



Users aren't redirected to the Identity Provider login page.

- Parallels Remote Application Server

Symptoms

Users aren't redirected to the **Identity Provider** login page.

Cause

SAML configuration hasn't been assigned to **RAS Theme** or users access RAS HTML5 Gateway not using the appropriate theme URL.

Resolution

Please check if SAML configuration is assigned to the right theme and users actually hit theme's login page:

For example, in this case, users should open <https://%FQDN%/OKTA> in their browsers to authenticate using SAML.

You should configure SAML to use the **<Default>** theme if you'd like to use just <https://%FQDN/>

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