

Users aren't able to start published items if their logon names were changed after configuring SAML in the environment

• Parallels Remote Application Server

Symptoms

Users aren't able to start published items if their logon names were changed after configuring SAML in the environment.

Error **Incorrect password or username** is thrown:

However, users are still able to login using SAML and see published items.

Cause

Certificates created by **Enrollment Servers** are no longer valid for users that have changed logon names.

Resolution

Please delete the old certificates. RAS Enrollment Servers will reissue them by themselves on the next user login.

- 1. Go to **RAS Console** Farm Enrollment Servers to see what Enrollment Servers you have:
- 2. Switch to the **AD Integration** tab to find the **Enrollment agent** credentials:
- 3. Log in to each Enrollment server using the Enrollment agent credentials;
- 4. Launch Certificate manager (certmgr.msc) and go to Certificates Personal Certificates:

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`	I)elete	the	certificates	1001100	to 1	the	affected users	

Please pay attention that every Enrollment server may has its own certificate for the affected user, so you need to check all of the servers and remove the certificates.

6. Affected users must log off from the farm and then login back. Certificates will be recreated and users will be able to start published items again.

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