



Time-based multi-factor authentication fails: Authentication for user failed: Wrong username, password, domain or OTP token

- Parallels Secure Workspace

Symptoms

Time-based multi-factor authentication (MFA) is enabled in Parallels Secure Workspace.

The user receives the following error: Authentication for user failed:

Wrong username, password, domain or OTP token.

Cause

Common causes:

- Incorrect time on the end-user device.
- Incorrect time on the Parallels Secure Workspace appliance.

Resolution

To verify on the end user's device (in case only one or a few users are affected):

This issue is probably caused by an incorrect time being set on the end user's device where the authenticator app has been installed. Compare the time of the end-user device with real-world time. It is important that the seconds on the device are also correct. You can compare the time of the device with the time here: <https://time.is/>

To verify on the appliance (if multiple users start experiencing problems): Make sure the time of the appliance(s) is correct. [Check the time on an appliance](#)