



Single Sign-On is not available as authentication 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. Uninstall Parallels Client completely 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: