

## How to ?perform a port scan (tcpscan/udpscan)

- Parallels Secure Workspace

### Resolution

1. Go to **System Settings > Global > Troubleshoot**.
2. Select the **tcpscan** or **udpscan** action, depending on the type of communication which needs to be verified.
3. Specify the **host** (IP or name) and **port**.  
Hint: You can specify multiple ports. Separate them with a comma.
4. Hit **[Execute]** to see the output.

You'll see an **"open"** state if communication should be possible.

Mind that for UDP, you will also see an **"open"** state (e.g. port 53 for DNS, port 123 for NTP), but sometimes also an **"openfiltered"** state. Depending on the protocol, nmap may try a specific payload and correctly detect whether a port is open. In other cases, it may simply not receive a response. This implies that it's unsure whether the appliance can connect to this port or not.

If it only shows **"filtered"**, it means there is a connectivity issue. Verify on your firewall if the appliance is allowed to connect to the specified host/port.

Common default ports when troubleshooting:

|      |                               |             |
|------|-------------------------------|-------------|
| 53   | DNS                           | UDP and TCP |
| 80   | http                          | TCP         |
| 123  | NTP (Network Time Protocol)   | UDP         |
| 389  | LDAP                          | TCP         |
| 443  | https                         | TCP         |
| 636  | LDAPS                         | TCP         |
| 1433 | Microsoft SQL Server          | TCP         |
| 3389 | RDP (Remote Desktop Protocol) | UDP and TCP |
| 5432 | PostgreSQL                    | TCP         |

[Configure](#)[Manage](#)[Changes](#)

# Troubleshoot

## 1. Select Action

download-logs

ldapsearch

ping

tcpscan

traceroute

udpscan

uptime

Host ?

4

Port ?

5

## 2. Execute Action

Nmap scan report for [redacted] ([redacted])

Host is up (0.0014s latency).

| PORT       | STATE | SERVICE    |
|------------|-------|------------|
| [redacted] | open  | [redacted] |

Nmap done: 1 IP address (1 host up) scanned in 0.25 seconds

Clear

Select

6

Execute