



Unable to use SSO in Parallels Client

- Parallels Remote Application Server 19.1

Symptoms

SSO is enabled during initial connection configuration, however, when trying to launch a published item user is prompted for credentials.

SSO service is running.

Cause

Misconfiguration in Group Policies.

Resolution

1. On the **Publishing Agent** server go to **Run > gpedit.msc**
2. Navigate to **Computer Configuration > Administrative Templates > System > Credentials Delegation.**
3. Double-click the "Allow Delegating Default Credentials" policy.
4. Enable the policy and then click on the "**Show**" button to get to the server list.

5. Add "**TERMSRV/<Your server name>**" to the server list. You can add one or more server names.

6. Confirm the changes and run "gpupdate /force" command in CMD.

7. Verify that policy applied to Terminal Servers as well. If not - add it manually.
