Zend Server Installation Error: The following signatures couldn't be verified because the public key is not available

Applies to:

Zend Server Linux Installer (downloaded as ZendServer-2021.1.0-RepositoryInstaller.tar.gz, or similar filename)

Supported Linux Operating Systems (according to System Requirements)

Problem

When you run Zend Server Linux installer (install.sh), you might get an error like the above.

The full console output may look like this:

```
ZendServer-RepositoryInstaller/install_zs.sh

Running this script will perform the following:
* Configure your package manager to use Zend Server repository
* Install Zend Server (PHP 7.4) on your system using your package manager

Hit ENTER to install Zend Server (PHP 7.4), or Ctrl+C to abort now.

Tool for checking existing installation: dpkg is /usr/bin/dpkg
dpkg-query: no packages found matching *zend*
dpkg-query: no packages found matching zend-server*
dpkg-query: no packages found matching libapache2-mod-php5
rpm: not found
Doing repository configuration for: apt-get is /usr/bin/apt-get
E: gnupg, gnupg2 and gnupg1 do not seem to be installed, but one of them is required for this operation
Get:1 http://security.debian.org/debian-security buster/updates InRelease [65.4 kB]
Hit:2 http://cdn-aws.deb.debian.org/debian buster InRelease
Hit:3 http://cdn-aws.deb.debian.org/debian buster-updates InRelease
Hit:4 http://cdn-aws.deb.debian.org/debian buster-backports InRelease
Ign:5 http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server InRelease
Get:6 http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server Release [8033 B]
Get:7 http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server Release.gpg [195 B]
Ign:7 http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server Release.gpg
Reading package lists... Done
W: GPG error: http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server Release: The following signatures
couldn't be verified because the public key is not available: NO_PUBKEY 2EAE1437F7D2C623
E: The repository 'http://repos.zend.com/zend-server/2021.1/deb_ssl1.1 server Release' is not signed.
N: Updating from such a repository can't be done securely, and is therefore disabled by default.
N: See apt-secure(8) manpage for repository creation and user configuration details.
Package manager for installation: aptitude: not found
apt-get is a tracked alias for /usr/bin/apt-get
Reading package lists... Done
Building dependency tree
Reading state information... Done
E: Unable to locate package zend-server
E: Unable to locate package zend-server-common
Package zend-server is not installed.
Package zend-server-common is not installed.

********************************************************************************************************
* Zend Server Installation was not completed. See output above for detailed error information. *
********************************************************************************************************
```

Solution

The missing repository key error is caused by GNUPG / GPG utility not present on the operating system - see above "**E: gnupg, gnupg2 and gnupg1 do not seem to be installed**".

The following steps should resolve the problem:

1. Use YUM / APT to install gpg (yum install gpg / apt install gpg)
2. Run the Zend Server installer again (install.sh from the Linux installer package)

Related articles

- Correct the fastcgi.conf file - Define the correct "active" php.ini file and correct the INSTALLATION_UID (replace TIMESTAMP)
- Zend Server for IBM i User Interface won't update, ZSDAEMON not active