Parallels Secure Workspace is using the wrong SSL certificate

- Parallels Secure Workspace

Symptoms

Despite renewing an SSL certificate (manually or automatically), the wrong certificate is being used for the Workspace.

Cause

This may be caused by:

- A misconfiguration of Parallels Secure Workspace.
- A misconfiguration of a firewall, external load balancer, or reverse proxy in front of Parallels Secure Workspace - and that is serving the wrong certificate instead.

Resolution

Try the steps in this order. After each step, validate if the desired certificate is shown when navigating to the Workspace.

1. In case an old certificate is still shown: check if it is present in **System Settings > Global > Certificates**. Make sure there's a suitable newer certificate in the list as well. Simply remove the old certificate.
2. Verify if the correct certificate is shown when navigating to the fully qualified domain name (FQDN) with the **internal** IP from within the same network. For example, in Microsoft Windows, add the **internal** IP address and hostname to **C:\windows\system32\drivers\etc\hosts** (as an elevated user). Then (re)start the Internet browser and navigate to https://your.workspace.env
3. Verify the configuration of a third-party network component (firewall, load balancer, reverse proxy, ...).
4. If this is not working: contact support.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.