OpenAttestation Trouble Shooting

Version: 1.5
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Contents

1   *Server Installation*

1.1   Lack of libraries when install server

Solution: Install Fedora 14+ with software development option

2   Client Installation

2.1   Client provisioning failed with nothing returned via run command "sh provisioner.sh"

Solution: shall start trousers daemon before client provisioning

- "service trousers start" on ubuntu
- "service tcsd start" on Fedora
  - If tcsd or trousers start with error "Starting tcsd (via systemctl): Job failed. See system journal and 'systemctl status' for details. [FAILED]" on Fedora 17, please find the solution in Section 2.5 "Fedora 17 cannot enable TPM device by default installation"

2.2   Client provisioning failed with java errors

Solution: shall make sure TPM is enabled and TPM is clear

- Ensure TPM is enabled in BIOS
- Clear TPM ownership if TPM is taken before run command " "$Client_Install_Path/NIARL_TPM_Module -mode 2 -owner_auth 1111111111111111111111111111111111111111"
- If the provisioning still does NOT work with error "TpmModule.getPublicEndorsementKey returned nonzero error:" after the above steps, which means the platform does not have Endorsement Key initialized. You can install tpm tools (apt-get install tpm-tools) and run "tpm_createek" to initialize Endorsement Key.

2.3   Client provisioning failed with unresolved java package relevant errors

Solution: When build installation package, the java JDK library shall have the same version with client environment

2.4   Client provisioning failed with "Web Service Error: cannot access WSDL..." errors

Solution: Solve server name resolving issue

- Configure /etc/hosts for appraiser server properly
- Or make sure appraiser server and client are in same sub net.
- Or make sure Tomcat daemon is started via "service tomcat6 restart"

2.5   Fedora 17 cannot enable TPM device by default installation

Solution: shall manually compile kernel 3.3.4 or 3.3.8 with "CONFIG_TCG_TPM = m"

 parameter.

3   *SDK API*

3.1   Cannot Access API through CURL or Python on ubuntu12.04

Solution: Shall specify "protocol = sslv3" in http header for Python, and "-sslv3" parameter for CURL

3.2   Invoking "Poll Hosts for Trust Status" API, always returns trust status as "unknown"

Solution:

- Make sure OAT client is started via "/etc/init.d/OATClient start"
- Make sure the registered client hostname is consistent with the hostname in OAT system.
    - Get hostname on OAT client: hostname
    - Get registered hostname on Appraiser: access portal via http://host_name/OAT/machines.php

4 *Tboot Installation*

4.1 Cannot configure GRUB successfully for Tboot on Fedora 16+ with HP 8200

Solution: To configure GRUB successfully, shall install F16/17 in legacy mode (Press F9 in Boot Menu on HP 8200) instead of EFI mode on HP 8200 and some new PCs

4.2 Tboot command "txt-stat" returns "no SINIT AC module found" log

Solution: SINIT.bin version mismatched, shall download right SINIT.bin file