



Enrollment agent and NLA user account credentials are reported as Invalid even when specified in the UPN format

- Parallels Remote Application Server

Symptoms

Enrollment agent and NLA user account credentials are reported as **Invalid** even when specified in the UPN format:

When you try to sign in to the Enrollment Agent server using the credentials you get an error **The sign-in method you're trying to use isn't allowed**:

Cause

Enrollment Agent and NLA User accounts require interactive logon ability.

Resolution

Allow interactive logon for the accounts on the EA server in **Allow log on locally** GPO or add users to local administrators group.

NOTE: The issue also will be observed if EA and NLA users have local admin rights on the Enrollment Server but added to **Deny log on locally** policy.

© 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.