

## Time is incorrect on the appliance

- Parallels Secure Workspace

### Symptoms

- Multi-factor authentication is failing.
- Single Sign-on is failing.
- Accessing drives or starting/resuming applications is no longer possible when using Kerberos authentication.

### Cause

The time is incorrect on the appliance.

### Resolution

Under **System Settings > Global > Connectivity: Servers**, adjust the **NTP server(s)** setting.

It's highly recommended to **specify 3 reliable NTP servers**.

Mind that it may take a while to fully synchronize the time after adjusting the NTP servers.

Make sure Parallels Secure Workspace can connect to UDP port 123 of those NTP servers [How to ?perform a port scan \(tcpscan/udpscan\)](#).

When using internal NTP servers:

- For single sign-on: make sure that the time of Microsoft Windows domain controllers is also properly synced with the same NTP servers Parallels Secure Workspace relies on.
- For multi-factor authentication: make sure the internal NTP servers are properly synced with trust-worthy external NTP servers (such as **pool.ntp.org** ).