



Received error from KDC: -1765328332/Response too big for UDP, retry with TCP (duplicate)

- Parallels Secure Workspace

Symptoms

First, see [How to analyze the log files to identify single-sign on \(SSO\) issues](#) .

Single sign-on fails. In **awingu-worker-smc.service.log**, a similar error can be seen:

Using specified cache:

/etc/awingu/domains/WORKSPACEDOMAIN/ec335bd4-3dbf-45ef-af5f-2d14eca7069a/kerberos/ke

Using principal: someuser\@somedomain.org@SOMEDOMAIN.ORG

PA Option X509_user_identity =

FILE:/etc/awingu/domains/WORKSPACEDOMAIN/ec335bd4-3dbf-45ef-af5f-2d14eca7069a/certif

[3734] 1646988007.867344: Getting initial credentials for

someuser\@somedomain.org@SOMEDOMAIN.ORG

[3734] 1646988007.867346: Sending unauthenticated request

[3734] 1646988007.867347: Sending request (245 bytes) to SOMEDOMAIN.ORG

[3734] 1646988007.867348: Resolving hostname somehost.somedomain.org

[3734] 1646988007.867349: Sending initial UDP request to dgram 10.1.2.3:88

[3734] 1646988007.867350: Received answer (232 bytes) from dgram 10.1.2.3:88

[3734] 1646988007.867351: Sending DNS URI query for _kerberos.SOMEDOMAIN.ORG.

[3734] 1646988007.867352: No URI records found

[3734] 1646988007.867353: Sending DNS SRV query for

_kerberos-master._udp.SOMEDOMAIN.ORG.

[3734] 1646988007.867354: SRV answer: 0 100 88 "somehost.somedomain.org."

[3734] 1646988007.867355: Sending DNS SRV query for

_kerberos-master._tcp.SOMEDOMAIN.ORG.

[3734] 1646988007.867356: Response was not from master KDC

[3734] 1646988007.867357: Received error from KDC: -1765328359/Additional pre-authentication required

[3734] 1646988007.867360: Preauthenticating using KDC method data

[3734] 1646988007.867361: Processing preauth types: PA-PK-AS-REQ (16), PA-PK-AS-REP_OLD (15), PA-ETYPE-INFO2 (19), PA-ENC-TIMESTAMP (2)

[3734] 1646988007.867362: Selected etype info: etype aes256-cts, salt "SOMEDOMAIN.ORGsomeuser", params ""

[3734] 1646988007.867363: PKINIT loading CA certs and CRLs from FILE

[3734] 1646988007.867364: PKINIT client computed kdc-req-body checksum 9/AD393606386E83639F001105318E20FF703365A8

[3734] 1646988007.867366: PKINIT client making DH request

[3734] 1646988007.867367: Preauth module pkinit (16) (real) returned: 0/Success

[3734] 1646988007.867368: Produced preauth for next request: PA-PK-AS-REQ (16)

[3734] 1646988007.867369: Sending request (7252 bytes) to SOMEDOMAIN.ORG

[3734] 1646988007.867370: Resolving hostname somehost.somedomain.org

[3734] 1646988007.867371: Initiating TCP connection to stream 10.1.2.3:88

[3734] 1646988007.867372: Sending TCP request to stream 10.1.2.3:88

[3734] 1646988017.917766: Sending initial UDP request to dgram 10.1.2.3:88

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[3734] 1646988017.917767: Received answer (122 bytes) from dgram 10.1.2.3:88
[3734] 1646988017.917768: Terminating TCP connection to stream 10.1.2.3:88
[3734] 1646988017.917769: Sending DNS URI query for _kerberos.SOMEDOMAIN.ORG.
[3734] 1646988017.917770: No URI records found
[3734] 1646988017.917771: Sending DNS SRV query for
_kerberos-master._udp.SOMEDOMAIN.ORG.
[3734] 1646988017.917772: SRV answer: 0 100 88 "somehost.somedomain.org."
[3734] 1646988017.917773: Sending DNS SRV query for
_kerberos-master._tcp.SOMEDOMAIN.ORG.
[3734] 1646988017.917774: Response was not from master KDC
[3734] 1646988017.917775: Received error from KDC: -1765328332/Response too
big for UDP, retry with TCP
[3734] 1646988017.917776: Request or response is too big for UDP; retrying
with TCP
[3734] 1646988017.917777: Sending request (7252 bytes) to SOMEDOMAIN.ORG (tcp
only)
[3734] 1646988017.917778: Resolving hostname somehost.somedomain.org
[3734] 1646988017.917779: Initiating TCP connection to stream 10.1.2.3:88
[3734] 1646988017.917780: Sending TCP request to stream 10.1.2.3:88
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2022-03-11 08:40:27.879492

SOMEAWINGUHOST awingu-worker-smc.service[manage.py:29226]: Task
cdsessions.tasks.refresh_sso_certificate failed

Traceback (most recent call last):

File "/usr/lib/python3/dist-packages/django_q/cluster.py", line 448, in
worker

res = f(*task["args"], **task["kwargs"])

File "/usr/lib/python3/dist-packages/awingucore/cdsessions/tasks.py", line
234, in refresh_sso_certificate

return _refresh_sso_certificate(domain, upn, rah_token, new_password)

File "/usr/lib/python3/dist-packages/awingucore/cdsessions/tasks.py", line
392, in _refresh_sso_certificate

timeout=LDAP_TIMEOUT)

File "/usr/lib/python3.6/subprocess.py", line 863, in communicate

stdout, stderr = self._communicate(input, endtime, timeout)

File "/usr/lib/python3.6/subprocess.py", line 1535, in _communicate

self._check_timeout(endtime, orig_timeout)

File "/usr/lib/python3.6/subprocess.py", line 891, in _check_timeout

raise TimeoutExpired(self.args, orig_timeout)

subprocess.TimeoutExpired: Command '['/opt/krb5-1.17/bin/kinit', '-V', '-X',

'X509_user_identity=FILE:/etc/awingu/domains/WORKSPACEDOMAIN/ec335bd4-3dbf-45ef-af5f-
'-c',

'/etc/awingu/domains/AWINGUDOMAIN/ec335bd4-3dbf-45ef-af5f-2d14eca7069a/kerberos/kerb

'-E', 'someuser@somedomain.org@SOMEDOMAIN.ORG']' timed out after 20 seconds

2022-03-11 08:40:27.896735 SOMEAWINGUHOST

awingu-worker-smc.service[manage.py:1763]: Failed

[carolina-music-lake-asparagus] - Command '['/opt/krb5-1.17/bin/kinit', '-V',
'-X',

'X509_user_identity=FILE:/etc/awingu/domains/WORKSPACEDOMAIN/ec335bd4-3dbf-45ef-af5f-
'-c',

'/etc/awingu/domains/WORKSPACEDOMAIN/ec335bd4-3dbf-45ef-af5f-2d14eca7069a/kerberos/k

'-E', 'someuser@somedomain.org@SOMEDOMAIN.ORG']' timed out after 20 seconds

Cause

There is an issue with the UDP communication.

Resolution

Some of the reported solutions:

- Use Microsoft Windows Server versions supported by Parallels Secure Workspace.
 - Make sure the user is not a member of an excessive amount of Active Directory groups.
 - Check whether Parallels Secure Workspace can use both UDP and TCP: [How to ?perform a port scan \(tcpscan/udpscan\)](#) (port 88, both UDP and TCP).
 - Install the latest updates for the Microsoft Windows Server and for the hypervisor on which the virtual machines (if applicable) are running.
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