Unable to use SSO in Parallels Client

- Parallels Remote Application Server 19.1

Symptoms

SSO is enabled during initial connection configuration, however, when trying to launch a published item user is prompted for credentials.

SSO service is running.

Cause

Misconfiguration in Group Policies.

Resolution

1. On the **Publishing Agent** server go to **Run > gpedit.msc**

2. Navigate to **Computer Configuration > Administrative Templates > System > Credentials Delegation.**

3. Double-click the "**Allow Delegating Default Credentials**" policy.

4. Enable the policy and then click on the "**Show**" button to get to the server list.

5. Add "**TERMSRV/<Your server name>**" to the server list. You can add one or more server names.

6. Confirm the changes and run "gpupdate /force" command in CMD.

7. Verify that policy applied to Terminal Servers as well. If not - add it manually.

© 2024 Parallels International GmbH. All rights reserved. Parallels, the Parallels logo and Parallels Desktop are registered trademarks of Parallels International GmbH. All other product and company names and logos are the trademarks or registered trademarks of their respective owners.