

MFA User/Group exclusions not honored

- Parallels Remote Application Server

Symptoms

- An administrator excluded a user/group from MFA
- Excluded users are still prompted to fill OTP

Cause

Misconfiguration

Resolution

When you enable the user or group exclusion, please note the following:

- For users to connect, the **Force clients to use NetBIOS credentials** option must be disabled (the option is located in **Connection > Authentication**).
- On the Parallels Client **Use Pre Windows 2000 login format** should be unchecked (the option is located in **Connection Properties > Advanced Settings**)
- End users must then log in using their names in the UPN format (*username@domain.com*).
- If there is an alternative UPN suffix configured for the user, it must be used instead of the domain name:

In the example above the domain name is "ras.sup.lab" but the user must login as "ras01@example.org";

- The exclusion requires a domain environment and doesn't work in Workgroup.
- Group nesting is not supported when configuring an exclusion.