

# RSA® Key Recovery Manager for Registration Manager 6.9 build 565 Readme

This document includes installation information for RSA Key Recovery Manager for Registration Manager 6.9 build 565 (Key Recovery Manager for Registration Manager). Read this document before installing the software.

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**Note:** You must install Registration Manager 6.9 build 565 before you install Key Recovery Manager 6.9 build 565. For Registration Manager installation instructions, see the *RSA Registration Manager 6.9 build 565 Readme*.

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For the complete Key Recovery Manager for Registration Manager documentation set, go to the Key Recovery Manager for Registration Manager page on [RSA Link](#) or contact [RSA Customer Support](#).

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## New Features

There are no new features in this release of Key Recovery Manager for Registration Manager.

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## Enhanced Functionality

There is no enhanced functionality in this release of Key Recovery Manager for Registration Manager.

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## Package Contents

The Key Recovery Manager for Registration Manager package for this hotfix release is designed to contain the following:

- Key Recovery Manager for Registration Manager files:
  - `RSAKRM-RM-v6.9build565r-package.zip` (for systems running a Windows operating system)
  - `RSAKRM-RM-v6.9build565r-solaris-package.tar` (for systems running a Solaris operating system)
  - `RSAKRM-RM-v6.9build565r-linux-package.tar` (for systems running a Red Hat Enterprise Linux operating system)
  - `RSAKRM-RM-v6.9build565r-SuSE-linux-package.tar` (for systems running a SUSE Linux operating system)
- Product documentation consisting of this *Readme* document in Portable Document Format (PDF).

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**Note:** In the event of a discrepancy, this *Readme* document takes precedence over the *Administrator's Guide* and the Help information.

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## Installation

### Install the Full Build

To install the full build of Key Recovery Manager for Registration Manager, use the appropriate file from this package. On systems running a:

- Windows operating system, use `RSAKRM-RM-v6.9build565r-WIN32.zip`.
- Solaris operating system, use `RSAKRM-RM-v6.9build565r-sparc-sun-solaris.tar`.
- Red Hat Linux operating system, use `RSAKRM-RM-v6.9build565r-linux.tar`.
- SUSE Linux operating system, use `RSAKRM-RM-v6.9build565r-SuSE_linux.tar`.

For full instructions on how to install Key Recovery Manager for Registration Manager, see the *RSA Key Recovery Manager for Registration Manager Installation Guide*.

### Install the Hot Fix Files

This section describes how to install the hot fix files for this release. Instructions for the following platforms are provided:

- [Windows Operating System](#)
- [Solaris or Linux Operating System](#).

### Windows Operating System

This hotfix does not require a new installation of the product, but rather a drop-in replacement of files into the appropriate Registration Manager directory and the unzipping of a .zip file to update the Help.

#### To apply Key Recovery Manager for Registration Manager 6.9 build 565:

1. Stop all Registration Manager services.
2. Create a backup of the following files, where `INSTALL_DIR` is the directory path where Registration Manager is installed:

```
- <INSTALL_DIR>\WebServer\admin-server\ra\config\domain-config-sync.xuda
- <INSTALL_DIR>\WebServer\admin-server\ra\help\rrm-krm-help.zip
- <INSTALL_DIR>\WebServer\enroll-server\get-cert.xuda
- <INSTALL_DIR>\WebServer\enroll-server\get-encryption-cert-onestep.xuda
- <INSTALL_DIR>\WebServer\enroll-server\request-msie-kro.xuda
- <INSTALL_DIR>\WebServer\scripts\library.js
- <INSTALL_DIR>\WebServer\x-templates\x-construct-domain-form.xuda
```

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3. Copy RSAKRM-RM-v6.9build565r-dropin-WIN32.zip to the <INSTALL\_DIR> directory.
4. Extract the files from the .zip file ensuring the new files replace the old files.

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**Note:** If you modified any xuda templates in your Key Recovery Manager installation, you must make those modifications again.

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5. To update the Help information, in the <INSTALL\_DIR>\WebServer\admin-server\ra\help directory, extract the files from rrm-krm-help.zip ensuring the new files replace the old files.

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**Note:** If you are upgrading from Key Recovery Manager for Registration Manager 6.9 build 551 or above, this step is not required.

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6. Start all Registration Manager services.

## Solaris or Linux Operating System

This hotfix does not require a new installation of the product, but rather a drop-in replacement of files into the appropriate Registration Manager directory and updating the Help.

### To apply Key Recovery Manager for Registration Manager 6.9 build 565:

1. Stop all Registration Manager services.
2. Create a backup of the following files where INSTALL\_DIR is the directory path where Registration Manager is installed:
  - <INSTALL\_DIR>/WebServer/admin-server/ra/config/domain-config-sync.xuda
  - <INSTALL\_DIR>/WebServer/admin-server/ra/help/rrm-krm-help.tar
  - <INSTALL\_DIR>/WebServer/enroll-server/get-cert.xuda
  - <INSTALL\_DIR>/WebServer/enroll-server/get-encryption-cert-onestep.xuda
  - <INSTALL\_DIR>/WebServer/enroll-server/request-msie-kro.xuda
  - <INSTALL\_DIR>/WebServer/scripts/library.js
  - <INSTALL\_DIR>/WebServer/x-templates/x-construct-domain-form.xuda
3. Copy the appropriate .tar file to the <INSTALL\_DIR> directory. On systems running a:
  - Solaris operating system, use  
RSAKRM-RM-v6.9build565r-dropin-sparc-sun-solaris.tar.
  - Red Hat Linux operating system, use  
RSAKRM-RM-v6.9build565r-dropin-linux.tar.
  - SUSE Linux operating system, use  
RSAKRM-RM-v6.9build565r-dropin-SuSE\_linux.tar.
4. Extract the files from the .tar file, ensuring the new files replace the old files.

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5. To update the Help information, in the `<INSTALL_DIR>/WebServer/admin-server/ra/help` directory, extract the files from `rrm-krm-help.tar` ensuring the new files replace the old files.

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**Note:** If you are upgrading from Key Recovery Manager for Registration Manager 6.9 build 551 or above, this step is not required.

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6. Ensure the permissions and ownership of the extracted files match the permissions and ownership of other files in the same directories.

For example, the files in the `/WebServer` directory must be readable by the user and/or group under which the server runs. If you encounter permission problems, change the ownership of the files in the `<INSTALL_DIR>/WebServer` directory to the user and group under which the Registration Manager Web Server was installed.

From the `<INSTALL_DIR>` directory, type:

```
chown -R <install_user>:<install_group> WebServer
```

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**Note:** If you modified any xuda templates in your Key Recovery Manager installation, you must make those modifications again.

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7. Start all Registration Manager services.

## Fixed Issues

There are no fixed issues in this release Key Recovery Manager for Registration Manager.

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## Known Issues

There are no known issues for this release of Key Recovery Manager for Registration Manager.

## Support and Service

Access these locations for help with your RSA product:

- **RSA Link**  
RSA Link offers a knowledge base that contains answers to common questions and solutions to known problems. It also offers information on new releases, important technical news, and software downloads.
- **RSA Customer Support**  
The RSA Customer Support site on RSA Link contains information on RSA support programs plus an extensive Content Library of product-related documents such as datasheets, guides and whitepapers.
- **RSA Ready**  
The RSA Ready Community is a platform for customers, partners, and RSA enthusiasts to learn about products certified to interoperate with RSA products including access to integration guides.

## Before You Call Customer Support

Make sure you have direct access to the computer running your RSA product software.

Please have the following information available:

- Your RSA Customer Serial Number.
- The software version number of your RSA product.
- The make and model of the machine on which the problem occurs.
- The name and version of the operating system under which the problem occurs.