

ZetaCert Technologies

ZetaCA

1.0.0

Integration Guide

u.trust GP HSM Se-Series / u.trust Anchor
(QuantumProtect)

6.4.0.0 / 1.5



Imprint

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Document Version	1.0.0
Date	2026-07-27
Status	PUBLISHED
Document No.	IG-2026-0067
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1 Introduction

1.1 About This Guide

This guide provides step-by-step instructions for integrating ZetaCA, a sovereign Certificate Authority solution by ZetaCert Technologies, with the Utimaco u.trust GP HSM SecurityServer and QuantumProtect modules. It covers HSM setup, PKCS#11 configuration, CA key generation on the HSM, and end-to-end certificate issuance - including post-quantum cryptography (PQC) using ML-DSA via QuantumProtect.

1.2 Target Audience

This guide is intended for Partner Product and Utimaco Hardware Security Module (HSM) administrators.

1.3 Purpose of the Integration

ZetaCA is a full-featured Certificate Authority that supports hardware-protected key storage via PKCS#11. Integrating with Utimaco SecurityServer HSM provides FIPS 140-2 Level 4 physical protection for CA private keys, hardware-accelerated RSA and ECDSA operations, and post-quantum readiness via QuantumProtect ML-DSA support. CA root and intermediate keys never leave the HSM boundary, meeting eIDAS, Common Criteria, and PCI-DSS compliance requirements.

1.4 Abbreviations

Abbreviation	Meaning
HSM	Hardware Security Module
PKI	Public Key Infrastructure
TDE	Transparent Data Encryption

Abbreviation	Meaning
PKCS	Public Key Cryptography Standards
PKCS#11	PKCS Part 11: The Cryptographic Token Interface Standard
SO	The PKCS#11 cryptographic slot Security Officer
DB	Database
JRE	Java Runtime Environment
MBK	Master backup key
P11CAT	the PKCS#11 graphical interface tool
CXI	Cryptographic eXtended Interface
FIPS	Federal Information Processing Standards
OCSP	Online Certificate Status Protocol
CRL	Certificate Revocation List
PQC	Post-Quantum Cryptography
ML-DSA	Module Lattice Digital Signature Algorithm
KEK	Key Encryption Key
DEK	Data Encryption Key

Abbreviation	Meaning
VDM	Vendor Defined Mechanism
CLM	Certificate Lifecycle Management
API	Application Programming Interface
HA	High Availability
TLS	Transport Layer Security
CN	Common Name
RMA	Return Merchandise Authorization
CET	Central European Time

Table 1: Abbreviations

1.5 Document Conventions

The following conventions are used in this guide:

Convention	Use	Example
Bold	Items of the Graphical User Interface (GUI), e.g., menu options	Press OK

Convention	Use	Example
Monospaced	Code that is given for explanation or as an example, file paths	<code>chsm-create</code>
<i>Italic</i>	References and important terms	See <i>Sample Chapter</i> in the <i>CryptoServer - Sample Manual</i>

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 indicates the expected result after the successful execution of an instruction.

2 Product Overview

2.1 Overview of the Partner Product

ZetaCA is a sovereign PKI solution developed by ZetaCert Technologies (France). It provides X.509v3 certificate issuance, CRL and OCSP revocation, certificate lifecycle management, and a web-based administration interface. ZetaCA supports multiple key storage backends: software (Fernet-encrypted), HSM via PKCS#11 (Utimaco, Thales Luna, SoftHSM2), and post-quantum algorithms (ML-DSA-44/65/87 via Utimaco QuantumProtect, SLH-DSA via oqs-provider). Deployed as Docker containers with optional high-availability (Patroni PostgreSQL cluster). ZetaCA integrates with enterprise CLM platforms via the PKIFactor connector.

2.2 Overview of Utimaco u.trust GP HSM Se-Series

The Utimaco u.trust GP HSM Se-Series is a hardware security module developed by Utimaco IS GmbH. It is a physically protected, specialized computer unit designed to perform sensitive cryptographic tasks and securely manage and store cryptographic keys and data. The u.trust GP HSM can be used as a universal, independent security component for heterogeneous computer systems.

2.3 Joint Value Proposition

The combination of ZetaCA and Utimaco u.trust GP HSM delivers a sovereign, FIPS-certified PKI with post-quantum readiness. CA private keys are generated and stored exclusively within the HSM. ZetaCA leverages PKCS#11 R3 for classical algorithms (RSA-2048/3072/4096, ECDSA P-256/P-384/P-521) and Utimaco QuantumProtect VDM for ML-DSA post-quantum signatures. This enables organizations to deploy quantum-safe PKI today, with hybrid/composite certificate support for a smooth migration path.

3 Integration Requirements and Prerequisites

3.1 Tested Versions

Operating System	Partner Product	Utimaco SecurityServer Version	Utimaco HSM
Ubuntu Server 22.04 LTS (x86_64) Debian 12 (x86_64)	ZetaCA 1.0.0 (Docker)	SecurityServer 6.4.0.0 PKCS#11 R3 Provider	u.trust GP HSM Se-Series (Simulator v6.4.0.0)

Table 3: Tested versions

3.2 Supported Platforms

ZetaCA is platform-independent (Docker-based). It has been tested on:

- Ubuntu Server 22.04 LTS / 24.04 LTS (x86_64).
- Debian 11 / 12 (x86_64).
- Rocky Linux / AlmaLinux 8.x / 9.x (x86_64).
- RHEL 8.x / 9.x (x86_64).

The Utimaco PKCS#11 R3 library (`libcs_pkcs11_R3.so`) is a 64-bit Linux shared object. The SecurityServer Simulator (bl_sim5) is a 32-bit binary requiring libc6:i386.

3.3 Hardware and Software Requirements

Hardware	Hardware Requirements
Utimaco LAN HSM	u.trust GP HSM Se-Series LAN with firmware SecurityServer 6.4.0 or higher
Utimaco PCI-e HSM	u.trust GP HSM Se-Series PCI-e with firmware SecurityServer 6.4.0 or higher

Table 4: List of hardware requirements

Software	Software Requirements
HSM Interface	SecurityServer PKCS#11 Provider
HSM Utility	SecurityServer PKCS#11 Tool (p11tool2)
ZetaCA	ZetaCA 1.0.0 Docker Engine 24.0+ Docker Compose 2.20+ Python 3.11 python-pkcs11 >= 0.9.0

Table 5: List of software requirements

3.4 Prerequisites

Before you begin, please ensure that you have:

- Installed and set up the operating system listed in [Tested Versions](#).
- Installed and set up the HSM listed in [Tested Versions](#).
- Replaced the HSM default admin with a new admin user.
- Created and stored the MBK on each HSM. Refer to the SecurityServer documentation to set up the MBK.
- Set up and configured the SecurityServer. Refer to the SecurityServer documentation to set up the HSM.
- Set up and configured the PKCS#11 library according to your environment. Refer to the SecurityServer documentation for instructions on setting up and configuring the PKCS#11 library.
- Created the Security Officer (SO) user and Crypto user.

4 Setting Up Utimaco SecurityServer Software

The following section outlines the procedures required to configure the Utimaco SecurityServer Software.

If you have not already done so, create and request an Utimaco Support Portal Account at <https://support.hsm.utimaco.com/support>. This will allow you to download the software components needed for this installation.

On Linux:

1. Copy the downloaded software to the appropriate location on the Partner Product Server.
2. Create a utimaco folder under the `/opt` directory and create two directories `/opt/utimaco/bin` and `/opt/utimaco/lib`.

```
# mkdir -p /opt/utimaco/bin  
# mkdir /opt/utimaco/lib
```

3. Copy the pkcs11 library file `libcs_pkcs11_R3.so` from the Utimaco CryptoServer software to the `/opt/utimaco/lib` directory and make the file executable.

```
cp ~/path_to_application_folder/lib/libcs_pkcs11_R3.so /opt/utimaco/lib  
chmod +x /opt/utimaco/lib/libcs_pkcs11_R3.so
```

4. Copy the csadm and p11tool2 files from the Utimaco CryptoServer software to the `/opt/utimaco/bin` directory and make both files executable.

```
# cd ~/path_to_application_folder  
# cp csadm p11tool2 /opt/utimaco/bin  
# chmod +x /opt/utimaco/bin/csadm /opt/utimaco/bin/p11tool2
```

5. Create the directory `/etc/utimaco`. Locate the Utimaco PKCS#11 configuration file in your SecurityServer directory, `Software\Linux\Crypto_APIs\PKCS11_R3\sample`. Copy the Utimaco PKCS#11 configuration file `cs_pkcs11_R3.cfg` to the `/etc/utimaco` directory.

```
# mkdir /etc/utimaco
# cd ~/path_to_application_folder/Software/Linux/Crypto_APIs/PKCS11_R3/sample
# cp cs_pkcs11_R3.cfg /etc/utimaco
```

On Windows:

On Windows, `cs_pkcs11_R3.cfg` will be automatically created and available in the `C:\ProgramData\UtimacoPKCS11_R3` folder as part of the SecurityServer software installation. Edit the `cs_pkcs11_R3.cfg` file and make the appropriate changes to the file. A sample `cs_pkcs11_R3.cfg` file is mentioned below:

```
library = C:\oracle\extapi\64\hsm\utimaco\6.1.1.0\cs_pkcs11_R3.dll
slot = 0
pin = Oracle123
[Global]
# For Unix:
Logpath = /tmp
# For Windows:
# Logpath = C:/ProgramData/Utimaco/PKCS11_R3
# Loglevel (0 = NONE; 1 = ERROR; 2 = WARNING; 3 = INFO; 4 = TRACE)
Logging = 1
# Prevents expiring session after inactivity of 15 minutes
KeepAlive = true
# Set the Device to connect with
#[CryptoServer]
# Device specifier
Device = <HSM_IP>
```



For detailed guidance on commands and their parameters, please refer to the Utimaco SecurityServer documentation. The device could be a u.trust GP HSM Se-Series, available in either PCIe or LAN form factors. Depending on the type, the device configuration line will follow one of these formats:

- **LAN-based HSM:** Device = 288@ipaddress
- **PCIe-based HSM:** Device = /dev/cs2.0

Select the appropriate format based on your specific hardware setup.



`library` specifies the path where the `cs_pkcs11_R3.dll` file is located.
`slot` indicates the slot number associated with the created USER.
`pin` represents the password assigned to the USER.



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** log level 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** log level to 1 or 2 to limit output to only critical or important messages.

5 Setting Up ZetaCA

ZetaCA is deployed as Docker containers. To enable HSM integration:

1. Extract the ZetaCA package:

```
tar xzf zetaca-v1.0.0.tar.gz && cd zetaca
```

2. Mount the Utimaco PKCS#11 R3 library in `docker-compose.yml`:

```
volumes:  
  /opt/utimaco/lib/libcs_pkcs11_R3.so:/usr/lib/libcs_pkcs11_R3.so:ro  
  /etc/utimaco/cs_pkcs11_R3.cfg:/etc/utimaco/cs_pkcs11_R3.cfg:ro
```

3. Set environment variables.

```
CS_PKCS11_R3_CFG=/etc/utimaco/cs_pkcs11_R3.cfg
```

4. Start ZetaCA:

```
docker compose up -d
```

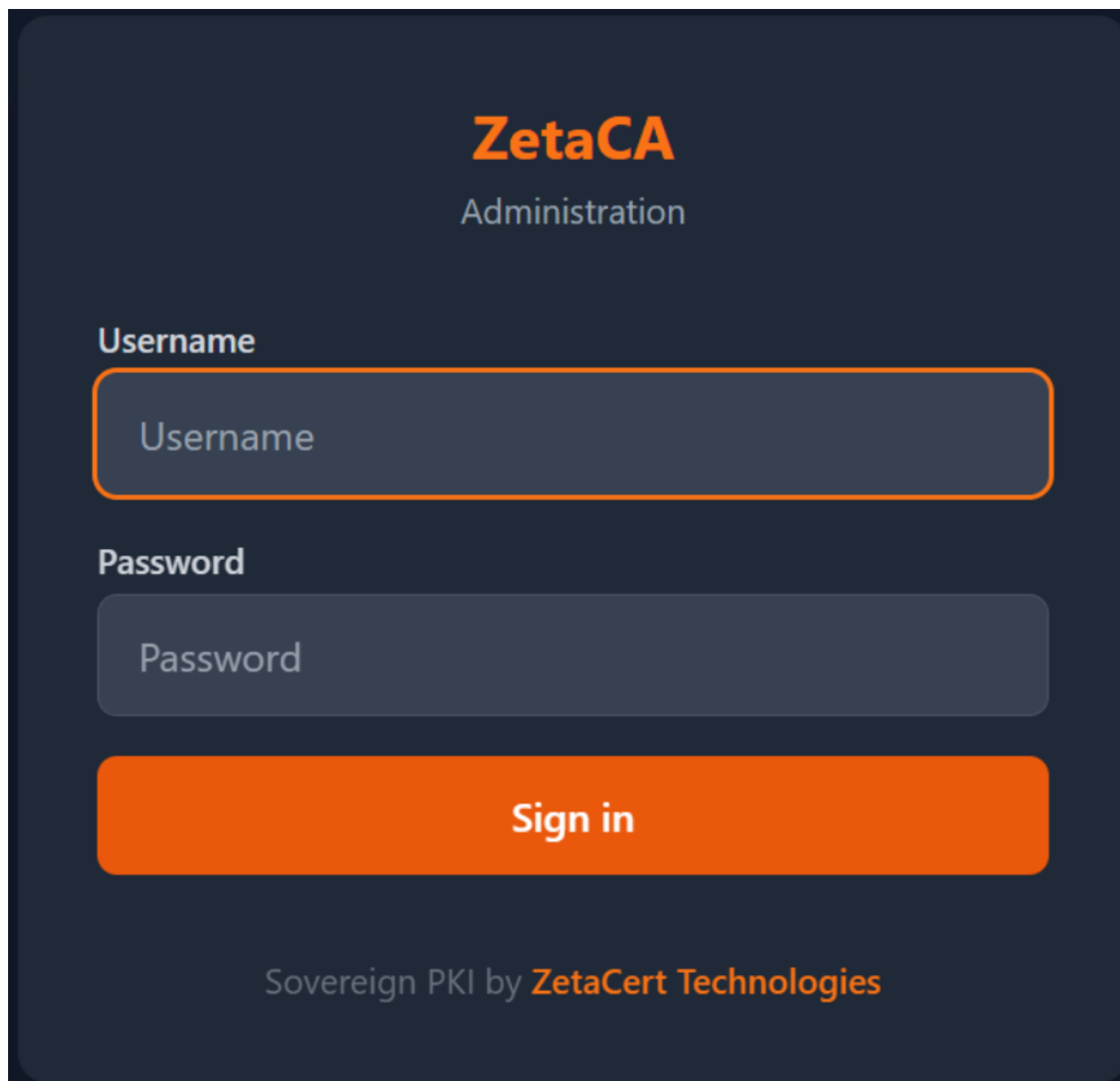
The image shows the ZetaCA Administration login page. It has a dark blue background. At the top center, the text "ZetaCA" is in large orange font, and "Administration" is in a smaller white font below it. There are two input fields: the first is labeled "Username" in white text above a rounded rectangle with a grey background and an orange border; the second is labeled "Password" in white text above a similar rounded rectangle with a grey background. Below these fields is a large orange button with the text "Sign in" in white. At the bottom, the text "Sovereign PKI by ZetaCert Technologies" is displayed in white, with "ZetaCert Technologies" in orange.

Figure 1 : ZetaCA administration login page

5. Open <https://<hostname>/sysadmin/> and navigate to HSM > Add HSM Configuration.

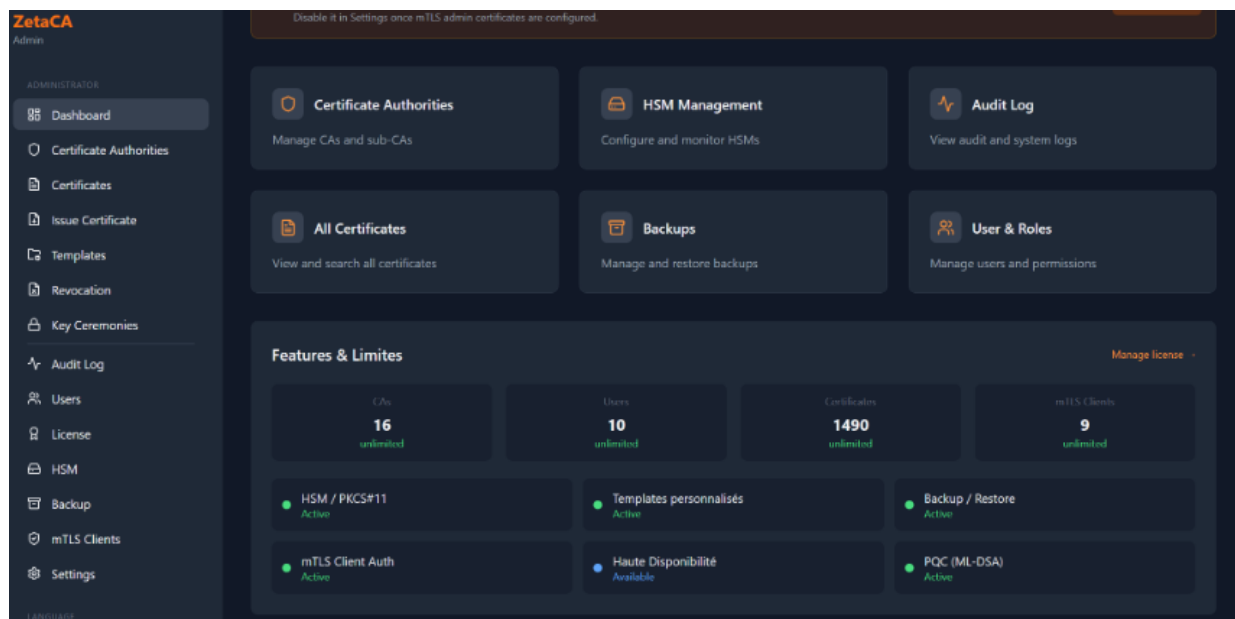


Figure 2 : ZetaCA administration dashboard

- Enter: Name, PKCS#11 Library (`/usr/lib/libcs_pkcs11_R3.so`), Slot (0), PIN (activated User PIN), Provider Config (`/etc/utimaco/cs_pkcs11_R3.cfg`).

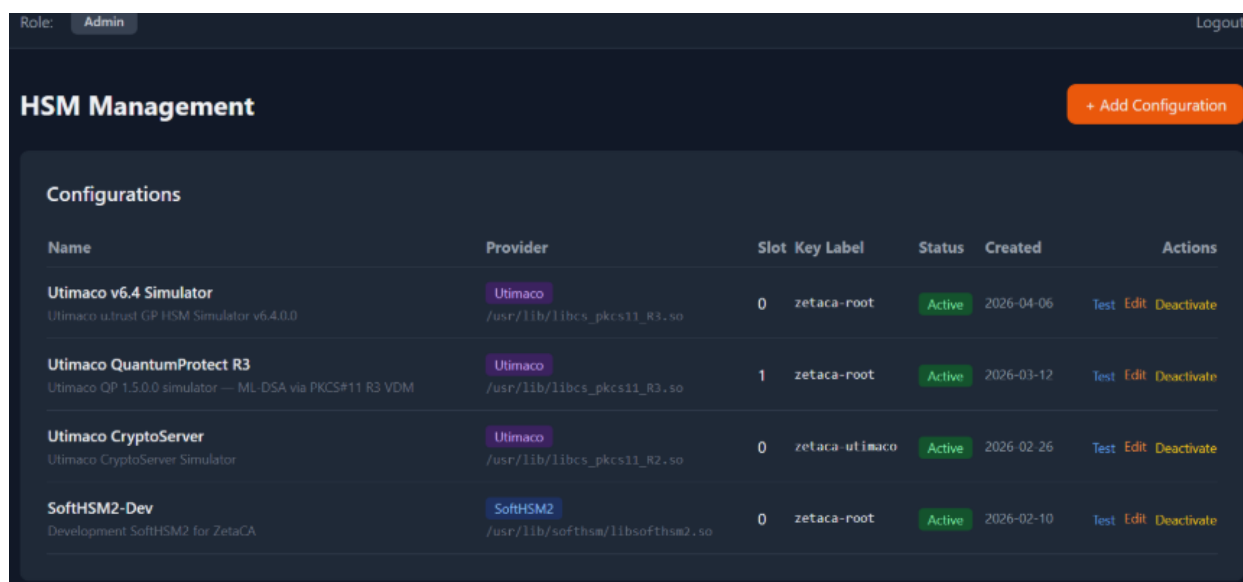


Figure 3 : ZetaCA HSM management page showing registered PKCS#11 configurations

Edit: Utimaco v6.4 Simulator

Name *

Utimaco v6.4 Simulator

PKCS#11 Library Path *

/usr/lib/libcs_pkcs11_R3.so

Full path to the PKCS#11 shared library (.so / .dll).

Slot *

Slot 0 (current) ▼ Detect Leave blank to keep current PIN

Click Detect to scan available slots. Only fill in to change the PIN.

PIN

Default Key Label

zetaca-root

Provider Config File

/etc/utimaco/cs_pkcs11_R3.cfg

Optional. Path to the provider-specific config file. Auto-mapped to the correct env var (e.g. `CS_PKCS11_R2_CFG` for Utimaco, `SOFTSM2_CONF` for SoftHSM2).

Auth Key File

/etc/utimaco/HSMauth.key

Optional. Path to the HSM authentication key file (Utimaco CC mode: `CS_AUTH_KEYS`).

Description

Utimaco u.trust GP HSM Simulator v6.4.0.0

This configuration is currently **active**.

Save Changes Cancel

Figure 4 : Edit Utimaco v6.4 Simulator HSM configuration.

Connection to "Utimaco v6.4 Simulator" successful: Connected. 5 keys found.

HSM Management

Add Configuration

Configurations						
Name	Provider	Slot	Key Label	Status	Created	Actions
Utimaco v6.4 Simulator Utimaco u.trust GP HSM Simulator v6.4.0.0	Utimaco /usr/lib/libcs_pkcs11_R3.so	0	zetaca-root	Active	2026-04-06	Test Edit Deactivate

Figure 5 : Successful HSM connectivity test

6 Integration Steps on Utimaco u.trust GP HSM

The following steps initialize a PKCS#11 slot for use by ZetaCA. This procedure creates the Security Officer (SO) and Crypto User (USER) on the HSM.

Create users SO (Security Officer) and USR (the Crypto user) and initialize a slot.

The slot must be initialized using the p11tool2.

First, create the **SO** using p11tool2. Then, using the p11tool2 command, initialize the Slot you want to use and the slot user, as shown below.

```
# ./p11tool2 slot=<slot no.> Label=<token label> Login=ADMIN,ADMIN.key  
InitToken=<SO pin>
```

Initialize the SO user.

```
# ./p11tool2 slot=<slot no.> LoginSO=<SO pin> InitPin=<Cryptouser pin>
```



Important: On Utimaco SecurityServer 6.x, the C_SetPIN step is mandatory after creating each user. HMAC password credentials must be activated via C_SetPIN before the user can perform authenticated operations.

Step 1: Authenticate as CryptoServer Administrator.

Open a PKCS#11 session and authenticate using the CKU_CS_GENERIC login type with the ADMIN key file. This is a Utimaco vendor-specific extension (defined in pkcs11t_cs.h as CKU_CS_GENERIC = 0x83).

7 Integration Steps on ZetaCA

After HSM slot initialization, configure ZetaCA via the SysAdmin UI:

1. HSM Configuration: Navigate to **HSM > Add HSM** and enter the PKCS#11 parameters.
2. Root CA (Classical): Navigate to **CA > Create Root CA**. Select **Algorithm: RSA-4096** (or ECDSA-P384), **Key Storage: HSM**, select the Utimaco config, set a key label.

Create Root CA

Subject

Common Name (CN) *

e.g. ZetaCert Root CA

Organization (O)

e.g. ZetaCert Technologies

Organizational Unit (OU)

e.g. PKI Operations

Country (C)

FR

State (ST)

Locality (L)

Algorithm & Validity

Algorithm *

RSA-4096

Validity (years)

10

Key Storage

☐ Software (encrypted in DB) ☒ HSM (PKCS#11)

HSM Configuration *

Utimaco v6.4 Simulator (libcs_pkcs11_R3.so)

HSM Slot

Slot 0 — ZetaCA-HSMv64

Token/partition to store the key in.

Key Provisioning

☒ Generate new key ☐ Use existing key

HSM Key Label

Auto-generated from CA name

Label for the new key in the HSM. Leave empty for auto-generation.

Distribution Points (optional)

These URLs are embedded in every certificate issued by this CA (X.509 AIA/CDP extensions).

CDP — CRL Distribution URL

AIA — CA Issuers URL

OCSP Responder URL

Figure 6 : ZetaCA Sysadmin: Create Root CA form with HSM-based Key Storage

ZetaCA Demo Root CA v6.4 ACTIVE

Identity		Cryptography	
Common Name	ZetaCA Demo Root CA v6.4	Algorithm	RSA-4096
Organization	ZetaCert Technologies	PKI Family	classical
Country	FR	Key Storage	HSM
Subject DN	CN=ZetaCA Demo Root CA v6.4, O=ZetaCert Technologies, C=FR	HSM	Utimaco v6.4 Simulator
Serial	0x36229f1ef3a6cc7e962d1e1839a34c9f1c9ff2f4	HSM Slot	8
		HSM Key Label	demo-root-v64
		Type	ROOT

Validity		Statistics	
Not Before	2026-04-06 21:15 UTC	Certificates Issued	1
Not After	2036-04-03 21:15 UTC	Certificates Revoked	0
Created	2026-04-06 21:15	Next Serial	1
Created By	-	CRL Number	0

Figure 7 : Resulting Root CA in ZetaCA using HSM-based Key Storage

- Root CA (PQC): Select **Algorithm: ML-DSA-65**, **Key Storage: HSM**. ZetaCA uses QuantumProtect VDM mechanisms for key generation and signing.

ZetaCert PQC Issuing CA ACTIVE

Identity		Cryptography	
Common Name	ZetaCert PQC Issuing CA	Algorithm	ML-DSA-65
Organization	ZetaCert Technologies	PKI Family	PQC
Country	FR	Key Storage	SOFTWARE
Subject DN	CN=ZetaCert PQC Issuing CA, O=ZetaCert Technologies, C=FR	Type	SUBORDINATE
Serial	0x3c42dd05bd58ee6f5decdd16577b4bca347810139		

Validity		Statistics	
Not Before	2026-03-16 17:23 UTC	Certificates Issued	12
Not After	2036-03-13 17:23 UTC	Certificates Revoked	0
Created	2026-03-16 17:23	Next Serial	8
Created By	-	CRL Number	9

Figure 8 : ZetaCA PQC Issuing CA details

- Issue Certificate: navigate to **Issue Certificate**, select the HSM-backed CA, fill CN/template/validity, submit. Signing is performed within the HSM via C_Sign.

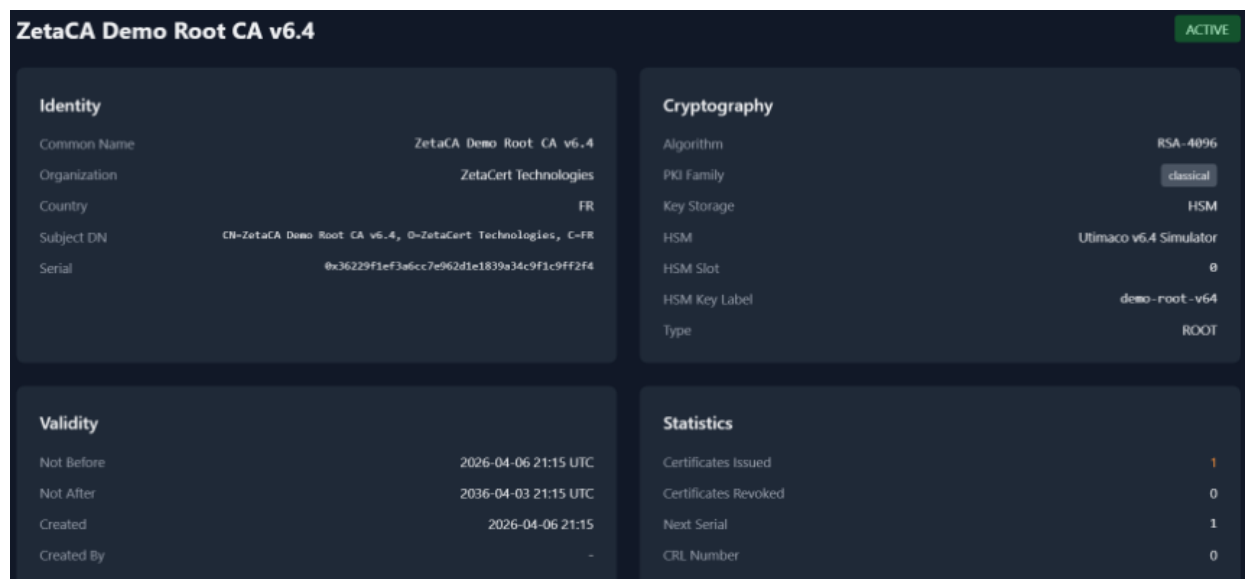


Figure 9 : ZetaCA Demo Root CA v6.4 Statistics after certificate issuance

5. Hybrid/Composite: create a dual sub-CA pair (ECDSA P-384 + ML-DSA-65) for composite certificates combining classical and PQC signatures.

8 Key/Token Management (MKEK, HMAC, SO/Admin users)

ZetaCA uses the following key objects on the Utimaco HSM:

- CA Root Key (RSA-4096 or ECDSA P-384): CKA_TOKEN=TRUE, CKA_PRIVATE=TRUE, CKA_SENSITIVE=TRUE, CKA_SIGN=TRUE. Label set by admin (e.g., "root-ca-rsa4096"). Private key never leaves HSM.
- PQC Key (ML-DSA): Generated via VDM mechanism CKM_MECH_MLDSA_GENKEY. Key type: CKK_VENDOR_UTI_MLDSA_KT.
- KEK (optional): Envelope encryption key for protecting software-stored keys. Label: "zetaca-kek".
- Token Layout: Slot 0 – SO_0000 (lifecycle management), PKCS11_0000 (crypto operations), CA private keys (non-extractable), public keys (exportable as PEM).

9 Verification and Testing

9.1 Functional Testing

Tested operations between ZetaCA and Utimaco SecurityServer Simulator v6.4.0.0:

1. RSA Key Generation: RSA-2048 (2.7s), RSA-4096 (8.2s) — C_GenerateKeyPair successful.
2. ECDSA Key Generation: P-256, P-384 — C_GenerateKeyPair successful.
3. ML-DSA Key Generation (QuantumProtect): ML-DSA-44/65/87 via VDM CKM_MECH_MLDSA_GENKEY.
4. RSA Signing: CKM_SHA256_RSA_PKCS — signature generated and verified with OpenSSL.
5. ECDSA Signing: CKM_ECDSA — raw r||s signature, converted to DER for verification.
6. ML-DSA Signing: CKM_MECH_MLDSA_SIGN — VDM signature generated and verified.
7. Root CA Creation: RSA-4096 CA created via ZetaCA SysAdmin UI with HSM key storage.
8. Certificate Issuance: TLS server certificate (server-tls template) signed by HSM-backed CA.
9. Certificate Verification: openssl x509 confirms sha256WithRSAEncryption, valid issuer chain.
10. Composite Certificates: Dual sub-CA (ECDSA P-384 + ML-DSA-65), both keys on HSM.

Conclusion of HSM PQC validation. End-to-end testing with the Utimaco u.trust GP HSM Simulator v6.4.0.0 (classical algorithms) and the Utimaco QuantumProtect R3 simulator (post-quantum ML-DSA) was conclusive: HSM connectivity test passed (Figure 5, 5 keys discovered), an RSA-4096 Root CA was successfully created with key material generated and held inside the HSM (Figures 6–7), and a post-quantum ML-DSA-65 issuing CA was operated end-to-end with PKCS#11 R3 VDM mechanisms (Figure 8, 12 certificates issued and 0 revoked from the PQC issuing CA at the time of testing). All signing operations were performed exclusively inside the HSM via C_Sign — CA private keys never crossed the HSM boundary.

9.2 Performance Benchmarks

Benchmarks on Utimaco SecurityServer Simulator v6.4.0.0 (CPU-emulated, not hardware):

Key Generation: RSA-2048 ~2.7s, RSA-4096 ~8.2s, ECDSA P-256/P-384 <0.5s, ML-DSA-65 <1.0s .

Signing: RSA-4096 SHA-256 <100ms, ECDSA P-384 <50ms, ML-DSA-65 <50ms .

Note: Hardware HSM performance is typically 10-100x faster for RSA due to dedicated accelerators.

9.3 Logs and Validation Steps

9.3.1 PKCS#11 Logs

Enabling PKCS#11 logging to facilitate easier testing and troubleshooting is recommended. 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.

9.3.2 ZetaCA Logs

ZetaCA logs HSM operations via structured JSON logging:

```
INFO [zetaca.crypto.hsm] Connecting to HSM: /usr/lib/libcs_pkcs11_R3.so
INFO [zetaca.crypto.hsm] HSM connection established
INFO [zetaca.crypto.hsm] Generating RSA-4096 key pair, label=root-ca
```

```
ERROR [zetaca.crypto.hsm] PKCS#11 PinIncorrect: PinIncorrect
```

Log location: stdout (Docker).

View with:

```
docker logs zetaca-backend --tail 100
```

10 Optional Features

10.1 Advanced Features

Post-Quantum Cryptography (QuantumProtect): ZetaCA supports ML-DSA (FIPS 204) via Utimaco QuantumProtect PKCS#11 R3 VDM. Mechanism IDs: CKM_MECH_MLDSA_GENKEY=0xC0A50001, CKM_MECH_MLDSA_SIGN=0xC0A53001, CKM_MECH_MLDSA_VERIFY=0xC0A54001. Three security levels: ML-DSA-44, ML-DSA-65, ML-DSA-87.

Hybrid/Composite Certificates: ZetaCA issues composite certificates with both classical (ECDSA P-384) and PQC (ML-DSA-65) signatures per draft IETF composite specification. Both keys stored on the same HSM.

Key Rotation: KEK rotation supported via admin CLI. DEKs automatically re-wrapped with new KEK version.

10.2 High Availability / Redundancy

ZetaCA supports multi-node HA: Patroni PostgreSQL cluster (3-node), PgBouncer connection pooling, automatic failover (<60s), multiple stateless backend workers. All workers share the same PKCS#11 config. Set SlotMultiSession=true in `cs_pkcs11_R3.cfg`. Utimaco HSM clustering supported via [HSMCluster] with failover or load-balancing modes.

10.3 Scalability Recommendations

For production: use dedicated HSM network (<5ms latency), ConnectionTimeout=5000, CommandTimeout=60000, KeepAlive=true. For high-throughput (ACME/EST), consider HSM clustering with load balancing.

11 Troubleshooting

11.1 Common Issues and How to Resolve Them

Error/Issue	Resolution
CKR_USER_PIN_NOT_INITIALIZED (0x102)	C_SetPIN not called after user creation. Fix: call C_SetPIN to activate HMAC credentials.
CKR_SESSION_EXISTS (0x1B8) on C_InitPIN	Use same session for C_InitToken and C_InitPIN. C_SetPIN is mandatory between SO creation and C_InitPIN.
CKR_DEVICE_ERROR (0x30)	ADMIN key path incorrect or HSM not started. Verify with csadm GetState.
CKR_USER_ANOTHER_ALREADY_LOGGED_IN (0x104)	Remove AD= from config if using explicit C_Login. Or restart HSM to clear stale sessions.
PinIncorrect on ZetaCA startup	HSM_PIN must match the activated (C_SetPIN) User PIN, not the initial C_InitPIN value.
ECDSA verification fails	Convert Utimaco raw r s signature to DER format before verification.

Table 6: Troubleshooting common issues

12 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
Krefelder Straße 220
52070 Aachen
Germany

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
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.

13 Appendices

13.1 References

Title	Description	Document/Link
ZetaCA Documentation	ZetaCA installation, administration, and API guides	https://docs.zetacert.com
Utimaco PKCS#11 R3 Developer Guide	SecurityServer PKCS#11 R3 API reference and integration guide	Included in SecurityServer package
Utimaco PKCS#11 HandsOn Guide	Step-by-step tutorial for PKCS#11 development with the simulator	Included in SecurityServer package

Table 7: References

13.2 Command Summary (CLI commands used)

Command	Purpose
<pre>C_Login(CKU_CS_GENERIC,"ADMIN,ADMIN.key") > C_InitToken > C_Logout > C_Login(CKU_SO) > C_SetPIN > C_Logout > C_Login(CKU_SO,newPin) > C_InitPIN > C_Logout > C_Login(CKU_USER) > C_SetPIN</pre>	Initializes the PKCS#11 token and activates the Security Officer (SO) and Crypto User credentials for HSM operations.
<pre>csadm Dev=288@<IP> GetState LogonSign=ADMIN,ADMIN.key ListUser ListFirmware</pre>	Verifies HSM status, lists configured users, and displays firmware information.

Command	Purpose
<code>p11tool2 Slot=0 LoginUser=<PIN> ListObjects GetTokenInfo</code>	Lists PKCS#11 objects and displays token information.
<code>docker compose up -d docker compose restart backend docker logs zetaca-backend</code>	Starts, restarts, and monitors ZetaCA services running in Docker containers.

Table 8: Command summary