

Check the time on an appliance

- Parallels Secure Workspace

Resolution

There is no direct way to see the current time on an appliance.

It's possible to check the time of an appliance from the **System Settings** by following these steps.

- Navigate to **Global > Troubleshoot**.
- Select the **uptime** action and press **[Execute]**.
- The output also shows you the timestamp (in UTC time) at which the command was executed.

Mind that the time on the specified NTP server should match the real-world time (for instance: surf to time.is on your local machine to see the correct time). The time on the appliance (displayed in UTC time) should also be in sync (check the minutes/seconds) with the Kerberos Domain Controllers and Windows RDS hosts. Even a slight offset could result in issues with multi-factor authentication (MFA) or single sign on (SSO) if enabled.

Time is incorrect on the appliance