

Configuring SRV and PTR records (reverse lookup)

- Parallels Secure Workspace

Symptom

Authentication issues.

Cause

Authentication issues are often caused by an incorrect DNS configuration.

Resolution

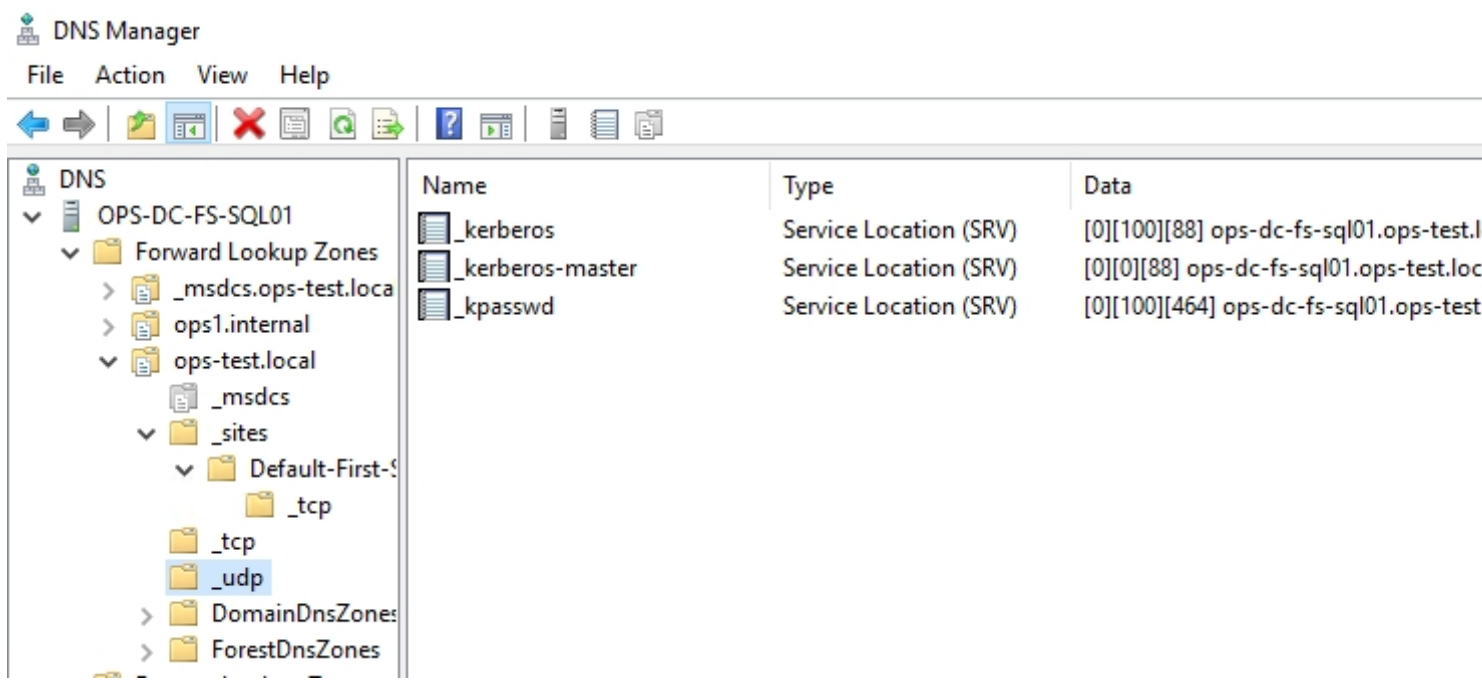
- **Forward lookups** will take the DNS settings specified in the Parallels Secure Workspace domain settings into account. For example, *subdomain.company.org* will use the DNS settings of the Workspace domain that has *company.org* as its FQDN in the Workspace domain settings. If there is no matching domain, the forward lookup will be performed using the global DNS servers.
- **Reverse lookups** always use the **Global DNS servers**. They can be configured by navigating to **System Settings > Global > Connectivity**.

Verify on the DNS server if these **SRV records** exist (**TCP and UDP** - see navigation in the left pane). They need to point to the Kerberos server, which is usually the primary domain controller.

- **_kerberos**
- **_kerberos-master**
- **_kpasswd ?**

This can be verified using Microsoft's DNS Manager.

Validate whether the **PTR-records** exist, so the reverse lookup of the FQDN of the Kerberos server is possible. Mind that problems may occur if there are multiple PTR-records with the same name pointing to different IP addresses.



File Action View Help

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