

After redirection from the external Identity Provider (IdP) to the Workspace, a 401 Unauthorized message is shown.

• Parallels Secure Workspace

Symptoms

- After redirection from the external Identity Provider (IdP) to the Workspace, a 401 Unauthorized message is shown.
- In the appliance's log files, this error message can be seen: *Unable to get username from SAML response*.

Cause

Possible causes:

- An incorrect username claim was specified.
- An **incorrect configuration of the claim issuance** on the external Identity Provider (IdP).

Resolution

- Verify the configuration of the **claims** on the external IdP.
 - ◆ When using Active Directory Federation Services (ADFS), check <u>Using Microsoft Active</u> <u>Directory Federation Services to sign in to Parallels Secure Workspace (SAML)</u>.
- Verify the **username claim** in Parallels Secure Workspace, configured under **System Settings** > **Configure** > **User Connector: Federated Authentication**.
 - ♦ Default:
 - ♦ For Microsoft ADFS: http://schemas.xmlsoap.org/ws/2005/05/identity/claims/upn
 - ♦ For Azure: http://schemas.xmlsoap.org/ws/2005/05/identity/claims/name

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