Agents - Non-exportable certificate - Hashed users

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Information

Introduction   This article provides information how to resolve hashed users due to non-Exportable certificate which installed in MSSQL server

To

Steps

Note: This article relates to information about a third-party product and is provided to assist you in working with Imperva products. For more information about this subject see vendor's documentation

Non exportable certificate is a certificate installed on the MSSQL server which prohibits export.
In case you see an error in MX server GUI of **On-Premises (SecureSphere)** under Setup->Agents->Certificate tab of a non exportable certificate that means that login information which is encrypted in SSL connection from client to server of that monitored server will not be decrypted and dbuser will appear as **Hashed User**

In order to resolve the issue of **Hashed User** (**SSL non exportable certificate**) errors we need to perform the following: <u>Steps how to resolve non-exportable certificate</u>
    A new certificate needs to be installed and imported on the MSSQL server with the following option "Mark the key as exportable" selected.
    After installing the self-signed certificate, ensure that the MSSQL service is restarted.
    Restart the Agent.
Install and use the self-signed-certificate:

1.   First you'll need to import the certificate with the DB server's FQDN name:
    From the command line run "mmc" to Open MMC -> Add Remove Snap-ins -> Certificates (double click) -> Computer Account -> Local Computer -> Finish -> OK
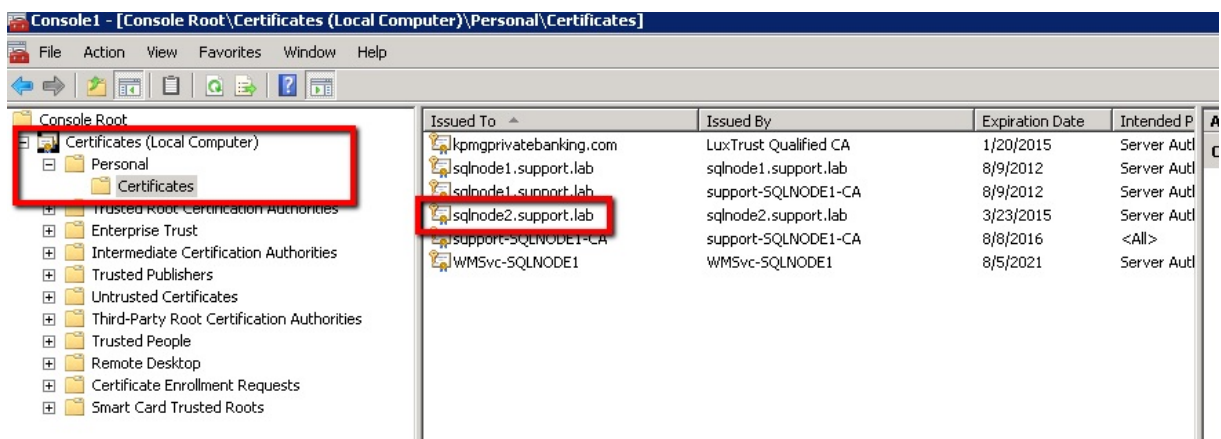   Open Certificates (Local Computer) -> Personal -> Certificates -> delete the certificate with machine name
    Import the Certificate to this store: (Local Computer) -> Personal -> Certificates (**make sure you mark this key as exportable**)
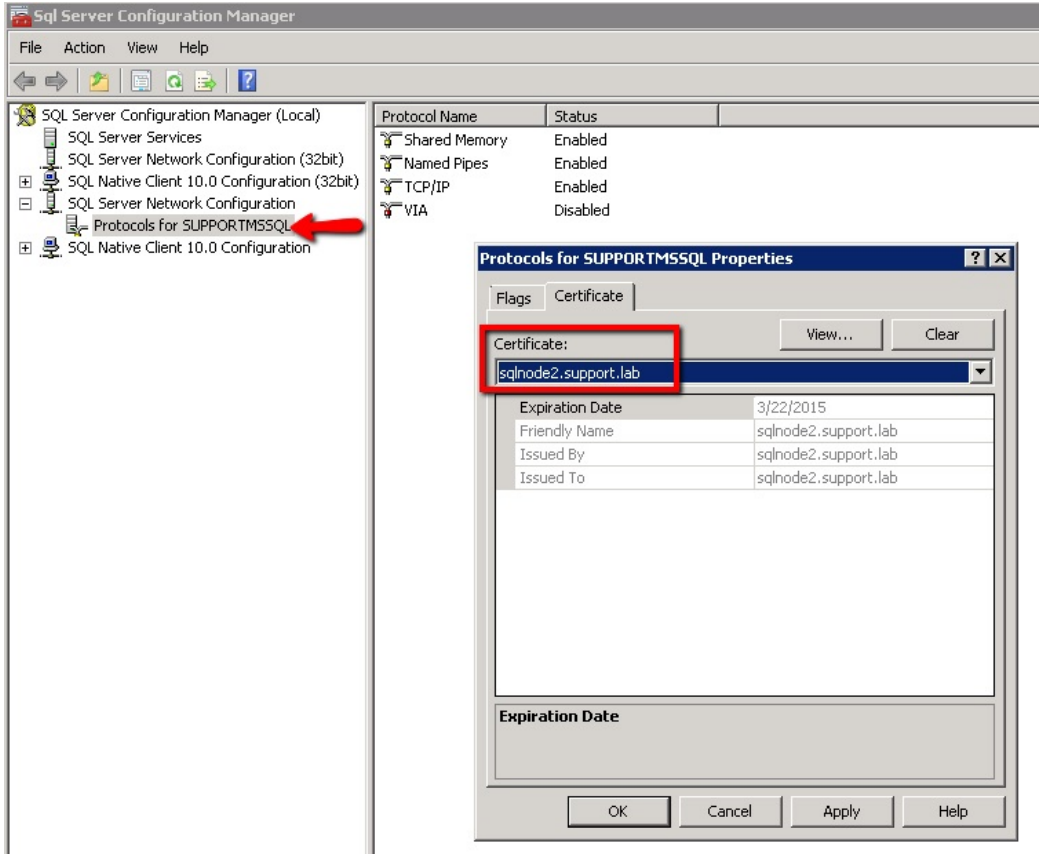

    Restart the MSSQL service on the machine

For example our server FQDN name is: sqlnode2.support.lab

2. Open **SQL server configuration manager -> SQL server network configuration** -> open the properties of **Protocols** for the instance **->** select **Certificate tab ->** select the correct certificate and click OK.

3. Restart the MSSQL service
4. Wait for a couple of minutes - to make sure the agent has discovered the certificate
5. Restart the client application - so it will use the new certificate

To verify, run some local traffic on the MSSQL server that the agent will catch it.
Verify in the Audit screen that the DB users appear correctly.

Conclusion

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Attachments

Attachment1

Attachment2

Attachment3