



"Lock screen when working remotely" feature does not work when connecting remotely to computer

- Parallels Access
- Parallels Access for Business

Symptoms

After enabling "Lock screen when working remotely" feature in Parallels Access settings and connecting remotely via Web Console in browser to computer, its screen is not locked. Its screen locks after disconnecting if respective option is enabled.

Cause

Currently the issue is being investigated by our Development team.

Resolution

Unfortunately, there is no resolution so far. Please consider connecting via mobile device (issue may occur there as well but it may vary).

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