



Received error from KDC: -1765328366/Client's credentials have been revoked

- Parallels Secure Workspace

Symptoms

First see [How to analyze the log files to identify single-sign on \(SSO\) issues](#) .

Single sign-on fails. In **awingu-worker-smc.service.log**, a similar error can be seen:

```
2022-11-14 09:54:23.054560 someawinguhost
awingu-worker-smc.service[manage.py:8090]: Using specified cache:
/etc/awingu/domains/AWINGUDOMAIN/6bed5d39-96a9-49f1-b9e3-ddc5ca62e52c/kerberos/kerbe
Using principal: someuser\@somedomain.org@SOMEDOMAIN.ORG
PA Option X509_user_identity =
FILE:/etc/awingu/domains/AWINGUDOMAIN/6bed5d39-96a9-49f1-b9e3-ddc5ca62e52c/certifica
[5746] 1668419663.30183: Getting initial credentials for
someuser\@somedomain.org@SOMEDOMAIN.ORG
[5746] 1668419663.30185: Sending unauthenticated request
[5746] 1668419663.30186: Sending request (194 bytes) to SOMEDOMAIN.ORG
[5746] 1668419663.30187: Resolving hostname BSMDC01.SOMEDOMAIN.ORG
[5746] 1668419663.30188: Sending initial UDP request to dgram
192.168.169.1:88
[5746] 1668419663.30189: Received answer (117 bytes) from dgram
192.168.169.1:88
[5746] 1668419663.30190: Sending DNS URI query for _kerberos.SOMEDOMAIN.ORG.
[5746] 1668419663.30191: No URI records found
[5746] 1668419663.30192: Sending DNS SRV query for
_kerberos-master._udp.SOMEDOMAIN.ORG.
[5746] 1668419663.30193: Sending DNS SRV query for
_kerberos-master._tcp.SOMEDOMAIN.ORG.
[5746] 1668419663.30194: No SRV records found
[5746] 1668419663.30195: Response was not from master KDC
[5746] 1668419663.30196: Received error from KDC: -1765328366/Client's
credentials have been revoked
[5746] 1668419663.30197: Retrying AS request with master KDC
[5746] 1668419663.30198: Getting initial credentials for
someuser\@somedomain.org@SOMEDOMAIN.ORG
[5746] 1668419663.30200: Sending unauthenticated request
[5746] 1668419663.30201: Sending request (194 bytes) to SOMEDOMAIN.ORG
(master)
[5746] 1668419663.30202: Sending DNS URI query for _kerberos.SOMEDOMAIN.ORG.
[5746] 1668419663.30203: No URI records found
[5746] 1668419663.30204: Sending DNS SRV query for
_kerberos-master._udp.SOMEDOMAIN.ORG.
[5746] 1668419663.30205: Sending DNS SRV query for
_kerberos-master._tcp.SOMEDOMAIN.ORG.
[5746] 1668419663.30206: No SRV records found
kinit: Client's credentials have been revoked while getting initial
credentials
```

Cause

The user's Active Directory account is likely disabled, locked, expired or deleted.

Resolution

Validate the status of the user account in the Active Directory.

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