Unable to establish a secure connection

- Parallels Access

Symptoms

- Cannot establish a secure connection with a cloud storage, e.g Dropbox, Google Drive, One Drive.
- **Unable to establish a secure connection with** error message pops up.

Cause

The error message pops up when the connection is established but it can't be protected with secure connection (SSL).

It's probably due to one of the following reasons:

- **Incorrect system time/date**. Please check the the system time/date are correct. If needed you may enable time synchronization via Internet.
- **Trust certificate can't be verified or has invalid values**. To fix it please update Parallels Access and OS to the latest build.

If the issue remains, please contact Parallels Support Team for assistance.

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