

Unable to find nested security groups in the Active Directory

- Parallels Secure Workspace

Symptoms

Parallels Secure Workspace is unable to find nested security groups in the Active Directory (AD).

In the front end, the user may see this error (or a localized variant) when trying to sign in.

Authentication for user someuser failed: Unknown error.

Cause

For most use cases, leave the LDAP bind functions to their default settings.

Resolution

In **System Settings > Global > Domains**, add and configure the Active Directory domain.

For each domain, it is possible to specify a bind function that determines how to bind with the Active Directory server and search for users and groups.

In case you have **nested groups** in your Active Directory, set **Find Groups** to one of these two methods:

- **builtin.find_groups_by_member**
- **builtin.find_groups_by_token_groups** (default)

This bind function allows finding groups recursively on your LDAP server.