. By using the BIG-IP Configuration Utility (GUI).
2. With Traffic Management Shell (tmsh).

### 5.2.3.1 Import a Key Using BIG-IP Configuration Utility (GUI)

1. Generate a key using the PKCS#11 tool.

```

# ./p11tool2 slot=0 LoginUser=12345678 PubKeyAttr=CKA_LABEL="F5-
BIGIPImport1",CKA_ID=0x525341 PrvKeyAttr=CKA_LABEL="F5-BIGIPImport1",CKA_ID=RSA
GenerateKeyPair=RSA

```

2. Verify that the key was generated.

```

# ./p11tool2 LoginUser=12345678 ListObjects
+ 1.2
  CKA_KEY_TYPE          = CKK_RSA
  CKA_UNIQUE_ID         = 99A6F928-E14B-4A22-9B1F-C7261D587076
  CKA_LABEL              = F5-BIGIPImport1
  CKA_ID                = 0x525341 (RSA)
+ 2.1
  CKA_KEY_TYPE          = CKK_RSA
  CKA_UNIQUE_ID         = 44A64C8C-FA89-4676-9CF2-46F92A9B90D9
  CKA_SENSITIVE         = CK_TRUE
  CKA_EXTRACTABLE      = CK_FALSE
  CKA_LABEL              = F5-BIGIPImport1
  CKA_ID                = 0x525341 (RSA)

```

3. Open the BIG-IP configuration utility.

4. In the Main tab, select **System > Certificate Management >Traffic Certificate Management > SSL Certificate list > Import**. The SSL Certificate/Key Source page opens.
5. Select Key from the **Import Type** drop-down.
6. Enter the Key Name in the **Key Name** text box (use the same key label as generated using p11tool2).
7. Select the **New** radio button from **Key Name**.
8. Select From NetHSM within **Key Source**.
9. Select auto from the **NetHSM Partition** drop-down.
10. Click on the **Import** button to import the key.

Figure 10 : Import SSL Certificates and Keys Window

11. Go to the **SSL Certificate List** screen and check that the imported key is available in the table.

<input checked="" type="checkbox"/>	Status	Name	Contents	Key Security	Common Name
<input type="checkbox"/>		BIGIPTest1	RSA Certificate & Key	NetHSM	utimaco.bigip.com
<input type="checkbox"/>		F5-BIGIPImport1	RSA Key	NetHSM	

Figure 11 : Imported Key displayed in table

- Click on the Key name and click on the **Key** tab to check the Key ID.

System » Certificate Management : Traffic Certificate Management : SSL Certificate List » F5-BIGIPImport1

Certificate
 **Key**
 Certificate Signing Request
 Instances

**Key Properties**

Name	F5-BIGIPImport1
Partition / Path	Common
Key Type	RSA
Key ID	c4895af3e348487b2eae2ee6c5f4ef65
Security Type	NetHSM
NetHSM Partition	
Size	2048 bits

**Certificate Order Properties**

Certificate Order	Manager: <input type="text" value="None"/> <input type="button" value="Update"/> <input type="button" value="Refresh"/> <input type="button" value="Download Certificate(s) Now"/>
-------------------	---

Figure 12 : Imported Key Details

### 5.2.3.2 Import a Key Using TMSH

- Generate a key using PKCS#11 tool.

```
#./p11tool2 slot=0 LoginUser=12345678 PubKeyAttr=CKA_LABEL="F5-
BIGIPImport2",CKA_ID=0x525341 PrvKeyAttr=CKA_LABEL="F5-BIGIPImport2",CKA_ID=RSA
GenerateKeyPair=RSA
```

- Verify that the key was generated.

```
#./p11tool2 LoginUser=12345678 ListObjects

CKA_KEY_TYPE           = CKK_RSA
CKA_UNIQUE_ID          = BC4C09DC-1446-45FC-8318-7EF5DF7F7A86
CKA_LABEL               = F5-BIGIPImport2
CKA_ID                  = 0x525341 (RSA)

CKA_KEY_TYPE           = CKK_RSA
CKA_UNIQUE_ID          = 862415F9-DAD1-4E10-95C7-AA4D685D2C25
CKA_SENSITIVE           = CK_TRUE
CKA_EXTRACTABLE        = CK_FALSE
CKA_LABEL               = F5-BIGIPImport2
```

CKA\_ID = 0x525341 (RSA)

3. Open BIG-IP in tmsh and run the command below.

```
(tmsh)#install sys crypto key F5-BIGIPImport2 from-nethsm security-type nethsm
(tmsh)#save sys config
```

4. Open the BIG-IP configuration utility.

5. In the Main tab, select System > Certificate Management >Traffic Certificate Management > SSL Certificate list and check the imported keys available in the table.

System » Certificate Management : Traffic Certificate Management : SSL Certificate List				
Traffic Certificate Management				
Device Certificate Management				
HSM Management				
* <input type="text"/> <input type="button" value="Search"/>				
<input checked="" type="checkbox"/>	Status	Name	Contents	Key Security
<input type="checkbox"/>	<input type="checkbox"/>	BIGIPTest1	RSA Certificate & Key	NetHSM
<input type="checkbox"/>	<input type="checkbox"/>	F5-BIGIPImport1	RSA Key	NetHSM
<input type="checkbox"/>	<input type="checkbox"/>	F5-BIGIPImport2	RSA Key	NetHSM

Figure 13 : Imported Key displayed in table

6. Click on the Key name and click on the Key tab to check the Key ID.

System » Certificate Management : Traffic Certificate Management : SSL Certificate List » F5-BIGIPImport2

**Key Properties**

Name	F5-BIGIPImport2
Partition / Path	Common
Key Type	RSA
Key ID	93cdf078ddd85ac45c0c34dc697a08c1
Security Type	NetHSM
NethSM Partition	
Size	2048 bits

**Certificate Order Properties**

Certificate Order	Manager: <input type="text" value="None"/>
	<input type="button" value="Update"/> <input type="button" value="Refresh"/> <input type="button" value="Download Certificate(s) Now"/>

Figure 14 : Imported Key Details

## 6 Verification and Testing

### 6.1 Deleting a Key from the BIG-IP

1. In the BIG-IP configuration utility, select **System > Certificate Management > Traffic Certificate Management**. The Traffic Certificate Management screen opens.
2. The **Traffic Certificate Management** screen opens.
3. From the **SSL Certificate List**, select the key to delete.
4. Click on the **Delete** button.
5. The key selected is only deleted from BIG-IP.

```
# ./p11tool2 LoginUser=12345678 ListObjects

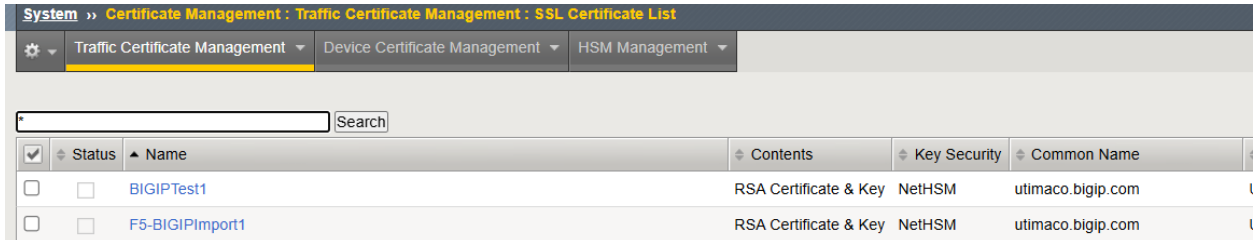
  CKA_KEY_TYPE           = CKK_RSA
  CKA_UNIQUE_ID          = 44A64C8C-FA89-4676-9CF2-46F92A9B90D9
  CKA_SENSITIVE          = CK_TRUE
  CKA_EXTRACTABLE        = CK_FALSE
  CKA_LABEL               = F5-BIGIPIImport1
  CKA_ID                 =
                        0x63343839 35616633 65333438 34383762 |c4895af3e348487b|
                        32656165 32656536 63356634 65663635 |2eae2ee6c5f4ef65|

  CKA_KEY_TYPE           = CKK_RSA
  CKA_UNIQUE_ID          = 709BEDBE-5200-47CC-92E7-4A639C9AB0BC
  CKA_SENSITIVE          = CK_TRUE
  CKA_EXTRACTABLE        = CK_FALSE
  CKA_LABEL               = BIGIPTest1___03c9f2fd
  CKA_ID                 =
                        0x38303137 31316435 65323265 36383931 |801711d5e22e6891|
                        38343330 66376334 30336339 66326664 |8430f7c403c9f2fd|
```

6. Try to create a new Certificate and Key with the same name. BIG-IP will return an error.
7. Delete the key from HSM.

```
# ./p11tool2 LoginUser=12345678 Label=F5-BIGIPIImport1 DeleteObject
2 Objects deleted
```

8. Create a new Key through **System > Certificate Management > Traffic Certificate Management**.



System » Certificate Management : Traffic Certificate Management : SSL Certificate List					
Traffic Certificate Management					
Search					
✓	⊕ Status	▲ Name	⊕ Contents	⊕ Key Security	⊕ Common Name
<input type="checkbox"/>	<input type="checkbox"/>	BIGIPTest1	RSA Certificate & Key	NetHSM	utimaco.bigip.com
<input type="checkbox"/>	<input type="checkbox"/>	F5-BIGIPImport1	RSA Certificate & Key	NetHSM	utimaco.bigip.com

Figure 15 : New Key Created

9. Verify the object in the HSM.

```
# ./p11tool2 LoginUser=12345678 ListObjects

CKO_PRIVATE_KEY:

+ 1.1
  CKA_KEY_TYPE           = CKK_RSA
  CKA_UNIQUE_ID          = 56860D8C-A6C6-481D-82AC-C2110F652C61
  CKA_SENSITIVE          = CK_TRUE
  CKA_EXTRACTABLE        = CK_FALSE
  CKA_LABEL               = F5-BIGIPImport1___5119ac99
  CKA_ID                 =
                        0x64336432 65363731 31346635 62363931 |d3d2e67114f5b691|
                        64373836 35316433 35313139 61633939 |d78651d35119ac99|
```

## 6.2 Logs and Validation Steps

Effective logging is essential for monitoring, troubleshooting, and validating system behavior during configuration and testing. Whether you're integrating security modules like PKCS#11 or managing BIG-IP operations, logs provide critical insights into system events, errors, and performance.

This section outlines the key logging mechanisms involved in both the PKCS#11 module and the BIG-IP environment. It includes guidance on enabling, locating, and interpreting log files to support smooth testing and reliable diagnostics.

## 6.2.1 PKCS#11 Logs

To facilitate easier testing and troubleshooting, it's recommended to enable PKCS#11 logging. This can be done by configuring the Logging LogLevel and LogPath parameters in the configuration file.

LogPath should point to a writable directory (not a specific file) where log files can be stored.

Logging LogLevel controls the verbosity of the logs:

- Set it to 1 for basic logging.
- For detailed testing and debugging, increase the level to 4.

The generated log file will be named cs\_pkcs11\_R3.log and located in the directory specified by LogPath. Reviewing this log file can help identify and resolve issues that arise during testing.

Once testing is complete, it is advisable to reduce the Logging LogLevel to 1 or 2 to limit logging to only critical or important messages, thereby optimizing performance and reducing unnecessary log data.

```
[admin@bibip1:Active;Standalone] tmp # cat cs_pkcs11_R3.log
17.08.2025 09:04:32.181 | [00003327:00003327] C_Login | E: Utimaco::HSM::DeviceException(error_code = 0xb0830013)
                                                thrown in login
                                                Error occurred on device 3001@10.222.54.209:
Error B0830013
CryptoServer module CMDS, Command scheduler
authentication failed

17.08.2025 09:04:32.185 | [00003327:00003327] C_Login | E: Error CKR_PIN_INCORRECT occurred.
18.08.2025 05:27:39.624 | [00030037:00030037] C_Login | E: Utimaco::HSM::DeviceException(error_code = 0xb0830013)
                                                thrown in login
                                                Error occurred on device 3001@127.0.0.1:
Error B0830013
CryptoServer module CMDS, Command scheduler
authentication failed

18.08.2025 05:27:39.646 | [00030037:00030037] C_Login | E: Error CKR_PIN_INCORRECT occurred.
[admin@bibip1:Active;Standalone] tmp #
```

Figure 16 : Sample PKCS11 Log

## 6.2.2 BIG-IP Logs

In BIG-IP, several logs and trace files are available to monitor and troubleshoot the operations. Out of all logs available, Audit and System logs are most important to the integration.

### 1. Audit Log

Location: /var/logs/audit

GUI : System → Logs → Audit

Purpose: This log records user login and logout events, configuration changes made (via GUI, CLI, or API), command executions, and system-level actions such as module provisioning and license updates. These logs are essential for security auditing, ensuring compliance with standards (eg., PCI-DSS and HIPAA), troubleshooting unauthorized changes, and tracking administrative activities.

System >> Logs : Audit : List			
System	Packet Filter	GSLB	Application Security
Audit			
Configuration			
[Search]			
Timestamp	User Name	Transaction	Event
Mon Aug 18 04:00:31 PDT 2025		0-0	SERVICE_INDICATOR Client Unknown, User [ %captured ] Approved Algorithm AES-ECB Invoked.:
Mon Aug 18 04:03:06 PDT 2025		0-0	pid=26968 user=root folder=/Common module=(tmos)# status=[Command OK] cmd_data=show sys mcp-state field-fmt:
Mon Aug 18 04:03:06 PDT 2025		0-0	pid=26979 user=root folder=/Common module=(tmos)# status=[Command OK] cmd_data=show sys mcp-state field-fmt:
Mon Aug 18 04:04:39 PDT 2025	admin	0-0	httpd(pam_audit): user=admin(admin) partition=[All] level=Administrator tty=(unknown) host=10.222.178.53 attempts=1 start="Mon Aug 18 04:04:39 2025" end="Mon Aug 18 04:04:39 2025":.
Mon Aug 18 04:04:39 PDT 2025	admin	0-0	httpd(mod_auth_pam): user=admin(admin) partition=[All] level=Administrator tty=/usr/bin/tmsh host=10.222.178.53 attempts=1 start="Mon Aug 18 04:04:39 2025":.
Mon Aug 18 04:10:31 PDT 2025		0-0	SERVICE_INDICATOR Client Unknown, User [ %captured ] Approved Algorithm AES-ECB Invoked.:
Mon Aug 18 04:20:31 PDT 2025		0-0	SERVICE_INDICATOR Client Unknown, User [ %captured ] Approved Algorithm AES-ECB Invoked.:
Mon Aug 18 04:23:02 PDT 2025		0-0	client tmsh, tmsh-pid-2639, user admin - transaction #2849358-2 - object 0 - create { certificate_key_file_object { certificate_key_file_object_name "/Common/BIGIPTest1" certificate_key_file_object_local_path "/var/system/tmp/tmsh/1Y11b/ssl.key/BIGIPTest1" certificate_key_file_object_checksum "SHA1:514:9c39d65c073c2bd1e3292f483b7db8afa215c205" certificate_key_file_object_key_type 0 certificate_key_file_object_curve_name 0 } } [Status=Command OK];
Mon Aug 18 04:23:03 PDT 2025		0-0	pid=2639 user=admin folder=/Common module=(tmos)# status=[Command OK] cmd_data=create sys crypto key /Common/BIGIPTest1 { key-size 2048 key-type rsa-private netshsm-partition-name auto security-type netshsm }.
Mon Aug 18 04:23:03 PDT 2025		0-0	client iControlSOAP, sessionid-95393666787721, user admin - transaction #2849411-2 - object 0 - create_if { certificate_file_object { certificate_file_object_name "/Common/BIGIPTest1" certificate_file_object_source_path "/var/run/key_mgmt/UWvig/ssl.crt/BIGIPTest1" certificate_file_object_local_path "/var/run/key_mgmt/UWvig/ssl.crt/BIGIPTest1" certificate_file_object_checksum "SHA1:1220:d147981febbfd23ea5ce20faf1a1e1bae7e93412" } } [Status=Command OK];

Figure 17 : Sample Audit Logs

## 2. System Logs

Location : /var/logs/messages

GUI : System → Logs → System

Details: System logs include system messages, daemon logs, startup and shutdown events, resource usage warnings, interface or link status changes, and issues related to licensing and module provisioning. System logs are used to monitor and troubleshoot the overall health and operation of the system.

System » Logs : System					
System	Packet Filter	GSLB	Application Security	Audit	Configuration
* <input type="text"/> Search					
Timestamp	Log Level	Host	Service	Event	
Mon Aug 18 03:56:16 PDT 2025	notice	bibip1.localhost	syslog-ng[2459]	Configuration reload request received, reloading configuration;	
Mon Aug 18 04:00:03 PDT 2025		bibip1.localhost	syslog-ng	)	
Mon Aug 18 04:20:02 PDT 2025		bibip1.localhost	syslog-ng	)	
Mon Aug 18 04:40:03 PDT 2025		bibip1.localhost	syslog-ng	)	

Figure 18 : Sample System Log

### 3. Local Traffic Logs

Location: /var/log/ltm

GUI : System → Logs → Local Traffic

Details: Local Traffic logs are used to monitor and troubleshoot traffic flow, helping identify virtual server issues such as connection failures, resets, and timeouts, as well as pool and pool member health events, including member up/down status and load-balancing behavior.

System » Logs : Local Traffic					
System	Packet Filter	Local Traffic	GSLB	Audit	Configuration
* <input type="text"/> Search					
Timestamp	Log Level	Host	Service	Status Code	Event
Fri Feb 6 03:37:44 PST 2026	info	ip-172-31-31-53.us-west-1.compute.internal	audit_forwarder[3380]		audit_forwarder started.
Fri Feb 6 12:51:20 PST 2026	info	ip-172-31-31-53.us-west-1.compute.internal	updatecheck[4675]		PHONEHOME: Check for updates result AUTO_UPDATE_STATUS_NONE
Fri Feb 6 12:54:09 PST 2026	notice	ip-172-31-31-53.us-west-1.compute.internal	mcpdj[23535]	01070410	Removed subscription with subscriber id %promptstatusd
Fri Feb 6 12:54:09 PST 2026	notice	ip-172-31-31-53.us-west-1.compute.internal	devmgmtj[23828]	015a0000	shutdown cleanly
Fri Feb 6 12:54:10 PST 2026	notice	ip-172-31-31-53.us-west-1.compute.internal	mcpdj[23535]	01070406	Removed publication with publisher id chmand_publisher
Fri Feb 6 12:54:10 PST 2026	notice	ip-172-31-31-53.us-west-1.compute.internal	mcpdj[23535]	01070410	Removed subscription with subscriber id Chassis_Manager
Fri Feb 6 12:54:11 PST 2026	notice	ip-172-31-31-53.us-west-1.compute.internal	chmand[22660]	012a0005	Stop chmand
Fri Feb 6 12:54:11 PST 2026	err	ip-172-31-31-53.us-west-1.compute.internal	logger[12769]		shutting down for system shutdown on behalf of root
Fri Feb 6 12:54:11 PST 2026	info	ip-172-31-31-53.us-west-1.compute.internal	wccpd[26642]	0114002c	HA daemon_heartbeat wccpd disabled.

Figure 19 : Local Traffic Logs

## 7 Optional Features

### 7.1 Configuration and Setup of On-Premises HSM

When integrating an on-premises HSM via a TLS-based deployment model, users are required to follow all integration steps described in this guide; however, URL whitelisting does not apply.

## 8 Troubleshooting

### 8.1 Common Issues and How to Resolve Them

Error	Diagnosis
<p>Error: Failed to attach external HSM client library. Please check if you specified the vendor-provided PKCS#11 library path correctly.</p>	<ol style="list-style-type: none"> <li>1. Verify whether the correct Path to PKCS#11 library path is specified.</li> <li>2. Verify if the cs_pkcs11_R3.cfg file is available under /etc/utimaco folder.</li> <li>3. Verify if the cs_pkcs11_R3.cfg file configurations are correct.</li> </ol>
<p>LoginUser= failed: 05.12.2021 23:45:45 src/p11adm_R2.c[429] p11_login: C_Login [type=1] returned Error 0x00000102 (CKR_USER_PIN_NOT_INITIALIZED)</p>	<p>PKCS#11 Slot is not initialized.</p>
<p>Key management library returned bad status: -36, Nethsm is not installed</p>	<p>Verify if pkcs11d is service is up and running.</p> <p># bigstart status/restart pkcs11d</p>
<p>Key management library returned bad status: -18, A vendor error has occurred.</p>	<ol style="list-style-type: none"> <li>1. Check if PKCS#11 user is created.</li> <li>2. Check if HSM is up and running .</li> <li>3. Restart the pkcs11d service # bigstart restart pkcs11d</li> </ol>

Error	Diagnosis
<p>Data Input Error: The requested key(f5key1) already exists in this scope</p>	<p>The key name already exists. Try with a unique key name.</p>
<p>From Configuration Utility, if the user is trying to import a pre-existing NetHSM Key and gets the following error:</p> <p>Import Failed: Key management library returned bad status: 0, Unable to read POST response data.</p>	<ol style="list-style-type: none"> <li>1. Check that the key attributes are correct.</li> <li>2. Make sure the Name and the Label of the Key match while importing.</li> <li>3. Verify if the key exists that you are trying to import in BIG-IP.</li> </ol>
<p>While testing the PKCS#11 configuration when user runs pkcs11d_test_suite command, the below error might occur:</p> <p>[Sanity]: Begin Utimaco::HSM::Exception thrown in finalize [Sanity]: Failed</p>	<ol style="list-style-type: none"> <li>1. Check if the SecurityServer Application is up, running, and connected to HSM.</li> <li>2. Check if the Configuration File is pointing towards the IP Address of the HSM.</li> </ol>

Table 6: List of Errors and their Diagnoses

## 8.2 Log Locations and Interpretation

Understanding where logs are stored is essential for effective troubleshooting. Below are the key log file locations for both PKCS#11 and BIG-IP.

### 8.2.1 PKCS#11 Log File

- Log File Name: cs\_pkcs11\_R3.log
- Location: Defined by the LogPath parameter in the PKCS#11 configuration file. Example: \tmp for Linus and C:\ProgramData\Utimaco\PKCS11\_R3\ for Windows

- Details: This log captures detailed information about PKCS#11 operations, including initialization, cryptographic actions, and error messages. The verbosity is controlled by the Logging Loglevel setting.

## 8.2.2 BIG-IP Audit and System Log Files

### 1. Audit Log

Log File Name: audit

Location:

Folder : /var/logs

GUI : System → Logs → Audit

Details: Audit logs in BIG-IP record user login and logout events, configuration changes made (via GUI, CLI, or API), command executions, and system-level actions such as module provisioning and license updates. These logs are essential for security auditing, ensuring compliance with standards (eg., PCI-DSS and HIPAA), troubleshooting unauthorized changes, and tracking administrative activities.

### 2. System Logs

Log File Name: messages

Location:

Folder : /var/logs

GUI : System → Logs → System

Details: System logs include system messages, daemon logs, startup and shutdown events, resource usage warnings, interface or link status changes, and issues related to licensing and module provisioning. System logs are used to monitor and troubleshoot the overall health and operation of the system.

## 9 Contact and Support Information

You can reach us from Monday to Friday, 09.00 a.m. to 05.00 p.m., Central European Time (CET).

Utimaco IS GmbH  
Germanusstr. 4  
52080 Aachen  
Germany

Support for the General Purpose HSM as a Service can be reached by emailing [support@myhsm.com](mailto:support@myhsm.com).

### RMA Query

If you need to send the device back to Utimaco IS GmbH, please open a new RMA case (Return Merchandise Authorization). We request that you use the following web address. RMA cases cannot be opened by email or phone.

<https://support.hsm.utimaco.com/support/rma/new>

### Other Support Queries

- Mail (preferred contact method)  
[support@utimaco.com](mailto:support@utimaco.com)  
Attach the diagnostic information to your email.
- Web portal  
<https://support.hsm.utimaco.com/support/cases/new/>  
The diagnostic information will be requested in our response if necessary.
- By phone  
AMERICAS +1-844-UTIMACO (+1 844-884-6226)  
EMEA +49 800-627-3081  
APAC +81 800-919-1301  
The diagnostic information will be requested in our response if necessary.

## 10 Appendices

### 10.1 References

This document provides a detailed guide for integrating Utimaco's u.trust GP HSM Se-Series with F5 BIG-IP. For further details on Utimaco's full range of products, solutions, and documentation, please visit the official [Utimaco Portal](#).

### 10.2 Command Summary (CLI commands used)

Command Used	Purpose
<code>#!/p11 tool2 slot=&lt;slot#&gt; Label=&lt;TokenLabel&gt; Login=&lt;AdminUser&gt;,&lt;AdminKeyPath&gt; Force=1 InitToken=&lt;SO_PIN&gt;</code>	To Initialize Token with Security Officer PIN
<code>#!/csadm dev=&lt;device&gt; Logonpass=SO/USR_&lt;slot#&gt;,&lt;old_PIN&gt; changeuser=SO/USR_&lt;slot#&gt;,&lt;new_PIN&gt;</code>	To Change User or SO PIN
<code>#!/p11 tool2 slot=&lt;slot#&gt; LoginSO=&lt;SO_PIN&gt; InitPin=&lt;User_PIN&gt;</code>	To Initialize User PIN
<code>#!/csadm dev=&lt;device&gt; LogonSign=&lt;AdminUser&gt;,&lt;AdminKeyPath&gt; ListUsers</code>	To List all users details
<code>#!/p11 tool2 LoginUser=&lt;User_PIN&gt; GetSlotInfo</code>	To Get Slot Information
<code>#!/p11 tool2 LoginUser=&lt;User_PIN&gt; GetTokenInfo</code>	To Get Token Information
<code>#!/csadm dev=&lt;device&gt; LogonSign=&lt;AdminUser&gt;,&lt;AdminKeyPath&gt; Key=&lt;MBK1_Label&gt;#&lt;User_PIN&gt;,&lt;MBK2_Label&gt;#&lt;User_PIN&gt; MBKGenerateKey=AES,32,2,2,&lt;Keyname&gt;</code>	To Generate MBK keys

Command Used	Purpose
<pre> ./csadm dev=&lt;device&gt; LogonSign=&lt;AdminUser&gt;,&lt;AdminKeyPath&gt; Key=&lt;MBK1_Label&gt;#&lt;User_PIN&gt;,&lt;MBK2_Label&gt;#&lt;User_PIN&gt; MBKImportKey=&lt;slot#&gt;                     </pre>	<p>To Import MBK keys</p>
<pre> ./csadm dev=&lt;device&gt; LogonSign=&lt;AdminUser&gt;,&lt;AdminKeyPath&gt; MBKListKeys                     </pre>	<p>To List MBK keys</p>
<pre> #&lt;tmsh&gt; create sys crypto key &lt;KeyName&gt; gen-certificate \ common-name &lt;CN&gt; nethsm-partition-name auto security-type NetHSM                     </pre>	<p>To Create Crypto Key and Certificate</p>
<pre> #&lt;tmsh&gt; list sys crypto key &lt;KeyName&gt;                     </pre>	<p>To List Crypto Key Details</p>
<pre> #&lt;tmsh&gt; save sys config                     </pre>	<p>To Save the Configuration</p>
<pre> #./p11tool2 slot=&lt;slot#&gt; LoginUser=&lt;User_PIN&gt; PubKeyAttr=CKA_LABEL="&lt;Label&gt;",CKA_ID=RSA PrvKeyAttr=CKA_LABEL="&lt;Label&gt;",CKA_ID=RSA GenerateKeyPair=RSA                     </pre>	<p>To Generate RSA Key Pair in HSM</p>
<pre> #&lt;tmsh&gt;install sys crypto key &lt;KeyName&gt; from-nethsm security- type nethsm                     </pre>	<p>To Install Key from NetHSM</p>

Table 7: CLI Commands