

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Most likely, your outdated product version does not trust the modern SSL/TLS certificate of our upgrade repository.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 tcpscan if a connection is possible to port 443 of these hosts.
More info: [How to perform a port scan \(tcpscan/udpscan\)](#)

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

Info **Awingu**

Type: SUBSCRIPTION

License Terms:

- 1000 CONCURRENT users from [REDACTED] until [REDACTED]

Maintenance and Support Terms:

- 1000 CONCURRENT users from [REDACTED] until [REDACTED]

Revision: 1

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