

## "The user name or password" is incorrect while launching a published application using SAML

- Parallels Remote Application Server 18.0
- Parallels Remote Application Server 17.1
- Parallels Remote Application Server 19.1

## **Symptoms**

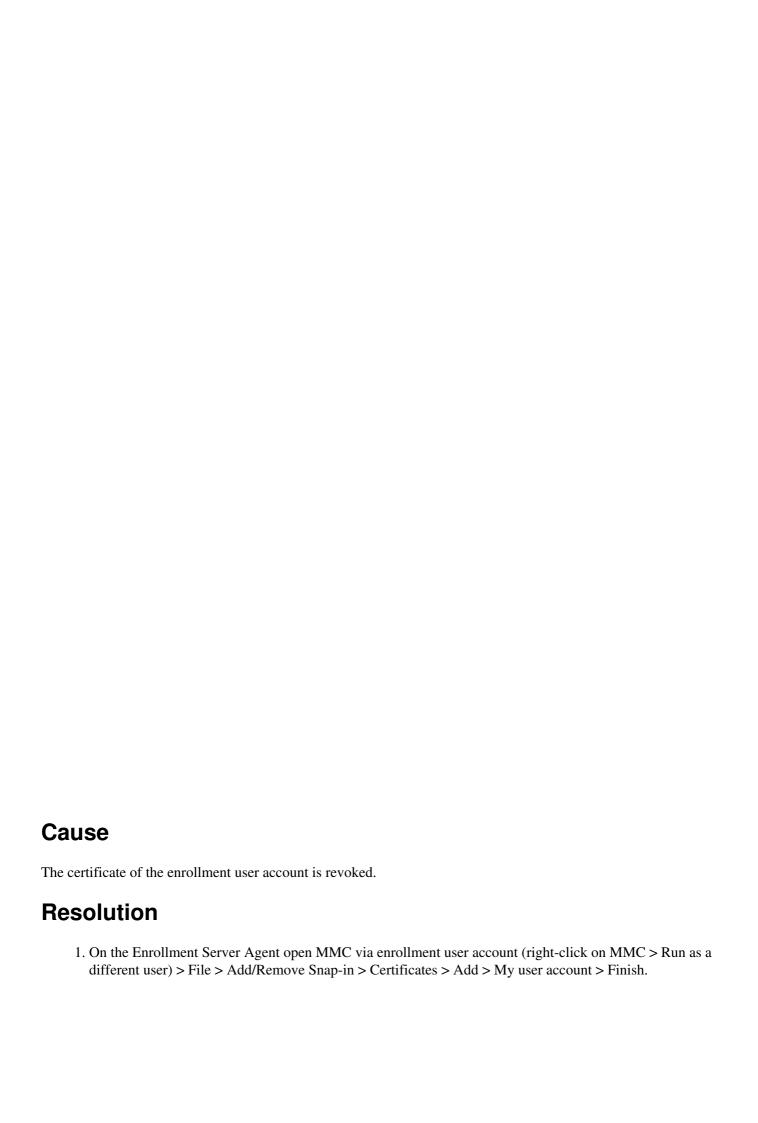
• An attempt to launch a published resource using SAML is failing with the error "The user name or password is incorrect".

• EnrolServer.log contains the following errors:

[I 6D/00000025/T0E40/P0BEC] 15-02-21 12:16:35 - No valid certificate for user user-1 (CN=user-1,OU=...) was found. A new certificate needs to be enrolled [W 6D/00000025/T0E40/P0BEC] 15-02-21 12:16:35 - Failed to enroll certificate for user user-1 (CN=user-1,OU=...) (The certificate is revoked. [0x80092010])

• Certification Authority's "Revoked Certificates" list contains the certificates for a user who was attempting to launch an app.





<ol> <li>Open the Personal Certificates Folder, locate the revoked certificate issued via PrlsEnrollmentAgent Template &gt; right-click &gt; Delete.</li> </ol>
3. Once the certificate deleted, <u>issue a new PrlsEnrollmentAgent certificate to Enrollment Agent user</u> 4. Restart RAS Enrollment Agent service.
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