



## **Why can't the management user (local admin) account start applications?**

- Parallels Secure Workspace

### **Resolution**

During the installation, a management user (local admin) is created. This account is used for initial setup and in case of back-end authentication issues which make it impossible to login using LDAP domain accounts because the domain controllers are down or because pre-authentication fails.

If this account has the same username as an account on the domain configured in Parallels Secure Workspace, signing in with the domain account will fail. When the username is used, it will be recognized as the management user account and not send an LDAP query to the domain controller.

This management user can not start applications or use drives in Parallels Secure Workspace. This account can only be used to change the configuration through System Settings or to view the Dashboard.

### **FAQ**

- There is a workaround to still be able to log in with a domain account (that has the same username as the Parallels Secure Workspace Local Admin): one can log in by specifying the domain or the User Principle Name (UPN) at the login page.
- Can't login as the management user (local admin) because of SSO/Pre-Authentication Redirection