



Temporary failure in name resolution

- Parallels Secure Workspace

Symptoms

In log files, entries can be found with the following message:

Temporary failure in name resolution

Cause

Parallels Secure Workspace is unable to resolve Fully Qualified Domain Names (FQDN) to an IP address using the specified DNS server(s).

Resolution

Address the DNS issues. Make sure Parallels Secure Workspace can connect to the specified DNS server(s).

DNS servers can be specified in two places, so make sure to test them all:

- System Settings > Global > Connectivity > DNS Servers.
- For each Workspace domain: System Settings > Global > Domains > the domain > DNS Servers.

See [How to ?perform a port scan](#) .

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