

Error [01/00000011] Failed to change password - Configuration information could not be read from the domain controller, either because the machine is unavailable or access has been denied.

- Parallels Remote Application Server

Symptoms

While logging in to Parallels RDP Client the user is being asked to change the password. After changing the password the error occurs:

Cause

Incorrect username format

Resolution

The settings client side get populated based on the response received from AD or from the server we are authenticating with. Based on that response, the connection settings are updated as well within the Parallels RDP Client.

You may enable the settings in **RAS Console > Connection** pane

- Use client domain if specified

or

- Force clients to use NetBIOS credentials

As a best practices, please use **UPN** format (**user@domain.com**)
