

Unable to login to Parallels RAS Console using SSO

• Parallels Remote Application Server

Symptoms

Right after the upgrade of RAS I cannot authenticate to Parallels RAS Console using Single Sign-On method due to the error:

Cause

The machine didn't reboot after installing Single Sign-On component

Resolution

You must restart your system to make Single Sign-On authentication possible.

Reboot the machine and try again.

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