

No upgrades available / latest version not available

• Parallels Secure Workspace

Symptoms

- License check fails (error message shown in System Settings)
- An error is displayed under the dropdown where new versions are listed.

Cause

- 1. The license check fails.
- 2. The update repositories are unreachable.
- 3. You are trying to upgrade from a very old version, which no longer trusts the modern TLS/SSL certificate.

Resolution

These are the main reasons for upgrades not being available:

- If you are still on **version 5.1.3 or lower**: Reach out to support.

 Most likely, your outdated product version does not trust the modern SSL/TLS certificate of our upgrade repository.
- It is required to **upgrade to intermediate versions first**.

 For example, if the version is still 5.3.3, it's necessary to upgrade to 5.4.4 first before 5.5.1 will be available to download
- There's a **connectivity issue**. Verify with a tepscan if a connection is possible to port 443 of these hosts. More info: How to perform a port scan (tepscan/udpscan)

From Parallels Secure Workspace 5.6 onwards: Before:

- ♦ awg.parallels.com
- ♦ psw.parallels.com
- ♦ lic-val.awingu.com
- ♦ repo-pub.awingu.com
- ♦ repo-us.awingu.com
- ♦ repo-eu.awingu.com
- The license key does not include active maintenance & support.

Organizations are entitled to upgrades released within this specified period.

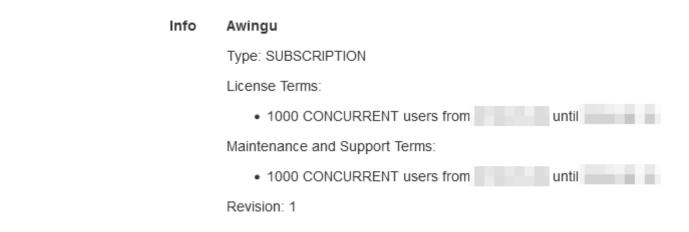
Validate this under **System Settings**. Immediately upon signing in, the license details are shown. Otherwise, navigate to **System Settings > Global > General info.**

See the screenshot below. Press the [Check license] button to be sure whether the license is still valid.

- ♦ The maintenance & support is just expired.
- ♦ A new license key was not imported yet.

General Information

License



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