

<u>User someuser@somedomain.org is not in a valid</u> <u>authentication group</u>

• Parallels Secure Workspace

Symptoms

When a user tries to sign in to the Workspace, the following error is shown:

User someuser@somedomain.org is not in a valid authentication group

Cause

The user is lacking permissions to access Parallels Secure Workspace.

Resolution

- Verify if the user is trying to sign in to the correct Workspace domain.
- For this Workspace domain:
 - 1. Navigate to **System Settings > Configure > User Connector: Login Permissions**.
 - 2. Validate the User labels.

For the user to be able to sign in, one of these conditions is required:

- 1. The **all:** label is present.
- 2. A specific **username:** label is present for this user.
- 3. A specific **group:** label is present and the user is actually a member of this Active Directory user group.

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