

# **Configuring the intervention password**

• Parallels Secure Workspace

## Resolution

The intervention password is something you should provide to the support team if a remote SSH intervention is requested.

#### Option 1

When System Settings is fully accessible: navigate to **System Settings > Global > General info: Remote Support.** Either generate a new intervention password which will be shown, or disable it.

#### Option 2

Requires access to the console of the virtual machine (VM). In the console, you should also be able to configure it using the VM's console.

### Option 3

Requires access to the API.

- First sign in as a Workspace admin.
- Next, navigate to https://workspace.company.org/api/v2/configuration/generate\_intervention\_password/ to generate a password or https://workspace.company.org/api/v2/configuration/disable\_intervention\_password/ to disable the password by clicking the [Post] button at the bottom.

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