



OTP from Google Authenticator isn't accepted

- Parallels Remote Application Server

Symptoms

OTP from Google Authenticator isn't accepted, on every authentication attempt, a new QR code is provided. Error "**Logon using Google Authenticator failed. Error: Incorrect OTP**" is thrown.

Cause

Incorrect time settings on the RAS Publishing Agent server.

Resolution

Set the correct time on the RAS PA server (e.g, by using NTP)

Sync Time with NTP: <https://learn.microsoft.com/en-us/answers/questions/335118/sync-time-with-ntp>

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