

Citrix Netscaler as SSL offloader for Parallels Secure Workspace

- Parallels Secure Workspace

Resolution

It's possible to use Citrix Netscaler work as an SSL offloader for Parallels Secure Workspace.

Requirements:

- **Websockets** for the application sessions need to be allowed.
A short third-party guide: [Setting up WebSocket access on Citrix NetScaler - msandbu.org](https://msandbu.org)
- The following **headers** need to be set:
 - Connection:** This value should equal *Upgrade*.
 - Upgrade:** Should be equal to *websocket* in case of a WebSocket upgrade.
 - X-Forwarded-Protocol:** needs to be set to *https*

If Parallels Secure Workspace displays errors when visiting the portal through HTTPS, the most common cause is that Parallels Secure Workspace responds in HTTP while Netscaler expects HTTPS. When the above headers are not set, Parallels Secure Workspace does not know that the SSL offloader is in front of it. Configuring the correct headers will fix this.

Use your browser's development tools and inspect the **Network** tab to see if the network request responses are HTTP or HTTPS.

You can find more information about external SSL offloading in the admin guide.

Important: Citrix Netscaler only supports WebSockets via a virtual server that is directly accessible by IP and not behind a content-switching virtual server!