



ldap.SERVER_DOWN: {'result': -1, 'desc': "Can't contact LDAP server", 'ctrls': [], 'info': 'error:1425F102:SSL routines:ssl_choose_client_version:unsupported protocol'}

- Parallels Secure Workspace 5.4.2
- Parallels Secure Workspace 5.4.4
- Parallels Secure Workspace 5.4.0
- Parallels Secure Workspace 5.6.1
- Parallels Secure Workspace 5.6.0
- Parallels Secure Workspace 5.5.1

Symptoms

End users are no longer able to authenticate to the Workspace.

In log files (awingu-api.service.log), a similar exception can be seen:

```
2023-02-25 06:58:31.966755+00:00 awingu
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:1560]:
Authenticating user [someuser] under domain [AWINGUDOMAIN]
2023-02-25 06:58:31.967254+00:00 awingu
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:1560]:
Trying to bind to LDAP server with username someuser
2023-02-25 06:58:31.971074+00:00 awingu
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:1560]:
Failed to bind to LDAP server swslws0001.swuk1.local
2023-02-25 06:58:31.971694+00:00 awingu
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:1560]:
Could not bind to any ldap server.
Traceback (most recent call last):
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/cdsessio
line 134, in authenticate_ldap
    groups, attributes, rah_token = ldap.authenticate(
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/au
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    self._bind(username=username, password=password)
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/awingucore/users/au
line 161, in _bind
    bind_function(*args)
  File
"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+
line 248, in simple_bind_s
    msgid = self.simple_bind(who, cred, serverctrls, clientctrls)
  File
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"/opt/awingu/awingu-core/virtualenv/lib/python3.10/site-packages/python_ldap-3.4.3+
line 242, in simple_bind
    return
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Cause

As of version 5.4, the underlying operating system has been upgraded.
This means the latest best practices in security have also been implemented.
The issue is usually seen when the LDAPS certificate does not meet modern standards.

Resolution

Make sure the LDAPS certificate is using a modern signature hash algorithm.

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