



Login Failed. Failed to change password - The parameter is incorrect

- Parallels Remote Application Server

Symptoms

"**User must change password at next logon**" setting configured in Active Directory. When the user attempts to log in with their generic password, they are then prompted to change their password. After entering the valid password to change it to and clicking **OK** user is not able to login in the Web Portal due to the error:

Cause

The issue is caused because of two Microsoft updates that are installed on the Publishing Agent's machine:

- KB3126587
- KB3126593

Resolution

The following Microsoft patches must be installed on the machine where the Publishing Agent is located:

- [KB3140410](#) - Windows Server 2008 x86
- [KB3140410](#) - Windows Server 2008 x64
- [KB3139921](#) - Windows Server 2012