URGENT CUSTOMER UPDATE – KeyTalk CKMS GUI Inaccessibility on Ubuntu 22.04

Dear KeyTalk Customer,

This is an urgent update regarding a recent security update issued for Ubuntu 22.04. After installation of this security update, the graphical (GUI) interface of the KeyTalk CKMS application may become inaccessible.

This issue affects the web-based management interface and prevents administrators from accessing the KeyTalk CKMS application via the GUI. The root cause has been identified as incorrect permissions on certain system directories used by the KeyTalk webserver component.

To restore the GUI functionality, please follow the steps below:

1. Log in to the KeyTalk CKMS server via the command-line interface (CLI).

2. Execute the following commands:

> *sudo chown keytalk:keytalk /var/log/lighttpd*
>
> *sudo chown keytalk:keytalk /var/run/lighttpd*
>
> *sudo service lighttpd restart*

After executing these commands, the web-based GUI interface will resume normal operation.

If you experience any further issues or require assistance, please contact the KeyTalk Support Team.

The KeyTalk Support Team