



"The request is not supported" error while launching a published app via SAML

- Parallels Remote Application Server 19.1

Symptoms

While attempting to start a published resource via SAML authentication the following error appears:

Resolution

The “**Domain Controller**”, “**Domain Controller Authentication**” or “**Kerberos Authentication**” certificate on Domain Controller require enrolling, even if they are already available.

Please go to **certlm.msc** on the Domain Controller, right-click on **Personal Certificates** and click Request New Certificate:

Click **Next** twice, select “**Domain Controller**”, “**Domain Controller Authentication**” or “**Kerberos authentication**”, and click **Enroll**:

Make sure that the enrollment succeeded and click **Finish**:

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