



Dashboard: user sessions - country information is missing

- Parallels Secure Workspace

Symptoms

There is no country information visible.

Cause

Either the user is accessing the Workspace through a local IP or there is an error in the configuration.

Resolution

If the user is not connecting from a local IP:

1. The firewall, load balancer or reverse proxy in front of Parallels Secure Workspace is not properly configured to forward the real IP using headers such as `X-Real-IP` or `X-Forwarded-For`.
2. The IPs of the reverse proxies are not properly configured in **ystem Settings > Global > External Reverse Proxy: Reverse Proxy IPs**. Add the IP address of each reverse proxy (firewall, load balancer, reverse proxy server in front of the Workspace, ...)