

Users aren't able to start published items if their logon names were changed after configuring SAML in the environment

- Parallels Remote Application Server

Symptoms

Users aren't able to start published items if their logon names were changed after configuring SAML in the environment.

Error **Incorrect password or username** is thrown:

However, users are still able to login using SAML and see published items.

Cause

Certificates created by **Enrollment Servers** are no longer valid for users that have changed logon names.

Resolution

Please delete the old certificates. RAS Enrollment Servers will reissue them by themselves on the next user login.

1. Go to **RAS Console** → **Farm** → **Enrollment Servers** to see what Enrollment Servers you have:
2. Switch to the **AD Integration** tab to find the **Enrollment agent** credentials:
3. Log in to each **Enrollment server** using the **Enrollment agent** credentials;
4. Launch **Certificate manager** (certmgr.msc) and go to **Certificates** → **Personal** → **Certificates**:

5. Delete the certificates issued to the affected users.

Please pay attention that every Enrollment server may has its own certificate for the affected user, so you need to check all of the servers and remove the certificates.

6. Affected users must log off from the farm and then login back. Certificates will be recreated and users will be able to start published items again.

© 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.