

Single Sign-On is not available as authetication type in Parallels Client

• Parallels Remote Application Server

Symptoms

- Singe Sign-On is not available as authentication option in Parallels Client.
- Confirmed that domain account in use.
- Confirmed that **RAS SSO Service** is running in **services.msc** applet:

Cause

- The machine was not rebooted properly after installing Parallels Client and enabling **Single Sign-On** component.
- Corrupted installation of Parallels Client.
- Users added to Protected Users Security Group

Resolution

- 1. <u>Uninstall Parallels Client completely</u> from the affected machine.
- 2. Rerun the installation of Parallels Client in **elevated command prompt** using this command:

```
Version 17.0 and newer: msiexec /qn /i RASClient.msi INSTALLSSO=1 Version 16.5 and below: msiexec /qn /i RASClient.msi TUXGINA=0
```

NOTE: The command will silently install Parallels Client with RAS SSO Service and forcibly reboot the PC.

- 1. After the reboot, ensure that you logged in via your domain account, not local one.
- 2. Open Parallels Client, create new connection > hit **Advanced Options** and check if **Single Sign-On** is now available as authentication type:

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