

## Time is incorrect on the appliance

• Parallels Secure Workspace

## **Symptoms**

- Multi-factor authentication is failing.
- Single Sign-on is failing.
- Accessing drives or starting/resuming applications is no longer possible when using Kerberos authentication.

## Cause

The time is incorrect on the appliance.

## Resolution

Under **System Settings > Global > Connectivity: Servers**, adjust the **NTP server**(s) setting. It's highly recommended to **specify 3 reliable NTP servers**. Mind that it may take a while to fully synchronize the time after adjusting the NTP servers.

Make sure Parallels Secure Workspace can connect to UDP port 123 of those NTP servers <u>How to ?perform a port scan (tcpscan/udpscan)</u>.

When using internal NTP servers:

- For single sign-on: make sure that the time of Microsoft Windows domain controllers is also properly synced with the same NTP servers Parallels Secure Workspace relies on.
- For multi-factor authentication: make sure the internal NTP servers are properly synced with trust-worthy external NTP servers (such as **pool.ntp.org**).

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