

Change password feature does not work due to connectivity issue with domain controllers

- Parallels Secure Workspace

Symptoms

Users are unable to change their passwords through the Workspace.

In **awingu-api.service.log** , you may see a similar error:

```
2023-10-18 09:48:21.974673+00:00 awingu
awingu-api.service[/opt/awingu/awingu-core/virtualenv/bin/gunicorn:2047461]:
kinit error (ignored): kinit: Cannot contact any KDC for realm
'SOMEDOMAIN.ORG' while getting initial credentials
```

Cause

Connections between Parallels Secure Workspace and the Kerberos Domain Controllers are blocked.

Resolution

Make sure the following traffic is allowed:

- Outbound to the Kerberos domain controller(s): **port 88 (UDP/TCP)** and **port 464 (TCP)**.
Verify if the port is open when connecting from Parallels Secure Workspace: [How to ?perform a port scan \(tcpscan/udpscan\)](#) .
- Ensure there are PTR (reverse DNS) and SRV records in place to locate the KDC server and define the protocol to use.